

Strategic Lean Project Report



For Reporting Period: January 1, 2016 through June 30, 2016

I. General Information:

Lead agency name: Washington State Center for Childhood Deafness and Hearing Loss
Partner agencies: N/A

Improvement project title: Outreach contract request process & routing

Date improvement project was initiated: 9/7/2015

Project type: New Project

Report reviewed and approved by: Tom Galey, Director of Business Operations

II. Project Summary:

The Center for Childhood Deafness and Hearing Loss improved the outreach contract request process, resulting in a reduction in the time it takes to send a contract to a school district or agency for signature after it is requested from over 15 days to under 8 days.

III. Project Details:

Identify the problem:	The process for establishing a contract with school districts or other agencies for outreach services is not standard. Due to inconsistencies, a lack of awareness of what is required to execute a contract in accordance with State regulations, and general communication gaps, there are significant process delays that impair the ability to establish contracts and provide consultation services to students and districts in a timely manner.
Problem statement:	Currently, it takes an average of 15.65 days for a contract to be sent to a school district after the contract specialist receives the request compared to our target of 8 days, which we want to reach by 7/1/2016.
Improvement description:	The two staff primarily responsible for this process reviewed what typically happens when a request is made, who typically requests a contract, and what information is minimally required to write the contract. They created a contract cover form that would capture all of the necessary information for a contract to be written and would be routed as the process was completed. They created a standard process that all requests would go through a single position to reduce duplicate and partial requests for contracts. They also provided a template to staff who regularly request contracts so that the likelihood of requests being complete when initially submitted would increase.
Customer involvement:	The new contract routing form was reviewed by impacted staff prior to implementation. Templates given to staff who request contracts were open for review prior to finalization.

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IV. Project Details:

Improved process as measured by: <i>(Click those that apply)</i>	Specific results achieved: <i>(Complete the narrative boxes below)</i>	Total Impact: <i>(Actuals; Current Reporting Period)</i>	Results status:
<input checked="" type="checkbox"/> Time	Decreased the length of time for a contract to be sent to a school district after the contract specialist receives the request from 15.65 days to 7.35 days.		Preliminary

V. Contact information:

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