

Lean Government Conference: Leading Through Change

June 8, 2018

Pratt and Whitney Stadium at Rentschler Field, East Hartford, CT

Breakout Session Summaries

(conference registrants will attend two breakout sessions during the event)

Breakout Session: Option 1

Presenter

Rachel Leventhal-Weiner, Data Engagement Specialist, Connecticut Data Collaborative

Session Title

Data Storytelling

Session Abstract

We hear it every day: Help us tell our story with our data. Agencies are often sitting on a mountain of data and looking for opportunities and strategies to harness insights from those data. Good data storytelling is possible when agencies have a clear vision for the data they collect and when they have the tools and capacity to analyze that data. Data storytelling is an important piece of explaining the impact and value of the services your agency provides to the public. In this breakout session, we will explore best practices in data storytelling and data visualization that make good storytelling possible. We will as well as possible data collection strategies to ensure you have the best information to drive decision making.

Participants can expect to discuss ways to improve existing data collection that will lead to solid storytelling. Participants can also expect to see examples of effective data storytelling and data visualization.

Session Category: Data Storytelling

Breakout Session: Option 2

Presenters

Cheryl Malerba, Chief of Staff, CT Department of Transportation

Michael Bright, Organization Development Specialist, CT Department of Transportation

Session Title

Continuity of Operations 101: How you can make a difference!

Session Abstract

Retirements, ERIPs, RIPs, new job opportunities; etc., there are many reasons why people leave their jobs. What can you do as a manager or supervisor to help make a difference? This succession planning breakout session will assist you to identify areas of risk for continuity of operations, outline how to create a useful and meaningful Standard of Operating Procedures Manual, as well as teach you how to identify skill gaps/needs. Even with a staff of one – this session has real application for unknown successors

Session Category: Changing Workforce/Succession Planning

Breakout Session: Option 3**Presenters**

Alyssa Goduti, President and CEO, Connecticut Council of Family Service Agencies

Jim McPherson, Program Manager - Licensing Unit, CT Department of Children and Families

Stan Soby, Vice President, Public Policy and External Affairs, Oak Hill

Josh Scalora, Organizational Development Manager, CT Department of Developmental Services

Anne Ruwet, CEO, CCARC, Inc.

Barbara Cass, Section Chief - Facility Licensing and Investigations Section, CT Department of Public Health

Session Title

Uniform Electronic Interagency Facility Licensing and Certification Process

Session Abstract

The focus of this effort is to improve the safety and quality of the services we provide to the 3.5 million healthcare beneficiaries that State agencies and private providers serve by streamlining and standardizing the process through the use of Lean thinking and practice by which certain types of facilities are licensed by State agencies.

- Multiple state agencies have licensure and certification requirements for the same community providers. In many cases these requirements, processes and timelines differ, creating redundancies and unnecessary administrative burdens for providers and state agencies. Lean can be used to streamline internal and external licensure processing to improve workflow and create efficiencies at a time when state and community resources are stretched.
- Nonprofit providers need to do more with less, and have identified perceived inefficiencies in regulatory function across multiple state agencies.
- State agencies face a shrinking workforce and budget while the State and Federal entities continue to mandate activities for them to implement.

Session Category: Cross-disciplinary Collaboration

Breakout Session: Option 4

Presenters

Justin Kenney, Performance and Budget Analyst, Vermont Agency of Administration

Dru Roessle, Director of Performance Improvement, Vermont Agency of Human Services

Session Title

Moving From Random to Strategic Acts of Improvement

Session Abstract

Two presenters from the State of Vermont will share the successes and challenges of using PDSA cycles and specific Lean and Results-Based Accountability principles and tools to drive continuous improvement in alignment with strategic goals. In this session, participants will learn how to utilize PDSA cycles at operational and enterprise levels to achieve short and long-term goals. Presenters and participants will discuss how to ensure that programs to foster improvement are seen as integral – not peripheral – to sustainable organizational success.

Session Category: Learning from Other States/Strategic Planning/Measuring Success

Breakout Session: Option 5

Presenters

Alex Stine, Chief, Program Development (State-wide Lean Coordinator), RI Office of Management and Budget

Jonathan Rascoe, Interdepartmental Program Manager, RI Department of Human Services

Louis Maccarone, Chief, Program Development, RI Department of Environmental Management

Session Title

Brick by Brick: How In-House Advanced Training and Facilitation Builds Flexibility into Your Lean Program

Session Abstract

Running a Lean program with limited or no funding can be challenging: how do you grow the expertise of your Lean leaders, while completing projects that have impactful results? This presentation will share Rhode Island's experience bringing Yellow and Green Belt training in-house, as well as building a state-wide network of Lean Ambassadors and leveraging their expertise to cross-facilitate and cross-train at different agencies. The state-wide Lean Coordinator, joined by agency-level Lean leaders, will share lessons learned, recommendations, and tools that leverage Rhode Island's best Lean resource: our state workers! Come join the conversation, so we can create a dialogue about how to sustain Lean program gains regardless of your level of funding.

Session Category: Learning from Other States/Building Trust

Breakout Session: Option 6

Presenter

Amer Khan, Director of Claim Operations, CT Department of Labor

Session Title

Enhancing Your Customer Experience

Session Abstract

People in State Government work with complex systems and challenges, providing services to the public. Often time's outdated technology coupled with scarce human resource staffing, makes for a perfect storm. Representatives from the CT Dept. of Labor Unemployment Insurance Operations unit will be on hand to share their journey from telephone initial claim filing to Internet access claims filing.

Session Category: People, Process, Technology

Breakout Session: Option 7

Presenters

Tina Prakash, Special Assistant to the Deputy Secretary, CT Office of the Secretary of the State

Kristin Karr, Publications Division Manager, CT Office of the Secretary of the State

Session Title

Focus Groups: In-Depth Qualitative Measurement of Customer Priorities in a New Fiscal Reality

Session Abstract

A combination of presentation, group discussion and simulation, this workshop will examine how public-sector organizations can adapt a familiar qualitative measurement tool: structured focus groups. Connecticut's Office of the Secretary of the State has been utilizing this technique in various ways to inform Lean-driven change in the organization. This format offers a deeper dive into stakeholder thought processes than a typical survey format, as well as flexibility in covering content based on the level of stakeholder interest and knowledge of various content areas. It also allows for the recording of participant tone, facial expressions and gestures, as well as participant reactions to other people's comments, to more fully inform decisions that must consider qualitative input.

Session Category: Changing Workforce/Facilitation Skills/Measuring Success

Breakout Session: Option 8

Presenters

Michelle Gore, Sanitary Engineer 3, CT Department of Energy and Environmental Protection

Elizabeth McAuliffe, Environmental Analyst 3, CT Department of Energy and Environmental Protection
Helen Robbins, Sanitary Engineer 3, CT Department of Energy and Environmental Protection

Session Title

LEANing the Path to Paperless!

Session Abstract

Learn how the State of Connecticut's Department of Energy and Environmental Protection (DEEP) is utilizing technology, cross-disciplinary collaboration, and a long-term progression of "Plan-Do-Check-Act" to develop an agency-wide document management system that is modernizing its business practices by curbing the flow of paper and harmonizing records management across its programs. The content of this presentation has applicability to all Lean Knowledge-Practice Levels.

Session Category: Cross-Disciplinary Collaboration/People, Process, Technology/Project Management