



STATE OF WASHINGTON
OFFICE OF THE FAMILY AND CHILDREN'S OMBUDS

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Strategic Lean Project Report

For Reporting Period: January 1 – June 30, 2016

I. General Information:

Lead Agency Name: Office of Family and Children's Ombuds

Improvement project title: *OFCO Database Improvement*

Date improvement project was initiated: January 4, 2016

Project type: New Project

Project is directly connected to: Agency Strategic Plan

- *Goal: promote the health, welfare and safety of children in state care, as well as the preservation of families, by investigating complaints in an impartial and timely manner*
- *Goal: promote system-wide improvements in the child protection, child welfare and children's residential services*

Report reviewed and approved by: Patrick Dowd, Director

II. Project Summary:

OFCO will modernize and simplify its 20 year old complaint tracking database, better tailoring it to the office's work today, with the following goals:

- **Reduce staff time** spent entering complaint information, quality assurance and data analysis; and
- **Increase staff satisfaction** with the database.

III. Project Details:

Identify the problem: OFCO's complaint record-keeping application is confusing, lengthy, and has not kept pace with the office's needs. Modifications to database fields are also needed to accurately describe complaint investigation activities. The complexity and redundancies of the application result in significant staff time spent on unnecessary data entry; correcting errors downstream; and translating raw data into the information shared with the Governor, Legislature, and public.

Problem statement: Currently, the entry time for a new complaint record is 4.5 minutes and 84 staff hours are spent correcting data errors compared to our target of yy minutes and xx hours respectively, which we want to reach by [date]. Modifications to database fields are also needed to more accurately and efficiently describe complaint investigation activities to the public.

Improvement description: In collaboration with WaTech, the record-keeping application will be revised to simplify the information required. Several fields will now prompt users when information is missing and dropdown menus will be reordered, reducing the opportunity for errors. Modifications to and additions of database fields will allow OFCO to more accurately describe complaint investigation activities and report findings to the public.

Customer involvement: All OFCO staff and a WaTech developer were involved in meetings and discussions to improve the complaint tracking database. They gave feedback on proposed changes and designs and suggested alternatives.

IV. Project Results:

Improved process as measured by:	Specific results achieved:	Total impact (Between January 1 – June 30, 2016)	Results status
Time	Reduced average time to enter a new complaint from 5 minutes to yy minutes	Saved xx minutes/hours of staff time	Preliminary
Time	Reduced staff time spent on fixing errors / data cleaning from 84 hours to yy hours	Saved yy hours of staff time	Preliminary
Quality	Decreased the percent of complaint issues tracked that require downstream review from 6.2% of issues to yy% of issues.	yy fewer reviews of complaint issues	Preliminary
Quality	Decreased the percent of complaint close reasons (why an investigation was ultimately completed) needing corrections downstream from 4% to yy%	yy more correctly completed records	Preliminary
Employee Engagement	Increased user satisfaction with the complaint tracking application	N/A	Preliminary

V. Contact Information

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