

ICRC Housing Complaints Kaizen Report Out

“Raising the Roof”

June 2-6, 2008

Why did we do this?

Ralph Rosenberg

Director

Iowa Civil Rights Commission

The “Raising the Roof” Team



Team Members

Ralph Rosenberg

Team leader

Mike Rohlf, DOM

Sub-team leader

Don Grove, ICRC

Consultant

Jim Scott, TBM

Members

Mary Cowdrey, ICRC

Dawn Peterson, ICRC

Diana Sisler, ICRC

Lee Hill, DOM

Tiffanie Drayton, ICRC

Edie Bogaczyk, ICRC

Ralph Rosenberg, ICRC

Teresa Baustian, Attorney General

Scope

Ralph Rosenberg

- This event will address the case processing of housing complaints from intake to resolution (closure or recommended probable cause).

Goals

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- Increase percentage of cases resolved in less than 100 days from 50% to 80%.
- Increase the number of complaints filed statewide from 10 a month to 12.
- Increase testing by 50%.
- Increase settlement rate from 33% to 50%.
- Increase the probable cause rate from 3% to 5%.

Objectives

Ralph Rosenberg

- Improve the process to create greater justice.
- Be the best forum for processing housing complaints.
- Address more housing complaints.
- Do more testing.
- Increase the effectiveness of the investigations.
- Create a standard method of investigations.

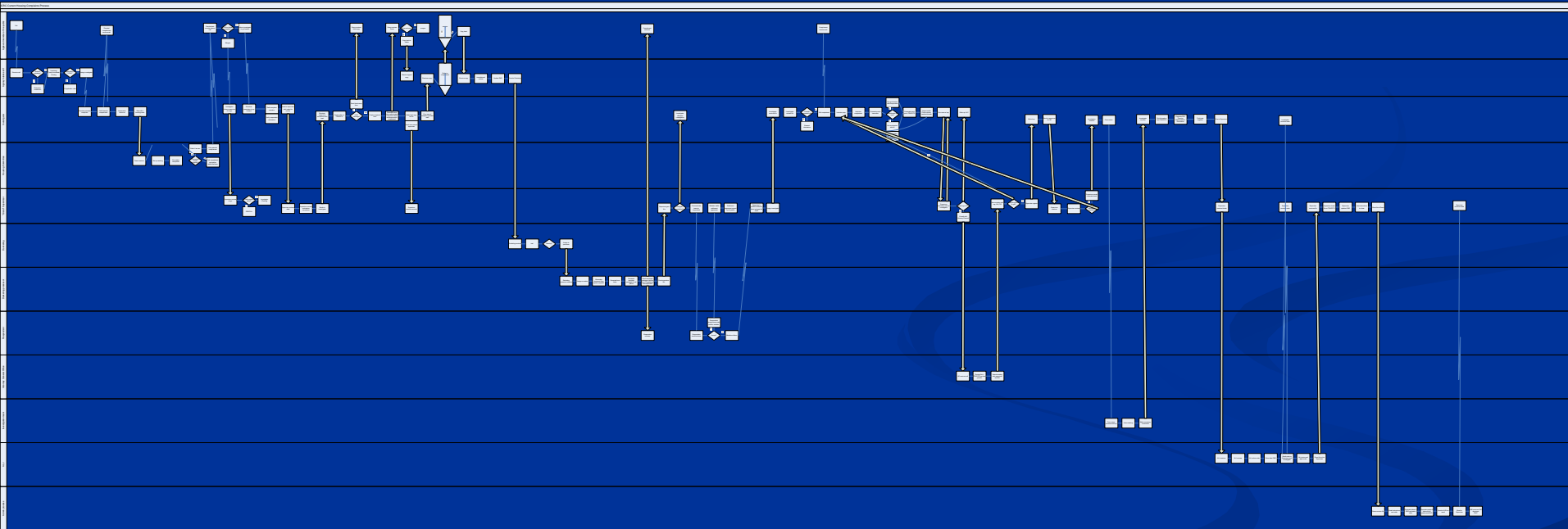
Kaizen Methodology

Mike Rohlf

- Clear objectives
- Team process
- Tight focus on time
- Quick & simple
- Necessary resources immediately available
- Immediate results (new process functioning by end of week)
- 5S “mindset”, use the steps to support the event activities

Current Process

Mary Cowdrey??

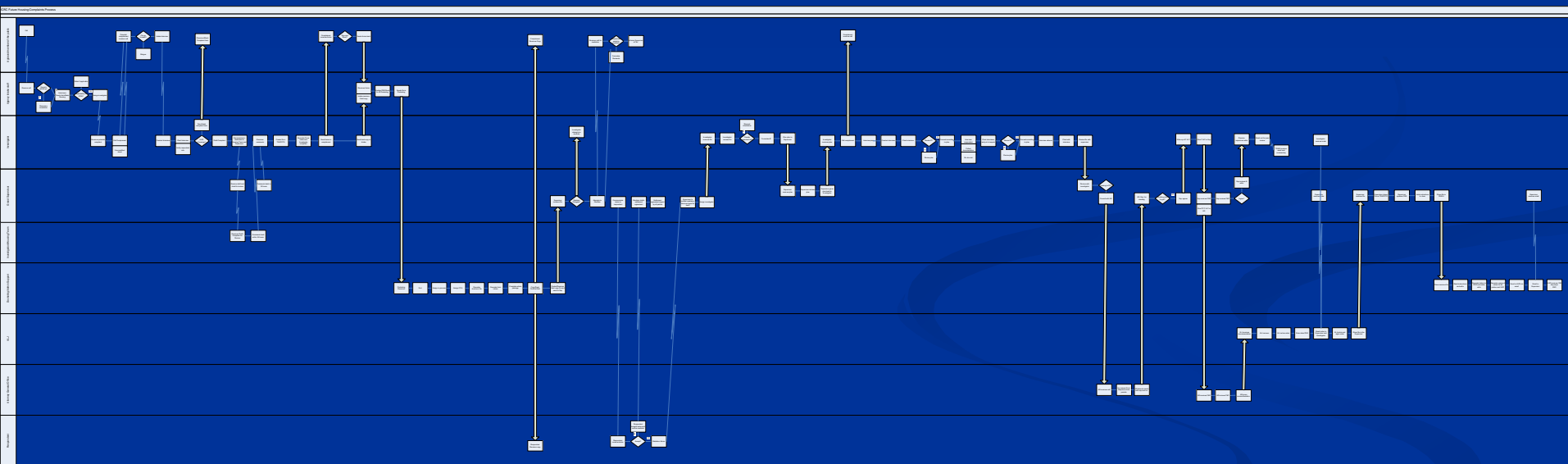


Brainstorming

Mary Cowdrey or Teresa Baustian

- Team meetings-modify
- Investigative planning
- Empower staff to relieve supervisor
- Reduce “waste” of decisions not to file
- Time limits
- Template
- Time savings
- Shared information

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Results

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	Current Process	New Process	% of Change	
# of Steps	141	122	13%	
# of Hand offs	47	38	19%	
# of Decisions	18	14	23%	
# of Value Added Steps	4	4	0	
# of Delays	19	16	16%	
Delays best case	18 days	13 days	28%	
Delays worst case	263 days	193 days	27%	
Lead time-best case	132.3 hours	55 hours	58%	
Lead time-worst case	741 hours	642 hours	13%	

Homework

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Item	Item Description	Person Responsible	Due Date
1	Morgue letter-copy email	Tiffanie	6/13
2	Understand what the AG office needs in a case	Teresa/Don	8/15
3	Plan for training new investigators	Don	9/15
4	Modifications to the docketing letter (8.5 x 11, staples, etc.	Dawn	6/13
5	Add “in conclusion” paragraph-talk about in team meeting	Don	6/13
6	SOP checklist for draft complaint	Edie	

Homework

Item	Item Description	Person Responsible	Due Date
7	SOP--Eliminate peer review	Edie	
8	Checklist for sending hard copy to intake	Edie	
9	Draft letter for educational component	Edie/Don	
10	Give Mary access to TEAPOTS	Don	6/5
11	Written IP (D &C, RTR, Notice/Eviction, Harrassment, R & D, FTA/M, Send IP to super for review/approval, share on SN-sub folders in Housing "plans"	Don	6/5
12	Communicate no PR mtg		

Homework

Item	Item Description	Person Responsible	Due Date
13	Send FNC to super for review/approval		
14	Once approved, send to team requesting review/comments within 24 hours		
15	Add to checklist		
16	Communicate to rest of ICRC	TEAM	6/18
17			
18			

Team Member's Experience

Lee Hill

Teresa Baustian

Comments:

**Mike Rohlf,
Lean Enterprise Administrator**

**We welcome your
questions and comments!**