



IOWA DEPARTMENT ON AGING

Northeast Iowa Area Agency on Aging (NEI3A)

No Wrong Door to Services with NEI3A

3840 W 9th Street Waterloo, IA

November 18-20, 2019



SCOPE

- This LEAN Kaizen Event will begin from the time a consumer contacts NEI3A to the point the consumer's needs are met or the consumer is referred to other NEI3A staff for service(s).

NON NEGOTIABLES: (Out of scope)

- Mitel Phone System

OBJECTIVES

- Establish consistency within and throughout NEI3A offices with all forms of consumer contacts.
- Review consumer needs assessment process to reduce unnecessary consumer handoffs.
- Identify and reduce delays in connecting consumer to appropriate NEI3A Program Staff.
- Evaluate existing and/or develop Standard Operating Procedures and policies for initial consumer contacts or referrals and adjust as appropriate.
- Evaluate and modify phone system routing within our current Mitel Phone System as appropriate.
- Identify needs for training in customer service and Area Agency on Aging (AAA) services.

GOALS:

- 90% of phone calls are answered within 6 rings (Bob will research what data can be collected). Bergan KDV is working on trackable outcomes.
- No more than 10% of initial callers receive voice mail as initial contact to the local NEI3A numbers and LifeLong Links during standard business hours. Bergan KDV is working on trackable outcomes.
- 100% of voicemails left for the NEI3A local numbers and LifeLong Links are returned or addressed within 1 business day.
- NEI3A will send to 5% of consumers quarterly a customer service survey regarding initial contact with 85% customer satisfaction.

PRE-WORK

- NEI3A Policies
 - Consistent Phone Answering - Kristie
 - Information and Assistance - Kristie
 - Options Counseling - Kristie



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- Case Management - Kristie
- Congregate Meal Dining Program - Kristie
- Elder Abuse Prevention and Awareness Program - Kristie
- Home Delivered Meals - Kristie
- Wellness Programs - Kristie
- NEI3A Program Standard Operating Procedures
 - Nutrition - Kristie
 - Elder Abuse Prevention and Awareness - Kindra
 - LifeLong Links (Information and Assistance and Options Counseling) - Lou

PARTICIPANTS

Sponsor: Donna Harvey and Greg Zars
Facilitator: Linda Hildreth and Kristi Shannon
Team Leader: Kristie Wiltgen
Team Members: Lana Oltrogge
Hannah Thomas
Lou Stockdale
Kindra Fritz
Vicki Hyke
Lyle Potter
Bob Schaffer

FOLLOW UP DATES

30 Day – Jan 8, 2020
 60 day – Feb 19, 2020
 90 day – March 18, 2020
 6 month –
 1 year –