

Iowa Department of Agriculture and Land
Stewardship
Division of Soil Conservation & Water Quality



**FIELD REP
REPORT-OUT
MAY 22 – 25, 2018**



Why Are We Here?



- Processes and responsibilities increased but not reviewed
- Ensure quality customer service

Susan Kozak,
Acting Director
Division of Soil Conservation
and Water Quality

Team LEAN on FiRe

Vince



Vince Sitzmann, IDALS; Susan Kozak, IDALS; Kate Bussanmas, IDALS; Tracy Bruun, IDALS; Matt McDonald, IDALS; James Martin, IDALS; Lori Lewis, IDALS; Mike Franklin, IDALS; Michelle Timmer, IDALS; Linda King, Conservation Districts of Iowa; Dennis Carney, Conservation Districts of Iowa; Lori Altheide, Natural Resources Conservation Services

Scope

James



This event will look at the global view of the Field Reps current responsibilities to determine what they are, who they support and where opportunities exist for improved collaboration and improvement in processes and tasks.

Objectives

Lori Lewis



1. Understand basic responsibilities and current priorities of the Field Reps and who are the associated partners/customers for the processes and tasks.
2. Identify opportunities to better align responsibilities with processes and tasks.
3. Identify opportunities for improvement of processes and tasks internally and across partners.
4. Identify and prioritize what the core responsibilities of the Field Reps should be.
5. Identify ways to ensure Field Reps are able to provide quality customer service.

Goals

Lori Lewis



Recommend a list of future events, for management consideration, that may be necessary to meet improvements in program collaboration, functionality, or to meet identify gaps in work.

What is Value Stream Mapping?

Matt



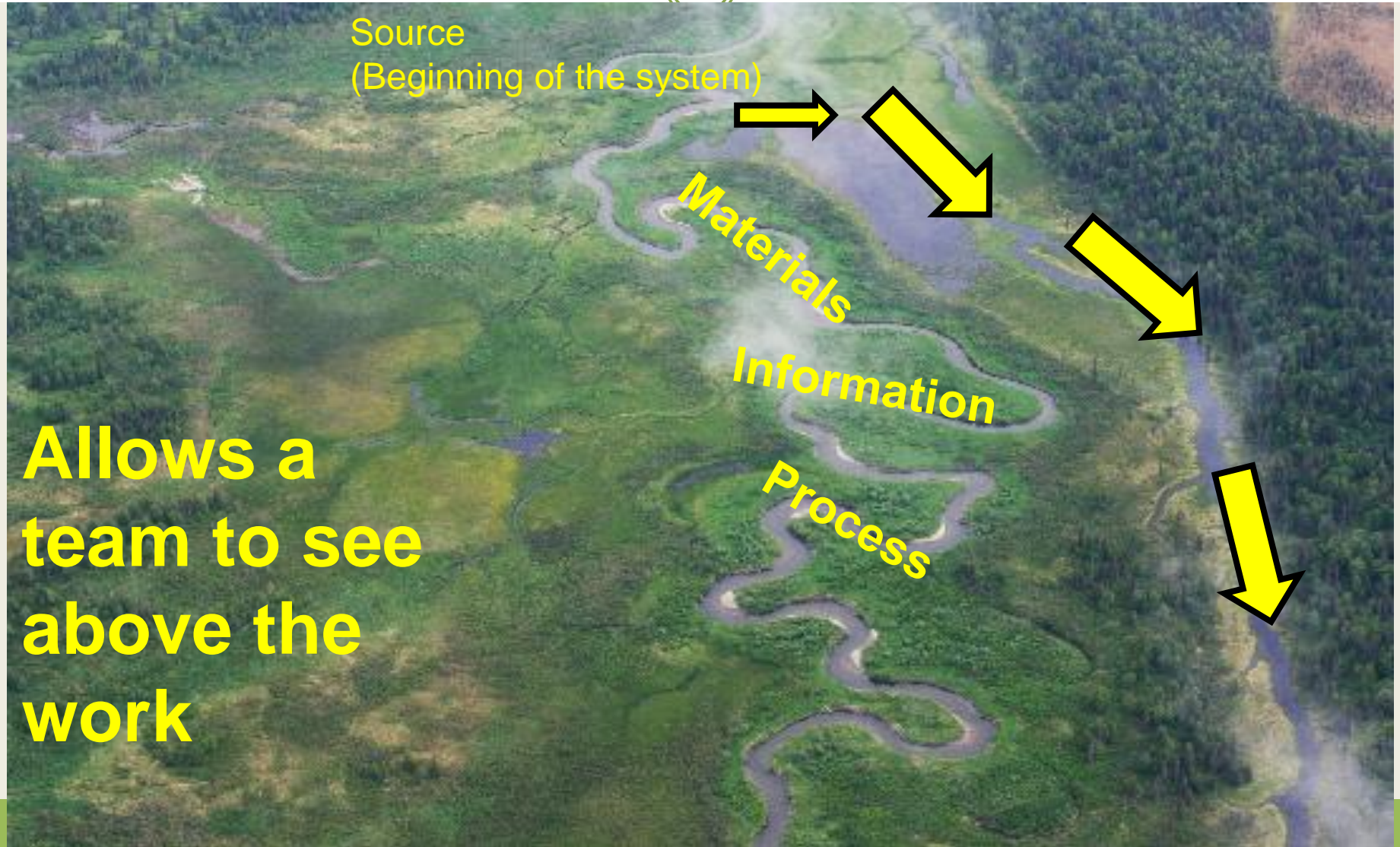
Source
(Beginning of the system)

Materials

Information

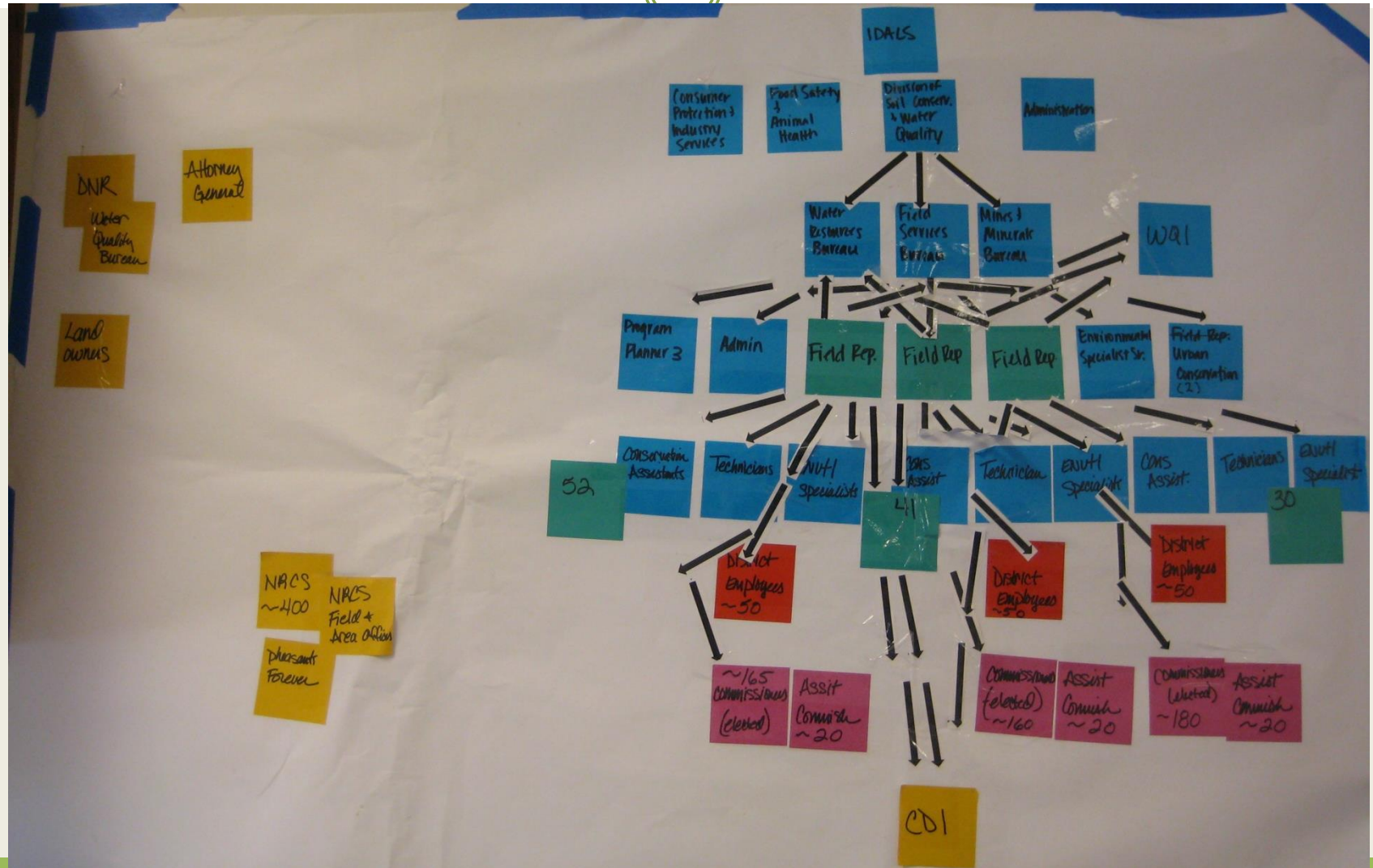
Process

**Allows a
team to see
above the
work**



Who's the Customer?

Kate



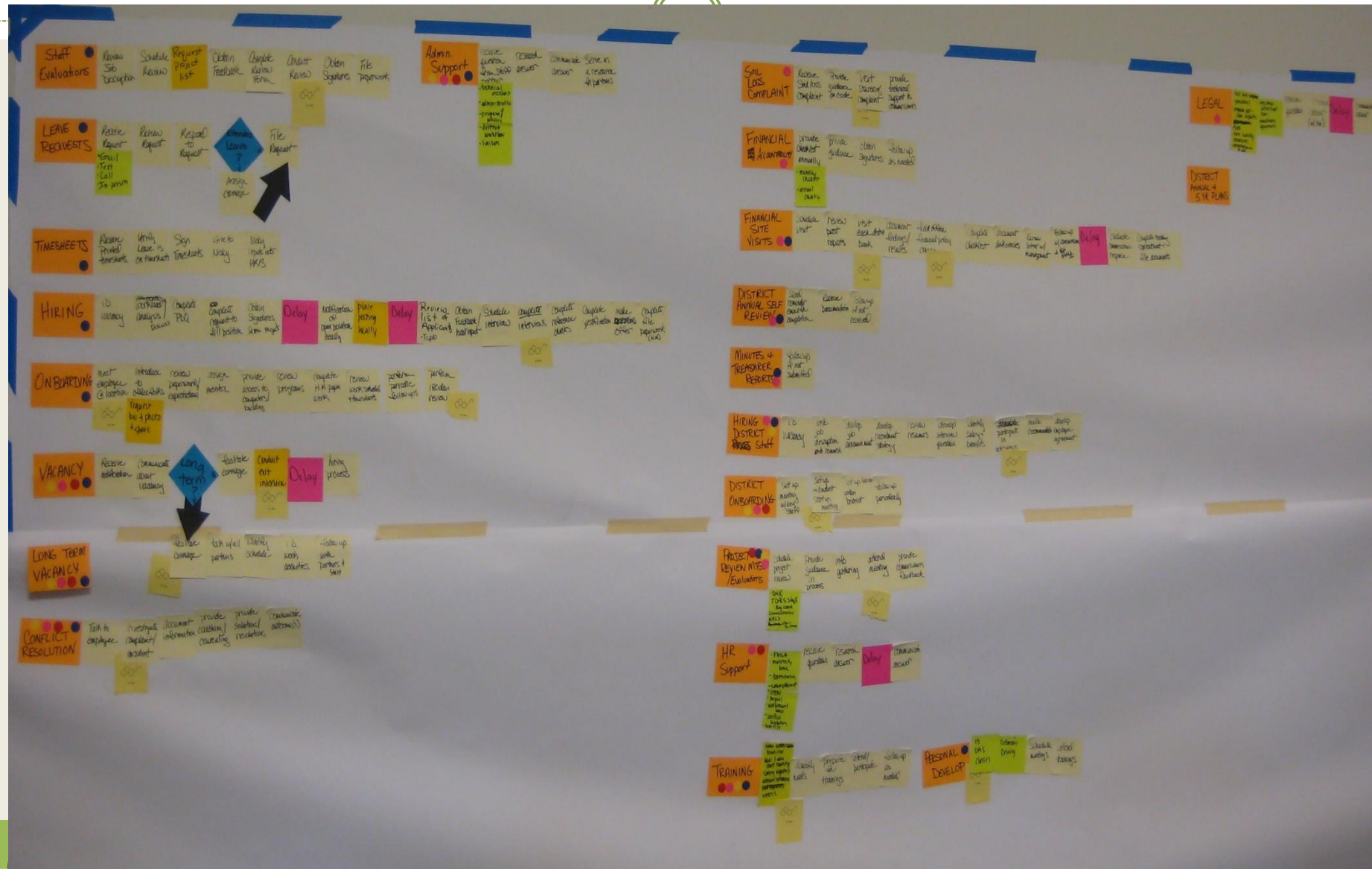
What Do Customers Want?

Michelle



- Admin support
- Facilitation of long-term (5 year) plan
- HR support
 - Hiring District Employees
 - Performance/Evaluation Reviews
 - Conflict Resolution
- Liaison from Board to State Office
- Communication & Information Flow
- Focused staff meetings (Conservation Assistants)

Tracy



Data Collection

Dennis



	Program Name	How frequently does this process occur?	How long does it take to accomplish the work in this process from beginning to end?	Drive Time	Is this process required by any of the folloiwng?	If the process is NOT required by Code, Agreement, funding ect. What is the impact of this process?
Supervision to IDALS staff	Staff Evaluations	annually	4.5 hr	2-8 hours	State policy	
	Leave Requests	daily	1 - 30 min.		Dept policy	
	Time Sheets	every 2 weeks	30 - 60 min		State policy	
	Hiring	2-6 per year	40 hours	2-8 hours	State policy	
	Onboarding	2-6 per year	4 days	4-16 hours		could stop doing but does impact others
	Vacancy	2-6 per year	2-6 hours	2-8 hours		could stop doing but does impact others
	Long Term Vacancy	1-2 per year	2-3 days			could stop doing but does impact others
	Conflict Resolution	Monthly	1 day	2-8 hours	State policy	
	Travel Claims	4 per year-4 per month	5-10 min		State policy	
	Admin Support	daily	4-6 hours		PDQ	
	Soil Loss Complaint	4 per year	4hours-2 days	2-8 hours		could stop doing but does impact others
	Financial Accountatilty	annually	10 min - 60 min			could stop doing wihtout impacting others
	Financial Site Visits	annually (~25 per year)	2 days	2-8 hours		??
	District Annual Self Review	annually	30 min - 4 hours			could stop doing but does impact others
	Minutes and Treasurer Reports	2-3 times per year	10 min - 60 min		Code	
	Hiring District Staff	2-3 per year	2 days	2-8 hours		could stop doing but does impact others
	District Onboarding	2-3 per year	1.5 hours	2-8 hours		could stop doing but does impact others
	Project Review MTGS/Evaluations	annually	4-8 hours	2-8 hours		could stop doing but does impact others
	HR Support	weekly	5 min - 30 min			could stop doing but does impact others

What did we see?

Mike



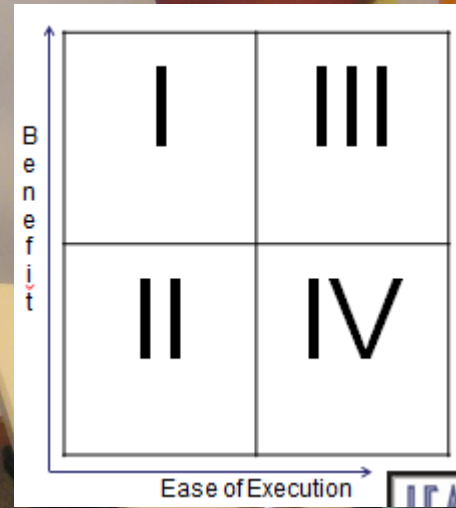
- Many things to keep track of
- A lot of drive time (2-8 hours average)
- Field Reps have a diverse knowledge base
- Potential redundancies in financial processes
- Field Reps don't have time to provide as much HR support to districts as they could use/is needed
- Need more time to spend with Field Staff
- Time management

Opportunities & Prioritization

Susan

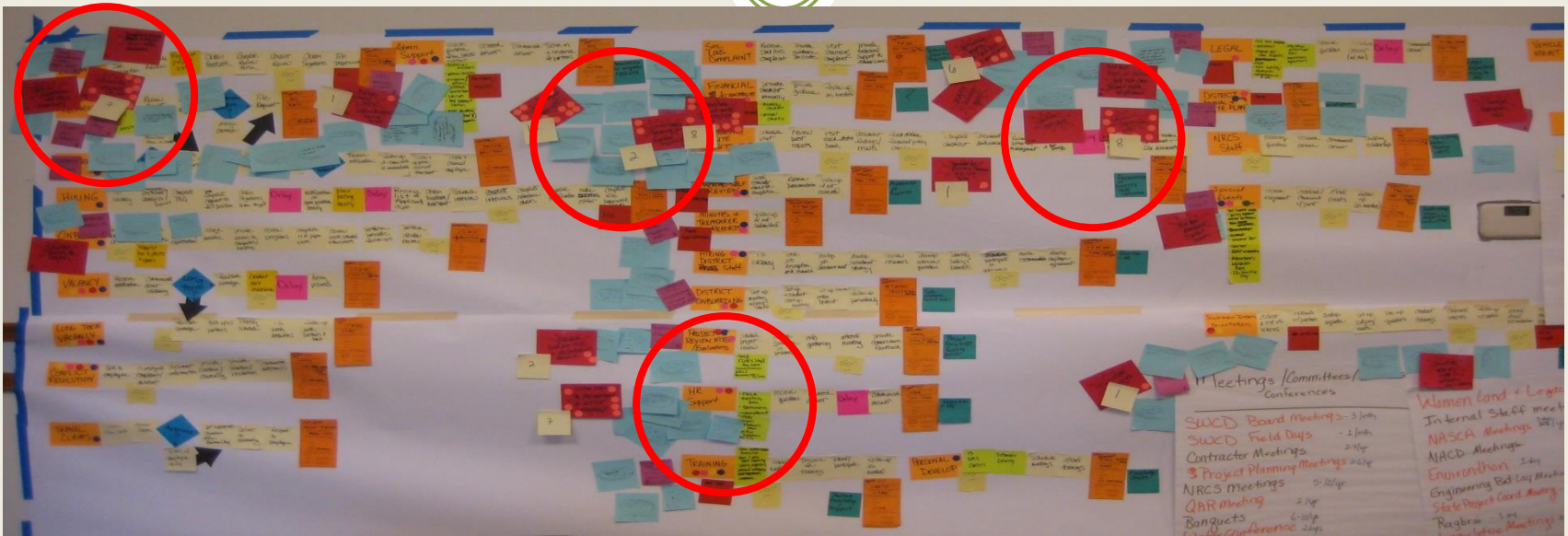


OPPORTUNITY
CLOUD



Future State

Linda



- Shift Financial Oversight/Streamline Finance Processes
- Lower Supervisor Ratio
- Define roles for management of district employees
- Technology – Electronic Timesheets/Leave Requests
- Partnership building with Field Reps and commissioners

Simpler – Faster – Better

Vince



Focus on core responsibilities

- Focus on supervision of IDALS staff
- Partnership building – NRCS/CDI/Districts
 - Meetings
 - Resource
 - Training
 - Problem Solving
- Other Duties
 - Special Events/Meetings

Communication Plan

Lori A.



WHAT	TO WHO	WHEN
Event summary to share the focus and outcomes	Sec. Naig	Immediately
Event summary to share the focus and outcomes	Central Office staff	1 week
Event summary to share the focus and outcomes	Field Staff - IDALS	6/15/2018
Event summary to share the focus and outcomes	CDI Board	6/19/2018
Event summary to share the focus and outcomes	CDI Commissioner	6/26/2018
Event summary to share the focus and outcomes	NRCS Leadership Team	6/14/2018

Next Steps

Linda



Item #	Who's Responsible	Task (What needs done)	Start Date	Implement Date
1	Susan/Vince	Shift Financial Oversight	5/29/2018	11/1/2018
		Action Item to Accomplish Task	Start Date	End Date
		Discussion with IDALS Management		
		Consult with CDI		
#	Who	Task	Date	Date
2	Vince	Streamline self audit/checklist/site visit combine all procedures to one	5/29/2018	11/1/2018
		Action Item to Accomplish Task	Start Date	End Date
		Consult with CDI		
#	Who	Task	Date	Date
3	Susan/Vince	Lower Supervisor Ratio	5/25/2018	5/28/2019
		Action Item to Accomplish Task	Start Date	End Date
#	Who	Task	Date	Date
4	Linda/Susan/Vince	Define Roles for management of district employees	6/21/2018	12/1/2018
		Action Item to Accomplish Task	Start Date	End Date
#	Who	Task	Date	Date
5	Susan	Technology for Electronic time sheets/leave requests	7/1/2018	
		Action Item to Accomplish Task	Start Date	End Date
#	Who	Task	Date	Date
6	Vince	Partnership building with Field Reps and Commissioners (very dependant upon items listed above)		

Team Member Experience



Tracy
Michelle
Matt
Kate
Dennis