



## Rules of Flow: Work-in-Process (WIP)

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### HUMAN SERVICES

1. MESSAGE: Do the right thing for clients/customers
2. TOOLS
  - WIP Board (TAB, DATA, MAP)
  - < 15-Minute Priority Planning Meetings (Scrum, Huddle, Stand-Ups, Rounds)
  - MIT's Little's Law ( $Duration \times Incoming/Throughput Rate = WIP$ )
3. INCORPORATE & REINFORCE
  - 6 Other Rules of Flow (Triage, Full Kit, Synchronizing, Standard Work, Mistake-Proofing, FITT)
  - Ways to Work Smarter (One-and-Done, Single-Tasking, Blue Light, Buffer, Queuing, Right-Size Batching)



# ADULT/CHILD PROTECTION INVESTIGATIONS

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# TRANSITION TO DISABILITY SERVICES

		START	TARGET <35 DAYS 5 WEEKS	CASE REVIEWED & MEETING SCHEDULED Log Note	MEETING HELD Medicaid App, 818, PCSP, HIPAA, Log Note, SIS, CS	DOCS DONE 927, SIS, RFS, ISO, Log Note, PCP, Activate Plan MRG,	SENT FAMILY ISO SCE FULL KIT	WAIVER APPROVED Update Eligibility, Upload 927, Log Note	SCE CHOSEN (14 Days from SCE Full Kit) Send to Dirk/Kim	BUDGET APPROVED	REVIEWED & TRANSFERRED	1. What should we do first? 2. What should we complete today (think one-and-done)? 3. What should we do today in order to complete something tomorrow?
		Days: Start to Target	7	12	14	18	28	32	32	35 / 5 Weeks	Notes	
First Name	Last Name	Date Assigned	Day's Completion Goals									
Mike		3/28	5/2/90	3/28/19	4/3/19	4/5/19	4/12/19	4/2/19	4/30/19	5/2/19	5/2/19	Waitlist will close 5/1/19
		3/28	5/2/19	3/28/19	4/2/19	4/5/19	4/10/19	4/2/19	4/16/19	4/11/19	4/22/19	
		4/2	5/7/19	4/4/19	4/15/19	4/24/19	4/23/19	4/16/19	5/17/17			
		4/2	5/7/19	4/9/19	4/11/19	4/23/19	4/22/19	5/2/19	5/7/19	5/7/19	5/7/19	Ready to transfer
		4/8	5/13/19	4/10/19	4/26/19	5/3/19	5/13/19		6/18/19	5/21/19	6/19/19	
		4/8	5/13/19	4/8/19	4/19/19	4/26/19	4/29/19	5/15/19	5/1/19	5/21/19	5/21/19	Delayed due to 14 SIS and 1 CBIA in Uintah Basin

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# LICENSURE ISSUANCE & RENEWAL

INITIAL LICENSING: FULL KIT				INITIAL LICENSING: ISSUANCE					ONGOING LICENSING					INCIDENTS, INVESTIGATIONS & ACTIONS									
#	NAME	DATE APP REC'D	DATE ASSIGNED	INFO REVIEWED SITE VISIT SCHEDULED	HOME STUDY/SITE VISIT	FOLLOW UP	LICENSE ISSUED	TARGET LICENSE DATE	ACTUAL ELAPSED TIME	NOTES	EXP	TO DO (OOD/T)	DOING	DONE	NOTES	LICENSEE	3/10	ENTERED	TARGET	ACTUAL ELAPSED	DONE	NOTES	
1	Wilson	3/4/19	3/13/19	4/15/19	4/16/19	File Exit	4/18/19	5/15/19	5/12/19	63	JAN	30	30		30								
2	LifeHope	3/20/19	4/4/19	4/7/19	5/4/19	None	N/A	5/10/19	6/3/19	36	FEB	9	25		19	Will do 1 in Mar	Brown	3	5/16/19	5/19/19	5/16/19	-3	
3	Jones	4/30/19	5/1/19	5/2/19	5/3/19	None	N/A	5/4/19	6/30/19	3	MAR	7	25		21		Valley	3	5/12/19	5/15/19	5/16/19	1	
4	PDQ	5/1/19	5/1/19	5/2/19	5/10/19	Person	5/13/19	5/16/19	6/30/19	15	APR	40	20		26	Did 6 of May's	Smith	10	4/27/19	5/7/19	5/13/19	6	
5	Green	3/1/19	5/11/19	5/13/19	5/15/19				7/10/19	-43,596	MAY	15	25	2	13		AAA	3	1/1/19	1/4/19	1/2/19	-2	3/30/19
6	Drugs Inc	1/10/19	5/12/19	5/13/19					7/11/19	-43597	JUN	20	20										
7	Hello	5/16/19	5/16/19						7/15/19	-43601	JUL	35	15										
8									2/28/00	0	AUG	22	20										
9									2/28/00	0	SEP	12	20										
10									2/28/00	0	OCT	8	12										
11									2/28/00	0	NOV	9											
12									2/28/00	0	DEC	5											
13									2/28/00	0	TOTAL	212	212		109								
									2/28/00	0													

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# FAMILY SERVICES: IN-HOME & FOSTER CARE

CASE INFORMATION		INITIAL ENGAGEMENT & PLANNING			IMPLEMENT SERVICES, TRACK, & ADAPT							FAMILY TARGET COMPLETION DATE		NEXT TRANSITION DATE		DAILY TASKS
#	SAFE CASE NAME	CASE START DATE	CASE TYPE	INITIAL ENGAGEMENT	ENGAGE & ASSESS FAMILY & YOUTH	KINSHIP SEARCH & ENGAGEMENT	CONCRETE SUPPORTS & SOCIAL CONNECTIONS	SERVICES INITIATED	VISITS/CONTACT	FAMILY/YOUTH-DRIVEN TEAMING	UFACET & PLAN UPDATES	FAMILY/YOUTH-DRIVEN PARTNERING WITH COURT	LONG TERM VIEW			
1				Meeting with Family	UFACET, DCF Safety & Best Child Service Plan	Family Engagement		Initial assessment	Initial contact		UFACET					MAP Daily Shared Meeting Notes
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# PROJECTS

The screenshot shows a Trello board for 'MIC Projects' with the following columns and cards:

- To Do Projects (3 cards):**
  - #16 #16 Customer Summary Report (Due Jan 31, 2020)
  - #27 #27 FY2020 Strategic Plan Measures (Due Oct 31)
  - #30 #30 IGP 2013 Summary for Rick (Due Aug 12)
- Business Need or Problem (1 card):**
  - #18 #18 How many youth in custody are out-of-state? Why? How long? (Due Aug 15)
- Identify Sources and Extract Data (5 cards):**
  - #29 #29 Fatality Review Annual Report for FY2019 (Due Aug 14)
  - #5 #05 Incarcerated Parents - Partner with SL County (Noella Sudbury) (Due Sep 20)
  - #6 #06 Family First Preventative Services Act data support (Due Oct 1)
  - #7 #07 Architecture for the data warehouse (Due Dec 31)
  - #26 #26 Placement history and expense report for Kim (Due Aug 30)
- Analysis (5 cards):**
  - #4 #04 Service Utilization patterns for youth who are in DCFS (and maybe DJIS) custody who go into group residential services multiple times (Due Sep 20)
  - #8 #08 Performance measures (QT/OE etc) (Due Aug 14)
  - #10 #10 DSAMH Pilots (Due Sep 27)
  - #14 #14 DCFS turnover/vacancy study (Due Aug 15)
  - #28 #28 Random Sample Data Pulls for DSPD (Due Sep 2)
- Validation (0 cards)**
- Preparation for Use (Format, Visualization) (0 cards)**
- Delivered and Completed (13 cards):**
  - #1 #1 Length of Stay at USH (by custody status) (Due Jun 10)
  - #2 #2 USH discharges (5-year observation of services at DCFS or DJIS) (Due Jun 10)
  - #12 #12 Family Based Recovery gathering (Due Jun 28)
  - #13 #13 Intergenerational Poverty (Due Jul 19)
  - #15 #15 Cost estimates for service (IIS) (Due May 22)
  - #17 #17 Develop convention (style guide) for MIC (Due Jul 5)

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## POSITIVE BENEFITS

### 1. EMPLOYEES

- Reduced workload/caseload burden
- Teams better supported and more fairly accountable
- Celebrate progress and success—improved productivity and performance

### 2. MANAGERS

- Capacity generated to absorb growth and improve quality
- Time optimized by proactive support, prioritization, and management
- Can quickly train new employees, facilitate telework, and cover/reassign work

### 3. CUSTOMER/CLIENTS: Timeliness, consistency, and quality of experience and outcomes

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## Rules of Flow: Work in Process (WIP)

Control the Flow. Stay in the know. Let's Go!

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