

Department/Agency	Process	Measures of Success
Public Employee Retirement	Retirement Application processes	Managed 30% increase in workload with fewer staff; cut time to first check by 50%
Public Employee Retirement	Self Service automation	Improved member experience and reduced help desk calls by re-mapping logic in member portal
Department of Insurance	Enforcement Process	Enforcement Consent process reduced from 60 days to as few as 15 days; paper reduction of 170,000 pages a year
Department of Youth Services	Intervention Hearing Process	Reduced steps by 83% , freeing up 29,750 hours per year for mission-critical work
Turnpike Commission	Procurement Process	Implementing a paperless process, with higher limits and purchasing card power; will save 80 hours per request
Department of Corrections	Reception Process	Reduced steps from 231 to 60 and eliminated 7 causes of delay, generating annual overtime savings of \$115,804
Department of Youth Services	Intake Process	Reduced steps and complexity dramatically; eliminated 17 delay points; projected savings of \$376,000
Public Employee Retirement	Benefit Selection process	Increased member satisfaction due to cycle time reduction of 17 days
Department of Mental Health	Grant Process Integration	Cut process steps by 2/3, reducing costs for department and customers; enabled more than 11,000 redirected hours per grant life cycle
Public Employee Retirement	Customer Inquiry process	Eliminated delay points; increased call center utilization by 30%
Office of the Attorney General	Information Technology Services Call Center Process	Reduced time to get new employee up and running from 14 days to 5 days.
Public Utilities Commission	Motor Carrier Registration Process	Process time reduced more than 75% ; customer wait time or walk-ins cut from 45-60 minutes to 5 minutes
Board of Nursing	Licensure and Renewal Process	Renewal process time reduced from a max of 194 days to a max of 8 days; at least \$84,000 avoided yearly from reduced imaging, paper, and postage
Department of Aging	Nursing Home Quick Response Team Process	Reduced steps, decision points and handoff. New process will move more than twice as fast – taking about 5 days compared to 12 days
Department of Commerce	Unclaimed Funds process	Cut time from submission of claim to check received by more than 3 months; cost avoidance of \$208,000
Office of Budget and Management	Commodities Purchasing process	Reduced process steps by 78% and eliminated 98 points of waste; \$67,000 in reduced costs and 171,000 staff hours freed for value-added work
Department of Job and Family Services	Compliance Audit Process	Total time to complete an audit went from 124 to 38 days ; number of audits per month increased by 50%
Office of Medical Assistance	Medicaid Level 2 Comprehensive Assessment Process	Reduced from a maximum of 25 days to a maximum of 15 days via 85% reduction in steps, 81% reduction in complexity, and elimination of 132 forms of waste. State's share of the Medicaid savings was over \$116 million
Office of Community Assistance	Eligibility re-verification for energy assistance programs	Reduced internal costs by \$605,000 annually and client costs by \$972,000 annually
Department of Administrative Services	Minority Business Enterprise certification process	Consolidated review processes and created new fast-track process; generated cost savings of \$156,592 per year and freed 4,491 in staff time.
Office of the State Treasurer	Post Revenue process	Eliminated over 122,000 documents and reallocated 2,080 staff hours
Housing Finance Agency	Qualifying eligible homeowners for HHF financial assistance	Reduced process lead time from a maximum of 375 days to 45 days , added "Live" assistance for documentation gathering; administrative cost reduced by estimate of \$2-3 million dollars
Bureau of Workers' Compensation	Modified Claims process	Workers return to work an average of 4 days sooner; 63,000 hours of staff time saved and redirected to other critical issues; \$6.7 million in annual savings
Department of Transportation	Asset Tracking and Reporting process	Redirected 475,000 staff hours due to more productive maintenance work; reduced duplication of paperwork by 60%
Ohio Attorney General	Collecting Unpaid Fees	Reduced steps by 89% reduction and handoffs from 46 to 8; cost savings of more than \$250,000
Bureau of Motor Vehicles	Licensure for New Car Dealerships	Streamlined process and redesigned application; saved up to 184 days issuing license for new dealers; saved new dealerships \$200,000 to \$300,000 each in start-up costs.
Department of Insurance	Customer Complaints process	Eliminated backlog of 1,675 issues and cut process time from 146 days maximum to 12 days
Ohio Attorney General	Forensic biology (DNA)	Time to identify DNA was reduced from 126 days to 21 ; Annual cost savings of \$57,000
Taxation	Tax Appeals	Lead time reduced from as much as 32 months to as few as 7-20 days