

DOS State Police and DHHS Child Care Licensing:



Fingerprinting



603-223-8852

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The Service

In November of 2013 a collaborative Lean event was held involving the Department of Safety and the Department of Health and Human Services; more specifically the NH State Police (NHSP) Criminal Records Unit and the Bureau of Child Care Licensing (CCLU). The end customer, Child Care providers are required to have a background and fingerprinting check done to assure qualified persons are caring for NH children.

The Problem

The background checks/ fingerprinting were taking in excess of a year to report should criminal activity be involved. The crux of the problem was child care workers were being employed typically within weeks to a month, thus the possibility of safety/impropriety was blatant. We collectively needed a faster turnaround time while affirming safety constraints.

The Goal

To encourage interdepartmental transparency. Duplicative efforts were being spent to "track" fingerprinting requests. It was imperative we create a central process where the end customer would have a point of contact. In short, we needed to assert that a competent qualified child care worker was in place prior to employment or NH children would be at risk.

The Lean Process

Our objective was to develop a process that would collaboratively work. After deriving our future state map, it became apparent we/NHSP needed to expedite our turnaround time. With the help of DoIT (Information Technology) we constructed an FTP (file transfer protocol) site to share real-time data. Point of contact at CCLU streamlined phone and on-line inquiries, most of which could be answered immediately. The communication between the two departments is not only effective, it is indicative of what State Government is capable of regardless of perceived departmental barriers.

The Lean process continues to strive toward far reaching goals to include standardized pricing structures that will be accomplished via MOU, funding measures to bring mobile fingerprinting on site to child care facilities/locations to better serve what has been a high turnover industry. By sharing the cost of additional Livescan non-ink units, historical "ink" fingerprints have a 67% rejection rate; Livescan/new technology will "match" the prints without delay or error.

The Results

NHSP reports NH results within 73 days and federal background checks within 40. Fee savings of \$187K annually.

Summary

Transparent real-time WIP reduced turn around by as much as 362 days. Annual \$ savings of \$187K.

Using Lean principles, the Department of Safety/ State Police used Current and Future state mapping and provided both a quantitative and qualitative sell/road map for collaborative process improvement within two state agencies: Department of Safety and the Department of Health and Human Services.

Results: transparency between agencies, real-time WIP. Plans in place to standardize fee structures and fingerprinting on site/demand per customer driven need.

Accomplishments

- Standardized procedure at point of contact.
- Customer satisfaction up, provide fingerprinting for background checks within 40 days. Prior delivery in excess of 362 days.
- Team Collaborative Synergy & Training for form completion.

Team

Facilitators:

C Wagner & R Bourque
W. Bowers

Project Manager:

P. Selvitetta & T. Peck

Child Care Licensing
Criminal Records
Lakes Region Provider
DCYF



Pre Lean = +365 days

Post Lean = 3-40 days



\$187,000 annual savings

