



RICK SNYDER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF HEALTH AND HUMAN SERVICES
AGING & ADULT SERVICES AGENCY
LANSING

NICK LYON
DIRECTOR

MEMORANDUM

DATE: September 13, 2017

TO: Michigan Department of Health & Human Services, Home Help Partners

FROM: Home Help Design Team

SUBJECT: Home Help Process Improvement Feedback Session

The Long Term Supports and Services (LTSS) Quality Improvement, Home Help Design team is working on a redesign of the Home Help Complex Care Program assessment process to explore the possibility of using an Adult Services Worker and Nurse assessment team to perform the initial client assessment to improve the accuracy of time and task designation, and improve the ability to identify complex care cases at intake. The Design team has been working on redesigning the program to provide a better customer experience for persons wishing to receive Home Help services and has identified many barriers and issues with the current process. The overall goal of this redesign effort is to streamline, improve cycle time and update the current process.

This email invites you, on behalf of the Home Help Design Team, to participate in a face to face session to learn more about the Lean LTSS Process Improvement Initiative, under which the Home Help Design Team resides as well as solicit feedback from you on a new draft of the Home Help Complex Care Idealized design and proposed recommendations.

The team looks forward to meeting with you on September 25, 2017 at the Tri-County Office on Aging, 5303 S. Cedar St., Lansing MI, 48911, Suite 1 from 10:00am-12:00pm. Please RSVP to Annette Gamez at 517-284-0151.