



## Ventura County Human Services

COUNTY OF VENTURA

### About Ventura County Human Services

Ventura County Human Services Agency (VCHSA) provides assistance to over 100,000 Ventura County residents each month in a variety of public assistance programs including: food stamps, CalWORKs, Medi-Cal, and adult and family services. Located just northwest of Los Angeles, Calif., Ventura County is home to more than 800,000 people.

VCHSA must comply with a host of federal and state regulatory standards while meeting internal Lean Six Sigma goals to provide the best services to the most people possible.



The greatest return on investment is in developing efficiencies in regards to business processes to issue timely benefits to our customers.



Myra Chavez  
Program Analyst

### The Challenge: Overcoming Shortcomings in the Policy Management System

Keeping more than 1,000 employees informed and educated on new policies and procedures is a major challenge. Myra Chavez, VCHSA program analyst, is charged with keeping the agency current on the surfeit of regulations required of the agency.

“We have so many programs that have to be accountable to the state and federal organizations. We have to be in compliance or there’s just no way to keep functioning,” said Chavez. Their system utilized binders filled with paper copies of policies, distributed by each department, and each department shared the information with employees differently.

“Information was shared in a way that all staff did not receive the same information,” said Chavez. “Individuals could not validate that the information they received was the most current.”

With 4,500+ documents the paper distribution of policies alone was costing taxpayers more than \$24,000 per year. Further, lack of consistent business practices and easy access to the documents cost the agency efficiency and productivity. By implementing NAVEX Global’s PolicyTech, VCHSA was able to revitalize their policies and procedure management process by eliminating the recurring costs of reproducing manuals, reducing approval processes to weeks (or less) and increasing agency efficiency with standardized business practices.



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## The Solution: Less Paperwork, More Peopework

Prior to implementing NAVEX Global PolicyTech, VCHSA came close to being fined for regulatory violations. When the agency began loading policy documents into the software system, they realized that almost 1,500 of their documents had not been revised in the past nine years. With

PolicyTech, each document has a preset automatic review interval that reminds a document owner when their policies need a refresh.

## BEST PRACTICES—LEAN SIX SIGMA

VCHSA uses Lean Six Sigma principles to facilitate agency operations and improve customer service. One of the key facets of Lean Six Sigma is the ability to quickly distribute best practice updates to employees so they can begin implementing these improvements in their work. The NAVEX Global solution uses e-mail to quickly distribute new policies across the agency.

## SIMPLE TRAINING

The policy management software is easy to use because of its simple interface and familiar Microsoft Word™ module for writing documents. Chavez quickly learned the system despite starting with VCHSA after the initial installation.

“It was a self-training that I found very easy,” said Chavez. “I read the manual, we had a training environment set up for us and I went in and created a test document.”

Chavez was then able to deliver hands-on training to the line staff, who took to the system quickly and easily.

“One of the main selling points of Policy Manager is that it is very user-friendly,” Chavez said.

## The Results: Implementing Change, Improving Processes

PolicyTech provided a method for Agency employees to receive uniform understanding of the policies and procedures that governed their jobs, leading to higher efficiency and better customer service.

The software and associated workflow helped VCHSA manage more than 4,000 documents. They no longer spend \$24,000 per year on copy costs. Most critically, the approval process has been reduced from a potentially year-long process to less than three months on most documents, and as little as one week for some.

Chavez recommends it to other government organizations looking for similar benefits.

“The greatest ROI is in developing efficiencies in regards to business processes to issue timely benefits to our customers,” said Chavez. “PolicyTech is something that is easy, fast and has a proven record.”

Interested in learning more about how policy management can assist your organization? Contact NAVEX Global.

## Find Out How Your Organization Can Benefit From NAVEX Global's PolicyTech Policy Management Software

NAVEX Global's PolicyTech policy management software revolutionizes the way organizations manage policies and procedures. Our industry-leading solution has been designed to help organizations centralize and simplify their policy management activities, making the complex tasks of writing, sharing, updating and attesting to policies simple and seamless, while also helping organizations meet legal and regulatory requirements.

To learn more about PolicyTech or to schedule a demo, visit [www.navexglobal.com/PolicyTech](http://www.navexglobal.com/PolicyTech) or call us at +1 866 297 0224.

### ABOUT NAVEX GLOBAL

NAVEX Global's comprehensive suite of ethics and compliance software, content and services helps organizations protect their people, reputation and bottom line. Trusted by 95 of the FORTUNE 100 and more than 12,500 clients, our solutions are informed by the largest ethics and compliance community in the world.

