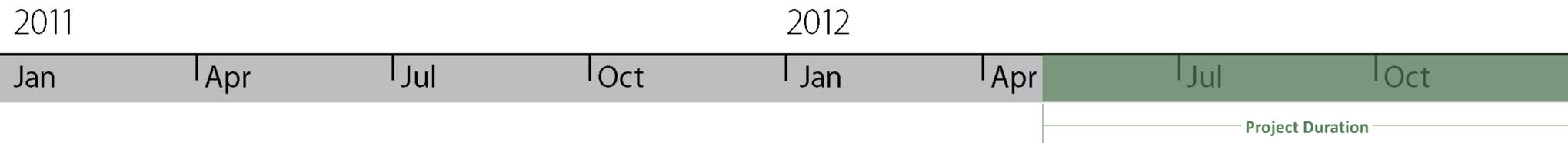




Project Results from Lean Efforts

Scheduling and Mailing process of letters to Unemployment Insurance (UI) Claimants Employment Security Department



Problem

- Each WorkSource office scheduled, printed, folded, and mailed their own Unemployment Insurance Reemployment Orientation (UIRO) and Emergency Unemployment Compensation (EUC) letters to UI Claimants differently, making decisions about the type, weight, and schedule of mail sent to clients.
- Different letters were processed in a variety of ways within ESD, and were not being mailed under the bulk rate.
- The individual staff time to process the UIRO and EUC letters was being duplicated in every office, when it could be centralized, resulting in time and cost savings.

Causes

No standardization across the agency, different interpretations about what information needed to be included with the letter, and lack of knowledge about bulk rate mail.

Solutions

Standardize the process:

- All UI related mailings from WorkSource are now scheduled by the Central Office, using the WorkSource Availability & Tracking Tool (WATT)
- Mailings are printed/folded/mailed by a centralized printing and mailing center, allowing the agency to make use of bulk rate mail (savings of \$.10 per envelope)
- All letters have standardized content and colors, saving time and paper

Results

Once fully implemented, the new process is expected to save over 3,300 FTE hours and over \$50,000 in printing and mailing costs annually. It also simplifies the previously cumbersome, multi-layered process into one simple, stream-lined process.

Next Steps

- Continue to meet for 30-day check to review implementation process
- Review the new current state against projected future state to monitor savings

Thurston W.A.T.T. UIRO

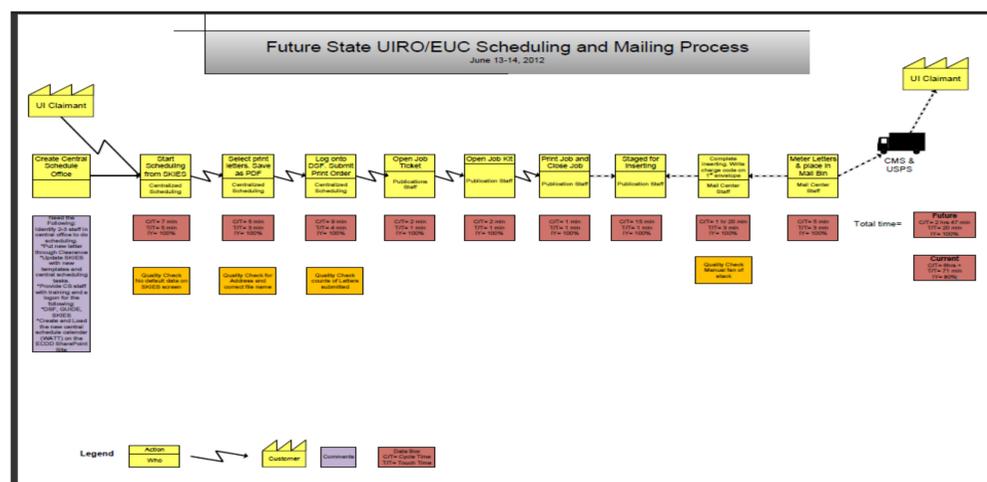
	Time	Duration	#To Schedule	#Scheduled	Time	Duration	#To Schedule	#Scheduled	3rd session	Duration	#To Schedule	#Scheduled	Total Scheduled
Monday													0
Tuesday	10:00	2	25	21	2:30	2	25	20					41
Wednesday													0
Thursday	2:30	2	25	21									21
Friday													0
TOTAL SCHEDULED:													62

UPDATED BY: B. Smith DATE: 10/12/12

NOTES: No more than 25 per class - if above 25, split evenly among classes
Schedule Thursday class before Tuesday classes

Information entered by local office to inform schedulers
Information entered by schedulers once schedulers are completed
Communication from local office to schedulers (if needed)

WATT - Tool for local offices to communicate with schedulers



Future State Value Stream Map – One streamlined process

Lean Methods Used:

Gemba Walks, Value Stream Mapping, PICK Chart, Kaizen Implementation, and Standard Work

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