

Strategic Lean Project Report



For Reporting Period: July 1, 2015 through December 31, 2015

I. General Information:

Lead agency name: Employment Security Department

Partner agencies: NA

Improvement project title: Adjudication Hybrid process

Date improvement project was initiated: 7/15/2015

Project type: New Project

Project is directly connected to:

☐ Results Washington performance measure

☒ Agency Strategic Plan

☐ Other

If applicable, specify the alignment:

Improve delivery performance

Report reviewed and approved by: Susan Hettinger

II. Project Summary:

The Employment Security Department improved adjudication process, resulting in lead time to write decision from 25.4 days to 12 days.

III. Project Details:

Identify the problem: The current adjudication writing process is not meeting the needs of the customer or meeting the Federal requirements for timeliness.

Problem statement: The lead time for writing adjudication decisions is currently 25.4 and Federal requirements mandate 21 days. This is negatively impact our customers. We will use the Hybrid method to meet and exceed 21 days, which we want to reach by 2/1/2016.

Improvement description: The intake and adjudication processes were modified to allow potential issues from claimants to be transferred from an intake agent, directly to an unemployment insurance adjudicator for resolution. If both the employer and the claimant agreed to the process adjudicators were able to write decisions in a reduced time frame.

Customer involvement: This process was a voluntary for claimant customers and employer customers that wished to participate. If both parties elected the service the lead time reduction was achieved.

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IV. Project Details:

Improved process as measured by: (Click those that apply)	Specific results achieved: (Complete the narrative boxes below)	Total Impact: (Actuals; Current Reporting Period)	Results status:
☒ Time	Decreased adjudication decision writing lead time from 25.4 days to 12 days for customers/employers that elected the service.	13.4 days	Preliminary

V. Contact information:

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