

Intern Background Check Process

Agency: Washington State Center for Childhood Deafness and Hearing Loss

Project Impact

The Center for Childhood Deafness and Hearing Loss improved the amount of interns having a complete FBI fingerprint background check on file in the Human Resource office, resulting in an increase from 0% on file prior to an internship starting to 22% on file prior to an internship starting.

Although this project focused specifically on getting those background checks through our Human Resource office and the information back to intern sponsors, the efforts of the team have dramatically improved the entire process for interns coming to the Washington School for the Deaf campus and our staff. We have observed improvements in intern contracts and processing, increased ownership by intern sponsor staff, reduced duplicated work by staff in different departments, and standardized the work for consistency.

Project Summary

Every year we have interns come to our campus at the Washington School for the Deaf through various educational programs to work with our staff in various departments. For interns to be on campus and supervise our students independently they are required to complete an FBI fingerprint background check. While this is generally happening, the communication of the information was fragmented at best. Many classroom teachers did not know if their intern had completed the requirement, each individual intern seemed to have varying awareness of the requirement, and our Director of Human Resources could not easily produce documentation if requested. This is a highly prioritized task as it relates to student safety, and was also an indicator that our process for interns was not consistently practiced across departments.

Zero percent of our interns had a current FBI fingerprint background check documentation on file in the Human Resource office prior to beginning their internship compared to our target of one hundred percent, which we wanted to reach by 9/1/2016.

Consulting with agency staff involved at all stages of the intern process, CDHL made the following improvements:

- Established a standard process for interns approved for placement on our campus
- Assigned specific tasks to individual positions
- Informed management regarding the new procedure

Project Results



Safety

Increased readily accessible FBI fingerprint background checks for interns **from 0% to 22%**.



Interns, Staff, Parents & our community are more secure in the safety of our students



Quality

Increased the accuracy of HR intern files **from 0% to 22%**.



22% improvement of information being documented and accessible



Employee Engagement

Increased intern sponsor awareness of background requirement and impacts on the internship **from 10% to over 80%**.



70% more of our staff impacted by this process are aware of the process

Strategic Lean Project Report



Project Details

Date improvement project was initiated: 3/15/2016

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