

Strategic Lean Project Report



Interagency Re-entry Identocard Process

Agency: Department of Licensing

Partners and Customers: Department of Corrections

Project Impact

The Department of Licensing and Department of Corrections created the Re-entry Identocard process, resulting in the ability for incarcerated individuals to obtain an official identification card (Identocard) upon release supporting successful re-entry into society after incarceration.

This process supports the successful re-entry into society following incarceration by implementing a mechanism that allows individuals leaving a state correctional facility to have a Washington State identification card upon release. This allows quicker, easier access to housing, healthcare, and employment.

This project resulted from the Governor's [Executive Order 16-05](#), Building Safe And Strong Communities Through Successful Re-Entry and is connected to the state Outcome Measure: [Supporting Successful Reentry: Reduce 3-year Recidivism Rate](#)

Project Summary

It is difficult for incarcerated individuals to find gainful employment and connect with other services and resources upon release. One factor causing this difficulty is the inability of the individual to obtain state identification upon their release. Without a valid ID card, a released individual is unable to do much of anything including rent a home, start a job, or apply for benefits. The purpose of this project was to facilitate issuance of a Washington State Department of Licensing Identification Cards ("ID cards") to individuals who are unable to visit a DOL office due to incarceration, or provide acceptable documentation as evidence of identity.

Problem Statement:

Currently 0 prisons are able to release incarcerated individuals with an Identocard compared to our target of 12 prisons, which we wanted to reach by 6/30/2019.

Improvements made:

Partnering with the Department of Corrections, the Department of Licensing made the following improvements:

- Created new interagency process for providing Identocards to individuals re-entering the community.
- Built a secure portal designed to securely hold and transfer applicants Personally Identifiable Information (PII).
- DOC can now use an electronic system to reflect what the incarcerated individual's TRUE name is as well as verify the actual Social Security number which allows them to update their own system.
- Since the Identocard requires a WA state address, DOC is able to add a release/ mailing address to their electronic system and report "homeless" more accurately.
- DOC now assists the customer with the cost of the Identocard issuance allowing all to receive the benefit upon release regardless of financial situation.
- Reduced handoffs between DOL and DOC which results in customers no longer needing to go to more than one place to establish identity.

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Project Results



Time

Decreased , from January 2019 to December 2019, one-thousand five-hundred twenty-nine (1,529) individuals from having to visit a Licensing Services Office.



Decreased visits to LSOs by 1529 individuals.



Quality

Decreased percentage of incomplete Identocard applications submitted from DOC to DOL **from 25% to 5%**.



Only 79 applications were incomplete when submitted to DOL.



Customer Satisfaction

Avoided barriers of access to obtaining an identocard by issuing 1,529 individuals Identicards prior to release from incarceration.



1529 individuals were issued an Identocard prior to release.

Project Details

Date improvement project was initiated: 11/13/2018

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