

Strategic Lean Project Report

Process Service Delivery Improvement

Agency: Department of Social and Health Services, Division of Child Support

Partners and Customers: Pacific Coast Attorney Services, Brooks Investigation, and Pacific Northwest Legal

Project Impact

The Division of Child Support improved our delivery to process service companies, resulting in documents being delivered 9 days faster. This improvement was an 85% decrease in delivery times.

This improvement allows us to get documents served faster so that Washingtonians can receive their child support faster. It also saves the tax payers money because we are using email instead of using postage to send the documents through the postal service.

This project directly aligns with two of our strategic goals; Improving Operations and Performance, as well as Strengthening Partner and Stakeholder Relationships. The project has improved our operational procedure which will directly impact our stakeholders and customers.

Project Summary

Documents were taking more than 11 days once generated to be logged in by the process service companies. This was causing documents to take 28 days to serve via process service, compared to only 8 days via certified mail. This project was intended to reduce the time it took to get documents to the process service companies so that we could get them sent to our customers faster.

We reduced the amount of time it takes to get documents to the process service companies by 85% compared to our target of 20%, which we wanted to reach by 10/1/2019.

We improved our process service delivery by:

- Improving accountability by having individual teams review service documents.
- Emailing the service documents instead of sending them by mail.
- Cutting out postage for all service documents.

Project Results



Cost

Decreased the cost of mailing **from** \$.48 per document mailed out **to** no cost for each document emailed out.



Time

Decreased the time it takes for the document to be received by the process service company **from** 11 days **to** 2 days. Decreased the time it takes to serve documents via process service **from** 26 days **to** 17 days.

Project Details

Date improvement project was initiated: 6/27/2019

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