

Strategic Lean Project Report

Mandatory Appointment Scheduling

Agency: Employment Security Department (ESD)

Project Impact

The Employment Security Department (ESD) improved the process for scheduling mandatory appointments with customers of the Re-employment Services and Eligibility Assessment (RESEA) program, resulting in 71% of customers attending their mandatory appointment, up from 53%.

Customers who attend RESEA appointments are more likely to return to work faster (while accessing additional supportive services during their job search). Customers who don't show up for these mandatory appointments may not receive their unemployment insurance benefit (payment) for that week. Many customers rely on their weekly unemployment insurance benefit and missing a week's benefits has a big impact on customers.

The federal Unemployment Insurance (UI) benefits program administered by ESD mandates that UI claimants (customers) who are most likely to exhaust their benefits and who need reemployment services attend a 1:1 appointment with a WorkSource specialist in order to maintain their UI benefits eligibility. The "Reemployment Service and Eligibility Assessment" program is called "RESEA" for short.

This project connects directly to [ESD's strategic plan](#) goal regarding reducing the transition time for people to find the right job.

Project Summary

The "no-show" rate for RESEA appointments was too high. Many customers would become ineligible for their weekly unemployment insurance benefit (payment), if they missed their mandatory appointments without notifying their local WorkSource office in advance. This has significant impacts on the well-being of unemployed Washingtonians and their families.

The RESEA program team identified the most significant root cause for the high no-show rate for RESEA customers related to how customers were assigned an appointment date and time, without regard to their availability, transportation barriers or other factors. In order to decrease the no-show rate, the team took the following actions:

- Created an online self-scheduling system launched **July 22, 2019** that allows customers to select the appointments that works best for them, from the available options. Or to reschedule if the time no longer works for them.
- Provided access for customers to view a WorkSource orientation video before their first appointment, which means customers are more prepared for their RESEA appointment, and they spend less time in the WorkSource office.
- Instituted confirmation and reminder messages by email or text (based on the customer's preference).

RESEA staff will continue to manually schedule appointments for some customers, such as those who don't have internet access and those who are unable to use a computer. The self-scheduling system allows RESEA staff to manage the calendar of available appointment times for their office, record attendance and appointment completion, and produce reports to track claimant check-in, use, trends, etc. As a result, RESEA staff spend more time with customer developing individualized work plans, identifying training and other support services, and locating potential job matches.

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Project Results



Increased the customer show rate at RESEA mandatory appointments **from 53% to 71%**.



More customers are receiving weekly unemployment insurance benefits and returning to work faster.

Project Details

Date improvement project was initiated: Spring 2019

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