

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 22% on file within the first week of an internship starting to 100% on file within the first week of 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.

The project initially resulted in an increase from 0% on file within the first week of an internship starting to 22% on file within the first week of an internship starting. At the conclusion of the project the team decided there was more that could be done and proceeded to walk through the Lean project steps again.

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.

In addition to the initial improvements reported on this project after the initial project CDHL has also:

- Improved communication regarding process changes to impacted staff
- Trained individual positions on tasks assigned related to internships
- Carried out routine discussions at the supervisory level to reinforce the new process

Project Results



Safety

Increased readily accessible FBI fingerprint background checks for interns **from 22% to 100%**.



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



Quality

Increased the accuracy of HR intern files **from 22% to 100%**.



78% improvement of information being documented and accessible

Strategic Lean Project Report



Project Details

Date improvement project was initiated: 3/15/2016

Project Contact: Sarah Decker

Email: sarah.decker@cdhl.wa.gov

Phone: (360) 418-4380

Report reviewed and approved by: Jessica Sydnor, Director of Human Resources