

# Strategic Lean Project Report



## Mail Project

**Agency:** Office of Administrative Hearings

**Partners and Customers:** Employment Security Department (ESD) Fraud Unit

## Project Impact

The Office of Administrative Hearings (OAH) improved the process for mailing documents to ESD's Fraud Unit, resulting in a \$2154 reduction in annual mailing costs.

By changing the process used for mailing legal documents to ESD's Fraud Unit, OAH was able to save taxpayer dollars without impacting due process.

## Project Summary

OAH holds appeal hearings for ESD. This requires that legal documents are sent to all interested parties, including ESD. To maintain fairness, the documents for each case must be sent to the non-agency parties at the same time they are sent to ESD. This helps to ensure that one party does not get significantly earlier notice of scheduled events, hearing exhibits, rulings and decisions. For cases involving an allegation of fraud, OAH was placing notices, exhibits and orders for each case in envelopes and mailing them to ESD's Fraud Unit, which represented ESD in the case. This meant that OAH was spending up to \$50 daily on postage and using an average of 7 envelopes every day. We needed to find a way to mail documents less expensively while still following all legal requirements.

We partnered with ESD and worked with them as we piloted a new method of using bulk mail. We found that by carefully combining documents for multiple hearings into one priority envelope, we were able to save on both postage and envelopes. This new method also reduced the labor of stuffing and opening envelopes for OAH and ESD. The process worked well for ESD's Fraud Unit and saved OAH money. OAH will continue to evaluate how we can eliminate mailing altogether and move to a paperless environment while maintaining fairness and due process.

We were spending a significant amount on mailing documents compared to our target of consolidating and reducing postage costs, which we wanted to reach by 2/28/2018.

Working with ESD, we decreased cost for mailing legal documents to the ESD Fraud Unit:

- Partnered with ESD and created a new process for mailing legal documents to their Fraud Unit
- Consolidated mail and used a priority bulk rate
- Drastically reduced the number of envelopes being used

## Project Results



Decreased the amount of money spent for postage and envelopes **from \$1272 to \$554** over a four month period.



*By listening to front line employees and partnering with ESD, OAH saved \$718 over a four month period by changing the way we mail documents to ESD's Fraud Unit*

## Project Details

**Date improvement project was initiated:** 11/7/2017

**Project Contact:** Tarris Injerd

**Email:** Tarris.Injerd@oah.wa.gov

**Phone:** 253-476-6878

**Report reviewed and approved by:** Deputy Chief Administrative Law Judge Josh Sundt