

# Strategic Lean Project Report

## Offender Watch/Sex Offender Registry Interface

**Agency:** Washington State Patrol Criminal History Records Section

**Partners and Customers:** Washington State Sheriff's Offices

### Project Impact

The Washington State Patrol (WSP) Criminal History Records Section is mandated by statute to maintain the central sex and kidnapping offender registry. Sex offenders and kidnapping offenders are required to register with the county sheriff for the county of the person's residence/employment/vocation (RCW 9A.44.130). The sheriff's offices are required to forward the registration information, photographs, and fingerprints to the Section. The Washington Association of Sheriffs and Police Chiefs (WASPC) maintains the statewide registered sex and kidnapping offender public website as mandated in RCW 4.24.550(5). The Section improved the way sheriff's offices send sex offender and kidnapping offender registration information to the Section and the way this information is added to the central registry by Section employees, resulting in drastically reducing the number of documents submitted to the Section via e-mail, fax, or mail and the manual data entry of the information into the WSP registry database. The information is now sent to the WSP via an electronic interface between the sheriff's offices' database to the WSP database, eliminating redundant data entry for sheriff's office staff.

By reducing redundant data entry for sheriff's office staff and eliminating manual data entry for WSP staff, this improvement saves sheriff's office and WSP staff resources that can be dedicated to other important functions to improve public safety. The information received from the interface is more accurate, timely, and complete.

The Lean project aligns with the WSP goal, "Provide Specialized Investigative, Forensic, and Support Services" and the outcome, "Increase timeliness, accuracy, and completeness of criminal justice information." Receiving information from the sheriff's offices' database via the interface increases timeliness, accuracy, and completeness of the Sex Offender Registry (SOR).

### Project Summary

There was a redundancy for recording sex offender and kidnapping offender information for the sheriff's offices. The old workflow involved entering offender information into their statewide offender database used by all sheriff's offices in Washington and transferring this information to WSP paper forms to send (e-mail, fax, or mail) the WSP the necessary offender information for the central registry. The WSP wanted to eliminate the redundancy for the sheriff's offices and reduce the manual data entry performed by Section employees from the forms sent by the sheriff's offices to update the WSP database.

The Offender Watch/Sex Offender Registry Interface accomplished the following:

- Reduced the redundant work at the sheriff's office for submitting the information to the WSP
- Increased the accuracy and completeness of information submitted from sheriff's offices by reducing the number of times the information was entered
- Reduced the amount of time WSP employees spend on sex offender data entry

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## Project Results



### Safety

Increased timeliness of data **from** however long it took for the sheriff's office to transfer the information to our forms and faxing/e-mailing/mailling the documents **to** 2 days' cycle time for processing the electronically submitted documents.



*Describe the impact of your results over the reporting period.*



### Cost

Decreased WSP personnel time by 59 hours per month processing SOR documents. Projected annual savings in WSP staff time and paper reduction is \$17,796.00. Sheriff's office staff savings are unknown.



*Describe the impact of your results over the reporting period.*



### Quality

Decreased manual data entry of SOR documents by Section staff **from** 100% **to** 24%.



*Describe the impact of your results over the reporting period.*



### Time

Decreased the amount of time WSP personnel spend on manual data entry **from** an average of 94.75 hours a month **to** an average of 22.25 hours a month.



*Describe the impact of your results over the reporting period.*

## Project Details

**Date improvement project was initiated: 6/1/2012**

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**Report reviewed and approved by: Assistant Chief Marc Lamoreaux**