

Department of Workforce Services



“DWS will be the best-managed state agency in Utah.”

- Jon S. Pierpont, DWS Executive Director

SUCCESS Principles in Practice

System Goals

Workforce Development Division

- Provide employment, education & training, and job preparation services to more than 340,000 working age Utahns through online labor exchange and more than 30 one-stop Employment Centers.

Unemployment Division

- Accurately assess an individual's eligibility for benefits, pay them timely, and help facilitate the return to reemployment as soon as possible.

Eligibility Services Division

- Increase Food Stamp and Medicaid approvals to 75% within 14 days, while maintaining or improving program accuracy.

Eligibility Services Division (ESD)

SUCCESS Principles at Work

Set Measurable Goals and Targets

S

U

C

C

E

S

S

Quality baseline (June 2011-June 2012): 59.5% of Food Stamp and family Medicaid programs were approved within 14 days.

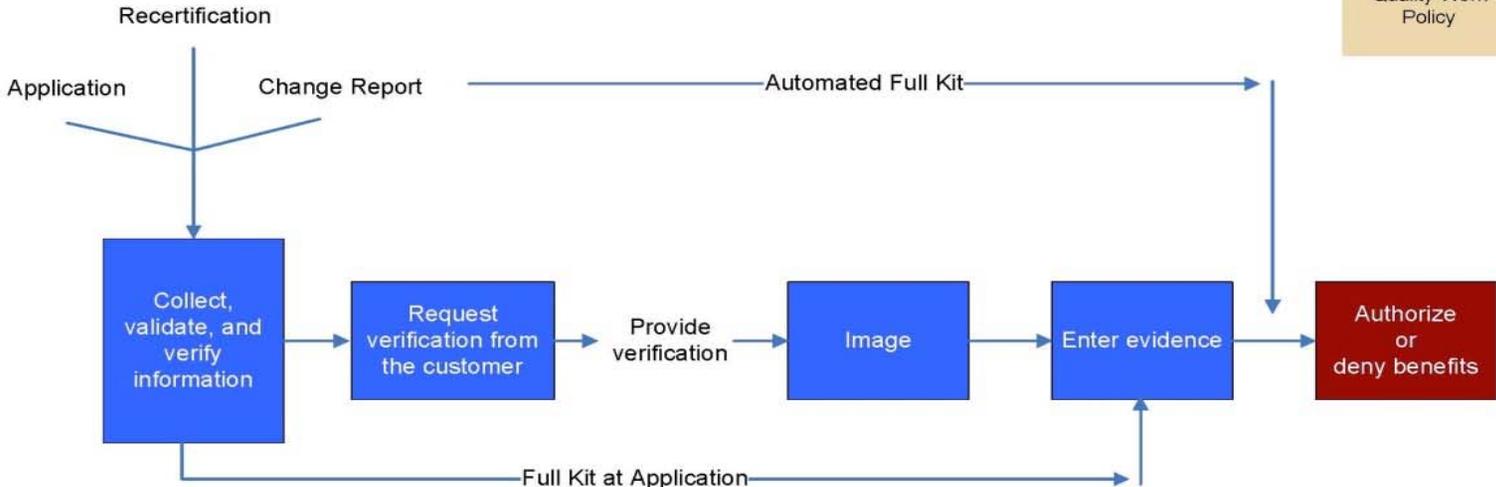
Goal: To increase the percentage to 75% with accuracy being a necessary condition.

Use Thinking Tools and Principles

S
U
C
C
E
S
S

Eligibility Services Division
Timely and Accurate Decisions

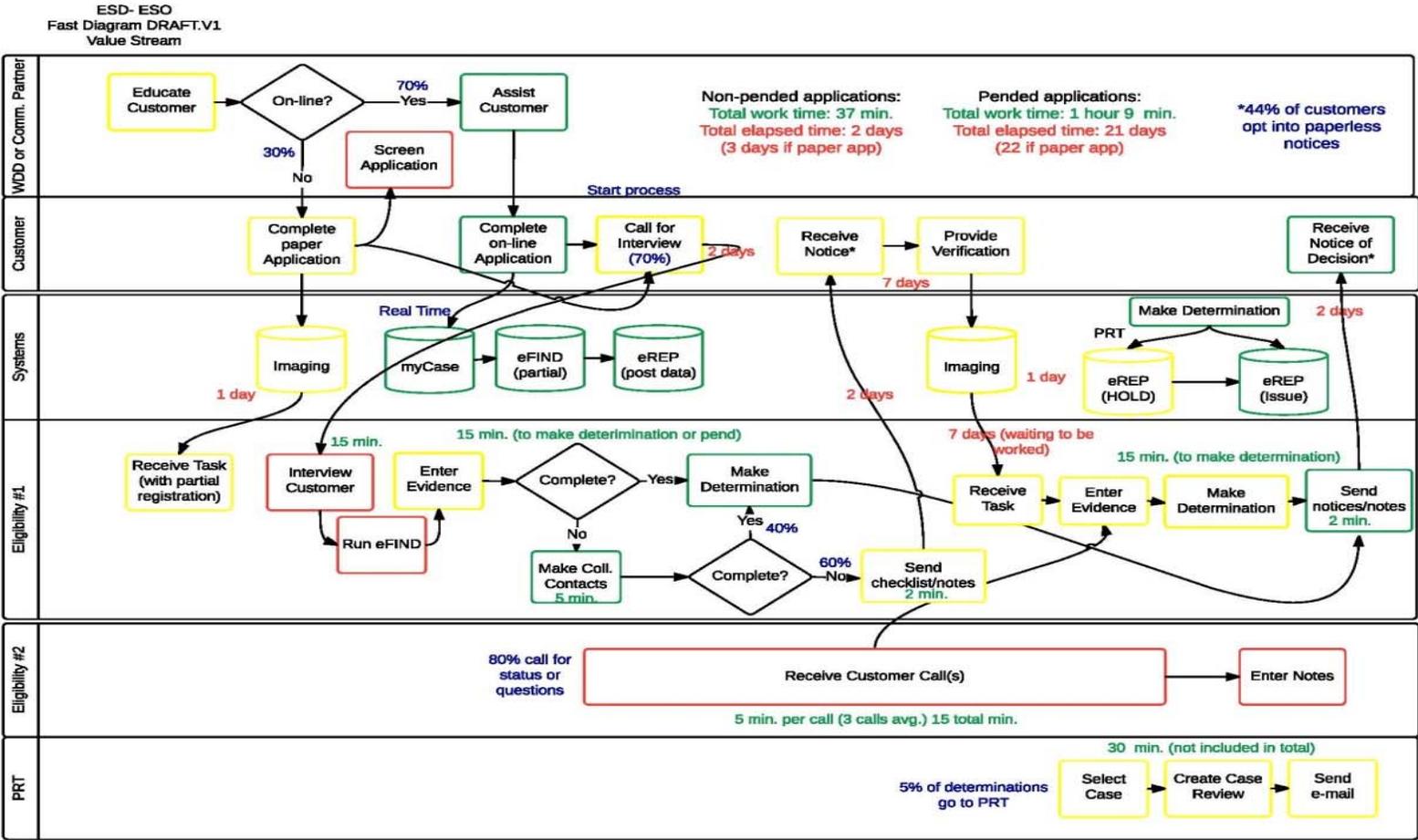
Key Levers
Automation
Online Services
Touch Time
Quality Work
Policy



<p align="center"><u>Feeding the Control Point</u></p> <p>The backlog of pending decisions is decreasing. Complete information flows to authorization. We are reducing the time and effort to get complete information</p>	<p align="center"><u>At the Control Point</u></p> <p>Staff are working on actions that lead to correct decisions today. The number of decisions per FTE are increasing</p>
---	---

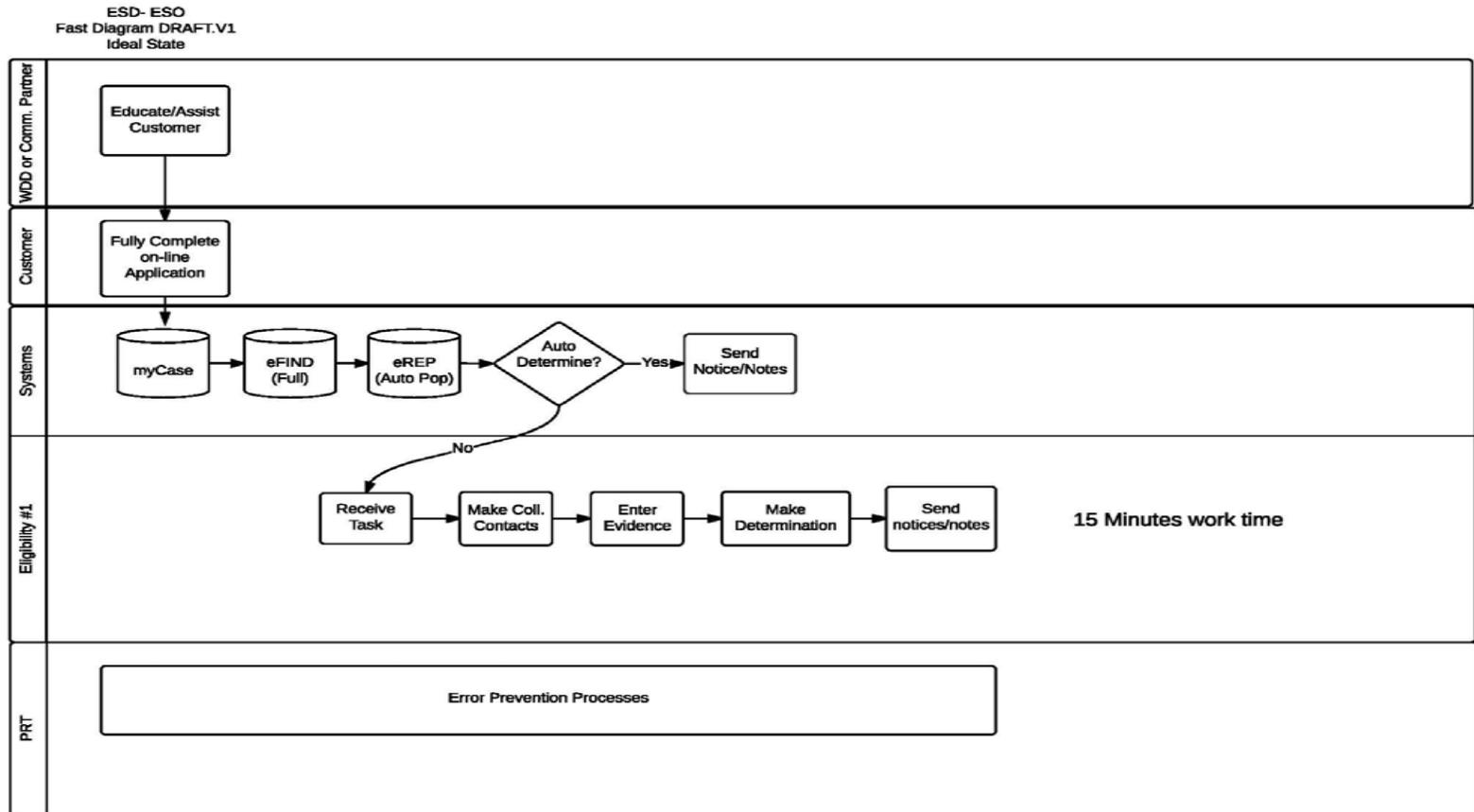
Use Thinking Tools and Principles

S
U
C
C
E
S
S



Use Thinking Tools and Principles

S
U
C
C
E
S
S



Create Your Strategy

S

U

C

C

E

S

S

FAST Plan:

1. Increase the percentage of applications completed online thoroughly.
2. Increase “one and done” applications.
3. Revisit accuracy expectations.
4. Create a culture of focusing on determinations vs. clearing tasks.
5. Application routing and eFIND completion.

Create Your Organization

S

U

C

C

E

S

S

Eligibility Services Operations (ESO)

- Process Food Stamp and Medicaid applications
- Largest hierarchy with the highest number of cases and applications
- Lessons learned will be used with remaining hierarchies

Engage Staff at all Levels

S

U

C

C

E

S

S

Employees participate in:

- Throughput rounds to improve applications more quickly and low-risk error areas
- FAST sessions with GOMB
- Training on low-risk areas and verification
- Quarterly goal activities
- Customer satisfaction tracking

Synchronize Policy and Projects

S

U

C

C

E

S

S

1. Systems/technology

2. Operational and policy opportunities

- Synchronize
- Prioritize
- Strategize
- Implementation

Stay Focused

S

U

C

C

E

S

S

- Weekly updates & measurements
- Regular summaries to GOMB
- Operational Excellence trainings
- No competing major projects
- Application process most efficient
- Customer friendly
- Reliability standard and confidence level for our customers