“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

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

Eligibility Services Division
Timely and Accurate Decisions

Key Levers
- Automation
- Online Services
- Touch Time
- Quality Work
- Policy

Feeding the Control Point
The backlog of pending decisions is decreasing. Complete information flows to authorization. We are reducing the time and effort to get complete information

At the Control Point
Staff are working on actions that lead to correct decisions today. The number of decisions per FTE are increasing

2/11/2015
Use Thinking Tools and Principles
Use Thinking Tools and Principles
Create Your Strategy

**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.

2/11/2015
Create Your Organization

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

2/11/2015
Engage Staff at all Levels

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

2/11/2015
Synchronize Policy and Projects

1. Systems/technology

2. Operational and policy opportunities
   - Synchronize
   - Prioritize
   - Strategize
   - Implementation

2/11/2015
Stay Focused

- 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