

Department of Workforce Services



Eligibility Services Division (ESD)

SUCCESS Principles at Work

Set Measurable Goals and Targets

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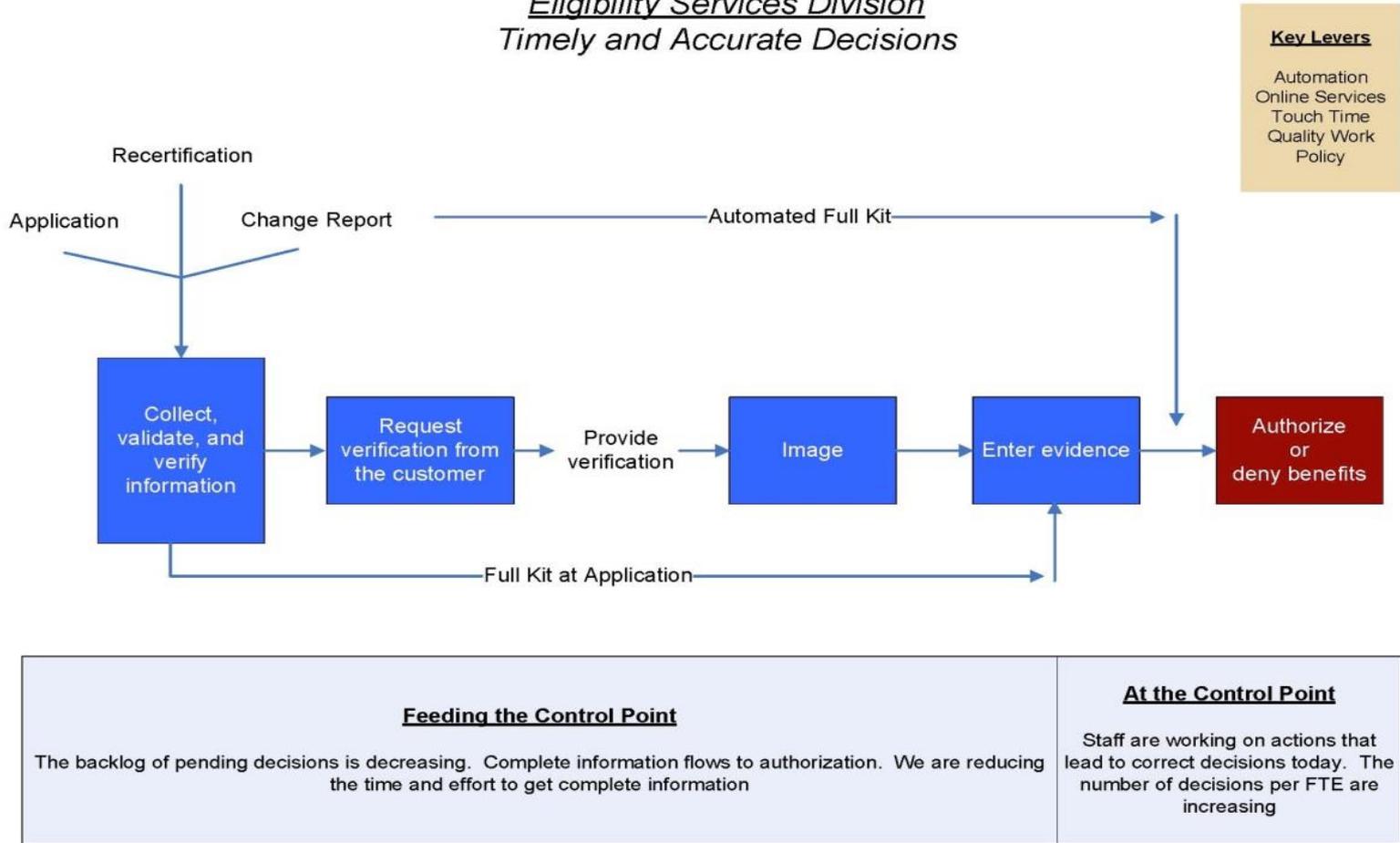
Quality baseline (June 2011-June 2012): 59.5% of Food Stamp and family Medicaid programs were approved within 14 days.

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

Use Thinking Tools and Principles

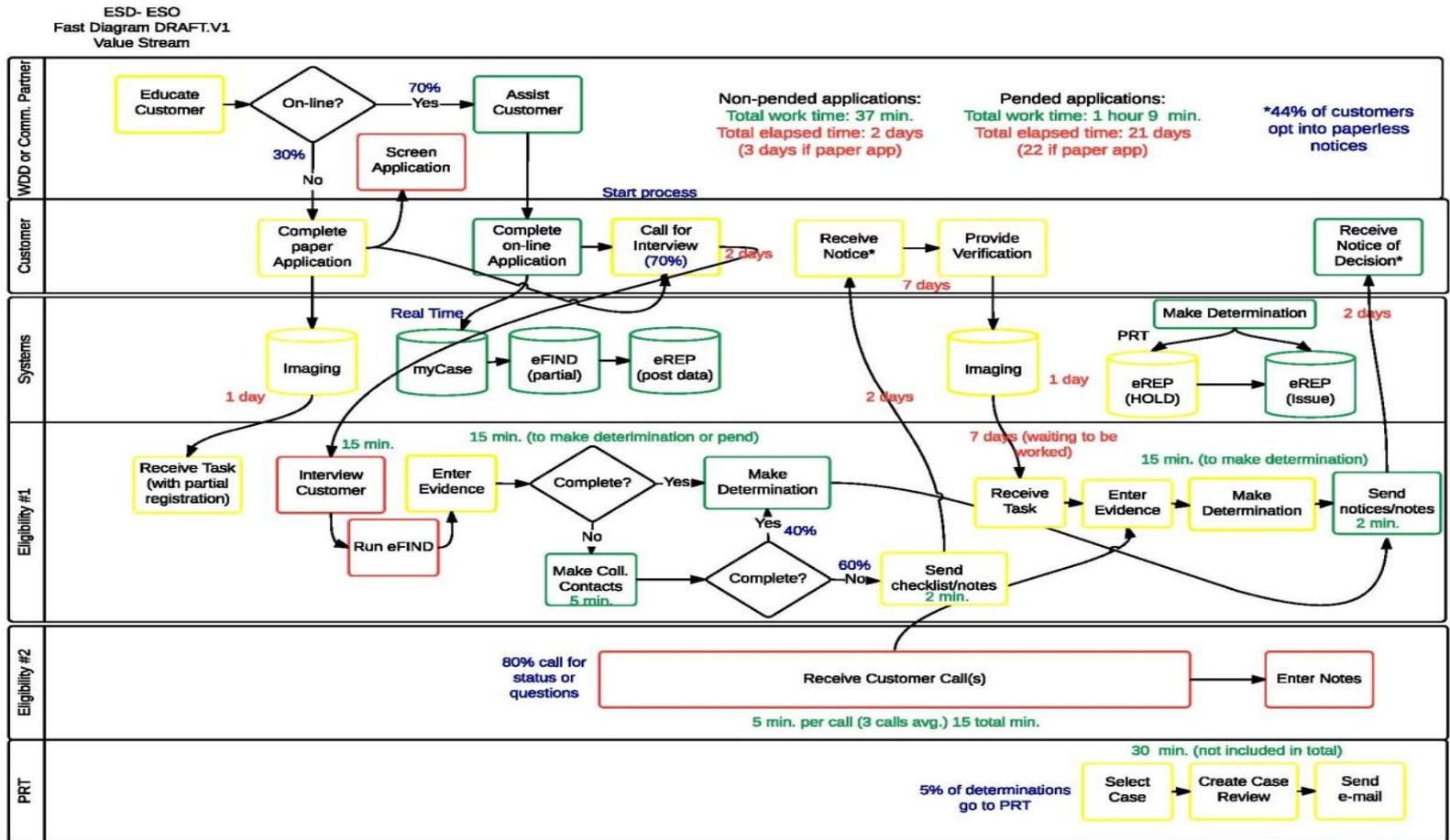
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Eligibility Services Division Timely and Accurate Decisions



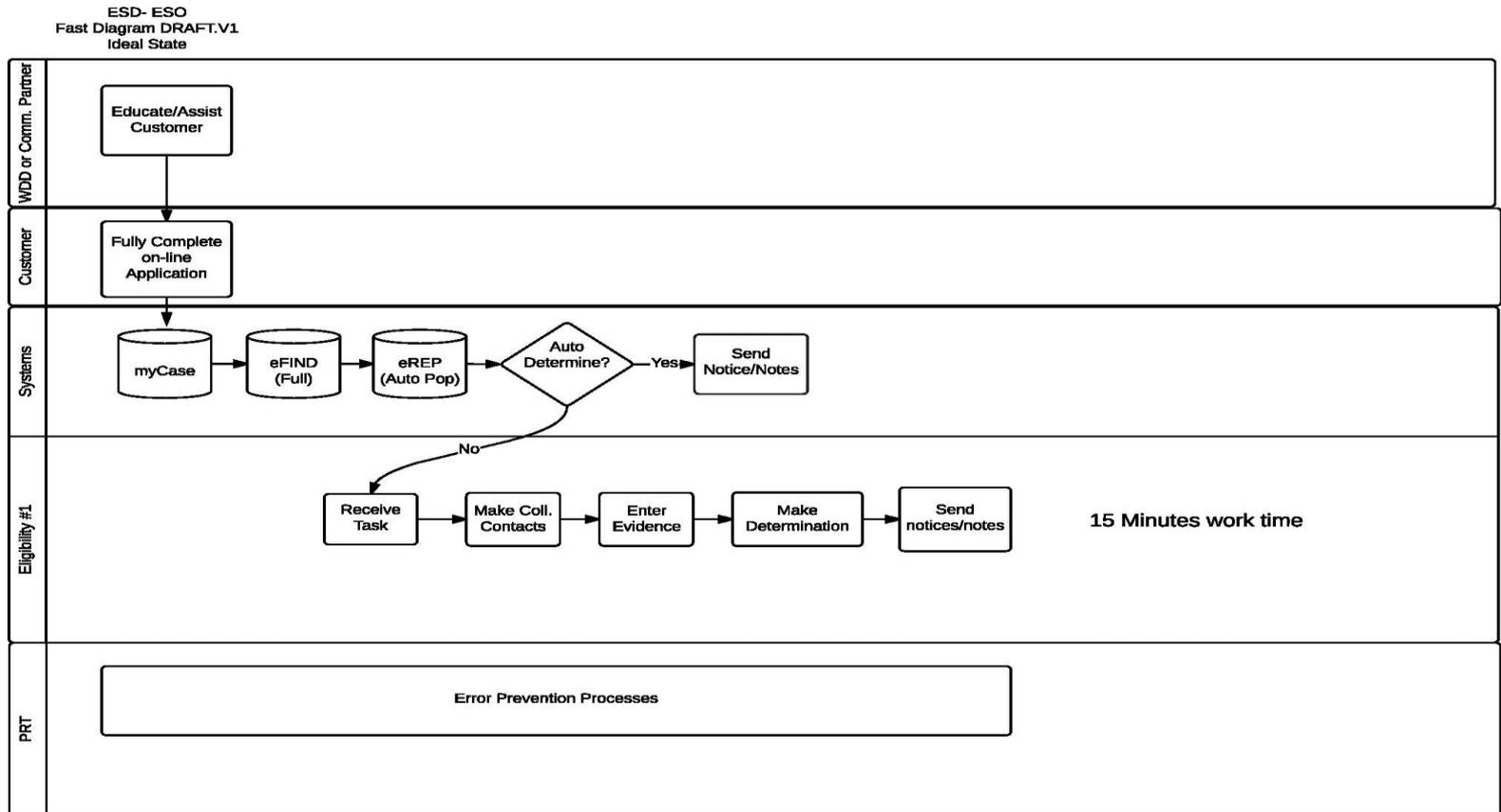
Use Thinking Tools and Principles

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Use Thinking Tools and Principles

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Create Your Strategy

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FAST Plan Strategies:

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

Create Your Organization

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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

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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

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1. Systems/technology
2. Operational and policy opportunities
 - Synchronize
 - Prioritize
 - Strategize
 - Implementation

Stay Focused

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- 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