



Schedule Memo's and Hearings Documents

Programs and Services Division

Implemented August 2014

By thinking Lean we

Reduced touch time by 1 hour

Problem

There are three regional hubs that process administrative hearings:

- Information across the state was not consistently stored, which required time to track down documents and information.
- Supplemental evidence was not always retrievable when transferring between hearings examiners. This caused cases to be dismissed or delayed in rendering a decision. This also resulted in some records being incomplete.
- Sometimes documents were not legible.

Causes

- No standard process for all three regions.
- Information and documents storing across the state was not standardized.
- Documents were faxed back and forth.

Solution

- Established uniformity in the processing of cases that needed to be transferred across three different regions throughout the state.
- Immediately image documents by the person that receives them.
- Improved the subpoena forms by allowing for electronic signatures.

Results

