

DLSC Complaint Intake Notifications

Background

Currently, the Intake unit creates and maintains a paper file and an electronic file for all 3,000+ complaints received. Prior to screening, Intake compiles all paper documents for each complaint and gives them to the clerical assistant for scanning. Intake then organizes and bookmarks each file in preparation for the screening panel. Once the screening panel is complete, Intake must compare the electronic and paper file to ensure they mirror one another before filing (if the matter has been closed) or delivering to the attorney (if opened for investigation).



Problem Statement

The current process is costly as we spend money on paper, manilla folders, and physical storage space in order to create a duplicate file of what is already stored electronically. It is inefficient for staff to compile, print electronic documents, scan, and prepare each complaint packet for screening. Intake also needs to scan each individual coversheet after screening, save it to each individual electronic folder, and then review each physical and electronic file to ensure that all of the information is the same.

Outcome

In reviewing the process and realizing the number of inefficiencies, steps were taken to eliminate extra work that was not essential to the end product. Staff no longer compile physical file folders for each complaint closed at screening and now utilize SharePoint to save documents for organization and future reference.

Results

Metric Name	Before	After	Improvement	% Improved
Annual hours required	907	406	501	55
Annual current cost in dollars	\$11,322	\$1,432	\$9,890	87
Annual future cost in dollars				
Number of steps in process				
Average process lead time in days				
Percentage who are satisfied				

Cost to implement: \$ 1400

One-time cost savings: \$0

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