

Lean Project Charter

Project Name: PECFA Claim Process Improvement

Date Chartered: September 5, 2013

Expected Completion Date: February 28, 2014

Team Leader: Gena Larson



Team Goal/Mission:

Apply Lean Six Sigma principles to the PECFA Claims process, from eligibility to final claim payment. Identify efficiencies that will improve both internal (review) and external (eligibility/reimbursement request) processes.

The team will implement improvements that accomplish the following:

1. Simplify the application/eligibility/reimbursement process for customers, improving customer satisfaction by reducing duplicative and unnecessary tasks.
2. Streamline the internal review process for PECFA reimbursement related submittals, reducing DNR staff time required and delivery time for customers.
3. Integrate the PECFA claims process into the DNR framework.

Measure(s) to be used to determine success:

1. Reduce DNR staff review time by 10%.
2. Reduce PECFA reimbursement lead time by 10%.
3. Improve customer satisfaction by 15%
4. Reduce the number of incomplete or incorrect forms submitted.
5. To simplify the process, eliminate unnecessary or redundant internal administrative tasks and PECFA forms.

Team Members:

Eric Scott, Hydrogeologist, CO

Tim Prosa, Claim Review, CO

Denise Nettesheim, Hydrogeologist, SCR

Sonya Rowe, Brownfields Outreach Specialist, CO

Tim Cooke, Administrative Policy Coordinator, CO

Deena Kinney, Environmental Program Associate, WCR

Issues to be addressed:

1. The current forms have not been comprehensively evaluated for integration with updated statute/code and changes to internal processes (e.g. allowing electronic submittal of claims).
2. Time spent following up on inaccurate and incomplete forms submitted delays the review process and increases staff time required. Revise the process and/or forms to minimize the number of incomplete or inaccurate submittals.

Expected Results:

1. An updated, streamlined PECFA reimbursement process.
2. Simplified, user-friendly claim forms.
3. An internal process document suitable for use in staff training.

Support/Resource People:

1. External customers (PECFA consultants and responsible parties) to provide feedback.
2. DNR Forms team
3. Outreach staff to communicate changes

Responsibilities and Boundaries:

Included –

-All tasks associated with the PECFA claim process, from the initial application for eligibility to final claim reimbursement, including agent approval and pre-audited claims.

Not included –

- Modifications to the Usual and Customary cost schedule
- The cost approval process, including variances, at the Hydrogeologist/Project Manager level.



DNR Lean Project - Final Report

Project Name: PECFA Claims Process

Project Team Leader: Gena Larson

Project Purpose: To identify efficiencies that will improve the PECFA claim review process as the program integrates into the DNR framework.

Project Team Members:

Eric Scott, Hydrogeologist, CO

Tim Prosa, Claim Review, CO

Denise Nettesheim, Hydrogeologist, SCR

Sonya Rowe, Brownfields Outreach Specialist, CO

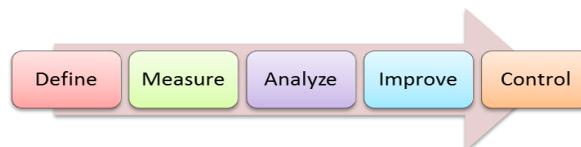
Tim Cooke, Administrative Policy Coordinator, CO

Deena Kinney, Environmental Program Associate, WCR

Summary of Improvements: See attached Project Implementation Plan

Project Results:

Goal	Baseline	Target	Expected After Improvements	Goal Met?
Reduce DNR staff workload.	4.5 hours	10% reduction	3.5 hours	Yes 23%
Reduce lead (delivery time).	1352 hours	10% reduction	< 920 hours effect of handoff reduction and form revision still unknown	Yes 32%
Improve customer satisfaction.	Survey data results: 74% Satisfied or very satisfied	15% improvement	85% satisfied or very satisfied	TBD
Simplify the process.	36 process steps /5 handoffs	Overall reduction	28 process steps /3 Handoffs	Yes 23% and 40%



Amount of staff time saved per year in hours: 1 hour/claim x 700 claims/year (on average) = 700 hours/year

How will that time be reinvested?: Hours saved will be invested on other high priority tasks, thereby advancing the priorities of the RR Program, AWaRe Division, and the Department.

Project Cost:

	Hours	Dollars
Project Team Leader	184	
Project Team Members	148	
Meeting Costs		\$719
Improvement Costs		\$ NA
Total		\$719

Recommendations for Future Code/Statute Changes: Allowing for direct reimbursement to consultants acting as agent on behalf of responsible parties would allow checks to be sent directly from treasury and eliminate additional handling and staff time in the reimbursement process.

Lessons Learned: