

A3 Report

Title: Public Records

Date started: 11/3/16

Current Date:

Team: Kim Kline, Scott Powell, Melissa Roach and Kassie Mitchell

Executive Sponsor: Kevin Cogan

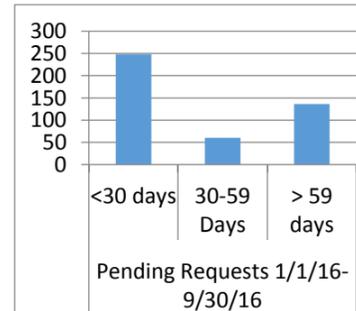
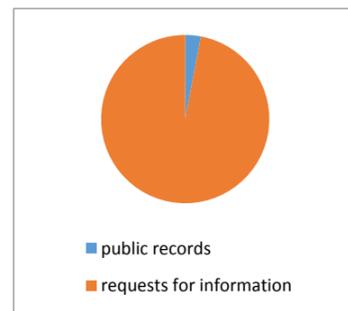


P1: Why Change is Needed

The Public records office receives an average of 950 requests per month, many of these are simply requests for information. The public records unit is being asked to create and run reports of which they are not the owners and may not understand the data on the reports. BWC lacks a standard procedure for dealing with requests for information across the agency. This causes delays in the public records unit fulfilling actual public records requests that must be completed within a reasonable time period per statute.

P2: Current State

As of 9/30/16 there is a backlog of 230 requests >30 days and there are 304 claims that are currently pending <30 days. On average requests are responded to within 30 days. Without any changes the public records department would need to hire an additional 10 staff members to handle the total requests.



P3: Future State

The goal is to have the public records unit only addressing statutorily defined public records. The additional requests for information can be handled either automatically through IT development (currently awaiting Governance approval) or by the individual business unit that owns the data. This change would allow for a heightened sense of customer service for the business units as they would be responsible for providing the data requested from their various stakeholders.

P4: Analysis

Over the years the public records office has become the go-to area for all requests for information. Some of this has been due to hiring of staff from other divisions and them bringing their former work with them to their new position. BWC is currently undergoing a transition to a new reporting software. As such many of the current reports have not yet been created and the public records unit would like to follow the intent of the law that does not require the creation of records for all requests. The future state would allow the public records unit to focus mainly on true public records and handing off requests for information to the appropriate business unit for addressing. The roadblocks to the future state rely on the buy-in of the chiefs as well as sign-off from the Administrator. In the future state divisions will be required to own their data and reports and be responsible for determining whether it makes sense from a business and customer service prospective to provide the information being requested.

P5: Potential Solutions

1. The creation of an operational definition for public records and updating the web, internal and external materials accordingly.
2. Awaiting Project Governance approval for automated response to the Government requests-potential expansion to "claim search" as well.
3. Creation of business owners for informational requests from other requestor types (TPA, MCO, etc.) and determine need to track these requests

D6: Action Plan

Action item:	Assigned to:	Due Date
Decision Tree/Grid/Standard Definition	Comm/PRR/Sott/Kim/ S Huffman	1 week
Communication Plan	Comm/PRR	12/14/2016
Discussion w/Chiefs-level set	Administrator/Kevin C.	12/6/2016
IT Solutions for email req?	IT	TBD
TPA/MCO Portal - website	Website Redesign Team	2017
Legal Business Unit Rep. List involvement	Legal	12/14/2016
Update/Upgrade Sharepoint Site person	IT	2017
DDS Coverage (Get login, upload medical)	Deb, Kim, Kevin C., Scott	Now
Claim Search Coverage	Deb, Kim, Kevin C., Scott	Now
Business Unit Contact List		12/14/2016
Safety Congress Info		12/14/2016

C7: Check Results

Current State	Future State
950 requests	30 requests
percent completed in <30 days- 97%	99%
Cost savings	\$21,445 per year

C7: Check Results

A8: Follow-up Action