



Arizona
Government Transformation



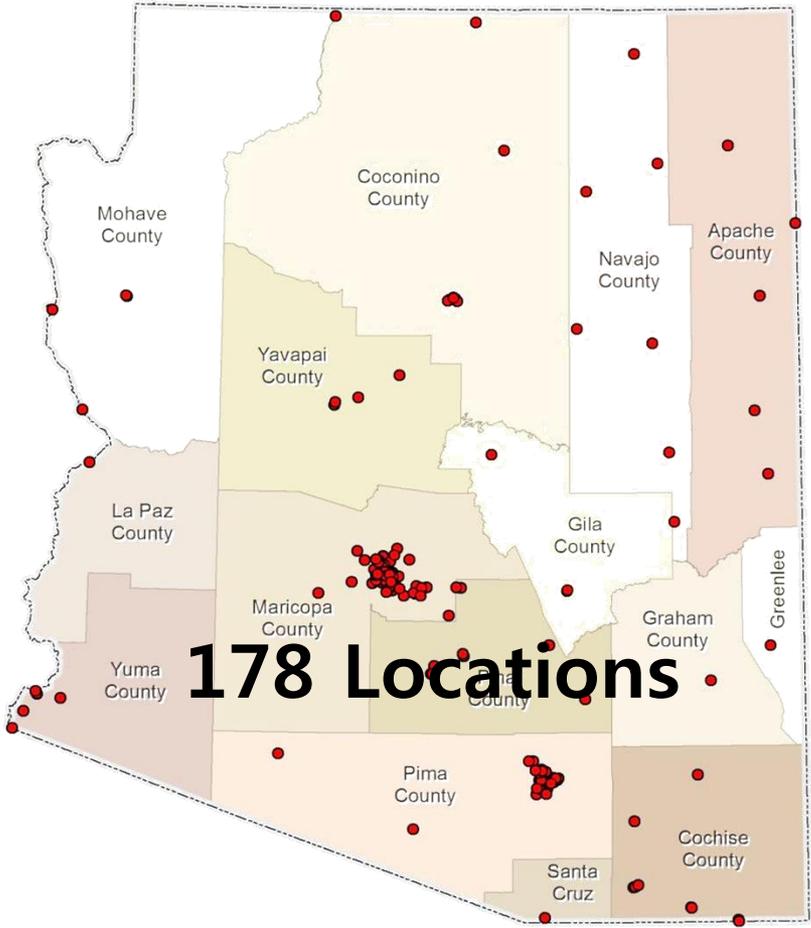
DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

October 25, 2012



Overview – Department of Economic Security



Overview – Department of Economic Security



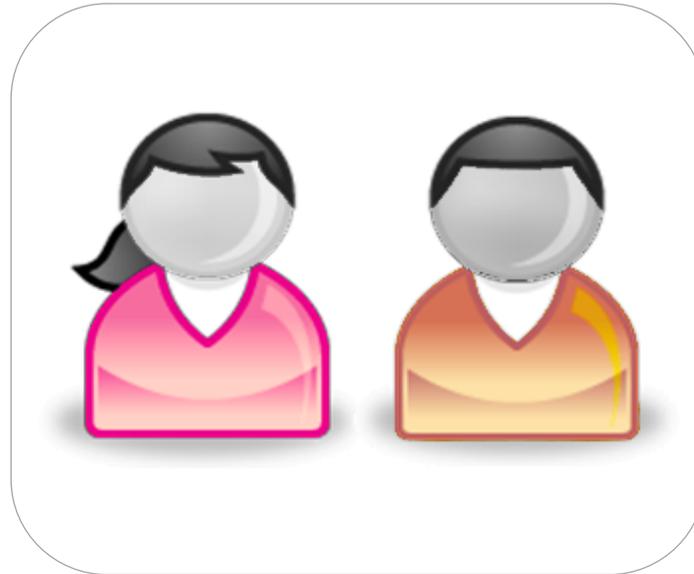
\$5 Billion



178
Locations



Overview – Department of Economic Security



**\$5 Billion
Budget**

Over 1 Million Customers



**178
Locations**



Overview – Department of Economic Security



**1 Million
Customers**



**\$5 Billion
Budget**



**178
Locations**



9,700 Employees



Overview – Department of Economic Security



1 Million
Customers



\$5 Billion
Budget



178
Locations



\$1.2 Billion Contracted Services



9,700
Employees



Overview – Department of Economic Security



1 Million
Customers



\$5 Billion
Budget



178
Locations



\$1.2 Billion
Contracts

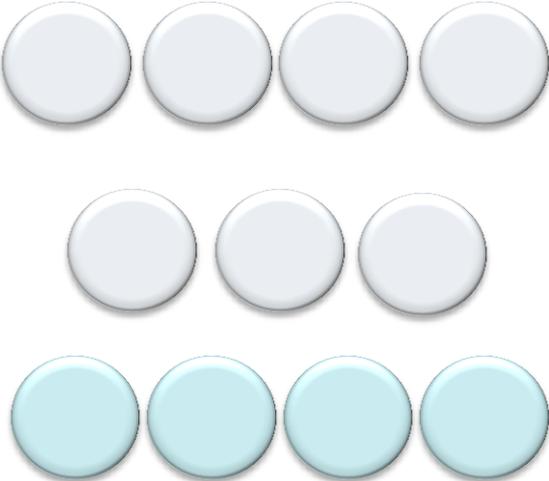


9,700
Employees

44 Programs



Overview – Department of Economic Security



1 Million Customers



\$5 Billion Budget



178 Locations

Cash Assistance
Developmental Assistance
Disabilities
Child Care Assistance
Early Intervention
SNAP
Child Protective Services
Adult Protective Services

44 Programs



\$1.2 Billion Contracts

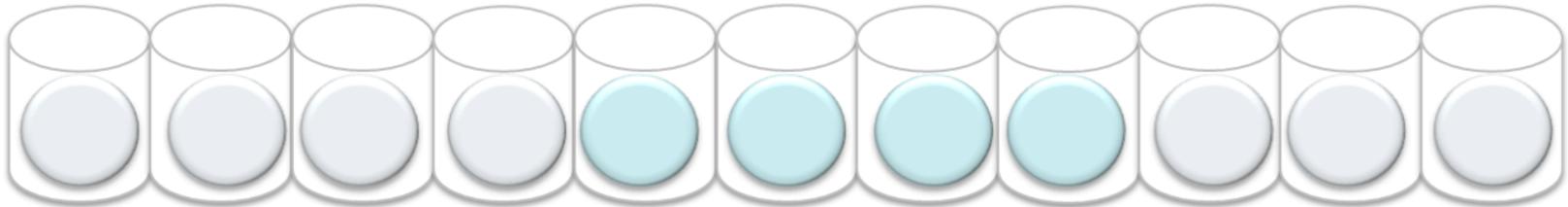


9,700 Employees

7 Program Divisions
4 Operations Divisions



Office of Accountability



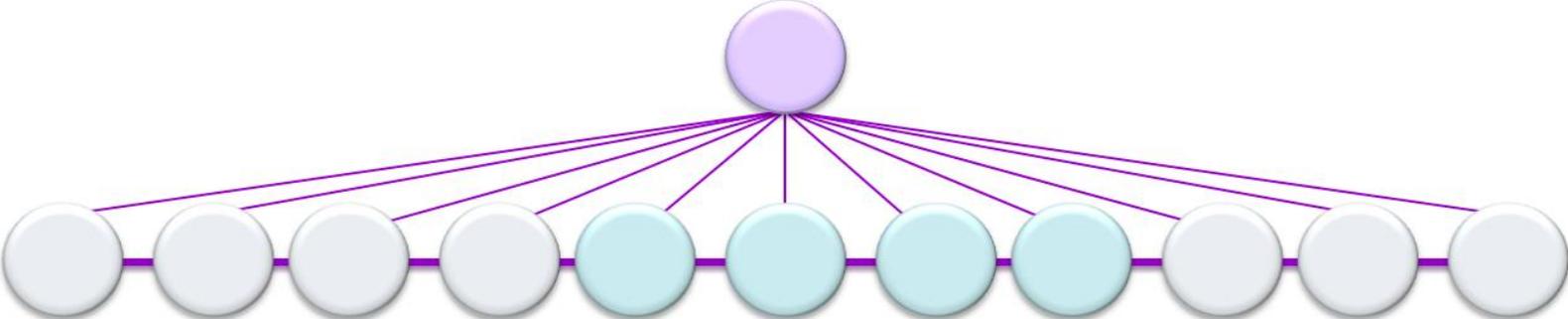
7 Program Divisions
4 Operations Divisions



Office of Accountability

Office of Accountability

Develop, implement and refine an enterprise approach to performance management and accountability



Quality Review
Functions

Investigations

Regulation

Compliance

Due
Process

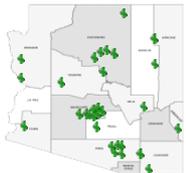
Opportunities for
Improvement

Performance Management and Accountability Assessment



Performance Management and Accountability (PMA) Assessment

5 Dimensions — D I V I S I O N S →



Statewide



>50 Locations



>50 Programs & Functions



>400 Employees



>1,000 Documents



Ride-alongs

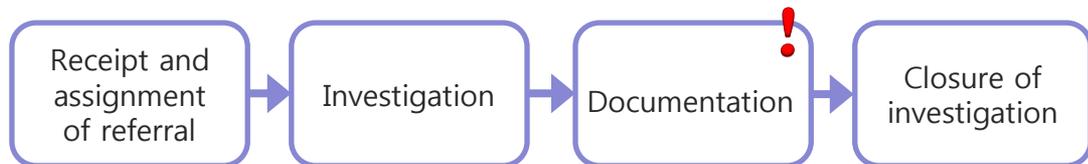


Consultant-Led, Employee-Staffed Continuous Improvement Effort

Review of the Child Abuse Investigation Process



Consultant-led
DES Employee-staffed



As a result of the Investigation Process Improvement efforts, work hours have been **directed to value-adding steps** to ensure child safety

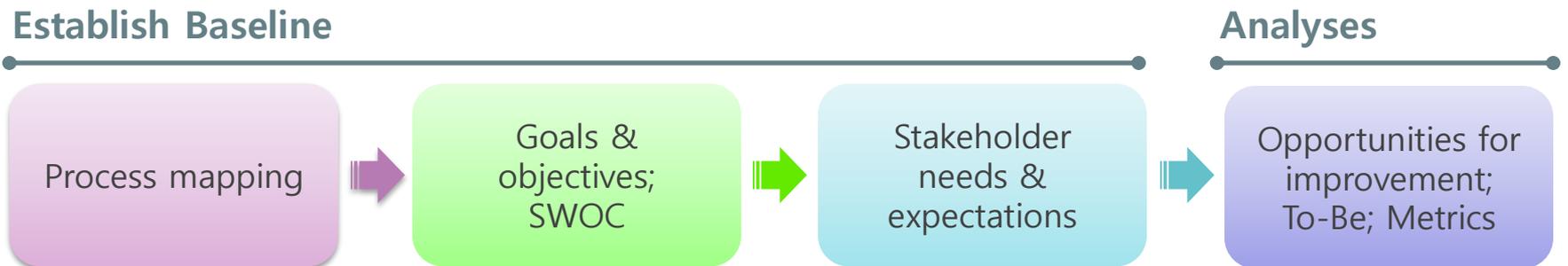
8 hours → **less than 2** hours

New tool to improve timeliness and quality of safety assessment



How is the Office of Accountability Creating and Fostering Continuous Improvement?

Practice Improvement Process (Planning and Analysis Team)



A new approach to evaluate the **effectiveness**, **efficiency** and **responsiveness** of our key processes in meeting customer and business requirements



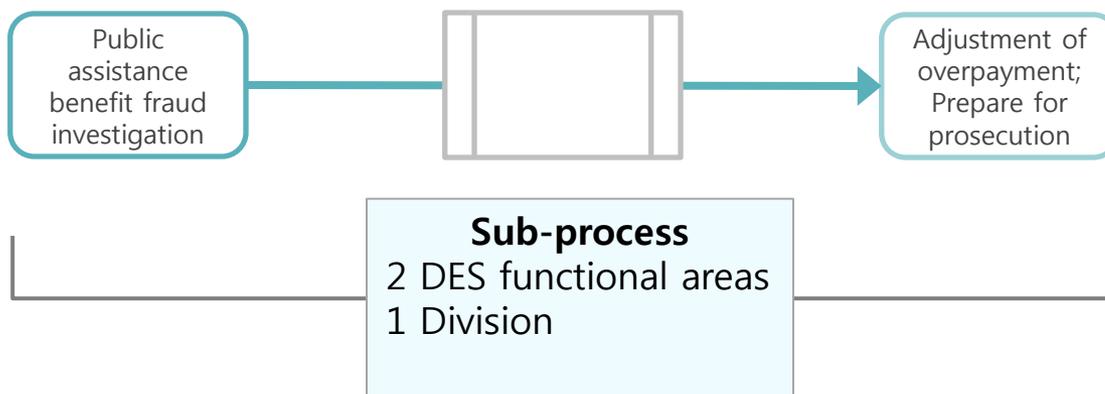
Employee-Led, Employee-Staffed Continuous Improvement Effort

Practice Improvement Process (Planning and Analysis Team)

Review of the Public Assistance Fraud Investigations and Welfare Prosecution Processes



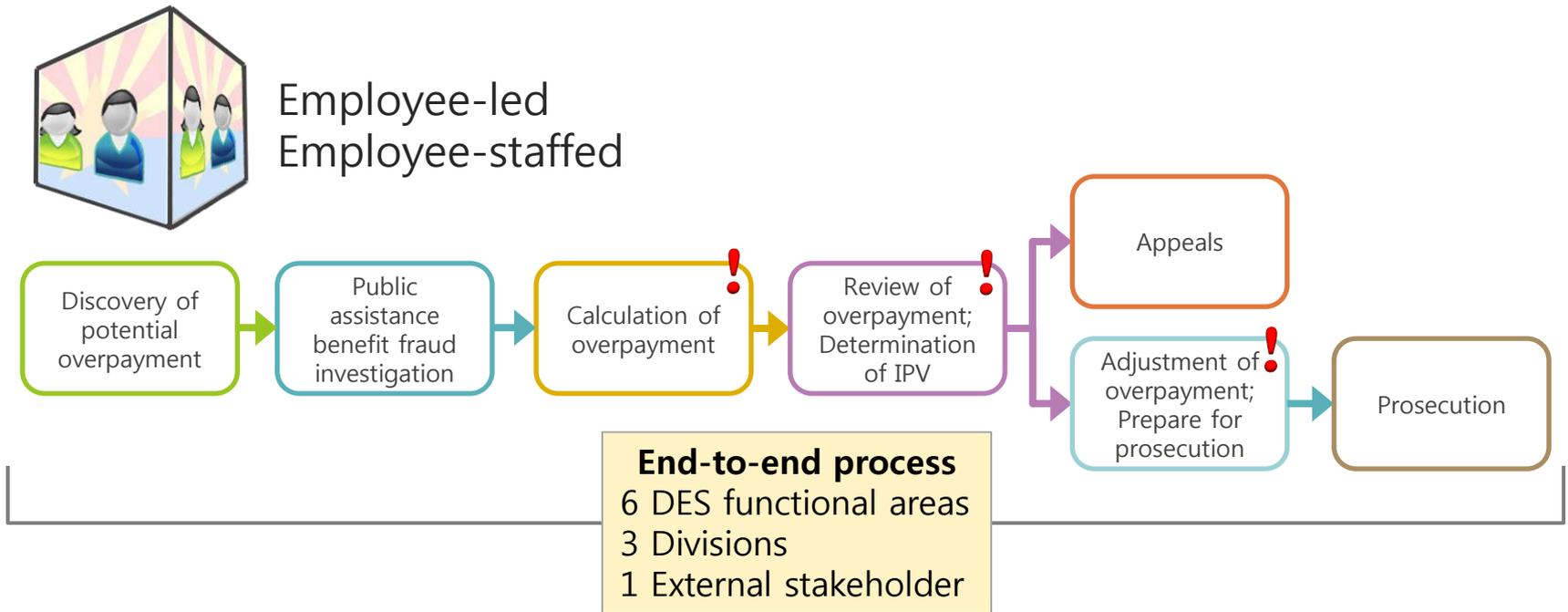
Employee-led
Employee-staffed



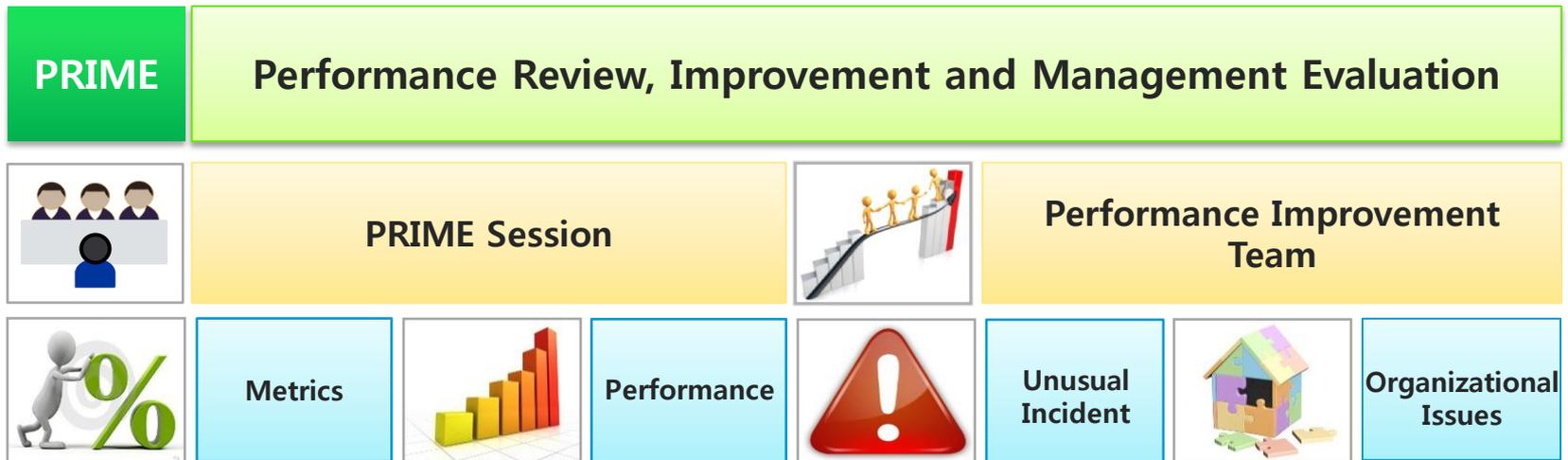
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How is the Office of Accountability Creating and Fostering Continuous Improvement?

