

Background

The division reviewed why they were sending out forms that customers could access through the online UI portal.



Problem Statement

UI was sending out forms to individuals who already had an account online. Sending out the forms to everyone was not cost-effective or efficient.

Outcome

UI enacted several changes to reduce postage and improve customer service using a "Just do it" approach. The strategies related to providing tax information online:

- The claimant tax document (1099) is available on-line. This year, DWD made it easier to print from the internet.
- The UI communications team created an email alert to let claimants know immediately when the tax documents were posted.
- Mailing of statements to employers whose only transaction was a payment was eliminated. Employers were encouraged to look for their statements on-line. In six months, UI has saved \$85,000 in postage and expects to save \$170,000 annually

Results

Metric Name	Before	After	Improvement	% Improved
Annual hours required				
Cumulative lead time in days				
Annual cost in dollars	\$441,000	\$271,000	\$170,000	39
Number of steps in process				
Average process lead time				
Percentage who are satisfied				
Average stakeholder satisfaction				