

Adjudication Research Process Proposal

The current process Adjudication CSRs follow to provide the evidence to the judges for hearings is wasteful. I propose a new process that will not only save time, but it will also save other resources; such as, paper. The analysis focused on the cost of paper alone rather than including the cost of toner and printer wear-and-tear. This decision was made because the printers are now on a maintenance contract so the individual cost of the printer is not only hard to determine, but it could be negligible. This proposal outlines the current process, the new process, and the savings involved with the new process.

Note: The process will not change for evidence that is received by mail; that will still follow the current procedure.

Current Process

The process the CSRs currently employ involves printing all the evidence that supports the case, organizing all the printed documents, scanning the documents back into a single file (PDF), and uploading the new file into the Rite system. This process is not only time consuming, but it uses a lot of paper. When multiple CSRs are preparing evidence for hearings, a bottleneck is created by the number of printers and scanners. This slows the process even further. The CSRs routinely have to sort through evidence for multiple hearings to find the evidence they need for the current evidence packet they are preparing.

Proposed Process

The process that I am proposing would involve the CSR saving all the evidence to electronic files (PDF), binding the multiple files together into one file (PDF), and uploading the file into the Rite system. The new process would not only save time, but it would save paper. The new process would be purely electronic and multiple CSRs could be creating evidence packets simultaneously without interfering with each other's process. This process would require that two pieces of FREE software be installed on each computer in the Walk-in Center and Adjudication. The two pieces of software are PrimoPDF, which allows files to be printed to PDF, and PDFBinder, which allows multiple PDFs to be bound together into one file. Another option is to use just PrimoPDF and the built in "append" function, but through CSR testing this has proved cumbersome whereas PDFBinder streamlines the process.

Cost Analysis

This section breaks down the cost savings that the new process provides.

Labor

The following table shows the breakdown of time spent preparing evidence packages since July 2012.

Time Analysis of Evidence Package Preparation

	Research Items	Time Spent Printing/Organizing(Min)	Time Spent Scanning/Uploading(Min)	Total Time(Min)	Average Time(Min)
2012					
July	205	2559	2000	4559	22
August	227	3921	2270	6191	27
September	142	2139	1400	3539	25
October	241	3521	2400	5921	25
November	248	5091	2480	7571	31
December	233	6095	2330	8425	36
2013					
January	205	6752	2050	8802	43
February	234	4559	2340	6899	29
March	413	8397	4130	12527	30
April	576	8748	5760	14508	25
May(thru 16th)	496	7949	4960	12909	26
Total	3220	59731	32120	91851	29

As you can see from the information above, since the beginning of July 2012 Adjudication has processed 3220 evidence packages at an average time of 29 minutes. In contrast, the tests show it will take an average of 16 minutes to process evidence packets. The difference between the processing times is 13 minutes. I use this as the basis for computing the labor cost savings of the new process. The table on the next page shows this analysis.

Cost Savings Analysis of Evidence Package Preparation

Research Items	Total Minutes Saved	Total Hours Saved	Cost of CSR per Hour (\$)	Cost Savings (\$)
3220	41860	697.7	\$16.5	\$11,512

As you can see from the calculations above, the new process would have saved \$11,512 since July of 2012. Extrapolating these figures out for a 12-month period the savings would be \$13,157.

Resources

In addition to the labor costs the new process would save, I also analyzed the resource costs that would be saved. Through the analysis, I determined that as the Adjudication workload has increased they have been averaging three reams of paper a day for evidence package preparation. The following table lays out the cost analysis of the paper usage for April and the first half of May 2013.

Cost Analysis of Paper Consumption

	Number of Reams Per Day	Working Days	Reams of Paper	Boxes of Paper	Cost Per Box of Paper (\$)	Cost of Paper (\$)
April	3	22	66	8.25	\$29.59	\$244.12
May(thru 16th)	4	12	48	6	\$29.59	\$177.54
Total	7	34	114	14.25	\$29.59	\$421.66

Extrapolating this information out to cover a 12-month period shows that the current process costs \$3,373.28 a year. The new process would completely eliminate this cost.

Total Cost Savings

I determined that the new process would save approximately \$16,529.85 a year.