



Division of Fraud Investigations

Addressing Employee Concerns

Action Plan Progress Report

February 28, 2007

FOCUS AREA:

- DFI Team

So far, we've:

- Solicited volunteers to serve on a committee to develop the DFI Employee Survey Action Plan. Three staff volunteered, they asked 3 additional staff to serve on the committee and those 3 agreed to do so.
- The committee analyzed the employee survey results and sought additional feedback from all division staff.
- The committee developed the DFI Employee Survey Action Plan. The plan was discussed with DFI management, submitted to all DFI employees and then implemented with minor revisions. The hallmark of the plan was the creation of a DFI Team of managers and employees, which would meet regularly to discuss issues and develop solutions to problems.
- The DFI Team was formulated with 3 managers, and one representative from investigators in each region, and one representative from support staff from Eastern Washington and one from Western Washington. The team has held three meetings; in September 2006, November 2006 and February 2007.



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A number of things have resulted from discussions in the DFI Team meetings:

- The \$200 per person training budget no longer must cover mileage and per diem as well as the cost of the training.
- Staff who do not fully utilize their training budget may donate the remainder to other DFI employees.
- DFI staff in Regions 1 & 2 may pool their individual training budgets and organize a local training conference.
- The format of management meetings for Regions 1 & 2 was changed to provide for more training time and break-out sessions by supervisor.
- Management is providing training on databases available to assist investigators. This training is on key programs some investigators are having trouble with.
- Management and staff discussed the DFI production and timeliness standards.
- An employee committee was established to plan for the 2007 DFI Training Conference.
- The “Logical Leads” and “Best Practices Matrix” were updated by the Deputy Director.
- Monthly birthday celebrations are held at DFI Headquarters.



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Future actions:

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- DFI Team

DFI Team Meetings will continue to identify issues and develop solutions. Fraud Early Detection (FRED) and Criminal Investigations (CI) power points are being developed by the Deputy Director for presentation by investigators to their assigned CSOs. It is hoped that this will stimulate referrals to DFI.

An internal mentoring program is being developed in which high performance investigators (in terms of production, timeliness and qualitative findings from Case Review) are teamed with other investigators to share successful work processes.

The 2007 Employee Recognition process will seek input from all staff through the DFI Team.