



## Office of Fraud and Accountability (OFA)

*Addressing Employee Concerns*

### Action Plan Progress Report

August 31, 2012

#### FOCUS ISSUES:

**Communication**- sharing of mission and vision by management, listening to staff

**Professional Growth**- training and promotion opportunities

**Accountability**- clear expectations, performance measurement

**Infrastructure**- resources, technology, policy and procedure development

#### So far, we've:

- Shared 2011 Employee Survey Action Plan with OFA Staff.
- Developed office performance measures to track unit and individual employee performance.
- Developed and shared with staff OFA Work Plan that outlines OFA goals and priorities.
- Revised OFA Investigative Guidelines and Procedures to enhance communication, accountability and office infrastructure.
- Participated in LEAN improvement process that restructured how Fraud Early Detection (FRED) investigations are referred to OFA.
- Identified individual employee training needs and provided training opportunities to meet.
- Investigator training session completed in Region 1 week of June 16, 2012.
- Retained business analyst that is documenting OFA business requirements for new case management and data analytics system.
- Ordered new computers for staff with anticipated delivery date of October 2012.

#### Future Plans:

- Complete investigator training in regions 2 and 3 in Fall 2012.
- Roll out and provide training on new OFA Investigative Guidelines and Procedures to each region October 2012.
- Complete employee performance development plans (PDP) that incorporate OFA Performance Measures and updating of employee position description forms (PDF).
- Secure funding and procure new OFA Case Tracking System that will allow staff to manage investigations more effectively and efficiently.
- Fill remaining FTE vacancies to ensure optimum performance by OFA.

#### CONTACT INFORMATION

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– Steve Lowe, Senior Director