2. Project Name: Environmental Enforcement Central Office Case Review and Approval
    a. Problem Statement: The average routing time for referrals to the Department of Justice the past two years has been 62 days once the recommendation is forwarded to Central Office. This has resulted in delayed enforcement decisions, delayed resolution of violations, and contributes to staff frustration.
    b. Business Case for Improvements: This project is intended to ensure that the Central Office review and approval process for Environmental Enforcement cases (compliance orders and recommendations to refer cases to the Department of Justice) is handled in a consistent, efficient manner that results in timely enforcement decisions.
    c. Process Improvements Recommended:
        i. For a single-program referral, reduces the number of steps from as many as 18 hand-offs (8 being review steps) to 9 hand-offs (with 5 review steps).
        ii. Adds team review to increase quality and enhance communication early in process.
        iii. Clarifies the role and expectations of the reviewers in the process.
        iv. Ensures a back-up reviewer is delegated for coverage during absences.
        v. Written procedures that include the process steps and the roles and expectations for reviewers.
    d. Savings:
        1) Expected Time Saved: 846 hours annually.
        2) Expected Lead Time Reduced: 34 days per case.
        3) Expected Customer Satisfaction Improvement: Timeliness and quality will be improved, which will improve customer satisfaction.
        4) Process Simplified: 9 process steps (50%) eliminated.

3. Project Name: Limited Term Employee Hiring Process Improvement
    a. Problem Statement: Problems with the LTE hiring process have resulted re-work, frustration, and delays in job postings.
    b. Business Case for Improvements: Delays in the LTE hiring process and re-work can lead to a late hire where the candidate does not receive training on time, or must start at a later date.
    c. Process Improvements Recommended:
        i. Standardize Position Descriptions and Knowledge Skills and Abilities for the "Top 6" LTE classifications.
        ii. Standardize interview questions and benchmarks for the "Top 6."
        iii. Standardize the approval process, and allow for blanket approvals for seasonal repeat positions.
        iv. Create a toolbox with recruitment resources.
        v. Update application form.
    d. Savings:
        1) Expected Time Saved: 1,651 hours annually.