Summary

Organization

NEW HAMPSHIRE DEPARTMENT OF Environmental Services

Division

Water

Business Problem

The receipt of Land Resource Management Program application fees for wetlands, AoT, shoreland and subsurface programs require duplicate and triplicate keying of data into the State's accounting software.

Solution

Modifying a pre-existing data extraction program to pull fee information from three LRM databases into the State's accounting software.

Key Tools Used

- CSVM/FSVM
- Brainstorming

Idea

Debra Brown x2210

Programmer

Rick Druding x1947

Facilitator

NH Manufacturing Extension Partnership

Land Resources Management Check Processing

Four permit programs within Land Resources Management; Wetlands, Shoreland, Subsurface, and Alteration of Terrain, had checks received and processed by Administrative Staff through the State's accounting software using different processes. This trickled up to the Accounting Section, where there were different processing steps for each bureau's deposits. Double and triple keying was commonplace, as checks needed to be processed within 24 hours, while permit application processing lagged behind by 4 or 5 days. Fees would be separated from applications, number of applications entered didn't match the number of checks received during any given day and management struggled to receive "real time" data.

The Process & The Bumps

With the help of a facilitator from the NH Manufacturing Extension Partnership, the team mapped out the then-current steps for processing payments for each bureau (in conjunction with Event 2009-06) and looked for ways to reduce the keystrokes and potential error rate for one bureau in particular, Wetlands.

A Wetlands staffer spent the better part of each morning keying check information directly into the Accounting software, then into a separate spreadsheet for management reference. Fines were keyed into a third spreadsheet for enforcement personnel reference. Check information was written onto the corresponding permit application, which was subsequently entered into the bureau's working database several days later.

During the brainstorming sessions, it came to light that one of the bureaus had worked with IT to develop an extraction program to pull check information from their database and summarize it for uploading into Lawson, the State's accounting software. Shortly thereafter, it was determined that the Department of

Information Technology (DoIT) could modify the program to pull data from all three databases and make the data available for management to view at the end of the day.

After several weeks of training, the Application Receipt Center took over the payment, fee and fine data entry. This process is paperless. A single report is now generated for the Accounting section to upload into Lawson. As this step takes only a few minutes, the ARC staff plans to incorporate it into their quality control, eliminating Accounting's involvement in the day-to-day. The day's receipts are visible to management via a desktop link and the opportunity for miskeying is reduced since the information only has to be entered once. There is an account pick-list, so there is no "best-guess" at the proper account leading to minimal errors in routing of funds.

> **"Thankfully we aren't double keying anymore and I spend less time in Accounting."**   – Brenda Constant
> Wetlands Bureau Admin Staff

The Results

- Applications of all types and their payments are processed the day they are received.
- Ancillary fees, for training, personnel certifications, fines and copying are processed through the same system.
- Elimination of double and triple keying payment information by using database information to update accounting.
- A cooperative effort between DoIT and DES to streamline procedures.

The Team

- The ARC Staff
- Rick Druding - DoIT
- Traci Knieriemen - Accounting