

# Green Belt Presentations



# Detroit Water and Sewerage Department

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## Problem Statement

Michigan Law requires customers seeking money damages from a basement back-up to file a Notice of Claim within 45 days of event.

DWSD's Damage Claim Process took over **270 days** on average to provide a response.

## What Was Broken?

- Paper driven process requested information that was not required to determine cause of backup.
- DWSD unnecessarily referred all claims for full Engineering Review, creating backlogs.

## Improvement Objective

Reduce the amount of time to resolve basement Back-Up claims to 90 days or less by streamlining the Notice of Claim process.



# Improvements

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## How we Fixed the Problem

- On-Line Notice of Claim Intake System – no paper; no unnecessary information required from customer.
- Created a Triage process that categorizes and evaluates claims quicker.
- Updated review protocols and reduced the number of claims sent for a full Engineering Review.

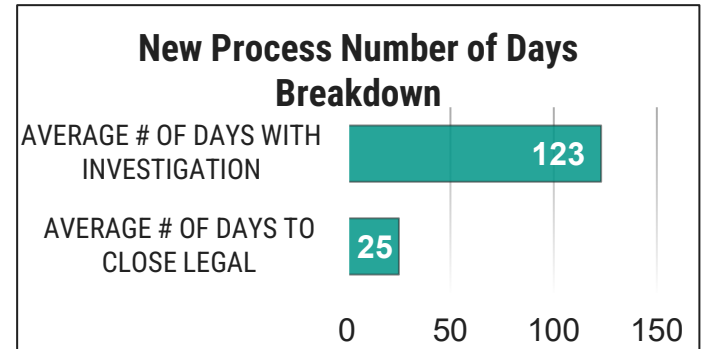
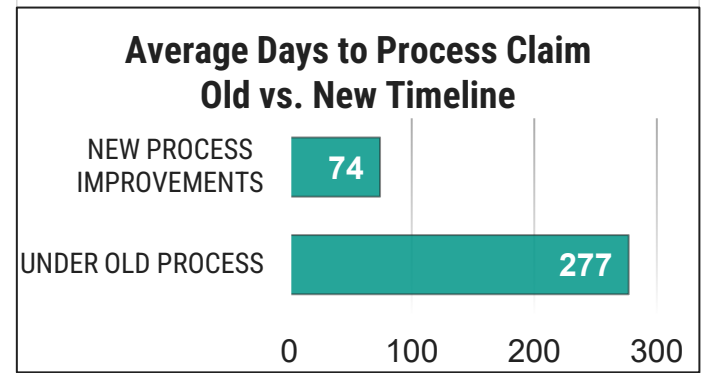
## Accomplishments & Impact

- Reduced the number of basement back-up claims sent for investigation by 60%.
- Automated reports act as quality checks to prevent delays in processing.
- Leveraged existing City of Detroit software for data collection and storage.



# Results

- **Before:** Average turnaround time of **277 days** per claim.
- **After: 74 day** overall average turn around time.
  - **25-day** average turnaround time when claim is untimely or private plumbing is obvious issue (**91% reduction**).
  - **123-day** average turnaround time on denials or settlement offer after full investigation (**56% reduction**)
- Dashboard provides transparency into various stages of process.
- System-generated communications advises customers about their claim sooner.



# Team Members

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This project couldn't have been possible without the support and resources given by:

- Debra Pospiech Project Sponsor
- Dan Rainey Chief Information Officer
- Alexandra Allen Green Belt Coach
  
- DWSD Legal Team Jacob Bahri, Nikki Branch-Penson, Devon Graham-Aiyash & Donald Riggs Jr.
- DWSD Claims Team Huber Debra Singleton, Darlene King, Radmila Schaefer
- DWSD IT Team Elaine Taiarol, Chuck Penozza, Jennifer Payne, Chris Donais

