



ARIZONA MANAGEMENT SYSTEM SUCCESS REPORT

DEPARTMENT OF HOMELAND SECURITY

Homeland Security Cuts First Responder Reimbursements Timeline by 66%

The Department of Homeland Security reduced the average time to process reimbursements to first responder organizations from **42 days to 14 days**, minimizing their capital outlay. In addition to improving stakeholder outreach by introducing checklists, FAQs and one-on-one meetings, the department improved its internal processes by reducing steps and multiple reviews.

