



ARIZONA MANAGEMENT SYSTEM SUCCESS REPORT

INDUSTRIAL COMMISSION

Industrial Commission Streamlines Correspondence for Faster, Better Service

By administrative rule, all mandatory communication from the Industrial Commission must occur by mail. With only 10 days allotted for receipt of requested information, this has frequently resulted in missed deadlines. After reviewing its process, the Industrial Commission adopted a policy to email all notices to employers and claimants, as well as sending them via the mail, so that customers receive immediate notification with more time to respond. **The Commission's wait time on customer responses has decreased by 60%**, affording investigators more time to complete accurate investigations. In turn, **determinations are now completed on average within 60 days, instead of 75 days.**

