

## Accomplishments



Washington Technology Solutions saved and estimated \$500,000 – plus several staff hours for its customers – by using existing technology to automate a painstaking monthly manual billing process involving more than 300 organizations. In the process, they also streamlined the work to dramatically decrease errors, improved customer satisfaction and redirected staff hours saved into financial analysis and front-line customer support.



The Washington State Patrol reduced the processing time for forensic DNA tests by 20 percent, allowing the Marysville Crime Lab to handle a record number of cases in 2015.



The Utilities and Transportation Commission streamlined its insurance verification processes so transportation carriers without insurance are off the roads 30 days sooner.



The Department of Labor and Industries increased overpayment recoveries 28 percent in one year, to \$6.2 million.



### Improving air quality

For the first time in years, the entire state met federal air quality standards, starting in Feb. 2015. One big reason why: the Department of Ecology and many partners worked to swap out old wood stoves and educate people about burning wood more cleanly. Another key pollutant, diesel soot, continues to plummet.



### Helping more adults get outpatient mental health care

The number of adults receiving outpatient mental health service has increased 7 percent from 2014 levels. That's an increase of about 4,500 people.



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