

SMART GOVERNMENT

A NEWSLETTER PUBLISHED BY THE

WASHINGTON STATE PRODUCTIVITY BOARD

September 2006



“ Having a safe and healthful workplace doesn't happen by accident. We encourage our staff of safety experts to find the innovative ideas that will help support businesses that want to do the right thing by keeping their workers safe.”

GARY WEEKS

Director, Labor & Industries

In this issue

Did you know?

FYI

Word Search

L&I Over the Years

Spotlight

Innovation in American Government

For nearly 20 years, the Innovations in American Government Awards Program has paid tribute to the most creative and effective government programs from across the country. Through its annual awards, the Program provides evidence that government can work to improve the quality of life for citizens, and that it merits greater public trust.

Finalists in this year's program, eCityGov alliance of Mercer Island has helped to make on-line services available through the nation's first cross-boundary web portals. The result is one-stop, seamless access to building permits, recreation opportunities, property information, and available commercial properties for citizens and businesses across member jurisdictions in the Puget Sound area.



As a past winner of the Innovations in State Government Award, the Washington State Department of Labor & Industries transformed the Workers' Compensation Program from a bloated bureaucracy with fiscal and political bankruptcy to a well-ordered program with a devotion to customer needs. The L & I compensation system is now considered one of the best in the nation.

Suggestion Programs Up Close

Employee suggestion programs have been around for over 100 years. The first suggestion box was hung on a wall in 1721 by the eighth shogun of Japan, Yoshimuni Tokugawa.

Suggestion programs are based on the popular perception that people want to do the right thing at work and help make business more efficient and effective. California implemented the first state administered suggestion program in 1954. Since then, over 32 states have implemented similar programs.



Board Meetings

- November 3, 2006
- December 1, 2006
- January 5, 2006
- February 2, 2006

Meetings are held at 10:00 am in the Secretary of State's Office located in the Legislative Building.

Did you know?

L&I enforces child labor laws, as well as laws that protect workers' wages and conditions.

The minimum age for minors to work in non-agricultural jobs is 14, except under special conditions.

L&I protects the public by inspecting electrical work, boilers, elevators and manufactured homes.

L&I also issues operating permits for amusement rides.

Outstanding Achievements

It is interesting to see how employee ideas have evolved throughout the years. In this fast-paced technological age, it can be difficult to produce original ideas that outlast our quickly changing methods. More often than not, however, it is the seemingly insignificant suggestions that carry the most impact.

In 1984, a Labor and Industries Compensation Adjudicator sent in a suggestion to add one line to the employer section of the accident report form. Having a significant and lasting effect on under-writings and the Agency's operations and claim costs, this simple proposal saved the agency \$409,500 in the first year of implementation.

An L&I Claims Adjudicator saved the agency \$986,102 by suggesting a clarification in how unregistered firms who were penalized the full amount were allowed to recover the cost of work-related injury and disease claims. Additionally, L&I saved \$94,759 in the first year of its inter/intranet, allowing the public to report all types of fraud relating to industrial insurance.



Labor & Industries DSA2 TIP Team pictured with Secretary of State Sam Reed at the 2005 Innovation in State Government Awards Ceremony

The Productivity Board is designed to give all state employees, from rank and file to agency management, a chance to be rewarded for innovative thinking. It provides an incentive for government to better protect the people's money - to do more with less.

It is the only independent, neutral program of its kind in the state. In fact, it allows employees to submit money-saving ideas directly to the board. If you know a better way, submit your idea online today, at:

www.secstate.wa.gov/productivityboard.suggestion.aspx

Claims

Compensation

Counselors

Coverage

Doctors

Electricians

Environment

Hazardous

Injured

Inspections

Inspectors

E	Y	S	L	G	O	L	D	Y	C	G	E	O	W	Y
H	L	O	R	S	N	E	A	O	I	N	D	C	A	S
H	S	E	H	O	R	I	V	B	V	G	P	C	G	T
S	A	A	C	U	T	E	N	I	O	O	E	U	E	A
R	S	Z	J	T	R	C	R	I	S	R	R	P	S	N
O	M	N	A	A	R	O	E	N	A	A	M	A	R	D
T	I	Z	G	R	N	I	O	P	H	R	I	T	O	A
C	A	E	R	M	D	I	C	S	S	D	T	I	L	R
O	L	X	E	A	T	O	I	I	P	N	S	O	E	D
D	C	N	R	A	U	W	U	G	A	K	I	N	S	S
W	T	P	L	I	C	E	N	S	E	N	Y	A	N	A
S	N	O	I	T	C	E	P	S	N	I	S	L	U	F
N	I	H	P	R	A	C	T	I	C	E	S	H	O	E
V	I	Y	T	I	R	U	C	E	S	F	W	N	C	T
C	O	M	P	E	N	S	A	T	I	O	N	V	G	Y

Labor

License

Occupational

OSHA

Permits

Practice

Safety

Security

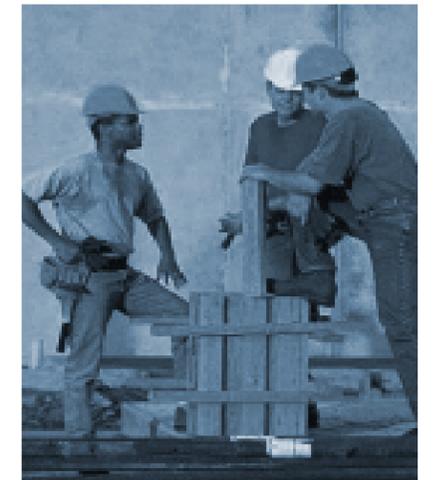
Standards

Training

Violations

When do workers need rest breaks?

- * Workers must be allowed a paid rest break of at least 10 minutes for each 4 hours worked.
- * The rest period must be allowed no later than the end of the third hour of the shift.
- * If more than 5 hours are worked in a shift.
- * Workers must be allowed at least a 30 minute meal period.
- * Workers must be at least two hours into the shift before the meal time can start.
- * The meal time cannot start more than five hours after the beginning of the shift.
- * Workers may give up their meal period if they prefer to work through it and if the employer agrees.





Larry Wilkinson

A Self Insurance Certification Manager for Labor and Industries submitted a suggestion to the Productivity Board that created a self service reimbursement process putting money back into the employer's pockets almost immediately, unlike the old process that was labor intensive and cumbersome.

QUARTERLY

SPOTLIGHT

Mr. Wilkinson's innovative thinking saved L&I \$23,755.00 in first year saving.

Productivity Board Members:

- Governor Christine Gregoire- Ex-Officio
- Secretary of State Sam Reed - Chair
- State Auditor Brian Sonntag
- Department of General Administration Director Linda Villegas Bremer
- Department of Social & Health Services Kathleen Brockman
- Private Sector Representative- Retired Mike Kerschbaum PEMCO Financial Services
- Speaker of the House Appointee George Masten
- Office Of Financial Management Joyce Turner
- Federation of State Employees Appointee Wanda Riley
- Department of Personnel Assistant Director Scott Turner
- Council of College Presidents Executive Director Terry Teale

Washington State Productivity Board

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