



Washington
Secretary of State
SAM REED

PRODUCTIVITY BOARD
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AGENDA

WASHINGTON STATE PRODUCTIVITY BOARD

Office of the Secretary of State
Legislative Building
December 4, 2009
10:00 – 11:00 AM

- Welcome & Introductions – Board members, staff and audience
- Approval or Correction of Minutes (*November 6, 2009*)
- Monthly Staff Update --Tracy Workman
- Adopts (*Pink report**)
--Reviewer: Linda Villegas Bremer
- Employee Suggestion Non-Adopts (*Blue report**)
--Reviewer: Mike Kerschbaum
- Adjournment

**If you have questions regarding the Employee Suggestions please contact Shad Bell at 360.704.5212 or for TIP, contact Philip Kerrigan at 360.704.5259.*



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Productivity Board Meeting Minutes
November 6, 2009

WELCOME & INTRODUCTIONS

Sam Reed called the meeting to order at 10:03 a.m., welcomed all in attendance and introduced new board member, Rich Tomsinski from the Employment Security Department. He then began the round of introductions of board members, staff and guests.

ATTENDANCE

Board Members present: Sam Reed, Kathleen Brockman, Mike Kerschbaum, Wanda Riley, Rich Tomsinski and Scott Turner

Board Members absent: Linda Villegas Bremer, Roselyn Marcus, George Masten, Brian Sonntag and Terry Teale

Staff present: Shad Bell, Philip Kerrigan, Dawn Sanquist and Tracy Workman

APPROVAL OF MINUTES

The Board reviewed, moved, seconded, and voted unanimously to approve the October 2, 2009 minutes as written.

MONTHLY UPDATE

Tracy Workman reported that the first Public Service Recognition Week meeting is scheduled for November 18th. This year staff will be working with representatives to plan five events for 2010; Vancouver, Olympia, Spokane, Tri-Cities and Seattle.

Staff are beginning to plan the 2010 Innovations in State Government Awards ceremony, with a possible date of February 17, 2010 in the Capitol Rotunda. This event will be recognizing individuals, teams and agencies that had outstanding achievements in the programs during 2009.

Shad Bell and Philip Kerrigan met with staff from Department of Personnel, Department of Health, Department of General Administration and Department of Labor & Industries to work with them on developing marketing plans for the upcoming year.

EMPLOYEE SUGGESTION ADOPTS

Scott Turner reviewed and reported that he concurred with the agency evaluations and recommended approval. It was moved, seconded, and *the board voted unanimously to accept agency recommendations.*

EMPLOYEE SUGGESTION NON-ADOPTS

Shad Bell reported for reviewer Terry Teale that she concurred with the agency evaluations and recommended approval. It was moved, seconded, and *the Board voted unanimously to accept agency recommendations.*

OTHER BUSINESS

Secretary Sam Reed presented outgoing board member, Kathleen Brockman, a certificate of service and thanked her for her participation on the board.

Board members discussed the frequency of meetings and it was determined to keep them as they currently are, monthly.

NEXT BOARD MEETING

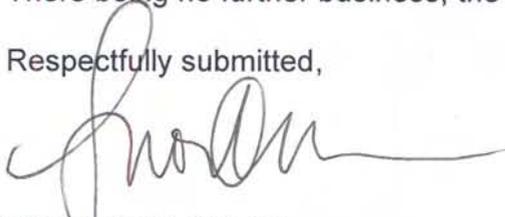
The next Board meeting is scheduled for December 4, 2009 in the Office of the Secretary of State, Legislative Building at 10:00 AM.

- **Reminder:** The reviewers for December are Mike Kerschbaum and Linda Villegas Bremer. *Both will also review any Appeals and Teamwork Incentive Program applications presented.*

ADJOURNMENT

There being no further business, the meeting was adjourned at 10:37 a.m.

Respectfully submitted,



TRACY WORKMAN
Special Programs Manager
TW/ds 11/10/09

**Washington State
Productivity Board**

ADOPT REPORT

December, 2009

Department of General Administration

<i>Suggestion Number</i>	<i>Suggester Name:</i>	<i>City:</i>	<i>Award:</i>
<i>Entry Date:</i> 200900429 Oct2009	Ivan Johnson	Olympia	\$1,911.00

Savings/Desc \$19,113.00

Suggestion: The Department of General Administration should change Capitol Campus Leases into two year State Rental Agreements to save on recording fees.

Evaluation: By converting the Capitol Campus Lease document to a letter or memo of notification to the Campus tenants of new Revolving Fund Charges and occupancy conditions, a \$19,113.00 savings would be realized.

**Washington State
Productivity Board**

NON-ADOPT REPORT

December, 2009

Attorney General's Office

Suggestion Number *Entry Date:*

200900428 Oct2009

Suggestion: The Office of the Attorney General (AG) and other state agencies should no longer provide paper calendars for employees.

Evaluation: The divisions of AG have already reduced purchases of paper calendars for employees and made modifications such as purchasing two year wall calendars to further reduce cost. Many employees do have an electronic device such as a Blackberry that can serve a calendar function, but there are situations, such as in a courtroom, where those devices are not allowed yet the employee still needs calendar information. For those employees without an electronic way to keep dates, it is far more cost effective to continue purchasing paper calendars as needed rather than provide such a device. Managers and lead employees have been asked to be mindful of cost when ordering but at this time, it is still a necessary tool for some employees.

Department of Licensing

Suggestion Number *Entry Date:*

200900403 Sep2009

Suggestion: When customer parts need to be replaced on equipment that is no longer under warranty, the Department of Licensing (DOL) should order the part online instead of having a field technician replace it.

Evaluation: Not a new idea. Ninety-five percent of DOL's equipment is under warranty. Standard procedure is to do the replacement/repair where we can identify the issue. In the cases where we do not have the expertise to diagnose or repair the problem, vendor technical experience is relied upon. DOL does regularly review this policy to ensure we are utilizing the expertise we have available prior to contacting technicians.

Department of Licensing

Suggestion Number *Entry Date:*

200900419 Sep2009

Suggestion: The Department of Licensing (DOL) should combine the Real Estate Appraiser Licensing and Home Inspector Licensing program managers to eliminate duplication in job duties within the two programs.

Evaluation: The Home Inspector licensing program was created in September 2009 as a result of legislation. The program anticipates full implementation July 1, 2010. Due to the fact that demand for the program has been lower than anticipated when the original analysis was completed, modifications have been made to the FTE designations for both the manager and the customer service position for the program. Both positions now encompass duties for all three programs in the work unit. We do appreciate this employee's suggestion for potential efficiency and cost savings and commend them for caring about the work they do.

Department of Social & Health Services

Suggestion Number *Entry Date:*

200900407 Sep2009

Suggestion: The Department of Social and Health Services (DSHS) should set up a computerized method of identifying persons covered by Medicaid Healthy Options plan who have not accessed services within a three month period and then send those persons an automated letter asking them to contact the department if they still wish to continue receiving Medicaid benefits. If there is no response, the Medicaid benefits should be closed.

Evaluation: For Healthy Options clients, a monthly rate has been paid to the Managed Care Organization (MCO) for provision of medical benefits for that person. DSHS does not receive data on whether the person accessed benefits during the month thus DSHS is not provided the data needed to implement this suggestion.

Department of Social & Health Services

Suggestion Number *Entry Date:*

200900415 Sep2009

Suggestion: The Department of Social and Health Services (DSHS) should use their network for faxing to cut down on the cost of long distance faxes.

Evaluation: Cost outweighs the benefit. There is no standardization of multifunction devices with fax capability throughout DSHS, only pockets of standard devices usually within specific administrations. The cost of implementing a feasibility study and upgrading devices to the same standards necessary to utilize this suggestion agency wide are cost prohibitive.

Department of Social & Health Services

Suggestion Number *Entry Date:*

200900430 Oct2009

Suggestion: The Electronic Benefit Transaction (EBT) cards should only be able to be used in Washington State.

Evaluation: Requires statutory change. All State agencies are required by federal regulation to adopt uniform standards to facilitate interoperability and portability nationwide, meaning every State system must enable an EBT card to be redeemed in any state.

Department of Social & Health Services

Suggestion Number *Entry Date:*

200900431 Oct2009

Suggestion: The Department of Social and Health Services (DSHS), ADSA/RCS, regions and units should copy Statements of Deficiencies and Plan of Correction documents double sided instead of single sided.

Evaluation: The DSHS units stated in this suggestion are part of a regulatory agency. As such, the Statement of Deficiencies and any associated Plan of Correction are publicly undisclosable documents. Two-sided copying for these documents is not feasible as the labor intensiveness of public disclosure activities with two-sided documents is significant and increases overall costs as well as the likelihood of copying errors are increased with missing pages or pages out of sequence.

Department of Transportation

Suggestion Number *Entry Date:*

200900443 Oct2009

Suggestion: The Department of Transportation (DOT) should put together a video that shows employees how to conserve fuel in state owned vehicles.

Evaluation: Not a new idea. Beginning in September 2006, DOT has provided direction and guidance for DOT employees in the prudent use and conservation of fuel in the No Idle Policy and Fuel Conservation Methods documents. In October 2008, DOT also implemented the Fuel Conservation Plan which includes specific measures from specific fuel reduction plans developed by each DOT region. This guidance is provided to ensure department employees conserve fuel whenever possible.

Liquor Control Board

Suggestion Number *Entry Date:*

200900236 Apr2009

Suggestion: The Liquor Control Board (LCB) should add the cars to the Outlook calendar as a resource so the car can be scheduled when you scheduling a meeting.

Evaluation: Not a new idea. As LCB is in the midst of a fleet transition and at this time, vehicle reservations change quickly throughout the day. This suggestion was discussed prior to the transition and will be revisited after it is finished.

Secretary of State's Office

Suggestion Number *Entry Date:*

200900458 Oct2009

Suggestion: The Office of the Secretary of State (SOS) should provide a resource for people to submit their oral history and charge a minimal fee for storing them.

Evaluation: Not a new idea. When the Legacy Project was enacted in 2008, legislation was written specifically for the purpose of acting as "a principal repository for oral histories related to the community, family and other various projects." There have been many discussions regarding housing public oral histories but the agency does not have the ability or staff time to manage it.

Wenatchee Valley Community College

Suggestion Number *Entry Date:*

200900473 Nov2009

Suggestion: Wenatchee Valley College (WVC) should provide a link on their home page to the Centers for Disease Control's (CDC) website to provide employees current information about influenza and how to best prevent the spread of viruses.

Evaluation: Not a new idea. WVC's Human Resources department has provided employees with information on hand washing as well as provided hand sanitizing lotions to help slow the spread of influenza. A link to the CDC's website has also already been provided for those seeking more information.