



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
January 4, 2008
10:00 – 11:00 AM

- Welcome & Introductions – Board members, staff and audience
- Approval or Correction of Minutes (*December 7, 2007*)
- Monthly Staff Update --Tracy Workman
- Adopts (*Pink report**)
--Reviewer: Sam Reed
- Multiple Agency Suggestions (*Yellow report**)
--Reviewer: Sam Reed
- Employee Suggestion Non-Adopts (*Blue report**)
--Reviewer: Linda Villegas Bremer
- Appeal Presentation – (*Gold report**)
--Reviewers: Sam Reed and Linda Villegas Bremer

- Adjournment

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



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Productivity Board Meeting Minutes
December 7, 2007

WELCOME & INTRODUCTIONS

Sam Reed called the meeting to order at 10:04 a.m., welcomed all in attendance and began the round of introductions of board members, staff and guests.

ATTENDANCE

Board Members present: Sam Reed, Brian Sonntag, Linda Villegas Bremer, George Masten and Wanda Riley

Board Members absent: Mike Kerschbaum, Roselyn Marcus, Kathleen Brockman, Terry Teale and Scott Turner

Staff present: Shad Bell, Linnaea Jablonski, Dawn Sanquist and Tracy Workman

Guests present: Laura Aradanas Ditmer, Lynn Hicks, Shellee Ludeman, Doug Pulse, Theresa Scott, and Rick Wood, Department of Transportation; Rob Whitman (suggester's spouse)

APPROVAL OF MINUTES

The Board reviewed, moved, seconded, and voted unanimously to approve the November 2, 2007 minutes as written.

MONTHLY UPDATE

Tracy Workman reported that Productivity Board staff held the second PSRW planning meeting for 2008 and representatives seem excited and are already getting to work. The Extra Mile nomination form and press release will be released towards the end of December asking for nominations. The Leadership Award will be released in January, which is a new award this year. The Leadership Award gives anyone the opportunity to nominate a leader, from an agency director to a front-line manager.

Tracy Workman met with the Executive Management Team from the Department of Transportation and developed a marketing strategy for the agency, which was approved by management and deployed November 27th.

In November, Shad Bell and Linnaea Jablonski made presentations to staff at Olympic College and South Puget Sound Community College to discuss the Productivity Board programs. Shad met with coordinators from the Department of Health, Higher Education Coordinating Board and Workforce Training and Education Board for training and to assist with the creation of marketing plans for their respective agencies.

The Innovations in State Government Awards ceremony will be held February 13th, 2008 to recognize individuals who had outstanding achievements in the Employee Suggestion and Teamwork Incentive Programs during 2007. The ceremony will be held in the Capitol Rotunda

November 19, 2007

TEAMWORK INCENTIVE PROGRAM – FINAL REPORT

Department of Transportation, North Central Region 3rd Party Claims Process Team

Wanda Riley and Terry Teale reviewed and concurred with agency and staff recommendations. It was moved, seconded and *the board voted unanimously to accept the team's award recommendation and final report.*

Total savings: \$116, 420

Total Team Award: \$5,821

EMPLOYEE SUGGESTION ADOPTS

Wanda Riley reviewed reported that she 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 reviewed in Terry Teale's absence and reported that she concurred with the agency evaluations and recommended approval. It was moved, seconded, and *the Board voted unanimously to accept agency and staff recommendations.*

OTHER BUSINESS

The Productivity Board Coordinator Accountability sheet was discussed. *It was moved, seconded, and the Board voted unanimously to accept the Productivity Board Coordinator Accountability sheet.*

NEXT BOARD MEETING

The next Board meeting is scheduled for January 4, 2008 in the Office of the Secretary of State, Legislative Building at 10:00 AM.

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

ADJOURNMENT –There being no further business, the meeting was adjourned at 10:45 a.m.

Respectfully submitted,



TRACY WORKMAN
Special Programs Manager
TW/ds 12/19/07

Washington State
Productivity Board

ADOPT REPORT

January, 2008

Attorney General's Office

<i>Suggestion Number</i> <i>Entry Date:</i>	<i>Suggester Name:</i>	<i>City:</i>	<i>Award</i>
200700204 Dec 2007	Melanie Palmer	Olympia	\$200.00

Savings/Desc

Total Award Recognition

Suggestion: The Office of the Attorney General should consolidate the 69 different cellular accounts it currently has into one agency account with one shared-minutes pool.

Evaluation: Adopting this suggestion will save the agency money and greatly simplify our monthly billing process. Total tangible first year savings are \$120,000. Because the idea falls within the suggester's job duties, a \$200 recognition award is granted.

Liquor Control Board

<i>Suggestion Number</i> <i>Entry Date:</i>	<i>Suggester Name:</i>	<i>City:</i>	<i>Award</i>
200600072 May 2006	AnnMarie Passaglia	Bonney Lake	\$100.00

Savings/Desc

Total Award Recognition

Suggestion: The Liquor Control Board should use an inventory control book in retail liquor stores that was designed by the suggester for stocking shelves.

Evaluation: We appreciate the suggested inventory control book and will be implementing this in retail stores in March 2008. Although there are no savings attributed to this, we recommend a \$100 recognition award.

Department of Social & Health Services

<i>Suggestion Number</i> <i>Entry Date:</i>	<i>Suggester Name:</i>	<i>City:</i>	<i>Award</i>
199920512 Jan 1999	Paul T. Vilja	Tacoma	\$200.00

Savings/Desc

Total Award Recognition

Suggestion: The Department of Social and Health Services (DSHS), Western State Hospital, should use surgical glue for emergency first aid of cuts and wounds.

Evaluation: Surgical glue has been proven to be beneficial to the patient due to ease of application, being less invasive, and potentially decreasing the incidence of infection. Although the cost is equivalent to current suture practices and there are no cost savings, a \$200 recognition award is recommended.

Washington State
Productivity Board

MULTIPLE AGENCY REPORT

January, 2008

Suggestion: 200700175 (continued)

Entry Date: 10/12/2007

Description: The Department of Retirement Systems (DRS) and Health Care Authority (HCA) should prompt employees to review their current beneficiary designation for life insurance benefits on an annual basis through an online service or internally through human resources.

Suggesters: Richard Beausoleil East Wenatchee

107 HCA

Modified adopt. We will use our current communications with employees and agencies to remind people of the importance of this simple action and how to review it. Because the suggestion falls within the suggesters job duties, a Recognition Award will be given.

01/2008 Adopt **Savings/Desc:** Recognition

124 DRS

Modified adopt. We appreciate and agree with the suggestion. Beginning February 1, 2008 we will place articles in agency newsletters, publish new information on our agency intranet, and provide model notice language to employers in an annual employer's newsletter. Because there are no savings attributed to the suggestion, a Recognition Award will be given.

01/2008 Adopt **Savings/Desc:** Recognition

Washington State
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NON-ADOPT REPORT

January, 2008

Attorney General's Office

Suggestion Number *Entry Date*

200700176 Oct 2007

Suggestion: When Attorney General employees are responding to emails that have ongoing communication in them, they should delete the body of the email that has already been resolved, otherwise it creates confusion between what has and has not been resolved.

Evaluation: Emails are a vital method of communication to agencies and employees. Many employees need to scroll down an email to read the previous email chains to ascertain the context of a prior emails. Deleting the history is not beneficial.

Department of Corrections

Suggestion Number *Entry Date*

200700201 Dec 2007

Suggestion: The Department of Corrections should hold separate Correctional Worker Core classes for correctional officers and non-custody staff.

Evaluation: Not a new idea. The agency Training Advisory Board has been working on academy redesign. The idea to separate these two classes has been planned since the beginning of 2006, which was prior to the submittal of the suggestion and will be implemented in 2008.

Department of Labor & Industries

Suggestion Number *Entry Date*

200700196 Nov 2007

Suggestion: The Department of Labor and Industries should create a generic wage order and notice for claims form for use when obvious maximum time-loss compensation is in order and wage calculations are not needed.

Evaluation: This suggestion would require a statutory change in State wage law and related benefit calculation laws. These laws require and prescribe how we must calculate wage and entitlements and do not support seeking legislative change at this time.

Department of Revenue

Suggestion Number *Entry Date*

200700168 Oct 2007

Suggestion: The Department of Revenue (REV) should cancel the America On Line (AOL) accounts for out of state auditors. Out of state auditors now have quicker access to the DOR email and the AOL accounts are no longer used or needed.

Evaluation: Not a new idea - All department paid AOL accounts were closed on August 22, 2007, which was prior to the submittal of the suggestion.

Department of Social & Health Services

Suggestion Number *Entry Date*

200600028 Feb 2006

Suggestion: The Department of Social and Health Services should give wallet sized official licenses to foster parents and a statement of care to each foster parent to simplify getting medical care and medications for the foster children.

Evaluation: Not a new idea - Since 2004 Foster Care Medical Teams have been issuing wallet sized medical coupons within 1 to 2 days of placement. Foster Care Medical has also made a hot line available to social workers to request emergency child care or additional medical coupons. It is important to keep medical cards in the name of and follow the child. Children are often relocated to new foster parents.

200700126 Jul 2007

Suggestion: The Department of Social & Health Services, Special Commitment Center, should adopt policies and procedures for conducting forensic investigations of staff and resident (privately owned) computers. Currently there are no policies addressing this and there have been law suits surrounding these investigations resulting in thousands of dollars spent in litigation fees.

Evaluation: After contacting IT staff regarding this suggestion, it was determined that the agency does have policies and procedures in place to address forensic investigations. The agency also has two IT employees that have been formally trained in forensic investigations.

Suggestion Number *Entry Date*

200700127 Jul 2007

Suggestion: The Department of Social & Health Services (SHS) should stop sending notices of job openings out to the entire agency, which sometimes are several a day. Instead send them out as a collection or have employees sign up to be on a "job opening distribution list".

Evaluation: As per agency policy, we are required to make job opportunities known and to determine the best way to do that. If employees are not interested in being contacted, employees may "lock" their profile and they would not receive notices. The agency feels that because they have not received complaints about this, they will continue to supply employees with job information the same way they have been.

200700135 Aug 2007

Suggestion: The Department of Social & Health Services (SHS), Division of Developmental Disabilities (DDD), should use the spreadsheet created by the suggester to calculate rate setting meeting processes using the Economies of Sales (EOS) calculator.

Evaluation: The spreadsheet submitted was reviewed and we find that the level of detail the sheet provides is not necessary to complete the rate setting process. Using this method also results in not accurately capturing the way services are offered or needed. An updated training will be given to resource managers on how to capture the hours accurately without going into the detail that this spreadsheet addresses.

200700177 Oct 2007

Suggestion: The Department of Social and Health Services (DSHS) should give the WorkFirst Program Specialists and WorkFirst Social Workers either direct access to the Medical Assistance Administration (MAA) billing system to verify information or have a cross match to the eJas system to obtain the information they need to comply with the Federal Defecit Reduction Act (DRA). This would save DSHS money on the postage and paper product costs from mailing request forms.

Evaluation: The division supports using automation whenever possible but this suggestion will not work because the MAA system is locked down for the transition to Provider One, which is still developing features that have not been released and this change may be encompassed in it. Our computer personnel are not sure if an interface is even possible with the technology the department is currently using. There are too many questions with regards to the suggestion therefore, the agency is not adopting the suggestion.

Suggestion Number Entry Date

200700188 Oct 2007

Suggestion: The Department of Social and Health Services, Complaint Resolution Unit, should stop printing complaint intake forms, which are included as part of the complaint investigation central file for elder care homes or centers.

Evaluation: For legal reasons, it is necessary to have hard copy complaint reports that document the response of the Complaint Resolution Unit to an allegation of abuse.

Washington State Patrol

Suggestion Number Entry Date

200700187 Oct 2007

Suggestion: The Washington State Patrol should purchase Honda motorcycles instead of the current issued BMW motorcycles for a possible savings of \$6,825 per unit.

Evaluation: Not a new idea. This was first discussed in April 2007 and formal staff research began October 4, 2007, which was prior to submittal of the suggestion. Preliminary studies show a potential savings by purchasing from alternative manufacturers. However additional research is needed including performance evaluations.

Washington State
Productivity Board

APPEAL REPORT
January 2008

Non-Adopt

200600045 DOC Paul Ackerlund

Agency Recommends

Uphold non-adopt

APPEAL
SUMMARY OF SUGGESTION #200600045

Suggester: Paul Akerlund

Evaluating Agency: Department of Corrections

Suggestion: Received 3/23/06: The Department of Corrections (DOC) should use the tools that are available through the Active Directory Computer by creating a Microsoft Soft Installer software package that contains the setup information to remotely install software updates to all the desktop machines. Currently, software updates and upgrades are done manually on all computers for users on the network.

Original Evaluation: Received 2/1/07. Not a new idea. According to the Department of Information Services (DIS) Project Manager for Active Directory, the idea of remote software rollouts was initially presented to DIS and Netdesk in 2002, which was prior to the submittal of the suggestion. The effort to complete the Department of Corrections' move to Active Directory has been on-going since then. Remote installation for the agency is in the final stages.

Board Action: The Board voted on 3/2/07 to concur with the agency's non-adopt recommendation.

Appeal Request: Received 3/15/07. The suggester states that the suggestion actually calls to use a MSI (Microsoft Soft Installer) package, and additionally configure a Group Policy Object that will push the install of the software through the Organizational Unit structure within the existing Active Directory Network. The suggester also provided information that his suggestion is being used within DOC to push software out to the desktop computers exactly in the ways suggested.

Appeal Evaluation: Received 5/11/07. As state agencies migrated to Active Directory (AD), the capability to assist in the deployment of software was a known feature of AD. Several Department of Corrections IT staff worked together (including Paul Akerlund) to design a method to meet an agency need to deploy MacroMedia Flash Player to several desktops in August 2005, using the AD technology. Using AD as a deployment tool is not an optimum enterprise solution and has been problematic for this organization. There are minimum controls and no capability to provide reporting, and no way to verify the PC received the software without a manual review. We are not presently using the process to deploy software and would only consider very limited use as it does not meet our needs.