

# Teamwork Incentive Program

## Approved Teams 2004

**TEAM:** New Appeals Specialist Unit  
**MEMBERS:** John Ellsworth, Marilyn Whitfeklt, Carolyn Simons, Laura Taylor Anderson, Alice Dawson, Karen Wilson, Raymond Alvarado, Cher Tabbs, Myrna Peet, Kristi Barbieri, Lynnette Cody, Danny Jimenez, and Ann Roseth  
**AGENCY:** Board of Industrial Insurance Appeals  
**PROJECT PERIOD:** September 2003 – August 2004  
**BOARD REVIEW:** February 8, 2005  
**SAVINGS:** \$22,331.58

**OUTCOME:** The team devised a new method of creating memos for sensitive documents for Industrial Appeals Judges when reviewing a case. This new process was formed devising a macros that allowed New Appeals Specialists (NAS) to review cases and determine if the case required an appeal denial or a confidential memo.

**TEAM:** Homeownership Division Team  
**MEMBERS:** Dee Taylor, Markham Stickney, Renee' Westphal, Lisa DeBrock; Candace Sheehan; Bob Peterson and Connie Warmer.  
**AGENCY:** Washington State Housing Finance Commission  
**PROJECT PERIOD:** July 1998 – June 2000  
**BOARD REVIEW:** February 2, 2001  
**SAVINGS:** \$152,610

**OUTCOME:** The team began in-house program administration, which shortened the compliance review timeframe from up to two weeks to a more favorable 48 hour turnaround time; created operations manual for the internal staff; and developed a user friendly site for a new loan reservation system.

**TEAM:** WE DO OUR BEST for Air Quality  
**MEMBERS:** Bruce Estus and Sandi Newton  
**AGENCY:** Department of Ecology (ECY), Air Quality Program  
**PROJECT PERIOD:** May 2003 – May 2004  
**BOARD REVIEW:** May 7, 2004  
**SAVINGS:** \$87,696.91

**OUTCOME:** In an effort to ease unnecessary costs in paper, printing and postage the team eliminated bi-monthly information mail outs of the Air Quality Permit Register.

**TEAM:** DSA 2 Claims Consultants  
**MEMBERS:** Delores Carter, Nancy Van Kirk, Tami Stayton, Cherie Wageman, and June Gorsky.  
**AGENCY:** Department of Labor & Industries  
**PROJECT PERIOD:** June 2003 – May 2004  
**BOARD REVIEW:** August 6, 2004  
**SAVINGS:** \$14,790.00

**OUTCOME:** In 2002, the DSA 2 claim consultants noted an increase in appeals to lumbar fusion surgery denials, which were generally not supported by medical evidence from a doctor, but were based on nurse review. Most denials were litigated, which resulted in significant litigation costs to the agency, and in medical decisions typically being made by judges rather than medical doctors. The team implemented a better review at the claim management level, which altered the process of lumbar fusion denial surgical reviews.

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**TEAM:** Interagency Collaboration: Helping Schools/Helping Students  
**MEMBERS:** George Sneller and Toby Gosney, OSPI; Carole McRae and Loren McRae, DSHS.  
**AGENCY:** Office of the Superintendent of Public Instruction (OSPI) and Department of Social and Health Services (DSHS).  
**PROJECT PERIOD:** July 2003 – June 2004  
**BOARD REVIEW:** October 1, 2004  
**SAVINGS:** \$30,807.00

**OUTCOME:** OSPI and DSHS implemented an interagency agreement to transfer the names and birthdates of all children residing in households receiving Food Stamps and/or Temporary Assistance for Needy Families (TANF) benefits from age birth to 21. This information would be used to ensure the children were eligible for free meal benefits through the United States Department of Agriculture (USDA) Child Nutrition Program.

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**TEAM:** E-forms Conversion Project/Warehouse Consolidation Project Team  
**MEMBERS:** Tri Howard, Antonette Benham; Millie Brombacher; Kat Ostergard; Steve Kinney; Roberta McTimmons; Maria Poasa; Elenor Van Noppen; Mike Jones; Vuong Nguyen; Nancy Gnepper; Mitch Paris; Shitley Stephens; Chandra Wexler; Don Barnes; Jerry Clements; Paul Nicholson; Richard McRae; William Lystad; Steve Rice.  
**AGENCY:** Department of Social and Health Services  
**PROJECT PERIOD:** June 2001 – March 2003  
**BOARD REVIEW:** November 3, 2004  
**SAVINGS:** \$290,877.54

**OUTCOME:** The Department of Social and Health Services, E-Forms Conversion was a process improvement requested by the Governor to accelerate the deployment of electronic government services.