



**2009
 TEAMWORK INCENTIVE PROGRAM
 APPROVED TEAMS**



**OFFENDER WORK RELATED
 INJURY CLAIM PROCESS TEAM**

Team members: Elizabeth Lasley, Pamula Kohler, Adolfo Ray Ebio
Project Period: February 1, 2008 - September 15, 2008
Board review: February, 2009
Savings: \$106,000

Outcome: The team developed, implemented and managed offender work-related injury claims covered by the Department of Labor and Industries to ensure that treatment costs are not incurred by the Department of Corrections. They were able to successfully identify savings in medical costs that the agency is now in the process of recouping from Health Care providers, and established a policy to nullify double billing.



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TEAM OPEB TOOLS

Team members: Troy Dempsey, Michael Harbour, Chris Jaspersen, Christi Steele, Lisa Won, Elizabeth Hyde, Keri Wallis, Charlene Winner
Project Period: February 1, 2008 - January 31, 2009
Board review: March, 2009
Savings: \$220,000

Outcome: The Team updated a study of the statewide Law Enforcement Officers' and Fire Fighters Retirement System (LEOFF) Plan 1 medical benefits. In addition, the team created an online tool that would allow individual employers to enter summary information and provide helpful tips necessary to comply with government standards. By creating these new systems, the team was able to make reporting post-employment health care reports much more user friend, saving employers time and money.



**CSD SUPPORT
 COM REPLACEMENT TEAM**

Team members: Gordon Bowman, Marnel Groebner, Steve Fowler, Carolee Rogers
Project Period: February 2008 - January 2009
Board review: March, 2009
Savings: \$199,973.45

Outcome: The team was originally assigned by their agency to replace the agency's COM, instead, they eliminated the need to purchase COM equipment by exploring an existing service, Enterprise Output Solutions (EOS). They met with COM customers, demonstrated the EOS product, and explained how this product would save them money. As a result of their efforts, the Department of Information Services was able to purchase a large block of EOS licenses at a reduced rate for its customers.



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**BOARD PAPER REDUCTION
TEAM**

Team members: Marie Repcik, Linda Buchanan, Alyssa Barada

Project Period: January 2008 - December 2008

Board review: April, 2009

Savings: \$4,665.07

Outcome: The team came together and changed the agency's previous policy of printing and mailing all Board and Committee packets by collecting each piece data individually and converting the packets into PDFs to be e-mailed to all parties. The implementation of this process helped save the agency \$4,665.07.



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**PURCHASING TEAM -
SUPPLIER DIRECTORY PROJECT**

Team members: Meagan Renick, Kimberly Ward, Robin Hall, Peggy Lynch

Project Period: December 2007 - December 2008

Board review: August, 2009

Savings: \$2,092.45

Outcome: The agency sends out 12 bulletins a year to its suppliers. The Purchasing Team collected all regular mailing addresses and created an Access database containing all contact information. This database could be accessed electronically, and all bulletins were converted to e-mail to save on printing, postage, and staff time. Through implementation of this project, the team was able to save the agency \$2,092.45 by reducing printing and mailing prices.



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SHOOTING STARS

Team members: Jan Harrell, Sandy Brown, Cheryl Foster, Marcy Wilsie, Sherry Gutweiler, Delores Conwell

Project Period: August 2007 - August 2008

Board review: August, 2009

Savings: \$37,493

Outcome: The team created the Combined License Interview Process (CLIP) to improve both the retail and non-retail application processing time, and generate retail liquor sales. The efforts of the team not only led to quicker turnarounds in processing time (cut from 22 days to 13 days), they also generated revenue from both liquor sales and licensing fees. Overall, the team helped the Liquor Control Board generate revenue and



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CUSTOMER COMMENT CARD TEAM

Team members: Meagan Renick, Debbie McVicker, Shayna Burmeister, Brad Rinke

Project Period: October 2007 - October 2008

Board review: August, 2009

Savings: \$9,562.32

Outcome: The Customer Comment Card Team developed and implemented a new process of collecting feedback by creating an 800 number and an e-mail address rather than seeking feedback using only comment cards at each of its retail outlets. Through implementation of this process, the team was able to cut down on staff time and overall operational cost, saving the agency \$9,562.32.