



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
August 7, 2009
10:00 – 11:00 AM

- Welcome & Introductions – Board members, staff and audience
- Approval or Correction of Minutes (*June 5, 2009*)
- Monthly Staff Update --Tracy Workman
- Teamwork Incentive Program Applications – Final (*Ivory Report**)
--Reviewers: Kathleen Brockman and Linda Villegas Bremer
- Adopts (*Pink report**)
--Reviewer: Kathleen Brockman
- Employee Suggestion Non-Adopts (*Blue report**)
--Reviewer: Linda Villegas Bremer
- 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
June 5, 2009

WELCOME & INTRODUCTIONS

George Masten called the meeting to order at 10:05 a.m., welcomed all in attendance and began the round of introductions of board members, staff and guests.

ATTENDANCE

Board Members present: Mike Kerschbaum, Roselyn Marcus, George Masten, Wanda Riley and Scott Turner

Board Members absent: Sam Reed, Brian Sonntag, Linda Villegas Bremer, Kathleen Brockman 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 May 1, 2009 minutes as written.

MONTHLY UPDATE

Tracy Workman reported that Public Service Recognition Week was a success again this year. Events were all well attended, especially Olympia's despite all the rain – it was hard to believe how many people came out. Seattle's first event went off without a hitch and had approximately 100 people in attendance.

State Employees Day with the Tacoma Rainiers is scheduled for July 10th with exclusive group rates that include food, hats, and much more. Tickets are on sale now and the order form is available on the Productivity Board's website.

EMPLOYEE SUGGESTION ADOPTS

Mike Kerschbaum 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

Wanda Riley reviewed and reported that she concurred with the agency evaluations and recommended approval. It was moved, seconded, and *the Board voted unanimously to accept agency recommendations.*

NEXT BOARD MEETING

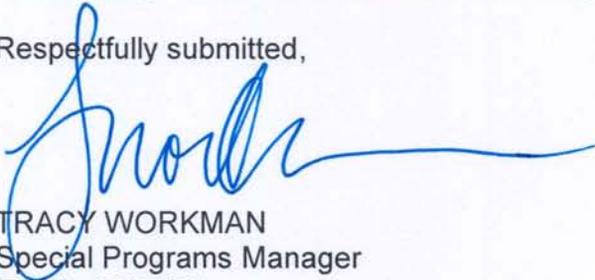
The next Board meeting is scheduled for August 7, 2009 in the Office of the Secretary of State, Legislative Building at 10:00 AM.

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

ADJOURNMENT

There being no further business, the meeting was adjourned at 10:21 a.m.

Respectfully submitted,



TRACY WORKMAN
Special Programs Manager
TW/ds 06/08/09

**Washington State
Productivity Board**

ADOPT REPORT

August, 2009

Department of Corrections

Suggestion Number	Suggester Name:	City:	Award:
Entry Date: 200900243 Apr2009	Ray Carson	Shelton	Recognition

Savings/Desc \$15,928.00

Suggestion: The Department of Corrections (DOC) should create a notification system to clearly identify for offenders what the process of claiming abandoned or unclaimed property. The system should also require a signature proving offenders were notified by having them sign a document as part of their release paperwork.

Evaluation: The majority of offenders release with their property, however, offenders that are released from Court Orders and Detainer Releases have property left behind at the institutions. Currently, DOC sends a certified letter to the last known address on record at a cost of \$5.32 each. In the past six months, we have sent a total of 126 letters of which 85 were returned to sender. Based on information received from other institutions, 499 certified letters were sent out state wide since January 2009. DOC anticipates a first year savings of \$15,928.00. Since this falls within the suggester's job duties, recognition for the suggestion will be given.

Liquor Control Board

Suggestion Number	Suggester Name:	City:	Award:
Entry Date: 200900292 May2009	Donna Rutherford	Bremerton	\$200.00

Savings/Desc

Suggestion: The Liquor Control Board (LCB) should have the Licensing Division copy the notes sent to the enforcement administrative staff via email to the Liquor Enforcement Officers as well.

Evaluation: In consultation with the Enforcement and Education Division, we believe this to be a reasonable recommendation. While it may not save any hard costs to the LCB, it provides direct communications to the impacted staff without the potential delay in notification under the existing procedure. A recognition award of \$200 is recommended.

**Washington State
Productivity Board**

NON-ADOPT REPORT

August, 2009

Attorney General's Office

Suggestion Number *Entry Date:*

200900225 Apr2009

Suggestion: The Office of the Attorney General (AG) should clean the interior of their cars instead of sending them out to be detailed.

Evaluation: The number of vehicles this suggestion appears to represent in our Seattle agency fleet constitutes 27 of 131 agency-owned vehicles. While the idea of utilizing a steam cleaner is a good one, the savings identified are calculated based on false assumptions and can't be counted on to be achieved. Current agency policy requires vehicles to be vacuumed and washed a minimum of one time per quarter. There are no requirements in place for detailing. According to records, last year only 25% of the entire AG vehicle fleet was detailed and the year prior that number was only 5%. The suggestion also does not incorporate the agency staff time costs associated with doing this service internally. This idea also highlights steam cleaning of carpets only and full detailing thoroughly cleans the interior and exterior which the agency does not have the capacity to do, thus we would still have costs associated with the exterior cleaning.

Department of Agriculture

Suggestion Number *Entry Date:*

200900238 Apr2009

Suggestion: The Department of Agriculture should have field staff with tablet computers create an original electronic signature using the stylus and the Journal Notewriter programs so they can file timesheets and leave requests electronically.

Evaluation: While the employee suggestion identifies an opportunity for efficiency, the agency does not have a system/application to effectively use electronic signatures. Without an application with appropriate security capability such as log-on ID and passwords, message integrity and use authentication cannot be assured.

Department of Corrections

Suggestion Number *Entry Date:*

200900226 Apr2009

Suggestion: The Department of Corrections (DOC) should allow Community Corrections Officers (CCOs) to telecommute when possible.

Evaluation: Community Correction Officers are not working from home due to their primary responsibility being to supervise offenders. A CCO works with offenders, families, treatment providers, courts, and law enforcement and needs to be available daily during office hours on a walk-in basis. Offenders that report may need to be searched, detained, or transported which requires the CCO to be at the worksite. In addition, professional development for CCOs is achieved through participation in staff meetings, training, and relationship building and teamwork which are all done at the worksite.

Department of Corrections

Suggestion Number *Entry Date:*

200900266 May2009

Suggestion: The Department of Corrections (DOC) should no longer pay stand by time to the Least Restrictive Alternative officer (LRA) and have the LRA stand by transferred to the State Wide Duty Officer.

Evaluation: Not a new idea. After a grievance was filed in 2001, DOC was required to disburse a substantial amount of back pay to officers for the stand-by time as originally they were not paid. Since then, it has been decided it is the best public safety response for our staff to be available, and they should be compensated

Department of Corrections

Suggestion Number *Entry Date:*

200800614 Dec2008

Suggestion: The Department of Corrections (DOC) should put a link on the offender kiosk machine to a folder containing all the offender approved policies.

Evaluation: While our Information Technology group has confirmed that these capabilities do exist in the Genie/Info Port system connected to the kiosks in the facilities, policy states that offender manuals will be available to offenders at each Prison and Work Release. Kiosks are available to offenders on a limited basis and if there were a power outage or the internet was unavailable due to a connectivity problem, the policies would not be accessible. Offenders also have limited time at the kiosk and the time it could take to read one or multiple policies could hinder the schedules of other offenders.

Department of General Administration

Suggestion Number *Entry Date:*

200900169 Mar2009

Suggestion: Washington State Patrol (WSP) should replace the type of oil and filters currently being used with a pure synthetic brand made by Amsoil.

Evaluation: The Motor Pool follows manufacturer guidelines for oil changes. It also inspects the vehicles for safety conditions or concerns at each oil change. Extending the safety checks could jeopardize the safe condition of the vehicles. In addition, changing to an extended schedule is not recommended by vehicle manufacturers and doing so could void the vehicle warranties.

Department of General Administration

Suggestion Number *Entry Date:*

200800597 Nov2008

Suggestion: Washington State should use offenders for landscape projects instead of paying overtime to General Administration (GA) employees.

Evaluation: GA currently contracts with various agencies to provide gardeners to meet the needs of their landscaping requirements in a cost-effective manner. Security is of primary concern in using offender labor for these projects. Washington State Patrol staff would have to issue security approval for those offenders and in many instances, provide officer supervision for projects. This could lead to additional expense, making the cost outweigh the benefit.

Department of Health

Suggestion Number *Entry Date:*

200900195 Apr2009

Suggestion: The Department of Health (DOH) should disable banner printing on printers and PCs unless it can be justified.

Evaluation: Not a new idea. This suggestion was implemented over two years ago and is standard practice in all DOH locations unless there are special circumstances such as bringing attention to pertinent issues.

Department of Information Services

Suggestion Number *Entry Date:*

200900307 Jun2009

Suggestion: Washington State should use solid state disk technology (SSD) to boost application performance.

Evaluation: The Department of Information Services (DIS) currently owns storage equipment which supports SSD technology (also called Flash Storage). The date, DIS has not found a use case to implement SSD due to its excessive costs per gigabyte and tuning requirements. However, DIS has considered SSD as the top level in a future tiered storage service offering as DIS moves to the new State Datacenter. Discussion of SSD as it pertains to the current and future storage service offering and to the new State Datacenter have been in progress for over 1 year.

Department of Social & Health Services

Suggestion Number *Entry Date:*

200900327 Jul2009

Suggestion: The Department of Social and Health Services (DSHS), Eastern State Hospital (ESH), should go back to using the old forms for tracking patient behaviors since they take less time and use less paper.

Evaluation: The current tool is a revised form to chart patient behaviors and activities where the previous form was only a verification that a staff member had checked the patient. The new form allows the treatment team to track behaviors and correlate times, events, activities, etc. with potentially risky behavior. This helps ensure patient safety as well as the safety of staff and others on the unit. The form is being printed on two sides for day and afternoon shifts with night shift on its own single-sided sheet in an effort to be as cost effective as possible while keeping the purpose of the form in mind.

Department of Social & Health Services

Suggestion Number *Entry Date:*

200900248 Apr2009

Suggestion: The Department of Social and Health Services, Division of Child Support, should transfer cases, received through the State-wide Case Assignment Program, from one office directly to a caseworker in any given office without having intake staff look at the case in between.

Evaluation: This suggestion is a good idea but not a new one. One of the implementation options proposed for SCAP was to assign cases directly. It was estimated that an additional 80 hours of programming and testing would be necessary to implement the change. The option was developed in April 2007, and DCS management declined the option preferring local field office control of case assignment.

Department of Social & Health Services

Suggestion Number *Entry Date:*

200800674 Dec2008

Suggestion: The Department of Social and Health Services (DSHS), Division of Child Support (DCS), should create the ability to generate forms that indicate it is one of two or one of four, when multiple forms are being mailed to the same individual, so the forms could be combined and mailed out together saving postage.

Evaluation: To implement this idea, all forms would have to be printed at a central location and the print would have to be a nightly job to ensure all forms for that address have been included. DCS doesn't possess the sorting software or hardware necessary to complete the task, and DCS does not have the programming knowledge or financial resources to purchase the needed items for eleven individual sites.

Department of Social & Health Services

Suggestion Number *Entry Date:*

200900124 Mar2009

Suggestion: The Department of Social and Health Services (DSHS), Division of Child Support (DCS), should send out statements at different times for different sums of money.

Evaluation: Monthly notice of the amount of support payments collected for each month to individuals who have assigned rights to support must be sent due to federal regulations.

Department of Social & Health Services

Suggestion Number *Entry Date:*

200600203 Dec2006

Suggestion: The Department of Social and Health Services (DSHS) should reduce the frequency of cleaning mats to every other week instead of weekly.

Evaluation: Not a new idea. As of July 2008, DSHS implemented an every other week cleaning of the mats due to budget cuts.

Employment Security Department

Suggestion Number *Entry Date:*

200800571 Nov2008

Suggestion: The Employment Security Department (ESD) should develop and maintain a 24 hour a day, seven days a week public service employment channel.

Evaluation: Cost outweighs benefit. Employment Security already has a website where people can search among nearly 20,000 job listings and read additional information about job searches. The website can be updated quickly with new information which is a benefit not shared by television programming. Using a television station for disseminating this type of information is an expensive suggestion, and in order for job listings to appear on TV, someone would have to collect them which requires staffing which is not affordable.

Liquor Control Board

Suggestion Number *Entry Date:*

200900237 Apr2009

Suggestion: The Liquor Control Board (LCB) should add the Business Enterprise Conference Room to the Outlook calendar for booking purposes.

Evaluation: The Business Enterprise Conference Room is already available in the Outlook calendar. The employee only needed access to view it, and the issue was resolved.

Office of Financial Management

Suggestion Number *Entry Date:*

200900216 Apr2009

Suggestion: Washington State should borrow nine billion from the Public Employees Retirement fund and pay the loan back over the next fifteen years at an eight percent interest.

Evaluation: All loans taken by the state must fit within the state debt capacity. At present, the state is at the debt capacity so there is not room for a \$9 billion loan. In addition, the state's more liquid investments are currently earning about 2%-4% in interest. The long-term valuation of pension investments is an 8% interest assumption. The cost of 8% interest on \$9 billion over 20 years would cost the state money rather than saving the state money.

Washington State Patrol

Suggestion Number *Entry Date:*

200900169 Mar2009

Suggestion: Washington State Patrol (WSP) should replace the type of oil and filters currently being used with a pure synthetic brand made by Amsoil.

Evaluation: WSP has a solid maintenance schedule that requires a pursuit vehicle to undergo maintenance and safety checks every 5,000 miles for the safety of the troopers and the public. In addition, deviating from the manufacturer recommended maintenance schedule will void vehicle warranties.

Wenatchee Valley Community College

Suggestion Number *Entry Date:*

200900317 Jun2009

Suggestion: Wenatchee Valley College should create an ongoing survey that is filled out by students at the beginning of their first quarter at the college in association with their assigned advisor that could compile all of the data for departments and administrators to determine which classes should be offered based on student interest and need.

Evaluation: If the survey was done in the first quarter of college enrollment as suggested, students at that point are not likely to have a very clear idea of their educational goals, other than students enrolling in a sequential program such as nursing. Students' self-report of intent is not a highly reliable guide to their actual behavior and is not necessarily the best driving for decision making. The question of whether cost savings could be achieved by not running a class if it is not filled to the break-even capacity has been addressed independent of having this survey data available.