



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 8, 2010
10:00 – 11:00 AM

- Welcome & Introductions – Board members, staff and audience

- Approval or Correction of Minutes (*December 4, 2009*)

- Monthly Staff Update --Tracy Workman

- Employee Suggestion Adopts
--Reviewer: George Masten

- Employee Suggestion Non-Adopts
--Reviewer: George Masten

- 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
December 4, 2009

WELCOME & INTRODUCTIONS

Sam Reed called the meeting to order at 10:02 a.m., welcomed all in attendance and began the round of introductions of board members, staff and guests.

ATTENDANCE

Board Members present: Sam Reed, Mike Kerschbaum, George Masten, Wanda Riley and Rich Tomsinski

Board Members absent: Brian Sonntag, Linda Villegas Bremer, Roselyn Marcus, and Scott Turner

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 November 6, 2009 minutes as written, with one correction to the spelling of Rich Tomsinski's name.

MONTHLY UPDATE

Tracy Workman reported Productivity Board staff held the first Public Service Recognition Week meeting for the 2010 events. This year there are quite a few new representatives who all seem excited. The Extra Mile Nomination Form and press release will go out at the end of the month and the Leadership Award Nomination form and press release will go out in January.

The 2010 Innovations in State Government Awards Ceremony is scheduled for February 17th in the Capitol Rotunda. This year there are some really innovative suggestions along with suggestions that increase community and employee safety and protect our environment. Tracy will start working on the script soon along with sending an email asking board members if they will be available as award presenters for the event.

EMPLOYEE SUGGESTION ADOPTS

Shad Bell reported for reviewer Linda Villegas Bremer 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

Mike Kerschbaum reported that he concurred with the agency evaluations and recommended approval: with the exception of suggestion #200900431, which was pulled for further review. It was moved, seconded, and *the Board voted unanimously to accept agency recommendations.*

Page 4 200900431 **Board PULL:** The board would like to have the suggestion evaluated further.

NEXT BOARD MEETING

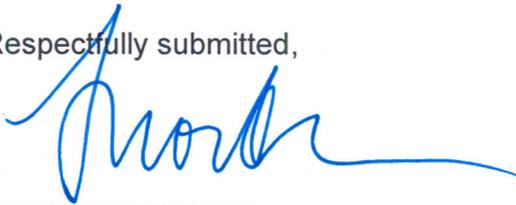
The next Board meeting is scheduled for January 8, 2010 in the Office of the Secretary of State, Legislative Building at 10:00 AM.

- **Reminder:** The only reviewer at this point for January is George Masten. *Reviewers will also review any Appeals and Teamwork Incentive Program applications presented.*

ADJOURNMENT

There being no further business, the meeting was adjourned at 10:40 a.m.

Respectfully submitted,



TRACY WORKMAN
Special Programs Manager
TW/ds 12/08/09

Washington State Productivity Board

ADOPT REPORT

January, 2010

Department of Social & Health Services

<i>Suggestion Number</i>	<i>Suggester Name:</i>	<i>City:</i>	<i>Award:</i>
Entry Date: 200500192 Dec2005	Martha Metz	Spokane	Recognition

Savings/Desc

Suggestion: The Department of Social and Health Services (DSHS), Division of Vocational Rehabilitation (DVR), should have access to the system which generates the Authorization for Purchase forms, to allow the selector to choose whether or not to print all three pages, or just one page of the report. Many times two of the three printed pages are being discarded as not used or necessary. Staff could choose whether or not they need all three pages, or just print the one.

Evaluation: Modified Adopt. The STARS system has been modified in many ways specific to print routines within the software and reducing paper consumption since this suggestion was submitted. Because the ability to select the amount of documentation printed is voluntary, it is impossible to determine if the effect of the modifications present a cost savings.

Department of Social & Health Services

<i>Suggestion Number</i>	<i>Suggester Name:</i>	<i>City:</i>	<i>Award:</i>
Entry Date: 200900370 Jul2009	David E. Hess	Lakewood	\$200.00

Savings/Desc \$1,800.00

Suggestion: The Department of Social and Health Services (DSHS), Western State Hospital (WSH), should purchase three EA stand-alone air compressors at three horsepower and place them in individual buildings instead of using the old compressors currently in use.

Evaluation: This is a really good suggestion that will save money and energy efficiency for the Hospital. This will be incorporated into the Energy Services contract and will be placed on the priority list with an estimated completion date of July, 2010. First year savings are estimated to be \$1,800. Since this suggestion falls within the suggester's job duties, a recognition award is recommended.

Department of Social & Health Services

<i>Suggestion Number</i>	<i>Suggester Name:</i>	<i>City:</i>	<i>Award:</i>
Entry Date:	Susan Elliott	Asotin	Recognition
200900437			
Oct2009			

Savings/Desc

Suggestion: The Department of Social and Health Services (DSHS) should include the following request on employment verification: "Please indicate a range of days and times employee may work or past weeks work schedule".

Evaluation: Use of the employment verification form DSHS 14-252 referenced in this suggestion is limited and cannot be required per statutory requirements. Workers may send this form when they are unable to obtain verification over the telephone. Using the telephone to verify employment information is preferred as it expedites eligibility determination, but modifying the form as suggested may be useful when it is utilized. DSHS will place this suggestion in action in February, 2010. There are no tangible cost savings associated with the implementation of this suggestion, however DSHS appreciates the employee's efforts in proposing this change.

Department of Transportation

<i>Suggestion Number</i>	<i>Suggester Name:</i>	<i>City:</i>	<i>Award:</i>
Entry Date:	Nicholas Todorovich	Union Gap	\$200.00
200900395			
Sep2009			

Savings/Desc \$9,300.00

Suggestion: The Department of Transportation (DOT) should use a free program called 7Zip instead of paying for the WinZip program.

Evaluation: This is a viable approach and will save the agency \$9,300 annually in licensing renewal costs. DOT Workstation Administrators Group and Information Technology Managers have voted unanimously to proceed with this course of action. Since this suggestion falls within the suggester's job duties, a recognition award is granted.

Employment Security Department

<i>Suggestion Number</i>	<i>Suggester Name:</i>	<i>City:</i>	<i>Award:</i>
Entry Date: 200900455 Oct2009	Julian Matthews	Pullman	Recognition

Savings/Desc

Suggestion: The Employment Security Department (ESD) should work with Indian Affairs in Washington and bordering state Indian Tribes to have the jobs that tribes and their enterprises have to be posted on the WorkSource webpages.

Evaluation: As of November 2009, this suggestion has been implemented. The Nez Perce, Coeur d' Alene and Kalispal tribal websites as well as the casino web sites are all now accessible through WorkSource. While this suggestion does not show a monetary savings, it is appreciated.

**Washington State
Productivity Board**

NON-ADOPT REPORT

January, 2010

Department of Corrections

Suggestion Number *Entry Date:*

200900136 Mar2009

Suggestion: The Department of Corrections (DOC) should contract with Advanced Imaging to provide their mobile imaging unit for MRI, PET and CT scans.

Evaluation: The vendor requires electrical hook-ups to effectively run imaging equipment. Those hook-ups exceed what is currently available at most DOC facilities. Installing these stations would require load studies that would be costly. In addition, these imaging appointments would be scheduled and most causes for imaging through DOC are urgent and would still need to be sent with escort to community facilities for diagnostics. In some areas, arranging such a vendor contract would interfere with current contracts and community public relations.

Department of Corrections

Suggestion Number *Entry Date:*

200900274 May2009

Suggestion: The Department of Corrections (DOC) should discontinue printing duplicate copies of the Judgement and Sentences document for every individual hearing. Many offenders have multiple hearings and there has been no change to the document prior to the subsequent hearing.

Evaluation: Not a new idea. It is correct that copying the Judgment and Sentences for each hearing consumes resources. The Assistant Attorney Generals have consistently advised DOC it is necessary to continue this practice. DOC has struggled with how to become more efficient in this regard and has been able to stop requiring new copies of the documents at Negotiated Sanction processes. The Negotiated Sanctions account for between 60-75% of DOC's hearings, hence representing much of the savings this suggester is advocating for.

Department of Corrections

Suggestion Number *Entry Date:*

200900369 Jul2009

Suggestion: The Department of Corrections (DOC) should require offenders to obtain an identification card from the Department of Licensing when they are on DOC supervision.

Evaluation: Not a new idea. As an essential part of reentry for offenders, being able to obtain Washington State identification facilitates the ability to retain a social security card to assist with employment, housing, and other state services. A policy is in place to assist offenders in applying for and receiving an ID card. The Department of Licensing accepts this badge as official identification and then issues a Washington State ID. Requiring an offender to carry an ID card at all times would require statutory change stating such. Addresses of recently released offenders are verified within 10 days per DOC policy.

Department of Corrections

Suggestion Number *Entry Date:*

200900371 Jul2009

Suggestion: The Department of Corrections (DOC) should take over the services of animal shelters by combining the shelters with prisons/work camps, having offenders take care of the animals.

Evaluation: Not a new idea. DOC operates three dog programs within our prisons. The first program began in the early 1980s with the following programs beginning in 2009. Two of the programs parallel this suggestion in that these programs support local humane society operations and house dogs that would otherwise be euthanized. Although they do not currently do everything described in the suggestion, we are and have been moving in that direction.

Department of Health

Suggestion Number *Entry Date:*

200900498 Nov2009

Suggestion: The Department of Health (DOH) should no longer provide music in the stairwells.

Evaluation: There is no cost to providing the music. It is included with DOH's cable package in the services we receive. The health and productivity program conducted a lot of research around provision of music in stairwells and found it promotes morale, exercise, and well-being of the employees. The majority of employees enjoy the music.

Department of Retirement Systems

Suggestion Number *Entry Date:*

200900469 Nov2009

Suggestion: The Department of Retirement Systems (DRS) should have a Separation/Retirement guide assigned to each state employee preparing to experience separation.

Evaluation: Not a new idea. DRS currently provide all our members with counseling options: phone, mail, or in-person and they can choose the method of delivery. We also have a vendor, ICMA, assisting with our hybrid defined contribution/defined benefit plans. Members can work with DRS, ICMA, or both.

Department of Revenue

Suggestion Number *Entry Date:*

200900446 Oct2009

Suggestion: The Department of Revenue (DOR) should create an email list that taxpayers may join that sends updates to the law, special notices, industry guides, etc to taxpayers based on the industry classification they input when signing up to the list.

Evaluation: Not a new idea. The Department of Revenue does currently provide a Listserv subscriber service where taxpayers can sign up and receive information on various topics when they are released. We know that industry-specific information is very valuable to businesses. We are currently in the process of evaluating a new email distribution service called GovDelivery. This service would replace Listserv and would allow us greater flexibility in the topics and types of information taxpayers can sign up to receive.

Department of Revenue

Suggestion Number *Entry Date:*

200900514 Dec2009

Suggestion: The Department of Revenue (DOR) should switch to 1% virgin content paper instead of using 100% recycled to save money.

Evaluation: Requires statutory change. Per SHB2287 section (2) passed during the 2009 legislation, agencies are required to use 100% recycled content paper beginning 12/31/09.

Department of Social & Health Services

Suggestion Number *Entry Date:*

200900484 Nov2009

Suggestion: The Department of Social and Health Services (DSHS) should work with the Legislature and Federal Courts to allow combining the Pierce County Secure Community Transition Facility with the King County Secure Community Transition Facility and relocate them to the former Tacoma Pre-release facility or other location at Western State Hospital grounds.

Evaluation: Requires statutory change and costs outweigh the benefits. Adopting this suggestion would require changes to state laws, changes to DSHS policy for Secure Community Transition Facilities, changes by the City of Lakewood to their Municipal Code land use restrictions, and changes to the Western State Hospital city approved Master Plan. DSHS does not support seeking legislative change at this time.

Department of Social & Health Services

Suggestion Number *Entry Date:*

200900452 Oct2009

Suggestion: The Department of Social and Health Services (DSHS) should discontinue sending out letters to providers every time there is an update to the Social Service Payment System (SSPS) in the CASIS system.

Evaluation: Not a new idea. This suggestion was first officially documented as discussed in 2002. Its efficiency is periodically reviewed as case management systems and department requirements change. The Social Service Notice is sent to providers each time a change is made to the authorization for services as it effects their payment and service obligations. This is a long standing requirement notification sent from the system and includes fair hearing rights for the client/provider. It is the only consistent automated documentation given to a provider regarding conditions of work relating to services between the Department and the provider. Without this notification, the Department is at greater risk of litigation for lack of notice of service changes.

Department of Social & Health Services

Suggestion Number *Entry Date:*

200900420 Sep2009

Suggestion: The Department of Social and Health Services (DSHS) should change the annual inventory procedures to prohibit staff whom have direct custody/control of State Tagged items to conduct the required annual inventory.

Evaluation: Training issue. DSHS Asset Management Guidelines already reflect the Office of Financial Management requirement that a physical inventory should be performed by personnel having no direct responsibility for assets subject to inventory. At this point the suggester is anonymous but training could help to clarify the misunderstanding.

Department of Transportation

Suggestion Number *Entry Date:*

200900462 Oct2009

Suggestion: The Department of Transportation (DOT) should purchase vehicles for building wide use instead of individual programs.

Evaluation: Not a new idea. A department-wide pool of vehicles in not compatible with DOT's operations. Depending on a program's operations and the required vehicle's function, vehicles may be equipped with warning lights, an 800MHz radio and work zone equipment, and personal protective equipment. Vehicles assigned to/rented by an office must meet the Office of Financial Management's minimum use requirements in order to retain assignment of the vehicle. This varies between programs and cannot necessarily be designated otherwise.

Department of Transportation

Suggestion Number *Entry Date:*

200900476 Nov2009

Suggestion: The Department of Transportation (DOT) should have a document linked to the conference room scheduling that indicates how many people the conference room will hold.

Evaluation: Not a new idea. From the very on-set of use of the Outlook Calendar, DOT has listed the common room set up capacities. There is also the common capacity listed on a wall plaque. Meeting Planners are advised to contact a Receptionist about various set capacities if there are any questions.

Department of Transportation

Suggestion Number *Entry Date:*

200900341 Jul2009

Suggestion: The Department of Transportation (DOT) should use eBook devices, such as the Amazon Kindle, to store manuals instead of printing out hard copies.

Evaluation: Many DOT engineers or inspectors currently use laptop computers to access the information contained in manuals while in the field. The added technical device could be a duplication of resources. In addition, computer usage and electronic documents have not totally eliminated the need for printed copy, especially for technically detailed information.

Department of Transportation

Suggestion Number *Entry Date:*

200900511 Dec2009

Suggestion: State agencies that need to run vehicles at an idle to power radios, lights, etc. should install a power management system such as the Energy Xtreme system Independence Package.

Evaluation: Not a new idea. As far back as 1992, the department has tried various types of battery backup systems. To date, we have not found one that is compatible with the operational needs of our equipment. To reduce the amount of idling, DOT began installing LED lighting on equipment in 2007. This allows the vehicle's motor to shut down while still maintaining warning lights and radio communication. Many of DOT's larger trucks have automatic shut-down to prevent long-term idling and DOT does have a no-idle policy.

Employment Security Department

Suggestion Number *Entry Date:*

200900281 May2009

Suggestion: If an employee has already passed the Department of Personnel (DOP) standardized typing test within the last one year period, the Employment Security Department (ESD) should not require the applicant to retake an exam at their agency.

Evaluation: Some of the positions within ESD require both typing tests and 10-key proficiency testing as part of the interview process. This is determined by the hiring supervisor and manager. After checking with the Department of Personnel, it was found they only administer the typing test for clerical applicants which does not include the 10-key. Implementing this suggestion only satisfies part of our business need and would potentially add a stop and time requirement, requiring candidates to go to two places to test for an ESD position.