



Washington
Secretary of State
SAM REED

PRODUCTIVITY BOARD
Employee Suggestion Program • Teamwork Incentive Program
6880 Capitol Boulevard • PO Box 40244
Olympia, WA 98504-0244
Tel: 360.704.5203
Fax: 360.704.7830
TTY: 360.664.0515
www.secstate.wa.gov

AGENDA

WASHINGTON STATE PRODUCTIVITY BOARD

Office of the Secretary of State
Legislative Building
July 2, 2010
10:00 – 11:00 AM

- Welcome & Introductions – Board members, staff and audience

- Approval or Correction of Minutes (*June 4, 2010*)

- Monthly Staff Update --Tracy Workman

- Thank you and recognition of Olympia Public Service
Recognition Week committee members

- Employee Suggestion Adopts
--Reviewer: Martin Casey

- Employee Suggestion Non-Adopts
--Reviewer: Sam Reed

- 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 4, 2010

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, Martin Casey, Kathy Goebel, Mike Kerschbaum, George Masten, Wanda Riley and Scott Turner

Board Members absent: Rich Tomsinski

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 7, 2010 minutes as written.

MONTHLY UPDATE

Tracy Workman reported that Public Service Recognition Week events in Olympia and Richland were well attended and successful, Seattle's event saw about 75 public employees (mostly city of Seattle) while Spokane's event only had about 30. Productivity Board staff have a committee wrap up meeting next week to discuss the pro's and con's of this year's events.

State Employees Day with the Mariners was Saturday May 22nd, Brian Sonntag threw out the first pitch again this year.

State Employees Day with the Tacoma Rainiers is scheduled for July 9th with exclusive group rates, chance at a first pitch, giving away food, hats, and much more. Tickets are on sale and the order form is available on our website.

EMPLOYEE SUGGESTION ADOPTS

Wanda Riley 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

Kathy Goebel 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

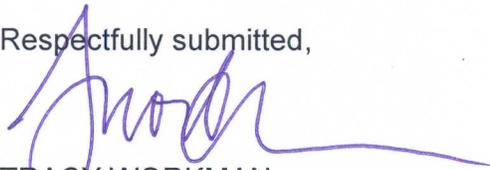
The next Board meeting is scheduled for July 2, 2010 in the Office of the Secretary of State, Legislative Building at 10:00 AM.

- **Reminder:** The reviewers for July are Sam Reed and Martin Casey. *Reviewers will also review any Appeals and Teamwork Incentive Program applications presented.*

ADJOURNMENT

There being no further business, the meeting was adjourned at 10:29 a.m.

Respectfully submitted,



TRACY WORKMAN
Special Programs Manager
TW/ds 06/07/10

Washington State Productivity Board

ADOPT REPORT

July, 2010

Administrative Hearings

<i>Suggestion Number</i>	<i>Suggester Name:</i>	<i>City:</i>	<i>Award:</i>	
<i>Entry Date:</i> 200800188 May2008	Theresa McCoy	Spokane	Recognition	\$200.00

Savings/Desc \$9,018.00

Suggestion: The Office of Administrative Hearings (OAH) should use the new printer capable of emailing the email notices and other documents to department representatives instead of mailing a hard copy to save on postage, paper, etc.

Evaluation: Before the end of 2010, OAH will implement this suggestion which will result in an approximate first year savings of \$9,018. Since this falls within the suggesters job duties, a recognition award is recommended for the suggester.

Department of Transportation

<i>Suggestion Number</i>	<i>Suggester Name:</i>	<i>City:</i>	<i>Award:</i>	
<i>Entry Date:</i> 200900424 Sep2009	Matt Beaulieu	Seattle		

Savings/Desc

Suggestion: The Department of Transportation (DOT) should update form 134-158 EF to allow more than five projects to be listed at a time.

Evaluation: Modified adopt. Though this suggestion will not result in hard dollar savings, DOT appreciates the employee's idea and is pursuing modification of the electronic document (semi-monthly time sheet) through FileMaker Pro software in order to simplify reporting processes for those working on more than 5 projects.

Department of Transportation

<i>Suggestion Number</i>	<i>Suggester Name:</i>	<i>City:</i>	<i>Award:</i>	
<i>Entry Date:</i> 201000064 Mar2010	Jeff Smiley	Tacoma	Recognition	\$200.00

Savings/Desc \$1,900.00

Suggestion: The Department of Transportation (DOT) should use the Plow Rest that the suggester built to store snow plows when not in use to reduce injury and damage from the plows being stored improperly.

Evaluation: The DOT Olympic Region has reported some significant injuries due to plows falling off their support blocks. The suggested plow rest device proposed in this idea is cost effective and after investigation, appears to be built to safely accommodate the plows and prevent them from tipping over, thus potentially saving DOT future time loss and injury payments. Though it is difficult to project cost savings based on potential injuries, DOT feels sure this suggestion is a good step in safety and recommends a recognition award for the suggester.

Secretary of State's Office

<i>Suggestion Number</i>	<i>Suggester Name:</i>	<i>City:</i>	<i>Award:</i>
Entry Date: 200700038 Feb2007	Richard Bradford	Olympia	\$150.00

Savings/Desc \$1,500.00

Suggestion: The Office of the Secretary of State (OSOS), State Library, should invest in water filtration instead of having bottled water delivered. Currently, the water is being delivered, and at times leaks from the bottles causing a wet floor hazard.

Evaluation: Adopting this suggestion will save the divisions in the State Library building approximately \$1,500 in the first year. Implementation will occur July 1, 2010.

**Washington State
Productivity Board**

NON-ADOPT REPORT

July, 2010

Attorney General's Office

Suggestion Number *Entry Date:*

201000081 Mar2010

Suggestion: The Office of the Attorney General (AG) should scan medical records and fax them directly from the scanner/printer instead of mailing out hard copies.

Evaluation: Not a new idea. This idea was first investigated in 2005. Our current fleet of multi-function devices are not all fax enabled and we currently do not have the functionality for users to fax from their desktop. The cost to purchase this functionality was prohibitive and it was decided to forgo this option.

Department of Corrections

Suggestion Number *Entry Date:*

200900138 Mar2009

Suggestion: The Department of Corrections (DOC) should have the mailroom and offender accounts use the same program to stop the duplication of entering information.

Evaluation: DOC has several different deposit types which makes it impossible to use one record log given the current Pitney Bowes software system in use. To have the mailroom create a log for each deposit type is confusing and degrades the internal control process.

Department of Corrections

Suggestion Number *Entry Date:*

201000070 Mar2010

Suggestion: The Department of Corrections (DOC) should change policy 200.000, page 5, para IX, D, that states "At the discretion of the facility Superintendent, \$50.00 maximum may be placed on hold to cover costs of shipment of personal property, outstanding medical co-pays, or other outstanding obligations not received in the business office." The policy should be changed to increase the maximum amount to \$100.00 and should be made mandatory instead of discretionary. This would allow for offenders to have the \$40.00 gate money upon release instead of it being paid for by DOC.

Evaluation: Not a new idea. The suggested change has been in the works and requires legislative change. We will be seeking said legislative change next year. Our goal is to pursue changing release funds from \$40 to \$100. We are hoping to accomplish this shift by creating a cut-off point for offenders with a certain account balance.

Department of Corrections

Suggestion Number *Entry Date:*

201000116 Apr2010

Suggestion: The Department of Corrections (DOC) should have healthcare staff ask offenders if they have or would like to have a living will placed in their medical file.

Evaluation: Through DOC, an offender may, at any time, sign a Health Care Directive outlining his/her wishes with regard to medical treatment. Current policy states this matter be discussed with the attending physician. Intake staff are not trained to be an adequate resource for questions that may arise. Advance directives should be initiated on a case by case basis due to the uniqueness and complexity of each situation.

Department of Corrections

Suggestion Number *Entry Date:*

201000158 Apr2010

Suggestion: The Department of Corrections (DOC) should eliminate the paper medical chart.

Evaluation: Not a new idea. Since 2008, DOC has been soliciting electronic health care record options.

Department of Corrections

Suggestion Number *Entry Date:*

201000159 Apr2010

Suggestion: The Department of Corrections should have the CORE training changed to two weeks of academy training and four weeks of online lectures.

Evaluation: Not a new idea. The agency is already in the process of evaluating the basic academy, and a workgroup has been established to develop a more streamlined approach to training and the academy.

Department of Information Services

Suggestion Number *Entry Date:*

201000163 Apr2010

Suggestion: The Department of Information Services (DIS) should set Washington State up as an internal Certificate Authority, which allows the state to become the trusted third party within the organization and issue server certificates and trusted roots for secure, encrypted state websites.

Evaluation: Not a new idea. DIS already provides the proposed functionality for internal facing websites via DIS's "Internal Certificate Authority" as regulated by Washington statute.

Department of Labor & Industries

Suggestion Number *Entry Date:*

201000098 Mar2010

Suggestion: The Department of Labor & Industries (L&I) should utilize the advertisement/announcement feature on Facebook as a place for people to report Workers' Compensation fraud.

Evaluation: Not a new idea. We already have a broad campaign that has gone through multiple iterations, and many different forms, including electronic billboards, print media of various forms, radio advertising and a blog that is constructed and will be advertised more publicly in the near future. Web advertising is already in the mix of our current planning efforts with the marketing firm that is doing research under contract with us currently.

Department of Revenue

Suggestion Number *Entry Date:*

201000161 Apr2010

Suggestion: Instead of running individual reports for each person, the Department of Revenue (DOR) should run one report that will match all taxpayers who have revenue warrants to those that have unclaimed property.

Evaluation: This is an excellent idea, but not a new one. Since March 2010, REV has been discussing this process, and we currently have a service request (request #9512, prioritized at #9 for Q210) submitted to load the unclaimed property into the data warehouse.

Department of Revenue

Suggestion Number *Entry Date:*

201000162 Apr2010

Suggestion: The Department of Revenue (DOR) should create a uniform invoicing system and quote/bid software available to all businesses in Washington State at no cost, with an update feature to link monthly invoices to electronic filing feature.

Evaluation: Resources not available. If the department were to create such software or system, DOR believes it would be in direct competition with other software vendor applications such as Peachtree, Quicken, MS Money or any customized account software vendors have created for businesses. All states have different tax regulations and structures, therefore the software would be difficult to sell to another state. In addition, staff time required to keep the software updated with tax law changes would not be cost effective and maintaining software compatibility with other applications would be difficult to sustain.

Department of Social & Health Services

Suggestion Number *Entry Date:*

201000153 Apr2010

Suggestion: The Department of Social and Health Services (DSHS) should verify every quarter the list of 340B covered entities posted on the Office of Pharmacy Affairs (OPA) website coincides with Medicaid's drug rebate exclusion list.

Evaluation: Not a new idea. Current practice is to review the OPA website on a quarterly basis and submit work orders as necessary to ensure that the 340B exempt list is accurate and timely.

Department of Transportation

Suggestion Number *Entry Date:*

201000167 May2010

Suggestion: The Department of Transportation (DOT) should stop the requirement of providing a photocopy of the tongue of boots to prove that they meet safety standards and change the form instead so that when the supervisor signs they are indicating that the boots meet the standards.

Evaluation: Not a new idea. The Accounting and Financial Services Division and the Safety Office started a dialogue on this issue in April 2010. The Safety Office is modifying its safety manual procedures for safety boot purchases to require the supervisor include a written statement on the invoice voucher specifying the boots purchased meet the appropriate safety standards.

Department of Transportation

Suggestion Number *Entry Date:*

201000150 Apr2010

Suggestion: The Department of Transportation (DOT) should have the new employee orientation information in a CD format to cut down on printing costs.

Evaluation: Not a new idea. This suggestion has been addressed since April 2009. Various new hire items have been modified and are sent out essentially paperless. DOT has a number of links to forms most needed by new employees and current employees on the Human Resources homepage. This is the best option as the forms are frequently updated and this method allows quick access to the newest forms and information rather than creating the need to print new CDs. DOT does have a number of employment forms that require hard copy signatures and those will continue to be printed. We do also allow individual offices discretion whether certain policies and procedures should be printed.

Department of Veteran's Affairs

Suggestion Number *Entry Date:*

201000139 Apr2010

Suggestion: The Department of Veterans Affairs (VA) should scan employer image forms and send them electronically to Department of Retirement Systems (DRS) instead of mailing the original by campus mail.

Evaluation: Resources not available. Though many other agencies use imaging as a primary workflow and storage media, DRS does not have the technologies or equipment available to do so. An infrastructure would have to be designed and built for such a purpose and it is not an option due to resources available at this time.

Early Learning Department

Suggestion Number *Entry Date:*

201000131 Apr2010

Suggestion: The Department of Early Learning (DEL) should scan licensing files into a recordkeeping system so child care licensors could work from home when not in the field, saving the state huge amounts of office space costs.

Evaluation: Not a new idea. In December 2009, DEL completed a pilot project intended to increase the use of mobile targets for each of our employees. We are moving ahead in development of a web-based software application for use with tablet PCs to allow for electronic collection of data and by doing so will increase mobility, data collection, data quality, data integrity reporting, and responsiveness to parents and the child care community.

Secretary of State's Office

Suggestion Number *Entry Date:*

201000076 Mar2010

Suggestion: State agencies should halt the practice of recognizing employees with certificates.

Evaluation: After surveying multiple agencies, there showed to be overwhelming support in continuing the practice of recognizing employees with certificates. Most agencies stated that in today's budget shortfalls it is more important than ever to show support in recognizing our employees for their accomplishments.

Washington State Patrol

Suggestion Number *Entry Date:*

201000110 Mar2010

Suggestion: The Washington State Patrol (WSP) should change the toilets at their 3000 Pacific Ave building from a double flushing toilet to a single flush, or low and high flush setting toilet.

Evaluation: WSP reviewed the cost of replacing toilet and sink valves and determined that it is not cost effective at this time. WSP recommends that new signage be placed in the restroom to remind staff to hold handle down to allow sufficient flow of water. This will eliminate the need for two flushes and will maximize the single follow of water.

Washington State Patrol

Suggestion Number

Entry Date:

201000179

May2010

Suggestion: Washington State Patrol (WSP) should use the National Products Inc. (NPI) printer tray for the SECTOR Pentax Pocketjet3 thermal printer instead of the First Mobile Technology printer tray currently being used since the NPI tray is \$70-101 cheaper.

Evaluation: Not a new idea. Since 2008, WSP has been installing the RAM-VPR-101 printer box which is the same tray specified as more cost effective in this suggestion.