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
May 1, 2009
10:00 – 11:00 AM

- Welcome & Introductions – Board members, staff and audience
- Approval or Correction of Minutes *(April 3, 2009)*
- Monthly Staff Update --Tracy Workman
- Teamwork Incentive Program Applications – Final *(Ivory Report*)*
  --Reviewers: Brian Sonntag and Wanda Riley
- Adopts *(Pink report*)*
  --Reviewer: Wanda Riley
- Employee Suggestion Non-Adopts *(Blue report*)*
  --Reviewer: Brian Sonntag
- 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
April 3, 2009

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, Linda Villegas Bremer, Kathleen Brockman, Mike Kerschbaum, George Masten, and Scott Turner

Board Members absent: Brian Sonntag, Roselyn Marcus, Wanda Riley and Terry Teale

Staff present: Shad Bell, Philip Kerrigan, Dawn Sanquist and Tracy Workman

Guests present: Art Mead, FTE Magazine; Alyssa Barada, Linda Buchanan, Marie Repcik, Theresa Whitmarsh and Rita Wineinger, Washington State Investment Board

APPROVAL OF MINUTES

The Board reviewed, moved, seconded, and voted unanimously to approve the March 6, 2009 minutes as written.

MONTHLY UPDATE

Tracy Workman reported Productivity Board staff are gearing up to begin a marketing campaign with the Office of the Secretary of State that should begin in April.

The Leadership Award deadline is today at 5:00 and so far over 80 have been received.

TEAMWORK INCENTIVE PROGRAM – FINAL REPORT
Washington State Investment Board, Board Paper Reduction Team

Sam Reed and Linda Villegas Bremer reviewed and concurred with agency and staff recommendations. It was moved, seconded and *the board voted unanimously, with George Masten abstaining from the voting, to accept the team's award recommendation and final report.*
Total savings: $4,665.07 ***Total Team Award: $1,145.57***

EMPLOYEE SUGGESTION ADOPTS

Scott Turner reviewed and reported that he concurred with the agency evaluations and recommended approval: with the exception of suggestion #20090020, which was pulled by the Department of Transportation to be reviewed by the appropriate department. It was moved, seconded, and *the board voted unanimously to accept agency recommendations.*

Page 4	200900020	**Agency PULL:** The agency needs to have the appropriate department evaluate the suggestion.

EMPLOYEE SUGGESTION NON-ADOPTS

Linda Villegas Bremer 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 May 1, 2009 in the Office of the Secretary of State, Legislative Building at 10:00 AM.

- ***Reminder:*** The reviewers for May are Brian Sonntag and Wanda Riley. *Both will also review any Appeals and Teamwork Incentive Program applications presented.*

ADJOURNMENT

There being no further business, the meeting was adjourned at 10:37 a.m.

Respectfully submitted,

TRACY WORKMAN
Special Programs Manager
TW/ds 04/10/09

Washington State
Productivity Board

Teamwork Incentive Program – Final Report

May 2009

AGENCY: **Washington State Liquor Control Board**

TEAM: Print & Shipping Reduction Plan

PROJECT PERIOD: February 16, 2008 – February 17, 2009

OVERVIEW: The Liquor Control Board sends out various monthly publications having to do with retail pricing, as well as other monthly reports to different stores around the state. The Print & Shipping Reduction Plan Team set out to reduce the costs involved in this process using two different courses of action. First, the team compiled a list of stores that wished to continue receiving monthly mailings. They then converted all of their publications into electronic files that could be placed on their website, and created an online option that allowed each store to discontinue receiving paper copies. Finally, the team also began eliminating fulfillment storage fees with the Department of Printing by working with the Office Depot, making print and shipping jobs more effective and quicker for stores that place orders with the agency.

TEAM ACHIEVEMENTS: Through implementation of this project, the team has been able to help the Liquor Control Board save money by reducing printing prices and eliminating storage fees. Their efforts reduced their monthly costs by 38.5%, saving the agency $163,764 in the first year.

ACTUAL NET REVENUE:
$ 163,764

AWARD APPROVED BY AGENCY:
$40,941

Employee	Award $
Stacii McKeon	$10,000.00
Chuck O'Donnell	$6,141.15
Tia Livingood	$4,094.10
Casey Walker	$2,047.05
Kelly Higbee	$2,047.05

* Reviewers: Terry Teale and Wanda Riley

Washington Secretary of State SAM REED

WASHINGTON STATE PRODUCTIVITY BOARD
TEAMWORK INCENTIVE PROGRAM

Complete this form **AFTER** the project has been implemented.

This report serves as the application for teams that apply to the Productivity Board after their team project has been implemented. Teams must meet the following criteria:

1. Submit the completed application form to the Productivity Board within one year of full implementation of the team project.
2. The report must be submitted to the Productivity Board by the agency, with the agency head's approval.
3. Teams should demonstrate plans to operate at a lower cost or with an increase in revenue with no decrease in the level of services rendered.
4. Provide a list of all team members and the percentage of savings the team members will share. Note: The percentage of savings/revenue is up to 25%, with a maximum of $10,000 per person. Also, include the percentage of the share each team member shall receive.
5. The completed team application should include the Team Member Authorization Form and the Agency Authorization Form.

APPLICATION FORM

TEAM NAME Print & Shipping reduction plan

AGENCY Washington State Liquor Control Board (WSLCB)

PROJECT PERIOD 2/16/08 – 2/17/09

RECEIVED
APR 2 0 2009
Productivity Board

TEAM OVERVIEW
Provide a brief summary of the project. Please include attachments if needed.

The WSLCB sends out various monthly publications having to do with retail pricing, as well as various monthly reports. I decided it was time to look into reducing the amounts we print and mail, and provide subscribers a way to access publications electronically. Ironically, most of the information was already available on the WSLCB web site.

I began by getting an idea of how many publications our stores might actually require, by speaking with Chuck O'Donnell. I then began contacting a handful of our stores, sharing my print and shipping reduction plan with them, asking how many copies they actually needed each month. They were all on board. In fact, many of them wondered why they were receiving so many publications in the first place. The results were impressive. With Chuck's support and buy in, we were able to reduce the numbers of publication copies we print each month from 20,333 copies to 10,298 copies, resulting in a yearly savings of $161,162. Additionally, just last week a letter went

out to all subscribers sharing that our Monthly publications are available on our web site and asking them if they would like to discontinue receiving a paper copy. This could result in even more savings.

Then I took it a step farther and began eliminating most of our Department of Printing fulfillment storage fees. Tia Livingood and I have been working with Office Depot in an effort to move our forms to the Office Depot site so that stores can place a supply order and a forms order at the same time. It acts as a one stop shop, and will result in quicker turn around as well as cost reduction. Because the stores can get these items so quickly, we no longer have a need to pre-print and pay storage fees at the Department of Printings fulfillment center. We will continue to pay monthly storage on our envelopes at $147 per month. That is compared to our previous monthly fee which averaged $2408 per month. This results in a yearly savings of $27,134 per year.

ACHIEVEMENTS

Provide an overview of what the team achieved during the project period.

Essentially, the project resulted in educating our subscribers (both internal and external) of the fact that most of our Monthly publications are available online. It also reduced the amount of paper and mail, as well as provided a savings for our agency in print and shipping costs. Additionally, it provided a one stop shop for supplies and print for our stores.

PERFORMANCE MEASURES

The team will need to show how the improvement will be measured, as the process currently exists, and with the anticipated improvements. Please describe and provide the following:

1. Flow chart showing origins, handling, and destination of the process before and after project.
2. List specific team tasks and the associated costs of doing business. Before and after.
3. Process used to track the team's progress.

Performance measures used:

Tasks completed: Achieved subscriber/store buy in on print reduction by showing how the information may be easily accessed electronically. Forwarded the new, lower print numbers to the Department of Printing. Set up Office Depot file cabinet system and upload forms to the site. Conducted Office Depot training to DMs and gave them 30 days to train their store managers. Will prepare a webinar with Office Depot if necessary. Conducted a Department of Printing fulfillment force out to deplete our forms supply, which we pay for each month.

We tracked the costs of each monthly publication, before and after reducing the number we print, via spreadsheet. We continue to update this data as more reductions are requested.

Essentially, our performance measures are cost, and streamlining processes. Obviously, the cost reduction is great. Allowing stores to gain access to forms from the Office Depot site, when they are already there for supplies, has made for a "one stop shop" for stores and was another great benefit of this project. This also saves Support Services quite a bit of time. Each order placed through the Department of printing was taking to 3 – 5 minutes to complete.

TOTAL ACTUAL NET SAVINGS AND/OR REVENUE

Please provide documentation showing how the savings was derived.

$ 38.5% cost reduction

Monthly cost for print and storage was $22,340. So, the total yearly cost was 268,080. Our new monthly cost will be $8, 693. So yearly, this will be $104,316. A yearly savings of $163,764.

Note: Awards are paid by the agency in which the team is located and/or from the benefitting fund. Awards are based on the total actual net savings or revenue generated by the team during the project period.

PERCENTAGE OF SAVINGS AND/OR REVENUE THE TEAM IS ENTITLED TO FOR AN AWARD:

25 %

Note: The percent of savings or revenue (up to 25%, with a maximum of $10,000 per person) the team is entitled to for an award, shall be agreed upon by the agency and team, prior to submitting this report to the Productivity Board.

TOTAL TEAM AWARD

$ 40,941

TEAM AUTHORIZATION FORM

As certified by my signature below, I approve the application as submitted and agree with the information provided in the report.

TEAM MEMBER NAME (type or print) **Stacii McKeon**

JOB TITLE Forms & Records Supervisor

Phone # 360-664-1693 **E-mail Address** skm@liq.wa.gov **AWARD RATIO** 65%

X _____ 2-23-09

Signature Date

TEAM MEMBER NAME (type or print) **Chuck O'Donnell**

JOB TITLE Operations Manager

Phone # 360-664-4544 **E-mail Address** cod@liq.wa.gov **AWARD RATIO** 15%

X Chuck O'Donnell 2-23-09

Signature Date

TEAM MEMBER NAME (type or print) **Tia Livingood**

JOB TITLE Management Analyst

Phone # 664-4517 **E-mail Address** tlliv@liq.wa.gov **AWARD RATIO** 10%

X Tia Livingood 2/23/09

Signature Date

TEAM MEMBER NAME (type or print) **Debi Besser**

JOB TITLE Director of Purchasing

Phone # 360-664-1668 **E-mail Address** djbes@liq.wa.gov **AWARD RATIO** 5%

X _____ 2/26/09

Signature Date

TEAM MEMBER NAME (type or print) **Casey Walker**

JOB TITLE Special Order Buyer

Phone # 664-1669 **E-mail Address** cjw@liq.wa.gov **AWARD RATIO** 5%

X _____ 2/23/09
Signature Date

TEAM MEMBER NAME (type or print) **Kelly Higbee**

JOB TITLE Administrative Assistant

Phone # 664-1659 **E-mail Address** ksh@liq.wa.gov **AWARD RATIO** 5%

X Kelly Higbee 2/23/09
Signature Date

AGENCY AUTHORIZATION FORM

AGENCY _____

UNIT/DIVISION _____

TEAM NAME _____

As certified by my signature below, I approve the above named unit/division to participate and receive the agreed upon award in the Teamwork Incentive Program. Awards up to 25 percent of net savings or revenue gains resulting from improvements made during the project period will be distributed according to the agreements made by the agency and team. The Agency Head may determine whether to waive the requirement of signatures from the unit supervisor, and/or fiscal/budget officer. The Agency Head must sign the report if he/she agrees with the team becoming an official Teamwork Incentive Program team.

As certified by my signature below, I have reviewed and agree with the information provided in the team report, and support the team receiving the award recommended in the report.

Dilenna Bohart — 4/17/09

AGENCY PRODUCTIVITY BOARD COORDINATOR — Date

Pat Roke — 4/15/09

AGENCY HEAD — Date

Note: The agency head has the authority to waive the following signatures:

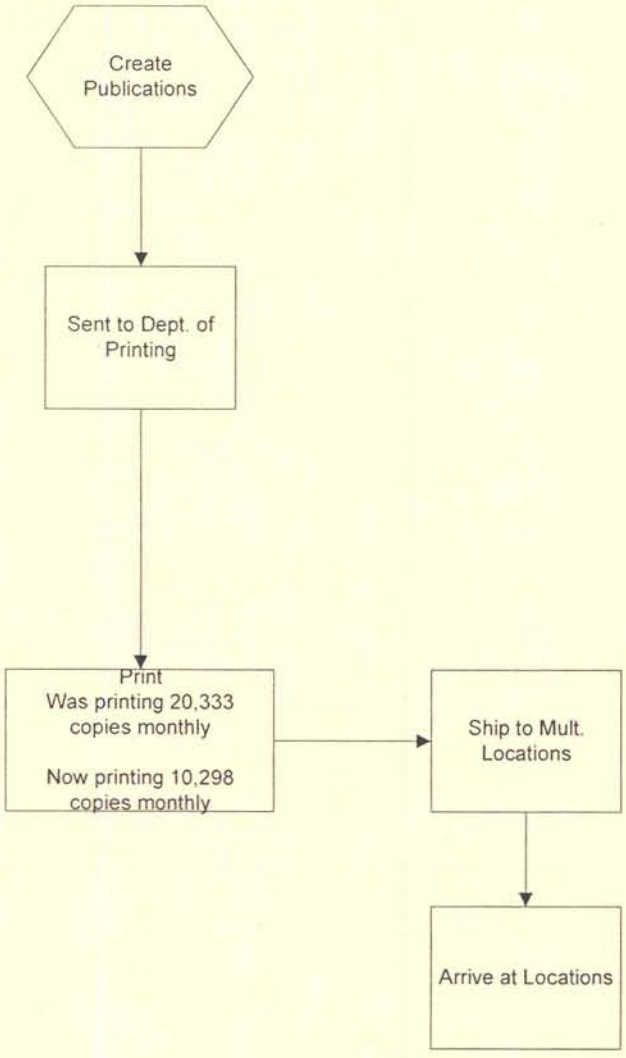
_____

UNIT SUPERVISOR — Title/Date

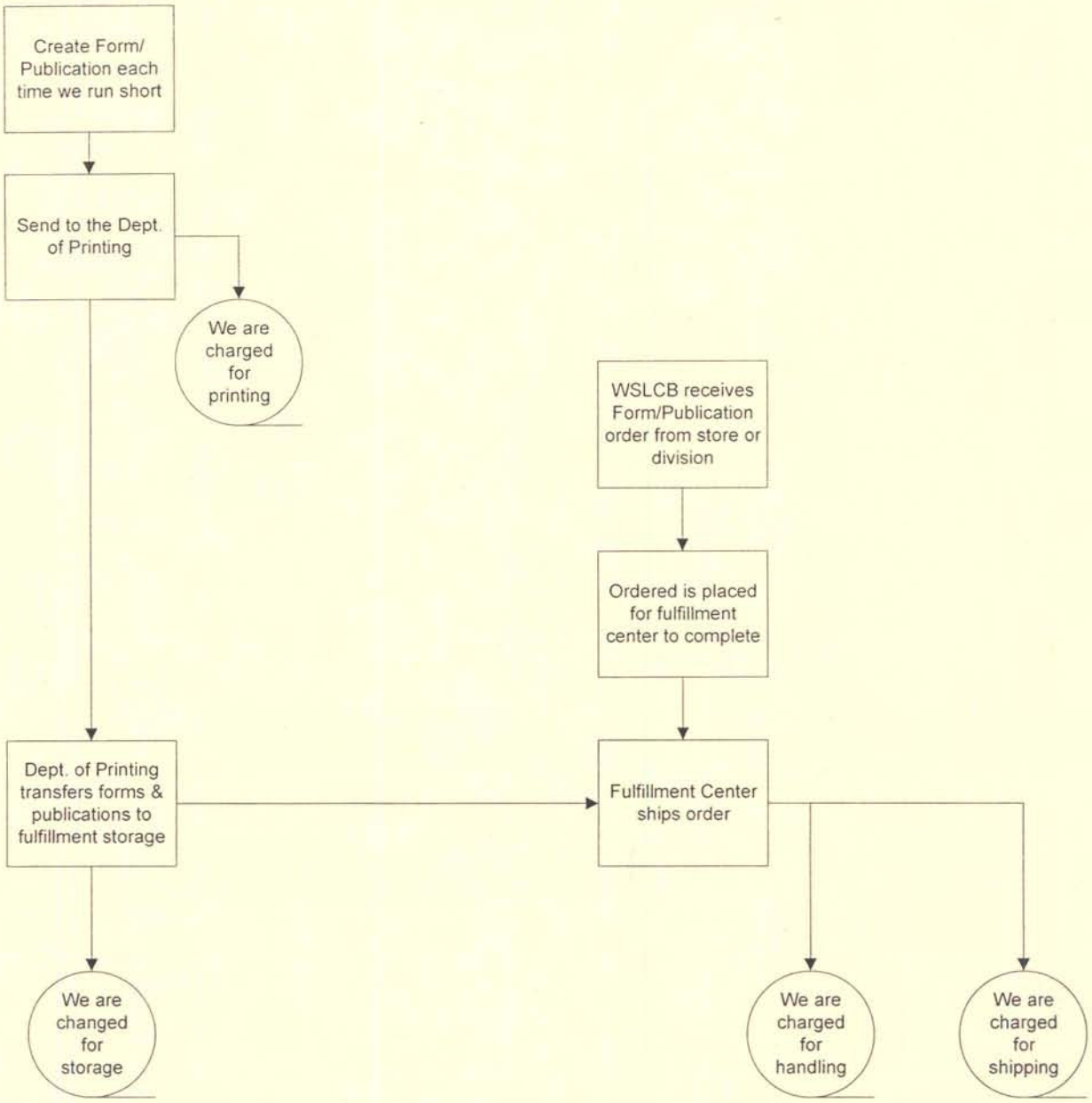
_____

AGENCY FISCAL OFFICE — Title/Date

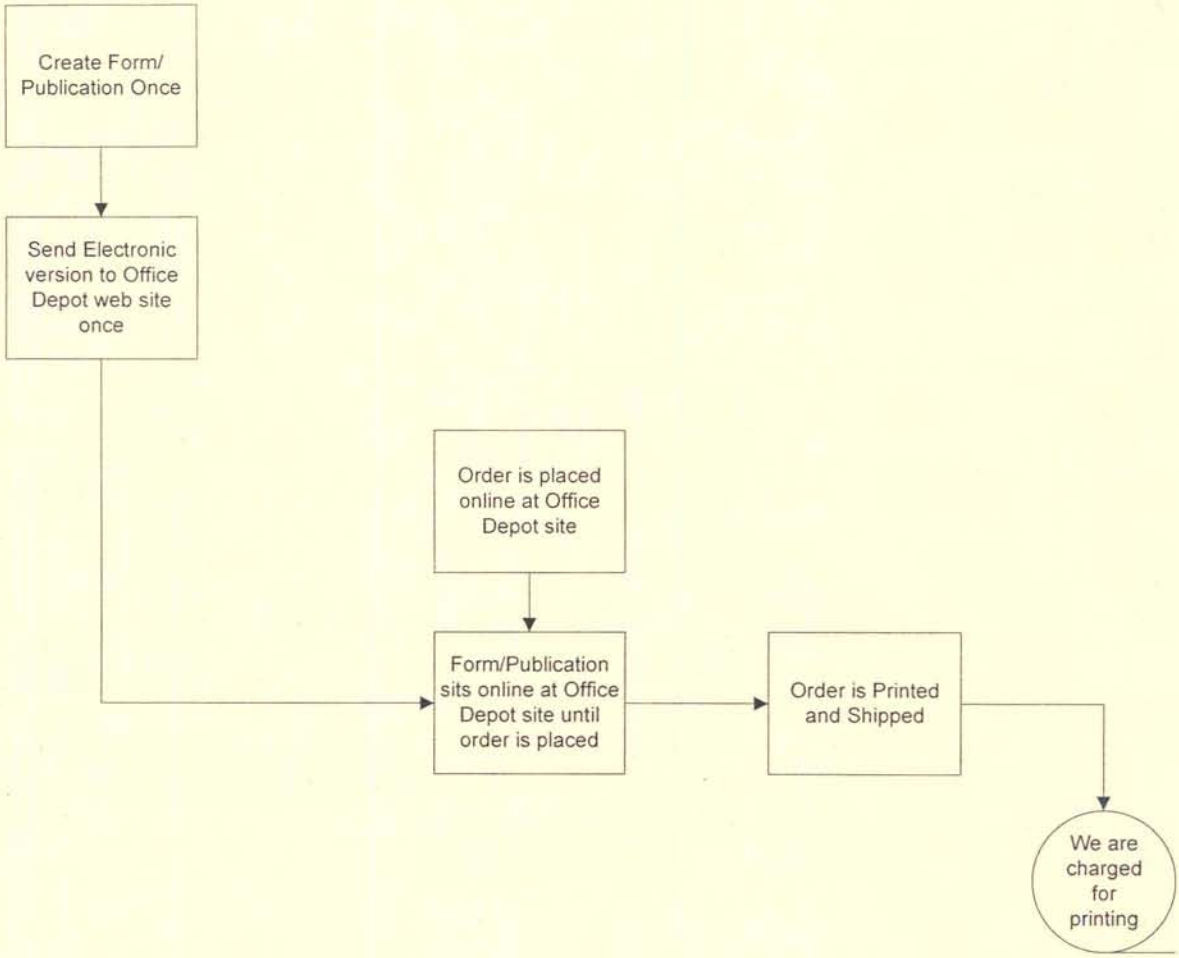
Print & Shipping Reductions Flow Chart (Before and After)



Department of Printing Fulfillment Storage Fees – Old Process



Department of Printing Fulfillment Storage Fees/Office Depot – New Process



Washington State Productivity Board

ADOPT REPORT

May, 2009

Department of Corrections

Suggestion Number	Suggester Name:	City:	Award:
Entry Date:	Jerry Hatcher	Shelton	$675.80
200800292	Jim Harvey	Shelton	$675.80
Aug2008	Dana Carroll	Shelton	$675.80

Savings/Desc $20,275.00

Suggestion: The Department of Corrections (DOC) should utilize DOC statewide transportation teams to collect and return all clothing eligible for reissue to the reception centers for cleaning, repairs, and redistribution.

Evaluation: I recommend that this suggestion be adopted to begin issuing serviceable but used undergarments and towels within the reception centers. With $20,274.71 in first year savings, a 10% award of $2,027.41 will be divided equally between the suggester's.

Department of Corrections

Suggestion Number	Suggester Name:	City:	Award:
Entry Date:	Terry E. Brown	Gig Harbor	$1,468.00
200800532			
Oct2008			

Savings/Desc $14,680.00

Suggestion: The Department of Corrections (DOC) should have small fluorescent light bulbs available for purchase in the offender stores.

Evaluation: This idea will be implemented in September 2009 after a plan for education and disposal is in place as the transition is made from incandescent bulbs to fluorescent bulbs. First year savings will be $14,680.00

Department of Social & Health Services

Suggestion Number	Suggester Name:	City:	Award:
Entry Date:	Joshua Lumsden	Seattle	$200.00
200900099			
Feb2009			

Savings/Desc $3,000.00

Suggestion: The Department of Social and Health Services (DSHS) should use available electronic methods to conduct site reviews to gain geographical information for placement of persons considered to be a danger to the community.

Evaluation: This suggestion will be implemented at the next training opportunity. First year savings are estimated to be $3,000. Because this falls within the suggesters job duties, a recognition award is granted.

Department of Transportation

Suggestion Number	Suggester Name:	City:	Award:
Entry Date:	Ben Shaw	Bellevue	$200.00
200900113			
Feb2009			

Savings/Desc $732.00

Suggestion: The Department of Transportation (DOT) should use LED lighting for all navigational lighting to save not only energy but many labor hours replacing broken and burned out incandescent bulbs.

Evaluation: It is recommended DOT move forward with replacing all applicable incandescent bulbs with LED bulbs. First year savings are calculated to be $732.00. Since the suggestion falls within the suggester's job duties a recognition award is granted.

Department of Transportation

Suggestion Number	Suggester Name:	City:	Award:
Entry Date:	Dale Madera	Olympia	$200.00
200900183			
Mar2009			

Savings/Desc $14,717.00

Suggestion: The Department of Transportation (DOT) should make use of the Human Resources Management Systems (HRMS) Employee/Vendor file to support non-payroll payments.

Evaluation: DOT's Account and Financial Systems (AFS) supports and plans on implementing this suggestion beginning in July, 2009. The suggestion will provide the DOT with $14,717.00 in first-year savings. Since this falls within the suggesters job duties a recognition award is granted.

Department of Veteran's Affairs

Suggestion Number	Suggester Name:	City:	Award:
Entry Date:	Randy Graham	Olympia	Recognition
200900196			
Apr2009			

Savings/Desc

Suggestion: The Department of Veterans Affairs should have Pacific Disposal replace the two yard cardboard dumpster with a one yard unit and request the City of Olympia replace the four yard dumpster with a two yard dumpster.

Evaluation: This idea has now been implemented at DVA. Unfortunately, no cost savings were realized from the suggestion as disposal rates increased in the same time frame, and the smaller dumpsters are currently charged at the same price as the larger dumpsters in the past.

Secretary of State's Office

Suggestion Number	*Suggester Name:*	*City:*	*Award:*
Entry Date:	Lois Bergstrom	Spokane	Recognition
200800549			
Oct2008			

Savings/Desc

Suggestion: The Office of the Secretary of State, Productivity Board, should make the employee suggestion evaluation form an online form, change the Word form to a simple table format or a writable PDF format to make it easier to use.

Evaluation: We appreciate the suggestion and have implemented the idea. The new form will be available May 1, 2009.

Washington State Productivity Board

NON-ADOPT REPORT

May, 2009

Attorney General's Office

Suggestion Number	*Entry Date:*
200900008	Jan2009

Suggestion: The Office of the Attorney General (AG) should use felt tip markers to color code files rather than using adhesive labels.

Evaluation: The use of a felt tip marker for color code files would not meet agency standards or expectations.

Big Bend Community College

Suggestion Number	*Entry Date:*
200900119	Feb2009

Suggestion: Big Bend Community College (BBCC) should use motion sensors or timers on lighting systems to avoid unnecessarily lighting unoccupied areas.

Evaluation: Not a new idea. Big Bend Community College policy is to leave only lights on required for security purposes to allow for safe travel through buildings and to the light switches. In addition, current budget restraints do not allow for retrofitting our buildings with sensors and/or timers.

Department of Corrections

Suggestion Number	*Entry Date:*
200900084	Feb2009

Suggestion: The Department of Corrections (DOC) should add pork to the menu to offer more variety and to deter a portion of the current meat costs while maintaining the dietary standard.

Evaluation: Cost outweighs the benefits. Foodservice at DOC has menus for religious and medical diets. Each menu varies in cost, but the most effective is our basic mainline menu which the majority of offenders eat from. This menu was created to accommodate as many religious and medical dietary needs as possible. Our goal is to have offenders eat from the mainline menu. Adding pork would create a religious contamination, thus requiring a special area with designated equipment and utensils becoming necessary.

Department of Corrections

Suggestion Number	*Entry Date:*
200800660	Dec2008

Suggestion: The Department of Corrections (DOC) should develop an intermittent pool of correctional officers able to work at more than one facility instead of assigning officers to each facility individually.

Evaluation: This proposal would not save the department expenses as we currently have enough on -call staff at each location. Also, DOC's Collective Bargaining Agreements do not support having one employee working at multiple locations. Thus, the concept would have to be negotiated with the Teamsters.

Department of Corrections

Suggestion Number	*Entry Date:*
200900096	Feb2009

Suggestion: The Department of Corrections (DOC) should develop a simplified fee schedule to reimburse community medical providers, making it easier to pay bills.

Evaluation: DOC's health services section has worked hard to develop reimbursement rates that will be acceptable to medical providers in the communities near prison facilities and at the same time maintain cost effectiveness to the department as a whole. Due to the varied geographic and economic nature of the communities we are seeking to provide services in, a standard rate cannot be applied.

Department of Corrections

Suggestion Number	*Entry Date:*
200900141	Mar2009

Suggestion: The Department of Corrections (DOC) should require offenders owing substantial amounts of money to the state for court-ordered Legal Financial Obligations (LFOs) and Cost of Supervision (COS) fees to forfeit monetary fund's they are in possession of upon being booked into a county/city jail.

Evaluation: Require statutory change. The majority of money assessed to offenders by the Court as a LFO is money owed to the crime victim in the form of restitution. Washington State requires payment received toward an offender's LFO be paid in full to the victim prior to any payments being credited against any other court-ordered LFOs or COS fees. In addition, legislation exists requiring offenders be as prepared as possible for reentry to the community following a prison sentence, and doing so without funds could hinder an offender's success in remaining crime-free.

Department of Corrections

Suggestion Number	*Entry Date:*
200900145	Mar2009

Suggestion: The Department of Corrections (DOC) should use a system of time keeping for all staff similar to the ATLAS program.

Evaluation: Not a new idea. DOC is currently working with the medical section to get ATLAS expanded to them. They are also in process of working with DOC's Information Technology section to develop business needs so they can secure the necessary proposals to move forward.

Department of Corrections

Suggestion Number	*Entry Date:*
200900011	Jan2009

Suggestion: The Department of Corrections (DOC) should decentralize its Information Technology accounts to allow authorized staff to process account changes in order to reduce wait time for assistance.

Evaluation: DOC did experience a major delay in services during the months of October to December 2008 due to an unforeseen and catastrophic Information Technology event, causing wait time to extend to 2-3 weeks. This backlog is no longer an issue, and current processing time is 3 days. Decentralizing the DOC account management processing introduces significant and unacceptable IT security risks. The need described in the suggestion no longer exists and the recommendation itself is too costly to implement.

Department of Corrections

Suggestion Number	*Entry Date:*
200900051	Jan2009

Suggestion: The Department of Corrections (DOC) should not enter information from the Patient Medical Encounter Coding Form unless it has value in order to reduce data entry time.

Evaluation: The function of the form is a valuable asset to our staff to be completing as the data they are entering is used to support budget and staffing decisions. It also provides information for internal review of patient service patterns and needs as well as provides answers to external information requests concerning the general health of DOC offenders and services provided.

Department of Corrections

Suggestion Number	*Entry Date:*
200900070	Feb2009

Suggestion: The Department of Corrections (DOC) should set grievance forms to print on plain paper instead of using NCR paper, which involves several pages and requires a dot-matrix printer and/or typewriter to complete.

Evaluation: Not a new idea. This suggestion has been discussed and implemented as of January 2009.

Department of Corrections

Suggestion Number	*Entry Date:*
200800297	Aug2008

Suggestion: The Department of Corrections (DOC) should allow telephone conference hearings when the offender is in a location requiring significant travel for the hearing officer.

Evaluation: Not a new idea. Telephonic hearings have been done on a limited basis since June 2008. In recent months, efforts to expand these types of hearings in several remote locations around the state have been doubled. DOC Hearings Unit will continue toward increasing use of web cam technology.

Department of Corrections

Suggestion Number	*Entry Date:*
200800327	Aug2008

Suggestion: The Department of Corrections (DOC) should not require the Offender Needs Assessment when, after completing the Criminal Conviction Record, the offender's risk level is determined to be low.

Evaluation: Resources not available. This proposal was discussed with DOC's Information Technology department. To make modifications to the Offender Supervision Plan System (OSPS) as suggested would require funding that is not available at this time.

Department of Corrections

Suggestion Number	*Entry Date:*
200800422	Sep2008

Suggestion: The Department of Corrections (DOC) should have offenders sign a form releasing the state for any lost or damaged personal items to save on the money DOC pays out in tort claims.

Evaluation: Offenders are notified upon incarceration that all property is retained at the offender's risk. This does not prevent an offender from filing a tort claim for loss or damage to their property when the loss or damage resulted from negligence of DOC.

Department of Corrections

Suggestion Number	*Entry Date:*
200800436	Sep2008

Suggestion: The Department of Corrections (DOC) should have a telephone conference or web/internet presentations available to health care practitioners instead of having them travel to mandatory meetings.

Evaluation: The meeting referenced in this proposal is the first time DOC medical provider staff have ever been congregated for an educational conference. This conference addressed common problems throughout the system and developing consensus on common management approaches. The meeting was very valuable in building system-wide teamwork but also for team trouble-shooting and sharing best practices. A conference of this sort is more effective as an in-person event.

Department of Corrections

Suggestion Number	*Entry Date:*
200800526	Oct2008

Suggestion: The Department of Corrections (DOC) should provide scanners and label makers for barcodes to Medical Record departments to establish a communication system for medical file locations..

Evaluation: Not a new idea. This method of record keeping and medical file tracking has been in use in several DOC locations since 2004.

Department of Corrections

Suggestion Number	*Entry Date:*
200800528	Oct2008

Suggestion: The Department of Corrections, Washington Correction Center for Women, should transport the 10,200 gallons of unused #2 dyed diesel fuel in their ground tank to McNeil Island Correctional Center where it can be used.

Evaluation: Not a new idea. Since 2007, WCCW has been exploring other agencies within Pierce and Kitsap counties to see if there is a need for this fuel.

Department of Fish and Wildlife

Suggestion Number	*Entry Date:*
200900172	Mar2009

Suggestion: The Department of Fish and Wildlife (WDFW), should ensure copies and printing are being charged at the correct rate, whether single or double sided.

Evaluation: Not a new idea. All agency printers/copiers are managed and deployed centrally for maximum efficiency for both amount of paper used and for number of pages printed. User PC print settings are also set for maximum efficiency, although the user can change these settings. This has been standard procedure for 5 years. No cost savings can be obtained from changing machine default settings. WDFW confirmed the equipment specified by the suggestion is working properly and correct page counts are being reported.

Department of General Administration

Suggestion Number	*Entry Date:*
200900132	Mar2009

Suggestion: The Governor should issue an executive order requiring all state agencies to evaluate the business need for state-issued cell phones. In cases where a clear business need is not substantiated, phones should be returned and accounts closed.

Evaluation: Not a new idea. Since December 1999, The Office of General Administration (GA) has had policy mandating that whenever feasible and practicable, employees shall use SCAN rather than cellular phones for work related calls. Sharing of existing cellular phones is also encouraged among those with intermittent service needs.

Department of General Administration

Suggestion Number	*Entry Date:*
200900147	Mar2009

Suggestion: The Department of General Administration (GA) should print destination routing blocks on both sides of Interdepartment Delivery envelopes to allow for longer use before a new envelope is required.

Evaluation: Not a new idea. When researching this idea it was found the envelope referenced is actually available for "off the shelf" purchasing through GA's state contract for office supplies. While extending the life of the envelope would mean less frequent purchase, the envelope format would need to be bid through the Department of Printing and the cost savings assessed according to a number of factors including the number of envelopes ordered.

Department of General Administration

Suggestion Number	*Entry Date:*
200900165	Mar2009

Suggestion: The Department of General Administration (GA) should allow each State agency to register on the GA website, WEBS, as a vendor to list the goods and services they can provide to other State agencies. This would allow employees to search for agencies able to provide services prior to researching the private sector.

Evaluation: Cost outweighs the benefit. At this time, the WEBS system will not allow a customer who uses it for bid notification (as currently required for all State agencies) to also register as a "vendor for services." The system would see it as a duplication. To enhance the program to allow for the suggestion, a major overhaul would be required.

Department of Labor & Industries

Suggestion Number	*Entry Date:*
200800574	Nov2008

Suggestion: The Department of Labor and Industries (L&I) should motivate employers to accept injured workers with temporary limitations by paying the employer the equivalent of time-loss to keep the worker on the job during recovery.

Evaluation: Require statutory change. This suggestion would require changes in the laws governing Industrial Insurance. The current statute requires disability benefits be paid to the injured worker, not the employer.

Department of Labor & Industries

Suggestion Number	*Entry Date:*
200900073	Feb2009

Suggestion: The Department of Labor and Industries (L&I) should have the Report of Accident and the Worker Verification forms available in a two-sided two language version.

Evaluation: Cost outweighs the benefits. L&I is very committed to communicating critical claim decisions and documents to workers in their native language when appropriate. Currently, the State Fund Report of Accident form, to which the suggestion applies, is a multiple page carbonless form requiring numerous copies to be provided to different parties to the claim. For that reason, the form cannot be created two-sided. In 2003 L&I updated the form to include a "Language Preference" section which allows us to identify those workers needing correspondence sent to them in a language other than English.The second form referenced in the suggestion, the Worker Verification form, is currently available in English and Spanish. On a case by case basis, all forms of L&I correspondence are transcribed into other languages regarding claim decisions based on individual needs.

Department of Personnel

Suggestion Number	*Entry Date:*
200900076	Feb2009

Suggestion: The Department of Personnel (DOP) should provide online classes that could include videos, books/manuals, questions and answers, testing etc.

Evaluation: Not a new idea. DOP had a contract with WebEx to accommodate needs as proposed in this suggestion. The contract was in place from October 2004 to October 2006. DOP is planning to renew this service as soon as resources and budget will allow.

Department of Personnel

Suggestion Number	*Entry Date:*
200900059	Feb2009

Suggestion: The Department of Personnel should increase the number of years between required re-training core classes.

Evaluation: Basic supervision and sexual harassment awareness and prevention training are the two training classes required by DOP. This training must be completed within six months of hire or promotion. However, this training can be waived at the discretion of the hiring agency relative to the supervisor's years of experience. This waiver allowance meets the intent of this suggestion.

Department of Revenue

Suggestion Number	*Entry Date:*
200900130	Mar2009

Suggestion: The Department of Revenue (DOR) should purchase 12" x 15" envelopes outside of the state contract for supplies when the purchase would save money over the contracted vendor's pricing.

Evaluation: Not a new idea. This idea was previously suggested and was implemented as of February 25, 2008.

Department of Revenue

Suggestion Number	*Entry Date:*
200900131	Mar2009

Suggestion: The Department of Revenue (DOR) should purchase 12" x 15" envelopes outside of the state contract for supplies when the purchase would save money over the contracted vendor's pricing.

Evaluation: Cost outweighs the benefit. The number of envelopes in the size specified in the suggestion is a very small quantity annually. The state supply contract represents, in some cases, as much as a 70% savings due to overall volume of all items purchased. In addition retail purchasing does not take into account all the hidden costs of doing business such as processing more invoices, employee wages paid while shopping for products, and travel to and from the retail store.

Department of Social & Health Services

Suggestion Number	*Entry Date:*
200900120	Feb2009

Suggestion: The Department of Social and Health Services (DSHS) should retrofit computer equipment with security cable locks to prevent theft and/or loss.

Evaluation: Lost equipment is seldom the result of theft. Losses most often result from records not being updated when surplus/disposal activity occurs or equipment is moved. This suggestion does not address these issues. Over the past two years, DSHS specifically addressed the need for improved inventory practices, including staff training. These efforts have shown success in a 32.9% decrease in lost equipment in 2008 rather than an increase as had been shown in previous years. Additionally, personal computers and laptops located in high risk areas such as lobbies, have been secured using a device such as suggested.

Department of Social & Health Services

Suggestion Number	*Entry Date:*
200900122	Mar2009

Suggestion: The Department of Social and Health Services (DSHS), Division of Developmental Disabilities (DDD), should modify the CARE application software format to allow for pertinent documentation to be attached electronically.

Evaluation: Not a new idea. This idea has been discussed since 2005, and one portion of the CARE system will store a PDF format version of Planned Action Notices beginning May 4, 2009. To permit additional documents to be added to client records in the CARE application will require a significant investment in developing a document management system. DDD and DSHS are researching the feasibility of adding this functionality to CARE as part of the scheduled Change Control process for CARE in 2009.

Department of Social & Health Services

Suggestion Number	*Entry Date:*
200900149	Mar2009

Suggestion: The Department of Social and Health Services (DSHS) should modify the eJAS system, the tracking report for actual hours of participation in WorkFirst activities, to have "zero" automatically entered in the actual hours field on the Client Monthly Participation screen.

Evaluation: Training issue. The eJAS Multiple Client Monthly Participation screen is designed to provide a "to do" list for WorkFirst staff. It functions to remind staff there are clients who require verification of their hours of participation. When verification is received, staff input the hours which causes the client to be removed from the reminder list. Modification to the system to automatically enter "zero" would defeat the purpose of the screen and would also be considered incorrect reporting by the federal government.

Department of Social & Health Services

Suggestion Number	*Entry Date:*
200900182	Mar2009

Suggestion: The Department of Social and Health Services (DSHS) should allow reduced verification requirements of income and resources for Medicaid programs when benefit computations are well under eligibility thresholds.

Evaluation: Not a new idea. Washington State currently has no resource test for children's programs and already allows declaration of resources, unless questionable for all other Medicaid programs. In addition, new federal law takes effect in fall 2009 requiring all SSI-related clients have assets verified through an asset verification system. Washington has been selected as a year-one state and is required to begin using this system by October 2009.

Department of Social & Health Services

Suggestion Number	*Entry Date:*
200600059	Apr2006

Suggestion: The Department of Social and Health Services (DSHS) should use a standard, agency-wide letterhead instead of creating letterhead for each division.

Evaluation: Not a new idea. Prior to 2004, the Department of Printing offered generic letterhead so DSHS has the ability to order their letterhead without mail stops and addresses. DSHS employees also have the ability to use electronic letterhead so addresses can be modified.

Department of Social & Health Services

Suggestion Number	*Entry Date:*
200600101	Jun2006

Suggestion: The Department of Social and Health Services (SHS), Division of Vocational Rehabilitation, should fold each item to be mailed to save postage. Currently, mail is being received in 1st class envelopes that measures 9x12 and more often than not, contains one piece of paper measuring 8x10. This piece of paper could have been folded and placed in a regular size envelope. By folding the paper, and placing it in a smaller envelope, it will cut the cost of postage immensely. The office weighs each piece of mail, and up to one ounce of weight can be mailed for .39, and between 5 and 8 pages can be sent for that amount, as opposed to only 1 page in the larger 9x12 envelope.

Evaluation: Training issue. DSHS has reminded staff of the cost associated with using First Class envelopes.

Department of Social & Health Services

Suggestion Number	*Entry Date:*
200800653	Dec2008

Suggestion: The Department of Social and Health Services (DSHS) should have form 03-370 in Microsoft Word format.

Evaluation: Not a new idea/training issue. The person making this suggestion was unaware the named form is already available in Word format. The unit's Administration Specialist has provided training.

Department of Social & Health Services

Suggestion Number	*Entry Date:*
200800466	Oct2008

Suggestion: The Department of Social and Health Services (DSHS), Division of Child Support (DCS), should initiate an "appointment only" stance for applicants, excluding emergency services or the receipt of payments, to reduce casework disruptions for employees.

Evaluation: Not a new idea. This idea has been previously identified as a strategy to account for service delivery changes of future DCS business models.

Department of Transportation

Suggestion Number	*Entry Date:*
200900139	Mar2009

Suggestion: The Department of Transportation (DOT) should train and utilize divers from the Bridge Preservation Office to survey eel grass at Washington State Ferry (WSF) facilities instead of hiring consultants.

Evaluation: The consultants used by WSF are required to have a marine biology background. The work they perform not only entails mapping of the eel grass beds, it requires an assessment of growth, potential damages and other information pertinent to the monitoring of eel grass health.

Department of Transportation

Suggestion Number	*Entry Date:*
200900090	Feb2009

Suggestion: The Department of Transportation (DOT) should stop using outside vendors to provide mowing and landscape maintenance when DOT has all the equipment to do the work.

Evaluation: Not a new idea. This idea was first discussed in the fall of 2008 and found to be not fiscally viable for two reasons: maintenance staff closest to the specified DOT facility would be paid at a higher rate than contracted labor and having maintenance staff performing landscape work would divert them from higher priority road maintenance duties. In May 2009, the landscape contract will be renewed to include Facilities staff performing mowing on the Dayton campus. Weeding, fertilizing and trimming will continue to be provided by contract labor as it is the most cost-effective option for DOT.

Department of Veteran's Affairs

Suggestion Number	*Entry Date:*
200700024	Feb2007

Suggestion: The Department of Veterans' Administration (DVA) and other state agencies should offer "coaching" for managers through EAS. By offering coaching, which is not the same as counseling, managers would learn the coping tools to avoid burn out, reduce absenteeism, attrition, and other impacts.

Evaluation: Not a new idea. The Department of Personnel currently has classes at Mid-Management Leadership Academy and Supervision Essentials (Phases 1 & 2) that include coaching modules. Employee Advisory Service also already provides a service that addresses the issues in this suggestion.

Suggestion Number	*Entry Date:*
200800491	Oct2008

Suggestion: The Department of Corrections (DOC) should partner with colleges to house employees in dormitories when attending academies in exchange for hands-on training opportunities for Criminal Justice students.

Evaluation: Cost outweighs the benefits. While utilizing college facilities as suggested may result in some cost savings, it would not be free. College housing and dining operations have to charge to cover costs. Also, most college campuses charge for parking and often for use of meeting rooms. Facility use would be limited to times when school is not in session which may not coincide with an agency training schedule. Further, there would be costs associated with the development and administration of an OJT program for criminal justice students as suggested.