



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 7, 2010
10:00 – 11:00 AM

- Welcome & Introductions – Board members, staff and audience

- Approval or Correction of Minutes (*April 2, 2010*)

- Monthly Staff Update --Tracy Workman

- Employee Suggestion Adopts
--Reviewer: Brian Sonntag

- Employee Suggestion Non-Adopts
--Reviewer: Wanda Riley

- 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 2, 2010

WELCOME & INTRODUCTIONS

Brian Sonntag 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: Brian Sonntag, Linda Villegas Bremer, Kathy Goebel, Mike Kerschbaum, Roselyn Marcus, George Masten, Wanda Riley, Rich Tomsinski and Scott Turner

Board Members absent: Sam Reed

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

Guests present: Lynn Hicks, Department of Transportation

APPROVAL OF MINUTES

The Board reviewed, moved, seconded, and voted unanimously to approve the March 5, 2010 minutes as written.

MONTHLY UPDATE

Tracy Workman reported that Public Service Recognition Week is just a few weeks away and planning is going well and event locations have been secured.

Olympia will be on Wednesday, May 5th at the East Plaza Lawn beginning at 11 AM. We will be charging \$1 this year for a hot dog, chips and water. We haven't charged for the last few years but with the financial climate, not many vendors were willing to donate this year. The State Employees Credit Union will have two coffee carts again this year and Applebees is providing a coupon for buy one entrée get an appetizer for free during the week of PSRW

Seattle will be on Thursday, May 6th, at Westlake Park beginning at 11 AM. University of Phoenix is providing the food and the State Employees Credit Union paid the park fee of \$250.

The Tri-Cities event is also scheduled for Thursday at the WSU campus in Richland. This will be an evening, family barbeque from 5:30 to 7:30. They are having a marimba band and bounce house for the kids. The Lions will be providing the food and cooking as they have the past four years.

Spokane is holding their event on Friday, May 7th at the University of Phoenix campus at 4 PM. The State Employee Credit Union is providing food, while the University of Phoenix is providing the grills, and will be cooking the food.

Letters will be sent to area legislators inviting them to attend the events.

After much discussion, it was decided to cancel the Vancouver event.

EMPLOYEE SUGGESTION 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.*

EMPLOYEE SUGGESTION NON-ADOPTS

George Masten reported that he concurred with the agency evaluations and recommended approval: It was moved, seconded, and *the Board voted unanimously to accept agency recommendations.*

NEXT BOARD MEETING

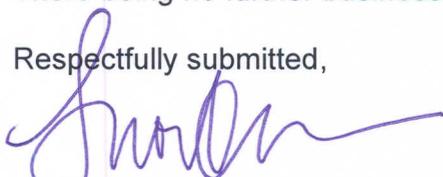
The next Board meeting is scheduled for May 7, 2010 in the Office of the Secretary of State, Legislative Building at 10:00 AM.

- **Reminder:** The reviewers for May are Linda Villegas Bremer and Brian Sonntag. *Reviewers will also review any Appeals and Teamwork Incentive Program applications presented.*

ADJOURNMENT

There being no further business, the meeting was adjourned at 10:25 a.m.

Respectfully submitted,



TRACY WORKMAN
Special Programs Manager
TW/ds 04/05/10

Washington State Productivity Board

ADOPT REPORT

May, 2010

Department of Corrections

<i>Suggestion Number</i>	<i>Suggester Name:</i>	<i>City:</i>	<i>Award:</i>
Entry Date:	Brian Rowe	Yacolt	Recognition
200900425			
Oct2009			

Savings/Desc \$1,944.00

Suggestion: The Department of Corrections, Chemical Dependency Program, should have supervisory staff make copies instead of having the offenders make them themselves.

Evaluation: This suggestion has been adopted by DOC and in addition to having staff make copies prior to classes rather than offenders doing it themselves, all passwords have been changed to prevent any further waste. First year cost savings are \$1,944.00. Since the suggestion falls within the suggester's job duties, recognition for the suggestion is granted.

Department of Fish and Wildlife

<i>Suggestion Number</i>	<i>Suggester Name:</i>	<i>City:</i>	<i>Award:</i>
Entry Date:	Norm Switzler	Olympia	\$409.84
201000054			
Feb2010			

Savings/Desc \$4,098.00

Suggestion: The Department of Fish and Wildlife (DFW) should compost fish heads through the Department of General Administration (GA) instead of having them processed for a fee.

Evaluation: Until late 2009, DFW was not charged a fee for rendering of fish heads. With this suggestion, it was investigated and GA will now take the fish heads and compost them for no fee. First year cost savings are \$4,098.39.

Employment Security Department

<i>Suggestion Number</i>	<i>Suggester Name:</i>	<i>City:</i>	<i>Award:</i>
Entry Date:	Connie Thompson	Bothell	Recognition
200800210			
Jun2008			

Savings/Desc \$12,802.00

Suggestion: State agencies should stop sending pay stubs out to employees since earning statements are now available online.

Evaluation: The Employment Security Office implemented paperless earning statements beginning December 2009. It has significantly reduced our workload and expenses incurred in delivering earning statements to our employees in the field. First year cost savings are \$12,801.60. Since the suggestion falls within the suggester's job duties, recognition for the suggestion is recommended.

Employment Security Department

<i>Suggestion Number</i>	<i>Suggester Name:</i>	<i>City:</i>	<i>Award:</i>
<i>Entry Date:</i>	Melanie Watness	Olympia	Recognition
200900281			
May2009			

Savings/Desc

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: ESD recommends a modified adopt. WorkSource offices provide typing tests and 10-key tests. We recommend that applicants are able to use those results or the DOP typing test results for up to 3 months, but we do not recommend longer because skill levels and situations change. Because DOP does not charge for this service, there are no hard dollar savings associated with this suggestion.

**Washington State
Productivity Board**

NON-ADOPT REPORT

May, 2010

Department of Corrections

Suggestion Number *Entry Date:*

200800537 Oct2008

Suggestion: The Department of Corrections (DOC) should update the contracts to provide legal services for indigent offenders with the following changes: establish a statewide definition of "indigent offender" for the purpose of receiving free legal services under the contracts; clearly define the number of pages that will be supplied for free and charge \$.20 per page for any copies above that number; and authorize all facilities to charge for postage to mail requested copies of records if the attorney doesn't want to pick them up.

Evaluation: Not a new idea. Cost outweighs the benefits. This suggestion does not reduce costs but would reduce the level of services provided. DOC has applied a standard used by the Legal Services Corporation since contracting with Evergreen Legal Services in 1981 to determine an offender's financial situation and ability to pay for services.

Department of Corrections

Suggestion Number *Entry Date:*

200800602 Nov2008

Suggestion: The Department of Corrections (DOC) should have a place for supplies in stock rooms that are unwanted or unused that can be given away or exchanged with other departments that would have a use for them.

Evaluation: Not a new idea, current practice. DOC warehouses accept used office supplies, furniture or equipment. The warehouse then offers used items to anyone at the institution. If no one is interested, the items are placed on DOC email as an agency-wide notice. If there is still no interest, the item(s) are sent to General Administration (GA) for the Washington State Surplus Program.

Department of Corrections

Suggestion Number *Entry Date:*

201000028 Feb2010

Suggestion: The Department of Corrections (DOC) should require mail, with the exception of legal mail, sent to offenders be sent by postcard.

Evaluation: Multiple studies have demonstrated that offenders who maintain strong family ties demonstrate lower rates of re-offense than those who do not. As communication is a key component in maintaining relationships, DOC encourages families to strengthen and develop communication skills which often include letter writing. In addition, offenders often stay better connected to their children when letters are exchanged; interactive stories are written, as well as photos, report cards, etc. This builds the parental bond, which many of the offenders need to further develop.

Department of Corrections

Suggestion Number *Entry Date:*

201000037 Feb2010

Suggestion: The Department of Corrections (DOC) should allow offenders to purchase batteries that can be recharged, along with the ability to purchase a charger for the batteries, to lower the amount of toxic waste entered into the environment.

Evaluation: Not a new idea. The current DOC practice in our prisons is to ensure recyclables and toxic waste items are not sent to the landfill. Each facility has a trash sorting process to divert all materials that can be recycled. Providing rechargeable batteries would be expensive to offenders and having chargers in offender property would cause a security concern in some facility units.

Department of Information Services

Suggestion Number *Entry Date:*

201000100 Mar2010

Suggestion: The Department of Information Services (DIS) should renegotiate the Information Technology Professional Services program contract to see if they can get a lower price.

Evaluation: DIS appreciates this suggestion with respect to the renegotiation efforts surrounding Master Contracts and is dedicated to finding contractual savings whenever possible. There are several mechanisms through which market condition controls are taken into account: vendors have a two tier bid competition for competitive pricing and the ITPS program is "refreshed" annually. This means DIS runs a new procurement to establish new contracts with vendors, adding to the program every year. This captures current pricing based on market conditions at the time of procurement. In addition, the Consumer Price Index (CPI) monitors increases or decreases in contract pricing and serves to make the process equitable and consistent.

Department of Labor & Industries

Suggestion Number *Entry Date:*

201000093 Mar2010

Suggestion: The Department of Labor and Industries (L&I) should have a universal fee locator with an update feature where each section or department can submit a list of all their fees into a central database available to all employees.

Evaluation: Resources not available, cost outweighs the benefit. Fees are charged for services in more than eight different program areas. Each program maintains a separate fee schedule due to statutory requirements and is updated depending upon the program regulations. To consolidate all of the information into a single database would significantly cost more than the benefit and increase the amount of time and resources needed to maintain the database(s). All fee schedule information is currently available through online "desk aids" and staff are notified of changes to the schedules via email and the software is updated to reflect current charges at the same time.

Department of Social & Health Services

Suggestion Number *Entry Date:*

201000096 Mar2010

Suggestion: The Department of Social and Health Services (DSHS), Western State Hospital (WSH), should continue purchasing uniforms instead of just renting them.

Evaluation: Cost outweighs the benefits. Leasing uniforms will produce a significant cost savings over continuing to purchase. As current employee uniforms are ready for replacement, leased uniforms will be phased in. The annual lease cost for 43 employees, clothing only, is \$9,589. The annual purchase replacement cost for 43 employees, clothing only and assuming 1/2 of the uniforms needing replacement, is \$12,706.

Department of Social & Health Services

Suggestion Number *Entry Date:*

201000068 Mar2010

Suggestion: The Department of Social and Health Services (DSHS) should have the Spider screen in ACES online show if the client has an open case with Department of Children's Services (DCS).

Evaluation: This idea was first reviewed at the time the Spider application was developed several years ago. Internal Revenue Service policy does not allow DCS to share this type of information through an automated interface. The information can be accessed by Community Services Division staff via SEMSWeb application.

Department of Social & Health Services

Suggestion Number *Entry Date:*

201000080 Mar2010

Suggestion: When a child is in Foster Care, the Department of Social and Health Services (DSHS) should apply to Social Security for the child's direct Social Security Administration (SSA) disability benefits.

Evaluation: Not a new idea, current practice.
When a child enters foster care, there is an automatic transmission to the Social Security Administration that causes the benefits to be redirected to the State.

Department of Social & Health Services

Suggestion Number *Entry Date:*

201000049 Feb2010

Suggestion: The Department of Social and Health Services should change the policy regarding newborns placed on administrative hold by the hospital so that if they are discharged to new placement they are not required to see a physician within 72 hours with the exception that if the child has a medical issue the newborn would be directed to a specialist.

Evaluation: Not a new idea. This suggestion was part of a statewide conference call on 2/10/2010, before the suggestion was submitted. The idea is still being considered.

Department of Social & Health Services

Suggestion Number *Entry Date:*

200900483 Nov2009

Suggestion: The Department of Social and Health Services (DSHS) should add portable office buildings on site at the McNeil Island Special Commitment Center (SCC) location instead of leasing office space on Lafayette Street.

Evaluation: **Cost outweighs the benefits.**
After researching this suggestion, it has been determined the estimated cost to add a modular structure adjacent to the existing Special Commitment Center (SCC) on McNeil Island would be approximately \$1.1 million. If funding were available for a project such as this, it would take 12-16 months to build.

The SCC currently pays \$138,000 annually for 7,100 SF of office space in Steilacoom. The leases include all utilities, custodial, and parking. Assuming the utility, electrical, and custodial costs are valued at \$38,000, the annual cost for the space is \$100,000. Based on a simple payback at a Certificate of Participation rate of 3%, it would take 14 years for the project to pay for itself.

Beside the costs involved, SCC considers the offices in Steilacoom to be those that interface with the public in a customer service manner. Requiring all visitors to come to the modular office building on the island is a significant inconvenience, particularly if all visitors are required to pass a security screening prior to boarding the ferry. In addition, the SCC would find it even more challenging to attract and keep professional staffing with added time and the inconvenience of a ferry commute.

Department of Transportation

Suggestion Number *Entry Date:*

201000024 Feb2010

Suggestion: The Department of Transportation (DOT) should not retest diluted negative results from drug and alcohol screenings since federal rules do not require it.

Evaluation: Language was added in 2008 in the DOT Drug and Alcohol Policy after feedback and approval to address this issue in all regions. During 2009, the agency conducted over 1,600 drug tests and only 8 were returned as negative dilute requiring retesting. DOT believes this is important as it potentially prevents possible safety issues and/or tampering with test samples by potential or current employees.

Department of Transportation

Suggestion Number *Entry Date:*

201000055 Feb2010

Suggestion: The Department of Transportation (DOT) should, when applicable, reassign employees from Labor and Industries workers compensation code 5307 (field worker) to 4209 (admin clerical) or 5300 (admin field) to cut down on the premiums being paid out.

Evaluation: Not a new idea. DOT has been conducting an audit of all 7,000+ positions in the agency to ensure proper coding for the past year. The audit was recently concluded and final determinations are being made as to corrections and possible collective bargaining impacts.

Department of Transportation

Suggestion Number *Entry Date:*

201000084 Mar2010

Suggestion: The Department of Transportation (DOT) should have a standard protocol for documenting as-builts of construction projects in an electronic format.

Evaluation: Not a new idea. DOT has had an Electronic Content Management system (Stellent/Oracle) in place since 2004. This system stores and manages electronic as-builts and is available state wide to any DOT employee and the public if they visit a DOT office.

Department of Transportation

Suggestion Number *Entry Date:*

201000072 Mar2010

Suggestion: The Department of Transportation (DOT) should have Correctional Industries repair chairs when possible instead of purchasing new ones.

Evaluation: Not a new idea, current practice.
This suggestion has been implemented for several years and is currently being handled by the DOT Space and Lease Management Office.

Health Care Authority

Suggestion Number *Entry Date:*

201000075 Mar2010

Suggestion: The Health Care Authority should have the clean up staff only replace trash bags on Friday or if the trash can is placed in the hall.

Evaluation: Not a new idea, current practice. General Administration's (GA) Custodial Services current practice is to only replace trash can liners when the trash can contains wet trash.

Wenatchee Valley Community College

Suggestion Number *Entry Date:*

201000057 Mar2010

Suggestion: Wenatchee Valley College (WVC) should utilize a garbage compactor to cut down on the costs being paid for garbage disposal fees.

Evaluation: Resources not available.
The equipment purchase of a garbage compactor is not in the budget at this time, and without research and purchase, it is uncertain if it would be of benefit to the facility.