

## Teamwork Incentive Program Approved Teams 2000

**TEAM:** Public Works Board Staff Team  
**MEMBERS:** Jacquie Andresen, Pete Butkus, Susan Butz, Terry Dale, Denise Fry, Cecilia Gardener, Leslie Hafford, Joe Heller, Isaac Huang, John LaRocque, Betty Lochner, Enid Melendez, Beth Rockwell, and Mike Woods.  
**AGENCY:** Community Trade & Economic Development (CTED)  
**PROJECT PERIOD:** July 1999 – June 2000  
**BOARD REVIEW:** August 4, 2000  
**SAVINGS:** \$87,696.91  
**OUTCOME:** The team increased technical and financial resources available to local governments; reduced local government financing costs; reduced the number of staff and cut administrative costs by nearly \$115,000 in the first year and by over \$300,000 for the Biennium.

**TEAM:** Renewal Improvement Project (RIP) Team  
**MEMBERS:** Tabatha Johnson, Lucinda Sexton, Rebecca Sullivan, Lance Tornow, Georgeann Coley, and Kimberly Jaquet.  
**AGENCY:** Office of the Secretary of State, Charities Program  
**PROJECT PERIOD:**  
**BOARD REVIEW:** October 6, 2000  
**SAVINGS:** \$3,625.44  
**OUTCOME:** The Team streamlined the process for charitable renewal by improving customer service; streamlining the renewal process; and eliminating the backlog. The team redesigned the renewal form, reducing it from 4 pages to 2, which includes a new page that allows the customer to update only the information that needs updating, instead of writing the entire renewal form year after year. The Charities Program has gone from a 6 week backlog in processing renewals to a 1 day turnaround in most cases, and has been able to consistently maintain a reduced backlog.

**TEAM:** Voter Registration Services TIP Team  
**MEMBERS:** Nancy Jo Armstrong, Lois Benfield, Shirley Black, Conrad Brock, Seamus Campbell, Diane Curtarelli, Helen Dalke, David Elliott, Yvonne Erickson, Cedrus Fox-Dobbs, David Houts, Barbara King, Lesa Lewis, Hal Lymus, Robert Martin, Heather Miller, Brian Mohoric, Randy Newton, Virla Newton, Kay Ramsay, Vena Ross, Barbara Sandah, Eve Taylor, Jan Ulijohn, Jenny Warren, Geraldine Willis, and Jean Womer.  
**AGENCY:** Office of the Secretary of State  
**PROJECT PERIOD:** January 1996 – June 1997  
**BOARD REVIEW:** October 6, 2000  
**SAVINGS:** \$183,075.00  
**OUTCOME:** The permanent registration section of the Secretary of State's Office, Elections Division, maintains a file of approximately 3,200,000 names which is a year-round task. The team's goal was to procure, install, and support an automated signature checking system that would allow for increased efficiency and accuracy, while reducing maintenance costs and initiative and referendum petition checking costs.

**TEAM:** Household Relocation Ordering Process  
**MEMBERS:** Bob Jacobson, Cami Feek, Leanne McConnell, Steve Lovaas, Tia Livingood, Deborah Chakos, and Judy Brian.  
**AGENCY:** Department of General Administration  
**PROJECT PERIOD:** July 1999 – June 2000  
**BOARD REVIEW:** November 3, 2000  
**SAVINGS:** \$15,036.00

**OUTCOME:** The team worked to simplify the process and save staff time; speed up order processing by reducing the number of steps; and automate where possible. Having this service centralized allowed OSP customers to accomplish moves at the lowest possible cost, including insurance coverage, standard rates, and for contract vendors who are familiar with the business needs of the state.