

Teamwork Incentive Program

Approved Teams 2002

TEAM: Automated Translation Improvement Project Team
MEMBERS: Judy Avramis, Linda Barret, John Culhane, Hungling Fu, Bonnie Jacques, Kathy Johansen, Kae Lytle, Judy Maginnis, Danny Mason, Virginia Painter, Jason Reed, Jim Ruiz, and Marr Trotter.
AGENCY: Department of Social and Health Services
PROJECT PERIOD: January 1998 – December 1998
BOARD REVIEW: January 4, 2002
SAVINGS: \$403,512.00

OUTCOME: The team streamlined the process, ensuring the language agency (contractor) was only charging for new translations; educated and trained field staff regarding the proper procedures; and to ensure timely notices for all clients.

TEAM: Automated Translation Improvement Project
MEMBERS: Judy Avramis, Linda Barret, John Culhane, Hungling Fu, Bonnie Jacques, Kathy Johansen, Kae Lytle, Judy Maginnis, Danny Mason, Virginia Painter, Jason Reed, Jim Ruiz, and Mary Trotter
AGENCY: Department of Social and Health Services
PROJECT PERIOD: January 1998 – December 1998
BOARD REVIEW: February 1, 2002
SAVINGS: \$403,512.00

OUTCOME: The Team improved the process of translating and delivering Automated Client Eligibility System (ACES) communications to Limited English Proficiency (LEP) clients in a timely and cost effective manner in order to enhance services and to comply with federal and state laws.

TEAM: Training + Team
MEMBERS: Dave Swayne and Dave Harper
AGENCY: Office of the Secretary of the State
PROJECT PERIOD: April 2001 - March 2002
BOARD REVIEW: July 5, 2002
SAVINGS: \$7,615.00

OUTCOME: The team established an agency training facility that provided savings in staff time, computer applications and training costs.