

Teamwork Incentive Program

Approved Teams 2006

TEAM: Financial Institution Data Match/Data Sharing Contract Revision Project
MEMBERS: Charles Barron, Chuck Donnelly, Rose Mattison, Melissa Mirous, and Kimberly Neal.
AGENCY: Department of Social & Health Services (DSHS)
PROJECT PERIOD: April 2005 – April 2006
BOARD REVIEW: June 2, 2006
SAVINGS: \$108,677.00

OUTCOME: This team found a way to allow child support agencies match records with banks and credit unions to locate the hidden assets of non-custodial parents. The team was able to simplify the process between DSHS and all financial institutions by incorporating a contact timeline WAC to insure timely turn around on all reimbursements.

TEAM: Bankcard Database Team
MEMBERS: Bonnie Jubb, Erin LeRoy, and Collin O'Neill, LIQ.
AGENCY: Liquor Control Board (LIQ)
PROJECT PERIOD: March 2006 – June 2006
BOARD REVIEW: August 4, 2006
SAVINGS: \$42,589.95

OUTCOME: The Bankcard Database Team took a process for LIQ credit card at store locations which led to customers being charged multiple times for a single transaction. The Team was able to create an Access database that enabled the bankcard desk to find duplicate charges and unmatched charges, and simplify the process. This increased customer satisfaction, and saved the store staff time from having to reconcile balances which did not match.

TEAM: Adoption Support / IV-E Audit
MEMBERS: Barb Green, Diane Forrester, Dale Johnson, Jo Melanie Meyer, Diane Martin, Harvey McDonald, Thomas Birkeland, Ken Burnett, Anneliese Bulleri
AGENCY: Department of Social and Health Services
PROJECT PERIOD: September 2005- June 2006
BOARD REVIEW: November 2006
SAVINGS: \$2,717,098.59
OUTCOME: 466 State-funded Adoption Support cases were audited, 238 were reversed to Federally-funded, 37 cases that were negatively effecting the Pen Rate (% of eligible cases) were closed, 34 cases became ineligible for medical coverage to be provided by the residence state, 26 cases have already has the 4-E eligibility extended from age 18 thru 21 for disabled students due to a policy/procedure change resulting from this audit.

TEAM: Estate Recovery

MEMBERS: Shawn Hoage, Aleta Quimby, Ken Wahington, Gaye Mercer, Patty Bonner, L'Vonne Howell, Mike Kibler, Brad Carlson, Vichet Hoy, Tom Pyle, Barb Daniels, Tod Randle, Brad Carlson, Denise Cooper, Marlyn Brown, Eric Kjesbu, Lydia Reddick, Cathy Coffman, Bill Lemp

AGENCY: Department of Social and Health Services

PROJECT PERIOD: November 2004-October 2005

BOARD REVIEW: December 2006

SAVINGS: \$149,022.00

OUTCOME: Upon full implementation, the team was successful in reaching their goal of giving the Estate Recovery Program one system to process their work load. Many laborious manual processes have been replaced with automation and data links established with our agency departments giving Estate Recovery Program staff a quick and easy access to vital information. These improvements enable the Recovery Program to proceed with consistent business processes but more importantly they have more time to focus on their core job of recovery. Primary savings has been in staff time, system maintenance, and paper.

TEAM: Automating Medical Claims

MEMBERS: Shawn Hoage, Aleta Quimby, Ken Wahington, Gaye Mercer, Patty Bonner, L'Vonne Howell, Mike Kibler, Brad Carlson, Vichet Hoy

AGENCY: Department of Social and Health Services

PROJECT PERIOD: October 2003- September 2004

Board Review: December 2006

Savings: \$23,246

Outcome: Automating the process used in determining the recoverable services from the estate of a decedent. This project has reduced staff time for several hours expended per case to less than 5 minutes also eliminating the physical involvement of several staff members. Eliminated the use of green-bar paper and varies other supplies.