

Partners in Success

Productivity Board
DSHS Participation Then and Now



WASHINGTON

Secretary of State



Washington State
Department of Social
& Health Services

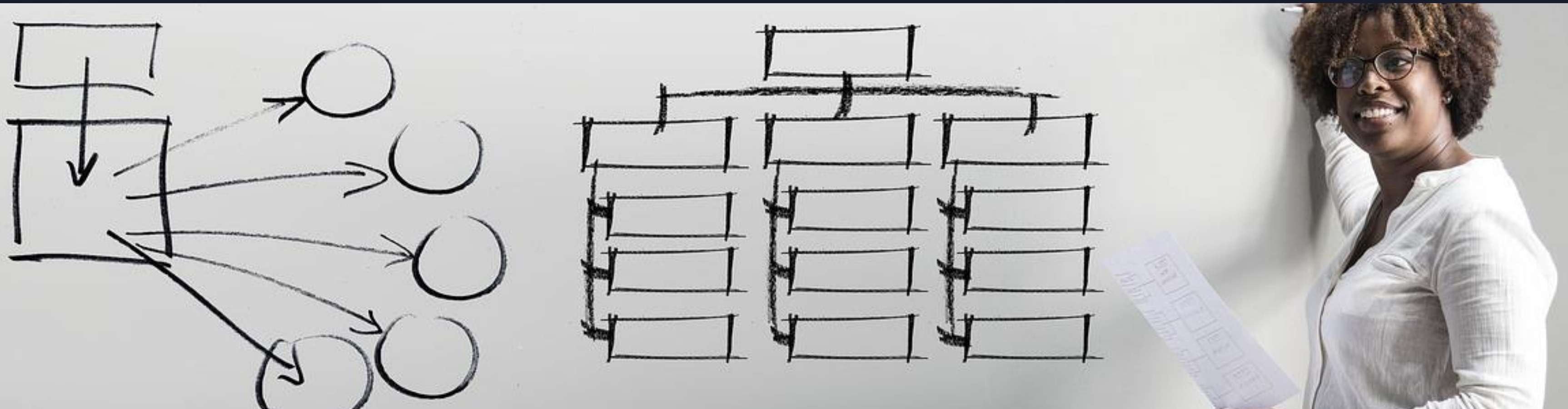
Transforming lives

Introducing the Productivity Board (PB) -

A Program to Enhance Washington State Government.

The PB is a program that aims to enhance the operations of Washington State Government by identifying areas that require improvement, reducing or eliminating expenses, and eradicating waste while simultaneously enhancing employee engagement and customer service.

This program promotes employee involvement by accepting their suggestions and fairly evaluating them at every stage of the review and decision-making process. By taking part, employees have the opportunity to share their ideas and receive recognition awards, both monetary and non-monetary, for their contributions.



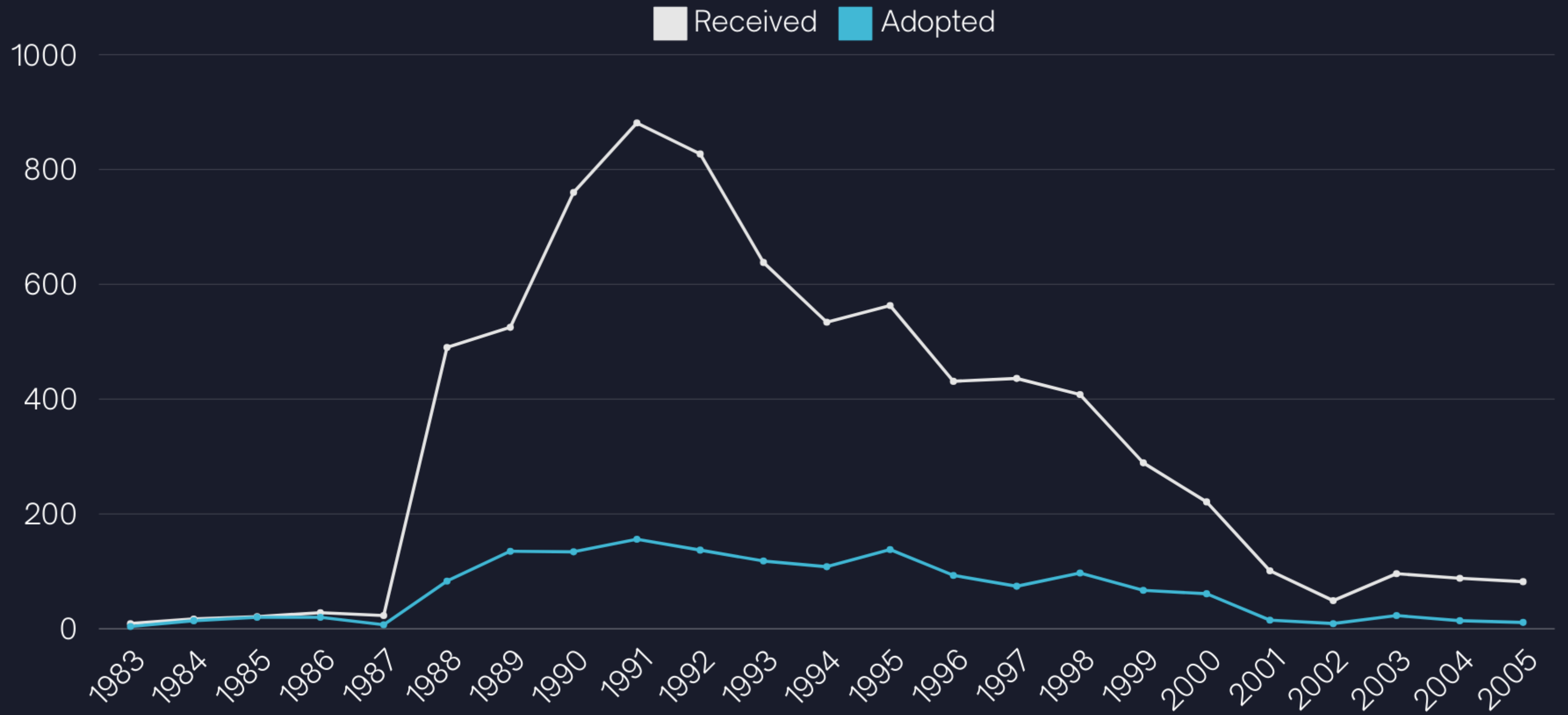
Participation Throughout History



Transforming lives

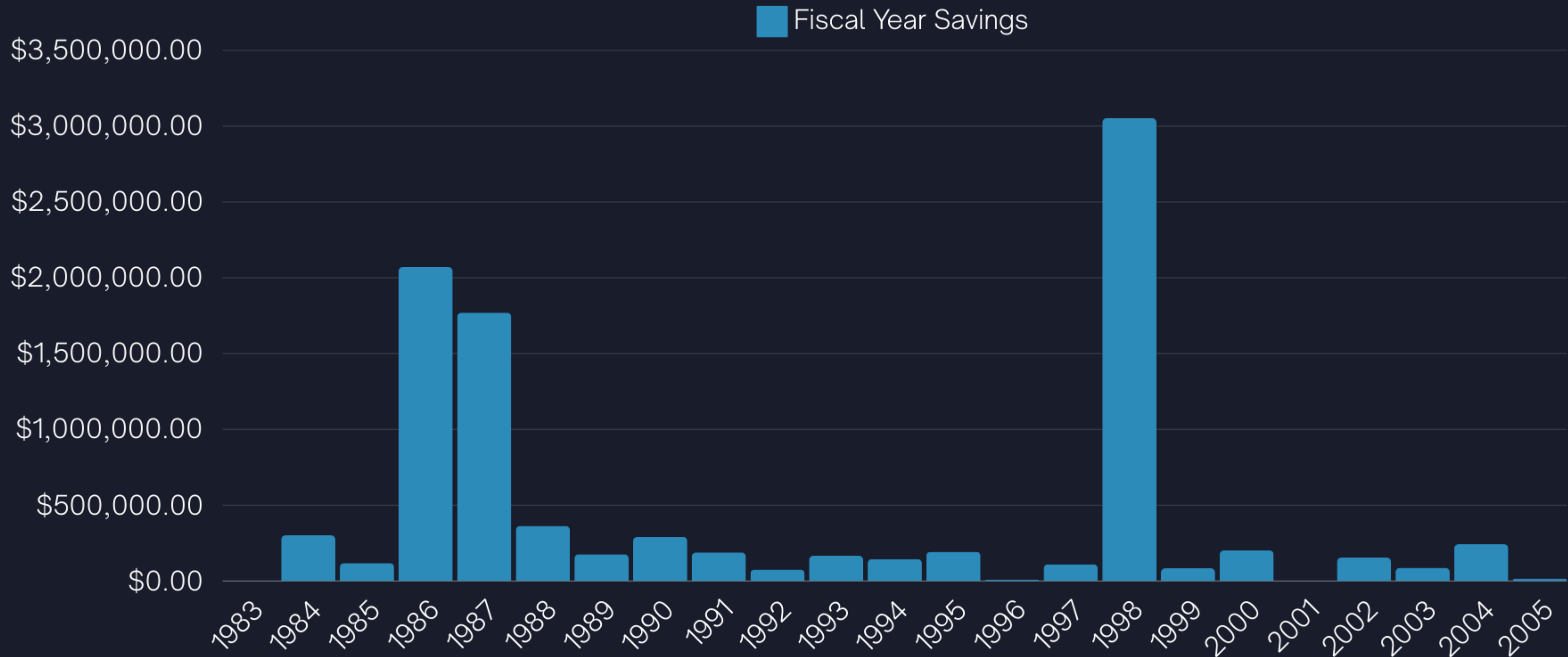
Comparison

Received vs. Adopted Over the Years



Savings

Fiscal Year Savings Generated by the Adopted Ideas



Summary: Lows, Highs, and Totals

Least Received in a Year

9 in 1983

Most Received in a Year

881 in 1991

Total Received

7517

Least Adopted in a Year

4 in 1983

Most Adopted in a Year

156 in 1991

Total Adopted

1538

Lowest Fiscal Year Savings

\$0 in 2001

Highest Fiscal Year Savings

\$3,051,991 in 1998

Total Fiscal Year Savings

\$9,816,534

Embraced Concepts



Pregnant and Parenting Women

8 employees from the Division of Alcohol and Substance Abuse, Medical Assistance and the Department of Health jointly serve chemically dependent and pregnant women statewide. Previously, these agencies had developed their own definitions, protocols, and policies into a 205+ page manual to serve this population.

Through increased collaboration, these team members designed a 3 page, easy to read matrix shared by all agencies, a single contact number for medical and treatment information, and a shared database to make electronic changes immediately.

This process improvement not only improved customer service to the public but will save both agencies over \$7,000.00 each year.





E-forms Conversion and Warehouse Consolidation

PROJECT PERIOD: June 2001 - March 2003

OVERVIEW:

E-Forms Conversion was a process improvement requested by the Governor to accelerate the deployment of electronic government services. The benefits of this project concluded a streamlined process, increased customer service and reduced overall costs.

With implementation of the first project led a chain reaction to the second process improvement of consolidating the DSHS Warehouse.

In an effort to continue the reduction of unnecessary costs by posting 6,000 forms on-line, the Warehouse Consolidation Project was created to reduce printing, storage, mailing, shipping and distribution costs by offering on-line forms, publications and manuals. This also improved staff productivity and responsiveness to customers.

ACTUAL NET SAVINGS: \$290,877.54 **TOTAL TEAM AWARD:** \$65,000

Court Ordered Restitution Reporting Process



PROJECT PERIOD: November 2002 - August 2003

The Department of Social and Health Services (DSHS) Financial Services Administration created an improvement team to streamline the process of reporting and tracking the progress of recovering court ordered restitution. Before implementation, the old process required ninety hours per month of FTE time and was inefficient by wasting paper and compromising accuracy.

The new process has many advantages in that the report is now online so there is no need to print it out; This process also provides each county with faster and more accurate data while eliminating unneeded information; and only takes 6 hours per month of FTE time, saving Washington State over \$30,000 per year!

Automating Medical Claims Data

PROJECT PERIOD: October 2003 - September 2004

Actual Net Savings

\$23,246

Award Approved By Agency

\$5,811

TEAM ACHIEVEMENTS: Automating and Expanding the MMIS claims history partial recipient profile Report (PRP). 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 various other supplies. The project also added AFRS account coding to each service, eliminating the need to estimate an 80/20 split between program 050 and 080.



News Release

Issued: November 3, 2006

Team Project Saves DSHS Millions

Olympia...State employees with the Department of Social & Health Services (DSHS) have saved taxpayers more than \$2.7 million. The Washington State Productivity Board recognized today the team of nine employees from the Division of Adoption Support and IV-E programs under DSHS.

The team will be awarded and recognized with certificates presented by Productivity Board member, State Auditor Brian Sonntag.

The DSHS, Adoption Support Program provides after-adoption services (medical, dental, counseling, etc.) for qualified children based on state and federal regulations. The program's purpose is to make adoption possible for children in legal custody of DSHS, but due to special circumstances might not otherwise be adopted.

"This is just one example of how public employees go above and beyond their daily duties to improve Washington State," remarked Secretary of State Sam Reed. "These employees have saved their agency and the state a substantial amount of taxpayer dollars."

Through the Secretary of State's Productivity Board Teamwork Incentive Program, the Adoption Support and IV-E programs submitted an improvement plan to conduct an audit of all state funded adoption support cases within Tacoma's Region 5. The audit was for the purpose of reversing incorrectly state funded cases to federally funded cases. Out of 466 cases, 251 (51%) were reversed and determined eligible for federal funding. Thirty-seven cases were closed and fifty cases were extended that are eligible federal funding.

Financial Institution Data Match (FIDM) Data Sharing Contract Revision

PROJECT PERIOD: April 2005 - April
2006

Two Employees from the Department of Social & Health Services (DSHS), Division of Child Support (DCS) began a process improvement in relation to the 1996 Federal Welfare Reform legislation requiring states to establish programs to exchange data with their in-state financial institutions to locate hidden assets from non-custodial parents with child support arrearages and money in an account.

Prior to implementation of the project, there was no limitation as to when financial institutions requested reimbursement; in many cases, claims were filed two or four years after submitting the data. The team discovered the absence of timeframe limitations on reimbursement claims creating an ever-mounting unfunded liability for DCS. Also due to lack to the electronic file transfer option, DCS was obligated to pay for expensive overnight express mailing and processing media charges. The Reimbursement process was labor intensive and required unnecessary staff time in ensuring the receipt of a good data exchange file.

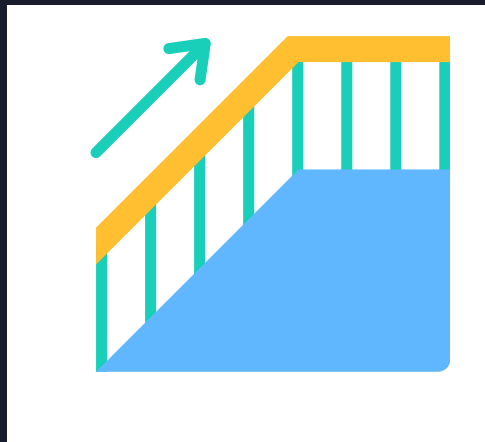
The improvements are to set a timeframe limitation to put the financial liability in the financial institutions' hands to send timely information; To initiate an electronic file transfer program to eliminate expensive overnight mailing costs; And to streamline the reimbursement claim operations of specify one type of form used by financial institutions when submitting such claims.

This process improvement will be an anticipated savings of \$109,664.

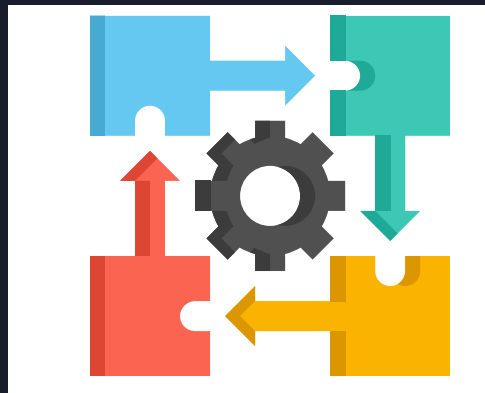
Keys to Success



Cultivating a Culture of Feedback and Ongoing Enhancement



Boosting Employee Motivation with Relationships, Autonomy, Mastery, and Purpose



Establishing Connections with Recognised Initiatives/Brands