

**OPM 01-34**

**DATE:** May 23, 2001

**TO:** All Appointing Authorities

**FROM:** Oscar B. Jackson, Jr., Administrator and  
Cabinet Secretary of Human Resources

**RE:** **Summary of *Quality Oklahoma* Team Day 2001**

Those of you who did not attend *Quality Oklahoma* Team Day held at the State Capitol on May 10, 2001, missed the event of the year. This year's Team Day featured 36 exhibitors displaying 33 projects representing 21 agencies. Governor's Commendation Awards were presented to 25 projects as "Best Practices" in state government for innovation, quality service delivery, revenue generation, and/or cost savings for taxpayers of Oklahoma.

This year, \$19 million in cost savings and revenue generation were documented. Since the first Team Day in 1993, 393 agency work teams have completed projects resulting in over \$204 million total savings.

Enclosed is a directory with summaries of each exhibit and a list of award recipients. It is not too early to mark April 5, 2002, on your calendar as the deadline for applications to participate in *Quality Oklahoma* Team Day 2002.

Enclosure

## Specialty Award Recipients

- ★ **Quality Crown Award: Route 66 Group Workcamp**  
*Craig County Department of Human Services in partnership with Northeast Oklahoma Community Action Agency and Group Workcamps/Loveland, Colorado*
- ★ **Red Tape Reduction Award: Check Encoding Project**  
*Office of the State Treasurer in partnership with the Oklahoma Tax Commission*
- ★ **Motivating the Masses: HIV Peer Education for Incarcerated Women**  
*State Department of Health*
- ★ **Employee Empowerment: Esprit De Corps**  
*Department of Human Services – Child Enforcement Division*
- ★ **Going the Extra Mile: Oklahoma GEAR UP**  
*State Regents for Higher Education in partnership with Office of the Governor, Oklahoma Commission for Teacher Preparation, Oklahoma Office of Accountability, Department of Human Services, State Department of Education, Department of Career and Technology Education, 10 national and local organizations, two corporations, and 25 higher education institutions*
- ★ **Best Booth: LeFlore County Department of Human Services Disaster Food Stamp Program**  
*Department of Human Services*

## Governor's Commendation Award Recipients

- ★ **Continuum of Care 2000: Creating Partnerships to Access HUD Funds**  
*Jim Taliaferro Community Mental Health Center  
Department of Mental Health and Substance Abuse*
- ★ **Decrease in AWOL Incidents PI Project**  
*Oklahoma Youth Center  
Department of Mental Health and Substance Abuse Services*
- ★ **Food Stamp Quality Improvement Task Force  
Facilitated by Certified Public Managers**  
*Department of Human Services*
- ★ **Esprit De Corps**  
*Department of Human Services  
Child Support Enforcement Division*
- ★ **Online Competency Assessment System**  
*Oklahoma Department of Career and Technology Education*

- ★ **Statewide Merit System Testing Partnership**  
*Office of Personnel Management and the Oklahoma Department of Career and Technology Education*
  - ★ **FAST AP (On-line Editable Forms for Research Proposal Applications and Automated Tracking System)**  
*Research and Development Programs Division  
Oklahoma Center for the Advancement of Science and Technology (OCAST)*
  - ★ **Food Quality Team**  
*Claremore Division  
Department of Veterans Affairs*
  - ★ **Leflore County Department of Human Services-Disaster Food Stamp Program**  
*Leflore County  
Department of Human Services*
  - ★ **Printing Cost Savings**  
*Oklahoma Department of Career and Technology Education*
  - ★ **Career Specialists and Educational Technology Resources Team**  
*Oklahoma Department of Career and Technology Education*
  - ★ **HIV Peer Education for Incarcerated Women**  
*Oklahoma State Department of Health*
  - ★ **Job Analysis Project**  
*Oklahoma State Department of Health*
  - ★ **Data Collection through the Internet**  
*Information Management Division  
Oklahoma Department of Career and Technology Education*
  - ★ **Adair County Shaken Baby Syndrome Prevention Project**  
*Adair County Health Department  
Oklahoma State Department of Health*
  - ★ **Route 66 Group Workcamp**  
*Craig County DHS  
Department of Human Services*
  - ★ **Special Investigations Unit—We're Serious About Fighting Fraud**  
*Oklahoma State Insurance Fund*
  - ★ **Oklahoma GEAR UP**  
*Oklahoma State Regents for Higher Education*
  - ★ **BJCC Program Design Committee—Empowering Employees**  
*Bill Johnson Correctional Center  
Department of Corrections*
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★ **TEAM Database**  
*Air Quality Division*  
*Oklahoma Department of Environmental Quality*

★ **Revenue Billing Project**  
*Carl Albert Community Mental Health Center*  
*Department of Mental Health and Substance Abuse Services*

★ **Telephonic Tax Payments Project**  
*Office of the State Treasurer*

★ **Check Encoding Project**  
*Office of the State Treasurer*

★ **Enhancement in Training Opportunities that Generate Income**  
*Human Resource Development Division*  
*Institute for Mental Health and Substance Abuse Education and Training*  
*Department of Mental Health and Substance Abuse Services*



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OFFICE OF PERSONNEL MANAGEMENT  
QUALITY OKLAHOMA TEAM DAY

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Directory of Projects and Agency Work Teams Participating in:

*Team Day 2001*



*May 10, 2001*

# About Quality Oklahoma Team Day

*The Office of Personnel Management presents Team Day in conjunction with National Public Service Recognition Week to honor state agency work teams for their initiative and accomplishment. This year's event exhibits cost savings and revenue generation for the state in excess of \$19 million. We invite you to take a tour of today's displays. Feel free to ask questions of team members and congratulate them on their commitment to quality service.*



**ADVANCEMENT OF SCIENCE  
AND TECHNOLOGY,  
OKLAHOMA CENTER FOR THE  
(OCAST)**

FAST AP (On-line Editable Forms for Research Proposal Applications and Automated Tracking System) OCAST Research and Development Programs Division implemented a new web-based process for its research application proposal forms. The new process resulted in \$10,409 annual savings in printing, postage, and labor costs— a 64 percent cost reduction. The savings derived from reduced administrative costs were redirected to fund more research.

Shelly Mashburn (405) 524-1357

**CAREER AND TECHNOLOGY  
EDUCATION, OKLAHOMA  
DEPARTMENT OF**

Career Specialists and Educational Technology Resources Team Career Development Services teamed with Educational Technology Resources and several local technology centers and universities to save over \$10,000. Using existing equipment, the initiative found alternative ways for field-based staff to participate in Stillwater meetings, saved agency travel dollars, and redirected 573 hours of personnel time for better customer service.

Karen Thomas (580) 564-1411

**Online Competency Assessment  
System**

The Testing Division of the Oklahoma Department of Career and Technology Education developed an online testing system so occupational competency exams could be given statewide via the Internet. Currently, Oklahoma is the only state offering occupational online testing. The online system provides better customer service and immediate test results to the field. The system reduces the time required for test administration by 50 percent and saves technology centers \$30,000 per year.

SethAnn Beard (405) 743-5411

**Printing Cost Savings**

As a result of designing and installing new equipment, the web press at the Department of Career and Technology Education is able to print, fold, and perforate 16 pages in one operation, versus its previous single sheet capacity. During eight months of operation, the new equipment has saved \$9,330.00. The same team recently made additional modifications to increase the press capacity to 32 pages at a time.

Danny Darrow (405) 743-5532

**Data Collection through the  
Internet**

The Oklahoma Department of Career and Technology Education (ODCTE) is responsible for collecting and analyzing valid and reliable data on career and technology education programs across the state. ODCTE wanted to make reporting of the information as easy and timely as possible. They utilized the web for data collection, saving instructors time and providing immediate access to their data for review. The project saved over \$7,300.00 in material costs and employee time.

Ruth Peace (405) 743-5124

**CENTRAL SERVICES,  
DEPARTMENT OF**

**Teaching Employees Automobile  
Maintenance**

Although drivers of state-owned vehicles do a great job of vehicle repair and maintenance, we can never be too aware of little problems that may lead to costly repairs. Teaching Employees Automobile Maintenance increases driver awareness of fluid levels, air pressures, tire wear, and similar concerns that might go overlooked.

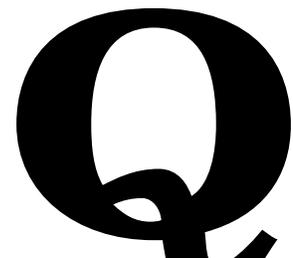
Eugene Gaddis (405) 521-2204

**COMMERCE, OKLAHOMA  
DEPARTMENT OF**

**Oklahoma's International Strategic  
Plan**

The Department of Commerce developed the international strategic plan for the state of Oklahoma. They created an Oklahoma International Congress Steering Committee and hosted 150 participants at the first Oklahoma International Congress meeting on November 16, 2000. The participants collaborated in six areas: agriculture, manufacturing, culture and tourism, education and workforce development, economic development, sister cities, and service industries. The steering committee collected their ideas for an action plan.

Priscilla Harris (918) 594-8412



**CORPORATION COMMISSION,  
OKLAHOMA**

**Providing Enrichment and  
Consumer Outreach Program**

The Consumer Services Division of the Oklahoma Corporation Commission took action to better inform the public, increase access to services, and improve response time to service outages.

Bill Burnett (405) 521-3319

**CORRECTIONS, OKLAHOMA  
DEPARTMENT OF**

**BJCC Program Design Committee--  
Empowering Employees**

Recognizing that staff involvement is critical to retaining employees, keeping them motivated, and running a successful program, Bill Johnson Correctional Center (BJCC) developed a system to give staff more input into the design and maintenance of substance abuse treatment for offenders. In a six-month comparison of staff attrition, BJCC lost 0.75 employees per month compared to 3.07 per month at other facilities in the West Central Region.

Terry Martin (580) 327-8000



**EDUCATION, DEPARTMENT OF**

**PASSport**

PASSport was created to be a resource for teachers, students, and parents. PASS is a searchable database of the Oklahoma Priority Academic Skills (PASS). It encompasses math, science, language arts, social studies, the arts, foreign language, and kindergarten education. Skills in each area of PASS are linked to resources on the Internet. The Internet links from the PASSport website help teach specific skills that are tested in the statewide Oklahoma Core Curriculum Tests. <http://sde.state.ok.us/passport>

Eric Hileman (405) 521-3994

**EMPLOYMENT SECURITY  
COMMISSION, OKLAHOMA**

**Tax Fraud Computer Project**

New laptop computers were purchased, but programs on the old laptops would not convert to the new computers. One year later, the Tax Fraud Unit was still waiting for their programming. Senior Fraud Investigator Richard Carter personally paid for and attended three Access courses to design a new database for investigators. He devoted about 700 hours to the project in addition to regular job duties. In October 2000, the new system was ready for use, surpassing the timeline for a similar project still out on contract.

Katie Splawn (405) 557-7217

**Remote Initial Claims Team**

From July 1999 to May 2000, members of the Remote Initial Claims Team (RIC) gave up weekends and holidays to get the Oklahoma Call Centers up and running. By July 27, 2000, the system was operational in Tulsa and Oklahoma City. Initial unemployment insurance claims can now be filed over the phone. The system is efficient to use and easy to learn.

Katie Splawn (405) 557-7217

**ENVIRONMENTAL QUALITY,  
OKLAHOMA DEPARTMENT OF**

**TEAM Database**

Department of Environmental Quality (DEQ) employees developed the TEAM database as a single point of information sharing-gathering for the agency. Employees now type one entry instead of multiple entries to multiple databases, requiring 75 percent less employee time. Inspectors, permit-writers, and regional employees have immediate access to real-time, accurate data through the Internet. Documents that previously averaged 100 pages are now sent electronically, saving mailing costs and countless reams of paper.

Shawna McWaters-Khalousi (405) 702-4128



**HEALTH, OKLAHOMA STATE  
DEPARTMENT OF**

**HIV Peer Education for  
Incarcerated Women**

Educating prisoners to prevent the spread of HIV is less expensive than providing inmates with medical treatment for HIV disease. This project provides one college-credit to offenders who successfully complete the 16-hour peer education course and take part in a resource team of prison peer educators. The program operates in six women's prisons and incorporates support from the private sector, the Oklahoma State Health Department, the Department of Corrections, and two community colleges.

Melanie Spector (918) 595-4395

**Job Analysis Project**

The Department of Health wanted to develop a quality instrument that could be used by all state agencies to improve customer service, productivity and organizational teamwork. Collectively, their 6 pilot projects will save over 10,000 hours of employee time and approximately \$107,000 for the state.

Mark Jones (918) 756-1883

**Adair County Shaken Baby  
Syndrome Prevention Project**

The Shaken Baby Syndrome Prevention Project of Adair County was a one-year pilot to educate a rural population about the dangers of shaking infants and young children. The project was divided into three campaigns, including demonstrations in Spanish and Cherokee, high school presentations, and 2-hour intensive training for front-line professionals (i.e. EMTs, nurses, child welfare caseworkers, etc.).

Donna S. Jones, M.ED., CCPS (918) 696-7292

**HEALTH, OKLAHOMA STATE  
DEPARTMENT OF (Continued)**

**The SISTA Project**

The SISTA Project was implemented in response to increasing HIV in African American women. The goal is to reduce the spread of HIV, by decreasing perinatal transmission, strengthening community collaboration, and improving access to early testing and detection.

Pamela Currin (405) 271-4636

**HUMAN SERVICES,  
DEPARTMENT OF**

**Esprit De Corps**

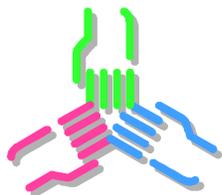
Child Support Enforcement Division's "Esprit Team" was created in June 2000 to improve communication within and outside the organization. The team created a "Spirit Stick" award to encourage positive partnerships with other organizations in local communities and to recognize offices and employees who manifest the division's core values. Since inception, more than 13 local community partnerships have formed to benefit Oklahoma citizens. In a five-month period, the Esprit Team has implemented ideas with projected savings of \$83,000 per year.

Victoria Harrison (405) 522-0032

**Food Stamp Quality Improvement  
Task Force Facilitated by Certified  
Public Managers**

Two years ago, a Food Stamp Task Force was developed by Certified Public Managers. Top-level managers met monthly to examine ways to improve the operations of the Food Stamp Program. Reducing errors and improving performance have saved the state and federal government \$12,249,974. This reduction also eliminated the risk of federal sanctions against Oklahoma's Food Stamp Program.

Stella Church (405) 522-2715



**Leflore County Department of  
Human Services-Disaster Food  
Stamp Program**

The LeFlore County Department of Human Services with support from other community agencies, businesses, and volunteers efficiently handled 13 days of the disaster food stamp assistance program. The program served 7,546 households for a total of 23,251 individuals in LeFlore County. The program obtained \$2,489,161 in federal funding for food stamps, averaging \$329.81 per household.

Kristina Martin (918) 649-2386

**Community Partnerships:  
Strengthening Oklahoma Families**

The Department of Human Services (DHS) developed a 20-minute video "Community Partnerships: Strengthening Oklahoma Families" to show the difference between Oklahoma's past welfare system and the new direction at today's DHS. The video is designed for use with civic clubs, church groups, school personnel, or any local community organization that seeks help in creating solutions to problems.

Ross Maupin (405) 375-3867

**Route 66 Group Workcamp**

A faith-based organization from Colorado (Group Workcamps) partnered with two state agencies to meet the needs of 71 county residents. 423 teenagers and their adult sponsors from 14 states came to the Vinita area to complete free home repairs for elderly, disabled and low-income adults. Volunteer hours were documented and submitted for matching federal and state funds. As a result of repairs, 40 homes were placed on a weatherization or "rehab" list, and approximately 20 homes met Section 8 standards of the Federal Housing Code. Local donors contributed \$25,492, and the total funds back to the community exceeded \$530,000.

Cheryl Crawford (918) 256-8711

**INSURANCE FUND, STATE**

**Special Investigations Unit- We're  
Serious About Fighting Fraud**

The Special Investigations Unit teamed with policyholders and the Oklahoma State Attorney General's Office to develop a more efficient process of detecting, investigating, and prosecuting workers' compensation fraud. The process utilizes a variety of technological tools, including computerized detection and a toll-free 24 hour anonymous hotline. During the year 2000, they saved the state \$2.6 million.

Steve Hardin (405) 962-3819

**MENTAL HEALTH AND  
SUBSTANCE ABUSE SERVICES,  
DEPARTMENT OF**

**Continuum of Care 2000: Creating  
Partnerships to Access HUD Funds**

The Jim Taliaferro Community Mental Health Center successfully received two U.S. Department of Housing and Urban Development grants totaling \$461,633.00 in federal funds to provide housing and transportation after leveraging \$49,024.00 in local funds. By partnering with various organizations and individuals, this project will help Southwest Oklahomans become more self-sufficient by learning new life skills, dealing with substance abuse issues, and obtaining new job skills.

Glenn Mayes (580) 248-5780

**Decrease in AWOL Incidents PI  
Project**

The Oklahoma Youth Center is the state-run inpatient mental health facility, serving children, adolescents, and their families throughout Oklahoma. AWOL (absent without leave) is a term for incidents where patients run away from facilities, which are a safety risk to patients and the community. The Oklahoma Youth Center took measures to reduce their occurrence. As a result, no AWOL incidents have occurred in the last four months.

Jan Savage (405) 573-3815

**MENTAL HEALTH AND  
SUBSTANCE ABUSE SERVICES,  
DEPARTMENT OF (Continued)**

**Revenue Billing Project**

The Carl Albert Community Mental Health Center used the Six-Step Problem Solving Process to "catch-up" billing of revenue earned that had been delayed during an extensive software conversion. The agency exceeded its goal. They collected \$542,717.00 over the needed amount.

**Betsy Dew (918) 426-1000**

**Enhancement in Training  
Opportunities that Generate  
Income**

The Institute for Mental Health and Substance Abuse Education and Training provides continuing education to mental health professionals. The Human Resource Development Division developed an automated way to tabulate results of training evaluations and needs assessments. The scannable form cut the time it took to generate a report by 91 percent. The division now tailors training based on the response data, and event attendance and income have increased.

**Teresa Peden (405) 573-8225**

**OKLAHOMA SOCIETY OF  
CERTIFIED PUBLIC MANAGERS**

**2001 A Management Odyssey**

The purpose of the Oklahoma Society of Certified Public Managers (OSCPM) is to improve the quality of Oklahoma government by promoting excellence in public management. The society hosts an annual conference to highlight current issues and progressive managerial techniques. OSCPМ supports the American Academy of Certified Public Managers by mentoring other states in the development of their Certified Public Manager societies.

**Stella Church (405) 522-2715**



**PERSONNEL MANAGEMENT,  
OFFICE OF**

**Statewide Merit System Testing  
Partnership**

Applicants for employment with the State of Oklahoma have easier access to Merit System testing thanks to a cooperative agreement between the Oklahoma Office of Personnel Management (OPM) and the Oklahoma Department of Career and Technology Education (ODCTE). Applicants approved to take Merit System examinations may now take those tests at 20 technology center campuses across the state, as well as in the OPM's Oklahoma City office. For the first time ever, merit testing is available in communities such as Okmulgee, Fort Cobb, and Bartlesville.

**Hank Batty (405) 521-6333**

**PUBLIC SAFETY, OKLAHOMA  
DEPARTMENT OF**

**Workplace Violence: Predicting,  
Preventing, Planning**

In 1986, a lone gunman entered the Edmond Post Office and opened fire at co-workers. In 1995, we witnessed the worst act of terrorism in our nation's history with the bombing of the Alfred P. Murrah Building. The purpose of the "Workplace Violence: Prediction, Prevention, and Planning" course is to provide information and direction to make workplaces safer. No one can guarantee 100 percent safety and security, but we can plan for an emergency before it happens.

**Sgt. Howard Payne (405) 525-2426**

**Highway Patrol Recruitment**

Working to provide a safe and secure environment for the public through courteous, quality and professional services.

**Lt. Paul Timmons (405) 425-2467**

**REGENTS FOR HIGHER  
EDUCATION, OKLAHOMA  
STATE**

**Oklahoma GEAR UP**

Gaining Early Awareness and Readiness for Undergraduate Program (GEAR UP) is a new program designed to prepare middle and high school students for success in postsecondary education. GEAR UP is designed to remove financial barriers to college, provide accurate information about postsecondary options, and encourage academic preparation, social support, and guidance for college. Resources and services for public schools are provided through partnerships with the Oklahoma State Regents for Higher Education, other state agencies, Oklahoma colleges and universities, community-based organizations and businesses.

**Donna Spain Bryant (405) 524-9191**

**STATE AND EDUCATION  
EMPLOYEES GROUP  
INSURANCE BOARD,  
OKLAHOMA**

**Wellness Department**

The Wellness Program's mission is to actively promote responsible behavior and the adoption of lifestyles that are maximally conducive to good health.

**Valerie Judy (405) 717-8886**



**TREASURER, OFFICE OF THE  
STATE**

**Telephonic Tax Payments Project**

The Office of the State Treasurer contracted for telephonic tax payment services with private sector financial institutions. When fees for this service increased dramatically, the Office of the State Treasurer sought other alternatives. They partnered with the Oklahoma Employment Security Commission and the Oklahoma Tax Commission to streamline the process and avoid outside contractors. Their project will save \$35,000 annually for the state of Oklahoma.

**Tim Allen (405) 522-4212**

**Quality Oklahoma Mission Statement:  
"Helping State Agencies Serve Their Customers"**

**TREASURER, OFFICE OF THE  
STATE (Continued)**

**Check Encoding Project**

In the past, the Oklahoma Tax Commission (OTC) sent checks to the Office of the State Treasurer that had to be encoded with magnetic ink before shipment to the depository bank. When the Office of the State Treasurer needed new encoders, they placed them at the OTC. Today, checks are encoded during OTC's revenue processing and moved directly to the depository bank. The state of Oklahoma will earn an additional \$130,000 in interest through earlier deposits.

Tim Allen (405) 522-4212



**VETERANS AFFAIRS,  
DEPARTMENT OF**

**Food Quality Team**

The veterans at the Claremore Veterans Center have taken control of their food! A team of employees and veterans meet monthly to discuss the facility's menu and get rid of foods that do not meet residents' tastes, seasonal preferences, or quality standards. The employees facilitate the process, making sure meal plans are practical and meet nutritional needs, but the veterans' opinion is the major deciding factor. The team also plans monthly theme meals, complete with decorations, music and menu.

Sherri Ferguson (918) 342-5432

**Schedule for Team Day 2001**

8:30 a.m. Registration opens

10:00 a.m. Booths must be set up and operational

11:00 a.m. - 2:00 p.m. Public exhibit and demonstrations

2:30 p.m. Awards Ceremony in the House Chambers

3:30 - 4:00 p.m. Break down Tables and Booths

**This Year in Highlight**

Over \$19 million in cost savings and revenue generation

36 teams participating  
17 state agencies represented  
70 local organizations represented

**A Special Thank You To**

*Our Distinguished Presenter  
Kathleen S. Miller, Marketing Matters, Inc.*

and our volunteers from

the Agency Quality Coordinators Network  
and

the Office of Personnel Management



*The Office of Personnel Management is pleased to congratulate this year's participants and award recipients. We celebrate your accomplishments! Thank you for making this year a success. Please take time to fill out an evaluation from today's event. A return box is located at each of the*