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.
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
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
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.

**Online Competency Assessment System**

The Testing Division of the Oklahoma Department of Career and Technology 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 Beaird  
(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

**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

**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
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

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

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

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

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

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
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

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

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 computerization and a toll-free 24 hour anonymous hotline. During the year 2000, they saved the state $2.6 million.

Steve Hardin  (405) 962-3819

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. OSCPMM 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

Quality Oklahoma Mission Statement:
“Helping State Agencies Serve Their Customers”

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
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

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

Congratulations!

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