

# 2011 Governor's Award for Quality and Productivity

## Missouri State Employee Work Teams Honored for Creating Ongoing Processes to Enhance State Government Services for Missouri Citizens

On Wednesday, October 19, 2011, four state employee work teams were awarded the prestigious Governor's Award for Quality and Productivity (GAQP) during a special ceremony held in the Rotunda of the State Capitol Building in Jefferson City.

This is the 23rd year the GAQP has been awarded to state employee work teams whose accomplishments serve as an example of continuous improvement, quality and productivity in Missouri State Government.

This year, 21 state employee teams applied for the GAQP in the categories of: Customer Service, Efficiency/Process Improvement, Innovation, and Technology in Government.

In a news release dated October 18, Office of Administration Commissioner Kelvin Simmons issued the following statement: "During these tough economic times, state employees have had to more with less while continuing to provide excellent service to the citizens of the state." OA Commissioner Simmons continues: "The four teams being presented with this year's prestigious award represent the best in innovative thought, and serve as examples for all of us in maximizing our limited taxpayer resources."



*Left: Keynote speaker, Renee Slusher—Deputy Commissioner/General Counsel for the Office of Administration, gives remarks on the winning teams accomplishments.*

For more information on this event please contact Denise Osborne, the Program Coordinator, at 573.526.4554 or [Denise.Osborne@oa.mo.gov](mailto:Denise.Osborne@oa.mo.gov).

The Office of Administration, Division of Personnel's Center for Management and Professional Development is proud to provide the following information about the winning team in each award category.



Above left— Missouri State Treasurer Clint Zweifel gives remarks on the accomplishment of the Unclaimed Property Online Claim Development & Implementation Team. Above right Treasurer Zweifel, and Deputy Commissioner/General Counsel Slusher pose with winning team members.

### CUSTOMER SERVICE

#### Unclaimed Property Online Claim Development & Implementation Team

Missouri State Treasurer's Office

Missouri State Treasurer Zweifel is responsible for safeguarding and returning as much unclaimed property as possible to owners and heirs. The challenge for his Unclaimed Property Division (UPD) since the inception of the program has been to balance the limited resources with the ever increasing number of claims.

Over 85% of claims paid by UPD originate from the [showmemoney.com](http://showmemoney.com) website. The main mission of the Unclaimed Property Online Claim Development & Implementation Team was to increase the level of customer service by reducing paper documentation requirements and reducing turnaround times for claims. The decision tree developed and programmed by the Team identified what types of unclaimed property accounts and what type of claim situations would be eligible for the Paperless Online Claims Process (POCP) without compromising the integrity of the claim payment process.

Over 33,000 claims have been paid as a result of the POCP since it was unveiled on May 17, 2010. This new process has helped increase the number of claims paid by over 50% and the number of accounts paid by over 20% with no increase in staff. The average claim processing time has been cut in half due to the efficiencies allowed by the POCP process.

The quicker processing time provided by the POCP allows our office to pay more accounts out prior to advertising. Every account paid prior to advertising saves approximately \$7.25 in advertising costs. In the first year alone the system will save over \$12,000.00 in advertising costs and the internal reduction in paperwork has saved over \$2,000.00 in file folders in the first year alone.

The Unclaimed Property Division also monitors how effectively and efficiently customer's expectations are met by providing an online customer service survey at the end of the process. The favorable response has been overwhelming.

For additional information on this team's accomplishment contact Clint Zweifel at 573-751-2411 or [clint.zweifel@tresurer.mo.gov](mailto:clint.zweifel@tresurer.mo.gov).

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### EFFICIENCY/PROCESS IMPROVEMENT

#### Missouri Automated Criminal History Site (MACHS) Implementation Team

Department of Public Safety-Missouri State Highway Patrol



Above left— Office of Administration Deputy Commissioner, Renee Slusher and Acting Director for the Dept. of Public Safety, Andrea Spillars pose with the winning team. Above right— DPS Acting Director, Andrea Spillars, gives remarks on the accomplishment of the team.

The average person often puts their life, or the lives of those they love, under the responsibility and care of strangers. Positions of trust such as hospital employees, school employees, daycare operators, and others all have a powerful influence over our lives, and often have access to our personal data; due to these factors, timely and accurate background checks are vital. For this reason the Missouri State Highway Patrol (MSHP) implemented the Missouri Automated Criminal History Site (MACHS).

The MSHP's Criminal Justice Information Services Division is the central repository for all Missouri criminal history information. Prior to implementation of MACHS, those needing a background check had two options: mail in a request via US Mail; or request the record check in person at General Headquarters in Jefferson City. All background checks required manual processing and it was not uncommon for record check requests to take up to 8 weeks for a completed response; leading to a significant delay. With the implementation of MACHS, businesses and individuals now have a much faster option of requesting and receiving this important information.

In MACHS users create accounts and submit the personal identifiers of an individual online for an open record criminal history search. The information is then searched against the Missouri State Highway Patrol Computerized Criminal History System using a search query mirroring the way a human operator would conduct the search; results are then returned to the user's account. Within the first three months of implementation, MACHS processed 121,752 electronic record checks; with 110,250 returned instantly to the user's screen. A recent survey by the National Consortium for Justice Information and Statistics, showed 24 states receive name-based criminal history record check requests online. However, few states allow the results of these searches to be returned electronically to public users, and fewer still allow instant returns. As such, MACHS represents an innovative solution to the goal of providing criminal history information to the public that is both timely and accurate.

For additional information on this team's accomplishment contact Colonel Ronald Replogle at [ron.replogle@mshp.dps.mo.gov](mailto:ron.replogle@mshp.dps.mo.gov) or 573-526-6120.

### INNOVATION

#### Psychiatric Inpatient Redesign Team

Department of Mental Health



Above right is Director for the Dept. of Mental Health, Dr. Keith Schafer and Deputy Commissioner/General Counsel, Renee Slusher with winning team members. Above left, Dr. Schafer gives remarks on the accomplishment of the team.

The Department of Mental Health [DMH] has taken over \$50 million in general revenue core cuts between fiscal year 2010-2012 with \$23.6 million achieved by redesigning state operated psychiatric inpatient hospitals. The Team reduced costs while simultaneously improving the lives of the DMH patients affected, through 4 major initiatives:

**Closing State Operated Acute Inpatient Services:** Federal Medicaid regulations prohibit reimbursement for state-operated psychiatric inpatient services for Medicaid-Eligible persons, but community hospitals may be paid if more than 50% of their beds provide inpatient medical care. The Team closed four state-operated emergency rooms and 223 acute psychiatric beds and eliminated over 750 full time employees from the DMH budget. To offset the loss, the Team successfully encouraged and supported community hospitals to open new psychiatric emergency rooms and acute inpatient units and provided funding to strengthen community outpatient services.

**Downsizing Fulton State Hospital (FSH):** FSH is the oldest state psychiatric hospital west of the Mississippi, serving Missouri's most dangerous mentally ill patients, is costly to operate and lacks appropriate treatment space. The Team realized DMH could not afford to rebuild the FSH campus at its census level of 471 patients, but may be feasible if capacity was reduced to 300. As emergency rooms and inpatient units were closed in DMH's newer psychiatric hospitals the Team moved 217 minimum security FSH patients to these units, improving patient treatment settings, and lowering FSH census to 292.

**Enhancing Community Services:** Community services funding did not meet the intensive needs of many long term care patients in state hospitals. The Team set aside partial savings from downsizing to provide intensive support services to enable patients to leave state hospitals and live successfully in the community.

**Avoiding New Facility Construction:** An average of 20 Corrections inmates are committed by courts to DMH's Sexual Offender Rehabilitation and Treatment Center (SORTS) at Farmington yearly and must be housed and treated separately from DMH's psychiatric patients. Expected growth over the next 10 years would have required building a new facility at a cost of over \$70 million. The Team converted vacated maximum security space at FSH to create a satellite program, allowing the \$70 million to be redirect to future needs.

Contact Dr. Keith Schafer at [Keith.Schafer@dmh.mo.gov](mailto:Keith.Schafer@dmh.mo.gov) or 573-751-4970 for more information on this team's accomplishment

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## TECHNOLOGY IN GOVERNMENT

### Missouri Criminal Justice Modernization Program

Department of Public Safety—Missouri State Highway Patrol



Above left— Office of Administration Deputy Commissioner, Renee Slusher and Acting Director for the Dept. of Public Safety, Andrea Spillars pose with the winning team. Above right— DPS Acting Director Spillars gives remarks on the accomplishment of the team.

After assessing existing capabilities, the Missouri State Highway Patrol wanted to upgrade operational systems to enhance delivery of enforcement services and to streamline operational effectiveness. The Patrol decided on an across-the-board modernization centering on five areas: Computer-Aided Dispatch, Mobile Computing, Computerized Criminal History, Records Management, and replacement of the State Message Switch. A summary of the project elements follows:

**Computer Aided Dispatch** – Previously two separate products provided dispatching and tracking, but with the new system these are combined into a single capability which also includes real-time GPS tracking of patrol cars. Better mapping software has greatly increased verified address capabilities and includes history of previous calls to that location.

**Mobile Computing** – This component changes the officer's workflow from a manual process to a paperless operation, including E-Ticketing. Officers can scan a motorist's license and generate citations using a printer in their vehicles. The elimination of duplicate data provides the capability to propagate repetitive information into multiple reports.

**Computerized Criminal History** – The new criminal history repository makes it easier to cross-reference data elements, expand identifying information, and offers an array of presentation capabilities. Part of this upgrade is a website allowing public access to criminal records. Users can register, pay a nominal fee, and print record checks for themselves or others.

**Records Management System** – This system provides features that include suspect pictures, criminal history, residence and work addresses, identifying information such as tattoos and scars, and vehicles owned and driven by suspects. In addition, cross-referential capabilities match aspects of the suspect profile across other data repositories.

**State Message Switch** – This is the primary routing manager for requests to the many systems holding criminal justice data. It directs request to the appropriate systems(s), receives the results, and routes them back to the requester, appearing as a single transactions.

The end result of this effort is a set of modern, fully integrated systems that run on industry standard hardware and software platforms. The outcome is a truly world-class application environment.

Contact Colonel Ronald Replogle at [ron.replogle@mshp.dps.mo.gov](mailto:ron.replogle@mshp.dps.mo.gov) or 573-526-6120 for additional information on this team's project.

## RECEPTION

Following the Award Ceremony a reception for team members, their invited guests, and dignitaries was held on the 3rd Floor of the Capitol Rotunda



Reception attendees enjoyed petit fours, cookies, pimento cheese and chicken salad filled philo cups, brownies, nuts, mints and punch.



While at the reception music was provided by Jefferson City High School String Quartet members:

- Andrew Bailey—Violin
- Emma Westin—Violin
- Abby Peper—Viola
- Claire Hansen—Cello

