

LaShana Harris is a supervisor in the Office of Inspector General. LaShana realized Kentucky - unlike other states – did not charge a fee for child abuse and neglect background checks. Most states charge a \$10 fee for these background checks, and LaShana suggested Kentucky do the same. Her suggestion was implemented, and the state will receive approximately \$421,000 because of it. LaShana was awarded the maximum award an employee can receive for her suggestion - \$2,500.

Stephanie Whitaker is a special investigator in the Office of Inspector General. Stephanie put her suggestion skills to work and transformed a multi-step process that could span a few months into a two-step process that could take a matter of days to complete. The process Stephanie revamped involves reporting for investigations into welfare fraud cases – where time is literally money. Stephanie suggested that required mailing of important documents in each case between offices could be moved to an electronic system, saving the cost of paper, postage and storage. Stephanie’s supervisor recognized her plan as a good one and implemented it immediately, predicting a cost savings of more than \$2,000 in its first year. Stephanie received a \$200 award for her idea.

Mary Akers is a Family Support Specialist in the Department for Community Based Services office in Pineville. Mary realized that the state was spending more money than necessary to print a form that field staff uses on a regular basis. Mary suggested redesigning the irregular-size form to fit on an 8.5 x 11 piece of paper. This way, staff would not even have to send the forms to be pre-printed. They could just download the forms and print them on a regular sheet of paper as necessary. Mary is receiving a \$100 award tonight for improving office methods and efficiency and saving her co-workers time – and the state money.

Safety of our workers is one of the Cabinet’s major concerns. Brian Combs, a case manager in the Department for Community Based Services office in Knott County, found a way to make his office safer for all employees. Brian and John Martin – a colleague from the DCBS office in Hazard – decided they could create a computer program that would alert staff when there was a safety concern in the building. The program created a simple folder on the employees’ desktops that, when clicked, would send an alert to other staff that an employee needed help. In essence, the program acts as a kind of “panic button” to let employees know there is a safety concern in the building. Brian’s idea garnered him a \$100 award. More importantly, DCBS field staff across the state is safer because of his thoughtfulness and ingenuity.

David Knapp works in the training department in the Department for Public Health. Public Health and local health department employees must take numerous trainings each year to stay current in certifications, meet federal mandates and participate in the most up-to-date research projects in the nation, among many other reasons. To participate in these trainings, the programs often pay registration fees, hotel, transportation and food costs, as well as other costs incurred along the way. David realized many of the trainings could be re-engineered using various technologies to deliver the trainings to employees right here – saving the state thousands of dollars in costs of training-related travel. In the first year, savings in the Department for Public Health alone totaled \$60,000. For his

efforts – and especially for saving the state these expenses now and in the future – David earned a \$2,500 award.

Janice Lunsford, an internal policy analyst in the Department for Mental Health and Mental Retardation Services, had an idea that made one of her department's contract processes up-to-date and easier to use by going paperless. Formerly, the contract process for substance abuse, mental health and mental retardation services through the 14 regional community mental health centers was a completely paper process. In all, submitting contracts and negotiations could mean the parties involved had to keep track of up to 1,000 pieces of paper for each region. No easy task. Janice's idea to go completely paperless was implemented, received well by all involved and – best of all – saves the state up to \$80,000 a year. Users of the electronic process also say the system is easier to use, saves on storage, is more time efficient and easier to manage. Janice received a \$100 award for her idea.

Joyce DeAeth also saw a need for improvement by making an office process paperless. Joyce, an internal policy analyst in the Office of the Ombudsman, realized that the Food Stamp Quality Control Universe Listing, printed every month in hard copy, would be much easier to handle if it were simply saved to a compact disc. The lists in hard copy would take up an entire box, were cumbersome to carry and needed a lot of storage space. The office is required to keep the listings for five years. Upon investigation, her supervisors found that putting the listings on CD rather than having them In addition to saving money, the new process also saves valuable storage space and heavy lifting. Joyce received \$742 for her idea.

Kalan Slattery in the Department for Medicaid Services is another employee who realized CHFS was giving away services for which other states charged fees. Kalan often found herself collecting Disproportionate Share Hospital Eligibility Files – data that tracks a hospital through one fiscal year. She usually receives one or two requests per week for this data. Kalan realized that other states charge a fee to collect and distribute this data to consultants and hospitals, but Kentucky did not. She also found a general rate for the information was \$500 per request, which could mean \$1,000 a week for state coffers. For her efforts, Kalan earned the maximum \$2,500 award.