

## **Encouraging Efficiency Ideas**

**DRS Horizons**- Chartered Task Forces made up of agency staff at all levels to address emerging issues in agency operations and to improve quality service delivery to clients. Work on these committees are above and beyond daily responsibilities. Deliverables of each task force are issues to be addressed and recommendations for implementation, with members provided 8 hours of administrative leave for their labor and implemented ideas. Within USOR task forces have addressed the areas of supervision, increasing employment outcomes, hiring protocols, client-base management, VR Counselor Job Analysis, job website linkages, and intra-agency resource linkages.

**DHRM CPM III**- Certified Public Manager training through DHRM provides an opportunity for agencies to have issues addressed through students in series III of this training. USOR utilizes these CPM III projects to address emerging issues and create efficiencies within the agency. Through CPM III, USOR has addressed both a time study of VR Counselors for job description redefinition, and streamlining the client services payment processes. Upon completion of all three CPM training series, employees are given a graduation ceremony and can use the designation of Certified Public Manager.

### **Staff Advisory Committee -**

Established to advise the Division of Rehabilitation Services administration, and provide an avenue for facilitating two-way communications on ideas, suggestions and concerns through a partnership between field and administrative staff, to develop and maintain high quality service delivery for the people with disabilities we serve.



## Hey, I have a "Bright Idea"!

Do you have an idea that can help us improve? No matter the size or scope, if you have dreamed of a way we can do things better please tell us about your "Bright Idea". We are always looking for creative solutions at USOR Quality Assurance and Program Improvement! Thank you for your "Bright Idea"!

Name (Optional): \_\_\_\_\_

Please mail to Michael Shoemaker, USOR 250 East 500 South PO Box 144200 Salt Lake City, UT 84114-4200

