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# Encouraging Efficiency & Innovation In State Government

Presentation to the Members of the  
Utah Social Services Appropriations Subcommittee  
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# Overview

State Employee Rewards Programs

Lean Government

Agency Flexibility

Customer Service Improvements

Questions



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# State Employee Suggestion Rewards Programs





# State Employee Suggestion Rewards Programs

Stimulate innovative thinking by state government employees

Develop a climate to motivate state employees to submit their ideas and suggestions for improvement

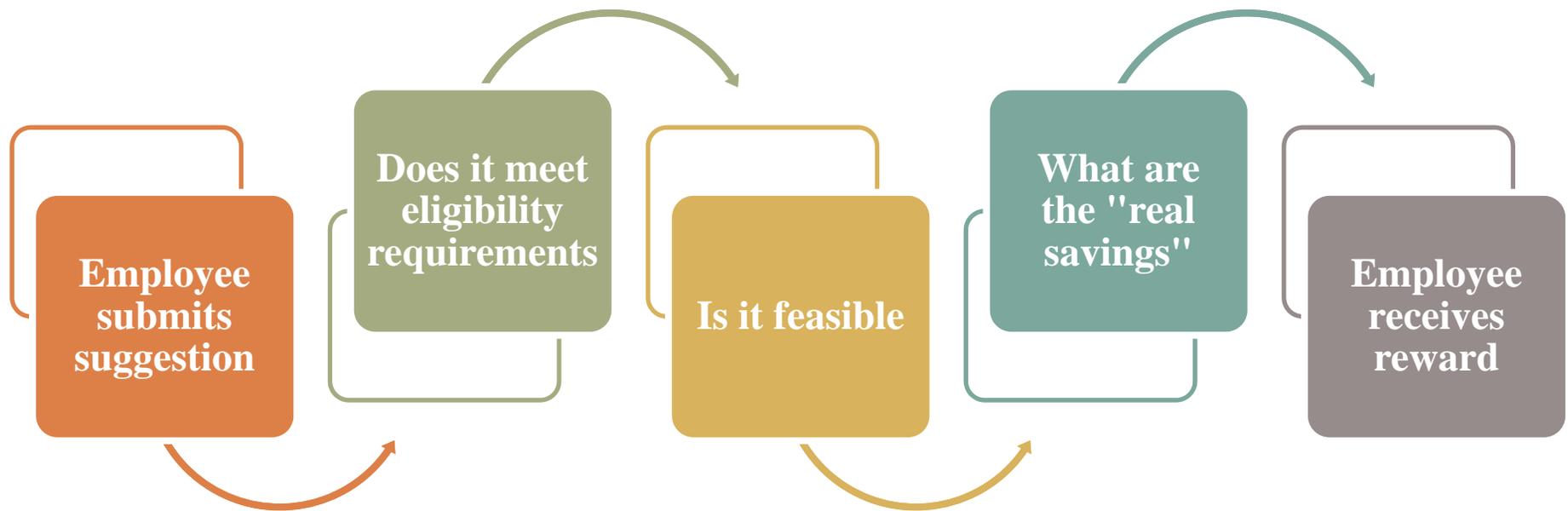
Provide an impartial evaluation of employee suggestions by persons qualified to judge their merits

Ensure that suggestions are appropriately rewarded, implemented and that recognition is given to the employee(s).

North  
Carolina



# State Employee Suggestion Rewards Programs



# Missouri



# State Employee Suggestion Rewards Programs



Employee

- **5% of the cost savings up to \$5,000**

Agency

- **25% of the cost savings up to \$25,000**

# Colorado



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# State Employee Suggestion Rewards Programs

<http://prezi.com/nuo4ijw4klxa/kess/>

# Kentucky



# Lean Government: What is It?

*A set of principles & procedures to*

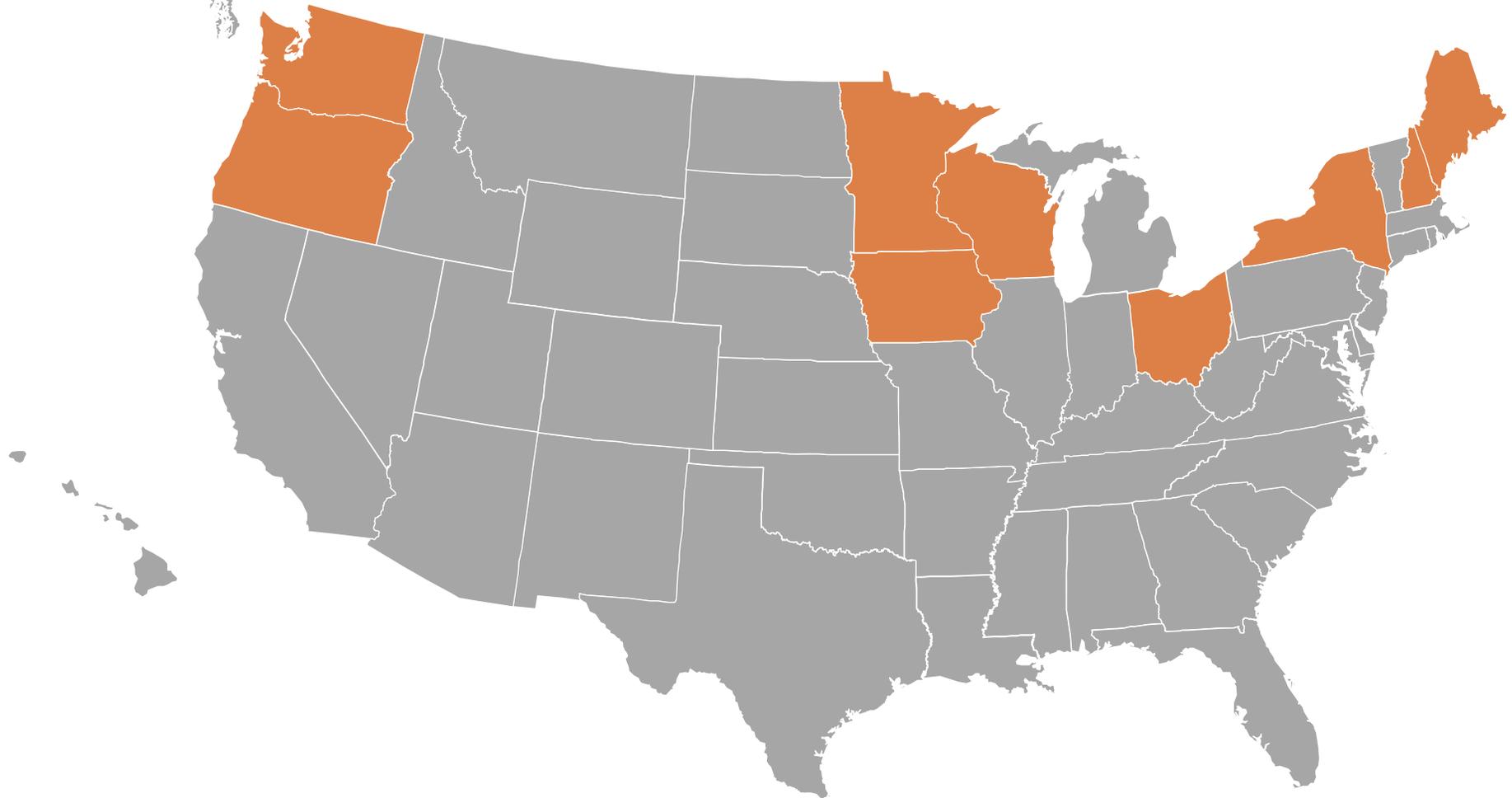




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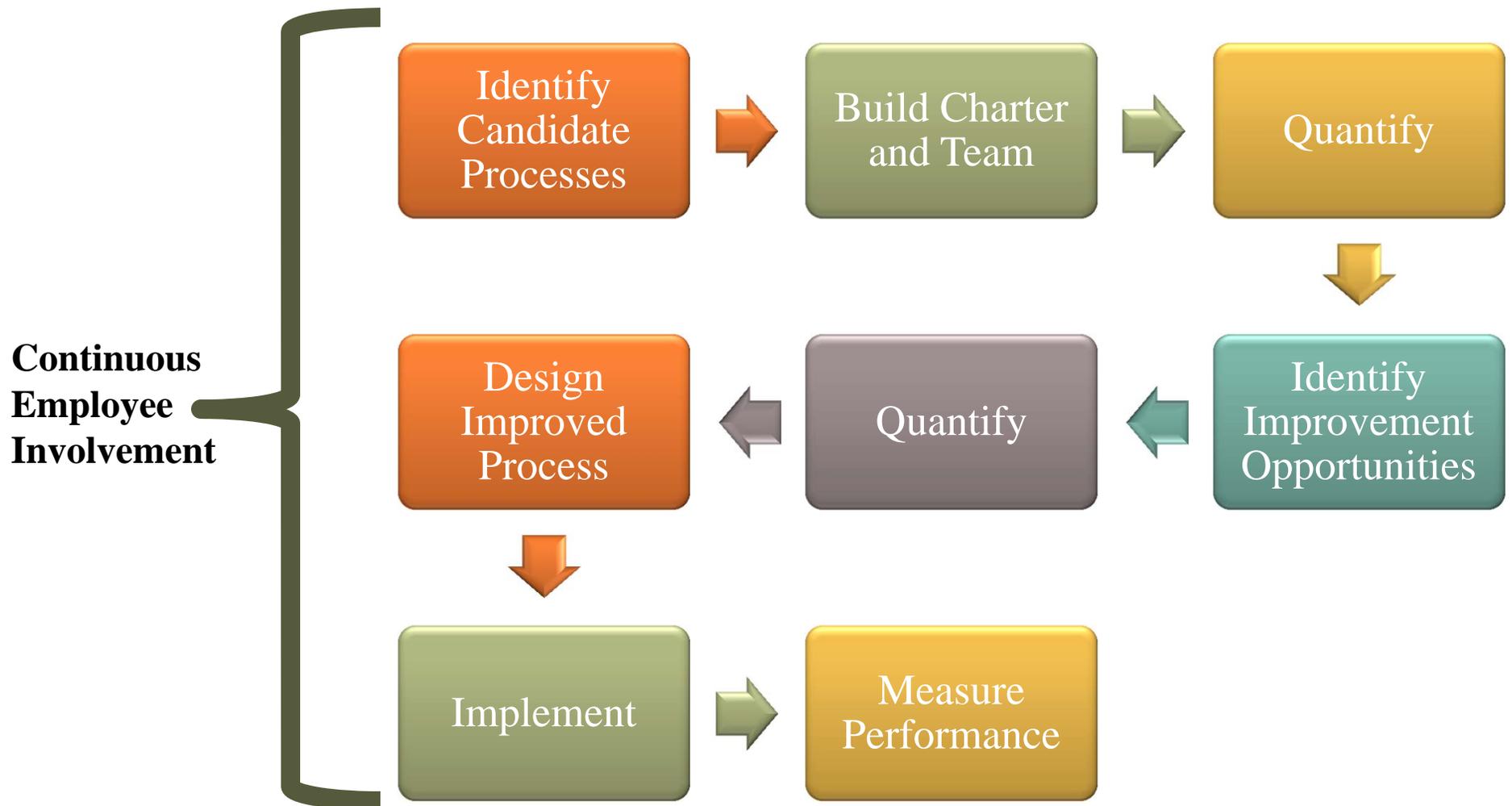
# Lean Government in the States



 States using Lean



# The Lean Process





# Lean Results: Minnesota



Duplicate birth certificate issuance reduced to less than one day from six days



National Guard member bonus pay processing reduced to 14 days from 30+ plus days



Federal reimbursement bill processing reduced to one month from three months



Surplus vehicle parking needs reduced 75 percent



# Agency Flexibility



Florida  
Innovation  
Fund



Iowa Charter  
Agencies



Oklahoma  
Employee  
Productivity  
Enhancement



Washington  
Savings  
Incentive  
Fund



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# Customer Service Improvements



Virginia Business  
One Stop





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# Questions?

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