

Government Efficiency and Accountability Review (GEAR)

GEAR19 Board Meeting
July 15th 2020



<https://gear.Delaware.gov/>

Agenda

30 min

1. Introductions / Roll call
2. Old Business
 - Review/approve minutes
 - 2020 Schedule

3. New business

90 min

4. Lessons Learned and Opportunities Identified from Operating in the Time of COVID-19 – Board
5. Open Topics discussion – Board
6. Public Comment
7. Adjourn

Introductions

Roll Call

Old Business

Review/Approve Minutes from Prior Board meeting

*Final draft version sent to Board for review **February 11th, 2020***



New Business

2020 GEAR Board Schedule

~~Wednesday, January 15, 2020~~

~~10:00am to 12:00pm~~

~~Haslet Armory, Conference Room 219~~

~~Tuesday, March 17, 2020~~

~~9:00am to 11:00am~~

~~Buena Vista, Buck Library~~

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~~Wednesday, May 20, 2020~~

~~8:00am to 10:00am~~

~~Haslet Armory, Conference Room 219~~

Wednesday, July 15, 2020

9:00am to 11:00am

Virtual Meeting on WebEx

Wednesday, September 16, 2020

10:00am to 12:00pm

Haslet Armory, Conference Room 219

Tuesday, November 17, 2020

8:00am to 10:00am

Buena Vista, Buck Library

Calendar invitations have been sent to all Board members and Designees



New Business

2020 GEAR Board Schedule and Deep Dives

Wednesday, July 15, 2020

Wednesday, September 16, 2020

TBD

Tuesday, November 17, 2020

GEAR Annual Report

TBD

Reported in 2020

GEAR

Information Technology

Pending

Human Resources

Financial Services

DHSS & Healthcare

GEAR P3 Task Force

*Education

*Criminal Justice

* Presentations scheduled for January w/ completed decks



New Business



- GEAR Team Update
 - 2019 Annual report published
 - Thank you to all contributors, editors, and designers on the team
 - GEAR P3 Innovation and Efficiency Award recognition
 - GEAR P3 Innovation and Efficiency Award
 - GEAR P3 Trailblazers Award
 - GEAR P3 event with Governor, Awardees and Business Community to be scheduled in December
- GEAR Field team/community of practice
- DHR update
 - Centralization
 - First State Quality Improvement Fund (FSQIF)
- DTI Centralization Update



GEAR P3 Innovation & Efficiency Award

Delaware One Stop Rebuild Team

Department of State, Department of Technology Information, Department of Finance, and Department of Labor

This dynamic team representing four cabinet departments built a convenient, centralized transactional platform to help business owners work through the necessary steps to begin operation in Delaware. This new site, Delaware One Stop, is a modern, user-friendly system that allows businesses to interact with State government more efficiently by simultaneously transacting with multiple state agencies through a single login. Its cloud-based platform also allows the system to seamlessly and securely evolve as technology changes. The team's innovative work greatly improved and simplified the business owner user experience while at the same time increasing efficiency and data sharing among Delaware agencies.



GEAR P3 Innovation & Efficiency Award

Delaware One Stop Rebuild Team

Team Members	Department
Terri Dale	Finance
Patricia Locklear	Finance
David G Smith	Finance
Kyle Connor	Finance
Marie Cameron	Labor
Stephanie Parker	Labor
Heather Comstock	Labor
Terry Ann Wright	Technology and Information
Patricia Saunders	Technology and Information
Aaron Zamojski	Technology and Information
Curtis Kozielec	Technology and Information
Cherisse Taylor	Technology and Information
Shawn Moore	State
April Wright	State
Dana Rohrbough	State

GEAR P3 Trailblazers Award

Anthony DiCicco, Department of Technology and Information

Tony is a System Administration Senior Analyst with the Operations Office and he assumed the lead role for designing a toolset to streamline end-user services. Using this toolset, the old onboarding process went from 15 minutes to two minutes, and it saved roughly 300 hours on Active Directory account creations alone. Tony also went beyond the call of duty to resolve a major application issue with the Delaware Legislative Information System. While resolving the issue, he developed a process which allows software vendors to resolve application issues.

Jessica Guido-Brown and Melissa Winters, Department of Health and Social Services

Jessica, a Nursing Supervisor, and Melissa, a Psychologist, both work for the Division of Aging and Adults with Physical Disabilities. Together with contract worker Hooshang Shanehsaz, they initiated and implemented a project to reduce the use of psychotropic medications by their patients in order to increase their quality of life. They got buy in from residents and staff, and conducted staff training. Their efforts resulted in decreased nursing administrative time, increased nursing staff interactions with residents, and decreased financial cost of medications.



New Business

- 44% of Cabinet Agencies participate in GEAR
- We will extend an invitation to all other Agencies in 2021
- Join the discussion – share what you're doing to drive continuous improvement in your agency

Department of Finance

Office of Management and Budget

Department of Health and Social Services

Department of Human Resources

Department of Education

Department of Technology and
Innovation

Department of Natural Resources and
Environmental Control

Department of Agriculture

Department of Correction

Delaware State Housing Authority

Department of Labor

Delaware National Guard

Department of Safety and Homeland
Security

Department of Services for Children,
Youth and Their Families

Department of State

Department of Transportation



Lessons Learned and Opportunities Identified from Operating in the Time of COVID-19

Opportunities

- Digital Government
- Telework
 - Productivity management
 - Space and facilities considerations
 - Work life balance
- Virtual meetings
 - Reduced Travel
 - Ease of scheduling
 - Improved collaboration
 - Efficient use of space and facilities
- Reduce consumption of ... everything

Key Actions

- Governor declared a state of emergency. This state of emergency has been modified 22 times.
- The General Assembly has proposed 23 bills referencing the COVID-19 emergency. Of these, 18 passed and were sent to the Governor.

Legislation Speaking to Efficiency

Each of the following highlights an area of efficiency and/or convenience achieved during the COVID emergency by leveraging technology:

- SB 243 Public Meetings
- SB 251 Marriage Licenses
- SB 247 Notarization
- HB 347 Procurement - Electronic Bid Submissions
- HB 348 Telemedicine
- HB 354 Death Certificates
- HB 346 Vote by Mail

Key Questions

- Should the legislation/modifications be retained post-COVID19? Some bills include sunset provisions. Can GEAR play a role in helping to decide whether to extend or not?
- Can the idea behind the legislation be used to improve efficiency in other contexts?

SB 243 Public Meetings

This Act amends FOIA to allow a public body to hold a public meeting electronically if specific notice and public access requirements are met. Specifically, this Act permits all of the following: 1. An advisory body that makes reports or recommendations may hold a virtual meeting at any time, if there is an anchor location that is open to the public and at which 1 or more members of the public body attend the meeting. 2. During a state of emergency, any public body may hold a virtual meeting. Finally, this Act permits the Governor to allow public bodies to hold virtual meetings if necessary, to prevent a public health emergency, through June 30, 2021.

Sunset – June 30th, 2021



SB 251 Marriage Licenses

This Act authorizes parties applying for a marriage license to appear together before an issuing officer via video-conference call and authorizes the issuing officer to witness the parties' signatures on the marriage license application by video-conference call.

Sunset – June 30th, 2021

SB 247 Notarization

The Act authorizes remote notarization and witnessing by Delaware attorneys via audio-visual technology and sets forth conditions under which they can be performed. The Delaware Governmental Offices' requirement for a wet signature is waived. The Recorder of Deeds is required to accept documents notarized and witnessed under specified procedures in the Eleventh Modification.

Sunset – June 30th, 2021

HB 347 Procurement - Electronic Bid Submissions

This Act allows the Director of Management and Budget to approve the extension of statutory time periods pertaining to procurement of goods and services by State agencies for up to 15 days, permits bids and proposals to be submitted electronically, allows for electronic execution of documents and dispenses with any requirement that bids or responses to requests for proposals be published and recorded in the presence of interested parties.

Sunset – March 31st, 2021



HB 348 Telemedicine

- The Second Modification of the State of Emergency suspended all Title 24 statutory requirements that patients present in-person before telemedicine services may be provided and the requirement that a patient must be in Delaware at the time the telemedicine services are provided. This Act continues the suspension of those requirements, but specifies that the requirement that a patient present in-person prior to the delivery of telemedicine services is excused only during the pendency of emergency conditions which make in-person presentation impractical.
- The Tenth Modification of the State of Emergency suspended any requirement in regulation that required both audio and visual technology; this Act prohibits any regulation pertaining to telemedicine requiring visual communication so as to permit telemedicine services via non-smart phones or land line connections.
- This Act requires that telemedicine services permitted under this Act receive the same insurance coverage as under existing law.

Sunset – After cessation of emergency conditions

Definitions effective until January 21st 2021



HB 354 Death Certificates

This Act requires statutorily designated health providers to provide medical certifications of death, for death certificates, electronically and for the death certificates to be electronically filed with the Delaware Vital Events Registration System (DelVers). This Act sunsets on March 30, 2021.

Sunset -- March 30th, 2021



HB 346 Vote by Mail

- This Act provides for voting by mail for the 2020 primary and general elections and special elections. Voting by mail is an alternative to, and not a replacement for, in-person voting, which remains an available option to those electors not voting by absentee or mail ballot. This Act establishes procedures for voting by mail which mirror the procedures for absentee voting. The Act makes clear that, like in absentee voting, no ballots can be tabulated until Election Day.
- The authority to implement voting by mail stems from the Delaware Constitution. Article XVII of the Delaware Constitution mandates that in order to insure continuity of State and local governmental operations in periods of an emergency resulting from disease, the General Assembly shall have the power and immediate duty to adopt measures that may be necessary and proper for insuring the continuity of governmental operations including nonconformity with the requirements of the Constitution when in the judgment of the General Assembly to do so would be impracticable.
- With this Act, the General Assembly finds that due to the highly contagious nature of COVID-19, and the need to protect Delaware voters and polling workers from the virus, voting by mail is necessary and proper for insuring the continuity of governmental operations, and conformity with the constraints of Article V, § 4A would be impracticable.

Sunset – November 2020 elections



- **Open Topics Discussion – Board**
- **Public Comment**

Adjourn



Contact



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