



NC GEAR Interim Report Executive Summary

Once-in-a-Generation Reform

“We have the opportunity to transform our culture of government through a top-to-bottom assessment of efficiency, effectiveness, and more than anything else, a culture of customer service,” declared Governor Pat McCrory in his Inaugural Address.

The Governor’s first budget recommended, and the General Assembly enacted, the NC Government Efficiency and Reform (NC GEAR) initiative “to develop a strategic transformation plan for state government.” The Legislature granted the authority to evaluate “All executive branch departments, agencies, boards, commissions, authorities, and institutions in the executive branch of state government, including receipt-supported agencies, and all non-State entities receiving State funds.” NC GEAR’s final report is due to the Governor and General Assembly by February 2015.

After a competitive bidding process, NC GEAR brought in a team of consultants from Deloitte Consulting LLP. The consultants bring expertise and insights gained from similar initiatives in the public and private sectors throughout the U.S. and Canada, including Mecklenburg County in North Carolina.

NC GEAR and Deloitte are working with leaders throughout state government to identify opportunities for more efficient and effective state government. They will then set priorities to implement reforms in 2015.

The vision for NC GEAR extends beyond the next budget cycle. It seeks sustainable change and long-term solutions. North Carolina faces significant challenges that, if not dealt with now, will hamper our ability to address other priorities. Unfunded liabilities, Medicaid, infrastructure, and the reliance on federal receipts all demand our attention.

The Governor, General Assembly, and the agencies have begun the reform process with improvements in some areas. The next step requires a look across state government. The next step is NC GEAR.

Visit our website at www.ncgear.nc.gov to send suggestions and ideas, or email ncgear@osbm.nc.gov with any questions.

Department of Administration

Strategic Sourcing	Contract for paper alone expected to cut \$5 million in cost, other supplies and equipment will follow
Family Violence Prevention Grants	Moved \$2.2 million in federal grants to eliminate cross-agency duplication
Fair Housing Case Resolution	Improved closure rate by 170 percent, which means faster payment from federal government

Office of Information Technology Services

High-Speed Internal Network	Identified existing fiber capacity to better connect offsite servers with downtown offices
Consumption-Based Licensing	Avoid \$3 million in costs by paying to maintain and support licenses being used

Office of State Human Resources

State Human Resources Act	Key step to improve how state government recruits, rewards, and retains employees
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Department of Commerce

Partnership for Prosperity	Public/private partnership to promote economic and job growth
Workforce Solutions	Staff are now trained to assist job seekers regardless what services they need
Fewer Overpayments & Collections	Cut overpayments by matching extending waiting period to match how long employers have to challenge awards
Credit and Debit Card Acceptance	Individuals can now use debit or credit cards to repay Unemployment Insurance overpayments
Faster Appeals Process	Final appeals time cut from 279 days to 33 days, beating the federal 40-day standard for the first time in 30 years
Video Responses to FAQs Online	Employment Security will post 25 videos to answer FAQs on website and YouTube
Telephone Call Center Upgrades	Improved call system cut busy signals for 350,000 callers from 90 percent to 10 percent

Department of Cultural Resources

Live Online Education Experiences	Live streaming webinars connected 12,000 students in their classrooms to Blackbeard and Civil War programs
Attracting Tourism and Business	Assisted Commerce Department with a free trip to <i>Queen Anne's Revenge</i> and a promotional CD for businesses
Strategic Planning Measures	Measuring more than the number of visitors, to include return on investment

Department of Environment and Natural Resources

Stormwater permitting	Reduced paperwork for construction projects by providing a single contact and inspection for two programs
Utility Savings Initiative	Combined programs provide better service to a broader range of customers

Department of Health and Human Services

Statewide Telepsychiatry	Improved mental health and psychiatric care in 60 emergency rooms in rural areas
Medical Examiner Improvements	Retained regional centers for half of autopsies
Youth Mental Health First	Graduated first class of 32 instructors to deal with teenage mental health and substance abuse
Stronger Internal Audit	Improved financial oversight with leadership and staff, first proactive audits in almost a decade
IT Governance Committee	Revived committee provides oversight of IT projects in DHHS that cost more than \$100,000

Department of Public Safety

N.C. Center for Safer Schools	New resource for schools made 80 recommendations to improve safety
Highway Patrol School Visits	Began tracking the number of educational visits by NC Highway Patrol make to schools, there were 4,100 in 2013
Adult Correction & Juvenile Justice	Finding savings in activities that are common across juvenile and adult detention
New Hotline	New anonymous tipline to report waste, fraud, abuse, and misconduct
ReadyNC website and mobile app	New web-based tools to help people prepare and get information in hurricanes and other emergencies
e-Crash program for Accident Reports	Drivers and insurance companies can get accident reports faster, speeding the time to settlement
Strategic Capital Planning	Developing plan to reduce facility costs

Department of Revenue

Tax Processing System	Ended contract that had little value left, cutting losses and opening opportunity for new direction
Corporate Electronic Filing	Corporate income tax filers have more convenient option that has been available to individual income tax filers

Department of Transportation

Strategic Transportation Investment Law	New data-driven process allows more flexible use of existing funding, reduces political influence
Helicopter for Sale	Reduction of state government's air fleet
New Business for the Ports	Three new public/private investments to increase traffic through state ports
Wi-Fi on the Ferry	Allows a more productive or enjoyable trip for riders
Fortify (The I-40/440 project)	Reduces traffic congestion caused by interstate highway construction project
Shorter Wait Times at DMV	Two pilot offices cut wait times in half, expanding effort to other offices