



**101 Adaptable Achievements  
for Increased Taxpayer Savings**  
*from the*

**2004**



*presented by*





## **Adapting and Implementing 2004 Productivity Award Winning Achievements**

Prudential Financial presents the Davis Productivity Awards program, a 16-year major government improvement initiative chaired by Lt. Governor Toni Jennings and sponsored by Florida TaxWatch, The Florida Council of 100 and the State of Florida. Cash awards of \$250 to \$2,500 plus commemorative plaques and certificates of commendation are given annually to state employees, teams and work units that clearly exceed performance expectations in ways that improve service delivery and save money for Florida taxpayers and businesses.

Since 1989, more than 8,000 individuals, teams, work units and partnerships have been honored for producing more than \$4.5 billion worth of added value. Some of the award-winning achievements have been adapted and implemented to multiply their productive value. This year, more than 100 additional opportunities are summarized on the following pages, worth an estimated \$79 million in cost savings, cost avoidances, additional federal revenue and increased state revenue collections. These opportunities can and should be maximized to further improve performance and stretch resources – in some cases as an alternative to service cuts during tight budget times in Florida government and in other states.

**Individuals, teams and work units that adapt and implement achievements in this publication should be nominated for cash awards and other recognition in 2005. Likewise, previous award winners who help others adapt and implement their achievements should be nominated. All state employees, supervisors and managers are encouraged to submit nominations for next year's competition.**

Nomination forms will be posted on the awards website, [www.floridataxwatch.org/dpa](http://www.floridataxwatch.org/dpa), by September 1, 2004. Award winners will be notified by mid-March 2005 and presentations will be held in June 2005.

*To download an electronic version of this publication, go to the above website, double click "Davis Productivity Awards," then right click at the top of the page.*

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**WHEREAS**, the Davis Productivity Awards program annually provides tangible rewards and recognition to individuals, work units and state agencies nominated for accomplishments above and beyond their assigned duties and promotes greater statewide replication of these outstanding productivity gains; and

**WHEREAS**, the Governor and Cabinet encourage state agency managers and supervisors to promote award winning achievements that can be adapted and implemented by other employees and teams to maximize their productive value, to track implementation and report results to agency awards coordinators, and to nominate adapted achievements for recognition in 2005.

*Excerpts from Governor and Cabinet Resolution  
May 11, 2004*



Dear Fellow Floridians:

The Davis Productivity Awards, presented by Prudential Financial and supported by other corporate and philanthropic contributions, is administered by Florida TaxWatch in partnership with the State of Florida and The Florida Council of 100.

A distinct benefit and pleasure of being Florida's Lt. Governor is the opportunity to chair this nationally unique public and private partnership that recognizes the initiative and creativity of our state employees and promotes wise innovations that serve the people of Florida better.

Governor Bush and I sincerely appreciate individuals, teams and work units throughout state government for adapting and implementing Davis Productivity Awards achievements. Taking advantage of new finance and accounting tools, new ways to deliver services and opportunities to increase Florida's share of federal funding are a few examples among more than 100 adaptable achievements summarized in this publication. The Governor and I call on agency heads, managers and employees to put these cost saving and revenue enhancing opportunities to work for the benefit of Florida taxpayers and our economic progress in 2004-05.

And finally, a reminder about the 2005 awards competition. Nomination forms will be posted on the DPA website, [www.floridataxwatch.org/dpa](http://www.floridataxwatch.org/dpa), by September 1, 2004. Citizen initiated nominations are particularly welcome and appreciated. For assistance, please contact Ms. Donna Brandewie, Director of the Davis Productivity Awards, at (850) 222-5052.

Very truly yours,



Toni Jennings  
Lt. Governor  
Chair, 2004 Davis Productivity Awards Program



*Lt. Governor Toni Jennings serves as Chair of the Davis Productivity Awards Program, which has honored innovative achievements of state employees for 16 years.*

## A MESSAGE FROM THE CHAIRMEN OF FLORIDA TAXWATCH AND THE FLORIDA COUNCIL OF 100

To our Government Leaders, State Agencies, Florida Businesses and Fellow Citizens:

We are pleased to provide you the following compilation of cost saving and revenue enhancing achievements from the 2004 Davis Productivity Awards competition.

In 1999, Governor Jeb Bush challenged the Davis Productivity Awards program to promote adaptable achievements throughout state government to maximize their value. His challenge followed remarks at the previous year's awards kick-off luncheon in Tallahassee where, as Governor-elect, he told an audience of 2,000 that: "Good ideas resonate with a power that transcends the individual. If we adhere to principle, have the humility to listen and the courage to act, there are thousands of good ideas and achievements such as the ones being showcased today that will save money, improve service delivery and make life better for our citizens."

The following pages summarize more than 100 adaptable achievements. In addition to their initial value totaling \$34 million, wider implementation can help government to do its part to further Florida's economic development, increase federal and state revenues, and produce cost savings and cost avoidances worth an estimated \$79 million over the next three years. Maximizing these achievements will also provide non-quantified productivity increases plus faster, more convenient and more accurate external and internal customer service.

Our two organizations join Governor Bush, Lt. Governor Jennings, Cabinet Members, legislators and state employees in expressing grateful appreciation to Prudential Financial for stepping up as Anchor Sponsor of the 2004 Davis Productivity Awards.

As manager of more than \$450 billion for 15 million Americans and customers in 30 countries worldwide, and a major contributor to the DPA since 1998, Prudential Financial's increased support continues the vision of the late J.E. Davis and his brother A.D. Davis, co-founders of Winn-Dixie Stores. Since 1989, their namesake program has recognized more than 8,000 state employees and teams for initiative, innovation and performance above and beyond expectations to improve service delivery and produce \$4.8 billion added value for Florida taxpayers. More than \$1 million provided by the Davis Family has been crucial in making this nationally unique initiative an integral part of the Florida government landscape. We now look forward to a long and productive association with Prudential Financial on behalf of Florida's taxpayers and state employees.

Barney Barnett  
Chairman  
Florida TaxWatch



Chris Sullivan  
Chairman  
The Florida Council of 100



# **ADAPTABLE DAVIS PRODUCTIVITY AWARDS ACHIEVEMENTS 2004**



Appreciation is expressed to 2004 Davis Productivity Awards winners, nominators and Agency Awards Coordinators for the adaptable achievements that make this publication an added value resource for Florida government.

This publication was compiled by Donna Brandewie, Director, Davis Productivity Awards Program and Dave Davis, Florida TaxWatch Sr. Research Analyst and DPA Advisor, with assistance from Deborrah Harris, Research Analyst and Grants Coordinator; Amber Graham, Administrative Assistant; and Diana Calabro, Mike Jin, Jarret Stone and Yahong "Rosia" Zhang, Assistant Research Analysts, under the direction of Keith G. Baker, Ph.D., Senior Vice President and Chief Operating Officer of Florida TaxWatch. Barney Barnett, Chairman; Dominic M. Calabro, President, Publisher and Editor.

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*For a printed copy, please call:  
(850) 222-5052 or  
write to Florida TaxWatch:  
P.O. Box 10209  
Tallahassee, FL 32302*

## EXAMPLES OF ADAPTABLE ACHIEVEMENTS

- #1 County health departments can increase their net revenue collections by utilizing credentialed Registered Nurses to conduct pediatric physical exams in lieu of MDs or ARNPs. For more information, please contact Cynthia Gail Worley at the Okaloosa County Health Department, (850) 833-9240 ext. 175 or email [gail\\_worley@doh.state.fl.us](mailto:gail_worley@doh.state.fl.us) (DOH-75)
- #5 An HIV medical services delivery model developed by St. Lucie County Health Department staff generated \$1.2 million of increased federal funding. For more information, please contact Merle Hilliard at (772) 462-3850 or email [Merle\\_Litvack@doh.state.fl.us](mailto:Merle_Litvack@doh.state.fl.us) (DOH-101)
- #7 Tracking clients who were not on Medicaid at the time a service was delivered by the Lee County Health Department, but who may have become enrolled in Medicaid during the following 12-month period, produces a \$40,000 annual revenue increase. For more information, please contact Peggy Sue Baker at (239) 332-9584 or email [Peggy\\_Baker@doh.state.fl.us](mailto:Peggy_Baker@doh.state.fl.us) (DOH-61)
- #14 Automating the Agency for Health Care Administration's process for determining annual employee bonuses saved \$39,330 worth of staff time. For more information, please contact Frank Folmar at (850) 921-7922 or email [folmarf@fdhc.state.fl.us](mailto:folmarf@fdhc.state.fl.us) (AHCA-5)
- #41 A software application that manages child support cases in the Office of the State Attorney, 11<sup>th</sup> Judicial Circuit, Miami, saves approximately \$500,000 annually. For more information, please contact Annette Perez at (305) 530-2740 or email [AnnettePerez@miamiSAO.com](mailto:AnnettePerez@miamiSAO.com) (JAC-001)
- #42 An information technology program developed by Department of Management Services staff enables citizens with disabilities, businesses run by persons with disabilities, and state employees with disabilities to access government information, compete for government business, and perform their jobs. For more information, please contact Julie Shaw at (850) 922-4103 or email [julie.shaw@myflorida.com](mailto:julie.shaw@myflorida.com) (DMS-5)
- #46 A statewide electronic journal service developed by Department of Health staff is expected to save the Department up to \$400,000. For more information, please contact Darlene Deas at (850) 245-4444 ext. 2177 or email [darlene\\_deas@doh.state.fl.us](mailto:darlene_deas@doh.state.fl.us) (DOH-44)
- #63 A tracking and reporting system to monitor for potential outbreaks of disease and bioterrorism saves the Hillsborough, Pinellas and Collier County Health Departments \$186,000 annually. For more information, please contact Eliot Gregos at (813) 307-8015 ext. 5902 or email [eliot\\_gregos@doh.state.fl.us](mailto:eliot_gregos@doh.state.fl.us) (DOH-30)
- #91 Confirmation of the use of one drug is all that is required to support a substance violation. Panama City Correctional Institution staff avoid unnecessary costs by reducing drug testing requests submitted to a commercial laboratory. For more information, please contact Jay Winters at (850) 872-7375 or email [Winters.Jay@mail.dc.state.fl.us](mailto:Winters.Jay@mail.dc.state.fl.us) (DOC-3)
- #98 An \$83 million design-build project on 35 miles of Interstate 95 in St. Johns County was made available to the driving public more than a year early by beginning construction without the normal complete set of plans and documents. For more information, please contact William Craig at (386) 312-4821 or email [william.craig@dot.state.fl.us](mailto:william.craig@dot.state.fl.us) (DOT-8)
- #101 Outsourcing contract compliance with federal and state laws regarding wage rates, on-the-job training and hiring goals for disadvantaged business enterprises and minority businesses saved Department of Transportation offices in Lake City and Jacksonville \$480,000 and helped simplify compliance for contractors. For more information, please contact Mark Toingo at (386) 961-7593 or email [mark.toingo@dot.state.fl.us](mailto:mark.toingo@dot.state.fl.us) (DOT-7)



## INCREASING FEDERAL FUNDING AND STATE REVENUE COLLECTION

Florida TaxWatch research reports over the past two decades have shown that Florida receives less in federal grants to the state and local governments than almost every other state. Adapting and implementing the following Davis Productivity Awards achievements throughout state government can help to draw down additional millions — in some cases to replace state funding. Other achievements can increase collection of state revenue under current law.

### **1. Pediatric Credentialing for Registered Nurses**

Okaloosa County Health Department staff developed a process to document credentialing of Registered Nurses (RNs) for pediatric physical exams. Under cost-based reimbursement, health departments collect the same amount for a nurse conducting this exam as for a physician (MD) or ARNP providing the same service. Utilizing RNs increases revenue because their salary is considerably less than MDs or ARNPs. For more information, please contact Cynthia Gail Worley at (850) 833-9240 ext. 175 or email [gail\\_worley@doh.state.fl.us](mailto:gail_worley@doh.state.fl.us) (DOH-75)

### **2. Increased Adoptions**

Department of Children and Families staff in Broward County achieved a 92% (122- child) increase in adoptions finalized in FY2002-2003 over the previous year. In 2003, Florida received \$3.5 million in federal bonus funds for increasing adoptions, the largest amount among 25 participating states. For more information, please contact Edward Howell at (954) 202-3340 or email [ed\\_howell@dcf.state.fl.us](mailto:ed_howell@dcf.state.fl.us) (DCF-28)



*Jean Kiltz, Certified Diabetes Educator,  
with clients from Baker County Area Church*

### **3. Diabetes Education Program**

Baker County Health Department staff developed a diabetes education program credentialed by the American Diabetes Association. Credentialing entitles the department to collect approximately \$15,000 insurance reimbursement annually for conducting diabetes education services. Other county health departments and state agencies can profit from credentialing. For more information, please contact Robin Dewey at (904) 259-6291 ext. 2250 or email [Robin\\_Dewey@doh.state.fl.us](mailto:Robin_Dewey@doh.state.fl.us) (DOH-2)

### **4. Health Rooms in School Facilities**

A health room established in a faith-based private school in Gulf County received \$60,000 from the federal Head Start program and another \$60,000 in Medicaid fees for medical and dental services provided to Healthy Start students attending the school. Both public and private schools can contract with Head Start to establish health rooms. For more information, please contact Gwendolyn Allen at (850) 227-1766 or email [gwendolyn\\_allen@doh.state.fl.us](mailto:gwendolyn_allen@doh.state.fl.us) (DOH-28)

### **5. HIV Medical Services**

Merle Hilliard at the St. Lucie County Health Department developed a centralized HIV medical services delivery model to enhance accessibility and utilization of HIV primary medical care and ancillary services. Over a two-year period, the model generated \$1.2 million of increased federal funding as well as reallocation of funds previously spent on administration to provide direct patient care services. For more information, please contact Merle Hilliard at (772) 462-3850 or email [Merle\\_Litvack@doh.state.fl.us](mailto:Merle_Litvack@doh.state.fl.us) (DOH-101)

## **6. Medicaid Revenue Increase**

Palm Beach County Health Department staff created a relational database to automate and streamline collection and analysis of data on Medicaid eligibility of pregnant women for increased revenue of \$63,000. For more information, please contact Dr. Robert Trenchel (561) 355-3105 or email robert\_trenchel@doh.state.fl.us (DOH-84)

## **7. Medicaid Revenue Increase**

A process developed by Peggy Sue Baker at the Lee County Health Department tracks clients who were not on Medicaid at the time a service was delivered by the health department but who may have become enrolled in Medicaid during the following 12-month period. This results in a \$40,000-plus annual Medicaid revenue increase. For more information, please contact Peggy Sue Baker at (239) 332-9584 or email Peggy\_Baker@doh.state.fl.us (DOH-61)

## **8. Medicaid Overpayments and Fines**

Agency for Health Care Administration staff developed a process to collect Medicaid overpayments and licensure fines prior to issuance of licenses to operate nursing homes undergoing changes of ownership. \$1.3 million was collected in the first quarter of FY 2003-2004. For more information, please contact Caralee Starnes at (850) 488-5861 or email starnesc@fdhc.state.fl.us (AHCA-33)

## **9. Improved Revenue Collection**

Samir Elmir enhanced revenue collection for the Miami-Dade County Health Department by using a Centrax adaptation for facility permits and other billings. This reduced General Revenue spent on program operations by \$85,000. Mr. Elmir's initiative is adaptable wherever annual facility permit collections are problematic. For more information, please contact Joseph Demarzio at (305) 623-3551 ext. 3578 or email joseph\_demarzio@doh.state.fl.us (DOH-71)

## **10. Streamlined Debt Collection**

Department of Health staff developed a protocol that sends receivables files directly to parties owing money without being routed through the Department of Financial Services. This initiative reduces personnel hours for both departments. Collections for 2003-04 increased by an estimated \$12,816. For more information, please contact Ella Hinson at (850) 245-4504 ext. 4504 or email ella\_hinson@doh.state.fl.us (DOH-45)

### **OTHER ADAPTABLE ACHIEVEMENTS THAT INCREASE FEDERAL FUNDING AND STATE REVENUE COLLECTION**

#21 Identification of Overpayments, Reconciliation of Difficult Accounts, and Resolution of Financial Irregularities in Social Services Contracting

#22 Automated Receipting System

#31 Electronic Billing

#33 Assistance to Small Businesses

#56 Increased Pediatric Revenue

#65 Improved Children's Services

#70 Reduced Barriers to Discharge from State Hospital

#82-84 Scheduling Medical Appointments

## **HUMAN RESOURCES MANAGEMENT, TRAINING AND QUALITY IMPROVEMENT SAVINGS**

### **11. Reduced Hire Cycle Time**

Department of Revenue staff redesigned the employee recruitment and selection process to reduce hire cycle time from an average of 133 days to an average of 54 days. This was accomplished through benchmarking world class organizations such as Xerox, DOT, Motorola, and Andersen Consulting. The new 54-day cycle average includes time to advertise a position, administer a skills test, complete the initial interview process, complete the follow-up interview process, allow for 14-day notice by exiting employees, and complete a background check. The redesigned process saves an average of \$278 per day, per hire in direct and indirect costs. For more information, please contact Wendy Bevan-Baker at (850) 922-9221 or email [bevanbw@dor.state.fl.us](mailto:bevanbw@dor.state.fl.us) (DOR-27)

### **12. Reduced Employee Orientation Time**

Northeast Florida State Hospital staff streamlined the elapsed time for new employee orientation from 13 to 10 days. For more information, please contact Steve Coleman at (904) 259-6211 or email [steve\\_coleman@dcf.state.fl.us](mailto:steve_coleman@dcf.state.fl.us) (DCF-16)

### **13. Automated Attendance and Leave Records**

Department of Children and Families staff created electronic versions of forms that compute employee compensation. The forms are for new employees without leave balances; career service employees with leave balances; select exempt service (SES) or career service employees converting to SES; and SES employees converting to career service. Formulas track the number of hours worked and leave taken; hours accrued based on employees' hire dates; the maximum value permissible for regular compensation; the maximum number of hours allowed at the start of a new year; and the maximum number of hours an SES staff person is awarded on his/her anniversary. For more information, please contact Erick Valarezo at (305) 349-1400 or email [erick\\_valarezo@dcf.state.fl.us](mailto:erick_valarezo@dcf.state.fl.us) (DCF-23)

### **14. Employee Bonuses**

The Service First lump sum bonus program annually provides monetary rewards for high achieving state employees. The Agency for Health Care Administration's 2002 process for determining bonuses was prone to mathematical errors and was labor intensive, consuming nearly 2,300 hours of staff time. The 2003 process was automated for time savings of 2,280 hours (\$39,330). For more information, please contact Frank Folmar at (850) 921-7922 or email [folmarf@fdhc.state.fl.us](mailto:folmarf@fdhc.state.fl.us) (AHCA-5)





*John Hubert, Ronnie Fisher teaching assistant, Lorenzo Poole, Beatriz Isaza  
DOT employees and trainers using "People First" computer system*

### **15. Computer Literacy Training Program**

Department of Transportation staff in Fort Lauderdale created a "People First" system which enabled 78 employees with no prior computer knowledge to independently use computers to update their state benefits information and access other employee information. This initiative will save an estimated \$60,000 annually by eliminating the need for four DOT staff to spend half of their work time assisting other employees. For more information, please contact Lois Danis at 954-777-4420 or email [lois.danis@dot.state.fl.us](mailto:lois.danis@dot.state.fl.us) (DOT-5)

### **16. Safety Training Video**

After evaluating safety program data for 2002, George Smith and Victor Johnson developed in-house training for 131 county health department staff at a savings of \$32,500. The curriculum and training videos are available upon request. For more information, contact George Smith at (850) 245-4444 ext. 3162 or email [george\\_smith@doh.state.fl.us](mailto:george_smith@doh.state.fl.us) (DOH-57)

### **17. Workers Compensation Savings**

The Department of Children and Families Sunland Center in Marianna is one of four state institutions that provide care for adults who are developmentally disabled. Since 1998, Sunland has received five Davis Productivity Awards for reducing workers' compensation costs. Annual claims were reduced from 209 in 1997-98 to 56 in 2002-03. Sunland Marianna's six-year workers' compensation incident rate per 100 full time employees is 42% less than the combined average of Florida's three other institutions for the developmentally disabled (Tacachale in Gainesville, Gulf Coast in Ft. Myers and Landmark in Miami). For more information, please contact Dianne Tipton at (850) 482-9210 or email [dianne\\_tipton@dcf.state.fl.us](mailto:dianne_tipton@dcf.state.fl.us) (DCF-37)

### **18. Quality Improvement Savings**

Division of State Parks staff analyzed feedback from 26 employee focus groups that addressed concerns relating to reducing paperwork, streamlining operations and eliminating bureaucracy. Fifty-two recommendations were approved by Division management. Their implementation has improved visitor services, saved more than \$100,000 in consulting fees and created a more productive and pleasing working environment for park personnel. For more information, please contact Thomas Linley at (352) 628-4243 or email [Tom.Linley@dep.state.fl.us](mailto:Tom.Linley@dep.state.fl.us) (DEP-14)

## **CONTRACTING, BUDGETING, ACCOUNTING, AUDITING, PROPERTY AND RECORDS MANAGEMENT**

### **19. Professional Contract Savings**

Department of Health staff in the Office of Design and Construction execute annual contracts with architects, engineers and construction management personnel on behalf of county health departments, Children's Medical Services clinics and state laboratories. The contracts allow clients to avail themselves of design and construction services for non-fixed capital outlay and locally generated projects. Time savings are at least 60 days in procuring architect/engineer services. Projects that utilize construction management gain an additional 60 days of time savings. For more information, contact Ron Walsh at (850) 245-4066 or email [ron\\_walsh@doh.state.fl.us](mailto:ron_walsh@doh.state.fl.us) (DOH-37)



*Completed state facility in  
Palm Beach County*

### **20. Maintenance Contract Savings**

Florida State Hospital food service staff implemented an alternative to a contract for equipment parts and repairs which can be adapted and implemented by other institutions. For more information, please contact Allen Kirkland at (850) 663-7724 or email [Allen\\_Kirkland@DCF.state.fl.us](mailto:Allen_Kirkland@DCF.state.fl.us) (DCF-22)

### **21. Enhanced Financial Integrity of Contracting**

Techniques developed by Jim Craig at the Department of Children and Families to identify overpayments, reconcile difficult accounts and resolve financial irregularities may be useful to other agencies. In one investigation, Mr. Craig gathered evidence used by Florida's Attorney General to file claims totaling more than \$1 million against a corporation. In another case, Mr. Craig discovered a billing methodology used by a large behavioral healthcare provider. It resulted in improper billing of \$12,000 worth of co-payments and deductibles during a four-month period that actually were owed by commercial insurance clients. For more information, please contact Walter Sachs at (850) 921-8983 or email [walter\\_sachs@dcf.state.fl.us](mailto:walter_sachs@dcf.state.fl.us) (DCF-53)

### **22. Automated Receipting System**

An automated receipting system developed by Department of Juvenile Justice finance and accounting staff replaced a 100% manual process. The Department now begins earning interest three days sooner. More work is processed more accurately for estimated added value of \$120,000. The system is secure and enforces cross validation to reduce errors on receipt detail. For more information, please contact Joe Franklin at (850) 414-7672 or email [joe.franklin@djj.state.fl.us](mailto:joe.franklin@djj.state.fl.us) (DJJ-6)

### **23. Streamlined Internal Auditing**

Sheryl Steckler streamlined internal audit investigation processes and report formats in her first year as Inspector General at the Department of Children and Families. The average number of audits published in the previous 11 years was three versus 12 during Ms. Steckler's first year. \$5.5 million duplicate billings and ineligible costs were identified in these reports. For more information, please contact Sheryl Steckler at (850) 921-5999 or email [Sheryl\\_Steckler@dcf.state.fl.us](mailto:Sheryl_Steckler@dcf.state.fl.us) (DCF-30)

#### **24. Computerized Audit Trail**

Pinellas County Health Department staff created an Intranet Web-enabled application to track the transfer of health information throughout the Department. The application provides status notations that serve as return receipts to ensure that all information sent non-electronically is received. This serves as an audit trail on test results, correspondence and reports. Productivity can be measured through queries and reports. This initiative can be adapted and implemented by other county health departments for approximate statewide added value of \$500,000. For more information, please contact Robert Borowicz at (727) 824-6900 ext. 11014 or email [Robert\\_Borowicz@doh.state.fl.us](mailto:Robert_Borowicz@doh.state.fl.us) (DOH-90)

#### **25. Improved Asset Management Accountability**

An improved system for tracking all Department of Health property reduced the time to register, tag, transfer and dispose of assets by 46%. Automation of barcoding procedures provides more timely and accurate information. A Web-based enterprise database system manages all property classes and moves and tracks all forms. The new system can be adapted and implemented by other agencies. For more information, please contact James Wheeler at (850) 245-4555 or email [James\\_Wheeler@doh.state.fl.us](mailto:James_Wheeler@doh.state.fl.us) (DOH-55)

#### **26. Asset Tracking System**

Department of Children and Families staff in Tampa developed a statewide asset tracking system that automatically updates the state accounting system (FLAIR) and service center. It formerly took three staff members 2.5 days to manually inventory one of the DCF region's buildings. The new system takes one person approximately 2.5 hours with 100% accuracy. For more information, please contact Martin Smalley at (813) 558-5820 or email [Martin\\_Smalley@dcf.state.fl.us](mailto:Martin_Smalley@dcf.state.fl.us) (DCF-43)

#### **27. Warehouse Inventory Management System**

Alfred Vann at the Department of Transportation in Pompano saved \$250,000 on development of a warehouse inventory management system for toll equipment. This system allows internal users to order parts remotely, view inventories of more than 2,000 line items of parts in six DOT warehouses statewide, and track ordered items on-line. For more information, please contact Pat Maggio at (407) 251-2391 or email [pat.maggio@dot.state.fl.us](mailto:pat.maggio@dot.state.fl.us) (DOT-30)

#### **28. Records Storage Information System**

Department of Children and Families staff developed a storage system for more than one million open and closed records. Over 100,000 records have been destroyed, decreasing storage fees by \$17,000. For more information, please contact Emma Ballard at (813) 558-5862 or email [emma\\_ballard@dcf.state.fl.us](mailto:emma_ballard@dcf.state.fl.us) (DCF-42)

#### **29. Records Management Training Video**

A 30-minute records management training video developed by Department of Health staff and WFSU-TV in Tallahassee was distributed to 85 records management liaison staff throughout the state. It is projected to save nearly \$30,000 worth of travel/training costs for the next five years. For more information, please contact Victor Johnson at (850) 245-4544 or email [victor\\_johnson@doh.state.fl.us](mailto:victor_johnson@doh.state.fl.us) (DOH-56)

## 2002-03 SUCCESS STORIES

### 30. Automated Operations System

Department of Management Services staff adapted an access and tracking system from an award winning fixed capital outlay management system in order to automate parking, lease management and operations, and preventive maintenance services. For more information, please contact John Owen at (850) 488-0439 or email [owenj@dms.state.fl.us](mailto:owenj@dms.state.fl.us) (DMS-4)

### 31. Electronic Billing

A Department of Health HIV Care System team utilized an award winning health clinic management system to develop a reporting and accounting tool that electronically bills and increases billing rates for Medicaid Project AIDS Care clients. For more information, please contact Rich Power at (850) 245-4058 or email [Richard\\_Power@doh.state.fl.us](mailto:Richard_Power@doh.state.fl.us) (DOH-1)



*Four members of the Leasing, Parking and Preventative Maintenance Tracking Team, Department of Management Services: Tim Traylor, John Owen, Carolyn Jones and Ming Ko*

**OTHER ADAPTABLE  
ACHIEVEMENTS RELATING  
TO CONTRACTING,  
BUDGETING, FINANCE,  
ACCOUNTING, AUDITING,  
PROPERTY AND RECORDS  
MANAGEMENT**

- #6 Medicaid Revenue Increase
- #7 Medicaid Revenue Increase
- #8 Medicaid Overpayments and Fines
- #9 Improved Revenue Collection
- #10 Streamlined Debt Collection
- #11 Reduced Hire Cycle Time
- #12 Reduced Orientation Time
- #14 Employee Bonuses
- #20 Maintenance Contract Savings
- #26 Automated Asset Tracking System
- #44 Automated Unemployment Compensation Claims Application
- #49 Imaging System for Purchasing, Disbursing and Vouchering
- #66 Equipment Savings
- #75 Pharmacy Billing Reform
- #75 Medicaid Pharmacy Services
- #98 Time Saving Road Building
- #101 Contract Compliance



## IMPROVED CUSTOMER SERVICES AND GOVERNMENT OPERATIONS

### **32. Improved Processing of Consumer Complaints**

David Check at the Department of Business and Professional Regulation developed new policies and procedures for intake and processing of consumer complaints covering 17 different professional boards. Criteria for legal sufficiency — the determining factor in whether a complaint qualifies for investigation — were revised to reflect current statutes, legal rulings and evidentiary requirements. Elimination of unnecessary investigation of cases produced savings of \$1.6 million, and streamlining of processes resulted in a 20% productivity increase. For more information, please contact David Check at (850) 414-5752 or email [David.Check@dbpr.state.fl.us](mailto:David.Check@dbpr.state.fl.us) (DBPR-5)

### **33. Assistance to Small Businesses**

The Lee County Health Department provides health education, immunizations and certification to small businesses that are required for licensure. Staff provide on-site health services not otherwise available to businesses in the county. This program advances public health goals by decreasing the risk of disease transmission. For more information, please contact Debra Gray at (239) 656-2546 or email [Debra\\_gray@doh.state.fl.us](mailto:Debra_gray@doh.state.fl.us) (DOH-63)

### **34. One-Stop Permitting**

Nassau County Health Department staff created a process that enables citizens and clients to acquire all permits necessary to construct, modify or improve their property at one location for shared savings of approximately \$110,000 among two government agencies and applicants. For more information, please contact Wade Sparkman at (904) 277-7284 or email [Wade\\_sparkman@doh.state.fl.us](mailto:Wade_sparkman@doh.state.fl.us) (DOH-74)

### **35. Fast Track Permitting**

Martin County Health staff reduced the time to issue new septic system construction permits from an average of 11.2 to 3.2 days. This efficiency saved Lee County an estimated \$192,000. For more information, please contact Michelle Fredette at (772) 221-4090 or email [michelle\\_fredette@doh.state.fl.us](mailto:michelle_fredette@doh.state.fl.us) (DOH-68)



### **36. Environmentally Friendly Lawnmowers**

In early 2002, Sarlo Manufacturing and HUGR Systems, Inc. were invited to demonstrate environmentally-friendly lawnmowers as an alternative to approximately 2,000 gas fired units used by Department of Corrections inmate work crews. The mower is unique because it has a diesel engine and is powered by recycled vegetable oil. Emissions from biodiesel, an EPA recognized alternative fuel, are markedly less than gasoline. Prisons can convert their waste grease to fuel, and maintenance of diesel engines is less expensive than for gasoline engines. Additionally, Department of Environmental Protection staff have introduced this technology for applications such as trams at the Itchetucknee State Park in North Central Florida. For more information, please contact John P. Patten at (407) 342-8989 or email [jp@hugrsystems.com](mailto:jp@hugrsystems.com) (DOC-5)



*Department of Corrections staff and inmate with environmentally friendly lawnmower*



### **37. Cost Saving Production of Driver Handbooks**

Department of Highway Safety and Motor Vehicles staff developed a plan to print driver handbooks at no cost to the state. After negotiating the printing price, staff negotiated with Online Education to sell, produce and incorporate DHSMV-approved advertising in the publication. Online Education paid the printer and reimbursed the Department for its costs. For more information, please contact Peter Stoumbelis at (850) 414-2426 or email [stoumbelis.peter@hsmv.state.fl.us](mailto:stoumbelis.peter@hsmv.state.fl.us) (DHSMV-4)



*Driver Licenses Handbook Production team members David Laing, April Langston and Barbara Peacock*



**Prudential**  **Financial**

### **38. Outsourced Mail Service**

Department of Health staff outsourced mail service for the Division of Disability Determinations. The former system required 15 positions to annually process 9.5 million pieces of mail generated by nine offices statewide. Outsourcing released these 15 positions to perform claims processing work, freed up space for operations offices and eliminated local courier services. Postage was reduced by \$141,788 the first year. Additionally, future replacement of more than \$300,000 worth of mailing equipment will be avoided. For more information, please contact Avis Payne at (850) 488-4222 ext. 324 or email [avis.payne@ssa.gov](mailto:avis.payne@ssa.gov) (DOH-36)

## *2002-03 SUCCESS STORIES*

### **39. Dispute Resolution Program**

Department of Business and Professional Regulation staff adapted an award winning alternative dispute resolution program to close 103 farm labor cases for avoidance of \$255,000 in administrative hearing and legal expenses. The farm labor program also recovered \$128,830 in unpaid worker wages and uncollected fines. For more information, please contact Ronald Safford at (850) 487-9518 or email [ronald.safford@dbpr.state.fl.us](mailto:ronald.safford@dbpr.state.fl.us) (DBPR-7)

### **40. Computer-based Inspection Training**

Computer-based training on swimming pool and spa inspection developed by Department of Health staff was adapted by the Centers for Disease Control and Prevention for distribution to health departments nationwide. For more information, please contact Dawn Hewitt at (386) 736-5583 or email [dawn\\_hewitt@doh.state.fl.us](mailto:dawn_hewitt@doh.state.fl.us) (DOH-106)

**OTHER  
ADAPTABLE ACHIEVEMENTS  
THAT CAN IMPROVE  
CUSTOMER SERVICES AND  
PRODUCE GOVERNMENT  
OPERATIONS SAVINGS**

- #13 Automated Attendance and Leave Records
- #19 Professional Contract Savings
- #21 Enhanced Financial Integrity of Social Service Contracting
- #24 Computerized Audit Trail for Transferring Health Information
- #34 One-Stop Permitting
- #42 Access to Government Information
- #43 On-line Information System for Call Centers
- #44 Improved Processing of Unemployment Compensation Claims
- #45 Quality Control Program
- #46 Electronic Journal Service
- #47 Training and Communications Aid
- #48 Electronic Forms Management
- #49 Improved Purchasing and Vouchering
- #92 Less Costly Motor Retrofit

## TECHNOLOGY-ASSISTED IMPROVEMENTS

### **41. Improved Management of Child Support Cases**

An eight-member team in the Office of the State Attorney, 11<sup>th</sup> Judicial Circuit, Miami, developed software applications to more efficiently manage child support cases. The applications pull information from multiple databases maintained by the Department of Highway Safety and Motor Vehicles, the Agency for Workforce Innovation and various Internet sites for simultaneous viewing, analysis and letter generation. The applications also automatically transfer data to the FLORIDA Child Support computer system. An initial savings of \$472,095 was realized and recurring savings of approximately \$500,000 per year are expected. These applications can be implemented statewide. For more information, please contact Annette Perez at (305) 530-2740 or email [AnnettePerez@miamiSAO.com](mailto:AnnettePerez@miamiSAO.com) (JAC-001)

### **42. Information Technology Assistance for the Disabled**

Department of Management Services staff developed an information technology program that enables citizens with disabilities, businesses run by persons with disabilities, and state employees with disabilities to access government information, compete for government business, and perform their jobs. This program is being monitored as a "best practice" by the federal Centers for Medicare and Medicaid Services. It was recognized with a 2003 "Inspired Leadership Award for an Organization" by the Florida Alliance for Assistive Services and Technology. For more information, please contact Julie Shaw at (850) 922-4103 or email [julie.shaw@myflorida.com](mailto:julie.shaw@myflorida.com) (DMS-5)

### **43. On-line Information System**

An Agency for Workforce Innovation (AWI) team created an on-line information system as a frame on the AWI Intranet site to replace paper manuals used in the Unemployment Compensation call center. This system provides call center staff with instant access to information, thereby improving responses to claimants' phone calls. For more information, please contact Nancy Osborne at (407) 897-2880 ext. 1168 or email [nancy.osborne@awi.state.fl.us](mailto:nancy.osborne@awi.state.fl.us) (AWI-5)

### **44. Automated Unemployment Compensation Claims Application**

Agency for Workforce Innovation staff developed an application that allows Internet-based Unemployment Compensation claims to be processed without manual intervention. This no-touch employer matching system automatically verifies customer information and migrates it to a mainframe computer, saving nearly \$200,000 worth of staff time annually. For more information, please contact Ron McCranie at (850) 245-7485 or email [ron.mccranie@awi.state.fl.us](mailto:ron.mccranie@awi.state.fl.us) (AWI-4)

### **45. Laboratory Information Management System**

Department of Transportation staff in the Gainesville materials laboratory developed several processes using information management system application software to administer a quality control program, an independent assurance program, a laboratory qualification program



and a materials certification audit. These programs provide users immediate access to statewide information on more than 30 automated reports. They also provide centralized data storage instead of inconsistent and unsynchronized local storage. And they reduce administrative costs by virtually eliminating paperwork. For more information, please contact Mayur Patel at (352) 955-6626 or email [mayur.patel@dot.state.fl.us](mailto:mayur.patel@dot.state.fl.us) (DOT-28)

#### **46. Electronic Journal Services**

Darlene Deas developed a statewide electronic journal service that allows all Department of Health employees access to important public health journals. This initiative has the potential to save the Department nearly \$400,000. For more information, please contact Darlene Deas at (850) 245-4444 ext. 2177 or email [darlene\\_deas@doh.state.fl.us](mailto:darlene_deas@doh.state.fl.us) (DOH-44)

#### **47. Web-Based Communications and Training**

The Agency for Health Care Administration's use of NetMeeting, a communications tool available within the Windows 2000 operating system, provides real-time remote training and collaboration with staff statewide, avoiding travel and Web-Based service subscriptions of approximately \$150,000. For more information, please contact Teri Koch at (850) 921-2241 or email [kocht@fdhc.state.fl.us](mailto:kocht@fdhc.state.fl.us) (AHCA-6)

#### **48. Automated Forms Updating**

Clyde Benedix at the Department of Juvenile Justice developed an enhanced electronic forms management system for conversion of all Department forms to portable document format (PDF). This system eliminates the need for desktop support staff to manually update each computer. For more information, please contact Clyde Benedix at (850) 921-4116 or email [Clyde.Benedix@djj.state.fl.us](mailto:Clyde.Benedix@djj.state.fl.us) (DJJ-1)

#### **49. Imaging Management System**

Department of Agriculture and Consumer Services staff developed an imaging management work process system for purchasing and disbursing/vouchering with other administrative units in the areas of leasing and contracts which can be utilized by all state agencies. Cost avoidance for the Department includes three positions. For more information, please contact Alan Edwards at (850) 488-5321 or email [edwarda@doacs.state.fl.us](mailto:edwarda@doacs.state.fl.us) (DACS-1)

#### **50. Cost-Reducing Telephone/Circuit System**

Agency for Workforce Innovation staff reduced communications costs by more than \$1 million, in part by designing a Web-Based telephone and data circuit tracking system that is adaptable by other agencies. For more information, please contact Leo Ours at (850) 245-7329 or email [leo.ours@awi.state.fl.us](mailto:leo.ours@awi.state.fl.us) (AWI-6)

#### **51. Eliminated Annual Software Licensing**

A three-member JAVA Application Server Cost Reduction Team utilized open source freeware to eliminate the need for annually renewing software licensing for systems that serve the university community, saving \$18,320. For more information, please contact Mitch Gans at (850) 644-8555 or email [mgans@admin.fsu.edu](mailto:mgans@admin.fsu.edu) (FSU-011)

#### **52. Reduced Mainframe Emulation Software Costs**

Joseph Filice, less than one month after employment with the Department of Corrections, found that emulation software utilized by the Department included features not needed by most users

and was overly expensive. He researched and tested an alternative called MochaSoft, customized the installation files, developed instructions for the entire Department and worked with a vendor on pricing. In January 2003, the Department purchased a license for MochaSoft to be installed on an unlimited number of PCs statewide and to receive unlimited updates. A one-time cost of \$1,250 replaces a \$227 cost per PC as well as a \$35,000 annual support agreement for the previous statewide emulation program. Savings to the state exceed \$350,000. For more information, please contact Joseph Filice at (863) 773-2441 (DOC-007)

### **53. Computer Upgrading**

The Department of Juvenile Justice was faced with upgrading its computer operating system following a 25% staff cut. Maureen Wines designed and developed a Windows 2000 active directory plan utilizing existing staff for savings of nearly \$70,000. The Department now runs on the latest technology, allowing it to be integrated with the State Technology Office. For more information, please contact Maureen Wines (850) 595-8820 ext. 261 or email [maureen.wines@djj.state.fl.us](mailto:maureen.wines@djj.state.fl.us) (DJJ-11)

### **54. Computer Upgrading**

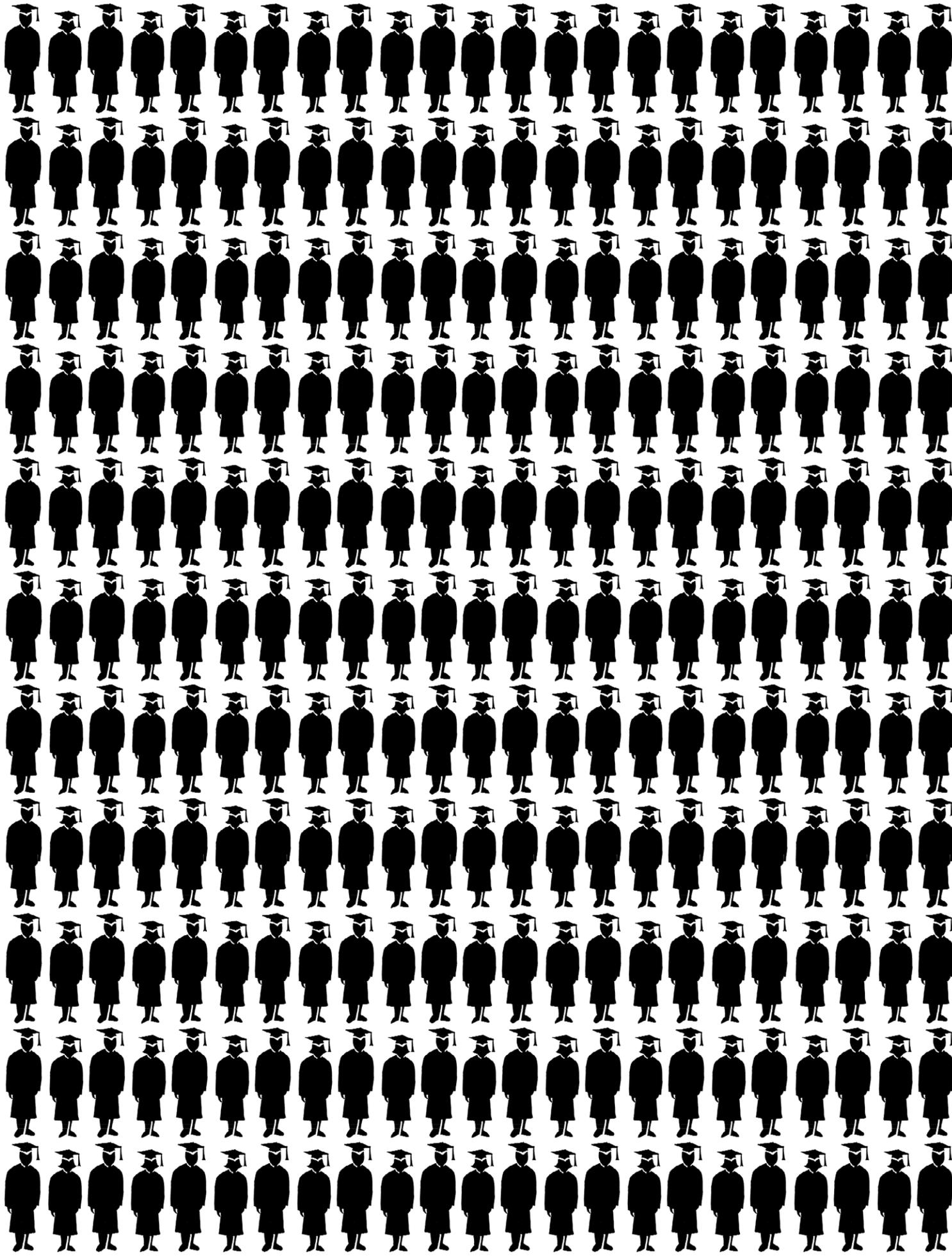
Olu Oyewole at the Department of Juvenile Justice developed a server image to upgrade servers to Windows 2000 (W2K) in less than one hour each versus up to four hours without it. An image server eliminates the need to manually install and configure software packages and assures that appropriate security software configurations are on all servers. State agencies needing to upgrade to W2K or wanting to create a standard configuration could utilize Mr. Oyewole's approach. For more information, please contact Olu Oyewole at (850) 921-7288 or email [olu.oyewole@djj.state.fl](mailto:olu.oyewole@djj.state.fl) (DJJ-7)

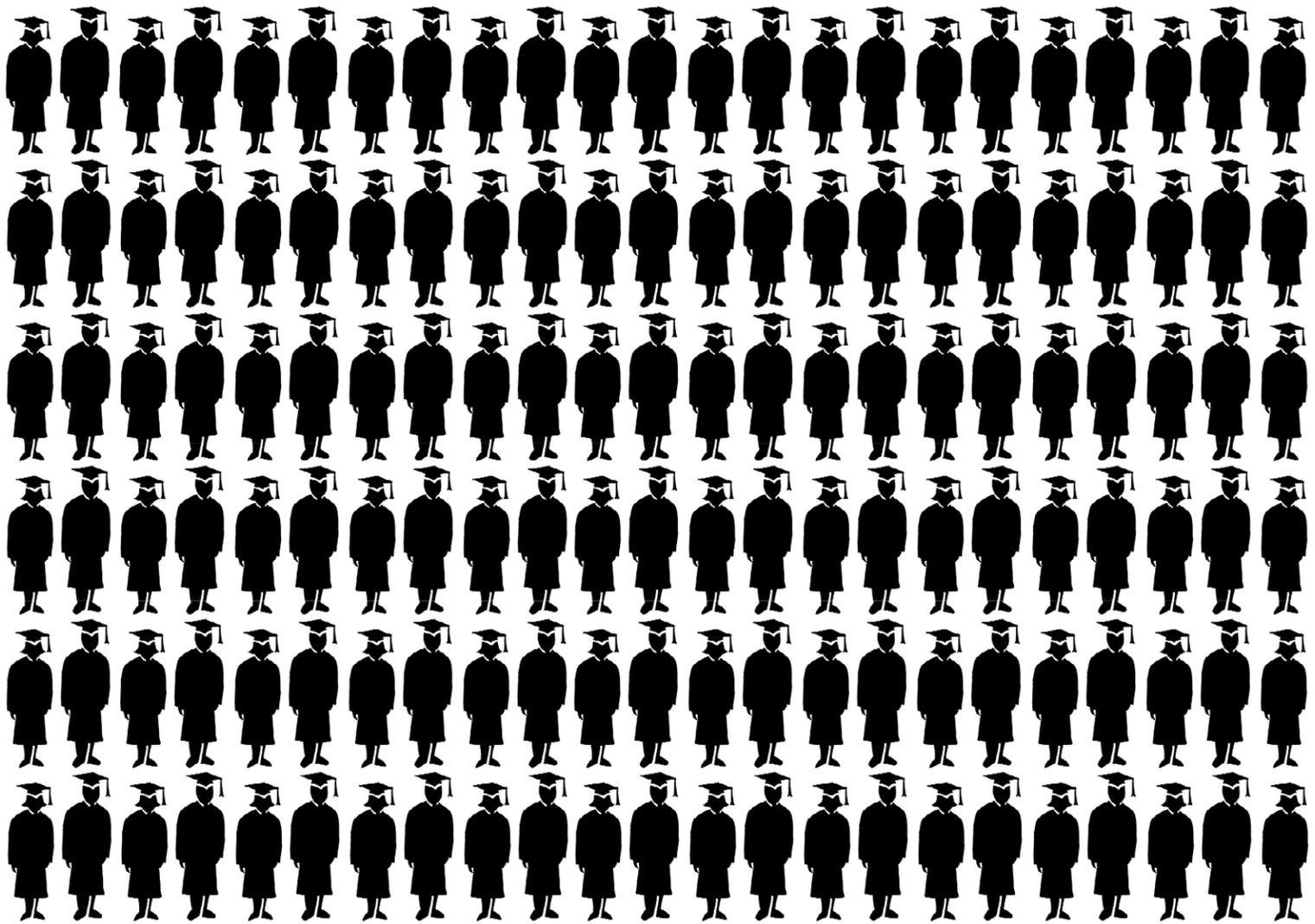
### **55. Information Security**

Scott Morgan at the Department of Agriculture and Consumer Services developed a layered approach to information security that consolidates Internet-facing servers using one set of security policies and alternate secure forms of remote access services for agency employees. This initiative saved approximately \$100,000 and is adaptable in other state agencies. For more information, please contact Scott Morgan at (850) 245-1040 or email [morgans@doacs.state.fl.us](mailto:morgans@doacs.state.fl.us) (DACS-5)

## **OTHER TECHNOLOGY RELATED ADAPTABLE ACHIEVEMENTS**

- #6 Database Increases Medicaid Revenue
- #24 Computerized Audit Trail for Transferring Health Information
- #27 Warehouse Inventory Management System
- #59 University Student Recruiting Tool
- #60 High Bandwidth Administration/Management Solution
- #63 Monitoring For Diseases





# 179,000 BRIGHT FUTURES SCHOLARSHIPS AND COUNTING.

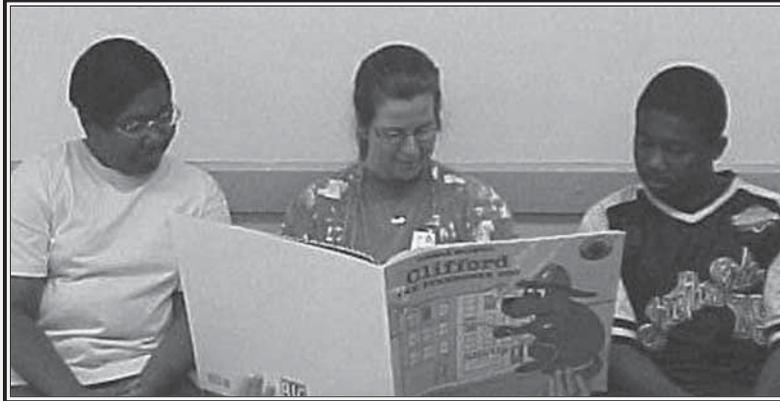
*That's how many students have received Bright Futures Scholarships since 1997. Last year alone, thanks to our players, the Florida Lottery contributed more than \$202 million to fund scholarships for students who earned them. And that's just the beginning of what we are doing. Lottery profits have also funded over 400 public school construction and renovation projects. Play the games of the Florida Lottery and feel good when you do because when you play, we all win.*



When you play, we all win.

For more information, visit [www.flalottery.com](http://www.flalottery.com)

## K-12, POST-SECONDARY, IN-SERVICE AND PUBLIC EDUCATION



*Suzette Dix, LPN and Sharon Lucia, RN reading to client  
in lobby of Indian River County Health Department*

### **56. Convenient Mentoring**

The Indian River County Health Department promotes the Governor's literacy campaign by encouraging its employees to volunteer 30 minutes twice weekly to read to children in the pediatric lobby. This is a good way to increase state employees' mentoring participation without having to leave their job sites. For more information, please contact Rose Parker, RN at (772) 794-7412 or email [avie\\_parker@doh.state.fl.us](mailto:avie_parker@doh.state.fl.us) (DOH-59)

### **57. Probation Officers Lend A Hand**

Because of the Governor's "Just Read, Florida!" initiative, Department of Juvenile Justice Probation Officers in Cocoa tutored offenders in reading. Teachers reported significant improvement in these offenders' reading levels. For more information, please contact Kimberly Koplak at (321) 690-3890 or email [kimberly.koplak@djj.state.fl.us](mailto:kimberly.koplak@djj.state.fl.us) (DJJ-31)

### **58. Detention Center Media Facilities**

In keeping with the Governor's "Just Read, Florida!" initiative, the Department of Juvenile Justice's St. Johns and Escambia County Detention Centers created media facilities to promote and enrich youths' self-esteem through reading. The Centers solicited donation of approximately \$25,000 worth of books for their initiatives. For more information, please contact Paul Wallis at (850) 595-8820 or email [paul.wallis@djj.state.fl.us](mailto:paul.wallis@djj.state.fl.us) (DJJ-20)

### **59. University Recruiting Tool**

Florida State University staff created "Graduate Inquiry," a first-in-the-nation prospect recruiting software suite that reduces the amount of resources typically expended on student recruitment. This entry-level customer relationship application spearheads enterprise-level architecture and development, thereby fostering data warehousing among clients. For more information, please contact Scott McCord at (850) 644-0291 or email [smccord@admin.fsu.edu](mailto:smccord@admin.fsu.edu) (FSU-14)

### **60. High Bandwidth Administration/Management Solution**

The three-member Academic Computing Network Services team at FSU developed and deployed a high bandwidth solution for improved campus network administration and management that maintains costs at or below previous levels. After analyzing network data and usage reports, the

team wrote an automated solution to inform campus subnet system administrators on their network bandwidth usage. This solution has enhanced the university's network availability and productivity, and helped to prevent unauthorized computing security intrusions or intellectual property/copyright infringements. Cost avoidance/savings was at least \$240,000. For more information, please contact Joseph Lazor at (850) 644-0062 or email jlazor@admin.fsu.edu (FSU-2)

**61. Information Technology Internship Program**

Bryan Lutz initiated an internship program for students in the Warrington College of Business at the University of Florida that added 3,120 hours of support to the Information Technology Department at zero cost to the University Press Department. The press annually gains more than \$40,000 worth of increased productivity and graduate students acquire experience they will use in their future careers. For more information, please contact Bryan Lutz at (352) 392-1351 ext. 215 or email bryanl@ufl.edu (UF-001)

**62. Improved Reliability of Cooling Equipment for Research**

Gerald Sellers at the University of Florida recognized that much of the Health Science Center's medical research stored in cold storage rooms was at risk due to aging chiller units. These storage rooms sustain research conducted by 900 faculty members involved in \$250 million of annual research. University maintenance staff were continually responding to high temperature alarms and it was only a matter of time before valuable and matchless research would be lost when an equipment failure was not corrected in time. To rectify this problem, Mr. Sellers acquired components and assembled 14 redundant chiller units to back up those already installed. He also designed and manufactured several portable units for the same purpose. Through his initiative, multi-million dollar and irreplaceable medical research is no longer at risk. For more information, please contact Eric Cochran at (352) 392-8179 or email ecochra@ufl.edu (UF-003)

**OTHER  
ADAPTABLE ACHIEVEMENTS  
THAT MAY BENEFIT  
FLORIDA EDUCATION**

- #3 Diabetes Education
- #4 Health Rooms in School Facilities
- #56 Medicaid School-Based Health Services Reimbursement



## HEALTH CARE AND SOCIAL SERVICES

### **63. Monitoring For Diseases**

Hillsborough County Health Department staff developed a syndromic tracking and reporting system (STARS) which, in 2001, was the first of its kind in the U.S. to monitor for potential outbreaks of disease and bioterrorism. STARS is free of charge, saving Hillsborough, Pinellas and Collier Counties \$186,000 per year in database costs. For more information, please contact Eliot Gregos at (813) 307-8015 ext. 5902 or [eliot\\_gregos@doh.state.fl.us](mailto:eliot_gregos@doh.state.fl.us) (DOH-30)

### **64. Improved Child Delivery**

Dr. Heidar Heshmati, executive director of the Brevard County Health Department (BCHD), worked with local hospitals and obstetricians to improve delivery outcomes for indigent clients, ensure better compliance for high-risk OBs, and institute methods to decrease malpractice concerns — resulting in a more positive relationship with BCHD clients and providers. Previous delivery of indigent antepartum care contributed to unsatisfactory relationships between clients, delivering physicians and staff. Providers voiced complaints about standards of care and litigation frequently was brought against providers by unsatisfied clients. For more information, please contact Dr. Heidar Heshmati at (321) 454-7111 or email [Heidar\\_heshmati@doh.state.fl.us](mailto:Heidar_heshmati@doh.state.fl.us) (DOH-9)

### **65. Improved Children's Services**

A school health readiness team in St. Lucie County provides vision, hearing, dental and nutrition screenings, plus assessments to identify children with developmental issues. Nurses facilitate enrollment in the Florida Kidcare program for families without insurance. This program has been recognized by the Florida Children's Forum as a "Promising Best Practice." For more information, please contact Virginia Lindell at (772) 462-3818 or email [Virginia\\_lindell@doh.state.fl.us](mailto:Virginia_lindell@doh.state.fl.us) (DOH-97)

### **66. Equipment Savings**

Department of Health Children's Medical Services staff in Fort. Lauderdale, West Palm Beach and Fort Pierce renegotiated contracts with medical equipment companies to rent pulse oximeters for their clients. The monthly rate was reduced from \$225 to \$145 for the Fort Lauderdale and West Palm Beach offices, and from \$225 to \$64 for the Fort Pierce office. Additionally, a tighter review and authorization process to insure that only clients with appropriate medical necessities receive pulse oximeters determined that 69 of 101 children in the Fort Lauderdale area lacked adequate documentation of medical necessity to justify continued use of oximeters. For further information, please contact Robert Missal at (954) 713-3103 or email [Robert\\_Missal@DOH.state.fl.us](mailto:Robert_Missal@DOH.state.fl.us) (DOH-11)

### **67. Improved Handling of Smallpox Vaccine**

Dr. William Watson, a Bay County Health Department primary physician, invented a device to hold Smallpox vaccine for "Operation Vaccinate Florida." The device minimizes possible loss of vaccine and creates a safer environment for individuals administering it by freeing up their hands. For more information, please contact Dr. William Watson at (850) 872-4455 ext.139 or email [William\\_watson@doh.state.fl.us](mailto:William_watson@doh.state.fl.us) (DOH-6)

### **68. Improved Medical Care for Foster Children**

Five agencies in Duval County collaborated to create a Kids N Care Health Center to provide incoming foster children a comprehensive medical assessment in one location within 72 hours of being detained. Comprehensive medical, psychological, dental and developmental assessments are available. Continuity of care, well-child care and treatment are provided by board certified specialists in pediatric and adolescent medicine. Special needs children are identified and referred to Children's Medical Services staff in the same building. Foster children's medical histories are maintained in a centralized location. For more information, please contact Joni Woerly at (904) 359-3848 or email joanne\_woerly@doh.state.fl.us (DOH-19)

### **69. Pap Smear Follow-Up System**

Lee County Health Department staff created a system to track, follow up and educate women with abnormal pap smears that will annually save \$13,000 in state salaries/benefits. This system frees nurses from clerical duties and virtually eliminates the need for clerical staff to perform PAP follow-up. It can be adapted and implemented by other health departments to save money, improve efficiency and increase client knowledge. For more information, please contact Richard Evans at (239) 656-2529 or email Richard\_evans@doh.state.fl.us (DOH-62)

### **70. Reduced Barriers to Discharge from State Hospital**

Northeast Florida State Hospital staff reduced costly and frustrating barriers to discharge by systematically reviewing all residents' benefits status, aggressively pursuing all available benefits, and renewing coordination activities with the Social Security Administration. For more information, please contact Dyan Timmerman at (904) 259-6211 ext. 1538 or email Dyan\_Timmerman@DCF.state.fl.us (DCF-14)

### **71. Medical Care to Underinsured and Uninsured**

Local medical and health care practitioners donate services and supplies to assist medically underinsured and uninsured citizens of Clay County. The We Care program provides uncompensated basic care, secondary specialty referral and in-patient/out-patient hospital services worth nearly \$700,000. The John F. Kennedy School of Government at Harvard University recently recognized these volunteers for providing health care to the medically needy. For more information, please contact Connie Tharp at (904) 269-6340 ext. 165 or email connie\_tharp@doh.state.fl.us (DOH-13)

### **72. Reduced Cost of Prisoner Medications**

Following a 12% increase in psychotropic medications and with budget cuts and medication cost increases, Department of Corrections staff developed a system to reduce the types of medications used for mental health treatment without jeopardizing appropriate clinical care, saving at least \$2 million annually. For more information, please contact Curtis Warren at (850) 922-6545 or email Warren.Curtis@mail.dc.state.fl.us (DOC-4)

### **73. Second Tier Prior Authorization for Oxycontin**

Agency for Health Care Administration staff implemented a prior authorization system that targeted physicians who prescribed Oxycontin to 85% of their patients requiring a long-acting narcotic. Many recipients were suspected of misusing or selling their medication and some physicians were suspected of knowingly over-prescribing it. This initiative reduced the number of patients receiving Oxycontin from 2,048 to 864 for savings of \$2.8 million. For more information, please contact George Kitchens at (850) 922-0685 or email kitcheg@fdhc.state.fl.us (AHCA-15)

#### **74. Pharmaceuticals Outsourcing**

Helen Armstrong outsourced all pharmaceuticals except injectibles given to patients on-site at the Bay County Health Department, saving \$46,580 the first year. Additional benefits include more efficient use of nursing staff, improved patient flow and patient access to pharmaceuticals six days a week, most holidays and evenings. For more information, please contact Helen Armstrong at (850) 872-4455 or email Helen\_Armstrong@doh.state.fl.us (DOH-3)

#### **75. Pharmacy Billing Reform**

Agency for Health Care Administration staff identified duplicated pharmacy claims billed to Medicare and Medicaid. The methodology used in this initiative can be adapted for other areas of suspected fraud and abuse and provide quantifiable data for decision-making. For more information, please contact George Kitchens at (850) 922-0685 or email kitcheg@fdhc.state.fl.us (AHCA-11)

#### **76. “Baby Steps” Infant Oral Health Program**

Flagler County Health Department (FCHD) staff implemented a “Baby Steps” initiative aimed at babies’ parents. It increased access to dental care for at-risk babies by 78% at no increased cost to the FCHD for projected savings of \$35,698 in decreased dental treatment as well as decreased dental morbidity. For more information, please contact Jane Wilson at (386) 437-7350 or email jane\_wilson@doh.state.fl.us (DOH-24)

#### **77. Children’s Dental Care**

Collier County Health Department staff created a dental education and cavity prevention program for children in kindergarten through third grade. The outreach/educational portion of this initiative featured 80 presentations by the “Tooth Fairy” which helped to educate 3,500 children on the importance of good oral hygiene. The program’s second phase utilizes volunteer dental hygienists to assist in placement of sealants to help avoid cavities. For more information, please contact Stephanie Vick at (239) 774-8218 or email (DOH-14)



*Collier County Health Department dental hygienist Maria Blanco making a “tooth fairy” presentation*

#### **78. Children’s Dental Care**

Dr. Jane Wilson at the Flagler County Health Department was the first dentist in a public health setting to use a diagnodent laser dental screening instrument that permits non-invasive identification of dental decay and is better accepted by young children than the traditional dentist’s “hook”. For more information, please contact Dr. Jane Wilson at (386) 437-7350 or email Jane\_Wilson2@doh.state.fl.us (DOH-26)

#### **79. Restructured Volunteer Adult Dental Program**

Brevard County Health Department staff restructured a volunteer adult dental program to increase access for targeted clients. Their efforts resulted in 465 indigent clients receiving an estimated \$158,303 of services during 44 four-hour sessions involving 22 volunteer dentists. The appointment failure rate decreased from 20% to 10% within five months and appointment wait time dropped from nine months to four weeks or less. Clients seeking care for oral health needs through local emergency departments gained improved access to it. For more information, please contact Darlene Cherepon at (321) 690-6493 (DOH-7)

### **80. Improved Dental Outcomes**

Flagler/Volusia County Oral Health Epidemiology staff developed a computerized surveillance system for program planning, policy development and dental outcomes evaluation that can be coordinated with the Centers for Disease Control and Prevention to augment national oral health surveillance data. For more information, please contact Dr. Jane Wilson at (386) 437-7350 or email Jane\_Wilson2@doh.state.fl.us; or Shirley Wilson at Shirley\_Wilson@doh.state.fl.us (DOH-25)

### **81. Increased Access to Fluoride to Decrease Dental Caries**

Pinellas County Health Department staff worked with city and county commissioners to convince these elected officials to vote “yes” for fluoridation of the water system. People living in fluoridated areas generally experience 20%-40% less tooth decay than people with no fluoridation. The average cost of fluoridation is \$0.50 per person each year, versus \$6.78 per person per year to repair decayed teeth. For more information, please contact Dr. Haychell Saraydar(727)-824-6966 or email Haychell\_Saraydar@doh.state.fl.us (DOH-85)

### **82. Scheduling of Medical Appointments**

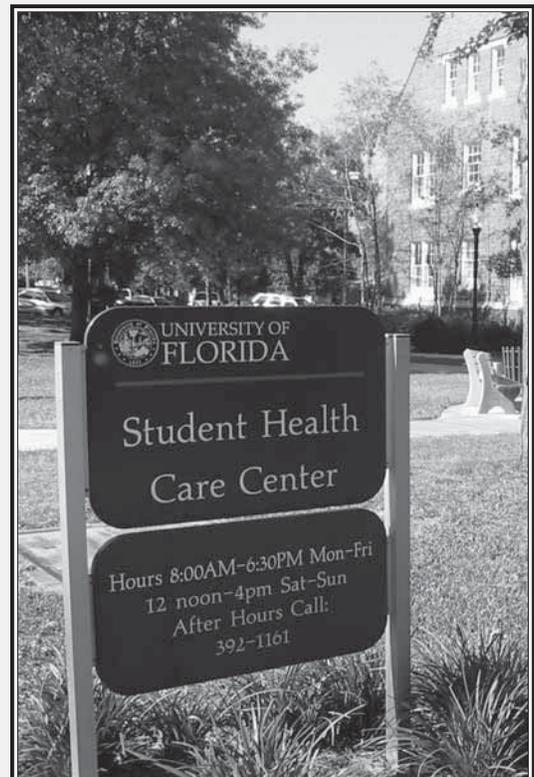
Bay County Health Department staff increased revenue by \$45,000 and improved productivity worth \$105,000 by decreasing no shows for appointments by 25%. For more information, contact Helen Armstrong at (850) 872-4455 ext. 214 or email Helen\_Armstrong@doh.state.fl.us; or Jeanette Tindel at (850) 872-4455 ext. 222 or email Jeanette\_Tindel@doh.state.fl.us (DOH-4)

### **83. Scheduling of Medical Appointments**

Holmes County Health Department staff implemented an open access scheduling system which reduced its medical clinic no-show for appointments rate by 15% and increased clinic productivity by 8%, thereby increasing annual revenue by nearly \$60,000. Approximately 80 hours a week, worth \$44,000 annually, were saved by reducing time spent scheduling appointments that were not kept, refiling and pulling no-shows’ records, calling clients to remind them of their appointments and sending no-show notices for missed appointments. For more information, please contact Jamie Carmichael at (850) 547-8500 or email jamie\_carmichael@doh.state.fl.us. (DOH-32)

### **84. Scheduling of Medical Appointments**

Senior clinical and administrative staff at the University of Florida (UF) Student Health Care Center developed an open access treatment system that provides students a same-day or next-day appointment. Each UF student is pre-assigned a medical provider. This enables patients to see the same team during each medical or mental health visit — within 15 minutes of the scheduled time. It also balances patient load and enables the student health care center to close 1.5 hours each weekday, thereby conserving funds. For more information, please contact Robert Watson at (352) 392-1161 or email bwatson@nersp.nerdc.ufl.edu (UF-13)



**OTHER  
ADAPTABLE ACHIEVEMENTS  
RELATED TO HEALTH CARE  
AND SOCIAL SERVICES**

- #1 Pediatric Credentialing for Registered Nurses
- #2 Increased Adoptions
- #3 Diabetes Education Program
- #4 Health Rooms in School Facilities
- #5 HIV Medical Services
- #6 Database Increases Medicaid Revenue
- #7 Enhance Medicaid Revenue
- #8 Medicaid Overpayments and Fines
- #9 Improved Revenue Collection
- #10 Streamlined Debt Collection
- #19 Contracts for Professional Design Services
- #21 Identification of Contract Overpayments, Resolution of Financial Irregularities, and Reconciliation of Difficult Accounts
- #23 Streamlined Internal Auditing
- #24 Computerized Audit Trail for Transferring Health Information
- #42 Accessible Electronic Information Technology
- #85 Rape Crisis Center



## LAW ENFORCEMENT, COURTS AND CORRECTIONS

### **85. Crisis Center for Sexual Assault Victims**

The Polk Rape Crisis Center team consisting of staff from the Department of Health, Office of Florida's Attorney General and Office of the State Attorney, 10<sup>th</sup> Judicial Circuit, created a forensic exam to reduce trauma to rape victims, help law enforcement officers and prosecutors, and save taxpayer dollars. Long, embarrassing and expensive waits at crowded emergency rooms are avoided when victims otherwise are not injured. Instead, victims come to a quiet facility for collection of medical evidence and prevention of sexually transmitted diseases. For more information, please contact Dr. Daniel Haight at (863) 519-7900 ext. 1001 or email [daniel\\_haight@doh.state.fl.us](mailto:daniel_haight@doh.state.fl.us) (DOH-091)

### **86. Juvenile Diversion Program**

After an alternative sanctions program was lost in budget cuts, Department of Juvenile Justice Probation staff in Bradenton developed the BRAKE program (Building Responsible Adults through Knowledge and Education) which adjudicates first-time non-violent felony offenders without costly court action. This program reduces probation offices' caseloads by approximately 600 offenders, saving nearly \$60,000 annually. For more information, please contact Al Truitt at (941) 727-6226 or email [al.truitt@djj.state.fl.us](mailto:al.truitt@djj.state.fl.us) (DJJ-30)

### **87. Conducting First Appearances at Detention Center**

Circuit Court Judge Allen Register conducts juvenile defendants' first appearances at the Bay County Detention Center. Formerly, detainees had to be transported to the courthouse. The new process results in significant cost savings in manpower and vehicle usage as well as increased safety and security for the community. For more information, please contact Dale Dobuler at (850) 872-4706 ext. 111 or email [dale.dobuler@djj.state.fl.us](mailto:dale.dobuler@djj.state.fl.us) (DJJ-25)

### **88. Improved Behavioral Risk Assessment**

Psychological Specialist Mike Vukson developed an automated system for completing behavioral risk assessments utilizing commercial software. The new system facilitates tracking of information for approximately 1,200 inmates; provides simultaneous communication between the classification and mental health departments of the prison; and replaces a more labor intensive and less accurate manual process. What formerly took days to complete can now be accomplished in less than 20 minutes. Region II saved more than \$50,000 worth of salary representing 3,000 man hours in 2003. Mr. Vukson's system is easy to implement and can be adapted for other correctional institutions. For more information, please contact Mike Vukson at Suncom 830-2500 ext. 3018 (DOC - 016)

### **89. Capturing Fleeing Prisoners**

Department of Corrections staff may be the nation's first to use global positioning and geographic mapping software to recapture fleeing prisoners more quickly, thereby contributing to public safety and reducing staff overtime costs. For more information, please contact Jeff Skipper at (850) 892-2507 or email [Skipper.Jeff@mail.dc.state.fl.us](mailto:Skipper.Jeff@mail.dc.state.fl.us) (DOC-9)



*Lt. Jeff Skipper and Sgt. Amy Stafford in command center tracking canine team with GPS system*

### **90. Improved Laboratory Output/Turnaround Time**

Department of Law Enforcement staff in the Pensacola regional operations center's chemistry laboratory developed a protocol and trained local law enforcement agencies in the Florida panhandle to safely submit samples from clandestine methamphetamine laboratories. For more information, please contact Hal Easter at (850) 595-2100 ext. 2104 or email HalEaster@fdle.state.fl.us (FDLE-10)

### **91. Drug Testing Savings**

Confirmation of the use of one drug is all that is required to support a substance violation. Jay Winters at the Panama City Correctional Institution determined that nearly 8% of tests screened by PharmChem Lab, Inc. were for more than one drug. He suggested that arresting officers seek confirmation of only the most serious drug. Any other positive results are reported to the releasing authority in the body of the violation report but not cited in affidavits, thereby avoiding the unnecessary cost of additional testing. For more information, please contact Jay Winters at (850) 872-7375 or email Winters.Jay@mail.dc.state.fl.us (DOC-3)

### **92. Motor Retrofitting**

Paul Richter developed a way to retrofit generic motors in boiler systems at a savings of \$670 per unit. This was accomplished seven times in FY 2002-2003. If all correctional facilities utilized this method, the cost savings would total more than \$100,000. For more information, please contact Paul Richter at (850) 973-5339 (DOC - 021)

### **93. Bed Repair**

Vocational Welding Instructor Ed Miller utilized expanded metal instead of sheet metal to rebuild inmate beds at a savings or more than \$50 per bed. Estimated savings are more than \$25,000 for 2004-2005. For more information, please contact Brian Hendrickson at (850) 453-3174 ext. 103 or email hendrickson.brian@mail.dc.state.fl.us (DOC-011)

### **94. Security Awareness Training Program**

Department of Transportation staff in Chipley, developed a system security awareness training program for more than 800 DOT employees in District Three. Using material from the Rutgers University National Training Institute as a guide, the team tailored a course to meet the immediate safety and security needs of Department personnel. For more information, please contact Alaxon Pitts at (850) 638-0250 ext. 671 or email alaxon.pitts@dot.state.fl.us (DOT-14)

### **95. Reduced Travel/Training Costs**

Department of Law Enforcement staff developed training aids for law enforcement personnel conducting investigations and providing crime scene services in Northwest Florida. They offered two 40-hour forensic courses for 47 forensic law enforcement officers from 20 state and local agencies for savings of \$47,000. For more information, please contact Hal Easter at (850) 595-2100 ext. 2104 or email HalEaster@fdle.state.fl.us (FDLE-9)

**OTHER  
ADAPTABLE ACHIEVEMENTS  
RELATED TO LAW  
ENFORCEMENT, COURTS  
AND CORRECTIONS**

- #41 Improved Management of Child Support Cases
- #57 Probation Officers Participate in Governor's "Just Read, Florida!" initiative
- #58 Detention Center Media Facilities
- #68 Improved Medical Care for Foster Children
- #72 Reduced Prescription of Psychotropic Drugs

## TRANSPORTATION

### **96. Right-of-Way Savings**

Department of Transportation staff in Fort Lauderdale reviewed their District's pond siting process and developed recommendations regarding right-of-way costs for savings of approximately \$750,000 in fiscal year 2003-04 plus anticipated recurring savings in future years. For more information, please contact Rocky DePrimo at (954) 777-4125 or email [rocco.deprimo@dot.state.fl.us](mailto:rocco.deprimo@dot.state.fl.us) (DOT-1)

### **97. Cost Saving Road Building**

Department of Transportation staff negotiated a public/private agreement that advanced construction of State Road 7 in Broward County by 10 years, saving taxpayers more than \$30 million. The Seminole Tribe of Florida was developing a hotel/convention center nearby and realized the benefit of simultaneous completion of State Road 7 and their center. The Tribe advanced the necessary funds and dedicated right of way. The Department agreed to move the project into its five-year work program and repay the Tribe in 2007. For more information, please contact Howard Webb at (954) 777-4439 or email [howard.webb@dot.state.fl.us](mailto:howard.webb@dot.state.fl.us) (DOT-9)



*State Road 7 Project and Seminole Tribe of Florida Hotel/Community Center in Broward County*

### **98. Time Saving Road Building**

An \$83 million design-build project on 35 miles of Interstate 95 in St. Johns County was unique in that construction began without the normal complete set of plans and documents. As a result, the traveling public will be able to use this improvement more than one year sooner than in a normal contract execution. Also unique was Professional Engineer Jeff Williams' management of three different contractors during the construction process. For more information, please contact William Craig at (386) 312-4821 or email [william.craig@dot.state.fl.us](mailto:william.craig@dot.state.fl.us) (DOT-8)

### **99. Reduced Construction Time/Cost Overruns**

Mikhail Dubrovsky developed and managed new processes that are the primary reason District VI (Miami-Dade County) has had the lowest construction cost and time overruns in the state for three consecutive years. Construction cost overruns have dropped almost 20% since Mr. Dubrovsky began his work as the Plans Review Engineer, equating to millions of dollars in savings. For more information, please contact Mark Croft at (305) 499-2370 or email [mark.croft@dot.state.fl.us](mailto:mark.croft@dot.state.fl.us) (DOT-024)



*Plans review engineer Mikhail Dubrovsky helped the DOT's Miami-Dade district lead the state in reducing cost/time overruns for three consecutive years.*

### **100. Signalization and Lighting Acceptance Program**

Lighting and signalization work typically is done toward the end of road construction. James Jeffers developed a signal and lighting acceptance program (SLAP) that reduces the timeframe for inspection and acceptance. Formerly, delays of two weeks or more in the final acceptance of projects resulted in the need to extend construction contracts, increasing costs to the Department. A total of 11 projects have been accepted by maintaining agencies prior to project completion for savings of 310 days, worth \$972,130 in salaries and construction costs. On-time project completion benefits the traveling public and business owners. For more information, please contact James Jeffers at (954) 958-7628 or email james.jeffers@dot.state.fl.us (DOT-17)

### **101. Contract Compliance Outsourcing**

Department of Transportation staff in Lake City and Jacksonville outsourced contract compliance with federal and state laws regarding wage rates, on-the-job training and hiring goals for disadvantaged business enterprises and minority businesses. A redesigned process saved the state \$480,000 and helped simplify compliance for contractors. For more information, please contact Mark Toingo at (386) 961-7593 or email mark.toingo@dot.state.fl.us (DOT-7)

### **102. Permit Processing**

Department of Transportation staff created a more efficient system to administer permit applications by utilizing a shared clerk to input permit information, thereby freeing up two technical staff members to review and process approximately 350 annual permits. This reduced one position for annual savings of \$35,000. For more information, please contact Mel Pollock at (772) 489-7104 or email melvin.pollock@dot.state.fl.us (DOT-3)

## *2002-03 SUCCESS STORY*

### **103. Right-Of-Way Savings**

Sandra Martin modified and expanded five award winning techniques used by Department of Transportation acquisition agents in Tampa to negotiate savings of more than \$700,000 on purchase of right-of-way. Techniques used by Ms. Martin to acquire 22 parcels are adaptable by other government agencies. For more information, please contact Sandra Martin at (813) 975-6712 or email sandra.martin@dot.state.fl.us (DOT-18)

### **OTHER ADAPTABLE ACHIEVEMENTS RELATED TO TRANSPORTATION**

- #15 Computer Literacy Training Program
- #27 Warehouse Inventory Management System
- #45 Laboratory Information Management System
- #94 Security Awareness Training Program



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## ADDED VALUE OF 2004 ADAPTABLE DAVIS PRODUCTIVITY AWARDS ACHIEVEMENTS

(\$ in MILLIONS)

Legend

◆ Added value primarily benefits private sector, citizens or another level of government.

-- Added value undetermined.

#	TITLE of ACHIEVEMENT	ADDED VALUE OF 2004 ACHIEVEMENT		ESTIMATED ADDITIONAL VALUE AFTER ADAPTING & IMPLEMENTING ACHIEVEMENT	
		Cost Savings or Cost Avoidance	Increased Revenue	Cost Savings or Cost Avoidance	Increased Revenue
1	Pediatric Credentialing for Registered Nurses		0.002		0.159
2	Increased Adoptions	0.117	0.648	0.023	1.296
3	Diabetes Education Program		0.015		0.300
4	Health Rooms in School Facilities		0.120		1.200
5	HIV Medical Services		1.200		6.000
6	Medicaid Revenue Increase		0.063		0.315
7	Medicaid Revenue Increase		0.040		0.400
8	Medicaid Overpayments and Fines		1.300		0.650
9	Improved Revenue Collection		0.085		0.425
10	Streamlined Debt Collection		0.013		0.038
11	Reduced Hire Cycle Time	3.100		3.100	
12	Reduced Employee Orientation Time	0.040		0.200	
13	Automated Attendance and Leave Records	0.010		0.100	
14	Employee Bonuses	0.039		0.393	
15	Computer Literacy Training Program	0.060		0.600	
16	Safety Training Video	0.033		0.097	
17	Workers Compensation Savings	1.200		12.000	
18	Quality Improvement Savings	0.100		0.500	

Legend

- ◆ Added value primarily benefits private sector, citizens or another level of government.
- Added value undetermined.

#	TITLE of ACHIEVEMENT	ADDED VALUE OF 2004 ACHIEVEMENT		ESTIMATED ADDITIONAL VALUE AFTER ADAPTING & IMPLEMENTING ACHIEVEMENT	
		Cost Savings or Cost Avoidance	Increased Revenue	Cost Savings or Cost Avoidance	Increased Revenue
19	Professional Contract Savings	0.020		0.060	
20	Maintenance Contract Savings	0.011		0.226	
21	Enhanced Financial Integrity of Contracting	0.513		1.025	
22	Automated Receipting System	0.120		0.600	
23	Streamlined Internal Auditing	4.200		4.200	
24	Computerized Audit Trail	0.010		0.500	
25	Improved Asset Management Accountability	0.075		0.075	
26	Asset Tracking System	0.128		0.128	
27	Warehouse Inventory Management System	0.250		0.250	
28	Records Storage Information System	0.017		0.034	
29	Records Management Training Video	0.030		0.060	
30	Automated Operations System	0.058		0.291	
31	Electronic Billing	0.111	0.105	--	2.116
32	Improved Processing of Consumer Complaints	1.600		1.600	
33	Assistance to Small Businesses	◆	0.174	◆	1.741
34	One-Stop Permitting	0.036		0.366	
35	Fast Track Permitting	0.192		0.960	
36	Environmentally Friendly Lawnmower	0.750		1.500	
37	Cost Saving Production of Publications	0.354		0.354	
38	Outsourced Mail Service	0.141		0.708	

Legend

- ◆ Added value primarily benefits private sector, citizens or another level of government.
- Added value undetermined.

#	TITLE of ACHIEVEMENT	ADDED VALUE OF 2004 ACHIEVEMENT		ESTIMATED ADDITIONAL VALUE AFTER ADAPTING & IMPLEMENTING ACHIEVEMENT	
		Cost Savings or Cost Avoidance	Increased Revenue	Cost Savings or Cost Avoidance	Increased Revenue
39	Dispute Resolution Program	0.383		1.919	
40	Computer-based Inspection Training	0.040		1.053	
41	Improved Management of Child Support Cases	0.472		1.416	
42	Information Technology Assistance for the Disabled	1.284		0.642	
43	On-line Information System	0.125		0.125	
44	Automated Unemployment Compensation Claims Application	0.200		0.400	
45	Laboratory Information Management System	0.062		0.062	
46	Electronic Journal Services	0.200		0.800	
47	Web-Based Communications and Training	0.150		0.600	
48	Automated Forms Updating	0.038		0.065	
49	Imaging Management System	0.153		0.765	
50	Cost-Reducing Telephone/Circuit System	1.000		0.500	
51	Eliminated Annual Software Licensing	0.018		0.036	
52	Reduced Mainframe Emulation Software Costs	0.350		0.700	
53	Computer Upgrading	0.070		0.700	
54	Computer Upgrading	0.151		0.151	
55	Information Security	0.100		0.200	
56	Increased Pediatric Revenue & Employee-Convenient Mentoring		0.057		0.573
57	Probation Officers Lend A Hand	--		--	
58	Detention Center Media Facilities	0.025		0.050	

Legend

- ◆ Added value primarily benefits private sector, citizens or another level of government.
- Added value undetermined.

#	TITLE of ACHIEVEMENT	ADDED VALUE OF 2004 ACHIEVEMENT		ESTIMATED ADDITIONAL VALUE AFTER ADAPTING & IMPLEMENTING ACHIEVEMENT	
		Cost Savings or Cost Avoidance	Increased Revenue	Cost Savings or Cost Avoidance	Increased Revenue
59	University Recruiting Tool	0.015		0.030	
60	High Bandwidth Administration/ Management Solution	0.240		0.240	
61	Information Technology Internship Program	0.040		0.080	
62	Improved Reliability of Cooling Equipment	2.675		1.337	
63	Monitoring For Diseases	0.186		0.372	
64	Improved Child Delivery	0.457		3.600	
65	Improved Children's Services		0.020		0.081
66	Equipment Savings	0.269		0.538	
67	Improved Handling of Smallpox Vaccine	--		--	
68	Improved Medical Care for Foster Children	--		--	
69	Pap Smear Follow-Up System	0.013		0.260	
70	Reduced Barriers to Discharge from State Hospital	0.025	0.041	0.076	0.124
71	Medical Care to Underinsured and Uninsured	0.689		2.756	
72	Reduced Cost of Prisoner Medications	2.000		2.000	
73	Second Tier Prior Authorization for Narcotic	2.800		1.400	
74	Pharmaceuticals Outsourcing	0.046		0.465	
75	Pharmacy Billing Reform	1.800		0.900	
76	"Baby Steps" Infant Oral Health Program	0.036		0.360	
77	Children's Dental Care	0.018		0.188	
78	Children's Dental Care	0.036		0.720	

Legend

- ◆ Added value primarily benefits private sector, citizens or another level of government.
- Added value undetermined.

#	TITLE of ACHIEVEMENT	ADDED VALUE OF 2004 ACHIEVEMENT		ESTIMATED ADDITIONAL VALUE AFTER ADAPTING & IMPLEMENTING ACHIEVEMENT	
		Cost Savings or Cost Avoidance	Increased Revenue	Cost Savings or Cost Avoidance	Increased Revenue
79	<b>Restructured Volunteer Adult Dental Program</b>	0.158		0.791	
80	<b>Improved Dental Outcomes</b>	0.119		0.592	
81	<b>Increased Access to Fluoride to Decrease Dental Caries</b>	0.100		3.888	
82	<b>Scheduling of Medical Appointments</b>	0.105	0.045	0.525	0.225
83	<b>Scheduling of Medical Appointments</b>	0.044	0.060	0.220	0.295
84	<b>Scheduling of Medical Appointments</b>	0.164		0.329	
85	<b>Crisis Center for Sexual Assault Victims</b>	0.010		0.100	
86	<b>Juvenile Diversion Program</b>	0.058		0.580	
87	<b>Conducting First Appearances at Detention Center</b>	0.008		0.172	
88	<b>Improved Behavioral Risk Assessment</b>	0.104		0.209	
89	<b>Capturing Fleeing Prisoners</b>	0.001		0.032	
90	<b>Improved Laboratory Output and Turnaround Time</b>	0.045		0.091	
91	<b>Drug Testing Savings</b>	0.003		0.150	
92	<b>Motor Retrofitting Savings</b>	0.005		0.100	
93	<b>Bed Repair Savings</b>	0.007		0.086	
94	<b>Security Awareness Training Program</b>	0.030		0.150	
95	<b>Reduced Travel/Training Costs</b>	0.047		0.141	
96	<b>Right of Way Savings</b>	0.780		0.156	
97	<b>Road Building Cost Saving</b>	32.000		32.000	
98	<b>Road Building Time Saving</b>	1.800		1.800	

Legend

- ◆ Added value primarily benefits private sector, citizens or another level of government.
- Added value undetermined.

#	TITLE of ACHIEVEMENT	ADDED VALUE OF 2004 ACHIEVEMENT		ESTIMATED ADDITIONAL VALUE AFTER ADAPTING & IMPLEMENTING ACHIEVEMENT	
		Cost Savings or Cost Avoidance	Increased Revenue	Cost Savings or Cost Avoidance	Increased Revenue
99	Reduced Construction Time/Cost Overruns	11.000		22.000	
100	Signalization and Lighting Acceptance Program	0.972		3.888	
101	Contract Compliance Outsourcing	0.480		1.920	
102	Permit Processing	0.035		0.350	
103	Right of Way Savings	0.700		2.959	
	<b>TOTALS</b>	30.405	3.883	63.235	15.938

Notes:

1. Added value of nominated achievements is based on information from Davis Productivity Awards nomination forms. Some added value numbers were modified after DPA staff evaluation and follow-up with nominators.
2. Estimated additional value after adapting and implementing achievements is based on information from nomination forms, DPA staff follow-up with nominators, and Florida TaxWatch staff estimates. The estimates are based on assessment of the amount of adaptation and implementation of achievements that nominators, DPA and Florida TaxWatch staff think can reasonably occur over the next three years.
3. Added value of nominated achievements and estimated added value after adapting and implementing them are for one year, except for several project-related savings exceeding a year. Recurring added value is not reflected in the above data.

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*Lakeland Ledger, November 30, 2000*

**“Just as in any enterprise, many public employees are innovators and leaders which provide the ‘shareholders’ of government, the taxpayers, with a more than fair return on investment.”**

*Gainesville Sun, December 8, 2002*

**Politicians love to blast the faceless bureaucracy. And there is no question waste and abuse do occur. But the Davis Awards are a useful reminder that government agencies also include many workers who serve the public well - and more than well.**

*Tampa Tribune  
November 28, 2000*





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