

# Productivity Improvements Can Help Florida's Local Governments Save Millions and Minimize Cuts in Services



*Confidential Financial - Davis Productivity Award-Winning Achievements  
Provide Efficiency Opportunities to Trim Expenses*

**A Florida TaxWatch  
Special Report**

September 2007

*Recognizing, Rewarding and Replicating Excellence for Florida Taxpayers Since 1989*



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## INTRODUCTION

The 2007 Florida Legislature mandated local property tax reductions in 2007-08, and a cap on future property tax growth, limited to increases in the growth of new construction and per capita personal income. Florida voters will decide in January 2008 whether to reduce property taxes further by increasing the homestead exemption to between \$50,000 and \$195,000.

County and City governing bodies currently are acting to comply with the legislative mandate as they develop spending plans for the fiscal year beginning October 1, 2007. Media accounts summarize consideration of savings from hiring freezes, personnel reductions by attrition, employee layoffs, and reduction of public safety, library and other core and popular services. Some counties and cities are adopting cost-saving efficiencies and making productivity improvements. One source for such improvements is the adaptable achievements of Florida's state employees that have been recognized by the Prudential Financial - Davis Productivity Awards.

This publication is divided into 64 work areas and sub-areas that contain a total of 535 adaptable, cross-referenced achievements (roughly 300 unduplicated) from the 2007 and four preceding years' awards cycles. The achievements relate to day-to-day work of individuals, teams, work units, and entire departments of Florida government.

Achievements in areas common to both state and local governments include accounting and auditing; computer applications, maintenance and security; customer service; human resources; law enforcement; purchasing, inventory and records management; revenue maximization; and program/performance evaluation and tracking systems. Additionally, achievements in the areas of health and social services, judicial services, and transportation may be useful to selected local governments. Achievements that are not directly relevant may nonetheless assist employees' brainstorming on problem solving and improvement initiatives.

Contact information is provided so that interested persons can learn more about each achievement and request assistance. If you are unable to reach a person or need other assistance, please email Ms. Clarissa Dunlap, Executive Director of the Prudential Financial - Davis Productivity Awards, at [cdunlap@floridataxwatch.org](mailto:cdunlap@floridataxwatch.org) or call (850) 222-5052.

*Special thanks to Prudential Financial for serving as Anchor Sponsor of the Awards program, and to Image API, Inc., and Progress Energy Florida, Inc., for their support of this special report.*

## ADMINISTRATION

### 1. Administrative Services Outcome Monitoring Report

A database system saves time collecting and combining information from different sources, and integrates graphics, data, text and symbols to produce reports. The system provides continuous access to information and allows multiple points of data entry, thereby enabling more than one person to maintain data. For more information, please contact Marguerite Rappoport at the Department of Health (941) 861-2603 or [marguerite\\_rappoport@doh.state.fl.us](mailto:marguerite_rappoport@doh.state.fl.us). 2007-DOH-046

### 2. Reconciliation of Archived Records

A process that reviews archived records can inform users whether they comply with retention schedules and are billed correctly. For more information, please contact Greg Oaks at the Department of Financial Services in Tallahassee (850) 410-9829 or [goaks@dfs.state.fl.us](mailto:goaks@dfs.state.fl.us). 2005-DFS-001

### 3. Automatic Updating of Forms

An electronic system converts forms to portable document format (PDF), thereby eliminating the need for desktop support staff to manually update individual computers. For more information, please contact Clyde Benedix at the Department of Juvenile Justice in Tallahassee (850) 921-4116 or [Clyde.Benedix@djj.state.fl.us](mailto:Clyde.Benedix@djj.state.fl.us). 2004-DJJ-001

### 4. Elimination of Duplicate Data Entry

Local government departments that use LicenseEase software can benefit from a parallel system that produces legal paperwork. For more information, please contact Barbara Dietrichsen at the Department of Business and Professional Regulation in Tampa (813) 356-1614 or [barbara.dietrichsen@dbpr.state.fl.us](mailto:barbara.dietrichsen@dbpr.state.fl.us). 2005-DBPR-009

### 5. Reduction of Paper-based Files

Streamlined administration of contracts via electronic storage, retrieval and routing of files saves money. Initial scanning is offset by reduction of repetitive copying, courier distribution and file retrieval. Utilizing a commercially available Adobe PDF format takes experienced personnel less than one minute to access and route an electronic file versus 15 minutes or more for a previously labor-intensive function. For more information, please contact Doug Melvin at the Department of Juvenile Justice in Tallahassee (850) 921-5209 or [douglas.melvin@djj.state.fl.us](mailto:douglas.melvin@djj.state.fl.us). 2005-DJJ-010

### 6. Contract Administration

Managers' ability to track funding histories through account code analysis is enhanced by linking financial data with contract information, thereby resulting in faster resolution of issues. For more information, please contact Walter Sachs at the Department of Children and Families in Tallahassee (850) 921-8983 or [Walter\\_Sachs@dcf.state.fl.us](mailto:Walter_Sachs@dcf.state.fl.us). 2003-DCF-058

### 7. Maintenance Contract Administration

A web-based maintenance contract administration program saves inspectors an average of roughly two hours daily by automating procedures for documenting contractors' activities. For more information, please contact Chi Sheu at the Department of Transportation (954) 776-4300 ext. 6182 or [chi\\_u.sheu@dot.state.fl.us](mailto:chi_u.sheu@dot.state.fl.us). 2006-DOT-017

### 8. Contract Administration Training Program

A contract training program helps ensure compliance with laws, rules, and operating policies and procedures. The program reduces administrative work associated with process oversight, review and approval of documentation. For more information, please contact Valerie Carnett at the Department

of Children and Families in Tallahassee (850) 413-7214 or [valerie\\_carnett@dcf.state.fl.us](mailto:valerie_carnett@dcf.state.fl.us). 2007-DCF-085

### **9. Imaging Management System**

An imaging management system facilitates purchasing, disbursing and vouchering between administrative units in the areas of leasing and contracts. For more information, please contact Alan Edwards at the Department of Agriculture and Consumer Services in Tallahassee (850) 488-5321 or [edwarda@doacs.state.fl.us](mailto:edwarda@doacs.state.fl.us). 2004-DACS-001

### **10. Reduced Client Mail Turnaround Time**

A process that improves client mail turnaround time is relevant to any department that provides mail service to its customers. For more information, please contact Barbara Sarver at the Department of Health (727) 507-4330 ext.1252 or [Barbara Sarver@doh.state.fl.us](mailto:Barbara_Sarver@doh.state.fl.us). 2005-DOH-056

### **11. Cost Savings on Printed Material**

Local governments that provide large quantities of printed documents at no cost to the public may be able to negotiate a price with a vendor to sell, produce and incorporate approved advertising in the printed material. For more information, please contact Peter Stoumbelis at the Department of Highway Safety and Motor Vehicles in Tallahassee (850) 414-2426 or [stoumbelis.peter@hsmv.state.fl.us](mailto:stoumbelis.peter@hsmv.state.fl.us). 2004-DHSMV-004

# AUDITING

## 1. Preparation for Federal Audits

A three-tier review system integrates monitoring requirements and facilitates preparation for federal audits. This system can be replicated for a range of service delivery systems. For more information, please contact Court Lilly at the Department of Children and Families in Tallahassee (850) 413-7479 or [court\\_lilly@dcf.state.fl.us](mailto:court_lilly@dcf.state.fl.us). 2007-DCF-032

## 2. Automated Single Audit System

This automated oversight and monitoring system tracks expenditure compliance with state and federal requirements. For more information, please contact Randall Cook at the Department of Transportation in Tallahassee (850) 410-5837 or [randall.cook@dot.state.fl.us](mailto:randall.cook@dot.state.fl.us). 2005-DOT-012

## 3. Paperless Internal Audit Management System

An audit management system that allows for a paperless, fully integrated audit process saves time and resources. For more information, please contact Ron Ferguson at the Department of Business and Professional Regulation in Tallahassee (850) 414-6705 or [Ron.Ferguson@dbpr.state.fl.us](mailto:Ron.Ferguson@dbpr.state.fl.us). 2007-DBPR-008

## 4. Paperless Internal Audit Management System

A paperless, enterprise-wide internal audit management system can be used by local audit entities to promote e-government. For more information, please contact Jerry Chesnutt at the Department of Children and Families in Tallahassee (850) 488-8722 or [Jerry\\_Chesnutt@dcf.state.fl.us](mailto:Jerry_Chesnutt@dcf.state.fl.us). 2005-DCF-028

## 5. Remote Auditing Software

A software auditing tool unobtrusively gathers information to show accountability and ownership of software installed on users' computers. For more information, please contact John Edwards at the Agency for Health Care Administration in Tallahassee (850) 922-3615 or [edwardjt@ahca.myflorida.com](mailto:edwardjt@ahca.myflorida.com). 2007-AHCA-011

## 6. Enterprise Confidential Data/Server Security Compliance Program

A standardized audit process determines if confidential or sensitive information resides on servers, determines vulnerability to unauthorized access and use of these servers, identifies ways to reduce the risk of unauthorized access, and provides remediation tools and technical assistance. For more information, please contact Joseph Lazor at Florida State University (850) 644-0062 or [jlazor@fsu.edu](mailto:jlazor@fsu.edu). 2007-FSU-006

## 7. Contract Pre-audit Procedures

Contract invoice and processing procedures for pre-auditing and payment packages submitted by contractors significantly reduce the amount of time required to complete monitoring activities. These procedures minimize the risk of inappropriate billings, validate service delivery, comply with certification, and eliminate errors and duplication. For more information, please contact Sheree Keeler at the Department of Education in Tallahassee (850) 245-3411 or [KeelerS@vr.doe.state.fl.us](mailto:KeelerS@vr.doe.state.fl.us). 2005-DOE-012

## 8. Contract Monitoring Reporting System

Instant access to contract monitoring reports provided by a web-based system enables managers to determine the number, type, severity and nature of findings concerning contracted providers. For more information, please contact Karen Stanford at the Department of Children and Families in Tallahassee (850) 413-7479 or [Karen.stanford@dcf.state.fl.us](mailto:Karen.stanford@dcf.state.fl.us). 2005-DCF-068

### **9. Streamlined Audit Processes**

Auditing processes increase data collection and enable auditors to shift focus during an audit in order to capture problem areas needing immediate attention. For more information, please contact Mary Adelson at the Department of Financial Services in Tallahassee (850) 413-1789 or [adelsonm@dfs.state.fl.us](mailto:adelsonm@dfs.state.fl.us). 2005-DFS-011

### **10. Streamlined Internal Audit Investigation**

Internal audit investigation processes and report formats can identify duplicate billings and ineligible costs. For more information, please contact Inspector General Sheryl Steckler at the Department of Children and Families in Tallahassee (850) 921-5999 or [Sheryl\\_Steckler@dcf.state.fl.us](mailto:Sheryl_Steckler@dcf.state.fl.us). 2004-DCF-030

### **11. Audit Case Management System**

An audit case management system increases compliance and reduces errors. For more information, please contact Deborah Davis at the Department of Revenue in Tallahassee (850) 921-6182 or [davisdeb@dor.state.fl.us](mailto:davisdeb@dor.state.fl.us). 2006-DOR-004

### **12. Oversight of Citizen Support Organizations**

A financial oversight system assists administrators in reviewing the internal operations of non-profit support organizations without the need for auditors. For more information, please contact Phillip Werndli at the Department of Environmental Protection in Tallahassee (850) 245-2098 or [Phillip.Werndli@dep.state.fl.us](mailto:Phillip.Werndli@dep.state.fl.us). 2005-DEP-017

# BIDDING AND CONTRACTING

## 1. Improved Bidding Process

An electronic request for proposal template facilitates selection of applicants. An evaluation instrument, scoring protocols and proposal tabulation forms, while used for mental health services, are highly adaptable. For more information, please contact Steve Poole at the Department Children and Families in Tallahassee (850) 410-1188 or [Stephen.Poole@dcf.state.fl.us](mailto:Stephen.Poole@dcf.state.fl.us). 2006-DCF-106

## 2. Contract Negotiation

A handbook for scoping services and staff time spent to negotiate professional services contracts provides a uniform system to track and compare hours/costs of tasks, and eliminates the need for consultants to deal with several organizational units within a government. For more information, please contact Jim Cunningham at the Department of Transportation in Tallahassee (850) 414-4343 or [jim.cunningham@dot.state.fl.us](mailto:jim.cunningham@dot.state.fl.us). 2003-DOT

## 3. Contract Automation

A software program titled “D Carter” automates contract, invoice payment and expenditure reconciliation processes. Custom toolbars open all work files relating to a specific contract with one keystroke. A built-in graph shows actual expenditures. Error messages spotlight atypical balances. For more information, please contact Curtis Hatcher at the Department of Children and Families in Tallahassee (850) 413-9389 or [Curtis.Hatcher@dcf.state.fl.us](mailto:Curtis.Hatcher@dcf.state.fl.us). 2007 DCF-028

## 4. Contract Tracking

Improved processes and a tracking system save time by standardizing contract drafting and review. For more information, please contact Richard Byno at the Department of Children and Families in Tallahassee (850) 488-8866 or [Richard.Byno@dcf.state.fl.us](mailto:Richard.Byno@dcf.state.fl.us). 2006-DCF-082

## 5. Contract Monitoring Reporting System

Instant access to contract monitoring reports provided by a web-based system enables managers to determine the number, type, severity, and nature of findings concerning contracted providers. For more information, please contact Karen Stanford at the Department of Children and Families in Tallahassee (850) 413-7479 or [Karen.stanford@dcf.state.fl.us](mailto:Karen.stanford@dcf.state.fl.us). 2005-DCF-068

## 6. Enhanced Financial Integrity of Contracting

Techniques to identify overpayments, reconcile difficult accounts, and resolve financial irregularities may be useful to local government departments. For more information, please contact Walter Sachs at the Department of Children and Families in Tallahassee (850) 921-8983 or [walter.sachs@dcf.state.fl.us](mailto:walter.sachs@dcf.state.fl.us). 2004-DCF-053

## 7. Contract Administration

Managers’ ability to track funding histories through account code analysis is enhanced by linking financial data with contract information. Faster resolution of issues related to contracts saves more than \$1 million worth of time and costs. For more information, please contact Walter Sachs at the Department of Children and Families in Tallahassee (850) 921-8983 or [Walter.Sachs@dcf.state.fl.us](mailto:Walter.Sachs@dcf.state.fl.us). 2003-DCF-058

## 8. Inter-contract Expenditures and Amendments

An electronic ledger system manipulates data required during contract amendment; rolls up contract expenditures by budget entity and fund; and displays expenditure information by funding streams that cross multiple contracts and programs. For more information, please contact Fred Bruneau at the Department of Children and Families (813) 558-5731 or at [Fred.Bruneau@dcf.state.fl.us](mailto:Fred.Bruneau@dcf.state.fl.us). 2003-DCF-

### **9. Procurement Contracting**

Combining purchasing and contract administration functions increases competition while reducing time spent developing and writing solicitations, contracts and amendments. For more information, please contact Cathy McEachron at the Agency for Health Care Administration in Tallahassee (850) 921-0064 or [mceachr@ahca.myflorida.com](mailto:mceachr@ahca.myflorida.com). 2006-AHCA-008

### **10. Procurement of Commodities and Services without Contracts**

Purchase of commodities, maintenance, and other services may be more expeditiously handled by purchase order than contract. The latter requires a detailed statement of work, supporting documentation, and sometimes several layers of review. Changes often require that a formal amendment go through the same process. By contrast, a purchase order is much less complicated. For more information, please contact Paul Bartlett at the Department of Children and Families in Tallahassee (850) 922-6360 or [paul\\_bartlett@dcf.state.fl.us](mailto:paul_bartlett@dcf.state.fl.us). 2007-DCF-090

### **11. Interagency Contracting**

A transportation planning and consultant contracting process improves intergovernmental transportation analysis and saves money. For more information, please contact Linda Dixon at the University of Florida (352) 392-8799 or [ldixon@admin.ufl.edu](mailto:ldixon@admin.ufl.edu). 2005-UF-008

### **12. Maintenance Contract Administration**

A web-based maintenance contract administration program saves inspectors an average of approximately two hours daily by automating procedures for documenting contractors' activities. For more information, please contact Chi Sheu at the Department of Transportation (954) 776-4300 ext. 6182 or [chi-u.sheu@dot.state.fl.us](mailto:chi-u.sheu@dot.state.fl.us). 2006-DOT-01 7

### **13. Energy Performance Contracting Program**

An energy performance contracting program provides low-cost repairs and renovations (lighting, heating, air conditioning and plumbing) at 11 facilities statewide. A \$6.1 million loan will be repaid from utility savings. For more information, please contact Russ Barber at the Department of Juvenile Justice in Tallahassee (850) 922-6148 or [russ.barber@djj.state.fl.us](mailto:russ.barber@djj.state.fl.us). 2007-DJJ-002

### **14. Expert Witness Contract**

A standard contract that retains expert witnesses eliminates specialized contracts and several levels of management review. For more information, please contact Delanah White at the Agency for Health Care Administration in Tallahassee (850) 488-6215 or [white@fdhc.state.fl.us](mailto:white@fdhc.state.fl.us). 2003-AHCA-008

### **15. Emergency Contract**

An emergency response contract for a private road ranger service patrol to monitor 300 miles of interstate highway in Northeast Florida was developed prior to the 2005 hurricane season as a result of lessons learned during the 2004 hurricanes. This contract addresses issues like fuel supply shortages and limited hotel availability. For more information, please contact Donna Danson at the Department of Transportation in Jacksonville (904) 360-5463 or [donna.danson@dot.state.fl.us](mailto:donna.danson@dot.state.fl.us). 2006-DOT-042

### **16. Health Care Contract Monitoring**

Joint monitoring of access to primary health care services of the uninsured reduces staff hours for government agencies and for providers, and produces more detailed evaluation of providers' levels of service. For more information, please contact Anthony Fiore at the Broward County Health Department (954) 467-4959 or [Anthony.Fiore@doh.state.fl.us](mailto:Anthony.Fiore@doh.state.fl.us); or Steve Kaufman at (954) 467-4959 or [Steve.Kaufman@doh.state.fl.us](mailto:Steve.Kaufman@doh.state.fl.us). 2006-DOH-051

### **17. Substance Abuse Prevention Contracting**

A performance-based system manages and evaluates more than 80 community-based prevention projects and increases contract accountability by improving the linkage of process to outcome data. More accurate cost-per-client data is helpful when negotiating future contracts. For more information, please contact Skip Forsyth at the Department of Children and Families in Tallahassee (850) 413-6705 or [Skip\\_Forsyth@dcf.state.fl.us](mailto:Skip_Forsyth@dcf.state.fl.us). 2006-DCF-081

### **18. Imaging Management System**

An imaging management system facilitates purchasing, disbursing, and vouchering between administrative units in the areas of leasing and contracts. For more information, please contact Alan Edwards at the Department of Agriculture and Consumer Services (850) 488-5321 or [edwarda@doacs.state.fl.us](mailto:edwarda@doacs.state.fl.us). 2004-DACS-001

### **19. Reduction of Paper-based Files**

Streamlined administration of contracts via electronic storage, retrieval and routing of files saves money. Initial scanning is offset by reduction of repetitive copying, courier distribution and file retrieval. Utilizing a commercially available Adobe PDF format takes experienced personnel less than one minute to access and route an electronic file versus 15 minutes or more for previous labor-intensive functions. For more information, please contact Doug Melvin at the Department of Juvenile Justice in Tallahassee (850) 921-5209 or [douglas.melvin@djj.state.fl.us](mailto:douglas.melvin@djj.state.fl.us). 2005-DJJ-010

### **20. Contract Pre-audit Procedures**

Contract invoice pre-audit and processing procedures for payment packages submitted by contractors significantly reduce the amount of time required for completion of monitoring activities. These procedures minimize the risk of inappropriate billings, validate service delivery, comply with certification, and eliminate errors and duplication. For more information, please contact Sheree Keeler at the Department of Education in Tallahassee (850) 245-3411 or [KeelerS@vr.doe.state.fl.us](mailto:KeelerS@vr.doe.state.fl.us). 2005-DOE-012

### **21. Computer Hardware Maintenance Contract**

A contract that reduces the cost of repairing PCs and printers also reduces the maximum wait time for initial contact to solve a hardware problem. For more information, please contact Dusty Boyce at the Department of Agriculture and Consumer Services in Tallahassee (850) 245-1040 or [boyced@doacs.state.fl.us](mailto:boyced@doacs.state.fl.us). 2005-DACS-005

### **22. Online Subgrant Application System**

Subgrant recipients can apply for federal funds online, including collection of financial and performance related information, pre-award application review, subgrant award, and post-award management. For more information, please contact Kevan Bussey at the Department of Law Enforcement in Tallahassee (850) 410-8449 or [kevanbussey@fdle.state.fl.us](mailto:kevanbussey@fdle.state.fl.us). 2005-FDLE-011

### **23. Contract Administration Training Program**

A contract training program helps ensure compliance with laws, rules, and operating policies and procedures. The program reduces administrative work associated with process oversight, review and approval of documentation. For more information, please contact Valerie Carnett at the Department of Children and Families in Tallahassee (850) 413-7214 or [valerie\\_carnett@dcf.state.fl.us](mailto:valerie_carnett@dcf.state.fl.us). 2007-DCF-085

# CASE MANAGEMENT

## 1. Automated Case Management

Automated tools provide detailed case review information, compilation and analysis of review data, and a uniform reporting structure, thereby increasing accuracy and uniformity. For more information, please contact Lynne Powell at the Department of Children and Families in Jacksonville (904) 723-2191 or [Lynne.Powell@dcf.state.fl.us](mailto:Lynne.Powell@dcf.state.fl.us). 2007-DCF-046

## 2. Template to Record Case Activity and Information

A template for case maintenance units and call centers prompts staff to enter areas of eligibility for services. It also copies and pastes information to the appropriate screen, saving about 10 minutes per application and eligibility re-determination. For more information, please contact Reginald Altazan at the Department of Children and Families (850) 833-3713 or [reginald.altazan@dcf.state.fl.us](mailto:reginald.altazan@dcf.state.fl.us). 2007-DCF-050

## 3. Case Management

A case management system tracks files, searches by data fields, and generates an annual business report. For more information, please contact Kathleen Richards at the Department of Education in Tallahassee (850) 245-0455 or [kathleen.richards@fldoe.org](mailto:kathleen.richards@fldoe.org). 2005-DOE-014

## 4. Tracking High Risk Cases

An automated system allows workers from two agencies to enter information and track high-risk cases in a real time environment. For more information, please contact Ed Harper at the Department of Children and Families (772) 460-3665 or [Ed\\_Harper@dcf.state.fl.us](mailto:Ed_Harper@dcf.state.fl.us). 2006-DCF-077

## 5. Tracking Case Clients

An electronic database that tracks case clients reduces work time. For more information, please contact Cathy Johnson at the Department of Health (727) 547-7780 or [Cathy.Johnson@doh.state.fl.us](mailto:Cathy.Johnson@doh.state.fl.us). 2005-DOH-038

## 6. Legal Case Management

A tracking system that manages child welfare legal cases reduces work time. For more information, please contact Peggy Sanford at the Department of Children and Families in Tallahassee (850) 487-9986 or [peggy\\_sanford@dcf.state.fl.us](mailto:peggy_sanford@dcf.state.fl.us). 2007-DCF-027

## 7. Storing, Tracking and Retrieving Case Information

A document imaging, scanning and viewing system automates storing, tracking and retrieving case information. For more information, please contact David Brey at the Department of Children and Families in Tallahassee (850) 921-0059 or [David\\_Brey@dcf.state.fl.us](mailto:David_Brey@dcf.state.fl.us). 2007-DCF-096

## 8. Electronic Filing of Case Management Information

An electronic filing system records case information and eliminates creation and storage of paper files. For more information, please contact Dianna Laffey at the Department of Children and Families (813) 558-5693 or [Dianna.Laffey@dcf.state.fl.us](mailto:Dianna.Laffey@dcf.state.fl.us). 2006-DCF-047

## 9. Case Management Database

A case management database for misdemeanor probation and pre-trial release programs collects and tracks information electronically, enabling probation officers to provide up-to-date reports and information to judges and law enforcement on individual cases or entire caseloads. For more

information, please contact Wendy Schlesinger at the 14th Judicial Circuit in Marianna (850) 718-0027 or [schlesingerw@jud14.flcourts.org](mailto:schlesingerw@jud14.flcourts.org). 2007-SCS-001

#### **10. Evidence-based Risk Assessment and Case Plan**

An evidence-based risk and need assessment instrument improves intake case processing and helps determine the likelihood of youth re-offenses. For more information, please contact Lee Ann Thomas at the Department of Juvenile Justice in Tallahassee (850) 414-2488 or [leeann.thomas@djj.state.fl.us](mailto:leeann.thomas@djj.state.fl.us). 2007-DJJ-005

# COMMUNICATIONS

## 1. Enterprise Extender Communications Technology

Enhanced communications technology on a mainframe computer allows use of a transmission control protocol network for systems network architecture sessions. This technology requires no changes to legacy systems network architecture applications. Diagnosing system problems is easier, and disaster recovery procedures are simplified. For more information, please contact Dana Rupp at the Department of Financial Services in Tallahassee (850) 413-2262 or [dana.rupp@fldfs.com](mailto:dana.rupp@fldfs.com). 2007-DFS-008

## 2. Remote Access Portal for Telecommuting and Emergency Applications

A secure internet portal expands the capability to provide access to services by clients, community partners, and department staff who work from home or other remote locations, especially during emergencies. Limited access can be granted to temporary staff at almost no cost. For more information, please contact David Warfel at (850) 922-6347 or [david\\_warfel@dcf.state.fl.us](mailto:david_warfel@dcf.state.fl.us). 2007-DCF-098

## 3. Emergency Communications

Information technology can build special networks to support essential communications in the aftermath of hurricanes, accidents or acts of terrorism. Re-allocating fiber optic strands can provide emergency communications via a dedicated virtual local area network. For more information, please contact Gayle Malone at the Department of Transportation in Ft. Lauderdale (954) 777-4123 or [gayle.malone@dot.state.fl.us](mailto:gayle.malone@dot.state.fl.us). 2006-DOT-048

## 4. Improved Help Desk Assistance at a Reduced Cost

Helping users help themselves is critical to improving the efficiency of support delivery and user satisfaction. With real-time information, customers can make informed decisions on when best to call the help desk to receive prompt service. Two tools for increasing customer self-help are referred to as "reported active help desk issues" and "help desk call queue". For more information, please contact Nancy Kenyon at the Department of Children and Families in Tallahassee (850) 410-2727 or [nancy\\_kenyon@dcf.state.fl.us](mailto:nancy_kenyon@dcf.state.fl.us). 2006-DCF-095

## 5. Access Response Unit

An automatic voice response system, referred to as an access response unit (ARU), can mitigate reduced staffing and growing demand by providing customer service with fewer staff, including 24/7 answers to questions. For more information, please contact LaQuetta Anderson at the Department of Children and Families in Tallahassee (850) 414-5942 or [LaQuetta\\_Anderson@dcf.state.fl.us](mailto:LaQuetta_Anderson@dcf.state.fl.us). 2006-DCF-069

## 6. Reduced Costs through Automated Telephone Plan

An automatic attendant telephone system improves service and saves switch board operators' time by more directly routing citizens to their end destination. For more information, please contact Ismael Martinez at the Department of Children and Families (954) 762-3806 or [Ismael\\_Martinez@dcf.state.fl.us](mailto:Ismael_Martinez@dcf.state.fl.us). 2006-DCF-074

## 7. Processing Work Requests

Using Blackberrys with an email-based system that receives and tracks work requests increases productivity by replacing a cumbersome forms-based system. For more information, please contact Jan Wright at the Department of Juvenile Justice in Tallahassee (850) 921-7288 or

[Jan.Wright@djj.state.fl.us](mailto:Jan.Wright@djj.state.fl.us). 2006-DJJ-004

### **8. Enhanced Mobile Computing**

Wireless mobile networking enables employees to perform their jobs from remote facilities at significantly increased speed. This dramatically increases staff mobility in locations where remote access via telephone is unreliable or unavailable. For more information, please contact John Edwards at the Agency for Health Care Administration in Tallahassee (850) 922-3615 or [edwardjt@ahca.myflorida.com](mailto:edwardjt@ahca.myflorida.com). 2007-AHCA-012

### **9. Wireless Aircards for Construction Inspection**

Using wireless aircards eliminates hard copies of inspection reports, expedites data collection and resolves field conflicts more expeditiously. For more information, please contact Tony Piedra at the Department of Transportation in Ft. Lauderdale (954) 958-7632 or [Antonio.Piedra@dot.state.fl.us](mailto:Antonio.Piedra@dot.state.fl.us). 2006-DOT-014

### **10. Cell Phone Management and Verification System**

Eliminating tedious manual processes required for management of cell phones -- including telephone assignment, review and verification processes -- and reimbursement for personal calls saves money. For more information, please contact Lisa Hopkins at the Department of Law Enforcement in Tallahassee (850) 410-8513 or [lisahopkins@fdle.state.fl.us](mailto:lisahopkins@fdle.state.fl.us). 2006-FDLE-013

### **11. Reducing Costs by Consolidating Cell Phone Accounts**

A master umbrella cellular telephone account improves productivity, simplifies management, and eliminates per minute overage costs. For more information, please contact Frank Kerwick at the Department of Children and Families (772) 467-4155 or [frank\\_kerwick@dcf.state.fl.us](mailto:frank_kerwick@dcf.state.fl.us). 2006-DCF-075

### **12. Reducing Cell Phone Waste and Abuse**

A cost analysis system in spreadsheet format is a management tool to identify cell phone waste and abuse. For more information, please contact Gary Blavat at the Department of Children and Families in Ft. Lauderdale (954) 762-3813 or [Gary\\_Blavat@dcf.state.fl.us](mailto:Gary_Blavat@dcf.state.fl.us). 2006-DCF-072

### **13. Increased Productivity Due To Elimination of Internet Misuse**

A content filter that reduces internet traffic not related to job functions network increases employee productivity, reduces bandwidth expenditures, and virtually eliminates spyware, malware, adware and other web-bourne virus infections. For more information, please contact Michael Maddox at the Department of Corrections (850) 414-7470 or [maddox.michael@mail.dc.state.fl.us](mailto:maddox.michael@mail.dc.state.fl.us). 2005-DOC-002

### **14. Reduced Spam Email**

A junk email scoring system saves employee time. For more information, please contact Stephen Ulmer at the University of Florida (352) 392-2061 ext. 201 or [ulmer@ufl.edu](mailto:ulmer@ufl.edu). 2005-UF-001

### **15. Reduced Client Mail Turnaround Time**

A process that improves client mail turnaround time from an average of two weeks to an average of three days is relevant to departments providing mail service to its clients. For more information, please contact Barbara Sarver at the Department of Health (727) 507-4330 ext.1252 or [Barbara\\_Sarver@doh.state.fl.us](mailto:Barbara_Sarver@doh.state.fl.us). 2005-DOH-056

# COMPUTER TECHNOLOGY AND APPLICATIONS

## 1. Eliminating Internet Misuse

A content filter that reduces internet traffic not related to job functions increases employee productivity, reduces bandwidth expenditures, and virtually eliminates spyware, malware, adware and other web-borne virus infections. For more information, please contact Michael Maddox at the Department of Corrections in Tallahassee (850) 414-7470 or [maddox.michael@mail.dc.state.fl.us](mailto:maddox.michael@mail.dc.state.fl.us). 2005-DOC-002

## 2. Remote Auditing Software

A software auditing tool unobtrusively gathers information in order to show accountability and ownership of software installed on users' computers. For more information, please contact John Edwards at the Agency for Health Care Administration in Tallahassee (850) 922-3615 or [edwardjt@ahca.myflorida.com](mailto:edwardjt@ahca.myflorida.com). 2007-AHCA-011

## 3. Enterprise Extender Communications Technology

Enhanced communications technology on a mainframe computer allows use of a transmission control protocol network for systems network architecture sessions. This technology requires no changes to legacy systems network architecture applications. Diagnosing system problems is easier and disaster recovery procedures are simplified. For more information, please contact Dana Rupp at the Department of Financial Services in Tallahassee (850) 413-2262 or [dana.rupp@fldfs.com](mailto:dana.rupp@fldfs.com). 2007-DFS-008

## 4. Application to Access Mainframe System

Centrally managed BlueZone software, a mainframe computer emulation technology, reduces costs and staff technical assistance/downtime. For more information, please contact Mike Kosturko at the Department of Health in Tallahassee (850) 245-4202 or [mike.kosturko@doh.state.fl.us](mailto:mike.kosturko@doh.state.fl.us). 2007-DOH-027

## 5. Remote Deployment of XP Operating System Desktop Image

Remotely implementing an operating system for desktop computers can be adapted and implemented by local governments that run on the Microsoft framework and utilize Systems Management Server 2003. For more information, please contact Maureen Wines at the Department of Juvenile Justice in Tallahassee (850) 595-8820 ext. 261 or [maureen.wines@djj.state.fl.us](mailto:maureen.wines@djj.state.fl.us). 2007-DJJ-009

## 6. Migrating from a PC platform to a Shared Server Platform

Migrating from a PC platform to a shared server platform saves money. For more information, please contact Christy Lassila at the Department of Education in Tallahassee (850) 245-0411 or [christy.hovanetz@fldoe.org](mailto:christy.hovanetz@fldoe.org). 2006-DOE-016

## 7. Technology Management Process

A process that tracks changes made to information technology systems increases system availability and reduces trouble-related work orders. For more information, please contact Jackie Shaffer at the Department of Education in Tallahassee (850) 245-9831 or [Jackie.Shaffer@fldoe.org](mailto:Jackie.Shaffer@fldoe.org). 2005-DOE-015

## 8. Fiber Optic Solution for Office Relocation

A fiber optic solution for an office relocation can occur without interrupting existing T-1 connectivity in cases where (a) the distance precludes using regular category 5e cable runs, (b) dial-up is not an option due to the amount of large email files, and (c) using DSL would require gaining access to a virtual private network (vpn). For more information, please contact David Odum at the Department of Health in Tallahassee (850) 643-2415 ext. 228 or [David.Odum@doh.state.fl.us](mailto:David.Odum@doh.state.fl.us). 2005-DOH-041

## **9. Computer Code Conversion**

Conversion of codes and associated descriptions from a hierarchical database to a relational database enables a sub-routine to read the codes and their descriptions. This facilitates online transactions to perform code lookup without the overhead of any database I/O. Reduction of CPU processing time for these transactions saves money. This initiative may be beneficial to local governments that employ code warehouse system functionality. For more information, please contact John Agliato at the Department of Corrections in Tallahassee (850) 410-4734 or [Agliato.John@mail.dc.state.fl.us](mailto:Agliato.John@mail.dc.state.fl.us). 2006-DOC-004

## **10. Anti-Virus Deployment**

Electronically replacing anti-virus software with updated versions saves time. For more information, please contact Scott Higgins at the Department of Children and Families in Tallahassee (850) 921-4487 or [scott\\_higgins@dcf.state.fl.us](mailto:scott_higgins@dcf.state.fl.us). 2007-DCF-099

## **11. Data Protection**

A data protection program prevents employees' files from being lost during hard drive failures. For more information, please contact Donna Scrodin at the Department of Revenue (386) 274-0105 or [scrodind@dor.state.fl.us](mailto:scrodind@dor.state.fl.us). 2005-DOR-003

## **12. Disaster Resistant Computer Facility**

A disaster-resistant computer environment eliminates downtime and weather/heat related shutdowns. For more information, please contact Pat Campbell at the Department of Education in Tallahassee (850) 245-9846 or [pat.campbell@fldoe.org](mailto:pat.campbell@fldoe.org). 2007-DOE-004

## **13. Computer Application for Managing Facilities Program Data**

A computer application for managing facilities program data produces substantial time savings. For more information, please contact Mr. Ming Ko at the Department of Management Services in Tallahassee (850) 414-6785 or [kom@dms.state.fl.us](mailto:kom@dms.state.fl.us). 2005-DMS-003

## **14. Remote Access Portal for Telecommuting and Emergency Applications**

A secure internet portal expands the capability to provide access to services by clients, community partners, and department staff who work from home or other remote locations, especially during emergencies. Limited access can be granted to temporary staff at almost no cost. For more information, please contact David Warfel at the Department of Children and Families in Tallahassee (850) 922-6347 or [david\\_warfel@dcf.state.fl.us](mailto:david_warfel@dcf.state.fl.us). 2007-DCF-098

## **15. Emergency Communications**

Information technology can build networks to support essential communications in the aftermath of hurricanes, accidents or acts of terrorism. Re-allocating fiber optic strands can provide emergency communications via a dedicated virtual local area network. For more information, please contact Gayle Malone at the Department of Transportation in Ft. Lauderdale (954) 777-4123 or [gayle.malone@dot.state.fl.us](mailto:gayle.malone@dot.state.fl.us). 2006-DOT-048

## **16. Increasing Purchasing Card Credit Limit in Emergencies**

A procedure that updates hundreds of purchasing card records within minutes with no data entry errors can be adapted and implemented to increase credit limits of key staff during hurricanes and other emergencies. For more information, please contact Lynn Hart at the Department of Corrections in Tallahassee (850) 410-3602 or [Hart.Lynn@mail.dc.state.fl.us](mailto:Hart.Lynn@mail.dc.state.fl.us), or Rhonda Vause at (850) 410-3615 or [Vause.Rhonda@mail.dc.state.fl.us](mailto:Vause.Rhonda@mail.dc.state.fl.us). 2006-DOC-007

## **17. Improved Technical Support**

Service support processes that use ITIL principles reduce the time to resolve help desk tickets by 85%. For more information, please contact Mike Odom at the Department of Health in Tallahassee (850) 245-4305 or [michael\\_odom@doh.state.fl.us](mailto:michael_odom@doh.state.fl.us). 2007-DOH-003

### **18. Imaging System**

Streamlining access to documents and reducing space and materials required to them saves money. For more information, please contact Jennifer Pittman at Florida State University (850) 644-9410 or [jpittman@admin.fsu.edu](mailto:jpittman@admin.fsu.edu). 2006-FSU-008

# COMPUTER MAINTENANCE AND REPAIR

## 1. Automation of Periodic Maintenance

A custom-installed Domino environment automates and monitors periodic computer maintenance, annually saving thousands of hours of technicians' time. Processes include a method to monitor drive space associated with servers; a method to monitor directories created on servers so that errant directories can be corrected in a more timely and efficient manner; a method to remove log files that are no longer needed and not addressed in any other manner, and a method to identify orphaned files created on Domino NT servers that are not identified in any other manner. For more information, please contact Vickie Varchal at the Department of Children and Families in Tallahassee (850) 413-9142 or [vickie\\_varchal@dcf.state.fl.us](mailto:vickie_varchal@dcf.state.fl.us). 2006-DCF-101

## 2. Computer Patch Management

Windows Server Update Service, a patch management solution provided free of charge by Microsoft, enables updates and patches for workstations that run WinXP or 2K, and servers that run Win2K and above, to be checked, approved, managed and monitored by a single field analyst in less than four hours per month. A \$110,000 annual cost to purchase a solution is avoided. This solution can be implemented at any government agency utilizing a Windows platform. For more information, please contact Mick Michel at the Department of Corrections (239) 278-7240 or [michel.mick@mail.dc.state.fl.us](mailto:michel.mick@mail.dc.state.fl.us). 2006-DOC-005

## 3. Systems Management Server

Systems Management Server 2003 improves security software patch distribution and other features, thereby eliminating user downtime when updates are made and reducing the time technical staff spend managing user access accounts. For more information, please contact Maureen Wines at (850) 595-8820 ext. 261 or [maureen.wines@djj.state.fl.us](mailto:maureen.wines@djj.state.fl.us). 2007-DJJ-010

## 4. Network Work Order System

A network work order system that replaced a cumbersome forms-based system requires users to input just a telephone number and short description of computer problem. Additional data (user's site name, logon name, first and last name, computer network name and assigned site technician) are automatically extracted from user information maintained in the network database. The resulting work order is sent as an email to the technician supporting the facility where the user is working. The originator is given a reference number for tracking purposes and when the work order is closed, an email is generated to the requester notifying him/her what actions were taken. For more information, please contact Paul Prado at the Department of Juvenile Justice in Orlando (407) 521-2668 or [Paul.Prado@djj.state.fl.us](mailto:Paul.Prado@djj.state.fl.us). 2006-DJJ-005

## 5. Computer Hardware Maintenance Contract

A process and contract reduces the cost of repairing personal computers and printers. It also reduces the maximum wait time for initial contact to solve a hardware problem, and reduces customer down time. For more information, please contact Dusty Boyce at the Department of Agriculture and Consumer Services in Tallahassee (850) 245-1040 or [boyced@doacs.state.fl.us](mailto:boyced@doacs.state.fl.us). 2005-DACS-005

# COMPUTER SECURITY AND DATA PROTECTION

## 1. Intrusion Detection and Performance Monitoring System

An intrusion detection and performance monitoring system increases the ability to analyze and respond to network outages, and to detect potential security threats before they become problems. For more information, please contact Joseph Hemingway at the Department of Education in Tallahassee (850) 245-9852 or [joseph.hemingway@fldoe.org](mailto:joseph.hemingway@fldoe.org). 2007-DOE-02 1

## 2. Enterprise Confidential Data/Server Security Compliance Program

A standardized audit process determines if confidential or sensitive information resides on servers, determines vulnerability to unauthorized access and use of these servers, identifies ways to reduce the risk of unauthorized access, and provides remediation tools and technical assistance. For more information, please contact Joseph Lazor at Florida State University (850) 644-0062 or [jlazor@admin.fsu.edu](mailto:jlazor@admin.fsu.edu). 2007-FSU-006

## 3. Enterprise Web Site Security

An enterprise web site security program centrally manages acquisition, distribution and monitoring of web site security. This program standardizes and increases the level of web site security encryption from 40-bit encryption to an industry standard of 128-bits for protecting and safeguarding confidential financial information, and for identifying information transmitted across the Internet. For more information, please contact Joseph Lazor at Florida State University (850) 644-0062 or [jlazor@admin.fsu.edu](mailto:jlazor@admin.fsu.edu). 2006-FSU-002

## 3. High Bandwidth Administration/Management System

An automated system enhances network availability and productivity, and prevention of unauthorized computing security intrusions and intellectual property/copyright infringements. For more information, please contact Joseph Lazor at Florida State University (850) 644-0062 or [jlazor@admin.fsu.edu](mailto:jlazor@admin.fsu.edu). 2004-FSU-002

## 5. Online Security Monitoring

Software that provides online security monitoring of equipment in 160 separate areas reduced losses to zero. For more information, please contact Dr. Ruth Marshall at the University of Central Florida (407) 823-2594 or [ruth.marshall@mail.ucf.edu](mailto:ruth.marshall@mail.ucf.edu). 2005-UCF-005

## 6. Information Security

A layered approach to information security consolidates Internet-facing servers using one set of security policies and alternate secure forms of remote access services. For more information, please contact Scott Morgan at the Department of Agriculture and Consumer Services in Tallahassee (850) 245-1040 or [morgans@doacs.state.fl.us](mailto:morgans@doacs.state.fl.us). 2004-DACS-005

## 7. Remote Site for Data Preservation and Business Continuity

A remote computing capability performs high-volume backups of operational data and provides continuity of information technology services should a disaster strike. For more information, please contact Carl Baker at Florida State University (850) 644-2591 or [carl.baker@fsu.edu](mailto:carl.baker@fsu.edu). 2007-FSU-005

## 8. Data Protection

When an employee's hard drive fails, hours can be spent re-creating files and locating similar resources. A data protection program prevents files from being lost during hard drive failures. For more information, please contact Donna Scrodin at the Department of Revenue (386) 274-0105 or [scrodind@dor.state.fl.us](mailto:scrodind@dor.state.fl.us). 2005-DOR-003

# CONSUMER SERVICE AND PROTECTION

## 1. Enhanced Customer Service

An electronic data collection program that provides a standardized email stationery format for handling complaints, an improved customer access system, and detailed information on problem areas to administrators, results in faster resolution of issues. For more information, please contact Stephen Conrad at the Department of Children and Families (904) 727-2195 or [stephen\\_conrad@dcf.state.fl.us](mailto:stephen_conrad@dcf.state.fl.us). 2007-DCF-044

## 2. Improved Handling of Complaints

A process to administer internal and external customer complaints reduces resolution time by an average of 1.5 hours each. Complaints are logged, issued, tracked and closed electronically in a database system. Historical documentation is gathered to identify recurring issues. For more information, please contact Darlene Williams at the Department of Transportation in Ft. Lauderdale (954) 776-4300 or [darlene.williams@dot.state.fl.us](mailto:darlene.williams@dot.state.fl.us). 2006-DOT-016

## 3. Prioritization System for Complaints

A system that sorts consumer complaints includes a matrix of priorities to facilitate allocation of resources. Complaints that formerly caused work flow interruptions and consumer dissatisfaction now are analyzed quickly. For more information, please contact Dawn Salisbury at the Department of Business and Professional Regulation in Tallahassee (850) 921-2124 or [dawn.salisbury@dbpr.state.fl.us](mailto:dawn.salisbury@dbpr.state.fl.us). 2006-DBPR-017

## 4. Customer Call Center Resource Tool

A Web-based customer call center resource tool reduces caller wait time, thereby improving service and caller satisfaction. For more information, please contact Alicia Chevtaikin at the Department of Children and Families (850) 313-7336 or [alicia\\_chevtaikin@dcf.state.fl.us](mailto:alicia_chevtaikin@dcf.state.fl.us). 2007-DCF-093

## 5. Template to Record Case Activity and Information

A template for use in case maintenance units and call centers prompts staff to enter areas of eligibility for services. It also copies and pastes information to the appropriate screen, saving about 10 minutes per application and eligibility re-determination. For more information, please contact Reginald Altazan at the Department of Children and Families (850) 833-3713 or [reginald\\_altazan@dcf.state.fl.us](mailto:reginald_altazan@dcf.state.fl.us). 2007-DCF-050

## 6. Improved Technical Support for Help Desks

Service support processes that use ITIL principles reduce the time to resolve help desk tickets by 85%. For more information, please contact Mike Odom at the Department of Health in Tallahassee (850) 245-4305 or [michael\\_odom@doh.state.fl.us](mailto:michael_odom@doh.state.fl.us). 2007-DOH-003

## 7. Improved Help Desk Assistance at a Reduced Cost

Helping users help themselves is critical to improving the efficiency of support delivery and user satisfaction. With real-time information, customers can make informed decisions on when best to call a help desk to receive prompt service. Two tools for increasing customer self-help are referred to as “reported active help desk issues” and “help desk call queue.” Help desk call queue reduces average daily abandon call rates by 18%. For more information, please contact Nancy Kenyon at the Department of Children and Families in Tallahassee (850) 410-2727 or [nancy\\_kenyon@dcf.state.fl.us](mailto:nancy_kenyon@dcf.state.fl.us). 2006-DCF-095

## **8. Electronic Card Catalogue**

Local governments that make resource center information available to their customers could benefit from a searchable card catalogue. For more information, please contact Ms. Robin Sullivan at the Department of Business and Professional Regulation (850) 644-2051 or [robin.sullivan@dbpr.state.fl.us](mailto:robin.sullivan@dbpr.state.fl.us). 2005-DBPR-010

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

An information technology program enables citizens with disabilities, businesses run by persons with disabilities, and employees with disabilities to access government information, compete for government business and improve their job performance. For more information, please contact Julie Shaw at the Department of Management Services in Tallahassee (850) 922-4103 or [julie.shaw@myflorida.com](mailto:julie.shaw@myflorida.com). 2004-DMS-005

## **10. Automated Public Information/Records System**

An automated system reduces the time for handling public information requests. For more information, please contact Chun-Lei Wang at the Department of Education in Tallahassee (850) 245-9621 or [chun-lei.wang@fldoe.org](mailto:chun-lei.wang@fldoe.org). 2005-DOE-011

## **11. Automated Telephone Plan**

Analysis of an automatic attendant telephone system improved customer service by identifying a more direct method to route consumers to their end destination. This initiative saves money by reducing the time that switch board operators (senior clerks) answer phones. For more information, please contact Ismael Martinez at the Department of Children and Families in Broward County (954) 762-3806 or [Ismael\\_Martinez@dcf.state.fl.us](mailto:Ismael_Martinez@dcf.state.fl.us). 2006-DCF-074

## **12. Streamlined Public Records Requests**

Responses to public records requests are improved by a series of data extract files that are posted weekly to a web site for interested parties to download. Requests that previously required staff to manually retrieve files, make copies and mail can now be accomplished electronically 90% of the time. For more information, please contact Tom Coker at the Department of Business and Professional Regulation in Tallahassee (850) 488-1133 or [tom.coker@dbpr.state.fl.us](mailto:tom.coker@dbpr.state.fl.us). 2005-DBPR-008

## **13. Access Response Unit**

An automatic voice response system, referred to as an access response unit (ARU), can mitigate reduced staffing and growing demand by providing customer service with fewer staff, including 24/7 answers to questions. For more information, please contact LaQuetta Anderson at the Department of Children and Families in Tallahassee (850) 414-5942 or [LaQuetta\\_Anderson@dcf.state.fl.us](mailto:LaQuetta_Anderson@dcf.state.fl.us). 2006-DCF-069

## **14. Evaluation of Assistance Provided by Telephone**

A phone assistance solution system improves customer service and management decisions, tracks employees' responses to phone calls, summarizes each phone call and its resolution status, and generates statistical reports to assist supervisors and managers in analyzing recurring areas of customer concern. For more information, please contact Terrence Samuel at the Department of Highway Safety and Motor Vehicles (850) 921-6278 or [samuel.terrence@hsmv.state.fl.us](mailto:samuel.terrence@hsmv.state.fl.us). 2003-DHSMV-007

## **15. Customer Satisfaction Tracking System**

A web-based customer feedback system records satisfaction and complaints (in both English and Spanish) concerning services received. Data collected by this system is graphed and reported quarterly

to senior management along with suggestions for improvement based on client input. For more information, please contact Jack Towle at the Volusia County Health Department (386) 248-1781 or [jack\\_towle@doh.state.fl.us](mailto:jack_towle@doh.state.fl.us). 2005-DOH-063

## DATA ENTRY

### 1. Computerized Ledger Eliminates Duplicate Data Entry

A computerized ledger system linked to a central accounting system eliminates duplicate data entry and errors. For more information, please contact Fred Bruneau at the Department of Children and Families (813) 558-5731 or at [Fred\\_Bruneau@dcf.state.fl.us](mailto:Fred_Bruneau@dcf.state.fl.us). 2003-DCF

### 2. Streamlined Data Entry of Information

A form preparation data entry system streamlines communications by automating information transfer and removing the need to sort, copy and mail required information. For more information, please contact Barbara Dietrichsen at the Department of Business and Professional Regulation in Tampa (813) 356-1614 or [Barbara.Dietrichsen@dbpr.state.fl.us](mailto:Barbara.Dietrichsen@dbpr.state.fl.us). 2007-DBPR-013

### 3. Elimination of Duplicate Data Entry

Local governments that use LicenseEase software could benefit from a parallel system that produces legal paperwork. For more information, please contact Barbara Dietrichsen at the Department of Business and Professional Regulation in Tampa (813) 356-1614 or [barbara.dietrichsen@dbpr.state.fl.us](mailto:barbara.dietrichsen@dbpr.state.fl.us). 2005-DBPR-009

### 4. Multiple Points of Data Entry for Report Production

A database system that allows multiple points of data entry enables more than one person to maintain data. This saves time collecting information, combining information from different sources, and integrating graphics, data, text and symbols to produce reports. For more information, please contact Marguerite Rappoport at the Department of Health (941) 861-2603 or [marguerite\\_rappoport@doh.state.fl.us](mailto:marguerite_rappoport@doh.state.fl.us). 2007-DOH-046

### 5. Data Entry for Records Retention

A system for real-time records inventories features single data entry of client information into a protected database from multiple locations for storage and disposition. This provides one source for tracking purged records and provides staff with a current, site-based inventory of records. For more information, please contact Dianne Forgey at the Polk County Health Department (863) 521-2668 or [glenda\\_forgey@doh.state.fl.us](mailto:glenda_forgey@doh.state.fl.us). 2006-DOH-013

### 6. Laboratory Information Management System Reduces Data Entry

An automated system that provides the real time status of samples reduces data entry by 50%. For more information, please contact Patty Lucas at the Department of Agriculture and Consumer Services in Tallahassee (850) 488-9375 or [lucasp@doacs.state.fl.us](mailto:lucasp@doacs.state.fl.us). 2007-DACS-002

### 7. Fixed Capital Outlay Data

The productivity of fixed capital outlay staff is increased via a system that inputs data required for creation and maintenance of financial exhibits, populates a database that maintains balances as project managers pay invoices, and builds an automated history. For more information, please contact Jim Chandonia at the Department of Health in Tallahassee (850) 245-4444 ext. 3168 or [jim\\_chandonia@doh.state.fl.us](mailto:jim_chandonia@doh.state.fl.us). 2007-DOH-049

## **DISASTER PREPARATION AND RECOVERY**

### **1. Mutual Aid Agreement**

A mutual aid agreement between the Okaloosa County Health Department and 12 municipal, county and private systems promotes development of common ordinances throughout the county and money saving purchasing, and expands inter-utility connection for emergency provision of water. For more information, please contact Doug Sims at (850) 689-7859 or [Doug\\_Sims@doh.state.fl.us](mailto:Doug_Sims@doh.state.fl.us). 2006-DOH-018

### **2. Self-triage**

An interactive health education and risk communications program called “self-triage” allows individuals to assess their health risks in light of events such as hurricane evacuation, a terrorist attack or disease outbreak. The user simply follows computer-prompted questions. When the interview is complete, the system suggests actions to be taken, focusing on four key decisions: Should I go? When should I go? Where should I go? How should I go?

A goal of self-triage is to mitigate greatly increased demand on medical resources in a disaster situation by leveraging the power of the internet to provide education, training and risk communications to people to make systematic use of medical resources. For more information, please contact Harper Simpson at the Lee County Health Department (239) 732-2685 or [Harper\\_Simpson@doh.state.fl.us](mailto:Harper_Simpson@doh.state.fl.us). 2006-DOH-024

### **3. Tracking the Condition of Facilities During Emergencies**

An emergency status system (EES) that tracks the condition of facilities and their occupants during emergencies, including evacuations, power outages and structural damage can be used by local governments to monitor storm-affected areas. An ESS web portal allows health care providers and authorized representatives to enter facility information. For more information, please contact Molly McKinstry at the Agency for Health Care Administration in Tallahassee (850) 414-9796 or [mckinstm@ahca.myflorida.com](mailto:mckinstm@ahca.myflorida.com). 2007-AHCA-002

### **4. Disaster Resistant Computer Facility**

A disaster-resistant computer environment eliminates downtime and weather/heat related shutdowns. For more information, please contact Pat Campbell at the Department of Education in Tallahassee (850) 245-9846 or [pat.campbell@fldoe.org](mailto:pat.campbell@fldoe.org). 2007-DOE-004

### **5. Remote Site for Data Preservation and Business Continuity**

A remote computing capability performs high-volume backups of operational data and provides continuity of information technology services should a disaster strike. For more information, please contact Carl Baker at Florida State University (850) 644-2591 or [carl.baker@fsu.edu](mailto:carl.baker@fsu.edu). 2007-FSU-005

### **6. Remote Access Portal for Telecommuting and Emergency Applications**

A secure internet portal expands the capability to provide access to services by clients, community partners, and department staff who work from home or other remote locations, especially during emergencies. Limited access can be granted to temporary staff at almost no cost. For more information, please contact David Warfel at (850) 922-6347 or [david\\_warfel@dcf.state.fl.us](mailto:david_warfel@dcf.state.fl.us). 2007-DCF-098

## **7. Enterprise Extender Communications Technology**

Disaster recovery procedures are simplified with enhanced communications technology on a mainframe computer that allow the use of a transmission control protocol network for systems network architecture sessions. This technology requires no changes to legacy systems network architecture applications. For more information, please contact Dana Rupp at the Department of Financial Services in Tallahassee (850) 413-2262 or [dana.rupp@fldfs.com](mailto:dana.rupp@fldfs.com). 2007-DFS-008

## **8. Emergency Communications**

Information technology can build special networks to support essential communications in the aftermath of hurricanes, accidents or acts of terrorism. For more information, please contact Gayle Malone at the Department of Transportation in Ft. Lauderdale (954) 777-4123 or [gayle.malone@dot.state.fl.us](mailto:gayle.malone@dot.state.fl.us). 2006-DOT-048

## **9. Updating of Purchasing Card Limits in Emergencies**

A procedure that updates hundreds of purchasing card records within minutes with no data entry errors increases credit limits of key staff during hurricanes and other emergencies. For more information, please contact Lynn Hart at the Department of Corrections (850) 410-3602 or [Hart.Lynn@mail.dc.state.fl.us](mailto:Hart.Lynn@mail.dc.state.fl.us), or Rhonda Vause at (850) 410-3615 or [Vause.Rhonda@mail.dc.state.fl.us](mailto:Vause.Rhonda@mail.dc.state.fl.us). 2006-DOC-007

## **10. Protection from Unlicensed Individuals**

An outreach campaign to protect Floridians from the hazards of unlicensed contractors, particularly relating to hurricane preparedness and recovery, may be useful to local governments. For more information, please contact Mark Reddinger at the Department of Business and Professional Regulation in Tallahassee (850) 922-5420 or [mark.reddinger@dbpr.state.fl.us](mailto:mark.reddinger@dbpr.state.fl.us). 2006-DBPR-016

## **11. Reduced Administrative Costs of Disaster Reimbursement**

A time-keeping system increases efficiency and reduces costs associated with documentation required for Federal Emergency Management Agency reimbursement of labor costs for disaster response and recovery efforts. This system can track events of any type or size. For more information, please contact Roger Twitchell at the Department of Health in Tallahassee (850) 245-4444 ext. 3028 or [Roger.Twitchell@doh.state.fl.us](mailto:Roger.Twitchell@doh.state.fl.us). 2007-DOH-004

## **12. Hurricane Damage Inspection Reports**

Process mapping of the steps required to prepare hurricane related Detailed Damage Inspection Reports for federal reimbursement to local governments for damage to roadway systems helps process the paperwork within a 180 day time limit. For more information, please contact Ann Broadwell at the Department of Transportation in Ft. Lauderdale (954) 777-4325 or [ann.broadwell@dot.state.fl.us](mailto:ann.broadwell@dot.state.fl.us). 2007-DOT-029

## **13. FEMA Required Training**

Employee training on the Federal Emergency Management Agency's National Incident Management System is available from the University of Central Florida. For more information, please contact Rick Grouby in Orlando (407) 823-5223 or [vgrouby@mail.ucf.edu](mailto:vgrouby@mail.ucf.edu). 2007-UCF-003

## **14. Operations Safety and Security Training**

A program that includes a training booklet and PowerPoint utilizes multiple layers of measures for the safety and security of personnel in emergency events. For more information, please contact Bill

Lemocks at the Department of Business and Professional Regulation in Tallahassee (850) 487-9521 or [Bill.Lemocks@dbpr.state.fl.us](mailto:Bill.Lemocks@dbpr.state.fl.us). 2006-DBPR-027

**15. Personal Protection Training for First Responders**

An emergency medical services curriculum trains first responders in a consistent, standardized way. For more information, please contact Jack Pittman at the Department of Health in Tallahassee (850) 487-3146 or [jack\\_pittman@doh.state.fl.us](mailto:jack_pittman@doh.state.fl.us). 2007-DOH-028

**16. Maintenance of Traffic Training**

Training to help ensure that traffic control devices are in place during hurricane evacuations facilitates safe travel of motorists and emergency responders. For more information, please call Ed Ward at the Department of Transportation in Lake City (386) 961-7581 or [ed.ward@dot.state.fl.us](mailto:ed.ward@dot.state.fl.us). 2007-DOT-001

# EMPLOYMENT

## 1. Retirement Plan for Temporary Employees

A retirement plan for temporary employees saved more than \$4 million in Social Security taxes between January and October 2006. For more information, please contact Paula Varnes Fussell at the University of Florida (352) 391-4621 or [pvarnes@ufl.edu](mailto:pvarnes@ufl.edu). 2007-UF-004

## 2. Streamlined Hiring of Temporary Employees

A process reduces the amount of time needed to hire OPS/temporary employees, and the time that job seekers spend completing an online job application. For more information, please contact Francesca Ciaccio-Freeman at Florida State University (850) 644-7701 or [fcaccio@admin.fsu.edu](mailto:fcaccio@admin.fsu.edu). 2006-FSU-001

## 3. Pre-employment Screening Protocol

A pre-employment screening procedure that includes replacing finger print inked cards for background checks with an electronic screening system provides a national criminal history check in approximately four hours, versus ink card submissions, that took four to six weeks and had a 40% rejection rate. Using this system virtually eliminates wrongful hiring of applicants with job-related criminal histories. For more information, please contact Russell Pillifant at Florida State University's Ringling Cultural Center in Sarasota (941) 359-5863 or [rpillifa@ringling.org](mailto:rpillifa@ringling.org). 2006-FSU-004

## 4. On-site Fingerprinting

Conducting required periodic fingerprinting at employees' job sites saves time. For more information, please contact James Haynes at the Agency for Health Care Administration in Tallahassee (850) 922-8440 or [haynesj@AHCA.myflorida.com](mailto:haynesj@AHCA.myflorida.com). 2006-AHCA-014

## 5. Staff Verification System

A system that provides historical and current information concerning employees of outsourced providers enables hiring agents to determine the need for further inquiry into prospective employees' job histories. For more information, please contact Jacqueline Suttle at the Department of Juvenile Justice in Tallahassee (850) 488-9084 or [jackie.suttle@djj.state.fl.us](mailto:jackie.suttle@djj.state.fl.us). 2007-DJJ-017

## 6. Labor Relations Case Management

Process mapping, management tracking, customer satisfaction surveys, and quality improvement reviews help to handle an increased number of labor relations cases. Compliance with applicable labor law requirements reduces litigation exposure. For more information, please contact Teva Hightower at the Department of Education in Tallahassee (850) 245-0524 or [teva.hightower@fldoe.org](mailto:teva.hightower@fldoe.org). 2006-DOE-006

## 7. Wage Garnishment

Improved processes and flowcharts eliminate unnecessary steps in the wage garnishment process and facilitate monitoring of control indicators and measures. For more information, please contact Charles Mulvaney at the Department of Education in Tallahassee (850) 245-1992 or [charles.mulvaney@fldoe.org](mailto:charles.mulvaney@fldoe.org). 2006-DOE-001

## 8. Employee Training Records

A tracking database for employee training records and certification includes state and federal requirements that save time and money. For more information, please contact Rick Akin at the Department of Business and Professional Regulation in Tallahassee (850) 488-1133 or [rick.akin@dbpr.state.fl.us](mailto:rick.akin@dbpr.state.fl.us). 2006-DBPR-007

### **9. Accessing Employee Training Opportunities**

Trak-IT, a user-friendly learning management system, provides online access to training opportunities including required Security and HIPAA training. This leads to reduced man-hours for data collection, reduced need for conference rooms and equipment coordination, and increased ability to respond to training, saving time and money. For more information, please contact Carla Ruis at the Department of Health in Tallahassee (850) 245-4444 ext. 3551 or [Carla\\_Ruis@doh.state.fl.us](mailto:Carla_Ruis@doh.state.fl.us). 2006-DOH-044

### **10. Tracking System for HIPPA Training**

Automation of a time-consuming and labor-intensive manual process for tracking training required of all HIPAA compliant agencies saves money. For more information please contact Valerie McCleary at the Department of Health (727) 824-6900 ext. 11548, or [Valerie\\_McCleary@doh.state.fl.us](mailto:Valerie_McCleary@doh.state.fl.us); Shirley Nguyen at (727) 824-6900 ext. 11016 or [Shirley\\_Nguyen@doh.state.fl.us](mailto:Shirley_Nguyen@doh.state.fl.us). 2006-DOH-010

### **11. Asset Tracking System**

A tracking database system improves accountability of assets when employees leave, thereby ensuring that purchase cards and other credit cards are cancelled in a timely manner. For more information, please contact Paul Palmiotto at the Department of Agriculture and Consumer Services in Tallahassee (850) 921-6235 or [palmiop@doacs.state.fl.us](mailto:palmiop@doacs.state.fl.us). 2007-DACS-00

## ENVIRONMENT

### 1. Habitat Restoration

Local governments may achieve habitat restoration by having a developer complete the restoration in exchange for wetlands mitigation for development of residential housing. For more information, please contact John Aspiolea at the Department of Environmental Protection (941) 575-5861 or [john.aspiolea@dep.state.fl.us](mailto:john.aspiolea@dep.state.fl.us). 2006-DEP-019

### 2. Use of Herbicide on Hydrilla in Flowing System

Herbicide has been used to treat hydrilla in lakes and non-flowing waterways. A method developed to apply it in the Wakulla River in North Florida saved approximately \$50,000. For more information, please contact Sandy Cook at the Department of Environmental Protection (850) 224-5950 or [Sandy.Cook@dep.state.fl.us](mailto:Sandy.Cook@dep.state.fl.us). 2007-DEP-017

### 3. Hydrology Restoration

A system of water bars can eliminate severe erosion that contaminates ponds while controlling unauthorized use of slopes by all terrain vehicles. The system makes use of surplus rip-rap, a masonry product donated by a local concrete plant, and fallen trees to substitute for poles. For more information, please contact G.W. Lupton at the Department of Agriculture and Consumer Services in Tallahassee (850) 487-3511 or [luptong@doacs.state.fl.us](mailto:luptong@doacs.state.fl.us). 2005-DACS-004

### 4. Controlling Evaporative Losses from Underground Storage Tanks

A system that uses a membrane filter to recover gasoline vapors in underground storage tanks that normally are lost to the air significantly reduces emissions and improves air quality, compared to fuel storage tanks without controls for evaporation. For more information, please contact Selva Selvendran at the Department of Environmental Protection in West Palm Beach (561) 355-3136 ext.1171 or [selva\\_selvendran@doh.state.fl.us](mailto:selva_selvendran@doh.state.fl.us). 2006-DEP-032

### 5. Roadside Prescribed Burning

Prescribed burning of roadway medians can help manage native fire dependent vegetation and reduce the likelihood of hazardous wildfires during dry periods. For more information, please contact Larry Morse at the Department of Agriculture and Consumer Services in Tallahassee (850) 488-1871 or [morsec@doacs.state.fl.us](mailto:morsec@doacs.state.fl.us). 2006-DACS-010

### 6. Environmental Forensics Protocols

Defensibility, at trial, of forensics evidence collected in support of environmental crime investigations may be enhanced by a CD that includes quality assurance procedures, standard operating procedures and technical guidance for use by field sampling personnel. For more information, please contact Timyn Rice at the Department of Environmental Protection in Tampa (813) 744-6462 or [timyn.rice@dep.state.fl.us](mailto:timyn.rice@dep.state.fl.us). 2006-DEP-025

### 7. Energy Performance Contracting Program

An energy performance contracting program is providing low cost repairs and renovations to lighting, heating, air conditioning and plumbing at 11 facilities statewide. A \$6.1 million loan will be repaid from utility savings. For more information, please contact Russ Barber at the Department of Juvenile Justice in Tallahassee (850) 922-6148 or [russ.barber@djj.state.fl.us](mailto:russ.barber@djj.state.fl.us). 2007-DJJ-002

### 8. Lightning Protection of Monitoring Equipment

A lightning protection system can be used for air or meteorological monitoring programs in lightning-prone areas. For more information, please contact Meteorologist Tammy Eagan at the Department of Environmental Protection in Tallahassee (850) 921-9566 or [tammy.eagan@dep.state.fl.us](mailto:tammy.eagan@dep.state.fl.us). 2006-DEP-031

### **9. Streamlined Application and Inspection Processes**

A system that insures timely processing of applications and inspection of septic tanks, pools, mobile home parks, tanning studios and food establishments also generates additional revenue and save citizens' money. For more information, please contact Scott Bryan at the St. Johns County Health Department (904) 823-2514 ext. 104 or [Scott\\_Bryan@doh.state.fl.us](mailto:Scott_Bryan@doh.state.fl.us). 2006-DOH-017

### **10. Regulatory Review of Applications**

Having a regulated company be part of the regulatory review process of its own application makes it easier for both sides to do their jobs correctly. For more information, please contact Ed Garrett at the Department of Environmental Protection in Tallahassee (850) 245-3194 or [ed.garrett@dep.state.fl.us](mailto:ed.garrett@dep.state.fl.us). 2006-DEP-024

### **11. Self-Certification**

An online system may enable the general public and contractors to self-certify that construction meets the requirements of environmental ordinances and regulations. For more information, please contact Geof Mansfield at the Department of Environmental Protection in Tallahassee (850) 245-8356 or [geof.mansfield@dep.state.fl.us](mailto:geof.mansfield@dep.state.fl.us). 2006-DEP-001

### **12. One-Stop Permitting**

A process that enables citizens and clients to acquire all permits that are necessary to construct, modify, or improve their property at one location saves money and improves customer service. For more information, please contact Wade Sparkman at the Department of Health (904) 277-7284 or [Wade\\_sparkman@doh.state.fl.us](mailto:Wade_sparkman@doh.state.fl.us). 2004-DOH-074

### **13. Fast Track Permitting**

A process that reduces the time to issue new septic system construction permits saves both government and citizens. For more information, please contact Michelle Fredette at the Department of Health (772) 221-4090 or [michelle\\_fredette@doh.state.fl.us](mailto:michelle_fredette@doh.state.fl.us). 2004-DOH-068

### **14. Permit and Facility Revenue Collection**

Using a Centrax adaptation for permits and other billings saves money and increases revenue collection. For more information, please contact Joseph Demarzio at the Department of Health (305) 623-3551 ext. 3578 or [joseph\\_demarzio@doh.state.fl.us](mailto:joseph_demarzio@doh.state.fl.us). 2004-DOH-071

### **15. Protection of Drinking Water**

A program to protect drinking water from contamination through regulation of construction, irrigation, monitoring and abandonment of ground water wells, includes application forms, policies and operating procedures which help to streamline the permitting process and generate additional revenue. For more information, please contact Greg Kearney at the Department of Health (561) 221-4090 or [Greg\\_Kearney@doh.state.fl.us](mailto:Greg_Kearney@doh.state.fl.us).

### **16. Septic Tank Applications**

Use of scaled drawings for onsite sewage treatment and disposal systems required in septic tank

applications can save money. For more information, please contact Ray Lay at the Department of Health (850) 983-5275 or at [Raymond.Lay@doh.state.fl.us](mailto:Raymond.Lay@doh.state.fl.us). 2005-DOH-060

### **17. Septic Tank Savings**

A procedure that reduces the cost of septic tank repairs in certain soil conditions saves home owners and reduces delays to septic tank companies caused by questionable soil samples. For more information, please contact Joe Barker at the Lee County Health Department (239) 332-9562 or at [Joe.Barker@doh.state.fl.us](mailto:Joe.Barker@doh.state.fl.us). 2003-DOH-033

### **18. Inspector Training Modules in Key Industrial Sectors**

Multi-media, sector-specific training modules help environmental field inspectors to learn about advances in production processes and emerging technologies in the large, complex facilities they inspect. For more information, please contact Vince Seibold at the Department of Environmental Protection (904) 807-3301 or [vince.seibold@dep.state.fl.us](mailto:vince.seibold@dep.state.fl.us). 2007-DEP-023

## FACILITIES AND MAINTENANCE

### 1. Energy Performance Contracting Program

An energy performance contracting program is providing low cost repairs and renovations to lighting, heating, air conditioning and plumbing at 11 facilities statewide. A \$6.1 million loan will be repaid from utility savings. For more information, please contact Russ Barber at the Department of Juvenile Justice in Tallahassee (850) 922-6148 or [russ.barber@djj.state.fl.us](mailto:russ.barber@djj.state.fl.us). 2007-DJJ-002

### 2. Tool for Installing Sheet Rock

A tool, used on top of an electric scissors lift, holds and lifts sheet rock in place while it is being screwed into place. This innovation can free up as many as four people to work on other tasks. For more information, please contact Ricky Mott at the Florida Agency for Persons with Disabilities in Gainesville (352) 955-5806 or [Michael.Crockrell@dcf.state.fl.us](mailto:Michael.Crockrell@dcf.state.fl.us). 2007-APD-006

### 3. Safety Shower Testing Device

A portable and collapsible safety shower-testing unit enables preventive maintenance to be completed by one person instead of two people. For more information, please contact Steve Middleton at the University of Florida (352) 392-6159 or [smiddle@ufl.edu](mailto:smiddle@ufl.edu). 2006-UF-003

### 4. Facility Bed Repair

Rebuilding inmate beds with expanded metal instead of sheet metal saves money. For more information, please contact Brian Hendrickson at the Department of Corrections (850) 453-3174 ext. 103 or [hendrickson.brian@mail.dc.state.fl.us](mailto:hendrickson.brian@mail.dc.state.fl.us). 2004-DOC-011

### 5. Pressure Cleaning Savings

Restructuring of bidding and contracting for pressure cleaning buildings creates substantial savings. For more information, please contact John Cerasari at the Department of Transportation (954) 934-1266 or [john.cerasari@dot.state.fl.us](mailto:john.cerasari@dot.state.fl.us). 2007-DOT-009

### 6. Janitorial Services

Restructuring and outsourcing janitorial services may save money. For more information, please contact Lee Ann Thomas at the Department of Juvenile Justice in Tallahassee (850) 414-2488 or [leeann.thomas@djj.state.fl.us](mailto:leeann.thomas@djj.state.fl.us). 2007-DJJ-001

### 7. Cleaning Chemical Technology

Use of a protective treatment product (Adsil) on ceramic tile surfaces saves money by reducing daily and periodic cleaning times while increasing public satisfaction with the cleanliness and appearance of bathrooms. For more information, please contact James Crocker at the University of Florida (352) 392-2161 or [jimc@housing.ufl.edu](mailto:jimc@housing.ufl.edu). 2006-UF-008

### 8. Automated Operations System

Automated parking, lease management and operations, and preventive maintenance services produce savings. For more information, please contact John Owen at the Department of Management Services in Tallahassee (850) 488-0439 or [owenj@dms.state.fl.us](mailto:owenj@dms.state.fl.us). 2004-DMS-004

### 9. Permit and Facility Revenue Collection

Using a Centrax adaptation for permits and other billings saves money and increases revenue collection. For more information, please contact Joseph Demarzio at the Department of Health (305) 623-3551 ext. 3578 or [joseph.demarzio@doh.state.fl.us](mailto:joseph.demarzio@doh.state.fl.us). 2004-DOH-071

### **10. Lease Management Database System**

A database that tracks facility repairs and space allocation also helps manage leases with private sector entities, thereby saving time formerly spent on manual tracking, reporting and calculating financial statements and lease cost reports. For more information, please contact Laura Jennings at the Department of Juvenile Justice in Tallahassee (850) 921-7952 or [laura.jennings@djj.state.fl.us](mailto:laura.jennings@djj.state.fl.us). 2005-DJJ-001

### **11. Fiber Optic Solution for Office Relocation**

A fiber optic solution for an office relocation can occur without interrupting existing T-1 connectivity in cases where (a) the distance precludes using regular category 5e cable runs, (b) dial-up is not an option due to the amount of large email files, and (c) using DSL would require gaining access to a virtual private network (vpn). For more information, please contact David Odum at the Department of Health in Tallahassee (850) 643-2415 ext. 228 or [David.Odum@doh.state.fl.us](mailto:David.Odum@doh.state.fl.us). 2005-DOH-041

### **12. Computer Applications for Managing Facilities Program Data**

A computer application saves time in managing facilities program data. For more information, please contact Mr. Ming Ko at the Department of Management Services in Tallahassee (850) 414-6785 or [kom@dms.state.fl.us](mailto:kom@dms.state.fl.us). 2005-DMS-003

### **13. Tracking Construction Documents**

Software automates and streamlines tracking and processing forms used in review of construction documents. For more information, please contact James Gregory at the Agency for Health Care Administration in Tallahassee (850) 922 6469 or [gregorys@haca.myflorida.com](mailto:gregorys@haca.myflorida.com). 2006-AHCA-002

### **14. Online Parking Permit Ordering and Distribution**

An electronic parking permit ordering and distribution method enables customers to transact parking business online. In addition to providing 24/7 customer access and eliminating standing in line, this initiative saves cashiering and permit inventory management costs. For more information, please contact Laura Miller at Florida State University (850) 644-5276 or [LCMiller@admin.fsu.edu](mailto:LCMiller@admin.fsu.edu). 2005-FSU-011

### **15. Increased Parking Garage Revenue**

Cross-referencing a paid parking database and a security protection card access database can improve accountability and control egress into parking garages. A smart card reader facilitates monitoring of individual cards, enabling staff to analyze who is, and is not, paying for parking. For more information please contact Dan Eberhart at the Department of Management Services (407) 999-5474 or [eberhad@dms.state.fl.us](mailto:eberhad@dms.state.fl.us). 2005-DMS-005

### **16. Maintenance Contract Administration**

A web-based maintenance contract administration program saves inspectors an average of approximately two hours daily by automating procedures for documenting contractors' activities. For more information, please contact Chi Sheu at the Department of Transportation (954) 776-4300 ext. 6182 or [chi-u.sheu@dot.state.fl.us](mailto:chi-u.sheu@dot.state.fl.us). 2006-DOT-017

### **17. Online Security Monitoring**

Software provides online security monitoring of equipment in many separate areas of a facility. For more information, please contact Dr. Ruth Marshall at the University of Central Florida (407) 823-2594 or [ruth.marshall@mail.ucf.edu](mailto:ruth.marshall@mail.ucf.edu). 2005-UCF-005

### **18. Computer Hardware Maintenance Contract**

A process and contract reduces the cost of repairing personal computers and printers. It also reduces the maximum wait time for initial contact to solve a hardware problem and customer down time. For more information, please contact Dusty Boyce at the Department of Agriculture and Consumer Services in Tallahassee (850) 245-1040 or [boyced@doacs.state.fl.us](mailto:boyced@doacs.state.fl.us). 2005-DACS-005

### **19. Maintenance and Repair Savings**

A privately underwritten, insurance-backed policy can save equipment maintenance and contracted repair expenses. For more information, please contact Sandy Watson at the Department of Education in Tallahassee (850) 245-9197 or [Sandy.Watson@fldoe.org](mailto:Sandy.Watson@fldoe.org). 2005-DOE-002

# FINANCIAL MANAGEMENT

## 1. Financial Chart Fields

Chart fields are the building blocks of transactions within financial and human resources systems. An interface application streamlines the process of requesting department and/or project chart fields. This application provides functionality for setting up requested chart fields with four quick clicks of a button, rather than going to many different pages. As a result, turnaround time for processing requests is reduced from hours to minutes, and lead time to process requests is reduced from weeks to days. For more information, please contact Varsha Das at the University of Central Florida (407) 882-1045 or [vdas@mail.ucf.edu](mailto:vdas@mail.ucf.edu). 2006-UCF-002

## 2. Automated Receipting System

An automated receipting system facilitates earning interest three days sooner than a former manual process. More work is processed more accurately. The system is secure and enforces cross validation to reduce errors on receipt detail. For more information, please contact Joe Franklin at the Department of Juvenile Justice in Tallahassee (850) 414-7672 or [joe.franklin@djj.state.fl.us](mailto:joe.franklin@djj.state.fl.us). 2004-DJJ-006

## 3. Streamlined Analysis for Salary Projections

A salary and benefits worksheet facilitates quarterly projections with increased accuracy and time savings. For more information, please contact Tom Denmark at the Agency for Health Care Administration in Tallahassee (850) 922-8414 or [denmarkt@ahca.myflorida.com](mailto:denmarkt@ahca.myflorida.com). 2007-AHCA-010

## 4. Salary Rate Administration

An automated salary rate administration system annually saves thousands of staff hours. For more information, please contact Richard Maxey at the Department of Health in Tallahassee (850) 245-4444 or [richard\\_maxey@doh.state.fl.us](mailto:richard_maxey@doh.state.fl.us). 2003-DOH-001

## 5. Deposit and Revenue Tracking

A process for tracking revenue and deposit data in an excel spreadsheet produces reports of daily deposits and maintain records. This process eliminates the need for keeping a shadow accounting system. For more information, please contact Larissa Enzmann at Florida State University's Ringling Museum in Sarasota (941) 373-7818 or [lenzmann@ringling.org](mailto:lenzmann@ringling.org). 2006-FSU-005

## 6. Computerized Ledger

A computerized ledger system linked to a central accounting system eliminates duplicate data entry and errors; manipulates data required during contract amendment; ensures an accurate certified forward process; rolls up contract expenditures by budget entity and fund; and displays expenditure information by funding streams that cross multiple contracts and programs. For more information, please contact Fred Bruneau at the Department of Children and Families (813) 558-5731 or [Fred\\_Bruneau@dcf.state.fl.us](mailto:Fred_Bruneau@dcf.state.fl.us). 2003-DCF-059

## 7. Shadow Accounting System

Online applications, coupled with an in-house data store that includes an intranet user management system, travel authorization form, annual activity report, and performance evaluations, save thousands of staff hours annually. For more information, please contact Dr. Ronald Rozensky at the University of Florida Psychology Department (352) 273-6033 or [rrozensky@php.ufl.edu](mailto:rrozensky@php.ufl.edu). 2006-UF-007

## 8. Automated Invoice Payment and Expenditure Reconciliation

A software program titled “D Carter” automates contract, invoice payment, and expenditure reconciliation processes. Custom toolbars open all work files relating to a specific contract with one keystroke. A built-in graph shows actual versus expected expenditures. Error messages spotlight atypical balances. For more information, please contact Curtis Hatcher at the Department of Children and Families in Tallahassee (850) 413-9389 or [Curtis\\_Hatcher@dcf.state.fl.us](mailto:Curtis_Hatcher@dcf.state.fl.us). 2007-DCF-028

### **9. Financial Reconciliation and Reporting**

A financial reconciliation and reporting method eliminates financial ledgers that formerly required creation of detailed subsidiary records by department and monthly reconciliation to a central accounting system. It provides bi-weekly financial reports to decision makers. For more information, please contact Deborah Cury at Florida State University (850) 644-5024 or [deborah.cury@med.fsu.edu](mailto:deborah.cury@med.fsu.edu). 2003-FSU-006

### **10. Expenditure Tracking Program**

An expenditure tracking program enables managers to know, in real time, how much money has been spent or committed, and how much remains in the fiscal year budget allocation. A search function determines the amount of money that has been spent for travel and how much of each employee’s travel allocation has been used. For more information, please contact Cesar Ricardo at the Department of Transportation (954) 475-4102 ext. 136 or [cesar.recardo@dot.state.fl.us](mailto:cesar.recardo@dot.state.fl.us). 2007-DOT-024

### **11. Fixed Capital Outlay Financial Tracker System**

The productivity of fixed capital outlay staff is increased via a system that inputs data required for creation and maintenance of financial exhibits, populates a database that maintains balances as project managers pay invoices, and builds an automated history. For more information, please contact Jim Chandonia at the Department of Health in Tallahassee (850) 245-4444 ext. 3168 or [jim\\_chandonia@doh.state.fl.us](mailto:jim_chandonia@doh.state.fl.us). 2007-DOH-049

### **12. Financials Data Warehouse for Encumbrance Reporting**

A data warehouse system features enhanced reporting views of historical and current financial data, plus budget and encumbrance data. This provides departments with a controlled and comprehensive view of activity against their budgets. For more information, please contact Rebecca Vilsack at the University of Central Florida in Orlando (407) 882-1093 or [rvilsack@mail.ucf.edu](mailto:rvilsack@mail.ucf.edu). 2007-UCF-007

### **13. Automated Reconciliation System**

An automated reconciliation system matches accounting records, automatically posts clear dates for outstanding line items, and sends weekly reminders of transactions needed and unclear items that are not reconciled. For more information please contact Mike Wolfe at the Department of Children and Families in Tallahassee (850) 488-6404 or [Mike\\_Wolfe@dcf.state.fl.us](mailto:Mike_Wolfe@dcf.state.fl.us). 2007-DCF-086

### **14. Web-based Financial Information and Reporting System**

A web-based financial and information reporting system improves access to information, promotes more timely budgetary decisions, and increases productivity and accountability. For more information, please contact Jennie Bishop at (386) 274-0778. 2003-DOH

### **15. Financial Certification**

A computer application expedites the year-end financial certification process, eliminates errors, saves staff time and avoids overtime formerly paid to input certified items into a central accounting system. For more information, please contact Mary Ann Thorner at the Department of Highway Safety and Motor Vehicles in Tallahassee (850) 921-0819 or at [thorner.maryann@hsmv.state.fl.us](mailto:thorner.maryann@hsmv.state.fl.us). 2003-DHSMV

## **16. Certification Forward Process**

An automated certification process performs complicated calculations and creates files for systematic uploading to a central accounting system. For more information, please contact Janet Parramore at the Agency for Health Care Administration (850) 921-9141 or [parramoj@ahca.myflorida.com](mailto:parramoj@ahca.myflorida.com). 2007-AHCA-009

## **17. Protection of Confidential Financial Information**

An enterprise web site security program protects and safeguards confidential financial information, and personally identifying information transmitted across the Internet. For more information, please contact Joseph Lazor at Florida State University (850) 644-0062 or [jlazor@admin.fsu.edu](mailto:jlazor@admin.fsu.edu). 2006-FSU-002

## **18. Reducing Unemployment Compensation Overpayments**

Improved detection and collection processes regarding unemployment compensation overpayments reduces the number of audit documents mailed to employers. For more information, please contact Dianne Parcell at the Florida Agency for Workforce Innovation in Tallahassee (850) 245-7413 or [Dianne.Parcell@awi.state.fl.us](mailto:Dianne.Parcell@awi.state.fl.us). 2006-AWI-002

## **19. Automated Indemnity Calculations**

Automated processes, using an electronic spreadsheet, for calculating indemnity benefits, penalties and interest reduces calculation time and increases collection of monies that are payable to permanently totally injured workers. The spreadsheet can be used wherever there is a need to calculate indemnity benefits. For more information, please contact Mary Adelson at the Department of Financial Services in Tallahassee (850) 413-1789 or [mary.adelson@fldfs.com](mailto:mary.adelson@fldfs.com). 2006-DFS-02 1

## **20. Wage Garnishment**

Improved processes and flowcharts eliminate unnecessary steps in the wage garnishment process and facilitate monitoring of control indicators and measures. For more information, please contact Charles Mulvaney at the Department of Education in Tallahassee (850) 245-1992 or [charles.mulvaney@fldoe.org](mailto:charles.mulvaney@fldoe.org). 2006-DOE-001

## **21. Contract Administration**

Linking financial data with contract information enhances managers' ability to track funding histories through account code analysis. Faster resolution of issues related to contracts saves time and money. For more information, please contact Walter Sachs at the Department of Children and Families in Tallahassee (850) 921-8983 or [Walter.Sachs@dcf.state.fl.us](mailto:Walter.Sachs@dcf.state.fl.us). 2003-DCF

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

Techniques to identify overpayment, reconcile difficult accounts, and resolve financial irregularities may be useful to local government departments. For more information, please contact Walter Sachs at the Department of Children and Families in Tallahassee (850) 921-8983 or [walter\\_sachs@dcf.state.fl.us](mailto:walter_sachs@dcf.state.fl.us). 2004-DCF-053

## **23. Debt Collection**

A protocol that sends receivables files directly to parties owing money without being routed through a central financial system reduces personnel hours and increases collections. For more information, please contact Ella Hinson at the Department of Children and Families in Tallahassee (850) 245-4504 ext. 4504 or [ella\\_hinson@doh.state.fl.us](mailto:ella_hinson@doh.state.fl.us). 2004-DOH-045

## **24. Increased Collection of Cost of Care Fees**

An automated billing system and improved business processes increase the collection of monthly cost of care fees. For more information, please contact Johnny Siets at the Department of Juvenile Justice in Tallahassee (850) 921-2084 or [Johnny.siets@djj.state.fl.us](mailto:Johnny.siets@djj.state.fl.us). 2007-DJJ-006

## **25. Automated Single Audit System**

Automated oversight and monitoring of state and federal funds tracks compliance of state and federal single audit expenditures. For more information, please contact Randall Cook at the Department of Transportation in Tallahassee (850) 410-5837 or [randall.cook@dot.state.fl.us](mailto:randall.cook@dot.state.fl.us). 2005-DOT-012

## **26. Lease Management Database System**

A database that helps manage leases with private sector entities annually saves time formerly spent on manual tracking, reporting and calculating financial statements and lease cost reports. The database also tracks facility repairs and space allocation cost savings. For more information, please contact Laura Jennings at the Department of Juvenile Justice in Tallahassee (850) 921-7952 or [laura.jennings@djj.state.fl.us](mailto:laura.jennings@djj.state.fl.us). 2005-DJJ-001

## **27. Oversight of Citizen Support Organizations**

A financial oversight system assists administrators in reviewing the internal operations of citizen support organizations without the need for auditors. For more information, please contact Phillip Wernkli at the Department of Environmental Protection in Tallahassee (850) 245-2098 or [Phillip.Wernkli@dep.state.fl.us](mailto:Phillip.Wernkli@dep.state.fl.us). 2005-DEP-017

## **28. Imaging System**

An imaging system integrates web-based document storage and retrieval with a financial accounting system, thereby streamlining access to documents and eliminating storage of paper documents. This system eliminates hundreds of hours formerly spent retrieving documents and locating vouchers and other supporting documentation due to their being in use by another person or being misfiled. For more information, please contact Jennifer Pittman at Florida State University (850) 644-9410 or [jpittman@admin.fsu.edu](mailto:jpittman@admin.fsu.edu). 2006-FSU-008

## **29. Imaging Management System**

An imaging management system facilitates purchasing, disbursing and vouchering between administrative units in the areas of leasing and contracts. For more information, please contact Alan Edwards at the Department of Agriculture and Consumer Services (850) 488-5321 or [edwarda@doacs.state.fl.us](mailto:edwarda@doacs.state.fl.us). 2004-DACS-001

# FRAUD, WASTE, AND ABUSE REDUCTION

## 1. Fraud Detection

An automated methodology that searches information warehouses of accounting data can help identify potential or actual fraud. For more information, please contact Ted Dudley at the Department of Financial Services in Tallahassee (850) 410-9890 or [tdudley@dfs.state.fl.us](mailto:tdudley@dfs.state.fl.us). 2005-DFS-018

## 2. White Collar Crime Investigation

A methodology to investigate white collar crime is available from the Department of Revenue. For more information, please contact Kimberly Brown in Orlando (407) 835-4430 or [kimberly.brown@fldfs.com](mailto:kimberly.brown@fldfs.com). 2007-DFS-002

## 3. Fraud Investigation Protocols

Investigative protocols that deal with kitchen fires and fraudulent insurance claims can be adapted and implemented by local fire departments, insurance companies, and the private sector. Training seminars are available. For more information, please contact Ross Holt at the State Fire Marshal's Office (954) 321-3704 or [ross.holt@fldfs.com](mailto:ross.holt@fldfs.com). 2006-DFS-018

## 4. Fraud Prevention Reporting

A data entry software application system enables fraud prevention investigators to enter information daily regarding investigations, and generates forms and reports essential to completion of investigations, reduces the time that investigators spend in completing paper work. For more information, please contact Benjamin Menes at the Department of Children and Families (305) 637-2503 or [benjamin\\_menes@dcf.state.fl.us](mailto:benjamin_menes@dcf.state.fl.us). 2005-DCF-052

## 5. Service Billing Fraud Reduction

A methodology that identifies duplicate claims for government services helps identify suspected fraud and abuse and provides data for decision-making. For more information, please contact George Kitchens at the Agency for Health Care Administration in Tallahassee (850) 922-0685 or [kitcheg@fdhc.state.fl.us](mailto:kitcheg@fdhc.state.fl.us). 2004-AHCA-011

## 6. Public Assistance Fraud Prevention/Reduction

A fraud prevention and reduction program generates millions of dollars of savings in public assistance benefits. For more information, please contact Donna Lytwyn at the Department of Children and Families (727) 639-0264 or [Donna.Lytwyn@dcf.state.fl.us](mailto:Donna.Lytwyn@dcf.state.fl.us). 2006-DCF-055

## 7. Child Daycare Center Fraud

Improved financial safeguards of child daycare centers reduce fraud by those transitioning from welfare to work who need assistance with daycare costs. For more information, please contact Cynthia Rindone at the Department of Law Enforcement (305) 470-5500 or [cynthiarindone@fdle.state.fl.us](mailto:cynthiarindone@fdle.state.fl.us). 2006-FDLE-011

## 8. Public Housing Fraud

A financial crime investigator's sharing of information on subsidized child daycare program public assistance fraud with public housing authorities in Broward County resulted in more than \$50,000 being reimbursed by persons who defrauded the program, thereby freeing up space for those who truly need the assistance. For more information, please contact Quinn Northcutt at the Department of Law Enforcement (305) 470-5500 or [quinnnorthcutt@fdle.state.fl.us](mailto:quinnnorthcutt@fdle.state.fl.us). 2006-FDLE-010

## **9. Reduction of Fake IDs**

Investigating the manufacture of fraudulent IDs, seizing equipment used in making them, arresting numerous subjects, and closing illegal enterprises reduced fake IDs available to underage persons, illegal immigrants and criminals. For more information, please contact Willa Beckley at the Department of Business and Professional Regulation in Tallahassee (850) 487-6599 or [willa.beckley@dbpr.state.fl.us](mailto:willa.beckley@dbpr.state.fl.us). 2007-DBPR-003

## **10. Increased Productivity Due to Elimination of Internet Misuse**

A content filter that reduces internet traffic not related to job functions network increases employee productivity, reduces bandwidth expenditures, and virtually eliminates spyware, malware, adware and other web-borne virus infections. For more information, please contact Michael Maddox at the Department of Corrections (850) 414-7470 or [maddox.michael@mail.dc.state.fl.us](mailto:maddox.michael@mail.dc.state.fl.us). 2005-DOC-002

## **11. Reducing Cell Phone Waste and Abuse**

A cost analysis system in spreadsheet format is a management tool for identifying cell phone waste and abuse. For more information, please contact Gary Blavat at the Department of Children and Families in Ft. Lauderdale (954) 762-3813 or [Gary\\_Blavat@dcf.state.fl.us](mailto:Gary_Blavat@dcf.state.fl.us). 2006-DCF-072

## HEALTH AND SOCIAL SERVICES

### 1. Wellness Program

Wellness programs reduce stress, sickness and the cost of health care. One such program includes employee seminars introducing different ways to reduce stress; promotion of exercise with a Walk Around Florida campaign which awards prizes to the person who walks/runs the most miles during a specific time frame; and a football fever campaign which awards points to hundreds of participants who complete daily healthy living tasks. For more information, please contact Helene Danaher at the Department of Children and Families in Tampa (813) 558-5774, Suncom 514-5774 or [Helene\\_Danaher@dcf.state.fl.us](mailto:Helene_Danaher@dcf.state.fl.us). 2006-DCF-043

### 2. Internet Crimes Against Children Training

Nationally recognized Internet Crimes Against Children training is available. For more information, please contact Special Agent Supervisor Bob Breeden at the Department of Law Enforcement in Tallahassee (850) 410-7057 or [bobbreeden@fdle.state.fl.us](mailto:bobbreeden@fdle.state.fl.us), or Mark Zadra at (850) 410-8390 or [markzadra@fdle.state.fl.us](mailto:markzadra@fdle.state.fl.us). 2006-FDLE-020

### 3. Crisis Center for Sexual Assault Victims

A forensic exam procedure for collection of medical evidence and prevention of sexually transmitted diseases reduces trauma to rape victims, helps law enforcement officers and prosecutors, and saves taxpayer dollars. Long, embarrassing and expensive waits at crowded emergency rooms are avoided. For more information, please contact Dr. Daniel Haight at the Polk County Health Department (863) 519-7900 ext. 1001 or [daniel\\_haight@doh.state.fl.us](mailto:daniel_haight@doh.state.fl.us). 2004-DOH-091

### 4. Violence Intervention and Prevention

A certified initiative that provides direct services to victims of domestic and sexual violence helps assure a continued funding stream. For more information, please contact Joanne O'Neil at the Putnam County Health Department (386) 326-3261 or [carolyn\\_fountain@doh.state.fl.us](mailto:carolyn_fountain@doh.state.fl.us). 2006-DOH-061

### 5. Countermeasures to Reduce Physical Aggression Events

Countermeasures to reduce physical aggression events also reduce employee overtime, workers compensation claims, and costs relating to maintenance and medical services. For more information, please contact Anthony Clayton at the Department of Children and Families in Chattahoochee (850) 663-7576 or [anthony\\_clayton@dcf.state.fl.us](mailto:anthony_clayton@dcf.state.fl.us). 2007-DCF-014

### 6. Mental Health Offender Jail Diversion Program

A jail diversion expansion program directs individuals with mental illnesses away from the criminal justice system and into community-based mental health treatment and services. Individuals in acute psychiatric distress who are arrested for misdemeanors and booked into a jail are evaluated and, if appropriate, transferred to a crisis stabilization unit within 48 hours. Upon stabilization, legal charges typically are dismissed and individuals are assisted with accessing treatment services and housing. For more information, please contact Deborah Dummitt at the Department of Children and Families in Miami (305) 377-5811 or [deborah\\_dummitt@dcf.state.fl.us](mailto:deborah_dummitt@dcf.state.fl.us). 2006-DCF-080

### 7. Self-Triage

An interactive health education and risk communications program called "self-triage" allows individuals to assess their health risks in light of events such as hurricane evacuation, a terrorist attack or disease outbreak. The user simply follows computer-prompted questions. When the interview is complete, the system suggests actions to be taken, focusing on four key decisions: Should I go? When should I go? Where should I go? How should I go?

A goal of self-triage is to mitigate greatly increased demand on medical resources in a disaster situation by leveraging the power of the internet to provide education, training and risk communications to people to make systematic use of medical resources. For more information, please contact Harper Simpson at the Lee County Health Department in Ft. Myers (239) 732-2685 or [Harper.Simpson@doh.state.fl.us](mailto:Harper.Simpson@doh.state.fl.us). 2006-DOH-024

#### **8. Policy on the Use of Automated External Defibrillators**

A written policy on automated external defibrillators replaces inconsistent use with organization and accountability. For more information, please contact Tracy Hall at the Department of Law Enforcement in Tallahassee (850) 410-7351 or [tracyhall@fdle.state.fl.us](mailto:tracyhall@fdle.state.fl.us). 2006-FDLE-002

#### **9. Improved Monitoring of Service Providers**

Implementation of joint monitoring of access to primary health care services of the uninsured was undertaken by the Broward County Health Department and the Broward County Substance Abuse and Health Care Division. Staff hours were reduced for both agencies as well as for providers. Additionally, more comprehensive monitoring produced a detailed evaluation of providers' level of service. For more information, please contact Anthony Fiore at the Department of Health (954) 467-4959 or [Anthony.Fiore@doh.state.fl.us](mailto:Anthony.Fiore@doh.state.fl.us), or Steve Kaufman at (954) 467-4959 or [Steve.Kaufman@doh.state.fl.us](mailto:Steve.Kaufman@doh.state.fl.us). 2006-DOH-051

#### **10. Diabetes Awareness Initiative**

A campaign to heighten community awareness of diabetes, a chronic condition that is manageable by adopting lifestyle changes to enhance prevention, early detection and medical management, was sponsored by the Pfizer Pharmaceutical Company. For more information, please contact Sandra Moss at the Agency for Health Care Administration in Miami-Dade County (305) 499-2163 or [moss@fdhc.state.fl.us](mailto:moss@fdhc.state.fl.us). 2003

#### **11. Marketing of Prenatal Hepatitis B Prevention Program**

A multimedia education campaign increases public awareness of the importance of Hepatitis B immunization. For more information, please contact Margaret Ewen at the Department of Health in Tampa (813) 307-8010 or [margaret.ewen@doh.state.fl.us](mailto:margaret.ewen@doh.state.fl.us). 2006-DOH-049

#### **12. Improved Pregnancy Services Eligibility Process**

A screening process for eligibility under the Family Planning Medicaid Waiver identifies women who received Medicaid for pregnancy-related services during the previous two years, then offers routine check-ups, pap smears, birth control and treatment of sexually transmitted diseases. For more information, please contact Lisa Corey at the Flagler County Health Department (386) 437-7350 or [Lisa.Corey@doh.state.fl.us](mailto:Lisa.Corey@doh.state.fl.us). 2006-DOH-036

#### **13. Improved Monitoring of Health Outcomes and Program Evaluation**

A Women, Infants & Children (WIC) and nutrition program-specific quality improvement system includes data collection on performance objectives, bar charts and pie charts for monitoring, analysis, mentoring and providing information to decision-makers at least monthly. A quarterly report summarizes data, highlights progress, provides long-term analysis and focuses on areas for improvement. For more information, please contact Molly Gladding at the Department of Health (561) 840-0165 or [Molly.Gladding@doh.state.fl.us](mailto:Molly.Gladding@doh.state.fl.us). 2006-DOH-042

#### **14. Foster Care Children's Medical Screening**

More than 90% of children entering foster care obtain an initial health assessment by a licensed health care provider within 72 hours after placement in out-of-home care. For more information please

contact Paul Kellam at the Department of Children and Families in Jacksonville (904) 359-2567 or [paul\\_kellam@dcf.state.fl.us](mailto:paul_kellam@dcf.state.fl.us). 2007-DCF-036

### **15. Meeting Needs of Children in Dependency Cases**

Joint training and recruitment efforts of child welfare professionals employed by Family Services of Metro Orlando, the Legal Aid Society, the Guardian ad Litem Program, and the Department of Children and Families save time, money and energy on resolving legal issues that would otherwise be litigated in court. For more information, please contact Barbara Dirienzo at (407) 897-5906 or [Barbara\\_Dirienzo@dcf.state.fl.us](mailto:Barbara_Dirienzo@dcf.state.fl.us). 2006-DCF-059

### **16. Dependency Court Outcome Enhancement**

A dependency court outcome enhancement initiative seeks to help preserve the integrity of families and safety of children by front-loading services. For more information, please contact Mike Martin at the Department of Children and Families in Pensacola (850) 595-8293 or [mike\\_martin@dcf.state.fl.us](mailto:mike_martin@dcf.state.fl.us). 2006-DCF-035

### **17. Increased Number of Judicial Review Social Study Reports**

A multi-layered strategy involving agency and non-agency individuals significantly increases the percentage of timely filed judicial review social study reports. For more information, please contact Keith Edwards at the Department of Children and Families (904) 798-4900 or [Keith\\_Edwards@dcf.state.fl.us](mailto:Keith_Edwards@dcf.state.fl.us). 2006-DCF-062

### **18. Improved Substance Abuse Prevention**

A performance-based system manages and evaluates more than 80 community-based prevention projects and increases contract accountability by improving the linkage of process to outcome data. More accurate cost-per-client data is helpful when negotiating future contracts. For more information, please contact Skip Forsyth at the Department of Children and Families in Tallahassee (850) 413-6705 or [Skip\\_Forsyth@dcf.state.fl.us](mailto:Skip_Forsyth@dcf.state.fl.us). 2006-DCF-081

### **19. Chemotherapy Services for the Indigent**

A partnership between a local government, the business and medical communities, and a state agency provides chemotherapy services for indigent persons with cancer at no cost to them. For more information, please contact Marilyn "Duke" George at the Bay County Health Department (850) 872-4455 Ext. 1127 or [M\\_George@doh.state.fl.us](mailto:M_George@doh.state.fl.us). 2006-DOH-039

### **20. Access to Free Medication for Indigent Clients**

Indigents can be assisted by accessing free medication from pharmaceutical companies. For more information, please contact Anthony Tassinari at the Department of Health (321) 690-6494 or [Anthony\\_Tassinari@doh.state.fl.us](mailto:Anthony_Tassinari@doh.state.fl.us), or Deborah Rimes at (321) 269-6370 or [Deborah\\_Rimes@doh.state.fl.us](mailto:Deborah_Rimes@doh.state.fl.us). 2006-DOH-047

### **21. HIV Medical Services**

A delivery model enhances accessibility and utilization of HIV primary medical care and ancillary services and generates increased federal funding. For more information, please contact Merle Hilliard at the St. Lucie County Health Department (772) 462-3850 or [Merle\\_Litvack@doh.state.fl.us](mailto:Merle_Litvack@doh.state.fl.us). 2004-DOH-101

### **22. Community Mental Health Medicaid Program**

A community mental health Medicaid program uses a 12-step process to provide mental health services to children and adults. Psychological counseling and intervention are immediately available to patients and their families. For more information, please contact Donna Buchanan at the Duval

County Health Department (904) 630-3397 or [Donna.Buchanan@doh.state.fl.us](mailto:Donna.Buchanan@doh.state.fl.us). 2006-DOH-014

### **23. Improved Bidding Process of Mental Health Treatment Teams**

An electronic request for proposal template enables facilitates selection of the most qualified applicants to provide evaluative tools for mental health treatment teams. The RFP evaluation instrument, scoring protocols and proposal tabulation forms are highly adaptable. For more information, please contact Steve Poole at the Department Children and Families in Tallahassee (850) 410-1188 or [Stephen.Poole@dcf.state.fl.us](mailto:Stephen.Poole@dcf.state.fl.us). 2006-DCF-106

### **24. Unified Service Delivery Application**

Combining applications for public assistance with diversion activities, community-based referrals and employment opportunities saves time and money. For more information, please contact Nancy Flanders at the Pinellas County Health Department (727) 469-4149 or [Nancy.M.Flanders@dcf.state.fl.us](mailto:Nancy.M.Flanders@dcf.state.fl.us). 2005-DCF-008

### **25. Electronic Billing**

A reporting and accounting tool electronically bills and increases rates for AIDS clients on Medicaid that replaces non-standard contracted software. Clients benefit through seamless case management. For more information, please contact Rich Power at the Department of Health in Tallahassee (850) 245-4058 or [Richard.Power@doh.state.fl.us](mailto:Richard.Power@doh.state.fl.us). 2004-DOH-001

### **26. Automated Quality Assurance Tools**

Automated tools for conducting quality assurance of adult services provide detailed case review information, automated compilation and analysis of review data, and a uniform reporting structure, thereby increasing accuracy and uniformity. For more information, please contact Lynne Powell at the Department of Children and Families in Jacksonville (904) 723-2191 or [Lynne.Powell@dcf.state.fl.us](mailto:Lynne.Powell@dcf.state.fl.us). 2007-DCF-046

### **27. Reimbursement for Rabies Vaccine**

Rabies is a fatal disease for which there is no treatment, only prophylaxis. Most insurance programs do not cover the cost of rabies vaccine. Tracking patients who undergo rabies prophylaxis and aggressively following-up with private insurance companies, Medicare, Medicaid and individual payment plans helps insure that individuals exposed to rabies receive the vaccine if they cannot afford treatment. For more information please contact Robert South at the Department of Health (239) 332-9580 or [Robert.south@doh.state.fl.us](mailto:Robert.south@doh.state.fl.us). 2007-DOH-018

### **28. HIPPA Training**

Trak-IT, a user-friendly learning management system, provides online access to HIPPA training opportunities, thereby reducing man-hours to collect data, reducing the need for conference rooms and equipment coordination, and increasing the ability to respond to training needs. For more information, please contact Carla Ruis at the Department of Health in Tallahassee (850) 245-4444 ext. 3551 or [Carla.Ruis@doh.state.fl.us](mailto:Carla.Ruis@doh.state.fl.us). 2006-DOH-044

### **29. Training to Prevent Child Care Injury**

A federally funded injury prevention training program for staff in child care centers focuses on safety procedures to help reduce disabilities and death. For more information, please contact Andrea Trzcinski at the Department of Children and Families (904) 727-3417 or [andrea.trzcinski@dcf.state.fl.us](mailto:andrea.trzcinski@dcf.state.fl.us). 2007-DCF-033

### **30. Training for Child Welfare Professionals**

Joint training and recruitment efforts of child welfare professionals employed by Family Services of Metro Orlando, the Legal Aid Society, the Guardian ad Litem Program, and the Department of Children and Families save time, money and energy on resolving legal issues that would otherwise be litigated in court. For more information, please contact Barbara Dirienzo at (407) 897-5906 or [Barbara.Dirienzo@dcf.state.fl.us](mailto:Barbara.Dirienzo@dcf.state.fl.us). 2006-DCF-059

### **31. Web-based Training for Nursing**

Web-based training for nursing staff addresses challenges related to completion of new hire training and annual core training. This training allows nursing staff to complete required training at their convenience, complete courses for CEU credits, and enhance competency in areas such as workplace safety, CPR, First Aid and MANDT. For more information, please contact Grady Carthon at the Department of Children and Families (352) 375-8484 or [grady.carthon@dcf.state.fl.us](mailto:grady.carthon@dcf.state.fl.us). 2007-DCF-078

### **32. Community Cardiovascular Health Program**

A diabetes training program targets residents with higher than average risk for heart disease -- particularly those who are overweight, smoke, are physically inactive and have diabetes. For more information, please contact Irmatine Bealyer at the Department of Health (904) 665-2351 or [Irmatine.Bealyer@doh.state.fl.us](mailto:Irmatine.Bealyer@doh.state.fl.us). 2007-DOH-057

## HOMELAND SECURITY

### **1. Mutual Aid Agreement**

A mutual aid agreement between the Okaloosa County Health Department and 12 municipal, county and private systems promotes development of common ordinances throughout the county and money-saving purchasing, and expands inter-utility connection for emergency service provision of water. For more information, please contact Doug Sims at (850) 689-7859 or [Doug.Sims@doh.state.fl.us](mailto:Doug.Sims@doh.state.fl.us). 2006-DOH-018

### **2. Emergency Communications**

Information technology can build special networks to support essential communications in the aftermath of acts of terrorism as well as hurricanes and accidents. Re-allocating fiber optic strands can provide emergency communications via a dedicated virtual local area network. For more information, please contact Gayle Malone at the Department of Transportation in Ft. Lauderdale (954) 777-4123 or [gayle.malone@dot.state.fl.us](mailto:gayle.malone@dot.state.fl.us). 2006-DOT-048

### **3. Self-triage**

An interactive health education and risk communications program called “self-triage” allows individuals to assess their health risks in light of events such as a terrorist attack, disease outbreak, or hurricane evacuation. The user simply follows computer-prompted questions. When the interview is complete, the system suggests actions to be taken, focusing on four key decisions: Should I go? When should I go? Where should I go? How should I go?

A goal of self-triage is to mitigate greatly increased demand on medical resources in a disaster situation by leveraging the power of the internet to provide education, training and risk communications to people to make systematic use of medical resources. For more information, please contact Harper Simpson at the Lee County Health Department in Ft. Myers (239) 732-2685 or [Harper.Simpson@doh.state.fl.us](mailto:Harper.Simpson@doh.state.fl.us). 2006-DOH-024

### **4. Reduced Administrative Costs of Disaster Reimbursement**

A disaster time keeping system increases efficiency and reduces costs associated with documentation required for Federal Emergency Management Agency reimbursement of labor costs for disaster response and recovery efforts. This system can track events of any type or size. For more information, please contact Roger Twitchell at the Department of Health in Tallahassee (850) 245-4444 ext. 3028 or [Roger.Twitchell@doh.state.fl.us](mailto:Roger.Twitchell@doh.state.fl.us). 2007-DOH-004

# HUMAN RESOURCES MANAGEMENT

## 1. Standardized Pre-employment Screening Protocol

Pre-employment screening procedures that include replacing the use of finger print inked cards for background checks with an electronic screening system provides a national criminal history check in approximately four hours, versus ink card submissions that took four to six weeks with a 40% rejection rate. Using this system virtually eliminates wrongful hiring of applicants with job-related criminal histories. For more information, please contact Russell Pillifant at Florida State University's Ringling Cultural Center in Sarasota (941) 359-5863 or [rpillifa@ringling.org](mailto:rpillifa@ringling.org). 2006-FSU-004

## 2. Streamlined Hiring Process for Temporary Employees

A process reduces the amount of time needed to hire OPS/temporary employees, and the time that applicants spend completing an online job application. For more information, please contact Francesca Ciaccio-Freeman at Florida State University (850) 644-7701 or [fciccio@admin.fsu.edu](mailto:fciccio@admin.fsu.edu). 2006-FSU-001

## 3. Reduced Hire Cycle Time

Benchmarking world class organizations such as Xerox and Motorola may help to reduce employee recruitment and selection process times to save direct and indirect costs. For more information, please contact Wendy Beven-Baker at the Department of Revenue in Tallahassee (850) 922-9221 or [bevanbw@dor.state.fl.us](mailto:bevanbw@dor.state.fl.us). 2004-DOR-027

## 4. Criminal History Screening

A program saves employee time by performing on-site fingerprinting. For more information, please contact James Haynes at the Agency for Health Care Administration in Tallahassee (850) 922-8440 or [haynesj@AHCA.myflorida.com](mailto:haynesj@AHCA.myflorida.com). 2006-AHCA-014

## 5. Online New Employee Orientation

An online orientation program used by new employees saves travel and work time. For more information, please contact Mark Palazeski at Florida State University (850) 644-0184 or [mpalazeski@admin.fsu.edu](mailto:mpalazeski@admin.fsu.edu). 2005-FSU-018

## 6. Financial Chart Fields

Chart fields are the building blocks of transactions within human resources and financial systems. An interface application streamlines the process of requesting department and/or project chart fields. This application provides functionality for setting up requested chart fields with four quick clicks of a button, rather than going to many different pages. As a result, turnaround time for processing requests is reduced from hours to minutes, and lead time to process requests is reduced from weeks to days. For more information, please contact Varsha Das at the University of Central Florida (407) 882-1045 or [vdas@mail.ucf.edu](mailto:vdas@mail.ucf.edu). 2006-UCF-002

## 7. Shadow Accounting System

Online applications, coupled with an in-house data store that includes an intranet user management system, travel authorization form, annual activity report, and performance evaluations save thousands of staff hours annually. For more information, please contact Dr. Ronald Rozensky at the University of Florida Psychology Department (352) 273-6033 or [rrozensky@phhp.ufl.edu](mailto:rrozensky@phhp.ufl.edu). 2006-UF-007

## 8. Salary Rate Administration

An automated salary rate administration system annually saves thousands of staff hours. For more information, please contact Richard Maxey at the Department of Health in Tallahassee (850) 245-4444

or at [richard\\_maxey@doh.state.fl.us](mailto:richard_maxey@doh.state.fl.us). 2003-DOH-001

### **9. Benefit Calculator**

An automated tool called “benefit calculator” enables employees to see a fuller range of their compensation and calculate the dollar value of their benefits. For more information, please contact Rose Marie Worley at the Department of Children and Families in Tallahassee (850) 921-0052 or [rose\\_marie\\_worley@dcf.state.fl.us](mailto:rose_marie_worley@dcf.state.fl.us). 2007-DCF-012

### **10. Reducing Unemployment Compensation Overpayments**

Improved detection and collection processes regarding unemployment compensation overpayments reduces the number of audit documents mailed to employers. For more information, please contact Dianne Parcell at the Florida Agency for Workforce Innovation in Tallahassee (850) 245-7413 or [Dianne.Parcell@awi.state.fl.us](mailto:Dianne.Parcell@awi.state.fl.us). 2006-AWI-002

### **11. Asset Tracking System**

A tracking database system improves accountability of assets when employees leave by ensuring that purchase cards and other credit cards are cancelled in a timely manner. For more information, please contact Paul Palmiotto at the Department of Agriculture and Consumer Services in Tallahassee (850) 921-6235 or [palmiop@doacs.state.fl.us](mailto:palmiop@doacs.state.fl.us). 2007-DACS-00

### **12. Retirement Plan for Temporary Employees**

A retirement plan for temporary employees saved more than \$4 million in Social Security taxes between January and October 2006. For more information, please contact Paula Varnes Fussell at the University of Florida (352) 391-4621 or [pvarnes@ufl.edu](mailto:pvarnes@ufl.edu). 2007-UF-004

### **13. Capturing Missing Timesheets**

A method for collecting and analyzing timesheet data reduces the potential for over- and under-payment of salary, on-demand payments, warrant cancellations and delays in leave payments upon termination. For more information, please contact Maria Gillett at (305) 377-5466 or [Maria.Gillett@dcf.state.fl.us](mailto:Maria.Gillett@dcf.state.fl.us). 2006-DCF-063

### **14. Missing Timesheet Online Application**

A Web-based tool provides managers, supervisors, employees and human resources professionals’ timely information to submit time sheets on time. For more information, please contact York Shuler at the Department of Children and Families in Tallahassee (850) 414-1581 or [york\\_shuler@dcf.state.fl.us](mailto:york_shuler@dcf.state.fl.us). 2007-DCF-088

### **15. Reduced Administrative Costs of Disaster Reimbursement**

A disaster time-keeping system increases efficiency and reduces costs associated with documentation required for Federal Emergency Management Agency reimbursement of labor costs for disaster response and recovery efforts. This system can track events of any type or size. For more information, please contact Roger Twitchell at the Department of Health in Tallahassee (850) 245-4444 ext. 3028 or [Roger.Twitchell@doh.state.fl.us](mailto:Roger.Twitchell@doh.state.fl.us). 2007-DOH-004

### **16. Staff Verification System**

A system that provides historical and current information concerning employees of outsourced providers enables hiring agents to determine the need for further inquiry into prospective employees’ employment histories, based on their previous problems working with juveniles. For more information, please contact Jacqueline Suttle at the Department of Juvenile Justice in Tallahassee (850) 488-9084 or [jackie.suttle@djj.state.fl.us](mailto:jackie.suttle@djj.state.fl.us). 2007-DJJ-017

### **17. Staff Mileage Reimbursement**

An electronic form automates calculation and documentation of staff mileage. For additional information, please contact Christine Carr at the Department of Juvenile Justice (904) 726-0030 or [christine.carr@djj.state.fl.us](mailto:christine.carr@djj.state.fl.us). 2006-DJJ-001

### **18. Mileage Savings**

Use of the Microsoft Streets and Trips computer program may reduce business travel costs. For more information, please contact Denise Devlin at the Department of Juvenile Justice (321) 690-6436 or [denise.devlin@djj.state.fl.us](mailto:denise.devlin@djj.state.fl.us). 2006-DJJ-009

### **19. Employee Discipline**

A process to ensure fair, impartial discipline to employees includes a tracking database to find discipline on any given employee and tracking numbers to help retrieve hard copies. For more information, please contact Willa Beckley at the Department of Business and Professional Regulation in Tallahassee (850) 487-6599 or [willa.beckley@dbpr.state.fl.us](mailto:willa.beckley@dbpr.state.fl.us). 2007-DBPR-002

### **20. Wage Garnishment**

Improved processes and flowcharts eliminate unnecessary steps in the wage garnishment process and facilitate monitoring of control indicators and measures. For more information, please contact Charles Mulvaney at the Department of Education in Tallahassee (850) 245-1992 or [charles.mulvaney@fldoe.org](mailto:charles.mulvaney@fldoe.org). 2006-DOE-001

### **21. Labor Relations Case Management**

Process mapping, management tracking, customer satisfaction surveys and quality improvement reviews help to handle an increased number of labor relations cases. Assured compliance with applicable labor law requirements reduces litigation exposure. For more information please contact Teva Hightower at the Department of Education in Tallahassee (850) 245-0524 or [teva.hightower@fldoe.org](mailto:teva.hightower@fldoe.org). 2006-DOE-006

### **22. Career Development Guidelines**

Guidelines for employees and supervisors help increase employee proficiency, further employee development, and improve employee retention. For more information, please contact Earl Jacobs at the Department of Transportation (561) 432-4966 ext. 1132 or [earl.jacobs@dot.state.fl.us](mailto:earl.jacobs@dot.state.fl.us). 2006-DOT-026

### **23. Supervisor Certification**

A certification program uses classroom instruction and videoconferences to provide ongoing training for supervisors in human relations skills. For more information, please contact Kristin Watkins at the Department of Highway Safety and Motor Vehicles in Tallahassee (850) 488-7770 or [watkins.kristin@hsmv.state.fl.us](mailto:watkins.kristin@hsmv.state.fl.us). 2006-DHSMV-009

### **24. Employee Evaluation Process**

An online employee evaluation and development process has received a high level of employee satisfaction. For more information, please contact Nancy Kelley at the Department of Revenue in Tallahassee (850) 922-9221 or [KelleyN@dor.state.fl.us](mailto:KelleyN@dor.state.fl.us). 2005-DOR-004

### **25. Electronic Forms for Employee Performance Appraisal**

Standardized forms assist supervisors' data collection to track employee performance on a monthly basis. The forms roll up automatically for the annual employee performance appraisal. For more information, please contact Marion Little at the Department of Children and Families (305) 377-5460 or [marion\\_little@dcf.state.fl.us](mailto:marion_little@dcf.state.fl.us). 2007-DCF-007

## **26. Executive Performance Evaluation**

An annual evaluation tool assesses executive leadership, management and continuous improvement. The evaluation, which is linked to implementation of a department's strategic plan, includes a 360-degree feedback tool. Data comprising the evaluation is used regularly to make financial and human resource decisions. For more information, please contact Theresa Klebacha at the Department of Education in Tallahassee (850) 245-9840 or [theresa.klebacha@fldoe.org](mailto:theresa.klebacha@fldoe.org). 2006-DOE-024

## **27. Classroom Training Registration System**

A classroom training registration and tracking system provides self-registration for courses offered statewide to approximately 20,000 employees of the Department of Children and Families and the Agency for Persons with Disabilities, saving more than \$300,000 worth of employee time annually. For more information, please contact Marsha Ryan at (850) 488-8308 or [marsha\\_ryan@dcf.state.fl.us](mailto:marsha_ryan@dcf.state.fl.us). 2007-DCF-083

## **28. Accessing Training Opportunities**

Trak-IT, a user-friendly learning management system, provides online access to training opportunities including required Security and HIPAA training. Reduced man hours to collect data, reduced need for conference rooms and equipment coordination, and increased ability to respond to training needs saved \$66,665 the first year. For more information, please contact Carla Ruis at the Department of Health in Tallahassee (850) 245-4444 ext. 3551 or [Carla\\_Ruis@doh.state.fl.us](mailto:Carla_Ruis@doh.state.fl.us). 2006-DOH-044

## **29. New Employee Training**

A new-employee orientation process resulted from process mapping to show responsibility at each level of the process, and from developing operating procedures. Quality improvement tools will help to monitor the program's effectiveness. For more information, please contact Stephen Eaton at the Department of Children and Families in Tallahassee (850) 921-8572 or [stephen\\_eaton@dcf.state.fl.us](mailto:stephen_eaton@dcf.state.fl.us). 2007-DCF-084

## **30. New Employee Training**

A training matrix provides orientation for new employees and continuing education for experienced staff. For more information, please contact Bill Brookman at the Department of Health (305) 853-1901 or [william\\_brookman@doh.state.fl.us](mailto:william_brookman@doh.state.fl.us). 2007-DOH-050

## **31. New Employee Training**

A training matrix provides orientation for new employees and continuing education for experienced staff. For more information, please contact Bill Brookman at the Department of Health (305) 853-1901 or [william\\_brookman@doh.state.fl.us](mailto:william_brookman@doh.state.fl.us). 2007-DOH-050

## **32. Training on Workplace Violence and Anti-terrorism**

A training program, "Preventing Workplace Violence," raises prevention awareness, defining the problem and its parameters, as well as anti-terrorist awareness, teaching employees risk factors and prevention strategies. For more information, please contact Dana Vogelsang at the A.G. Holly Hospital in Lantana (561) 582-5666 or [Dana\\_Vogelsang@doh.state.fl.us](mailto:Dana_Vogelsang@doh.state.fl.us). 2007-DOH-013

## **33. Civil Rights Training**

Federally mandated civil rights training is delivered over intranets and on VHS tapes. A tracking system is included. For more information, please contact Marsha Ryan at the Department of Children

and Families in Tallahassee (850) 488-8308 or [Marsha\\_Ryan@dcf.state.fl.us](mailto:Marsha_Ryan@dcf.state.fl.us).  
2006-DCF-107

#### **34. Tracking System for HIPPA Training**

Automation of a time-consuming and labor-intensive manual process for tracking training that is required of all HIPAA-compliant agencies saves money. For more information please contact Valerie McCleary at the Department of Health, (727) 824-6900 ext. 11548, or [Valerie\\_McCleary@doh.state.fl.us](mailto:Valerie_McCleary@doh.state.fl.us); or Shirley Nguyen at (727) 824-6900 ext. 11016, or [Shirley\\_Nguyen@doh.state.fl.us](mailto:Shirley_Nguyen@doh.state.fl.us). 2006-DOH-010

#### **35. Leadership Training**

A leadership development seminar that includes portions of a standardized, nationally recognized leadership program is designed to meet a need for leadership succession. For more information, please contact Kathy Torian at the Department of Education in Tallahassee (850) 245-9968 or [kathryn.torian@fldoe.org](mailto:kathryn.torian@fldoe.org). 2006-DOE-023

#### **36. Wellness Program**

Wellness programs reduce stress, sickness and the cost of health care. One such program includes employee seminars introducing different ways to reduce stress; promotion of exercise with a Walk Around Florida campaign which awards prizes to the person who walks/runs the most miles during a specific time frame; and a football fever campaign which awards points to hundreds of participants who complete daily healthy living tasks. For more information, please contact Helene Danaher at the Department of Children and Families in Tampa (813) 558-5774, Suncom 514-5774 or [Helene\\_Danaher@dcf.state.fl.us](mailto:Helene_Danaher@dcf.state.fl.us). 2006-DCF-043

# INVENTORY AND ASSET MANAGEMENT

## 1. Inventory Management System

A web-based system saves an up to 80% of staff time formerly spent on computer hardware and software inventory, new employee equipment requests, equipment reservations, surplus equipment, transfer of equipment, and creation of purchase requisitions. The system also provides accountability for inventory and user requests, virtually assuring that all inventory is properly tracked and that requests are not omitted or overlooked. For more information, please contact Rebecca Ajhar at the Department of Environmental Protection in Tallahassee (850) 921-9604 or [Rebecca.Ajhar@dep.state.fl.us](mailto:Rebecca.Ajhar@dep.state.fl.us). 2005-DEP-001

## 2. Inventory of Off-site Equipment

A program that remotely identifies the name and location of computer equipment completes tasks in hours that formerly required days. For more information, please contact Paul Prado at the Department of Juvenile Justice in Orlando (407) 521-2668 or at [paul.prado@djj.state.fl.us](mailto:paul.prado@djj.state.fl.us). 2003-DJJ

## 3. Remote Auditing Software

A software auditing tool unobtrusively gathers information needed to document accountability and ownership of software installed on users' computers. For more information, please contact John Edwards at the Agency for Health Care Administration in Tallahassee (850) 922-3615 or [edwardjt@ahca.myflorida.com](mailto:edwardjt@ahca.myflorida.com). 2007-AHCA-011

## 4. Technology Inventory Tracking Database

An inventory tracking database that captures technological inspection equipment and accessories is an excellent managerial tool, both for asset tracking and employee accountability. For more information, please contact Rick Akin at the Department of Business and Professional Regulation in Tallahassee (850) 488-1 133 or [rick.akin@dbpr.state.fl.us](mailto:rick.akin@dbpr.state.fl.us). 2007-DBPR-010

## 5. Asset Tracking System

A tracking database system improves accountability of assets when employees leave by ensuring that purchase cards are cancelled in a timely manner. For more information, please contact Paul Palmiotto at the Department of Agriculture and Consumer Services in Tallahassee (850) 921-6235 or [palmiop@doacs.state.fl.us](mailto:palmiop@doacs.state.fl.us). 2007-DACS-001

## 6. Asset Tracking System

An asset tracking system that automatically updates a central accounting system reduces the time to take inventory from days to hours with 100% accuracy. For more information, please contact Martin Smalley at the Department of Children and Families (813) 558-5820 or [Martin\\_Smalley@dcf.state.fl.us](mailto:Martin_Smalley@dcf.state.fl.us). 2004-DCF-043

## 7. Improved Asset Management Accountability

A system for tracking property reduces the time to register, tag, transfer and dispose of assets. Automation of bar coding procedures provides more timely and accurate information. A web-based enterprise database system manages all property classes, and moves and tracks all forms. For more information, please contact James Wheeler at the Department of Health in Tallahassee (850) 245-4555 or [James\\_Wheeler@doh.state.fl.us](mailto:James_Wheeler@doh.state.fl.us). 2004-DOH-055

## 8. Re-engineered Records Center Operations

An automated records inventory tracking system facilitates locating stored records by box rather than file, record number, or date. For more information, please contact Stephanie Pittman at the

Department of Children and Families (904) 259-6211 ext. 1663 or [stephanie\\_pittman@dcf.state.fl.us](mailto:stephanie_pittman@dcf.state.fl.us). 2007-DCF-043

### **9. Records Inventory and Storage**

A streamlined process for maintaining inventories and facilitating timely transfer and destruction of records can save staff time and money and improves customer service. A system for real-time records inventories features single data entry of client information from multiple locations into a protected database for storage and disposition. This provides one source for tracking purged records and provides staff with a current, site-based inventory of records. Staff locates records in storage at the click of a mouse instead of sifting through stacks of paper. For more information, please contact Dianne Forgey at the Polk County Health Department (863) 521-2668 or [glenda\\_forgey@doh.state.fl.us](mailto:glenda_forgey@doh.state.fl.us). 2006-DOH-013

### **10. Online Parking Permit Ordering and Distribution**

An electronic parking permit ordering and distribution method saves cashiering and permit inventory management costs and enables customers to transact parking business online 24/7. For more information, please contact Laura Miller at Florida State University (850) 644-5276 or [LCMiller@admin.fsu.edu](mailto:LCMiller@admin.fsu.edu). 2005-FSU-011

# JUDICIAL

## **1. Dependency Court Outcome Enhancement**

A dependency court outcome enhancement initiative seeks to help preserve the integrity of families and safety of children by front-loading services. For more information, please contact Mike Martin at the Department of Children and Families in Pensacola (850) 595-8293 or [mike\\_martin@dcf.state.fl.us](mailto:mike_martin@dcf.state.fl.us). 2006-DCF-035

## **2. Meeting the Needs of Children in Dependency Cases**

Joint training and recruitment efforts of child welfare professionals from Family Services of Metro Orlando, the Guardian ad Litem Program, the Legal Aid Society, and the Department of Children and Families saves time, money and energy on resolving legal issues that would otherwise be litigated in court. For more information, please contact Barbara Dirienzo at (407) 897-5906 or [Barbara\\_Dirienzo@dcf.state.fl.us](mailto:Barbara_Dirienzo@dcf.state.fl.us). 2006-DCF-059

## **3. Increased Number of Judicial Review Social Study Reports**

A multi-layered strategy involving agency and non-agency individuals significantly increases the percentage of timely filed judicial review social study reports. For more information, please contact Keith Edwards at the Department of Children and Families (904) 798-4900 or [Keith\\_Edwards@dcf.state.fl.us](mailto:Keith_Edwards@dcf.state.fl.us). 2006-DCF-062

## **4. Jail Diversion Program**

A jail diversion expansion program redirects individuals with mental illnesses away from the criminal justice system and into community-based mental health treatment and services. Individuals in acute psychiatric distress who are arrested for misdemeanors and booked into a jail are evaluated and, if appropriate, transferred to a crisis stabilization unit within 48 hours. Upon stabilization, legal charges typically are dismissed and individuals are assisted with accessing treatment services and housing. For more information, please contact Deborah Dummitt at the Department of Children and Families in Miami (305) 377-5811 or [deborah\\_dummitt@dcf.state.fl.us](mailto:deborah_dummitt@dcf.state.fl.us). 2006-DCF-080

## **5. Streamlined Violation of Probation Processes**

Streamlining first appearance and arraignment processes for violation of probation helps to reduce daily jail population. For more information, please contact Anne Weeks, 10th Judicial Circuit (863) 534-4571 or [aweeks@jud10.flcourts.org](mailto:aweeks@jud10.flcourts.org). 2007-SCS-002

## **6. Forensic Competency Restoration Program**

A competency restoration program diverts forensic clients found incompetent to stand trial to the community in lieu of referring them to a treatment facility. For more information, please contact Lisa Cue at the Department of Children and Families in Gainesville (352) 955-5045 or [Lisa\\_Cue@dcf.state.fl.us](mailto:Lisa_Cue@dcf.state.fl.us). 2007-DCF-074

## **7. Expert Witness Contract**

A contract that retains expert witnesses eliminates specialized contracts and several levels of management review. For more information, please contact Delanah White at the Agency for Health Care Administration in Tallahassee (850) 488-6215 or [white@fdhc.state.fl.us](mailto:white@fdhc.state.fl.us). 2003

## **8. Environmental Forensics Protocols**

Defensibility, at trial, of forensics evidence collected in support of environmental crime investigations may be enhanced by a CD that includes quality assurance procedures, standard operating procedures and technical guidance for use by field sampling personnel. For more information, please contact Timyn Rice at the Department of Environmental Protection in Tampa (813) 744-6462 or

[timyn.rice@dep.state.fl.us](mailto:timyn.rice@dep.state.fl.us). 2006-DEP-025

### **9. Case Management Database**

A case management database for misdemeanor probation and pre-trial release programs collects and tracks information electronically, enabling probation officers to provide up-to-date reports and information to judges and law enforcement on individual cases or entire caseloads. For more information, please contact Wendy Schlesinger at the 14th Judicial Circuit in Marianna (850) 718-0027 or [schlesingerw@jud14.flcourts.org](mailto:schlesingerw@jud14.flcourts.org). 2007-SCS-001

# JUVENILE JUSTICE

## **1. Evidence-based Risk Assessment and Case Plan**

An evidence-based risk and need assessment instrument improves intake case processing and helps determine the likelihood of youth re-offenses. For more information, please contact Lee Ann Thomas at the Department of Juvenile Justice in Tallahassee (850) 414-2488 or [leeann.thomas@djj.state.fl.us](mailto:leeann.thomas@djj.state.fl.us). 2007-DJJ-005

## **2. Tracking High Risk Cases**

An automated system allows workers from two agencies to enter information and track high-risk cases in a real time environment. For more information, please contact Ed Harper at the Department of Children and Families (772) 460-3665 or [Ed\\_Harper@dcf.state.fl.us](mailto:Ed_Harper@dcf.state.fl.us). 2006-DCF-077

## **3. Case Management Database**

A case management database for misdemeanor probation and pre-trial release programs collects and tracks information electronically, enabling probation officers to provide up-to-date reports and information to judges and law enforcement on individual cases or entire caseloads. For more information, please contact Wendy Schlesinger at the 14th Judicial Circuit in Marianna (850) 718-0027 or [schlesingerw@jud14.flcourts.org](mailto:schlesingerw@jud14.flcourts.org). 2007-SCS-001

## **4. Staff Verification System**

A system that provides historical and current information concerning employees of outsourced providers enables hiring agents to determine the need for further inquiry into prospective employees' employment histories, based on previous problems working with juveniles. For more information, please contact Jacqueline Suttle at the Department of Juvenile Justice in Tallahassee (850) 488-9084 or [jackie.suttle@djj.state.fl.us](mailto:jackie.suttle@djj.state.fl.us). 2007-DJJ-017

## **5. Increased Collection of Cost of Care Fees**

An automated billing system and improved business processes increase the collection of monthly cost of care fees. For more information, please contact Johnny Siets at the Department of Juvenile Justice in Tallahassee (850) 921-2084 or [Johnny.siets@djj.state.fl.us](mailto:Johnny.siets@djj.state.fl.us). 2007-DJJ-006

## **6. Cost Saving Training Lesson Plans**

Power point training lesson plans on approximately two dozen subjects train detention center employees. Most training is delivered via computer on employees' own schedules. For more information, please contact Vickie Dyanne Alves at the Department of Juvenile Justice (407) 330-6750 or [valves@djj.state.fl.us](mailto:valves@djj.state.fl.us). 2007-DJJ-008

# LABORATORY TESTING AND INSPECTION

## **1. Laboratory Qualification Program**

A grading system evaluates the performance of laboratories and helps to allocate resources where needed. The cost of inspections is reduced. For more information, please contact Cristina Crawford at the Department of Transportation in Gainesville (352) 955-6634 or [cristina.crawford@dot.state.fl.us](mailto:cristina.crawford@dot.state.fl.us). 2007-DOT-014

## **2. Laboratory Information Management System**

An automated system that provides the real time status of samples reduces data entry by 50%. For more information, please contact Patty Lucas at the Department of Agriculture and Consumer Services in Tallahassee (850) 488-9375 or [lucasp@doacs.state.fl.us](mailto:lucasp@doacs.state.fl.us). 2007-DACS-002

## **3. Risk-based Inspection Form**

A risk-based program for inspection of food service establishments focuses on factors and interventions identified by the Federal Center for Disease Control as the leading causes for foodborne illness in the nation. For more information, please contact Rick Akin at the Department of Business and Professional Regulation in Tallahassee (850) 488-1 133 or [Rick.Akin@dbpr.state.fl.us](mailto:Rick.Akin@dbpr.state.fl.us). 2007-DBPR-012

# LAW ENFORCEMENT AND PROTECTION

## 1. Joint Purchase of Law Enforcement Equipment

A state/local regional initiative to purchase equipment for law enforcement specialty teams through the same vendor saved \$235,000. Joint purchases made with federal grant monies streamline the grant writing process. For more information, please contact Andrea Ward at the Department of Law Enforcement (786) 336-1110 or [andreaward@fdle.state.fl.us](mailto:andreaward@fdle.state.fl.us). 2006-FDLE-019

## 2. Fraud Detection

An automated methodology that searches information warehouses of accounting data can help identify potential or actual fraud. For more information, please contact Ted Dudley at the Department of Financial Services in Tallahassee (850) 410-9890 or [tdudley@dfs.state.fl.us](mailto:tdudley@dfs.state.fl.us). 2005-DFS-018

## 3. White Collar Crime Investigation

A methodology to investigate white collar crime and gang activities is available from the Department of Revenue. For more information, please contact Kimberly Brown in Orlando (407) 835-4430 or [kimberly.brown@fldfs.com](mailto:kimberly.brown@fldfs.com). 2007-DFS-002

## 4. Reduction of Fake IDs

Investigating the manufacture of fraudulent IDs, seizing equipment used in making them, arresting numerous subjects, and closing illegal enterprises reduced fake IDs available to underage persons, illegal immigrants and criminals. For more information, please contact Willa Beckley at the Department of Business and Professional Regulation in Tallahassee (850) 487-6599 or [willa.beckley@dbpr.state.fl.us](mailto:willa.beckley@dbpr.state.fl.us). 2007-DBPR-003

## 5. Background Investigations

A procedure for performing comprehensive criminal and civil background checks on individuals can be completed in days instead of weeks. This procedure provides immediate background information if necessary. For more information, please contact Joseph Matthews at the Department of Financial Services in Tallahassee (850) 410-9800. 2007-DFS-012

## 6. Background Screening

One-step criminal background screening, including simultaneous electronic submission of fingerprints to the Department of Law Enforcement (FDLE) and the Federal Bureau of Investigation (FBI), produces criminal history responses from FDLE and the FBI within 72 hours. For more information, please contact Myra Burks at the Department of Juvenile Justice in Tallahassee (850) 921-6338 or [myra.burks@djj.state.fl.us](mailto:myra.burks@djj.state.fl.us). 2007-DJJ-018

## 7. Criminal History Check

Pre-employment screening procedures that include replacing the use of finger print inked cards for background checks with an electronic screening system provides a national criminal history check in approximately four hours versus ink card submissions that took four to six weeks with a 40% rejection rate. Using this system virtually eliminates wrongful hiring of applicants with job-related criminal histories. For more information, please contact Russell Pillifant at Florida State University's Ringling Cultural Center in Sarasota (941) 359-5863 or [rpillifa@ringling.org](mailto:rpillifa@ringling.org). 2006-FSU-004

## 8. Staff Verification System

A system that provides historical and current information concerning employees of outsourced providers enables hiring agents to determine the need for further inquiry into prospective employees'

employment histories. For more information, please contact Jacqueline Suttle at the Department of Juvenile Justice in Tallahassee (850) 488-9084 or [jackie.suttle@djj.state.fl.us](mailto:jackie.suttle@djj.state.fl.us). 2007-DJJ-007

### **9. Environmental Forensics Protocols**

Defensibility, at trial, of forensics evidence collected in support of environmental crimes investigations may be enhanced by a CD that includes quality assurance procedures, standard operating procedures and technical guidance for use by field sampling personnel. For more information, please contact Timyn Rice at the Department of Environmental Protection in Tampa (813) 744-6462 or [timyn.rice@dep.state.fl.us](mailto:timyn.rice@dep.state.fl.us). 2006-DEP-025

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

A forensic exam procedure for collection of medical evidence and prevention of sexually transmitted diseases reduces trauma to rape victims, helps law enforcement officers and prosecutors, and saves taxpayer dollars. Long, embarrassing and expensive waits at crowded emergency rooms are avoided. For more information, please contact Dr. Daniel Haight at the Polk County Health Department (863) 519-7900 ext. 1001 or [daniel\\_haight@doh.state.fl.us](mailto:daniel_haight@doh.state.fl.us). 2004-DOH-091

### **11. Violence Intervention and Prevention**

A certified initiative that provides direct services to victims of domestic and sexual violence helps to assure a continued funding stream. For more information, please contact Joanne O'Neil at the Putnam County Health Department (386) 326-3261 or [carolyn\\_fountain@doh.state.fl.us](mailto:carolyn_fountain@doh.state.fl.us). 2006-DOH-061

### **12. Jail Diversion Program**

A jail diversion expansion program directs individuals with mental illnesses away from the criminal justice system and into community-based mental health treatment and services. Individuals in acute psychiatric distress who are arrested for misdemeanors and booked into a jail are evaluated and, if appropriate, transferred to a crisis stabilization unit within 48 hours. Upon stabilization, legal charges typically are dismissed and individuals are assisted with accessing treatment services and housing. For more information, please contact Deborah Dummitt at the Department of Children and Families in Miami (305) 377-5811 or [deborah\\_dummitt@dcf.state.fl.us](mailto:deborah_dummitt@dcf.state.fl.us). 2006-DCF-080

### **13. Training on Internet Crimes against Children**

Nationally recognized Internet Crimes Against Children training is available. For more information, please contact Special Agent Supervisor Bob Breeden at the Department of Law Enforcement in Tallahassee (850) 410-7057 or [bobbreeden@fdle.state.fl.us](mailto:bobbreeden@fdle.state.fl.us), or Mark Zadra at (850) 410-8390 or [markzadra@fdle.state.fl.us](mailto:markzadra@fdle.state.fl.us). 2006-FDLE-020

### **14. Law Enforcement Officer Training**

An Intranet-based system that uses FlexTraining management software, Power Point, and Word delivers cost-effective knowledge-based courses for law enforcement officers. For more information, please contact Clabe Polk at the Department of Environmental Protection in Tallahassee (850) 245-2887 or [Clabe.Polk@dep.state.fl.us](mailto:Clabe.Polk@dep.state.fl.us). 2006-DEP-026

### **15. Crisis Intervention Team Training**

Crisis intervention team training for police and linkages to mental health treatment is provided in connection with a jail diversion expansion program in Miami-Dade County under a grant from the Substance Abuse and Mental Health Services Administration. For more information, please contact Deborah Dummitt at the Department of Children and Families in Miami (305) 377-5811 or [deborah\\_dummitt@dcf.state.fl.us](mailto:deborah_dummitt@dcf.state.fl.us). 2006-DCF-080

### **16. Fraud Investigation Training**

Investigative protocols that deal with kitchen fires and fraudulent insurance claims can be adapted and implemented by local fire departments and insurance companies. Training seminars are available. For more information, please contact Ross Holt at the State Fire Marshal's Office (954) 321-3704 or [ross.holt@fldfs.com](mailto:ross.holt@fldfs.com). 2006-DFS-01 8

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

Two 40-hour courses for forensic law enforcement officers who conduct investigations and provide crime scene services are available. For more information, please contact Hal Easter at the Department of Law Enforcement (850) 595-2100 ext. 2104 or [HalEaster@fdle.state.fl.us](mailto:HalEaster@fdle.state.fl.us). 2004-FDLE-009

# LICENSING AND PERMITTING

## 1. Elimination of Software Licensing

Using open source freeware for a JAVA application server eliminates the need to annually renew software licensing. For more information, please contact Mitch Gans at Florida State University (850) 644-8555 or [mgans@admin.fsu.edu](mailto:mgans@admin.fsu.edu). 2004-FSU-011

## 2. Streamlined Licensure Processes

Creating and implementing Internet-based licensure applications reduces processing time and accommodate increased workload. For more information, please contact Vickie Boyd at the Department of Health in Tallahassee (850) 245-4125 or [vickie\\_boyd@doh.state.fl.us](mailto:vickie_boyd@doh.state.fl.us). 2006-DOH-021

## 3. Improved Licensing Process

A tracking system streamlines regulation of licensees and collection of fees in contracted application processing and educational services. For more information, please contact Matt Tamplin at the Department of Financial Services (850) 413-5496 or [tamplinm@dfs.state.fl.us](mailto:tamplinm@dfs.state.fl.us). 2005-DFS-013

## 4. Streamlined Application and Inspection Processes

A system that insures timely processing of applications and inspection of septic tanks, pools, mobile home/recreational vehicle parks, tanning studios and food establishments generates additional revenue and save citizens' money. For more information, please contact Scott Bryan at the St. Johns County Health Department (904) 823-2514 ext. 104 or [Scott\\_Bryan@doh.state.fl.us](mailto:Scott_Bryan@doh.state.fl.us). 2006-DOH-017

## 5. Re-licensing Due to Change of Ownership

A process to collect any overpayments and licensure fines prior to issuance of a license to operate a facility that is undergoing a change of ownership increases revenue. For more information, please contact Caralee Starnes at the Agency for Health Care Administration in Tallahassee (850) 488-5861 or [starnesc@fdhc.state.fl.us](mailto:starnesc@fdhc.state.fl.us). 2004-AHCA-033

## 6. Electronic License and Applications Manual

An electronic license and applications manual for LicenseEase software assists employees with a step-by-step description and graphics for transactions entered in the license and applications portion of LicenseEase. Interactive linking enables an examiner to follow any transaction from beginning to end without the need for additional training. For more information, please contact Henry Evans at the Department of Business and Professional Regulation in Tallahassee (850) 922-7609 or [Henry.Evans@dbpr.state.fl.us](mailto:Henry.Evans@dbpr.state.fl.us). 2006-DBPR-008

## 7. Reduced Cost of Processing License Renewals

Online processing of license renewals by credit card companies saves substantial staff time. For more information, please contact Lola Pouncey at the Department of Health in Tallahassee (850) 245-4064 or [lola\\_pouncey@doh.state.fl.us](mailto:lola_pouncey@doh.state.fl.us). 2007-DOH-064

## 8. Child Care Licensing Reference Guide

A reference guide for childcare licensing outlines a step-by-step approach to assist internal and external customers with pulling and formatting data to facilitate analysis. For more information, please contact Alejandro Villibord at the Department of Children and Families (305) 377-5006 ext. 120 or [Alejandro\\_Villibord@dcf.state.fl.us](mailto:Alejandro_Villibord@dcf.state.fl.us). 2007-DCF-008

## 9. Child Care Licensing Fine System

A child care licensing fine system tracks civil penalties resulting from administrative fines. For more information, please contact Suzette Frazier at the Department of Children and Families (305) 377-5499 or [suzette\\_frazier@dcf.state.fl.us](mailto:suzette_frazier@dcf.state.fl.us). 2007-DCF-010

#### **10. Protection from Unlicensed Individuals**

An outreach campaign to protect Floridians from the hazards of unlicensed contractors, particularly relating to hurricane preparedness and recovery, may be useful to local governments. For more information, please contact Mark Reddinger at the Department of Business and Professional Regulation in Tallahassee (850) 922-5420 or [mark.reddinger@dbpr.state.fl.us](mailto:mark.reddinger@dbpr.state.fl.us). 2006-DBPR-016

#### **11. Permit Revenue Collection**

Using a Centrax adaptation for permits and other billings saves money and increases revenue collection. For more information, please contact Joseph Demarzio at the Department of Health (305) 623-3551 ext. 3578 or [joseph\\_demarzio@doh.state.fl.us](mailto:joseph_demarzio@doh.state.fl.us). 2004-DOH-071

#### **12. Online Permit Status Report**

An online permit application status report aids the general public and contractors in obtaining permits in a timely manner by allowing them to check the status of their application without having to call a government office. For more information, please contact David Conrad at the Department of Health (352) 527-5281 or [David\\_Conrad@doh.state.fl.us](mailto:David_Conrad@doh.state.fl.us). 2007-DOH-056

#### **13. One-stop Permitting**

A process that enables citizens and clients to acquire, at one location, all permits that are necessary to construct, modify or improve their property saves money and improves customer service. For more information, please contact Wade Sparkman at the Department of Health (904) 277-7284 or [Wade\\_sparkman@doh.state.fl.us](mailto:Wade_sparkman@doh.state.fl.us). 2004-DOH-074

#### **14. Fast Track Permitting**

A process that reduces the time to issue new septic system construction permits saves both government and citizens. For more information, please contact Michelle Fredette at the Department of Health (772) 221-4090 or [michelle\\_fredette@doh.state.fl.us](mailto:michelle_fredette@doh.state.fl.us). 2004-DOH-068

#### **15. Protection of Drinking Water**

A program to protect drinking water from contamination through regulation of construction, irrigation, monitoring and abandonment of ground water wells includes application forms, policies and operating procedures which help to streamline the permitting process and generate additional revenue. For more information, please contact Greg Kearney at the Department of Health (561) 221-4090 or [Greg\\_Kearney@doh.state.fl.us](mailto:Greg_Kearney@doh.state.fl.us). 2003

# PAPERLESS SYSTEMS

## 1. Electronic Filing System

An electronic filing system records case information and eliminates creation and storage of paper files. For more information, please contact Dianna Laffey at the Department of Children and Families (813) 558-5693 or [Dianna.Laffey@dcf.state.fl.us](mailto:Dianna.Laffey@dcf.state.fl.us). 2006-DCF-047

## 2. Reduction of Paper-Based Files

Streamlined administration of contracts via electronic storage, retrieval and routing of files saves money. Initial scanning is offset by reduction of repetitive copying, courier distribution and file retrieval. Utilizing a commercially available Adobe PDF format takes experienced personnel less than one minute to access and route an electronic file versus 15 minutes or more for previous labor-intensive functions. For more information, please contact Doug Melvin at the Department of Juvenile Justice in Tallahassee (850) 921-5209 or [douglas.melvin@djj.state.fl.us](mailto:douglas.melvin@djj.state.fl.us). 2005-DJJ-010

## 3. Paperless Internal Audit Management System

An audit management system allows for a paperless, fully integrated audit process that saves time and resources. For more information, please contact Ron Ferguson at the Department of Business and Professional Regulation in Tallahassee (850) 414-6705 or [Ron.Ferguson@dbpr.state.fl.us](mailto:Ron.Ferguson@dbpr.state.fl.us). 2007-DBPR-008

## 4. Imaging System

Storage of paper documents is eliminated by an imaging system that streamlines access to documents and integrates web-based document storage and retrieval with a financial accounting system. Viewing is done electronically instead of having to physically go to where the documents are stored, or having to ask that they be returned from the records center. For more information, please contact Jennifer Pittman at Florida State University (850) 644-9410 or [jpittman@admin.fsu.edu](mailto:jpittman@admin.fsu.edu). 2006-FSU-008

## 5. Paperless Internal Audit Management System

A paperless, enterprise-wide internal audit management system can be used by local audit entities to promote e-government. For more information, please contact Jerry Chesnutt at the Department of Children and Families (850) 488-8722 or [Jerry.Chesnutt@dcf.state.fl.us](mailto:Jerry.Chesnutt@dcf.state.fl.us). 2005-DCF-028

# PROGRAM AND PERFORMANCE EVALUATION

## 1. Program Review System

A three-tier review system integrates several monitoring requirements and preparation for federal audits. This system can be replicated with for a range of service delivery systems. For more information, please contact Court Lilly at the Department of Children and Families in Tallahassee (850) 413-7479 or [court\\_lilly@dcf.state.fl.us](mailto:court_lilly@dcf.state.fl.us). 2007-DCF-032

## 2. Community-based Program Evaluation

A performance-based system improves the linkage of process to outcome data to perform program evaluation and increases contract accountability. For more information, please contact Skip Forsyth at the Department of Children and Families in Tallahassee (850) 413-6705 or [Skip\\_Forsyth@dcf.state.fl.us](mailto:Skip_Forsyth@dcf.state.fl.us). 2006-DCF-081

## 3. Evaluation of Community Impacts of Transportation Initiatives

A Transportation Automated Information Management System improves evaluation of the impacts of transportation projects on communities and their quality of life, values and concerns. For more information, please contact John Zielinski at the Department of Transportation (407) 482-7868 or [john\\_zielinski@dot.state.fl.us](mailto:john_zielinski@dot.state.fl.us). 2003-DOT-003

## 4. Evaluation of Provider Services

Joint county and state monitoring of providers improves evaluation of services and reduces staff hours for both agencies as well as for providers. For more information, please contact Anthony Fiore at the Department of Health (954) 467-4959 or [Anthony\\_Fiore@doh.state.fl.us](mailto:Anthony_Fiore@doh.state.fl.us), or Steve Kaufman at (954) 467-4959 or [Steve\\_Kaufman@doh.state.fl.us](mailto:Steve_Kaufman@doh.state.fl.us). 2006-DOH-051

## 5. Evaluation of Provider Services

A monitoring tool assists in identifying client service overuse. For more information, please contact Mindy Sollisch at the Department of Elder Affairs in Tallahassee (850) 414-2000 or [sollischm@elderaffairs.org](mailto:sollischm@elderaffairs.org). 2006-DEA- 011

## 6. Evaluation of Substance Abuse Prevention Contracting

A performance-based system manages and evaluates projects and increases contract accountability by improving the linkage of process to outcome data. For more information, please contact Skip Forsyth at the Department of Children and Families in Tallahassee (850) 413-6705 or [Skip\\_Forsyth@dcf.state.fl.us](mailto:Skip_Forsyth@dcf.state.fl.us). 2006-DCF-081

## 7. Administrative Services Outcome Monitoring

A database system saves time collecting information, combines information from several different sources, and integrates graphics, data, text and symbols to produce reports. The system provides continuous access to information and allows multiple points of data entry, thereby enabling more than one person to maintain data. For more information, please contact Marguerite Rappoport at the Department of Health (941) 861-2603 or [marguerite\\_rappoport@doh.state.fl.us](mailto:marguerite_rappoport@doh.state.fl.us). 2007-DOH-046

## 8. Automated Quality Assurance Tools

Automated tools for conducting quality assurance of adult services provide detailed case review information, automated compilation and analysis of review data, and a uniform reporting structure, thereby increasing accuracy and uniformity. For more information, please contact Lynne Powell at the Department of Children and Families in Jacksonville (904) 723-2191 or [Lynne\\_Powell@dcf.state.fl.us](mailto:Lynne_Powell@dcf.state.fl.us). 2007-DCF-046

## 9. Evaluation of Assistance Provided by Telephone

A phone assistance solution system improves customer service and management decisions, tracks employees' responses to phone calls, summarizes each phone call and its resolution status, and generates statistical reports to assist supervisors and managers in analyzing recurring areas of customer concern. For more information, please contact Terrence Samuel at the Department of Highway Safety and Motor Vehicles in Tallahassee (850) 921-6278 or at [samuel.terrence@hsmv.state.fl.us](mailto:samuel.terrence@hsmv.state.fl.us). 2003-DHSMV-007

#### **10. Employee Performance Evaluation**

An online employee evaluation and development process has received a high level of employee satisfaction. For more information, please contact Nancy Kelley at the Department of Revenue in Tallahassee (850) 922-9221 or [KelleyN@dor.state.fl.us](mailto:KelleyN@dor.state.fl.us). 2005-DOR-004

#### **11. Management Performance Evaluation**

Continuous improvement is a goal of an annual evaluation tool which is linked to implementation of a department's strategic plan and which incorporates a 360-degree feedback tool. Data is used to make financial and human resource decisions. For more information, please contact Theresa Klebacha at the Department of Education in Tallahassee (850) 245-9840 or [theresa.klebacha@fldoe.org](mailto:theresa.klebacha@fldoe.org). 2006-DOE-024

#### **12. Federal Funding of Program Evaluations**

Research and program evaluations may be able to attract federal and in-kind matching funds. For more information, please contact Nancy Ross in Tallahassee at (850) 922-5598 or [rossn@fdhc.state.fl.us](mailto:rossn@fdhc.state.fl.us). 2003-AHCA-004

#### **13. Shadow Accounting System**

An online application with an in-house data store that includes an annual activity report and performance evaluations saves staff time. For more information, please contact Dr. Ronald Rozensky at the University of Florida Psychology Department (352) 273-6033 or [rrozensky@php.ufl.edu](mailto:rrozensky@php.ufl.edu). 2006-UF-007

#### **14. Electronic Forms for Employee Performance Appraisal**

Standardized forms assist supervisors' data collection to track employee performance on a monthly basis. The forms roll up automatically for the annual employee performance appraisal. For more information, please contact Marion Little at the Department of Children and Families (305) 377-5460 or [marion\\_little@dcf.state.fl.us](mailto:marion_little@dcf.state.fl.us). 2007-DCF-007

# PURCHASING AND LEASING

## 1. Procurement Contracting

Combining purchasing and contract administration functions increases competition while reducing time spent developing and writing solicitations, contracts and amendments. For more information, please contact Cathy McEachron at the Agency for Health Care Administration in Tallahassee (850) 921-0064 or [mceachr@ahca.myflorida.com](mailto:mceachr@ahca.myflorida.com). 2006-AHCA-008

## 2. Improved Procurement

Streamlined processing of competitive solicitations reduces staff time. A user guide assists in preparing required paperwork. For more information, please contact Jim Brewer at the Department of Health in Tallahassee (850) 245-4163 or [jim\\_brewer@doh.state.fl.us](mailto:jim_brewer@doh.state.fl.us). 2007-DOH-047

## 3. Procurement of Commodities and Services without Contracts

Purchase of commodities, maintenance and some services can be handled by purchase order. Contracts require a detailed statement of work, supporting documentation and several layers of review, normally taking three to four weeks. Changes to a contract require a formal amendment which must go through the same process. By contrast, a purchase order normally takes two to five days. For more information, please contact Paul Bartlett at the Department of Children and Families in Tallahassee (850) 922-6360 or [paul\\_bartlett@dcf.state.fl.us](mailto:paul_bartlett@dcf.state.fl.us). 2007-DCF-090

## 4. Inventory Management System

A web-based system saves staff time formerly spent on creation of purchase requisitions. For more information, please contact Rebecca Ajhar at the Department of Environmental Protection in Tallahassee (850) 921-9604 or [Rebecca.Ajhar@dep.state.fl.us](mailto:Rebecca.Ajhar@dep.state.fl.us). 2005-DEP-001

## 5. Pressure Cleaning Savings

Restructuring of bidding and contracting for pressure cleaning buildings creates substantial savings. For more information, please contact John Cerasari at the Department of Transportation (954) 934-1266 or [john.cerasari@dot.state.fl.us](mailto:john.cerasari@dot.state.fl.us). 2007-DOT-009

## 6. Increasing Purchasing Card Credit Limit in Emergencies

A procedure that updates hundreds of purchasing card records within minutes, with no data entry errors, increases credit limits of key staff during hurricanes and other emergencies. For more information, please contact Lynn Hart at the Department of Corrections (850) 410-3602 or [Hart.Lynn@mail.dc.state.fl.us](mailto:Hart.Lynn@mail.dc.state.fl.us), or Rhonda Vause at (850) 410-3615 or [Vause.Rhonda@mail.dc.state.fl.us](mailto:Vause.Rhonda@mail.dc.state.fl.us). 2006-DOC-007

## 7. Joint Purchase of Equipment

A state/local/regional initiative to purchase equipment for law enforcement specialty teams through the same vendor saved \$235,000. Joint purchases made with federal grant monies streamline grant writing. For more information, please contact Andrea Ward at (786) 336-1110 or [andreward@fdle.state.fl.us](mailto:andreward@fdle.state.fl.us). 2006-FDLE-01 9

## 8. Reduced Cell Phone Time

A master umbrella cell phone account improves productivity and simplifies management while eliminating per minute overage costs. For more information, please contact Frank Kerwick at the Department of Children and Families (772) 467-4155 or [frank\\_kerwick@dcf.state.fl.us](mailto:frank_kerwick@dcf.state.fl.us). 2006-DCF-075

## 9. Lease Management Database System

A database that helps manage leases with private sector entities annually saves time formerly spent on manual tracking, reporting and calculating financial statements and lease cost reports. The database also tracks facility repairs and space allocation cost savings. For more information, please contact Laura Jennings at the Department of Juvenile Justice in Tallahassee (850) 921-7952 or [laura.jennings@djj.state.fl.us](mailto:laura.jennings@djj.state.fl.us). 2005-DJJ-001

#### **10. Imaging Management System**

An imaging management system facilitates purchasing, disbursing and vouchering between administrative units in the areas of leasing and contracts. For more information, please contact Alan Edwards at the Department of Agriculture and Consumer Services (850) 488-5321 or [edwarda@doacs.state.fl.us](mailto:edwarda@doacs.state.fl.us). 2004-DACS-001

#### **11. Maintenance and Repair Savings**

A privately underwritten, insurance-backed policy annually saves the Department of Education more than \$300,000 in equipment maintenance and contracted repair expenses. For more information, please contact Sandy Watson at (850) 245-9197 or [Sandy.Watson@fldoe.org](mailto:Sandy.Watson@fldoe.org). 2005-DOE-002

#### **12. Cost Savings on Printed Material**

Local governments that provide large quantities of printed documents at no cost to the public may be able to negotiate a price with a vendor to sell, produce and incorporate approved advertising in the printed material. For more information, please contact Peter Stoumbelis at the Department of Highway Safety and Motor Vehicles (850) 414-2426 or [stoumbelis.peter@hsmv.state.fl.us](mailto:stoumbelis.peter@hsmv.state.fl.us). 2004-DHSMV-004

# QUALITY ASSURANCE AND IMPROVEMENT

## **1. Automated Quality Assurance Tools**

Automated tools for conducting quality assurance of adult services provide detailed case review information, automated compilation and analysis of review data, and a uniform reporting structure, thereby increasing accuracy and uniformity. For more information, please contact Lynne Powell at the Department of Children and Families in Jacksonville (904) 723-2191 or [Lynne.Powell@dcf.state.fl.us](mailto:Lynne.Powell@dcf.state.fl.us). 2007-DCF-046

## **2. Quality Management System**

A web-based system monitors quality of services provided and enhances managers' ability to monitor and take corrective actions. For more information, please contact Ellen Ransdell at the Department of Children and Families in Tallahassee (850) 487-2969 or [ellen\\_ransdell@dcf.state.fl.us](mailto:ellen_ransdell@dcf.state.fl.us). 2006-DCF-113

## **3. Telephone "Hotline" Improves Safety**

A quality improvement process that facilitates immediate reporting of "near miss" or potentially unsafe situations reduces worker compensation claims and liability expenses. For more information, please contact Brian Lane at the Broward County Health Department (954) 467-4824 or [Brian.Lane@doh.state.fl.us](mailto:Brian.Lane@doh.state.fl.us). 2006-DOH-005

## **4. Labor Relations Case Management**

Process mapping, management tracking, customer satisfaction surveys and quality improvement reviews help to handle an increased number of labor relations cases. Assured compliance with applicable labor law requirements reduces litigation exposure. For more information please contact Teva Hightower at the Department of Education (850) 245-0524 or [teva.hightower@fldoe.org](mailto:teva.hightower@fldoe.org). 2006-DOE-006

## **5. Performance Evaluation**

Continuous improvement is a goal of an annual evaluation tool which is linked to implementation of a department's strategic plan and which incorporates a 360-degree feedback tool. Data is used to make financial and human resource decisions. For more information, please contact Theresa Klebacha at the Department of Education in Tallahassee (850) 245-9840 or [theresa.klebacha@fldoe.org](mailto:theresa.klebacha@fldoe.org). 2006-DOE-024

# RECORDS MANAGEMENT

## 1. Automated Public Information/Records System

An automated system reduces the time for handling public records requests. For more information, please contact Chun-Lei Wang at the Department of Education in Tallahassee (850) 245-9621 or [chun-lei.wang@fldoe.org](mailto:chun-lei.wang@fldoe.org). 2005-DOE-011

## 2. Streamlined Public Records Requests

Responses to public records requests are improved by a series of data extract files that are posted weekly to a website for interested parties to download. Requests that previously required staff to manually retrieve files, make copies and mail can now be accomplished electronically 90% of the time. For more information, please contact Tom Coker at the Department of Business and Professional Regulation in Tallahassee (850) 488-1133 or [tom.coker@dbpr.state.fl.us](mailto:tom.coker@dbpr.state.fl.us). 2005-DBPR-008

## 3. Reduction of Paper-Based Files

Streamlined administration of contracts via electronic storage, retrieval and routing of files saves money. Initial scanning is offset by reduction of repetitive copying, courier distribution and file retrieval. Utilizing a commercially available Adobe PDF format takes experienced personnel less than one minute to access and route an electronic file versus 15 minutes or more for previous labor-intensive functions. For more information, please contact Doug Melvin at the Department of Juvenile Justice in Tallahassee (850) 921-5209 or [douglas.melvin@djj.state.fl.us](mailto:douglas.melvin@djj.state.fl.us). 2005-DJJ-010

## 4. Re-engineered Records Center Operations

An automated records inventory tracking system facilitates locating stored records by box rather than file, record number or date. For more information, please contact Stephanie Pittman at the Department of Children and Families (904) 259-6211 ext. 1663 or [stephanie\\_pittman@dcf.state.fl.us](mailto:stephanie_pittman@dcf.state.fl.us). 2007-DCF-043

## 5. Records Retention

A streamlined process for maintaining inventories and facilitating timely transfer and destruction of records saves staff time and money and improves customer service. A system for real-time records inventories features single data entry of client information into a protected database from multiple locations for storage and disposition. This provides one source for tracking purged records and provides staff with a current, site-based inventory of records. Staff locates records in storage at the click of a mouse instead of sifting through stacks of paper. For more information, please contact Dianne Forgey at the Polk County Health Department (863) 521-2668 or [glenda\\_forgey@doh.state.fl.us](mailto:glenda_forgey@doh.state.fl.us). 2006-DOH-013

## 6. Reconciliation of Archived Records

A process that reviews records retention schedules saves money by revealing which records no longer need to be archived. For more information, please contact Greg Oaks at the Department of Financial Services in Tallahassee (850) 410-9829 or at [goaks@dfs.state.fl.us](mailto:goaks@dfs.state.fl.us). 2005-DFS-001

## 7. Records Storage Information System

A system to manage more than one million open and closed records, and destroy records that are no longer needed, saves storage fees. For more information, please contact Emma Ballard at the Department of Children and Families (813) 558-5862 or [emma\\_ballard@dcf.state.fl.us](mailto:emma_ballard@dcf.state.fl.us). 2004-DCF-042

## 8. Employee Training Records

A tracking database for employee training records and certification includes state and federal

requirements that save time and money. For more information, please contact Rick Akin at the Department of Business and Professional Regulation (850) 488-1133 or [rick.akin@dbpr.state.fl.us](mailto:rick.akin@dbpr.state.fl.us). 2006-DBPR-007

### **9. Imaging System**

Streamlining access to documents and reducing space and materials required to store them saves money. For more information, please contact Jennifer Pittman at Florida State University (850) 644-9410 or [jpittman@admin.fsu.edu](mailto:jpittman@admin.fsu.edu). 2006-FSU-008

# REVENUE MAXIMIZATION

## 1. Online Subgrant Application System

Subgrant recipients can apply for federal funds online, including collection of financial and performance related information, pre-award application review; subgrant award, and post-award management. For more information, please contact Kevan Bussey at the Department of Law Enforcement in Tallahassee (850) 410-8449 or [kevanbussey@fdle.state.fl.us](mailto:kevanbussey@fdle.state.fl.us). 2005-FDLE-011

## 2. Federal Funding of Program Evaluations

Research and program evaluations have benefited from federal and in-kind matching funds of several million dollars annually since 2001-02. For more information, please contact Nancy Ross at (850) 922-5598 or [rossn@fdhc.state.fl.us](mailto:rossn@fdhc.state.fl.us). 2003-AHCA-004

## 3. Automated Receipting System

An automated receipting system facilitates earning interest three days sooner than a former manual process. More work is processed more accurately. The system is secure and enforces cross validation to reduce errors on receipt detail. For more information, please contact Joe Franklin at the Department of Juvenile Justice in Tallahassee (850) 414-7672 or [joe.franklin@dj.j.state.fl.us](mailto:joe.franklin@dj.j.state.fl.us). 2004-DJJ-006

**4. Avoiding Loss of Federal Funds** A database system that helps to avoid the potential loss of federal funding by improving data retrieval and resolving problems relating to inaccuracies and late submission of federal reports. For more information, please contact Elsa Kellberg at (850) 487-2618 or [kellberge@fdhc.state.fl.us](mailto:kellberge@fdhc.state.fl.us). 2003-AHCA

## 5. Permit and Facility Revenue Collection

Using a Centrax adaptation for permits and other billings saves money and increases revenue where annual facility permits are billed and collections are problematic. For more information, please contact Joseph Demarzio at the Department of Health (305) 623-3551 ext. 3578 or [joseph\\_demarzio@doh.state.fl.us](mailto:joseph_demarzio@doh.state.fl.us). 2004-DOH-071

## 6. Streamlined Application and Inspection Processes

A system that insures timely processing of applications and inspection of septic tanks, pools, mobile home/recreational vehicle parks, tanning studios and food establishments generates additional revenue and save citizens' money. For more information, please contact Scott Bryan at the St. Johns County Health Department (904) 823-2514 ext. 104 or [Scott\\_Bryan@doh.state.fl.us](mailto:Scott_Bryan@doh.state.fl.us). 2006-DOH-017

## 7. Automated Operations System

Automation of parking, lease management and operations, and preventive maintenance services, saves money. For more information, please contact John Owen at the Department of Management Services in Tallahassee (850) 488-0439 or [owenj@dms.state.fl.us](mailto:owenj@dms.state.fl.us). 2004-DMS-004

## 8. Increased Parking Garage Revenue

Cross-referencing a paid parking database and a security card access database improves account and control egress into a state parking garages in Miami. A smart card reader facilitates monitoring of individual cards for analysis of who is, and is not, paying for parking. For more information please contact Dan Eberhart at the Department of Management Services (407) 999-5474 or [eberhad@dms.state.fl.us](mailto:eberhad@dms.state.fl.us). 2005-DMS-005

## 9. Increased Collection of Cost of Care Fees

An automated billing system and improved business processes increase the collection of monthly cost of care fees. For more information, please contact Johnny Siets at the Department of Juvenile Justice in Tallahassee (850) 921-2084 or [Johnny.siets@djj.state.fl.us](mailto:Johnny.siets@djj.state.fl.us). 2007-DJJ-006

# TRACKING SYSTEMS

## Asset Tracking

### 1. Improved Asset Management Accountability

A system for tracking property reduces the time to register, tag, transfer and dispose of assets by 46%. Automation of bar coding procedures provides more timely and accurate information. A web-based enterprise database system manages all property classes, and moves and tracks all forms. For more information, please contact James Wheeler at the Department of Health in Tallahassee (850) 245-4555 or [James.Wheeler@doh.state.fl.us](mailto:James.Wheeler@doh.state.fl.us). 2004-DOH-055

### 2. Asset Tracking System

A tracking database system improves accountability of assets when employees leave by ensuring that purchase cards and other credit cards are cancelled in a timely manner. For more information, please contact Paul Palmiotto at the Department of Agriculture and Consumer Services in Tallahassee (850) 921-6235 or [palmiop@doacs.state.fl.us](mailto:palmiop@doacs.state.fl.us). 2007-DACS-001

### 3. Lease Management Database System

A database tracks facility repairs and space allocation cost savings. For more information, please contact Laura Jennings at the Department of Juvenile Justice in Tallahassee (850) 921-7952 or [laura.jennings@djj.state.fl.us](mailto:laura.jennings@djj.state.fl.us). 2005-DJJ-001

### 4. Tracking Overdue Fines

A system that tracks and pursues overdue fines levied for public food services, public lodging and elevators is highly adaptable. For more information, please contact Bill Risk at the Department of Business and Professional Regulation in Tallahassee (850) 410-2493 or [bill.risk@dpbr.state.fl.us](mailto:bill.risk@dpbr.state.fl.us). 2006-DBPR-004

### 5. Asset Tracking System

An asset tracking system that automatically updates a central accounting system reduces the time to take inventory from days to hours with 100% accuracy. For more information, please contact Martin Smalley at the Department of Children and Families (813) 558-5820 or [Martin.Smalley@dcf.state.fl.us](mailto:Martin.Smalley@dcf.state.fl.us). 2004-DCF-043

## Case Management Tracking

### 6. Storing, Tracking and Retrieving Case Information

A document imaging, scanning and viewing system automates storing, tracking and retrieving case information. For more information, please contact David Brey at the Department of Children and Families in Tallahassee (850) 921-0059 or [David.Brey@dcf.state.fl.us](mailto:David.Brey@dcf.state.fl.us). 2007-DCF-096

### 7. Case Management

A case management system tracks files, searches by data fields, and generates an annual business report. For more information, please contact Kathleen Richards at the Department of Education in Tallahassee (850) 245-0455 or [kathleen.richards@fldoe.org](mailto:kathleen.richards@fldoe.org). 2005-DOE-014

### 8. Tracking High Risk Cases

An automated system allows workers from two agencies to enter information and track high-risk cases in a real time environment. For more information, please contact Ed Harper at the Department of

Children and Families (772) 460-3665 or [Ed\\_Harper@dcf.state.fl.us](mailto:Ed_Harper@dcf.state.fl.us).  
2006-DCF-077

### **9. Tracking Case Clients**

An electronic database that tracks case clients reduces work time. For more information, please contact Cathy Johnson at the Department of Health (727) 547-7780 or [cathy\\_Johnson@doh.state.fl.us](mailto:cathy_Johnson@doh.state.fl.us). 2005-DOH-038

## **Construction Documents Tracking**

### **10. Tracking Construction Documents**

Software automates and streamlines tracking and processing forms used in review of construction documents. For more information, please contact James Gregory at the Agency for Health Care Administration in Tallahassee (850) 922 6469 or [gregorys@haca.myflorida.com](mailto:gregorys@haca.myflorida.com). 2006-AHCA-002

## **Contract Tracking**

### **11. Contract Tracking**

Improved processes and a tracking system save time by standardizing contract drafting and review. For more information, please contact Richard Byno at the Department of Children and Families in Tallahassee (850) 488-8866 or [Richard\\_Byno@dcf.state.fl.us](mailto:Richard_Byno@dcf.state.fl.us). 2006-DCF-082

### **12. Contract Tracking**

A handbook for scoping services and staff time spent negotiating professional services contracts provides a uniform system to track and compare hours/costs of tasks, and eliminates the need for consultants to deal with several organizational units within a government. For more information, please contact Jim Cunningham at the Department of Transportation in Tallahassee (850) 414-4343 or [jim.cunningham@dot.state.fl.us](mailto:jim.cunningham@dot.state.fl.us). 2003

### **13. Contract Administration Tracking**

Managers' ability to track funding histories through account code analysis is enhanced by linking financial data with contract information, resulting in faster resolution of issues related to contracts. For more information, please contact Walter Sachs at the Department of Children and Families in Tallahassee (850) 921-8983 or [Walter\\_Sachs@dcf.state.fl.us](mailto:Walter_Sachs@dcf.state.fl.us). 2003

## **Customer Service Tracking**

### **14. Tracking Complaints Resolution**

A process to administer internal and external customer complaints reduces resolution time by an average of 1.5 hours per complaint. Complaints are logged, issued, tracked and closed electronically in a database system. Historical documentation is gathered to identify recurring issues. For more information, please contact Darlene Williams at the Department of Transportation in Ft. Lauderdale (954) 776-4300 or [darlene.williams@dot.state.fl.us](mailto:darlene.williams@dot.state.fl.us).  
2006-DOT-016

### **15. Evaluation of Assistance Provided by Telephone**

A phone assistance solution system improves customer service and management decisions, tracks employees' responses to phone calls, summarizes each phone call and its resolution status, and generates statistical reports to assist supervisors and managers in analyzing recurring areas of customer

concern. For more information, please contact Terrence Samuel at the Department of Highway Safety and Motor Vehicles in Tallahassee (850) 921-6278 or [samuel.terrence@hsmv.state.fl.us](mailto:samuel.terrence@hsmv.state.fl.us). 2003-DHSMV-007

#### **16. Customer Satisfaction Tracking System**

A web-based customer feedback system records satisfaction and complaints (in both English and Spanish) concerning services received. Data collected by this system is graphed and reported quarterly to senior management, along with suggestions for improvement based on client input. For more information, please contact Jack Towle at the Volusia County Health Department (386) 248-1781 or [jack\\_towle@doh.state.fl.us](mailto:jack_towle@doh.state.fl.us). 2005-DOH-063

### **Disaster-Related Tracking**

#### **17. Reduced Administrative Costs of Disaster Reimbursement**

A time-keeping system increases efficiency and reduces costs associated with documentation required for Federal Emergency Management Agency reimbursement of labor costs for disaster response and recovery efforts. This system can track events of any type or size. For more information, please contact Roger Twitchell at the Department of Health in Tallahassee (850) 245-4444 ext. 3028 or [Roger\\_Twitchell@doh.state.fl.us](mailto:Roger_Twitchell@doh.state.fl.us). 2007-DOH-004

#### **18. Tracking the Condition of Facilities During Emergencies**

An emergency status system (EES) that tracks the condition of facilities and their occupants during emergencies, including evacuations, power outages and structural damage, can be used by local governments to monitor storm-affected areas. An ESS web portal allows health care providers and authorized representatives to enter facility information. For more information, please contact Molly Mckinstry at the Agency for Health Care Administration in Tallahassee (850) 414-9796 or [mckinstm@ahca.myflorida.com](mailto:mckinstm@ahca.myflorida.com). 2007-AHCA-002

### **Financial Tracking**

#### **19. Deposit and Revenue Tracking**

A process for tracking revenue and deposit data in an excel spreadsheet produces reports of daily deposits and maintains records. This process eliminates the need for keeping a shadow accounting system. For more information, please contact Larissa Enzmann at the Florida State University Ringling Museum in Sarasota (941) 373-7818 or [lenzmann@ringling.org](mailto:lenzmann@ringling.org). 2006-FSU-005

#### **20. Financial Reconciliation and Reporting**

A financial reconciliation and reporting method eliminates financial ledgers that formerly required creation of detailed subsidiary records by department and monthly reconciliation to a central accounting system. Bi-weekly financial reports are provided to decision makers. For more information, please contact Deborah Coury at Florida State University (850) 644-5024 or at [deborah.coury@med.fsu.edu](mailto:deborah.coury@med.fsu.edu). 2003-FSU

#### **21. Automated Single Audit System**

Automated oversight and monitoring of state and federal funds tracks compliance of state and federal single audit expenditures. For more information, please contact Randall Cook at the Department of Transportation in Tallahassee (850) 410-5837 or [randall.cook@dot.state.fl.us](mailto:randall.cook@dot.state.fl.us). 2005-DOT-012

## **22. Fixed Capital Outlay Financial Tracker System**

The productivity of fixed capital outlay staff is increased via a system that inputs data required for creation and maintenance of financial exhibits, populates a database that maintains balances as project managers pay invoices, and builds an automated history. For more information, please contact Jim Chandonia at the Department of Health in Tallahassee (850) 245-4444 ext. 3168 or [jim\\_chandonia@doh.state.fl.us](mailto:jim_chandonia@doh.state.fl.us). 2007-DOH-049

## **23. Lease Management Database System**

A database saves time formerly spent on manual tracking, reporting and calculating financial statements and lease cost reports. For more information, please contact Laura Jennings at the Department of Juvenile Justice in Tallahassee (850) 921-7952 or [laura.jennings@djj.state.fl.us](mailto:laura.jennings@djj.state.fl.us). 2005-DJJ-001

## **24. Asset Tracking System**

An asset tracking system that automatically updates a central accounting system reduces the time to take inventory from days to hours with 100% accuracy. For more information, please contact Martin Smalley at the Department of Children and Families (813) 558-5820 or [Martin\\_Smalley@dcf.state.fl.us](mailto:Martin_Smalley@dcf.state.fl.us). 2004-DCF-043

## **25. Tracking System for Social Security Reimbursements**

A system that sets up a multi-level file to track all elements needed for Social Security Administration reimbursements makes finding more claims faster and more efficient. For more information, please contact Carol Bierkamp at (239) 278-7317 or [carol.bierkamp@vr.fldoe.org](mailto:carol.bierkamp@vr.fldoe.org). 2007-DOE-002

### **Grants Management Tracking**

## **26. Grants Management Tracking System**

A Web-based system annually processes approximately 3,500 applications for \$2.7 billion worth of federal and state education funds. For more information, please contact Pete Tanzy at the Department of Education in Tallahassee (850) 245-9775 or [pete.tanzy@fldoe.org](mailto:pete.tanzy@fldoe.org). 2007-DOE-007 and DOE-008

### **Human Resources Tracking**

## **27. Labor Relations Case Tracking**

Process mapping, management tracking, customer satisfaction surveys and quality improvement reviews help to handle an increased number of labor relations cases. Assured compliance with applicable labor law requirements reduces litigation exposure. For more information please contact Teva Hightower at the Department of Education (850) 245-0524 or [teva.hightower@fldoe.org](mailto:teva.hightower@fldoe.org). 2006-DOE-006

## **28. Employee Discipline Tracking**

A tracking database that locates any history of discipline on an employee and retrieves hard copies helps to ensure fair, impartial treatment. For more information, please contact Willa Beckley at the Department of Business and Professional Regulation in Tallahassee (850) 487-6599 or [willa.beckley@dbpr.state.fl.us](mailto:willa.beckley@dbpr.state.fl.us). 2007-DBPR-002

## **29. Training Tracking System**

A classroom training registration and tracking system provides self-registration for courses offered statewide to approximately 20,000 employees of the Department of Children and Families and the Agency for Persons with Disabilities, saving more than \$300,000 worth of employee time annually. For

more information, please contact Marsha Ryan at (850) 488-8308 or [marsha\\_ryan@dcf.state.fl.us](mailto:marsha_ryan@dcf.state.fl.us). 2007-DCF-083

### **30. Tracking System for HIPPA Training**

Automation of a time-consuming and labor intensive manual process for tracking training that is required of all HIPAA compliant agencies saves money. For more information please contact Valerie McCleary at the Department of Health (727) 824-6900 ext. 11548, or [Valerie McCleary@doh.state.fl.us](mailto:Valerie_McCleary@doh.state.fl.us); Shirley Nguyen at (727) 824-6900 ext. 11016, or [Shirley Nguyen@doh.state.fl.us](mailto:Shirley_Nguyen@doh.state.fl.us). 2006-DOH-010

## **Inventory Tracking**

### **31. Technology Inventory Tracking Database**

An inventory tracking database that captures technological inspection equipment and accessories is an excellent managerial tool, both for asset tracking and employee accountability. For more information, please contact Rick Akin at the Department of Business and Professional Regulation in Tallahassee (850) 488-1133 or [rick.akin@dbpr.state.fl.us](mailto:rick.akin@dbpr.state.fl.us). 2007-DBPR-010

### **32. Inventory Management System**

A web-based system provides accountability for inventory and user requests, virtually assuring that all inventory is properly tracked and requests are not omitted or overlooked. For more information, please contact Rebecca Ajhar at the Department of Environmental Protection in Tallahassee (850) 921-9604 or [Rebecca.Ajhar@dep.state.fl.us](mailto:Rebecca.Ajhar@dep.state.fl.us). 2005-DEP-001

### **33. Asset Management Accountability**

A system for tracking property reduces the time to register, tag, transfer and dispose of assets. Automation of bar coding procedures provides more timely and accurate information. A web-based enterprise database system manages all property classes, and moves and tracks all forms. For more information, please contact James Wheeler at the Department of Health in Tallahassee (850) 245-4555 or [James\\_Wheeler@doh.state.fl.us](mailto:James_Wheeler@doh.state.fl.us). 2004-DOH-055

## **Licensing Tracking**

### **34. Improved Licensing Process**

A tracking system streamlines regulation of licensees and collection of fees in contracted application processing and educational services fees to private vendors. For more information, please contact Matt Tamplin at the Department of Financial Services in Tallahassee (850) 413-5496 or [tamplinm@dfs.state.fl.us](mailto:tamplinm@dfs.state.fl.us). 2005-DFS-013

## **Records Tracking**

### **35. Tracking Public Records Requests**

A process to ensure timely response to public records requests includes a tracking database to log requests and monitor response time while ensuring compliance with applicable laws. For more information, please contact Willa Beckley at the Department of Business and Professional Regulation in Tallahassee (850) 487-6599 or [willa.beckley@dbpr.state.fl.us](mailto:willa.beckley@dbpr.state.fl.us). 2007-DBPR-004

### **36. Records Tracking**

An automated records inventory tracking system facilitates locating stored records by box rather than file, record number or date. For more information, please contact Stephanie Pittman at the Department of Children and Families (904) 259-6211 ext. 1663 or [stephanie\\_pittman@dcf.state.fl.us](mailto:stephanie_pittman@dcf.state.fl.us). 2007-DCF-043

### **37. Records Storage Information System**

A system to manage more than one million open and closed records, and destroy records no longer needed, saves storage fees. For more information, please contact Emma Ballard at the Department of Children and Families (813) 558-5862 or [emma\\_ballard@dcf.state.fl.us](mailto:emma_ballard@dcf.state.fl.us). 2004-DCF-042

### **38. Records Retention**

A streamlined process for maintaining record inventories and facilitating timely transfer and destruction of records saves staff time and money and improves customer service. A system for real-time records inventories features single data entry of client information into a protected database from multiple locations for storage and disposition. This provides one source for tracking purged records and provides staff with a current, site-based inventory of records. Staff locates records in storage at the click of a mouse instead of sifting through stacks of paper. For more information, please contact Dianne Forgey at the Polk County Health Department (863) 521-2668 or [glenda\\_forgey@doh.state.fl.us](mailto:glenda_forgey@doh.state.fl.us). 2006-DOH-013

## **Technology Tracking**

### **39. Technology Management Process**

A process that tracks changes made to information technology systems increases system availability while reducing trouble-related work orders. For more information, please contact Jackie Shaffer at the Department of Education in Tallahassee (850) 245-9831 or [Jackie.Shaffer@fldoe.org](mailto:Jackie.Shaffer@fldoe.org). 2005-DOE-015

### **40. Technology Inventory Tracking Database**

An inventory tracking database that captures technological inspection equipment and accessories is an excellent managerial tool for both asset tracking and employee accountability. For more information, please contact Rick Akin at the Department of Business and Professional Regulation in Tallahassee (850) 488-1 133 or [rick.akin@dbpr.state.fl.us](mailto:rick.akin@dbpr.state.fl.us). 2007-DBPR-010

### **41. Remote Access Portal for Telecommuting and Emergency Applications**

A secure internet portal expands the capability to provide access to services by clients, community partners, and department staff who work from home or other remote locations, especially during emergencies. Limited access can be granted to temporary staff at almost no cost. For more information, please contact David Warfel at (850) 922-6347 or [david\\_warfel@dcf.state.fl.us](mailto:david_warfel@dcf.state.fl.us). 2007-DCF-098

### **42. Technology Management Process**

A process that tracks changes made to information technology systems increases system availability while reducing trouble-related work orders. For more information, please contact Jackie Shaffer at the Department of Education in Tallahassee (850) 245-9831 or [Jackie.Shaffer@fldoe.org](mailto:Jackie.Shaffer@fldoe.org). 2005-DOE-015

## **Work Assignments Tracking**

#### **43. Tracking Work Assignments**

A tracking system that uses Access software provides a means for staff to quickly and timely follow up on their work assignments and previous actions taken on assigned work, as well as providing supervisors a means to monitor staff and process outputs. For more information, please contact Jessica Blonar at the Department of Revenue (813) 744-8453 or [blonarj@dor.state.fl.us](mailto:blonarj@dor.state.fl.us). 2006-DOR-003

#### **44. Tracking Work Requests**

Using Blackberrys with an email-based system to receive and track work requests replaced a cumbersome forms-based system, producing more than a \$100,000 productivity increase. For more information, please contact Jan Wright at the Department of Juvenile Justice in Tallahassee (850) 921-7288 or [Jan.Wright@djj.state.fl.us](mailto:Jan.Wright@djj.state.fl.us). 2006-DJJ-004

# TRAINING

## Customer Service Training

### 1. Consumer Assistance Call Center Training Program

A training program and manual for new call center staff reduces the average time per call and decreases the abandoned call rate. For more information, please contact Isabel Segundo at the Department of Agriculture and Consumer Services in Tallahassee (850) 410-3785 or [segundi@doacs.state.fl.us](mailto:segundi@doacs.state.fl.us). 2007-DACS-004

### 2. Customer Service Center Telephone Training

The training time for new telephone analysts was reduced from four weeks to seven days and the time required for a new analyst to be fully functional was reduced from six to three months. For more information, please contact Mike Beha at the Department of Highway Safety and Motor Vehicles in Tallahassee (850) 922-5297 or [beha.micheal@hsmv.state.fl.us](mailto:beha.micheal@hsmv.state.fl.us). 2005-DHSMV-001

## Computer Training

### 3. Computer Training

A customized end-user training course and materials to orient users to Windows XP, Office 2003 and Outlook 2003 saves money. For more information, please contact Beverly Gavin at the Agency for Health Care Administration in Tallahassee (850) 410-3213 or e-mail [gavinb@ahca.myflorida.com](mailto:gavinb@ahca.myflorida.com). 2006-AHCA-010

## Contract Administration Training

### 4. Contract Administration Training Program

A contract training program helps ensure compliance with laws, rules, and operating policies and procedures. The program reduces administrative work associated with process oversight, review and approval of documentation. For more information, please contact Valerie Carnett at the Department of Children and Families in Tallahassee (850) 413-7214 or [valerie\\_carnett@dcf.state.fl.us](mailto:valerie_carnett@dcf.state.fl.us). 2007-DCF-085

## Disaster Preparedness Training

### 5. Personal Protection Training for First Responders

An emergency medical services curriculum trains first responders in a consistent, standardized way. For more information, please contact Jack Pittman at the Department of Health in Tallahassee (850) 487-3146 or [jack\\_pittman@doh.state.fl.us](mailto:jack_pittman@doh.state.fl.us). 2007-DOH-028

### 6. Maintenance of Traffic Training

Training to help ensure that traffic control devices are in place during hurricane evacuations facilitates safe travel of motorists and emergency responders. For more information, please call Ed Ward at the Department of Transportation in Lake City (386) 961-7581 or [ed.ward@dot.state.fl.us](mailto:ed.ward@dot.state.fl.us). 2007-DOT-001

## Health and Social Services Training

## **7. Training to Prevent Child Care Injury**

A federally funded injury prevention training program for staff in child care centers focuses on safety procedures to help reduce disabilities and death. For more information, please contact Andrea Trzcinski at the Department of Children and Families (904) 727-3417 or [andrea\\_trzcinski@dcf.state.fl.us](mailto:andrea_trzcinski@dcf.state.fl.us). 2007-DCF-033

## **8. Training for Child Welfare Professionals**

Joint training and recruitment efforts of child welfare professionals employed by Family Services of Metro Orlando, the Legal Aid Society, the Guardian ad Litem Program, and the Department of Children and Families save time, money and energy on resolving legal issues that would otherwise be litigated in court. For more information, please contact Barbara Dirienzo at (407) 897-5906 or [Barbara\\_Dirienzo@dcf.state.fl.us](mailto:Barbara_Dirienzo@dcf.state.fl.us). 2006-DCF-059

## **9. Web-based Training for Nursing**

Web-based training for nursing staff addresses challenges related to completion of new hire training and annual core training. This training allows nursing staff to complete required training at their convenience, complete courses for CEU credits, and enhance competency in areas such as workplace safety, CPR, First Aid and MANDT. For more information, please contact Grady Carthon at the Department of Children and Families (352) 375-8484 or [grady\\_carthon@dcf.state.fl.us](mailto:grady_carthon@dcf.state.fl.us). 2007-DCF-078

## **10. Community Cardiovascular Health Program**

A diabetes training program targets residents with higher than average risk for heart disease -- particularly those who are overweight, smoke, are physically inactive and have diabetes. For more information, please contact Irmatine Bealyer at the Department of Health (904) 665-2351 or [Irmatine\\_Bealyer@doh.state.fl.us](mailto:Irmatine_Bealyer@doh.state.fl.us). 2007-DOH-057

# **Human Resources Training**

## **11. New Employee Training**

A new-employee orientation process resulted from process mapping to show responsibility at each level of the process, and from developing operating procedures. Quality improvement tools will help to monitor the program's effectiveness. For more information, please contact Stephen Eaton at the Department of Children and Families in Tallahassee (850) 921-8572 or [stephen\\_eaton@dcf.state.fl.us](mailto:stephen_eaton@dcf.state.fl.us). 2007-DCF-084

## **12. New Employee Training**

A training matrix provides orientation for new employees and continuing education for experienced staff. For more information, please contact Bill Brookman at the Department of Health (305) 853-1901 or [william\\_brookman@doh.state.fl.us](mailto:william_brookman@doh.state.fl.us). 2007-DOH-050

## **13. Employee Training Records**

A tracking database for employee training records and certification saves time and includes state and federal requirements. For more information, please contact Rick Akin at the Department of Business and Professional Regulation (850) 488-1133 or [rick.akin@dbpr.state.fl.us](mailto:rick.akin@dbpr.state.fl.us). 2006-DBPR-007

## **14. Accessing Employee Training Opportunities**

Trak-IT, a user-friendly learning management system, provides online access to training opportunities, including required Security and HIPAA training. The system reduced man hours to collect data, reduced need for conference rooms and equipment coordination, and increased ability to respond to training needs, all of which save time and money. For more information, please contact Carla Ruis at the Department of Health in Tallahassee, (850) 245-4444 ext. 3551 or [Carla\\_Ruis@doh.state.fl.us](mailto:Carla_Ruis@doh.state.fl.us). 2006-DOH-044

### **15. Training on Workplace Violence and Anti-terrorism**

A training program, "Preventing Workplace Violence," raises employee awareness. Anti-terrorist awareness training teaches employees risk factors and prevention strategies. For more information, please contact Dana Vogelsang at the A.G. Holly Hospital in Lantana (561) 582-5666 or [Dana\\_Vogelsang@doh.state.fl.us](mailto:Dana_Vogelsang@doh.state.fl.us). 2007-DOH-013

### **16. HIPPA Training**

Automation of a time-consuming and labor intensive manual process for tracking training that is required of all HIPAA compliant agencies saves money. For more information please contact Valerie McCleary at the Department of Health (727) 824-6900 ext. 11548, or [Valerie\\_McCleary@doh.state.fl.us](mailto:Valerie_McCleary@doh.state.fl.us); Shirley Nguyen at (727) 824-6900 ext. 11016, or [Shirley\\_Nguyen@doh.state.fl.us](mailto:Shirley_Nguyen@doh.state.fl.us). 2006-DOH-010

### **17. Civil Rights Training**

Federally mandated civil rights training is delivered over intranets and on VHS tapes. A tracking system is included. For more information, please contact Marsha Ryan at the Department of Children and Families in Tallahassee (850) 488-8308 or [Marsha\\_Ryan@dcf.state.fl.us](mailto:Marsha_Ryan@dcf.state.fl.us). 2006-DCF-107

### **18. Supervisor Certification**

A certification program uses classroom instruction and videoconferences to provide ongoing training for supervisors in human relations skills and updates to policies and procedures. For more information, please contact Kristin Watkins at the Department of Highway Safety and Motor Vehicles in Tallahassee (850) 488-7770 or [watkins.kristin@hsmv.state.fl.us](mailto:watkins.kristin@hsmv.state.fl.us). 2006-DHSMV-009

### **19. Leadership Training**

A leadership development seminar that includes portions of a standardized, nationally recognized leadership program is designed to meet a need for leadership succession. For more information, please contact Kathy Torian at the Department of Education in Tallahassee (850) 245-9968 or [kathryn.torian@fldoe.org](mailto:kathryn.torian@fldoe.org). 2006-DOE-023

### **20. Classroom Training Registration System**

A classroom training registration and tracking system provides self-registration for courses offered statewide to approximately 20,000 employees of the Department of Children and Families and the Agency for Persons with Disabilities, saving more than \$300,000 worth of employee time annually. For more information, please contact Marsha Ryan at (850) 488-8308 or [marsha\\_ryan@dcf.state.fl.us](mailto:marsha_ryan@dcf.state.fl.us). 2007-DCF-083

## **Law Enforcement Training**

### **21. Internet Crimes against Children Training**

Nationally recognized Internet Crimes against Children training is available. For more information,

please contact Bob Breeden at the Department of Law Enforcement in Tallahassee (850) 410-7057 or [bobbreeden@fdle.state.fl.us](mailto:bobbreeden@fdle.state.fl.us); or Mark Zadra (850) 410-8390 or [markzadra@fdle.state.fl.us](mailto:markzadra@fdle.state.fl.us). 2006-FDLE-020

## **22. Environmental Forensics Training**

Defensibility, at trial, of forensics evidence collected in support of environmental crimes investigations may be enhanced by a CD that includes quality assurance procedures, standard operating procedures and technical guidance for use by field sampling personnel. For more information, please contact Timyn Rice at the Department of Environmental Protection in Tampa (813) 744-6462 or [timyn.rice@dep.state.fl.us](mailto:timyn.rice@dep.state.fl.us). 2006-DEP-025

## **23. Law Enforcement Officer Training**

An Intranet-based system that uses FlexTraining management software, Power Point, and Word delivers cost-effective knowledge-based courses for law enforcement officers. For more information, please contact Clabe Polk at the Department of Environmental Protection in Tallahassee (850) 245-2887 or [Clabe.Polk@dep.state.fl.us](mailto:Clabe.Polk@dep.state.fl.us). 2006-DEP-026

## **24. Crisis Intervention Team Training**

Crisis intervention team training for police and linkages to mental health treatment is provided in connection with a jail diversion expansion program in Miami-Dade County under a grant from the Substance Abuse and Mental Health Services Administration. For more information, please contact Deborah Dummitt at the Department of Children and Families in Miami (305) 377-5811 or [deborah\\_dummitt@dcf.state.fl.us](mailto:deborah_dummitt@dcf.state.fl.us). 2006-DCF-080

## **25. Fraud Investigation Training**

Investigative protocols that deal with kitchen fires and fraudulent insurance claims can be adapted and implemented by local fire departments and insurance companies. Training seminars are available. For more information, please contact Ross Holt at the State Fire Marshal's Office (954) 321-3704 or [ross.holt@fldfs.com](mailto:ross.holt@fldfs.com). 2006-DFS-018

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

Two 40-hour courses for forensic law enforcement officers who conduct investigations and provide crime scene services are available. For more information, please contact Hal Easter at the Department of Law Enforcement (850) 595-2100 ext. 2104 or [HalEaster@fdle.state.fl.us](mailto:HalEaster@fdle.state.fl.us). 2004-FDLE-009

## **Licensing Training**

### **27. Electronic Licensing and Applications Training**

An electronic license and applications manual for LicenseEase software assists employees with a step-by-step description and graphics for transactions entered in the license and applications portion of LicenseEase. Interactive linking enables an examiner to follow any transaction from beginning to end without the need for additional training. For more information, please contact Henry Evans at the Department of Business and Professional Regulation (850) 922-7609 or [Henry.Evans@dbpr.state.fl.us](mailto:Henry.Evans@dbpr.state.fl.us). 2006-DBPR-008

## **Safety and Security Training**

### **28. Safety Training**

An online safety training module provides four hours of monthly safety training to maintenance employees. For more information, please contact William Wang at (954) 777-4203 or [william.wang@dot.state.fl.us](mailto:william.wang@dot.state.fl.us). 2007-DOT-028

### **29. Operations Safety and Security Training**

A program that utilizes multiple layers of measures for the safety and security of personnel during emergency events includes a training booklet and power point presentation. For more information, please contact Bill Lemocks at the Department of Business and Professional Regulation in Tallahassee (850) 487-9521 or [Bill.Lemocks@dbpr.state.fl.us](mailto:Bill.Lemocks@dbpr.state.fl.us). 2006-DBPR-027

### **30. Security Awareness Training**

A computer-based security awareness training program saves licensing fees and employee time. For more information, please contact Lewis Christie at the Department of Children and Families in Tallahassee (850) 487-9382 or [Lewis.Christie@dcf.state.fl.us](mailto:Lewis.Christie@dcf.state.fl.us). 2006-DCF-097

### **31. Security Training**

Trak-IT, a user-friendly learning management system, provides online access to security training opportunities. Reduced man-hours to collect data, reduced need for conference rooms and equipment coordination, and increased ability to respond to training needs save time and money. For more information, please contact Carla Ruis at the Department of Health in Tallahassee, (850) 245-4444 ext. 3551 or [Carla.Ruis@doh.state.fl.us](mailto:Carla.Ruis@doh.state.fl.us). 2006-DOH-044

### **32. Security Awareness Training**

Local government employees who use a computer in their jobs, and are required to complete information security training, may benefit from a web-based program that allows individuals to take this training at their own pace. For more information, please contact Carmen Daughtry at the Department of Juvenile Justice in Tallahassee (850) 922-1996 or [carmen.daughtry@djj.state.fl.us](mailto:carmen.daughtry@djj.state.fl.us). 2005-DJJ-006

### **33. Security Awareness Training**

A security awareness training program tailors material from the Rutgers University National Training Institute in order to meet the safety and security needs of personnel. For more information, please contact Alaxon Pitts at the Department of Transportation (850) 638-0250 ext. 671 or [alaxon.pitts@dot.state.fl.us](mailto:alaxon.pitts@dot.state.fl.us). 2004-DOT-014

# TRANSPORTATION

## Right of Way

### 1. Right Of Way Savings

Five techniques can help right of way acquisition agents to negotiate savings. For more information, please contact Sandra Martin at the Department of Transportation in Tampa (813) 975-6712 or [sandra.martin@dot.state.fl.us](mailto:sandra.martin@dot.state.fl.us). 2004-DOT-018

### 2. Reduced R/W Acquisition Cost

Using value engineering to review right of way drainage needs can save money. For more information, please contact Rocco DePrimo at the Department of Transportation in Ft. Lauderdale (954) 777-4126, Suncom 436-4126 or [rocco.deprimo@dot.state.fl.us](mailto:rocco.deprimo@dot.state.fl.us). 2006-DOT-010

### 3. Reduced Construction Costs Related to Debris Dumping

Monitoring of newly acquired right of way minimizes construction budget overruns resulting from debris dumping and/or previously undetected subsurface materials between construction contract letting and Notice to Proceed to the construction. For more information, please contact Van Neilly at the Department of Transportation in Ft. Lauderdale (954) 777-4287 or [van.neilly@dot.state.fl.us](mailto:van.neilly@dot.state.fl.us). 2007-DOT-040

## Planning and Contracting

### 4. Transit Infrastructure Guidelines

Guidelines for multi-modal transportation planning can help reduce research and revision of project plan development. The guidelines provide engineering specifications for corridors that include bus bays, appropriate stop spacing, pedestrian access and compliance with the federal Americans with Disabilities Act. For more information, please contact Jeff Weidner at the Department of Transportation in Ft. Lauderdale (954) 777-4670 or [jeff.weidner@dot.state.fl.us](mailto:jeff.weidner@dot.state.fl.us).

### 5. Automated Information Management System

A Transportation Automated Information Management System (TAIMS) improves evaluation of the impacts of transportation projects on communities and their quality of life, values and concerns. For more information, please contact John Zielinski at the Department of Transportation (407) 482-7868 or [john.zielinski@dot.state.fl.us](mailto:john.zielinski@dot.state.fl.us). 2003-DOT-003

### 6. Interagency Collaborative Transportation Planning and Contracting Process

A university transportation planning and consultant contracting process improved intergovernmental transportation analysis and saved \$125,000. For more information, please contact Linda Dixon at the University of Florida (352) 392-8799 or [ldixon@admin.ufl.edu](mailto:ldixon@admin.ufl.edu). 2005-UF-008

### 7. Consultant Selection Guide

A consultant selection guide includes a flow chart, a step-by-step summary of the process, examples of advertising and award packages, documents, forms and tools used in evaluating proposals. It also has guidelines for conducting negotiations and a compilation of ethics and government in the sunshine law provisions that affect consultant selection. For more information, please contact Antonette Adams at the Department of Transportation in Ft. Lauderdale (954) 777-4624 or [antonette.adams@dot.state.fl.us](mailto:antonette.adams@dot.state.fl.us). 2007-DOT-022

### 8. Emergency Asphalt Repair Contract

Emergency road repairs are needed when pavement is damaged by events such as fuel spills or fires

which close at least one lane. An emergency asphalt repair contract process reduces delays to the traveling public. For more information, please contact Hassan Abedi at the Department of Transportation in Ft. Lauderdale (954) 958-7629 or [hassan.abedi@dot.state.fl.us](mailto:hassan.abedi@dot.state.fl.us) 2006-DOT-13

### **9. Electronic Maintenance Contract Administration Program**

A web-based maintenance contract administration program saves each contractor inspector approximately two hours daily by automating procedures for documenting contractors' activities. For more information, please contact Chi Sheu at the Department of Transportation in Ft. Lauderdale (954) 776-4300, ext. 6182 or [chi-u.sheu@dot.state.fl.us](mailto:chi-u.sheu@dot.state.fl.us). 2006-DOT-017

### **10. Contract Negotiation**

A handbook for scoping services and staff time spent negotiating professional services contracts provides a uniform system to track and compare hours and costs of tasks. For more information, please contact Jim Cunningham at the Department of Transportation in Tallahassee (850) 414-4343 or [jim.cunningham@dot.state.fl.us](mailto:jim.cunningham@dot.state.fl.us). 2003

### **11. Process to Pay Contractors for Hurricane Repairs**

A process for local governments to document hurricane damage to construction projects can increase reimbursement by the Federal Highway Administration. For more information, please contact Patrick McCann at the Department of Transportation in Ft. Lauderdale (954) 777-4387 or [patrick.mccann@dot.state.fl.us](mailto:patrick.mccann@dot.state.fl.us). 2007-DOT-035

### **12. Improved Road Ranger Contract**

A road ranger contract includes standards and technologies to extend hours of coverage without increased funding. For more information, please contact Terry Hensley at the Department of Transportation in Tampa (813) 975-6259 or [terry.hensley@fdot.state.fl.us](mailto:terry.hensley@fdot.state.fl.us). 2007-DOT-005

## **Design and Construction**

### **13. Utility Relocation**

Utility relocation is a major cause of increases in time and money overruns on construction projects. An operations utility coordinators' process reduces delays, avoiding construction claims while completing roadway construction projects in a timely manner. For more information, please contact James Jeffers at the Department of Transportation in Ft. Lauderdale (954) 958-7628 or [james.jeffers@dot.state.fl.us](mailto:james.jeffers@dot.state.fl.us). 2006-DOT-015

### **14. Construction Manager At-Risk**

An alternative to traditional bidding saves money and construction time. For more information, please contact Jim Martin, P.E. at the Department of Transportation (386) 961-7050 or [jim.martin@dot.state.fl.us](mailto:jim.martin@dot.state.fl.us). 2005-DOT-007

### **15. Streamlined Remediation of Roadway Site Prior to Construction**

A design to streamline remediation of a contaminated site prior to roadway construction in South Florida saved several million dollars and expedited remediation of the site with little interruption to traffic. For more information, please contact Richelle Ellis at the Department of Transportation in Ft. Lauderdale (954) 777-4342 or [richelle.ellis@dot.state.fl.us](mailto:richelle.ellis@dot.state.fl.us). 2007-DOT-043

### **16. Alternative Treatment of Poor Subgrade Conditions**

A study of muck subgrade in a construction project recommended a design change that saved money. For more information, please contact Michael Bienvenu at the Department of Transportation (954) 475-4110 or [michael.bienvenu@dot.state.fl.us](mailto:michael.bienvenu@dot.state.fl.us). 2007-DOT-031

### **17. Uniform Final Plans Review Process**

Plans review units can save money by using a process that reduces maintenance of traffic and drainage issue modifications. For more information, please contact Art LoPrinzo at the Department of Transportation in Ft. Lauderdale (954) 958-7632 or at [arthur.loprinzo@dot.state.fl.us](mailto:arthur.loprinzo@dot.state.fl.us). 2003-DOT-010

### **18. Final Estimates**

Local governments can benefit from an initiative that reduces submittal time of residency final estimates. Savings accrue from increasing the number of final estimates field reviews, distributing a final estimates checklist to project engineers, holding a kick-off meeting before starting construction, introducing a project index file system, improving an asphalt reports filing system, and improving materials certification at the residency level. For more information, please contact Jorge Corrales at the Department of Transportation in Ft. Lauderdale (954) 958-7632 or [jorge.corrales@dot.state.fl.us](mailto:jorge.corrales@dot.state.fl.us).

### **19. Transfer of Information from Design to Construction**

A process that improves communications between project design and construction staff saves money. For more information, please contact Peter Nissen at the Department of Transportation in Ft. Lauderdale (954) 958-7632 ext. 6183 or [peter.nissen@dot.state.fl.us](mailto:peter.nissen@dot.state.fl.us). 2005-DOT-027

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

New processes helped Miami-Dade County to have the state's lowest construction cost and time overruns for three consecutive years for millions of dollars in savings. For more information, please contact Mark Croft at the Department of Transportation in Miami (305) 499-2370 or [mark.croft@dot.state.fl.us](mailto:mark.croft@dot.state.fl.us). 2004-DOT-024

### **21. Bridge Repair**

Application of a state-of-the-art measuring machine re-created steel connection plates for a bascule bridge. Public inconvenience was reduced by off-site fabrication of new connection plates, and by performing most of the on-site work at night. For more information, please contact Alberto Sardinas at the Department of Transportation in Ft. Lauderdale (954) 777-4150 ext. 4175 or [alberto.sardinas@dot.state.fl.us](mailto:alberto.sardinas@dot.state.fl.us). 2005-DOT-023

### **22. Measuring Road Smoothness**

Local governments responsible for a large amount of roadway construction over a substantial period of time may save money with in-house versus contracted testing of road surface smoothness. For more information, please contact Dr. Hesham Ali at the Department of Transportation in Ft. Lauderdale (954) 475-4110 or at [hesham.ali@dot.state.fl.us](mailto:hesham.ali@dot.state.fl.us). 2003-DOT-012

### **23. Directional Median Openings**

In-house design and construction of directional median openings at two intersections with extensive crash histories in order to limit left turns across multiple lanes of traffic was completed in substantially less time and money than if this work had been contracted. For additional information, please contact Thomas Greene at the Department of Transportation (772) 465-7396 ext. 7075 or [thomas.greene@dot.state.fl.us](mailto:thomas.greene@dot.state.fl.us). 2007-DOT-030

### **24. Reduced Construction Time**

Utilizing a new product of carbon polymer sheet pile in lieu of concrete sheet pile saves money. For more information, please contact H.T. Waller at the Department of Transportation in Chipley (850) 415-9720 or [h.waller@dot.state.fl.us](mailto:h.waller@dot.state.fl.us). 2007-DOT-006

### **25. Installation of Qwick Kurb to Directionalize Medians**

Using the product “Qwick Kurb” to directionalize median openings saves money. For more information, please contact Gary Thompson at the Department of Transportation in Tampa (813) 975-6253 or [gary.thompson@dot.state.fl.us](mailto:gary.thompson@dot.state.fl.us). 2007-DOT-004

### **26. Production Report Savings**

A user-friendly process reduces the time, from as much as six hours to less than five minutes, that production managers spend determining which projects are behind schedule and generating reports. Production managers customize reports to meet individual needs. An access database that generates the report is also used by maintenance offices to identify connection permits within the limits of current design projects. For more information, please contact Jim Knight at the Department of Transportation (386) 961-7707 or [james.knight@dot.state.fl.us](mailto:james.knight@dot.state.fl.us). 2006-DOT-044

## **Facilities and Maintenance**

### **27. Roadway Stabilization Technique**

Design of a hopper that feeds sand and cement into sinkholes to stabilize roadways reduces project costs. For more information, please contact Binay Prakash at the Department of Transportation in Lake City (386) 961-7737 or [binay.prakash@dot.state.fl.us](mailto:binay.prakash@dot.state.fl.us). 2007-DOT-008

### **28. Improved Roadway Shoulder Repair**

Incorporating asphalt milling material and top soil and muck acquired from permit and other agencies' projects produced a superior material mix that increased quality, thereby reducing the need to rework the same area. For more information, please contact Mike Atkins at the Department of Transportation (561) 432-4966. 2007-DOT-020

### **29. Improved Data Management**

A geographic information system captures, stores, updates, manipulates, analyzes and displays multiple forms of geographically referenced information. For more information, please contact Henry Haggerty at (386) 961-7890 or [henry.haggerty@dot.state.fl.us](mailto:henry.haggerty@dot.state.fl.us). 2007-DOT-016

## **Safety and Security**

### **30. Child Safety Seat Installation**

A public/private partnership in Northeast Florida helps protect children in the event of a crash. Child car seat installation reportedly exceeds 70%. The “We Have A Little Emergency” (WHALE) program grabs the attention of parents, helping to ensure that seats are installed correctly. More than 30,000 children ride safely in their car seats because of the WHALE program. For more information, please contact Andrea Atran at the Department of Transportation in Jacksonville (904) 614-8377 or [andrea.atran@dot.state.fl.us](mailto:andrea.atran@dot.state.fl.us). 2006-DOT-040

### **31. Transportation Safety Data**

Collection and coding of traffic safety data by civil engineers working on construction projects formerly required approximately eight hours. Now, downloading traffic crash data and supporting program information into PC-based digital files and placing them on CDs reduces data download time to less than ten minutes. For more information, please contact Peter Hsu, P.E. at the Department of Transportation in Tampa (813) 975-6251 or [ping.hsu@dot.state.fl.us](mailto:ping.hsu@dot.state.fl.us). 2005-DOT-008

### **32. Security Awareness Training**

A security awareness training program tailors material from the Rutgers University National Training Institute in order to meet the safety and security needs of personnel in Florida. For more information, please contact Alaxon Pitts at the Department of Transportation (850) 638-0250 ext. 671 or [alaxon.pitts@dot.state.fl.us](mailto:alaxon.pitts@dot.state.fl.us). 2004-DOT-014

## **Traffic Signals**

### **33. Conversion of Conventional Traffic Signals to LEDs**

A fast track retrofit of traffic signals in Broward County with light emitting diodes (commonly called LEDs) speeds up operational savings to local governments that maintain them. For more information, please contact Ira Bell at the Department of Transportation (386) 961-7315 or [ira.bell@dot.state.fl.us](mailto:ira.bell@dot.state.fl.us). 2006-DOT-008

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

A traffic signal and roadway lighting acceptance program that reduces the timeframe for inspection and acceptance saves time and money. On-time project completion benefits the traveling public and business owners. For more information, please contact James Jeffers at the Department of Transportation in Ft. Lauderdale (954) 958-7628 or [james.jeffers@dot.state.fl.us](mailto:james.jeffers@dot.state.fl.us). 2004-DOT-017

### **35. Re-timing Traffic Signals**

An inter-agency partnership with the Department of Transportation can save money on traffic signal retiming. For more information, please contact Marilda Hoover at (954) 777-4367 ext. 4367 or at [marilda.hoover@dot.state.fl.us](mailto:marilda.hoover@dot.state.fl.us). 2003-DOT-011

## **Training**

### **36. Maintenance of Traffic Training**

Training to help ensure that traffic control devices are in place during hurricane evacuations facilitates safe travel of motorists and emergency responders. For more information, please call Ed Ward at the Department of Transportation in Lake City (386) 961-7581 or [ed.ward@dot.state.fl.us](mailto:ed.ward@dot.state.fl.us). 2007 DOT-001

## TRAVEL SAVINGS

### **1. Mileage Savings**

Use of the Microsoft Streets and Trips computer program can reduce travel costs. For more information, please contact Denise Devlin at the Department of Juvenile Justice in Cocoa (321) 690-6436 or [denise.devlin@djj.state.fl.us](mailto:denise.devlin@djj.state.fl.us). 2006-DJJ-009

### **2. Mileage Reimbursement**

An electronic form that automates documentation and calculation of employee mileage reimbursements creates consistency. For additional information, contact Christine Carr at the Department of Juvenile Justice (904) 726-0030 or [christine.carr@djj.state.fl.us](mailto:christine.carr@djj.state.fl.us). 2006-DJJ-001

## UNEMPLOYMENT COMPENSATION

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

An application that allows internet-based unemployment compensation claims to be processed without manual intervention automatically verifies customer information and migrates it to a mainframe computer. For more information, please contact Ron McCraie at the Florida Agency for Workforce Innovation in Tallahassee (850) 245-7485 or [ron.mccraie@awi.state.fl.us](mailto:ron.mccraie@awi.state.fl.us). 2004-AWI-004

## **WORKERS COMPENSATION**

### **1. Unemployment Compensation Review Process**

A process for reviewing employee claims for unemployment compensation helps assure its integrity. For more information, please contact Miguel Masferrer-Blanco at the Department of Revenue in Tallahassee (850) 921-1057 or [blancom@dor.state.fl.us](mailto:blancom@dor.state.fl.us). 2005-DOR-005

### **2. Checking Subcontractors' Workers Compensation Coverage**

This database provides contractors an electronic means of checking whether subcontractors' workers compensation policies are enforced in order to avoid being liable for any on the job injuries of a subcontractor's crew. For more information, please contact Linda Yon at the Department of Financial Services in Tallahassee (850) 413-1702. 2005-DFS-005

### **3. Automated Indemnity Calculations**

Automated processes, using an electronic spreadsheet, for calculating indemnity benefits, penalties and interest reduces calculation time and increases collection of monies that are payable to permanently injured workers. The spreadsheet can be used wherever there is a need to calculate indemnity benefits. For more information, please contact Mary Adelson at the Department of Financial Services in Tallahassee (850) 413-1789 or [mary.adelson@fldfs.com](mailto:mary.adelson@fldfs.com). 2006-DFS-021

### **4. Streamlined Auditing Process**

Processes for auditing insurer practices in workers compensation claims increase data collection without increasing time spent in the field. They also enable auditors to shift focus during an audit in order to capture problem areas needing immediate attention. For more information please contact Mary Adelson at the Department of Financial Services in Tallahassee (850) 413-1789 or [adelsonm@dfs.state.fl.us](mailto:adelsonm@dfs.state.fl.us). 2005 DFS-011

### **5. Reporting of Safety Incidents**

An electronic form integrates and populates documents to report safety incidents, producing time and cost savings. For more information, please contact Bobbie Rednour at the Department of Environmental Protection in Tallahassee (850) 245-3088 or [bobbie.rednour@dep.state.fl.us](mailto:bobbie.rednour@dep.state.fl.us). 2006-DEP-039

### **6. Delinquent Support**

A tracking system that determines whether child support is owed before workman's compensation claims are paid to non-custodial parents increases delinquent support and court cost collections. For more information, please contact Mary Rhodes at the Department of Revenue in St. Petersburg (727) 507-6140 or [rhodes@dor.state.fl.us](mailto:rhodes@dor.state.fl.us). 2003

### **7. Countermeasures to Reduce Physical Aggression Events**

Countermeasures which reduce physical aggressive events also reduce workers compensation claims. For more information, please contact Anthony Clayton at the Department of Children and Families (850) 663-7576 or [anthony\\_clayton@dcf.state.fl.us](mailto:anthony_clayton@dcf.state.fl.us). 2007-DCF-014

### **8. Telephone "Hotline" Improves Safety**

A quality improvement process that facilitates immediate reporting of “near miss” or potentially unsafe situations reduces worker compensation claims and liability expenses. For more information, please contact Brian Lane at the Broward County Health Department (954) 467-4824 or [Brian.Lane@doh.state.fl.us](mailto:Brian.Lane@doh.state.fl.us). 2006-DOH-005

**9. Improved Safety in the Operation of State Watercraft**

A boating certification program reduces the cost of lost work hours and workers compensation claims caused by unsafe operation of watercraft. For more information, please contact park manager Toby Brewer at the State Parks Service, Department of Environmental Protection (727) 816-1888 or [toby.brewer@dep.state.fl.us](mailto:toby.brewer@dep.state.fl.us). 2005-DEP-005

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## ***About Florida TaxWatch***

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Florida TaxWatch is a statewide, non-profit, non-partisan taxpayer research institute and government watchdog that over its 28-year history has become widely recognized as the watchdog of citizens' hard-earned tax dollars. Its mission is to provide the citizens of Florida and public officials with high quality, independent research and education on government revenues, expenditures, taxation, public policies, and programs, and to increase the productivity and accountability of Florida Government.

Florida TaxWatch research recommends productivity enhancements and explains the statewide impact of economic and tax and spend policies and practices on citizens and businesses. Florida TaxWatch has worked diligently and effectively to help state government shape responsible fiscal and public policy that adds value and benefit to taxpayers.

This diligence has yielded impressive results: in its first two decades alone, policymakers and government employees implemented three-fourths of Florida TaxWatch's cost-saving recommendations, saving the taxpayers of Florida more than \$6.2 billion -- approximately \$1,067 in added value for every Florida family, according to an independent assessment by Florida State University.

Florida TaxWatch has a historical understanding of state government, public policy issues, and the battles fought in the past necessary to structure effective solutions for today and the future. It is the only statewide organization devoted entirely to Florida taxing and spending issues. Its research and recommendations are reported on regularly by the statewide news media.

Supported by voluntary, tax-deductible memberships and grants, Florida TaxWatch is open to any organization or individual interested in helping to make Florida competitive, healthy and economically prosperous by supporting a credible research effort that promotes constructive taxpayer improvements. Members, through their loyal support, help Florida TaxWatch bring about a more effective, responsive government that is accountable to the citizens it serves.

Florida TaxWatch is supported by all types of taxpayers -- homeowners, small businesses, large corporations, philanthropic foundations, professionals, associations, labor organizations, retirees -- simply stated, the taxpayers of Florida. The officers, Board of Trustees and members of Florida TaxWatch are respected leaders and citizens from across Florida, committed to improving the health and prosperity of Florida.

With your help, Florida TaxWatch will continue its diligence to make certain your tax investments are fair and beneficial to you, the taxpaying customer, who supports Florida's government. Florida TaxWatch is ever present to ensure that taxes are equitable, not excessive, that their public benefits and costs are weighed, and government agencies are more responsive and productive in the use of your hard-earned tax dollars.

***The Florida TaxWatch Board of Trustees is responsible for the general direction and oversight of the research institute and safeguarding the independence of the organization's work. In his capacity as chief executive officer, the president is responsible for formulating and coordinating policies, projects, publications, and selecting professional staff. As an independent research institute and taxpayer watchdog, Florida TaxWatch does not accept money from Florida state and local governments. The research findings and recommendations of Florida TaxWatch do not necessarily reflect the view of its members, staff, distinguished Board of Trustees, or Executive Committee, and are not influenced by the positions of the individuals or organizations who directly or indirectly support the research.***

### ***Florida TaxWatch Values:***

***◆ Integrity ◆ Productivity ◆ Accountability ◆ Independence ◆ Quality Research***



[www.floridatxwatch.org](http://www.floridatxwatch.org)

106 N. Bronough Street  
P.O. Box 10209  
Tallahassee, FL 32302

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