



PRUDENTIAL PRODUCTIVITY AWARDS



RECOGNIZING &
REWARDING
THE STATE'S BEST

ABOUT PRUDENTIAL FINANCIAL, INC. OUR TITLE SPONSOR

Prudential Financial's distinctive Rock logo and the Prudential name combined create one of the most recognizable and trusted brands in the world today. The company's 143-year history is a testament to the level of service it has provided to customers around the world.

Since Prudential's founding in 1875, its people have been committed to making a difference in local communities. In Florida, Prudential has maintained a major presence since 1953. In addition to donating hundreds of thousands of employee volunteer hours each year to benefit local communities, Prudential supports a wide variety of non-profit programs across the United States and beyond.

Last year, the company conducted various philanthropic activities in the state, including: sponsoring the Florida Black History Month and Florida Hispanic Heritage Month and donating hundreds of hours to various projects across the state.

In Jacksonville, volunteer efforts included regularly preparing and serving 470 hot meals per month at the I.M. Sulzbacher Center for the Homeless, and filling more than 365 backpacks for local foster children.

Prudential and our employees have a long-standing commitment to the communities where we work and live. Through various programs, we provide business expertise, financial assistance and employee volunteers to address the critical needs of our communities. It leads community involvement and employee volunteerism under the banner "Prudential CARES."

In 2015, The Prudential Foundation invested \$27 million in grants to support the revitalization of communities and the community engagement efforts of Prudential employees around the world. Grants were made in the areas of Arts & Culture, Civic Infrastructure, Economic Development and Education & Youth Development. The Foundation has provided more than \$800 million in grants, and nearly \$2 billion in impact investments to date. In 2013 alone, direct employee donations couples with The Prudential Foundation matching gifts contributed \$15.6 million to nonprofit organizations.

Prudential Financial, Inc. (NYSE: PRU), a financial services leader, has operations in the United States, Asia, Europe, and Latin America. Prudential's diverse and talented employees are committed to helping individual and institutional customers grow and protect their wealth through a variety of products and services, including life insurance, annuities, retirement-related services, mutual funds and investment management. In the U.S., Prudential's iconic Rock symbol has stood for strength, stability, expertise and innovation for more than a century. For more information, please visit www.news.prudential.com.



A MESSAGE FROM FLORIDA TAXWATCH AND THE FLORIDA COUNCIL OF 100

In 1989, Florida TaxWatch and two of its co-founders, J.E. Davis and A.D. Davis (owners and co-founders of Winn-Dixie Stores, Inc.), created an awards program with the Florida Council of 100 that would inspire, reward, and recognize enterprising state employees for their innovative and cost-saving accomplishments.



The Davis brothers determined that the awards program was simply one product of their long-standing business and civic philosophy: to empower “the troops” and invigorate the human spirit while giving people an equal shot at success, not the certainty of it. Their common-sense vision of taking personal responsibility for redefining productive government has inspired state government employees to strive for excellence.



Even though the Davis brothers are no longer with us today, their wisdom, strength, and unwavering commitment to serving taxpayers lives on through today’s awards program. They would be proud to know that since 1989, over 16,000 nominations have been submitted totaling nearly \$10 billion in cost-savings, cost-avoidances, and added value to the lives of Florida’s residents and visitors.

The success of this program would not be possible without title sponsor Prudential and the other generous corporate sponsors, and we cannot thank each of them enough. We would also like to thank the distinguished members of the Panel of Judges for their review and spirited discussion of the best of this year’s achievements; and the Governor, Lt. Governor, Cabinet members, agency heads, and civil service men and women who continue demonstrating extraordinary dedication to our great state and help improve the lives of Florida’s citizens through their outstanding innovations and productivity achievements.

A handwritten signature in black ink that reads "David Mann".

David Mann
Chairman of the Board of Trustees
Florida TaxWatch

A handwritten signature in black ink that reads "Patrick J. Geraghty".

Patrick J. Geraghty
Chair
Florida Council of 100

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for a great
ROI.



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Capital Health Plan congratulates all **Prudential Productivity Award Winners.**

Capital Health Plan, your local and trusted health plan is proud to have served this community for over 30 years.

Capital Health Plan is a national leader in health care and is rated the highest plan in Florida according to “NCQA’s Private Health Insurance Plan Ratings 2017-2018.”





RICK SCOTT
GOVERNOR

June 5, 2018

Dear Friends:

To the dedicated state employees receiving a 2018 Florida TaxWatch Prudential Productivity Award, congratulations on your success, and thank you for your hard work!

When I became Governor in 2011, Florida's economy was in freefall, and it was hard to imagine how our communities and businesses would recover. I promised to fight every day to turn our state around, and today, it's clear our hard work during the past seven-and-a-half years has paid off. Florida's economy has seen incredible growth with nearly 1.5 million new private-sector jobs since December 2010, and we have solidified Florida as a national leader and a global destination for trade.

Thanks to the hard work of dedicated state employees like you, we have been able to save tax dollars by making state government more efficient. Our Securing Florida's Future budget provides more than \$370 million in savings as a result of our continued efforts to become more efficient and save tax dollars. Florida has shown that cutting taxes, reducing regulations, and keeping the cost of living down allows job creators to grow and succeed. Since 2011, we have reduced more than 5,000 burdensome regulations and cut taxes by more than \$10 billion, including nearly \$550 million during the most recent legislative session.

These savings have allowed us to secure Florida's future by making record investments in education, transportation, and our environment so that the incredible progress we have made will continue to ensure the prosperity of Florida families for generations to come. For the sixth straight year, we have secured record funding for K-12 and state universities to ensure every student has the opportunity to receive a world-class education in Florida. Also, for the fifth consecutive year, we once again made sure higher education is affordable with NO tuition increases.

Again, congratulations, and thank you for helping make our state a great place to live, visit and grow a business.

Sincerely,

A handwritten signature in blue ink, appearing to read "Rick Scott".

Rick Scott
Governor

State Of Florida

RESOLUTION

WHEREAS, the Prudential Productivity Awards, which is supported by corporate and philanthropic contributors, was founded by Florida TaxWatch in partnership with the State of Florida; and

WHEREAS, Prudential Financial, Inc., manager of \$1.184 trillion in assets and approximately \$3.5 trillion gross life insurance in force worldwide; serving individual and institutional customers in 43 countries and territories, has been gratefully welcomed as the program's continuing Title Sponsor; and

WHEREAS, the Prudential Productivity Awards recognize and reward outstanding Florida state government employees and teams whose work measurably increases public service productivity and promotes wise innovations that better serve the people of Florida; and

WHEREAS, the Prudential Productivity Awards program is dedicated to the idea that recognizing, rewarding and replicating diligence and innovation can and does increase government performance and productivity for its citizens; and

WHEREAS, from the time of the productivity awards program's inception, over 16,000 nominations have been submitted to recognize state employees who produced over \$9.5 billion of added value to Florida's taxpayers; and

WHEREAS, 2018 marks the twenty-ninth year of this landmark program; and

WHEREAS, the Governor and Cabinet support this valuable program as a means of recognizing and rewarding those whose dedication, imagination, innovation, and professional skills improve the products and services produced by Florida state agencies and enhance the lives of the citizens they serve; and

WHEREAS, agency managers and supervisors are encouraged to promote award winning achievements that can be adapted and implemented by other employees, teams and work units to maximize their productive value, to track implementation and report results to agency awards coordinators, and to nominate adapted achievements for recognition in 2018; and

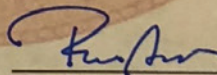
NOW THEREFORE, BE IT RESOLVED that the Governor and Cabinet of the State of Florida do hereby recognize June 2018, as

PRUDENTIAL PRODUCTIVITY AWARDS RECOGNITION MONTH

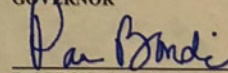
in the State of Florida.

IN TESTIMONY THEREOF, the Governor and Cabinet of the State of Florida have hereunto subscribed their names and have caused the Official Seal of the State of Florida to be hereunto affixed in the City of Tallahassee on this 13th day of June, 2018.

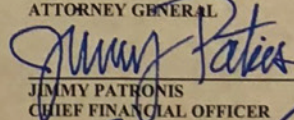




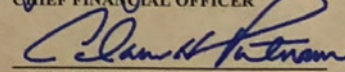
RICK SCOTT
GOVERNOR



PAM BONDI
ATTORNEY GENERAL



JIMMY PATRONIS
CHIEF FINANCIAL OFFICER



ADAM H. PUTNAM
COMMISSIONER OF AGRICULTURE

THE DISTINGUISHED PANEL OF JUDGES

Dear 2018 Winners,

Congratulations! The 2018 Judges Panel is honored to be part of this unique program that recognizes state employees for outstanding efficiency and productivity projects. Over the past 29 years, you and your coworkers have amassed over \$10 billion in cost savings. That's impressive by any standard!

The Distinguished Panel of Judges is comprised of business leaders from across our state, representing a diverse range of industries and expertise. We convene annually to ensure all nominations are judged based on merit to determine candidacy for an award.

We would also like to thank the staff at Florida TaxWatch for their extraordinary efforts shepherding this well-respected program. From the kick-off via the agency coordinators training to the closing of the last regional luncheon, it is a herculean effort that spans every corner of the state. Thank you, Team TaxWatch.

Most importantly, we would like to thank all agency coordinators, department heads, and agency secretaries. You are the behind-the-scenes heroes. Every smile on the stage and every round of applause is a result of your combined efforts. We are sure your staff, teams and colleagues are all very grateful. We are too.

We look forward to seeing most of you at the 2019 ceremony. Until then, allow us to say this just one more time, from all of us on the judges panel, thank you!

Sincerely,

Your 2017-18 Distinguished Panel of Judges

THIS YEAR'S PANEL

[Barbara Ray](#)

North Highland

[Scott Rainey](#)

North Highland

[Tom Glennon](#)

Capital Health Plan

[Andy Corty](#)

Florida Trend Magazine

[Deborah Curry](#)

Florida Institute of Certified
Public Accountants

[Katy Fenton](#)

Kyra Solutions, Inc.

[Max Oligario](#)

Bank of America Merrill Lynch

[H. Dean Ridings, CAE](#)

Intersect Media Solutions/
Florida Press Association

[Skip Foster](#)

Tallahassee Democrat

[April Salter](#)

SalterMitchellPR

PRUDENTIAL PRODUCTIVITY AWARDS

2018



PRUDENTIAL & FLORIDA TAXWATCH CONGRATULATE THE 2018 WINNERS &
THANK OUR GENEROUS SPONSORS!



TATE ENTERPRISES

DOMINIC & DEBBIE
CALABRO

STEVE & LINDA
EVANS



BUILDING A BETTER FUTURE

We proudly salute the recipients of the Prudential Productivity Awards for their innovative achievements and dedication to the citizens of Florida.



We Celebrate Your Innovative and Cost-saving Ideas!

Kyra is one of Florida's leading IT solutions providers, and our team has the pleasure of working every day with amazing state employees to serve the citizens of Florida. We salute those who dedicate their life's work to making our state sustainable, affordable, and remarkable. Congratulations to the winners of the 2018 Prudential Productivity Awards.



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A photograph of Charlie Ward, a former Heisman Trophy winner, sitting in a red leather chair on a stage. He is wearing a white and red checkered shirt, red pants, and glasses. He is holding a microphone in his right hand and gesturing with his left hand. In the background, there are three water bottles on a table. The background is a blue wall.

HEISMAN WINNER JOINS PPA WINNERS FOR A NIGHT TO REMEMBER

Florida State University legend and Heisman Trophy winner
Charlie Ward was the keynote speaker for the Tallahassee
kick-off ceremony in early June 2018.



(l to r) TaxWatch President & CEO Dominic Calabro and his wife Debbie; former TaxWatch Chairman Mike Jennings, Prudential (Ret.) and his wife Brenda; and Prudential Vice President Mike McCann



LEAD Engineering President & CEO Mauricio Gonzalez addresses the Miami area ceremony



AvMed Health Plans Vice President Brian Brown addresses the Miami area ceremony

Thank You for Helping to Build a Stronger Florida



Florida Trend magazine congratulates the nominees and recipients of this year's Prudential Productivity Awards.

Your commitment, diligence and creativity resulted in millions of dollars in savings for Florida taxpayers.

For 60 years, Florida Trend has been consistently recognized for its coverage of the issues, people and ideas that define Florida business and shape its future.

We recognize and salute state employees for their dedication and professionalism.

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Trend**
THE MAGAZINE OF FLORIDA BUSINESS

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THE 2017-18 WINNERS

DEPT. OF TRANSPORTATION

Thomas Carver

Tom saw the need for a local district network monitoring system in FDOT's District 2 to help reduce false reports of network outages. Because FDOT previously only had two monitoring systems in Tallahassee and Gainesville, false reports of outages in other districts were frequent. Tom's hand-built new system was much needed to solve this issue, and saved the department approximately \$100,000.

DEPT. OF TRANSPORTATION

Carol Friel

When a fellow Turnpike team member went on military deployment, Carol took on many of her responsibilities. Upon stepping up to handle property damage claims, Carol developed an interface within the Operations Management System that streamlined the processing of these claims. Thanks to her systematic approach, Carol was able to process over 500 property damage reports and submitted over \$900,000 in property damage claims for reimbursement during the term of Shellyann's military deployment.

DEPT. OF LAW ENFORCEMENT

Samuel Vela

When tasked with designing and implementing a network monitoring system for 7 FDLE Regional Operations Centers across the state, Sam exceeded expectations. He dutifully built a system from low-end servers and low-cost software and installed it in all of the Regional Operations Centers at no cost and low overhead to the centers.

DEPT. OF HEALTH

MedImpact Cost Savings Initiative Team

Andrea and Otis took the initiative to reduce expenditures by renegotiating a contract amendment with a vendor. By restructuring current contractual terms associated with pharmacy benefit management services for our KidCare population, their efforts resulted in approximately \$1.5 million in savings to taxpayers.

DEPT. OF TRANSPORTATION

Public Records Access Team

Faced with an increasing number of public records requests, the Public Records Access Team began working on creating a website for the public to gain access to the Department's surveying and mapping records. The team recognized there is a better way to handle this important service to the public and reduce staff's time allowing them to work on other assignments.

DEPT. OF HEALTH

HPV Vaccinators - Cancer Eliminators Team

By retraining our nursing and support staff and partnering with our school district, DOH-St. Johns utilized and adapted evidence-based practices developed by the Centers for Disease Control and Prevention (CDC) to increase the Human Papillomavirus (HPV) vaccination rate for eligible children in our clinic, from 35% in fiscal year 2014-15 to 89% in fiscal year 2016-17.

DEPT. OF FINANCIAL SERVICES

Coverage Assistance Program Team

The Division of Workers' Compensation developed an online tool, the "Coverage Assistance Program" (CAP), to help employers and insurance agents find workers' compensation insurance coverage and save on premiums. CAP allows users to search for carriers that actively have policies insuring specific employer class codes and job activities, thus reducing the need to use the workers' compensation insurer of last resort, the FWCJUA.

DEPT. OF ENVIRONMENTAL PROTECTION

Jonathan Woods

Jonathan displayed great initiative by repairing numerous pieces of equipment needed to accomplish water quality monitoring projects. The damaged equipment (including two boats, two trailers, and two boat motors), is essential to many water quality projects. Jonathan's efforts resulted in a time savings of 14 working days and approximately \$11,560.

UNIVERSITY OF CENTRAL FLORIDA

University of Central Florida Surplus Property Team

The UCF Surplus Property Team designed a new user friendly online database that makes it easy for property custodians to share information and schedule asset transfers. In addition to recovering more than \$1.6 million above what would have been received had the project not been launched, starting in 2015 an additional \$1,785,000 worth of assets were successfully transferred.



DEPT. OF TRANSPORTATION

Fort Myers Operations Center Team

Mark Prescott and Charles Smith designed and built a removable chipper box for a crew truck to allow for direct mulching from the chipper machine to the truck bed; increasing speed of operation, as well as saving truck trips because of the larger load that can be hauled at a time. Mark and Charles' innovation saved the debris removal project on average three trips per day and more than \$7500 without incurring a significant cost to the department.



**DEPT. OF TRANSPORTATION
District 7 Workstation Team**
Ray and Fernando saved the department nearly \$15,000 a year in labor costs by automating a computer system to do the job that was taking 5 team members 3 hours every day. This job included remediating a report for machines that were reporting a bad antivirus status, such as, out of date virus definitions or broken installs. This daily process that was handled by a team of individuals is now automated without human intervention.

DEPT. OF FINANCIAL SERVICES

Patra A. Johnson

Patra Johnson took the initiative of identifying multiple areas in need of improvement within the Division of Consumer Services and the Bureau of Consumer Assistance and implementing the needed process changes. Her efforts were outside of her normally assigned duties and have led to improved efficiency within the leadership.

DEPT. OF TRANSPORTATION

Mark Barnes

Mark maximized production by having two additional chipper boxes made which allowed for additional trucks to be utilized during the chipping operations. This increased production by removing the bottle neck associated with shutting down the chipper while waiting for trucks to return from the disposal site.

DEPT. OF TRANSPORTATION

Tony Williams

In 2015, Tony Williams developed a program to generate CADD Compliance Reports automatically in seconds for Construction Plans Phase I-IV & Specifications Phase. This saved several staff hours in conducting CADD Compliance Checks / Reports and improved District Two's Cost & Time Performance Measures, resulting in an annual cost savings of \$207,200 for FDOT.



**DEPT. OF TRANSPORTATION
Indrio Road Project Construction CEI Cost Savings Team**

In times of crisis, it's always good to have teams ready to respond. After Hurricane Irma delayed FPL's response time to de-energize power lines, this team developed an innovative approach to keep a project on schedule and thus save the department nearly a half million dollars. By working with the manufacturer of the mast arms along a stretch of State Road 614, the team was able to permanently modify the mast arms to perform the lighting installation without having to wait for FPL to de-energize the lines during the aftermath of the Hurricane.

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▲
DEPT. OF ENVIRONMENTAL PROTECTION
The Florida Park Service GIS Team

Using their knowledge of state parks, GIS, and application design, the Florida Park Service GIS Team developed a rapid response application to provide "real-time" state park closure, emergency status, and damage assessment for 174 state parks. The system was integral to the safety and shelter of Floridians during Hurricane Irma, saves DEP staff time, expedites reporting, and was accomplished without expending development costs. The program saves DEP approximately \$100,000.

▼
DEPT. OF LAW ENFORCEMENT
Jeannelyn Adona

When the Jacksonville Biology Section was backlogged with over 2,000 cases last year, Jeannelyn stepped up. Jeannelyn exceeded her annual casework productivity expectation by approximately 259.8%, effectively completing the work of two Crime Laboratory Analysts in the Biology section single handedly, while simultaneously serving as a principal instructor for two analysts in training.

▶
JUSTICE ADMINISTRATIVE COMMISSION
Defending Best Interests Team

Faced with an 11 percent spike in the number of abused, neglected and abandoned children coming into out-of-home care, and lacking the resources to meet this need, the Guardian ad Litem Program launched the Defending Best Interests Project which provides free private representation to dependent children. This allows the Program to shift resources to other critical front-line needs and saves \$143,067.48 annually.



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PRODUCTIVITY
AWARDS

PRESENTED BY THE
GUARDIAN AD LITEM
DEFENDING BAY
DISTRICT TEAM

ALAN ARNAMOITZ
THOMASINA MOORE



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GIVES US ALL BETTER PERSPECTIVE.**

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Bring Your Challenges[®]

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**DEPT. OF TRANSPORTATION
Intelligent Transportation Systems Disposal Team**

Turnpike Traffic Engineers noticed that the current surplus disposal procedure was very inefficient, so they worked with their Property Department to implement a change that would not only save money, but in some cases, generate funds as well. In addition to saving more than \$1,000 in surplus materials pickups, the team was able to generate nearly \$1,000 in income for the department through recycling and bulk trash disposal.

**FLORIDA STATE UNIVERSITY
FSU Take 15 Team**

The FSU Take 15 Team developed a research, marketing, and advising campaign that has significantly helped students improve their academic performance, graduate earlier, and save money on the costs of their degree. Altogether the cost savings and unrealized opportunity cost savings associated with this program are estimated to be \$85,975,000.

**DEPT. OF TRANSPORTATION
The High Polymer Binder Implementation Team**

This team developed a new high polymer binder that can replace expensive concrete roadways with similar durability at a much lower cost. Per lane mile, the new high polymer binder costs approximately \$240,000 to construct, which is 73% less expensive than concrete roadways.

**DEPT. OF MANAGEMENT SERVICES
Stefanie Higgins**

After taking a five-day Lean Six Sigma Green Belt class, the nominee recognized areas within DSGI in which process improvements were warranted and took the initiative to improve these processes. Specifically, she identified an opportunity to improve the contract file and management process which had not been updated for many years and needed a vast overhaul for consistency within DSGI. Altogether, the nominee's efforts led to a total cost savings of \$432,000.00 in taxpayer money.

**FLORIDA A&M UNIVERSITY
Candidate Empowerment Center Team**

In an effort to place more minority students as teachers in the classroom Mrs. Thompson has increased the likelihood that students take a diagnostic testing assessment by placing the assessment in a computer based format where it is now accessible to all College of Education students who are registered for school. Prior to this achievement, the diagnostic test was only available in paper format. Mrs. Thompson's innovation resulted in printing cost savings of approximately \$800 for the school.

**DEPT. OF EDUCATION
Education Practices Commission Paperless Team**

Faced with an increasing case load over a 3-year period, the Education Practices Commission Paperless Team created an electronic filing system to streamline the processing of cases. By improving the efficiency of case processing, the team also saved taxpayers approximately \$6,216.

**UNIVERSITY OF FLORIDA
UF Enrollment Management Publication Wizards**

This team saw an opportunity to cut costs for the University of Florida by insourcing the production of the admissions acceptance packages that it sends to newly admitted freshmen each year. By improving the acceptance packages from an 8-page booklet to two 24-page booklets, Mrs. Buchanan and Mrs. Siwy more than doubled the content of each package, thus providing a much better service to the university at a cost savings of nearly \$85,000.

**DEPT. OF TRANSPORTATION
Consultant Evaluation System Development Team**

The Consultant Evaluation System created by this team allows department staff to easily evaluate an external consultant's quality, schedule and management on department contracts ensuring selection of the most qualified consultant firm for future contracts. The system enables DOT staff to spend tax dollars more efficiently resulting in a cost savings of nearly \$50,400.

**DEPT. OF TRANSPORTATION
Daniel Smith**

Amid renovations in his own department, the District Four Regional Transportation Management Center, Dan recognized the District Four Office of Information Technology's need for new monitors, so he decided to transfer his department's old but still modern monitors over to them. This resulted in savings of about \$33,000 for OIT.

**DEPT. OF TRANSPORTATION
Dong Chen**

Mr. Chen developed an application that saved his department time and money. His Maintenance Inventory Mobile Application saved the district \$7,000 by allowing maintenance technicians to perform these audits more quickly and accurately, and eliminating the need for barcode scanners in inventory audits.

**FLORIDA STATE UNIVERSITY
May Bolden**

Faced with limited financial resources that prohibited contracting with an outside vendor, May Bolden researched, designed, built, and implemented an innovative Field Application System for Social Work students pursuing field placements using the Fluid Review software licensed by Florida State University. May's dedication to FSU students resulted in a cost savings of \$4,752 annually.



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DEPT. OF EDUCATION

John Brett

John Brett took the initiative to resurface 99 aging modular desk surfaces that were damaged and needed replacement parts that were no longer produced by the manufacturer. Mr. Brett's decision to resurface the desks rather than purchase new desks saved taxpayers about \$170,000.

DEPT. OF PROFESSIONAL & BUSINESS REGULATION

Florida Business Information Portal Team

This team created a responsive, interactive online informational portal and downloadable guide at www.OpenMyFloridaBusiness.gov to help the public navigate state-issued licenses, permits and registrations required to start and operate a business in Florida. The Florida Business Information Portal is an extremely helpful resource to aspiring entrepreneurs in the Sunshine State.

DEPT. OF EDUCATION

Online Transcript Entry and Evaluation System Rewrite Team

This team rewrote the antiquated Online Transcript Entry and Evaluation System (OTEES), which evaluates transcripts for the Bright Futures Scholarship Program and the Talented Twenty program, resulting in over \$53,000 cost savings, more user-friendly websites, and ease of maintenance and enhancements.

DEPT. OF TRANSPORTATION

Miami Gardens Drive Park and Ride Lot Design Team

When faced with a time crunch, this team rose to the occasion. Not only did they complete a park-and-ride construction project that wasn't supposed to be built until 2023, but they did it in less than 12 months. The team saw an opportunity to capitalize on funds that would have expired had they not moved quickly, so they incorporated the park-and-ride lot into an already ongoing project.

DEPT. OF TRANSPORTATION

GIS Utility Testhole Team

This team came up with the idea to create a GIS layer on the District 6 GIS application for testholes performed on projects to minimize future requests. Every project with drainage, signal, or lighting work usually requests several utility testholes. These new GIS tools allow designers to view past testholes from previous projects, reducing the need for new testholes in the future.

DEPT. OF VETERANS AFFAIRS

Facility based C.N.A. Training Program

Faced with shortages of Certified Nurse Assistance in the work force, Lisa Wise developed a facility-based Nursing Assistant training program. The program met the strict requirements of and received approval from Florida Board of Nursing. With assistance from Gwendolyn Hamilton, Lisa developed actual lesson plans and agenda for the program.

DEPT. OF LAW ENFORCEMENT

Karen Wilson

Karen's research on ways to more efficiently work gun crime cases in the forensic laboratory aided the agency in its decision to develop policy changes that are more in line with the rest of the country. The efficiency gains produced by these policies conservatively approximates the work of 1 Crime Lab Analyst, saving the department an estimated \$52,000.

DEPT. OF TRANSPORTATION

Sarah Earls

Sarah went above and beyond to save Florida taxpayers over \$9 million. She resolved a conflict between a highway construction project and a local barge company called Grady Marine in Fort Lauderdale wherein FDOT would have had to reimburse Grady for displacement during the project. By asking the design team to find another way to construct the project, Sarah avoided a \$9 million conflict.

FLORIDA STATE UNIVERSITY

MRO Cost Reduction Team

This team explored current maintenance procedures for air handlers in buildings on FSU's campus and found ways to improve them to reduce the maintenance frequency for belt changing by 50% and improving the reliability of the machines. As a result, Florida State University will save \$150,000 and spend no capital to implement the changes.

DEPT. OF TRANSPORTATION

Alton D. Miller

Alton Miller created step-by-step instruction videos for a new Corrosion Series testing method released in July 2016 to educate FDOT employees. Alton began practicing the new method even prior to its July 2016 release date, demonstrating great initiative. His innovative and informative videos are a great resource for FDOT employees.

DEPT. OF ENVIRONMENTAL PROTECTION

OGC Contracts Unit

The Contracts Unit upgraded the process of tracking contracts for legal review from a spreadsheet to a more efficient system. This new system allows legal reviewers to keep track of assignments and timelines as well as notifies clients when contracts are assigned and review is completed and provide them with the ability to check contract review statuses at any time.

DEPT. OF FINANCIAL SERVICES

Frank Perry

Mr. Frank Perry, at no additional cost to the Department of Financial Services, created a course entitled "Mastering Leadership Concepts" that incorporates multimedia formats combined with new opportunities to learn leadership practices, resulting in the Office of Learning & Development's plans to offer Mr. Perry's course to all DFS employees.



DEPT. OF VETERANS AFFAIRS

James Ansboury

With the loss of the Veterans' Preference Coordinator, an incredible void was left to work with Veterans and Human Resources Divisions regarding Veteran's employment issues. Unable to fill the position, Mr. Ansboury worked nights and weekends for 4 months to learn all of the complexities surrounding regulations related to assisting Veterans in obtaining employment, while using their earned eligibility for Veterans' Preference.

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DEPT. OF MANAGEMENT SERVICES
Contract Management Team for Motor Vehicles

The Contract Management Bureau successfully brokered, negotiated, and processed an innovative solution to a problem that jeopardized orders for 178 existing vehicles valued at \$3.8 million. When an agreement with the Ford Motor Company was breached due to price increases, the team swiftly contacted Ford to reaffirm the agreed-upon price and prevent the state from terminating its agreement.

DEPT. OF TRANSPORTATION
New Soil Drying Building Team

All roadways require good foundation soil. The process for drying this soil can be very labor-intensive, space-inefficient, and messy. This team decided that the process could be improved with a new building specifically dedicated to drying soil. After shifting the soil drying process over to the new building, productivity increased 20%, floor space was freed up in the main lab, and there was a significant boost in morale.

DEPT. OF MANAGEMENT SERVICES
Active Vendor Tracking Process Team

The Active Vendor Tracking Process Team made significant improvements to productivity by creating a reference to determine the status of vendors. Additionally, the team streamlined the transition of contracts and the review & approval process for publication of the Service Updates and notified customers of changes that materially affect their ordering processes.

DEPT. OF TRANSPORTATION
The Contamination Screening Tool Team

This team developed and implemented improvements to the Contamination Screening Tool (CST) within the District Geographic Information System (GIS) to reduce the time spent on project review. In addition, their work resulted in cost savings to the department by streamlining Project Consultant Negotiations.

DEPT. OF TRANSPORTATION
FDOT-Amtrak On-Time Performance Team

Instead of maintaining the current system, this team developed a software that calculates the daily on-time performance of Amtrak trains. Previously, FDOT used spreadsheets to make these calculations. With the click of a button on this new software, the team saves FDOT employees significant time making tedious calculations.

DEPT. OF HEALTH
Florida Health Grand Rounds Coordination Team

By hosting a monthly webinar series that features Florida's top health researchers, this team brought about a more efficient transition of research into public health practice. The cost savings that resulted from the decision to host a webinar instead of a traditional conference amounted to about \$395,015.

DEPT. OF TRANSPORTATION
Mikhail Dubrovsky

The processes and software developed by this team drastically improve the efficiency of the inspector-assigning process in District 6 of the FDOT. Since 2016, District 6 has used outside contractors as inspectors on its projects. The system implemented by this team streamlines the process for managing these inspectors and project funding.

DEPT. OF HEALTH
DOH-Hernando Family Planning Waiver Project

Working as a team of eight, the Client Services staff at the Department of Health in Hernando County increased the enrollment of eligible women in the Family Planning Medicaid Waiver Program by 29.8%. They did this by developing and standardizing the enrollment process which ultimately produced an additional \$9,470 in revenue and an additional 43 client reenrollments over the course of six months.

DEPT. OF TRANSPORTATION
Foundation Integrity Testing Team

By investing in new equipment, this team saved taxpayer dollars by improving the efficiency of quality checks of drilled shaft foundations. Not only did they improve the methods by which FDOT inspects the safety of these foundations, but they also helped minimize conflicts between the department and contractors. Their work will help ensure the safety of travelers, and continue to save money by conducting the tests themselves.

FLORIDA STATE UNIVERSITY
FSU Auxiliary Accounting Team

Prior to this team's implementation of a centralized accounts receivable system, each of FSU's 75 auxiliaries handled accounts receivable individually. This led to problems involving inefficiencies, customer service gaps, and lack of transparency. The new centralized system within the PeopleSoft Accounting System streamlines the billing, processing and revenue-tracking of accounts receivable for all auxiliaries of FSU.

DEPT. OF TRANSPORTATION
Victor A. LoPiccolo

For the last nine years, Victor LoPiccolo has volunteered to provide instructional training for Maintenance of Traffic certifications to all department of Transportation Staff and Department of Correction Officers working in the State right-of-way of District 5. He did this without an expectation of compensation and in total has saved the department nearly a quarter of a million dollars.





**DEPT. OF TRANSPORTATION
Intersection Improvement Team**

This duo exceeded expectations by organizing, coordinating, and expediting the design and construction of twenty-eight minor intersection improvement projects. They were responsible for reviewing upcoming projects in the area, setting and monitoring design and construction schedules, securing adequate funding for design and construction, identifying and resolving conflicts with existing utilities in the area, and keeping the public informed throughout the process.

**AGENCY FOR HEALTH CARE
ADMINISTRATION
Online Hospital Financial Data Dashboard
Team**

The Online Hospital Financial Data Dashboard Team converted a 120+ page static document that took several months to produce with a 5 page interactive Tableau Dashboard that takes less than an hour to publish. The team, led by Ryan Fitch and Emily Kinman, proposed and developed an innovative solution to an inefficient and lengthy process resulting in several months of time savings and about \$2,250 per year.

**DEPT. OF FINANCIAL SERVICES
Community Outreach Team**

Addressing the lack of comprehensive financial education resources for individuals with developmental disabilities, My Money, the department's financial education program, specifically provides individuals with developmental disabilities, parents, guardians, and support providers the lessons and resources needed to build a strong financial foundation.

**DEPT. OF TRANSPORTATION
D6 Lighting Retrofit Team**

When tasked with Lighting Retrofit Projects, this team developed innovative ways to expedite the design of these projects and save taxpayer dollars. They identified cost-saving ways to illuminate intersections by attaching LED fixtures to existing FPL poles.

**DEPT. OF TRANSPORTATION
Construction Document Storage and
Disposition Team**

This pair of individuals developed a system which notifies them when project documents reach the end of their retention period. This new system allows old documents to be purged immediately following their retention period, eliminating the need to store overflow documents off-site and saving taxpayer dollars on off-site storage costs.

**DEPT. OF HEALTH
IT Field Operations and Incident Response
Team**

Faced with very limited funding and potential data-security concerns, the Department of Health IT Field Operations and Incident Response team performed IT Security Assessments at 19 DOH facilities statewide in 2017. This produced detailed corrective action plans necessary to address multiple data security issues and provide services more effectively. Beyond that, this also saved Florida Tax payers nearly one million dollars in direct costs.

**DEPT. OF HEALTH
Joshua Carroll**

Joshua Carroll, a Computer Programmer in Florida Department of Health in Brevard County, created the eProgress system that gives supervisors the ability to track, analyze, and improve customer service within a customizable, program-specific platform. This eliminates the need for commercial off-the-shelf software and saves the department up to an estimated \$100,000 dollars.

**DEPT. OF HEALTH
HIV MPR TEAM**

This team implemented a new method for determining patient compliance with HIV medication helping avoid the association between non-adherence to medication and treatment failure or drug resistance. Within the DOH, this project is the first use of a surrogate measure of HIV medication adherence, for the prediction of viral suppression of clients on HIV therapy, and has since been designated for use throughout all 67 county health departments.

**DEPT. OF HEALTH
DOH-Polk County Breastfeeding Rates Team**

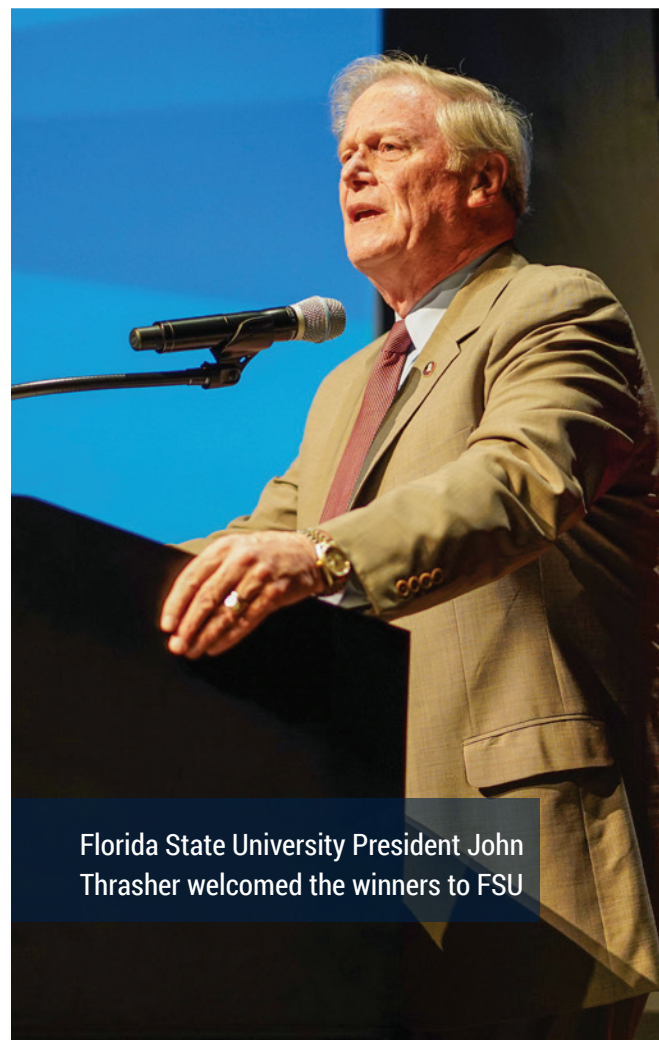
By forming teams and opening a competition between the various county locations, the Polk County breastfeeding Rates Team encouraged staff to set breastfeeding goals as a priority and as a result improved the county breastfeeding rate by 2.41%. Polk county, which has been historically low, now exceeds the state average in breastfeeding rates. The team estimates a savings of more than 1.8 million dollars in direct and indirect health costs.

**DEPT. OF TRANSPORTATION
Kandarappallil Jose**

Our next winner showed true initiative. K.C. Jose recognized a quantity overlap between excavation and rip rap pay items, and coordinated with design teams on two consecutive projects for FDOT. This resulted in cost savings of just over \$50,000. K.C. has also made efforts to prevent overspending on future projects by raising concerns with a project that has not yet begun.

**DEPT. OF HEALTH
Zika Research Grant Initiative Grant
Management Team**

In order to more quickly award grants from the Zika Research Grant Initiative to qualified candidates, the team condensed the review timeframe from 24 to 18 weeks. By utilizing quality tools to improve the process by which candidates for these grants are reviewed, the team was able to more efficiently award grants and fund research on the Zika virus.



Florida State University President John Thrasher welcomed the winners to FSU



Publix Super Markets Vice President John Provenzano emceeds the Central Florida area ceremony

DEPT. OF HEALTH

DOH-Collier County Haitian Prenatal Parenting Classes Team

This next team is an exemplar of compassion. In Collier County, the Haitian population used to have the highest rate of infant mortality at 14.6%. Not accepting this, our winners developed new Haitian Prenatal/ Parenting Classes recruitment and retention efforts to try to educate expecting parents on baby care. Their efforts led to outstanding results, lowering the infant mortality rate among the Haitian population from 14.6% in 2015 to 3.3% in 2016.

DEPT. OF TRANSPORTATION

D6 Maintenance Complaint Management Team

Recognizing an outdated system, this team developed a web-based, paperless system to document and track maintenance complaints and work orders for FODT-District 6. This new system replaced an old one that was no longer compatible with modern technology. The new system will save the department from legal fees that may have resulted from the loss of important maintenance information in the old system.

DEPT. OF TRANSPORTATION

Allen Skinner

In looking for alternatives to paying a monthly rental fee for a phone line to facilitate a connection that was integral to the radio communications system, Allen researched, found and installed a device that eliminated this need, ultimately eliminating monthly bills that averaged \$1,417.07.

DEPT. OF HEALTH

DOH-Volusia Florida Breast and Cervical Cancer Program (FBCCP) Team

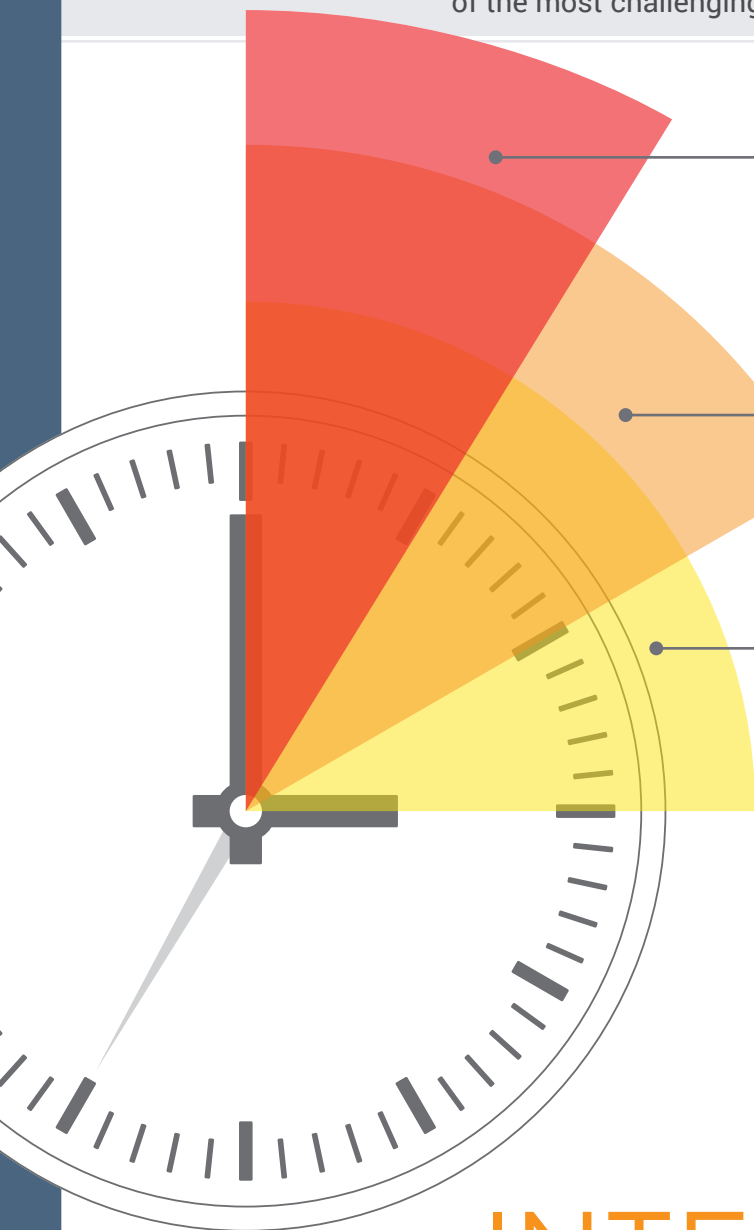
Due to the increased client tracking needs for the Florida Breast and Cervical Department in Volusia County, Marcus Ray, Richard Gadrim, and Suzy Malcom redesigned the Florida program's web application for better client tracking and crystal reports. Their efforts prevented an estimated \$18,000 in overspending and saved an additional \$6,000 in costs. More importantly, this application improves the care being provided to clients, and that is priceless.

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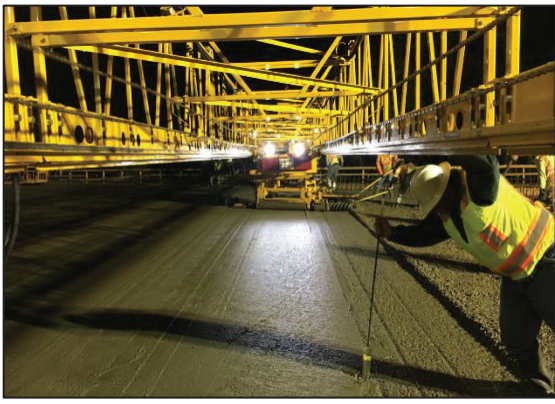
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DEPT. OF TRANSPORTATION

Endangered Lands ROW Acquisition Team

The achievement that won this award was a near perfect solution to a conflict involving a road expansion and the surrounding environment. In order to avoid negative environmental ramifications on plant and wildlife species in the area, this team minimized the right-of-way required on a road expansion. Not only did this change of plans resolve environmental issues, but it also saved approximately \$8.9 million in tax dollars.

DEPT. OF HEALTH

COSMO Team

Community Opportunities for Social Media Outreach, or COSMO, is an outreach project that used popular social dating sites to provide information and access to HIV and STI testing, awareness education, screening and treatment services high-risk men in Palm Beach County. Nearly 30% of those who were reached through the program requested more information, and the program is now being implemented as the template for social media engagement of similar populations in all 67 counties.

DEPT. OF HEALTH

DOH-Seminole Employee Wellness Committee

Beyond the state contracted benefits, the Florida Department of Health in Seminole County's Employee Wellness Committee was established to create a healthier work environment for employees. The Committee meets monthly to assess and implement measurable objectives that have supported positive lifestyle choices and encouraged wellness options. This achievement is expected to save up to \$25,000 in health care related costs, and a member of the team was asked to present their outcomes at a summit in Atlanta.

DEPT. OF TRANSPORTATION

Eddie Taylor

Eddie noticed a recurring problem involving trucks and bigger vehicles driving over shoulder areas and swales near shopping centers. This constant traffic had been eroding the swales and leading to further damage and costs to the department each time they patched the effected areas. Eddie took initiative in restoring the shoulder areas and planting shrubs and palm trees to prevent the issue from recurring.

DEPT. OF HEALTH

DOH-Seminole - School Health Immunizations

In spring of 2013 the School Health Immunizations team designed and delivered a kit which included educational flyers and materials that could be provided to private school staff. Through this and follow up measures over the following years non-compliant vaccination records for 7th grade students dropped from 5% to 2% and the department saved an estimated \$25,000.

DEPT. OF HIGHWAY SAFETY & MOTOR VEHICLES

Joel A. Slanco

Joel developed a new geographic information systems web page to replace the costly Florida Highway Patrol's Live Traffic Incident Reporting page. DHSMV had long been in need of a solution to the long-standing issue of maintaining this costly program. While still providing important traffic information to the public, Joel was able to save the department \$147,000 in the short run and approximately \$180,000 annually in the future.

**DEPT. OF ENVIRONMENTAL PROTECTION
Tool to Streamline Economic Rule Development Team**

This team collaborated to convert a manual process used to calculate regulatory costs of Total Maximum Daily Loads (TMDL) into an automated ArcGIS tool thereby reducing staff time by 96% saving an estimated \$8,602 per year.

DEPT. OF TRANSPORTATION

Timothy Butler

When presented with a conflict involving the construction of a project and its interference with the visibility of a local business's sign, Tim moved quickly on a solution. Rather than allow the department to become exposed to potential legal action and adversely affect a constituent, Tim worked with the design team to change the design so that the local business's sign would not be obstructed.

DEPT. OF HEALTH

DOH-Orange County TB Advisory Taskforce

Identifying TB patients, suspects, and contacts infected with HIV allows for optimal TB testing of these groups and provides opportunities to prevent TB in those without disease. The Orange County TB Advisory Taskforce was able to increase the percentage of TB cases with documented HIV test results from 82 to 92% while also saving the department between 100,000 and half a million dollars in healthcare costs.





Katie Eastburn of Kyra Solutions addresses the winners and their guests at the Central Florida ceremony

DEPT. OF HEALTH
DOH-Hillsborough Disease Control Business Center

The DOH-Hillsborough Disease Control created a centralized phone, appointment and medical billing process to assist clinical operations that were experiencing a significant amount of disruption in the registration process, medical billing, and reimbursement processes. This original idea has led to an estimated \$100,000 in cut costs and an estimated \$100,000 in additional revenue.

DEPT. OF TRANSPORTATION
Raquel Rivera

In preparation for an upcoming renovation, additional space was needed to house roadway maps and plans. These documents are used regularly and the original solution of storing them in an off-site monthly storage unit would have led to inefficiencies and additional costs. Raquel's innovative solution involved retrofitting existing equipment, allowing them to be stored on site at no additional costs and ultimately led to a savings of more than \$3500.

DEPT. OF TRANSPORTATION
Traffic Services Unit Team

Our next winner recognized a problem in which the slip-base design of traffic signals would not function properly and would break. Denzil Mitchell noticed this issue and proposed a potential cause to his area manager. Upon further investigation, it was found that Denzil was right, and his solution to the problem is currently being implemented. It is likely to prevent the problem from recurring altogether.

DEPT. OF HEALTH
School-Based Dental Sealant Program Team

In response to the oral health disparity that occurs in children of low-income families, the Florida Department of Health in Broward County (DOH-Broward) has implemented a School-Based Sealant program that has provided preventive dental services to more than 34,000 children who were lacking dental care, thereby reducing the future necessity and related costs of restorative dental treatment.

DEPT. OF ECONOMIC OPPORTUNITY
Self-Serve Team

The Self-Service Taskforce of the Customer Experience Team produced a series of tutorial videos that educates claimants on the requirements of receiving Reemployment Assistance Benefits. The effect of this was a great expansion of the self-service capabilities of the claimants, a great reduction in incoming calls, improved staff efficiency, and cost savings of nearly \$150,000.

DEPT. OF TRANSPORTATION

Jodi Johnson

The training that Jodi Johnson delivered to more than 300 Project Administrators in District 5 helped make the new Materials Acceptance and Certifications system a success. Without effective well-trained users, the database would be of little value and Jodi's work on this project saved the department more than \$18,000.

DEPT. OF TRANSPORTATION

Intelligent Transportation Systems Signs Team

With a portion of electronic message signs on highways no longer supported by the manufacturer and replacement not being budgeted for several years, this team developed a pilot project which modified the controller to restore functionality to signs which cost over \$150,000 each to replace.

DEPT. OF VETERANS AFFAIRS

Records Management Task Force

Recognizing the need for efficiency, this team reduced cost and time by reducing the cost of mail for box labels; training medical records and employees to make their own labels; and improving Records Storage Request by changing the department's box size, labels, and request forms in order to prevent redundancy.

DEPT. OF TRANSPORTATION

Ashley Young

Ashley went above and beyond her role as an administrative assistant by starting a recycling program that removed 3.28 tons of cardboard of landfills and saved 55 trees. After seeing the amount of cardboard that the office threw away, she volunteered to collect and transport it to a recycling center; she also encourages staff to bring in their cardboard to be recycled. In addition to saving 55 trees, her program has made significant energy savings and CO2 emission improvements associated with increased recycling.

DEPT. OF TRANSPORTATION

Work Program Project Screening to Achieve Cost Saving

Using a sophisticated data-driven approach, this team was able to identify opportunities to add safety projects to existing highway construction projects. This consolidation allows needed safety projects to be completed without the additional overhead costs that would be associated with a stand-alone project. The department estimates a savings of approximately \$800,000 over the course of a year.

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DEPT. OF HEALTH

WIC/DENTAL Collaborative Program

A six-month survey of the oral health of young children being seen in WIC programs revealed that many of them had never received dental care due to issues of time and lack of access. Knowing this, a WIC, Dental collaborative program was implemented to provide the needed Oral health and WIC services at the same visit. Increasing access to this needed preventative care has nearly saved an estimated \$300,000 in future costs.

DEPT. OF TRANSPORTATION

Ed Petersen

Challenged with electrical issues in the administration building's existing lighting, Ed developed a way to rewire the existing fixtures, essentially bypassing the ballast, to accept LED bulbs. This simple solution saved more than \$2,500 initially and eliminated the future cost of ballast replacement throughout the building.

DEPT. OF HEALTH

DOH-Franklin/Gulf Integrated Telephone Team

To enhance customer service, DOH-Franklin/Gulf installed an integrated phone system to streamline incoming calls across two counties, thereby increasing appointments scheduled by 54% in the first year.

DEPT. OF TRANSPORTATION

TSM&O Master Plan Task Team

This team developed a Transportation System Management Operations Master Plan to maximize the utility of transportation infrastructure and minimize congestion on roadways. Projects included using cameras to monitor and deploy traffic management services. The team also identified corridors and strategies which could achieve it's goal of mitigating congestion.

DEPT. OF HEALTH

Polk Effective Family Planning Method for Teens

The team collaborated across various departments and disciplines in order to make procedural changes and ultimately increase the number of teens who receive effective birth control. The changes made include a 'Quick Start' Protocol for providing protection on a teens first visit, staff training on documentation of teen pregnancies, the creation of a team to determine barriers and aids to offering birth control to teens, and a monthly audit process of birth control method coding. The team increased the percentage of teens receiving effective birth control from 67.8% in 2015 to 85.17% in 2016 which is well above the state target of 80%.

DEPT. OF HEALTH

FDOH-Polk WIC Information Video Team

Faced with no available funds, this team created client education videos which include how to come prepared for a better WIC experience, healthy behaviors, safety tips, and information about many other Health Department services. They estimate, based on the commercial quotes, the in-house team saved the department \$14,394.00 while also improving patient preparedness and care.

DEPT. OF TRANSPORTATION

Jim Martin

Jim created an automated Work Program Code Sheet that replaced the use of a hand-written form, adding the capacity to hyperlink to maps, programming lists, electronic signatures, dropdown screens, and more. He also produced a voiced-over tutorial on how to use the new form and a secondary tutorial for the District staff who will be responsible for the maintenance, content and input of the form.

DEPT. OF CHILDREN & FAMILIES

Therefore Solutions Team

Faced with many costs of a paper-intensive department and not having any paperless functionality, the Therefore Solutions Team increased quality and productivity in the Child Care licensure process by developing an electronic filing system to ensure workflow continuity and reduce, space, time and money.

DEPT. OF TRANSPORTATION

Donald Preson

This next winner truly sought to increase the efficiency of government. Don Preston of the Memorial Marker Program within DOT created a process and managed data for memorial markers dating back almost a decade. Don took the initiative to speed up the application and file retrieving process for memorial markers, shortening the process by several weeks, and helping to better serve families and friends experiencing a tragic loss.

DEPT. OF TRANSPORTATION

Rodney Carrero-Vila

This team improved a calendar feature in DOT's device management software to resolve a breakdown of communication between different teams within DOT. The new feature now prevents maintenance contractors from responding to redundant maintenance requests on a singular device, saving the department about \$39,000.

DEPT. OF HEALTH

DOH- Santa Rosa School Health Nurses

Faced with limited school health staff, the Florida Department of Health in Santa Rosa County school nurses partnered with a local LPN program to conduct mandated screenings for our county school children more efficiently with no additional cost to taxpayers.

DEPT. OF TRANSPORTATION

Levi Boyle

Faced with extensive landscape damages in the aftermath of Hurricane Irma, Levi re-negotiated new prices for the removal of existing landscaping with the contractor resulting in a 45% savings to the Department.

DEPT. OF CORRECTIONS

Hardee Work Camp - Heater Vent Brackets

Sgt. James Simmons and Officer Justin Lancaster designed and installed brackets to protect plumbing fixtures and heater vent covers using scrap metal that prevent inmates from hiding contraband and destroying the heater ducts and plumbing systems. They took on these tasks in addition to their assigned duties and in doing so they have saved the department an estimated \$50,000. More importantly, their efforts have significantly improved the safety of the compound for both inmates and staff.



Sachs Media Group Founder & CEO Ron Sachs emcees the Tallahassee kick-off ceremony



DEPT. OF CORRECTIONS

Joseph Blackburn

Officer Blackburn incorporated a seedling production program at Putnam Correctional Institution's Farm. By reducing the cost of 1,000 seedlings from \$30-40 to \$10-15, Officer Blackburn has effectively reduced the food cost for the Florida Department of Corrections.

DEPT. OF LAW ENFORCEMENT

Firearm Eligibility System Development and Implementation Team

Using Federal grant funds, the team developed, designed, and implemented an improved Firearm Eligibility System to reduce firearm background check processing time, realize automated efficiencies, and restructure the work flow to better utilize in-training team members. The results of this improvement are a much lower average processing time, as low as two minutes on high volume days, and the associated cost savings.

DEPT. OF PROFESSIONAL & BUSINESS REGULATION

Quality Assurance Reporting Team

The Quality Assurance Reporting team developed and implemented an application to automate the Quality Assurance program for the Division of Service Operations. This new application increased productivity within the QA Team by saving staff time, decreasing time spent on reports by 60%, and saving the division \$21,215.25 in OPS funds.

DEPT. OF PROFESSIONAL & BUSINESS REGULATION

Real Estate Incomplete Application Rate Reduction Team

This project reduced the most common causes of incomplete licensure applications being submitted to the department to ensure that applicants obtain licensure more efficiently. This change led to an 18% reduction in incomplete application submissions which translates to \$6,783,628.00 in savings to the applicant pool.

DEPT. OF TRANSPORTATION

Erik Nemati

The next winner helped resolve a potential conflict between DOT and a utility provider. When it was found that one of AT&T's utilities was obstructing the location where DOT was installing a new drain, Erik successfully convinced AT&T to move its utility to allow the project to proceed, thus saving the department time and money, as well as preventing prolonged road closures in a busy neighborhood.

DEPT. OF TRANSPORTATION

Michael Register

The new owner of a vehicle dealership refused to honor an existing contract the Department had with the previous owner. Had the funds not been used by the end of the fiscal year they would not be available for the purchase of new vehicles. By reacting quickly Mike was able to procure the new vehicles and avoided losing more than \$50,000 of the departments allocated budget.

AGENCY FOR STATE TECHNOLOGY

AST Strategic Security Team

The Strategic Security team successfully coordinated, procured, and executed a comprehensive one-week training program for 140 Florida Information Security Managers, their teams, and other attendees. Producing the training in-house saved tax payers \$421,838.00 and allowed for an additional 65 State employees to receive the training.

DEPT. OF ENVIRONMENTAL PROTECTION

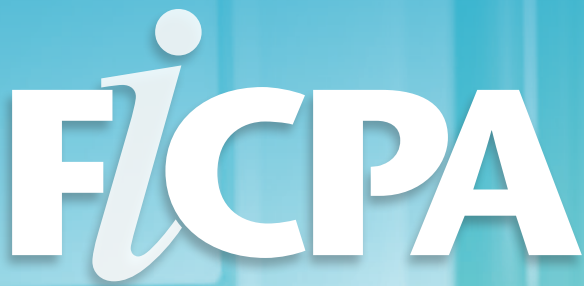
Water Compliance Assurance Program Team

The WCAP staff created a new process to verify that National Pollutant Discharge Elimination System inspection files meet EPA's requirements. This change has resulted in a large reduction of man hours previously spent selecting facilities to audit and \$22,147.14 in associated wage costs.

DEPT. OF ENVIRONMENTAL PROTECTION

Theresa Oquendo

To overcome the loss of 75 percent of the Mitigation Bank staff to retirement, the nominee developed a database and protocol that condenses a time-consuming, 16-step process into a 2-step process, greatly improving efficiency. The department estimates annual cost savings to be \$15,272.46.



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DEPT. OF REVENUE

Brian Crum

During Hurricane Irma, Brian was responsible for shutting down all computer services supporting Revenue field offices and ensuring the servers were online when the offices were cleared to reopen. His actions prevented unnecessary office downtime and aided department employees in serving customers as the state recovered from the storm.

DEPT. OF TRANSPORTATION

Michael Kelly

Facing increasing vehicle maintenance needs, costs, and an aging fleet, Michael innovated and implemented a new program to utilize soy based, bio-degradable cleaning products in place of hazardous petroleum-based products, resulting in a net savings for the Operations Center.

DEPT. OF TRANSPORTATION

Civil3D State Kit Implementation Team

This team has created the most comprehensive set of FDOT specific tools for design plan automation in AutoCAD Civil3D including: Multiline, Entity Manager, Take-off Manager, Sheet Set Organizer, Stripping Tool, Sign Tool, Sub Assembly Library, etc.; of which saves production procedures and time to market on every Civil3D design project for the State of Florida. Over the course of a year, the department estimates these tools will save a half million dollars designers' and engineers' in time.

DEPT. OF TRANSPORTATION

FDOTSS4 Workspace Team

This team creates and maintains the most comprehensive set of FDOT specific tools for design plan automation that save production procedures and time to market on every design project for the State of Florida. These tools reduce tedious and time intensive tasks which the department has valued at an estimated 5 million dollars annually.

DEPT. OF TRANSPORTATION

Structures Standards Plans Packager Team

The Structures Standards Plans Packager application is used to build a pdf file of the applicable documents from the Standard Plans for Road and Bridge Construction for each bridge in a project. This application does in minutes what used to be a 8 to 10 hour manual process and therefore saves the department an estimated \$400,000 annually in labor costs.

DEPT. OF HEALTH

Customer Feedback Team

Senior leaders were able to increase the average number of survey responses from 12 per month to more than 1000 per month through an innovative electronic survey deployment. At the end of service, each customer is given a tablet and offered the opportunity to take a survey. Most agree to taking the survey and this increase in feedback leads to better information and decision making.

DEPT. OF CHILDREN & FAMILIES

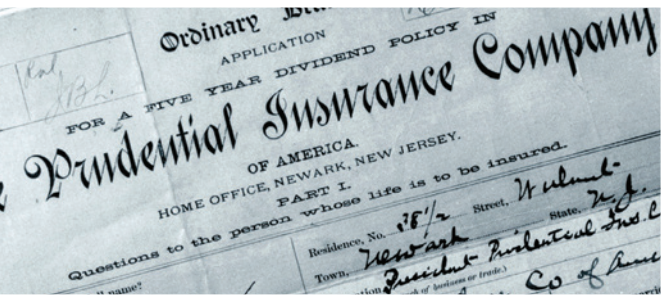
Lake City Food For Florida Disaster Site Team

After Hurricane Irma, the Lake City Food for Florida Disaster Site Team reduced the cost of running its site while providing the citizens and tax-payers with needed services in a timely and efficient manner. The team demonstrated impressive money management and planning coordination in order to quickly ensure services were provided to the citizens of Lake City at a cost savings of \$4,000.

DEPT. OF TRANSPORTATION

South Dade and Monroe Residency Team

This collaboration between different DOT departments saw the introduction of an innovative new milling method to construct roads. The method reduces the cross slope of roadways to improve rideability and cut costs, and ultimately saved the taxpayers approximately \$216,000.



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DEPT. OF TRANSPORTATION

Sign Manager Team

The Sign Manager Team developed a Geographic Information System (GIS) application to collect and manage FDOT's sign locations in District Four. Not only is this application efficient, but it also saved the department roughly \$24,000.

DEPT. OF TRANSPORTATION

Drainage Inquiry GIS Application Team

The Drainage Inquiry GIS Application Team created a GIS application that tracks all drainage flooding complaints in the district. By recording the dates of the inquiries and keeping track of them until they are resolved, the application helps project managers develop a more accurate project scope. The team saved the department about \$67,000.

DEPT. OF TRANSPORTATION

District 6 Maintenance Rating Program Team

This collaboration between Maintenance Rating Program and GIS teams took the initiative to renovate a 30+ year old system in order to make it more efficient, user friendly, and provide the ability to generate advanced performance metrics. Using mobile devices instead of a 140-page handbook and antiquated entry system allows for much better communications within the department and all-around better taxpayer service.

DEPT. OF ENVIRONMENTAL PROTECTION

CAP Comprehensive Activity Tracker

The Northeast District's Compliance Assurance Program (CAP) lacked a centralized system to capture and track inspection and case management tasks assigned to individual inspectors. This led the CAP Comprehensive Activity Tracker team develop a Microsoft Access database-driven computer program that functions as an all-encompassing work plan for inspections and case management across all programs in CAP, ultimately saving the department over \$25,000.

DEPT. OF FINANCIAL SERVICES

Mary Ann Nealy

To assist individuals with personal and professional growth, the Division of Consumer Services created the Basic Insurance Training Course that allows Specialists with no insurance experience the opportunity to learn about insurance and advance in their personal career. Beyond personal growth, this has also led to an increased team morale and staff retention, which saves time and money associated with onboarding of new employees.

DEPT. OF FINANCIAL SERVICES

Edna Berry

Edna Berry is an insurance specialist who realized that under Florida law, the restrictions on automobile insurance cancellation do not apply to motorcycle insurance. This misunderstanding of the law previously stopped consumers with motor cycle insurance from canceling their coverage and Ms. Berry's efforts gave back that right to consumers.

DEPT. OF TRANSPORTATION

DocuSign Team

Through the implementation of the DocuSign application, the team was able to efficiently resolve the issue of lost, delayed and untimely execution of Department contracts, by securely routing official documents for review and signature. The increased efficiency brought about by this teams efforts has led to a total savings of \$96,537.20.

DEPT. OF TRANSPORTATION

Mary McGehee

A Project Development and Environment study for widening a portion of State Road 40 found that a small convenience store would be impacted, and this would bring about significant costs, but the property was about to be sold and redeveloped. By coordinating with the city, Mary was able to bring to light that the Department would need a portion of this property in the future, and by requiring that the new owner dedicate the necessary portion of the property for right of way use, saved the department an estimated \$3.1 million.



Hayley Issacs of AvMed Health Plans addresses the winners & their guests at the Central Florida ceremony

FLORIDA STATE UNIVERSITY

Lean Work Order Communications Team

Faced with an increasing number of annual work orders the Facilities Lean Team was formed to better understand the respective roles of team members, streamline their processes, and improve customer service. The result of their efforts was a reduced average completion time of more than 70% in 2 months and an associated cost savings of \$103,612.

DEPT. OF PROFESSIONAL & BUSINESS REGULATION

Compliance Case Workflow Development Team

Staff at DBPR developed a new method of legal case workflow that creates processing efficiencies, saves production costs, and affirms the department's commitment to going paperless. The cost savings associated with the increased efficiency are estimated at more than \$11,500 annually.



DEPT. OF TRANSPORTATION

Allison Glunt

Responding to the requests of the cities impacted by the installation of a new traffic signal, Allison expedited the implementation of optimized traffic signal timing plans through the use of a temporary data collection system resulting in delay savings for thousands of travelers in the West Palm Beach area.

DEPT. OF PROFESSIONAL & BUSINESS REGULATION

Bureau of Education and Testing Audit Response Team

To provide an opportunity for licensed professionals to dedicate more time to managing and running their businesses rather than responding to regulatory audits, the Bureau of Education and Testing Audit Response Team developed an electronic audit response process that saves time and cuts costs by \$136,831.02 annually.

DEPT. OF ELDER AFFAIRS

Verizon eBill Team

Faced with an expanding fleet of smartphones and reams of invoices needing certification, the Verizon eBill Team developed an electronic distribution and certification system that improves efficiency and creates annual savings of \$6626.40 in printing and supply costs.

DEPT. OF ELDER AFFAIRS

Public Records Access and Response Team

The Long-Term Care Ombudsman Program (LTCOP) Public Records Access and Response Team developed a new process for the submission, tracking, and closing of public records requests, thereby eliminating the previous inefficient manual system of replying to public records requests. While there is no direct cost savings the improved efficiency helps everyone who needs to access these public records.

DEPT. OF TRANSPORTATION

Belqis Majboor, Kathy Thomas & the Design Quality Assurance Team

Belqis Majboor sought to improve the speed and efficiency of an outdated signing and sealing program for construction documents within FDOT by simplifying and automating the process. Her accomplishments have resulted in about \$250,000 in cost savings for FDOT each year.

DEPT. OF TRANSPORTATION

Jessica Lewis

Jessica reduced inspector and project team inefficiencies by creating an inspector binder to share between multiple team members, greatly reducing time and money spent by the Department, and allowing the turnover of team members to have a minimal impact on an individual project. Now, new folks can get up to speed quickly, and can see all of the relevant information in one place.

DEPT. OF TRANSPORTATION

Saira Rothschild

With a little extra effort, this next winner changed a project to save DOT time and money. It was at first thought that a particular roadway construction project would need to close a section of road in order to dig up and remove old pipe and replace it with a different size. Upon further investigation, Saira found that the old pipe would be sufficient for the project, avoiding approximately \$30,000 in additional costs.

DEPT. OF ENVIRONMENTAL PROTECTION

Adam Belden

In less than 18 months, Mr. Belden's efforts led to a tripling of available amenities, an 18% increase in park revenue from the previous year, and an increase in the number of events held at the park from 1 per year to more than 12. He is also responsible for savings of more than \$73,000 and an increase in the number of CSO members, from 3 to 78.

DEPT. OF TRANSPORTATION

Claudia Olarte

Faced with challenging tasks and limited resources, Claudia learned new skills and technologies in order to do the work normally done by an outside consultant. Her willingness to learn new skills and hard work thereafter, saved the department more than \$66,000 that would have normally been spent on an outside consultant. Her work resulted in a collaborative effort that streamlined project delivery and reduced the consultant analysis and design hour fees by 46%.



DEPT. OF ENVIRONMENTAL PROTECTION

Alligator Conditioning/Training Team

Homosassa Springs Wildlife State Park team trained the park's 8 alligators and one crocodile to respond to commands, so they could be safely loaded and moved for storm preparation. By using the new alligator conditioning and training methods, they saved the \$4500 that it would have cost to hire a licensed trapper to capture and relocate the animals.



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CHILDREN

The Children's Center is home to the only Pediatric Intensive Care Unit and Child Life Specialist in the region. More pediatric specialists and services are also coming to Tallahassee through a new affiliation with Wolfson Children's Hospital.



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DEPT. OF TRANSPORTATION

Broward Irma Value Engineering team

During the Hurricane Irma recovery many of the pre-planned emergency contractors were pulled to other parts of the state and therefore unavailable for Broward County. The Irma Value Engineering team proactively initiated a routine-maintenance contracts modification process that translated into a positive, responsive image for the Department of Transportation and saved taxpayers no less than \$300,000.

OFFICE OF INSURANCE REGULATION

Russell Bradbury

Unsolicited, Russell wrote a program to make the review of title agent data call filings fast and efficient saving the Office over 5,000 payroll hours or over \$204,000.

DEPT. OF MANAGEMENT SERVICES

State Purchasing Professional Development Team

DMS exceeded a legislative mandate to provide a certification program for contract negotiators by developing its own certification program, and therefore, creating an innovative, Florida-specific training while reducing the wasted out-of-office time by 79% and reducing total costs of training in 2017 by \$545,866.

DEPT. OF ELDER AFFAIRS

The CARES Paper to Cloud Team

The CARES Paper to Cloud Team implemented new procedures to convert the existing paper case records into a digital electronic format that is more easily accessible and maintained in a secure cloud-based environment. This eliminated costs associated with physical paper storage and resulted in a savings of \$259,292 for Florida Tax Payers.

OFFICE OF INSURANCE REGULATION

Thomas Ciavarella

Tom streamlined and automated the Life and Health Product Review Business Unit's annual Certificate of Valuation review process saving six months of man-hours worth \$57,498.

DEPT. OF TRANSPORTATION

District Six Communications Office

In an effort to streamline the process in place to notify elected officials about FDOT projects in all phases of development, this team implemented an electronic notification process that was able to reduce the time it took to send out notifications from two weeks to two days. Along with a significant increase in efficiency, this team saved the department several thousand dollars per year.

DEPT. OF TRANSPORTATION

District Six Districtwide Context Classification Team

The FDOT has adopted a comprehensive statewide plan to implement a Complete Streets policy. This has been greatly enhanced by the work of the D-6 PLEMO in proactively establishing an initial context classification for all the state roadways in Miami-Dade and Monroe counties using a GIS application. In total, this policy has saved roughly \$120,000 and could be used on projects in other counties.

DEPT. OF FINANCIAL SERVICES

Estate Project Management Development Team

Facing complex operational processes and communication challenges, the project team successfully created and implemented new project management policies and software, allowing the Division to streamline operations. This reduced the cost of administering receiverships and ultimately led to an increase in funds paid to claimants estimated between \$3 and \$7 million.

UNIVERSITY OF FLORIDA

MyCah Pleasant

MyCah Pleasant went above and beyond to improve the efficiency of the Department of Information Technology at the University of Florida. MyCah developed a program to centralize the documentation of IT services among the 8 different IT units operating at the university, thus providing a "one stop shop" which would allow technical staff and/or consumers of IT services to visit when needing assistance or supplemental information.

DEPT. OF TRANSPORTATION

Sod Field Improvement Team

Two Heavy Equipment Operators saved the department more than \$8500 by inventing a new way to clear hard rock between the curb and side walk. By attaching a plate to a Skid Steer's bucket, this pair turned existing equipment into a new tool that could complete a two-and-a-half-week project in one day. The department estimates that if used monthly, this innovation could save more than fifty thousand dollars a year.

DEPT. OF FINANCIAL SERVICES

Agent and Agency Services Legal Processing Unit

The Legal Processing Unit of the Florida Department of Financial Services made efficiency improvements that resulted in a 50% reduction in the time it takes to process investigative legal reports. This was done while also facing a reduced staff and led to a savings of \$35,000 per year.

Insurance Reinstatement Process Improvement Team

The Insurance Reinstatement Process Improvement team, consisting of representatives from the Department of Management Services (DMS) People First Team, Division of State Group Insurance (DSGI) and NorthgateArinso (NGA), greatly improved the efficiency of the Health insurance reinstatement process. Their hard work led to a reduced number of associated calls, cases, and escalations, which in turn led to a savings of nearly \$20,000 a year.

DEPT. OF MANAGEMENT SERVICES

People First Contract Administration and Service Center Oversight Team

The DMS People First Contract Administration and Service Center Oversight Team implemented a Call Calibration Initiative which reviews People First Service Center (PFSC) recorded calls and identifies areas that need improvement. These improvements have included: Increased complicated-scenarios training, implementation of soft skills training, implementation of real time feedback to PFSC specialists, and more. Shortly after the first Call Calibration meeting call satisfaction ratings began to rise, from 83.1% in October 2016 to 97.1% in March of 2017.



DEPT. OF VETERANS AFFAIRS

Glenn Sutphin & the State Veterans' Nursing Home Planning Team

This team in the Florida Department of Veterans' Affairs fought a USDVA regulation mandating states to build Community Living Centers (CLC's) instead of conventional State Veterans' Nursing Homes. Because the conventional nursing homes house more veterans, are cheaper to construct, and better suit the needs of Florida, the team convinced the USDVA to change the requirement and allow states to use their own discretion. This resulted in an \$8-10 million cost savings for FDVA as well as the addition of approximately 20% more beds than would have been added with the construction of a CLC.

DEPT. OF HEALTH

Darlene Pourcillie & the DOH-Okaloosa Dental and Billing Team

The dental clinic staff implemented a two-person reconciliation for the daily service report to catch coding errors prior to the bill file being generated. They also implemented service history checks for clients that had not been seen in the CHD clinic in the past year. In the first two quarters post implementation the clinic had already seen a 41% decrease (\$5,800) in denials for covered services, and expanding dental coverage to children in need.

DEPT. OF HEALTH

Dr. Pauline Rivers & the DOH-Hillsborough Lean Training Team

The DOH-Hillsborough Quality Council developed a 2.5 hour interactive, application-based training, with follow-up activities, on the basic concepts and tools of Lean for identifying, reducing and eliminating waste in everyday work processes. This training reached 85% of employees and led to multiple staff-driven process improvements throughout the agency.

DEPT. OF HEALTH

Suzanne Schaefer & the Miles of Smiles Mobile Dental Unit

FDOH-Bay's Miles of Smiles Mobile Dental Unit provides preventative dental services and oral health education to targeted underserved children in Bay District Title 1 schools and partnerships. The Mobile Dental Unit program fulfills tremendous demand for needed intervention among the Medicaid population and makes a positive impact to children's oral health outcomes.

DEPT. OF ECONOMIC OPPORTUNITY

Keantha B. Moore, Nikki B. Darling & the Work Opportunity Tax Credit Program Staff

This team's efforts to update the Work Opportunity Tax Credit (WOTC) program processes have all but eliminated a backlog of over 31,000 applications, decreased expenses by 72%, and increased usage of the system by 12%. The increase in efficiency has resulted in time and cost savings for many Floridians.

DEPT. OF VETERANS AFFAIRS

Ronald Burke & the FDVA Billing Unit

The Billing Unit of the FDVA, without an increase in funding, was able to increase their productivity by reorganizing job duties and reduce the amount of outstanding accounts by 39%. After a review, it was determined that payment posting should be limited to a few employees which frees up the rest of the team to work on older accounts and collect funds due to the state. In addition, the team was able to review Medicaid application statuses and recover in excess of \$150,000 that could have been lost due to timely filing requirements.

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The Florida Network is a statewide association of community-based agencies serving youth and their families.

DEPT. OF TRANSPORTATION

Andre McNair & the Treasure Coast Irma Response Team

The efforts of this team went well above the expectations for recovery teams after Hurricane Irma. Their efforts to clear debris and clear roadways for first responders spanned a total of 41 days in which they made effective use of all available hours to restore their FDOT district and the Keys to a more normal condition. Selflessly putting recovery efforts for their own homes aside, the members of the Treasure Coast Irma Response Team set an example for us all.

DEPT. OF MANAGEMENT SERVICES

Marsha Carnes & the The DMS' Lean Six Sigma Green Belts

The Department of Management Services' team of Lean Six Sigma Green Belts from 2017 each completed a certification project that resulted in a combined cost avoidance of \$400,911 for State of Florida taxpayers.

FLORIDA COURT SYSTEM

Jeffrey Morris & the Adult Post-Adjudicatory Drug Court Expansion Program Team

The Adult Post-Adjudicatory Drug Court Expansion Program identifies and diverts eligible felony offenders with diagnosed substance use and/or mental health disorders into drug court to obtain community-based treatment services designed to break the cycle of addiction and incarceration. This saves the state an estimated \$3.8 million in avoided prison costs and more importantly allows individuals to become productive members of their community again.

DEPT. OF REVENUE

Grace Reeves & the SCORE Partnership Team

The Department of Revenue established a unique and innovative partnership with the SCORE Association designed to drive business success while providing taxpayer education. The Department avoided costs of between \$1000 and \$3000 of procuring webinar hosting services/software by leveraging the use of SCORE's existing webinar platform.

DEPT. OF REVENUE

Rhonda O'Kelley & the Internal Transfer Program Team

Tamara Kelch and Brandy Hauwiller developed an internal transfer program that allows team members to transfer to a different team without going through an extensive hire process. With the implementation, the Child Support Program has been able to reduce the time spent on hiring by approximately 46%, resulting in a cost avoidance of \$1100.00 in FTE salary for each transfer. In addition, the ease of transfer to different teams have allowed team members the opportunity for professional growth and development.

DEPT. OF REVENUE

Trent Pelham & the Taxpayer Account Management System Project

The project created improved efficiencies in the Taxpayer Account Maintenance Section request process by automating the managing and tracking of requests for taxpayer account corrections into the Customer Relationship Management module of the SUNTAX system. These automations have led to increased efficiency and improved visibility.

DEPT. OF AGRICULTURE & CONSUMER SERVICES

Richard Kimsey & the Credit Card Skimmer Inspection Team

Working within existing budgets and available assets, Florida Department of Agriculture and Consumer Services created and standardized the process of employees searching and finding illegal credit card skimmers in as many gas pumps as possible. The result of this initiative was increased security of Florida residents and visitors from credit card fraud that the associated costs.

DEPT. OF REVENUE

Quinton Lightfoot & the Social Security Masking Team

This project enhanced the Department of Revenue's SUNTAX system and the Reemployment Tax Portal to restrict the visibility of Social security numbers to only authorized users to ensure security of confidential data. This change, mandated by data security regulations, would have cost more than \$100,000 had it been outsourced. The in-house development team saved the department this amount plus yearly maintenance costs by developing a similar solution in house.

AGENCY FOR STATE TECHNOLOGY

Eric Larson & the AST Disaster Recovery Executive Team

To protect the state's mission-critical applications in a disaster, the State of Florida Agency for State Technology implemented and tested an IT disaster recovery solution. This initiative transitioned eight customers with little or no disaster recovery capabilities to a solution with a 2-hour Recovery Point Objective for their critical applications and saved \$199,250 per customer.

OFFICE OF INSURANCE REGULATION

David Altmaier & the Office of Insurance Regulation

In early September, Hurricane Irma made two landfalls in Florida which resulted in over 850,000 insurance claims and estimated insured losses of \$6.2 billion. Under the leadership of Insurance Commissioner David Altmaier, the Office of Insurance Regulation was proactive both in its preparations and response to Hurricane Irma. Overall, their efforts provided consumers with timely access to their insurance companies, information to facilitate the claims filing process effectively, and time to resolve those claims without fear of losing their insurance coverage or receiving an increase in their insurance rates while recovering from the storm.

FLORIDA INTERNATIONAL UNIVERSITY

The FIU Division of Information Technology

In order to cut costs, the IT division at FIU carefully built an in-house staff that can deliver AV integrations and event support to the university community. Not only did this increase efficiency, but it also saved \$1.8 Million in potential costs by providing internal design services, avoiding external AV integrators, and keeping all of the related expenditures on campus.

DEPT. OF FINANCIAL SERVICES

Tammie K. Gibbs & the Legal Service of Process Team

For over 30 years, the Legal Service of Process Section has received and processed service of lawsuits manually, however with an information technology team and a dedicated LSOP Staff, an online web based portal was implemented that greatly improved efficiency within the department and saved taxpayers \$146,000 annually.

DEPT. OF CHILDREN & FAMILIES

Sheree Triplett-Roberts & the ACCESS: Available Critical Class Team

Economic Self-Sufficiency Specialists determine eligibility for food assistance, Temporary Cash Assistance and Medicaid benefits for the most vulnerable citizens in the state of Florida. It requires nearly a year for these individuals to be trained and become proficient in their jobs and as of July 2016 the vacancy rate for this position was above 50%. Management of this program redesigned the hiring and training process which resulted in an estimated \$429,956.00 added value and a much-improved customer experience.



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