



Reporting and Tracking Systems

Adoption and Foster Care

Interstate Compact Improvement

A database assists the Department of Children and Families and contracted community based care agencies with tracking the status of homestudy homestudies for interstate placement of foster children. For more information, please contact Susan Bell at (904) 723-2199 or Susan_Bell@dcf.state.fl.us. 2007 DCF-039

Auditing

Enterprise Confidential Data/Server Security Compliance Program

A standardized audit process developed at Florida State University determines if confidential or sensitive information resides on servers; determines vulnerability to unauthorized access and use of these servers; identifies ways to reduce the risk of unauthorized access; and provides remediation tools and technical assistance. This process resulted in three-year savings of more than \$760,000 and dramatically increased the level of information technology security awareness on campus. For more information, please contact Joseph Lazor at (850) 644-0062 or jlazor@fsu.edu. 2007 FSU-006

Assets

Personal Asset System Database

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

Technology Inventory Tracking Database

An inventory tracking database that captures more than \$100,000 of technological inspection equipment and accessories is an excellent managerial tool for both asset tracking and employee accountability. For more information, please contact Rick Akin at (850) 488-1133 or rick.akin@dbpr.state.fl.us. 2007 DBPR -010

Benefits

"Child In Care" Reviews

A spreadsheet that incorporates data from three separate systems helps to ensure that child welfare clients with open Medicaid cases have their benefits reviewed by the required due date. This proactive approach to Medicaid redeterminations contrasts with a previous approach of utilizing "past due" notices. For more information, please contact Vickie Abrams at (904) 723-5448 or vickie_abrams@dcf.state.fl.us. 2007 DCF-040

After adapting and implementing one of the achievements above, please submit a nomination for a Prudential Financial - Davis Productivity Award of up to \$2,500. Instructions and forms are available at www.floridatxwatch.org. The full list of adaptable achievements is on the website, as well. For further information, please contact your agency awards coordinator or Ms. Clarissa Dunlap, Executive Director of the Prudential Financial - Davis Productivity Awards, cdunlap@floridatxwatch.org or (850) 222-5052.



Case Management

Legal Case Tracking Manual

A legal case-tracking manual helps supervisors understand information collected statewide, and the procedure for running reports on a newly developed computer system in legal offices. For more information, please contact Caroline Torres at (850) 595-8358 or Caroline_Torres@dcf.state.fl.us. 2007 DCF-004

Legal Case Management

A case management tracking system utilized by the Attorney General's Office to track and manage child welfare legal cases was adapted and implemented statewide by Department of Children and Families staff. For more information, please contact Peggy Sanford at (850) 487-9986 or peggy_sanford@dcf.state.fl.us. 2007 DCF-027

Automated Review/Reporting of Quality Assurance

Automated instruments for conducting quality assurance of adult services provide for detailed case review information, automated compilation and analysis of review data, and a uniform reporting structure, thereby increasing accuracy and uniformity, and saving more than 600 hours annually in the Department of Children and Families Northeast Zone. For more information, please contact Lynne Powell at (904) 723-2191 or Lynne_Powell@dcf.state.fl.us. 2007 DCF-046

Storing, Tracking, and Retrieving Case Information

A document imaging, scanning, and viewing system automates storing, tracking, and retrieving of case information. For more information, please contact David Brey at (850) 921-0059 or David_Brey@dcf.state.fl.us. 2007 DCF-096

Integration of Two Statewide Client Tracking Software Applications

Merging two applications produced a statewide centralized database that allows information to be processed on a single server instead of 17 servers. For more information, please contact Ed Neu at (850) 414-2000 or neue@elderaffairs.org. 2007 DEA-005

Case Management Database

A case management database for misdemeanor probation and pre-trial release programs collects and tracks information electronically, enabling probation officers to provide up-to-date reports and information to judges and law enforcement on individual cases or an entire caseload. For more information, please contact Wendy Schlesinger at (850) 718-0027 or schlesingerw@jud14.flcourts.org. 2007 SCS-001



Computer Maintenance and Repair

Data Integrity Officer Tracking System

A system that tracks problems submitted to data integrity officers benefits Department of Juvenile Justice internal customers by its ease of use and notification when problems are corrected, and saves approximately \$75,000 in salary\travel annually. For more information, please contact Paul Prado at (407) 521-2789 or paul.prado@djj.state.fl.us. 2007 DJJ-016

Contracts, Grants and Forms

Contract Tracking System

A software program titled "D Carter" automates contract, invoice payment, and expenditure reconciliation processes. Custom toolbars open all work files relating to a specific contract with one key stroke. A built-in graph shows actual verses expected expenditures. Error messages spotlight atypical balances. For more information, please contact Curtis Hatcher at (850) 413-9389 or Curtis_Hatcher@dcf.state.fl.us. 2007 DCF-028

Grants Management Tracking System

A web-based system annually processes approximately 3,500 applications for \$2.7 billion worth of federal and state education funds submitted by public educators, community, and faith-based organizations. For more information, please contact Pete Tanzy at (850) 245-9775 or pete.tanzy@fldoe.org. 2007 DOE-007 and DOE-008

Customer Service

Processing and Tracking Complaints

A system to expedite processing and tracking of complaints includes an Excel spreadsheet that is color-coded and includes all cases assigned to each staff member, types of cases being worked, and whether cases have been closed or are still open. This system can be implemented in all 10 regional offices of the Division of Regulation, Department of Business and Professional Regulation. For more information, please contact Edwardo Garcia at (561) 682-0122 or ed.garcia@dbpr.state.fl.us. 2007 DBPR-031

Reference Guides for Child Care Licensing

Reference guides for child care licensing outline a step-by-step approach to assist internal and external customers with pulling and formatting data to facilitate analysis. For more information, please contact Alejandro Villibord at (305) 377-5006 ext. 120 or Alejandro_Villibord@dcf.state.fl.us. 2007 DCF-008

Fast Access Service Terminal

An automated system enables customers to sign-in for service and staff to view the number of clients waiting in order to reduce wait time. The system tracks inquires made, average wait time, and counseling staff involvement. Analysis of the data helps determine peak periods and



staffing needs, and improve information on the website. For more information, please contact Lisa Minnick at (407) 823-5393 or lminnick@mail.ucf.edu. 2007 UCF-001

Disaster Preparation and Recovery

Tracking Health Care Facilities During Emergencies

An emergency status system (EES) that tracks residential and inpatient health care facilities during emergencies, including evacuations, power outages, and structural damage to facilities affected by hurricanes, can be used by other state agencies and entities interested in monitoring storm-affected areas. An ESS web portal allows health care providers and authorized representatives to enter facility information. For more information, please contact Molly Mckinsty at (850) 414-9796 or mckinstm@ahca.myflorida.com. 2007 AHCA-002

Personal Asset System Database

A personal asset tracking database system for employees. It also improves accountability of department-issued assets when employees separate from the Department of Agriculture and Consumer Services by ensuring that purchase cards and other credit cards are cancelled in a timely manner. For more information, please contact Paul Palmiotto at (850) 921-6235 or palmiop@doacs.state.fl.us. 2007 DACS-001

Reduced Administrative Costs of Disaster Reimbursement

A disaster time keeping system increases efficiency and reduces costs associated with documentation required for Federal Emergency Management Agency reimbursement of labor costs for disaster response and recovery efforts. This system can track events of any type or size, whether local or statewide. For more information, please contact Roger Twitchell at (850) 245-4444 ext. 3028 or Roger_Twitchell@doh.state.fl.us. 2007 DOH-048

Education

Fast Access Service Terminal

An automated system enables customers to sign-in for service and staff to view the number of clients waiting in order to reduce wait time. The system tracks inquires, average wait time, and counseling staff involvement. Analysis of the data helps determine peak periods and staffing needs, and improve information on the website. For more information, please contact Lisa Minnick at (407) 823-5393 or lminnick@mail.ucf.edu. 2007 UCF-001

Eligibility Determination

Reduced Processing Time for Medically Needy Benefits

Case maintenance bill tracking staff redesigned a system to reduce the time to determine eligibility for "share of cost" pharmacy and medical services approval for the needy. Average time to process eligibility was reduced from four to two days for pharmacy bills, and from fourteen to four days for other medical bills. Medical providers have reduced operating costs



because timely services reduce costly follow up and duplication of work. For more information, please contact Frances Baylies at (813) 558-5686 or frances_baylies@dcf.state.fl.us. 2007 DCF-023

Employee Time

Improved Time Accounting Reporting Process

A time validation process replaces bubble sheets and a scanner with one that utilizes the PeopleFirst system. Staff now record time worked into PeopleFirst through the use of charge objects. For more information, please contact Janet Parramore at (850) 921-9141 or parramoj@ahca.myflorida.com. 2007 AHCA-008

Time and Accomplishments Reporting System

A cooperative assistance reporting system (CARS) tracks the time and accomplishments of cooperative forestry assistance foresters statewide. CARS replaced 42 databases that were difficult and time consuming to operate, and which resulted in duplicate reporting. CARS updates a time and accounting reporting system, reducing data entry time for state employees by 1/3 because they now file one report instead of two. A report generator provides timely comprehensive activity reports that are also useful to supervisors as a personnel management tool. For more information, please contact Susan Crona at (850) 410-0746 or cronas@doacs.state.fl.us. 2007 DACS-007

Environment

SUPER Act Tracking and Reporting System

The State Underground Petroleum Environmental Response Act (SUPER Act) requires locating and sampling drinking water wells around known or suspected sources of contamination, which typically are leaking underground fuel storage tanks. A data management system that tracks and schedules work in the SUPER Act Program enables staff to handle a significantly increased workload with no loss of quality for annual estimated added value of \$50,000. For more information, please contact Michael Berry at (941) 861-6133 or michael_berry@doh.state.fl.us. 2007 DOH-040

Financial

Expenditure Tracking Program

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



Screening Process to Reduce Laboratory Costs

A screening process for reviewing laboratory vendors' invoices identifies and tracks pending and subsequently approved Medicaid applications through the FLORIDA computer system. Thousands of dollars in lab costs are saved. For more information, please contact Lisa Corey at (386) 437-7350 or Lisa_Corey@doh.state.fl.us. 2007 DOH-021

Fixed Capital Outlay Financial Tracker System

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

Financials Data Warehouse for Encumbrance Reporting

A data warehouse system at the University of Central Florida features enhanced reporting views of historical and current financial data, plus budget and encumbrance data. This provides departments across the university with a controlled and comprehensive view of activity against departmental and project budgets. The warehouse is also used as an internal grants tracking database. For more information, please contact Rebecca Vilsack at (407) 882-1093 or rvilsack@mail.ucf.edu. 2007 UCF-007

Grants

Financials Data Warehouse for Encumbrance Reporting

A data warehouse system at the University of Central Florida is also used as an internal grants tracking database. For more information, please contact Rebecca Vilsack at (407) 882-1093 or rvilsack@mail.ucf.edu. 2007 UCF-007

Health and Social Services

Child Care Licensing Fine Tracking System

A child care licensing fine system that tracks civil penalties resulting from administrative fines increased collections by more than \$13,000 in the first year. For more information, please contact Suzette Frazier at (305) 377-5499 or suzette_frazier@dcf.state.fl.us. 2007 DCF-010

Improved Relative Caregiver Processes

Reducing the time (by an average of 6.1 months) to determine relative caregiver eligibility determination relating to placement of at-risk children saves more than \$100,000 in the Department of Children and Families Suncoast Region. This result stems from a more cohesive network of personnel to obtain documentation, secure exceptions to policies and procedures, reduce paper use, and improve tracking and reporting of benefits delivery. For more information, please contact Vivian Padron at (813) 558-5689 or vivian_padron@dcf.state.fl.us. 2007 DCF-022



Interstate Compact Improvement

A database assists the Department of Children and Families and contracted community based care agencies with tracking the status of interstate homestudy homestudies for interstate placements of foster children. For more information, please contact Susan Bell at (904) 723-2199 or Susan_Bell@dcf.state.fl.us. 2007 DCF-039

Streamlined Tracking of Medical Bills of the Medically Needy

Streamlining receipt, assignment and processing of bills submitted for the Medically Needy program, saved the Department of Children and Families Ft. Lauderdale office approximately \$50,000 in reduced paper, storage costs, processing time and salary dollars. For more information, please contact John Heckathorne at (954) 818-5685 or john_heckathorne@dcf.state.fl.us. 2007 DCF-060

Reimbursement for Rabies Vaccine

An initiative to obtain reimbursement for the state pharmacy rabies vaccine program that previously was uncollectible provided \$37,263 of reimbursement for the Lee County Health Department. This initiative insures that individuals exposed to rabies receive the vaccine even if they do not have the ability to pay. For more information, please contact Robert South at (239) 332-9580 or Robert_south@doh.state.fl.us. 2007 DOH-018

Screening Process Reduces Laboratory Costs

A screening process for reviewing laboratory vendors' invoices identifies and tracks pending and subsequently approved Medicaid applications through the FLORIDA computer system. Thousands of dollars in lab costs are saved. For more information, please contact Lisa Corey at (386) 437-7350 or Lisa_Corey@doh.state.fl.us. 2007 DOH-021

Emergency Vaccine Preservation Kit and DVD

To avoid the loss of vaccine doses during emergency events, a contact and instruction kit for providers attaches to their refrigeration units for easy access. Transparent plastic sleeves with magnetic strips facilitate use of critical information. A training DVD in English and Spanish accompanies the kit. This initiative is applicable to medication requiring refrigeration in all providers' offices, not just vaccine doses. For more information, please contact Rick Barrett at (850) 245-4444 or rick_barrett@doh.state.fl.us. 2007 DOH-025

Automated Vital Statistics Reports

Projects with complex reporting requirements may benefit from a system developed at the Department of Health. Based on product specifications, reports created from either provisional or final vital records are secured and automatically transferred to customers. Processes which formerly took months to complete occur rapidly and secure data transfer reduces risk. For more information, please contact Jo Ann Steele at (850) 245-4035 or joann_steele@doh.state.fl.us. 2007 DOH-061

Training Records

A learning management system handled nearly 3,000 training records requests in 2005-06 for a cost avoidance of \$86,391. It also provides information on training opportunities and

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tracks/confirm enrollment. For more information, please contact Laura Ethridge at (850) 245-4444 ext. 3991 or Laura_Ethridge@doh.state.fl.us. 2007 DOH-062

Inventory

Technology Inventory Tracking Database

An inventory tracking database that captures more than \$100,000 of technological inspection equipment and accessories is an excellent managerial tool for asset tracking and employee accountability. For more information, please contact Rick Akin at (850) 488-1133 or rick.akin@dbpr.state.fl.us. 2007 DBPR-010

Judicial

Case Management Database

A case management database for misdemeanor probation and pre-trial release programs collects and tracks information electronically, enabling probation officers to provide up-to-date reports and information to judges and law enforcement on individual cases or an entire caseload. For more information, please contact Wendy Schlesinger at (850) 718-0027 or schlesingerw@jud14.flcourts.org. 2007 SCS-001

Laboratory Samples and Costs

Laboratory Information Management System

An automated system that provides the real time status of samples and is accessible to Department of Agriculture and Consumer Services pesticide laboratory customers via an explorer type interface reduces data entry by 50%. For more information, please contact Patty Lucas at (850) 488-9375 or lucasp@doacs.state.fl.us. 2007 DACS-002

Screening Process Reduces Laboratory Costs

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Legal

Legal Case Tracking Manual

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Legal Case Management

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Licensing

Child Care Licensing Fine Tracking System

A child care licensing fine system that tracks civil penalties resulting from administrative fines increased collections by more than \$13,000 in the first year. For more information, please contact Suzette Frazier at (305) 377-5499 or suzette_frazier@dcf.state.fl.us. 2007 DCF-010

Payments

Reduced Processing Time for Medically Needy Benefits

Redesign of a system reduced the time to determine eligibility for "share of cost" pharmacy and medical services approval for the needy. Average time to process eligibility was reduced from four to two days for pharmacy bills, and from fourteen to four days for other medical bills. Medical providers have reduced operating costs because timely services reduce costly follow up and duplication of work. For more information, please contact Frances Baylies at (813) 558-5686 or frances_baylies@dcf.state.fl.us. 2007 DCF-023

Personnel

AWIKS Time Management System

A system to administer employee time for payroll purposes saved approximately \$120,000 plus annual licensing fees of more than \$20,000, while decreasing employee error. For more information, please contact Nancy Osborne at (407) 897-2880 ext. 1168 or Nancy.Osborne@awi.state.fl.us. 2007 AWI-005

Emergency Contact and Personal Asset System Database

An employee emergency contact/location and personal asset tracking database system reduces time developing and maintaining emergency contact and location information on Department of Agriculture and Consumer Services employees. It also improves accountability of department-issued assets when employees separate from the department by ensuring purchase cards and other credit cards are cancelled in a timely manner. For more information, please contact Paul Palmiotto at (850) 921-6235 or palmiop@doacs.state.fl.us. 2007 DACS-001

Tracking Employee Discipline

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

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Streamlined Employee Appraisal Process

Standardized forms assist supervisors' data collection to track employee performance on a monthly basis. They roll up automatically for the annual employee performance appraisal. For more information, please contact Marion Little at (305) 377-5460 or marion.little@dcf.state.fl.us. 2007 DCF-007

Records

Tracking Public Records Requests

A process to ensure timely response to public records requests includes a tracking database to log all requests and monitor response time while ensuring compliance with applicable laws. For more information, please contact Willa Beckley at (850) 487-6599, willa.beckley@dbpr.state.fl.us. 2007 DBPR-004

Re-engineered Records Center Operations

An automated records inventory tracking system facilitates location of stored records by box rather than file, record number, or date. First-year savings was an estimated \$25,206 and the number of back log records requested was zero. For more information, please contact Stephanie Pittman at (904) 259-6211 ext. 1663 or stephanie.pittman@dcf.state.fl.us. 2007 DCF-043

Social Security Reimbursements

Tracking System for Social Security Reimbursements

A system that sets up a multi-level file to track all elements needed for Social Security Administration reimbursements for vocational rehabilitation services makes finding more claims faster and more efficient. The new system increased reimbursements by 9% during the first six months. For more information, please contact Carol Bierkamp at (239) 278-7317 or carol.bierkamp@vr.fldoe.org. 2007 DOE-002

Technology

Storing, Tracking, and Retrieving Case Information

A document imaging, scanning, and viewing system automates storing, tracking, and retrieving of case information. For more information, please contact David Brey at (850) 921-0059 or David_Brey@dcf.state.fl.us. 2007 DCF-096

Remote Access Portal for Telecommuting and Emergency Applications

A secure internet portal enables the Department of Children and Families to expand its capability to provide access to services by clients, community partners, and department staff who work from home or other remote locations - especially during emergencies. This initiative positions the department for additional savings when, during emergency operations, temporary staff are deployed to help handle increased demand for services. Limited access can be granted to temporary staff at almost no cost. For more information, please contact David Warfel at (850) 922-6347 or david.warfel@dcf.state.fl.us. 2007 DCF-098

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Statewide Computer Anti-Virus Deployment

Electronically replacing anti-virus software with updated versions saves thousands of hours throughout the Department of Children and Families. For more information, please contact Scott Higgins at (850) 921-4487 or scott_higgins@dcf.state.fl.us. 2007 DCF-099

MyFlorida Family and Individual Help Website

A simple "one-click" search mechanism assists citizens seeking assistance. A web site provides a centralized point of access for a variety of human services. Links guide the viewer through a series of "starting points", "needs", and "destinations," and include information on employment, addiction, child care, child and adult abuse, developmental, mental, or physical challenges, disaster relief, housing and homelessness, family violence, food, medical, refugee, and cash help, and senior citizens. These links go directly to the point of desired information, not just to an agency. For more information, please contact Mike Gardner at (850) 487-8944 or mike_gardner@dcf.state.fl.us. 2007 DCF-102

Systems Management Server

Systems Management Server 2003 improves software deployment, security software patch distribution, hardware and software inventory, and XP desktop image deployment, eliminating user downtime when updates are made and reducing the time technical staff spend managing user access accounts. Technical staff time savings average 40 hours per software update and 80 hours per week on client maintenance. For more information, please contact Maureen Wines at (850) 595-8820 ext. 261 or maureen.wines@djj.state.fl.us. 2007 DJJ-010

Increased Security by Co-Locating Server Infrastructure

Co-locating all of the Division of Retirement's information technology equipment to the Shared Resource Center, a facility hurricane rated to 200 mph, provides 24/7 staffing, state-of-the-art smoke/heat/water detection systems, fire rated walls and ceilings, redundant power, and an intrusion detection system. For more information, please contact Cathy Kreiensieck at (850) 413-9309 or cathy.kreiensieck@dms.myflorida.com. 2007 DMS-021

Intrusion Detection and Performance Monitoring System

An intrusion detection and performance monitoring system increases the ability of the Education Data Center at the Department of Education to analyze and respond to network outages, and to proactively detect potential security threats before they become problems. For more information, please contact Joseph Heminway at (850) 245-9852 or joseph.heminway@fldoe.org. 2007 DOE-021

Improved Technical Support

New service support processes at the Department of Health in Tallahassee used ITIL principles that will save an estimated \$270,000 annually by reducing the time to resolve help desk tickets by 85%. For more information, contact Mike Odom at (850) 245-4305 or michael_odom@doh.state.fl.us. 2007 DOH-003