



## Training

### *Case Management*

#### **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](mailto:peggy_sanford@dcf.state.fl.us). 2007 DCF-027

#### **Training Legal Staff**

A NetMeeting program facilitated training on a new computer data case tracking system for 75 staff in 17 counties. For more information, please contact Timothy Brooks at (904) 798-4900 ext. 4924 or [timothy\\_brooks@dcf.state.fl.us](mailto:timothy_brooks@dcf.state.fl.us). 2007 DCF-035

### *Child Welfare*

#### **Child Care Injury Prevention**

Federal child care development funding was used by a partnership between the Duval County Health Department and the Department of Children and Families to provide an injury prevention training program for 365 staff in 64 child care centers with more than 2,000 children. The program focuses on safety procedures to help reduce disabilities and death. For more information, please contact Andrea Trzcinski at (904) 727-3417 or [andrea\\_trzcinski@dcf.state.fl.us](mailto:andrea_trzcinski@dcf.state.fl.us). 2007 DCF-033

### *Community Care*

#### **Enhanced Community Integration Skills**

A new approach to preparing persons with developmental disabilities for community life provides training community integration skills and allows for individual preferences in the selection of training programs. As individuals move from an institutional setting to the community they are better prepared for their new environment and lifestyle. For more information, please contact Dennis Nourse at (239) 694-2151 ext. 113 or [Dennis\\_Nourse@dcf.state.fl.us](mailto:Dennis_Nourse@dcf.state.fl.us). 2007 APD-001

### *Contracts and Grants*

#### **Contract Training Program**

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

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](http://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](mailto:cdunlap@floridatxwatch.org) or (850) 222-5052.



## Customer Service

### **Consumer Assistance Call Center Training Program**

A training program and manual for new call center members reduced the average time per call by up to one minute and decreased the abandoned rate by 25%. For more information, please contact Isabel Segundo at (850) 410-3785 or [segundi@doacs.state.fl.us](mailto:segundi@doacs.state.fl.us). 2007 DACS-004

## *Disaster Preparedness*

### **Personal Protection Training for First Responders**

An emergency medical services curriculum trained first responders in a consistent, standardized way, saving \$140,000 and redistributing ill-fitting equipment that was going to waste. For more information, please contact Jack Pittman at (850) 487-3146 or [jack\\_pittman@doh.state.fl.us](mailto:jack_pittman@doh.state.fl.us). 2007 DOH-028

### **Maintenance of Traffic Training**

Training for approximately 450 employees of the Departments of Transportation, Corrections and the Highway Patrol helps to ensure that traffic control devices will be in place during hurricane evacuations to facilitate safe travel of emergency responders on state roads and contra-flow on interstate highways. For more information, please call Ed Ward at (386) 961-7581 or [ed.ward@dot.state.fl.us](mailto:ed.ward@dot.state.fl.us). 2007 DOT-001

### **FEMA-Required Training**

Training on required Federal Emergency Management Administration (FEMA) National Incident Management Systems was developed at the University of Central Florida for a variety of employees. For more information, please contact Rick Grouby at (407) 823-5223 or [wgrouby@mail.ucf.edu](mailto:wgrouby@mail.ucf.edu). 2007 UCF-003

## *Environmental*

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

Multi-media, sector-specific training modules help environmental field inspectors to learn about advances in production processes and emerging technologies in the large, complex facilities they must inspect. For more information, please contact Vince Seibold at (904) 807-3301 or [vince.seibold@dep.state.fl.us](mailto:vince.seibold@dep.state.fl.us). 2007 DEP-0023

## *Fire Prevention*

### **Residential Assistants Training Program**

A fire prevention training program for Florida Atlantic and Florida International University residential assistants uses existing resources to enhance safety in student housing without any additional cost to the universities. The training focuses on case histories, fire prevention, unique dormitory hazards, fire alarms, fire evacuation plans/drills and fire extinguisher training. For more information, please contact Michael Long at (561) 640-6705 or [michael.long@fldfs.com](mailto:michael.long@fldfs.com). 2007 DFS-005

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## ***Foster Care***

### **Interagency Protocols Supporting Foster Student Success**

Department of Children and Families staff, contract providers, and the Orange County School Board provided training to foster care designees in each school and created a technical assistance manual concerning foster children. For more information, please contact Barbara Dirienzo at (407) 245-0530 or [barbara\\_dirienzo@dcf.state.fl.us](mailto:barbara_dirienzo@dcf.state.fl.us). 2007 DCF-051

## ***Fraud Prevention***

### **Food Stamp Fraud**

Training for nonsworn personnel on processes developed to investigate food stamp trafficking has been presented in Florida and across the U.S. For more information, please contact Jack Heacock at (786) 336-1013 or [jackheacock@fdle.state.fl.us](mailto:jackheacock@fdle.state.fl.us). 2007 FDLE-011

## ***Health Care***

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

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

### **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 email [rick\\_barrett@doh.state.fl.us](mailto:rick_barrett@doh.state.fl.us). 2007 DOH-025

### **Personal Protection Training for First Responders**

An emergency medical services curriculum trained first responders in a consistent, standardized way, saving \$140,000 and redistributing ill-fitting equipment that was going to waste. For more information, please contact Jack Pittman at (850) 487-3146 or [jack\\_pittman@doh.state.fl.us](mailto:jack_pittman@doh.state.fl.us). 2007 DOH-028

### **Community-based Lactation Support and Education Program**

Indian River County Health Department staff secured a grant for staff training and lactation certification, and developed breastfeeding resources and literature for hospital nurses and the community. Breastfeeding rates increased by 13% for estimated value of \$31,570, excluding long-term benefits of reduced chronic diseases (diabetes, chrons disease, ulcerative colitis and certain lymphomas), plus reduced risk of mothers' breast and uterine cancer, and diabetes. For more information, please contact Linda Roberts at (772) 794-7484 or [Linda\\_roberts2@doh.state.fl.us](mailto:Linda_roberts2@doh.state.fl.us). 2007 DOH-038

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### **Community Cardiovascular Health Program**

A diabetes education program targeted 14 zip codes in Duval County where residents have a higher than average risk for heart disease (particularly those who are overweight, smoke, are physically inactive, and have diabetes). For more information, please contact Irmatine Bealyer at (904) 665-2351 or [Irmatine\\_Bealyer@doh.state.fl.us](mailto:Irmatine_Bealyer@doh.state.fl.us). 2007 DOH-057

### ***Human Resources***

#### **New Employee Training DVD**

A series of five training videos, in DVD format, produced by Agency for Health Care Administration staff for the Office of the Attorney General, can be modified to fit any state agency. For more information, please contact Martin Holland at (850) 414-7560 or [hollandm@ahca.myflorida.com](mailto:hollandm@ahca.myflorida.com). 2007 AHCA-001

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

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

#### **Training Program Increases Retention of Direct Care Staff**

A training program for applicants for entry level direct care positions who do not have formal college education enables them to receive certification through classroom and on site job training by completing a 180 hour program. Persons going through this program have an 80% retention rate versus 50% for those not going through it. For more information, please contact Grady Carthon at (352) 375-8484 or [grady\\_carthon@dcf.state.fl.us](mailto:grady_carthon@dcf.state.fl.us). 2007 DCF-080

#### **Statewide Classroom Training Registration and Tracking System**

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

#### **Standardized Department New Employee Orientation Program**

A new-employee orientation process resulted from process mapping to show responsibility at each level of the process, and developing operating procedures. Quality improvement tools will help to monitor the program's effectiveness. Previously, the orientation process had no continuity from area to area for more than 13,000 Department of Children and Families employees. For more information, please contact Stephen Eaton at (850) 921-8572 or [stephen\\_eaton@dcf.state.fl.us](mailto:stephen_eaton@dcf.state.fl.us). 2007 DCF-084



## **New Employee Orientation**

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

## **People First Video Demonstrations**

Training videos demonstrate how to perform various procedures in the People First system, such as completing a timesheet, creating a flex schedule, and navigating health and benefits screens. Estimated added value for a seven-month period due to creation and utilization of these videos was \$600,537. For more information, please contact Suzetta Furlong at (850) 922-1987 or at [suzetta.furlong@dms.myflorida.com](mailto:suzetta.furlong@dms.myflorida.com). 2007 DMS-002

## **Reduced Salary Overpayments**

A process and training program for performing bi-weekly systems payroll checks to ensure that over-payments do not occur saved the Department of Juvenile Justice more than \$250,000 in 2006. For more information, please contact Catherine Chandler at (850) 921-6737 or [Catherine.Chandler@djj.state.fl.us](mailto:Catherine.Chandler@djj.state.fl.us). 2007 DJJ-007

## ***Inspections***

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

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

## ***Institutional Care***

### **Improved Resident Attendance in Recovery Classes**

Interpersonal skills training to help staff encourage residents' attendance in recovery classes improved attendance, reducing the average time to restore competency by 18 days for projected savings of \$974,160 in 2006-07. For more information, please contact Tom Davis at (850) 663-7490 or [tom\\_davis@dcf.state.fl.us](mailto:tom_davis@dcf.state.fl.us). 2007 DCF-013

### **Improved Service Delivery to Nursing Homes**

An improved service delivery system for 96 nursing homes with 7,500 medicaid recipients in Pinellas and Pasco Counties resulted in annual state salary savings of \$256,000 while improving quality and customer satisfaction. For more information, please contact Suzi Jackson at (727) 588-7027 or [Suzi\\_Jackson@dcf.state.fl.us](mailto:Suzi_Jackson@dcf.state.fl.us). 2007 DCF-019

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

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

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### **Increased Retention of Direct Care Staff**

A training program for applicants for entry level direct care positions who do not have a formal college education enables them to receive certification through classroom and on site job training by completing a 180 hour program. Persons going through this program have an 80% retention rate versus 50% for those not going through it. For more information, please contact Grady Carthon at (352) 375-8484 or [grady\\_carthon@dcf.state.fl.us](mailto:grady_carthon@dcf.state.fl.us). 2007 DCF-080

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

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

### ***Law Enforcement***

#### **Cost Saving Training Lesson Plans**

Power point training lesson plans are available from the Seminole Regional Juvenile Detention Center in Sanford for approximately two dozen subjects on which employees are trained annually. Most training is delivered via computer on employees' own schedules. For more information, please contact Superintendent Vickie Dyanne Alves at (407) 330-6750 or [valves@djj.state.fl.us](mailto:valves@djj.state.fl.us). 2007 DJJ-008

### ***Licensure***

#### **Telephone-Based Licensee Compliance Training Program**

To meet the training needs of smaller licensees in the hospitality industry throughout Florida, a telephone-based training program provides remedial education in the areas of sanitation and safety, and on correcting violations. For more information, please contact Angel Gonzalez at (850) 644-9349 or [angel.gonzalez@dbpr.state.fl.us](mailto:angel.gonzalez@dbpr.state.fl.us). 2007 DBPR-011

#### **Streamlined Method for Providing Information to Trainers**

A form preparation data entry system streamlines communications with hospitality education program trainers by automating information regarding licensee compliance classes and removing the need to sort, copy and mail required information. For more information, please contact Barbara Dietrichsen at (813) 356-1614 or [Barbara.Dietrichsen@dbpr.state.fl.us](mailto:Barbara.Dietrichsen@dbpr.state.fl.us). 2007 DBPR-013

### ***Record Keeping***

#### **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 provided information on training opportunities and tracks/confirms enrollment. For more information, please contact Laura Ethridge at (850) 245-4444 ext. 3991 or [Laura\\_Ethridge@doh.state.fl.us](mailto:Laura_Ethridge@doh.state.fl.us). 2007 DOH-062

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## ***Safety and Security***

### **Fire Prevention Training**

A fire prevention training program for Florida Atlantic and Florida International University residential assistants uses existing resources to enhance fire safety in student housing without any additional cost to the universities. The training focuses on case histories, fire prevention, unique dormitory hazards, fire alarms, fire evacuation plans/drills and fire extinguisher training. For more information, please contact Michael Long at (561) 640-6705 or [michael.long@fldfs.com](mailto:michael.long@fldfs.com). 2007 DFS-005

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

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

### **Desktop Safety Training**

An on-line safety training module provides a mandatory four hours of monthly safety training to maintenance employees. Previously, employees had to travel to the District maintenance office to receive this training. For more information, please contact William Wang at (954) 777-4203 or [william.wang@dot.state.fl.us](mailto:william.wang@dot.state.fl.us). 2007 DOT-028

## ***Vital Statistics***

### **Improved Vital Statistics Services**

Training provided to hospital and funeral home staff in Brevard County helped increase the timely filing of birth and death certificates. For more information, please contact Alexa Doepel at (321) 690-3435 or [Alexa\\_Doepel@doh.state.fl.us](mailto:Alexa_Doepel@doh.state.fl.us). 2007 DOH-035