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## INSTRUCTIONS FOR EXEMPLARY ACHIEVEMENT OF A STATE AGENCY CATEGORY

### Nominating an Agency, Division, Large Bureau, District, Institution or Comparable Organization for a 2009 Prudential - Davis Productivity Award

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This category of awards recognizes state agencies or one of their divisions, bureaus of 100 or more employees, districts, institutions or comparable organizational units for an achievement demonstrating innovation and unusually effective performance and added value in the delivery of state services.

Awards in this category are commemorative plaques and certificates of commendation.

**Nominations MUST be submitted through Agency Heads, Division Directors, Superintendents or their designees.**

Please see examples on page 19 of the 2008 Prudential - Davis Productivity Awards Magazine. Hard copies were distributed at the awards presentations held statewide in June 2008. To download an electronic version, click on the link below.

- [2008 Awards Magazine](#)

Any employee, supervisor or manager can submit a nomination. **The deadline for submitting nominations to your Agency Awards Coordinator is Tuesday September 30, 2008. (Note: Individual agency deadlines may vary; therefore, please verify your respective agency's submission deadline date with your Agency Coordinator.)** Award winners will be notified by March 16, 2009 and presentations will be held throughout the state in June 2009.

Private citizens are strongly encouraged to recommend an agency, division, district or institution that has provided exemplary public service. For more information on the nomination process, please contact Ms. Clarissa Dunlap, Executive Director of the Prudential - Davis Productivity Awards, via email at [cdunlap@floridatxwatch.org](mailto:cdunlap@floridatxwatch.org) or call (850) 222-5052.

## PRIORITY CHARACTERISTICS

An exemplary achievement of a state agency or one of its divisions, bureaus of 100 or more employees, districts or institutions nominated for 2009 Prudential - Davis Productivity Awards (except any recognizing hurricane preparation and relief efforts) **MUST embody at least five (5) of the characteristics listed below, but are not limited to five.**

- a. Achievement solved a problem or improved an efficiency deficit that benefits the public.
- b. Achievement has been, or can be, adapted and implemented by other agencies, divisions, bureaus, districts, institutions, local governments, or other states. **Note: If your nominee's achievement is adapted/implemented by others between the time you submit your nomination and February 2009, please email a brief comment to Ms. Clarissa Dunlap, Executive Director of the Prudential - Davis Productivity Awards, [cdunlap@floridataxwatch.org](mailto:cdunlap@floridataxwatch.org), in order to advise the Panel of Judges.**
- c. Achievement has been, or can be, patented or copyrighted
- d. Achievement required an entire agency, or one of its divisions, or a district, institution or bureau consisting of 100 or more staff, to overcome an obstacle or impediment, or required an unusual amount of initiative, perseverance, creativity and/or extra effort beyond their job descriptions, performance expectations and day-to-day routines for a sustained period of time
- e. First-in-Florida achievement
- f. First-in-the-Nation or nationally significant achievement
- g. Achievement increased federal funding or state revenue collection
- h. Achievement produced state general revenue savings
- i. Achievement is a quality improvement process that included process mapping, cut costs and measurably improved external and/or internal operations and/or customer satisfaction
- j. Achievement resulted from implementing a new public policy, program or initiative, or from formulating a new process, designing a new technological approach or creating a new software application that has a significant added value impact
- k. Achievement has produced, \$250,000 or more added value (cost savings, cost avoidances or additional revenue)
- l. Achievement implements a priority of the Crist/Kottkamp Administration listed on page 5 of this file
- m. Achievement provides outstanding external and/or internal customer service or benefits to citizens or the private sector
- n. Achievement involved extra hours of non-compensated work in addition to the normal work week of the nominees. These extra hours were not compensated by extra pay,

time off, or leave credit. (Applies to nominees working on an agency achievement who are exempt from the Fair Labor Standards Act that requires extra compensation for extra work.)

## TYPES OF ACHIEVEMENTS TO NOMINATE

**Public Policy and Citizen Concerns** - An achievement that specifically and measurably addresses a major public policy/citizen concern such as student achievement; crime; economic competitiveness; environmental protection; and/or reduction of citizens' reliance on government services.

**Broad Impact Improvements** - Development and implementation of programs, processes, and/or new technology that measurably improve external and/or internal service delivery, intergovernmental relations, public-private initiatives, or citizens' access to government.

**Long Range Program Achievements** - Performance improvements and value added from implementing one or more of an agency's strategic plan goals.

**Progress Toward An Ideal Vision** - An *ideal vision* describes, in measurable terms, the conditions an agency, division, bureau, district or institution would like to create for its customers or clients. Example: An increase in the level of self-sufficiency, well-being and quality of life for clients/consumers of a state service.

**Quality Improvement** - The achievement is a broad-based quality improvement that cut costs, measurably improved external and/or internal operations, and customer satisfaction. The improvement included process mapping, and/or resulted from participation in the Florida Sterling program.

**Service First** - Documented Service First successes such as improved hiring practices, performance evaluation procedures, and similar achievements that have been, or can be, recognized by the Savings Sharing Program.

## SUBMITTING YOUR NOMINATION

Exemplary Achievement of a State Agency nominations should be submitted using the Online Nomination System at [www.floridataxwatch.org/dpanominations](http://www.floridataxwatch.org/dpanominations). Through this system, you will be able to enter information, save for further editing, and submit your completed nomination for review by your manager, agency coordinator and agency head.

## PREPARING YOUR NOMINATION

- Please do not use acronyms, without explanation, for the names of organizational units, job titles, or state programs.
- The title of your nominee's achievement MUST begin with an **action verb** such as "Developed," "Reduced," "Streamlined", etc., and it MUST be understandable to

people with no knowledge of your agency's operations. Examples: Developed and Implemented a System that Improves Agency-wide Contracting; or Became National Leader In State Intelligence Sharing; or Achieved Lowest Number of Worker Compensation Claims. Generic titles like "Saved Money," "Exemplary Performance" or "Improved Operations" are not acceptable.

- Worthy achievements may not receive the recognition they may deserve if performance data is not available.
- Bureaus of fewer than 100 employees are not eligible for this category.
- At least 30% of employees in the nominated organizational unit must have participated actively in the achievement.

## **EVALUATING YOUR NOMINATION**

Factors considered in evaluating your nomination will be:

- The extent to which the achievement required innovation, skill, extra effort and perseverance above and beyond the day-to-day performance expectations of the nominees.
- The extent to which the achievement encompasses five or more of the priority characteristics listed above;
- The adaptability of your nominee's achievement by other agencies

## **CRIST/KOTTKAMP PRIORITIES**

### **FLORIDIANS' SAFETY AND SECURITY (Prevention, Education, Enforcement)**

- Improve tracking of sexual offenders
- Improve information sharing among state and local agencies through software enhancement and data warehousing programs
- Provide law enforcement education on electronic media victimization of children
- Improve internet safety, including protection of students from cyber predators, and continuing education for parents, teachers and administrators to identify students at risk of being victimized by internet predators

### **EDUCATION INITIATIVES**

- Raise student achievement and work ethic by fostering small learning communities, including charter and technical centers
- Employ a reading coach in every public school

- Promote the importance of physical education and health education
- Facilitate home schooling without extensive state regulation

#### **HEALTHCARE INITIATIVES**

- Increase affordability of prescription drugs
- Improve access to care, including expanding the quality of, and options to, emergency care; strengthen care in rural communities; increase home and community-based services; and minimize red tape in building new health facilities
- Emphasize wellness by promoting school and workplace fitness and nutrition; and by
- encouraging early intervention and awareness of substance abuse and mental illness
- Create standards for best practices to reduce hospital-acquired infections; and collect and manage data on mistakes or oversights to improve outcomes

#### **ADOPTION/ABUSE PREVENTION INITIATIVES**

- Increase child adoption

#### **CIVIL RIGHTS**

- Increase employment of ex offenders

#### **OPEN GOVERNMENT**

- Assure state agency compliance with public records/open government requests
- Implement the Clear Language Initiative to improve communication with the public

#### **PROPERTY TAX AND INSURANCE REFORM**

#### **PLAIN LANGUAGE**

**For more information on the Crist/Kottkamp Priorities, please visit Governor Charlie Crist's web site: [www.flgov.com](http://www.flgov.com)**