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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 2010 Prudential - Davis Productivity Award

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 33 of the 2009 Prudential - Davis Productivity Awards Magazine. Hard copies were distributed at the awards presentations held statewide in June 2009. To download an electronic version, click on the link below.

- [2009 Awards Magazine](#)

Any employee, supervisor or manager can submit a nomination. **The deadline for submitting nominations to your Agency Awards Coordinator is Friday, October 2, 2009. (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 15, 2010 and presentations will be held throughout the state in June 2010.

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@floridataxwatch.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 2010 Prudential - Davis Productivity Awards (except any recognizing hurricane preparation and relief efforts) **MUST respond to the first three (3) items below and embody at least five (5) of the characteristics listed from 4-13, but are not limited to five.**

1. Achievement solved a problem or corrected an efficiency deficit.
2. Achievement measurably improved service delivery, customer satisfaction, and/or internal operations, relative to the nominee's position and organizational level.
3. Achievement resulted in significant cost savings, cost avoidance and/or increased collection of state revenue or federal funding.
4. Achievement can be, and/or has been, adapted and implemented by other state employees or teams in order to maximize its productive value. **Note: If your nominees' achievement is adapted/implemented by others between the time you submit your nomination and February 2010, please email a brief comment to Ms. Clarissa Dunlap, Executive Director of the Prudential-Davis Productivity Awards, cdunlap@floridataxwatch.org, in order to advise the Panel of Judges.**
5. First-in-Florida achievement.
6. First-in-the-Nation achievement.
7. Achievement made a change in program policies or service delivery that required formulation of a new process or design of a new technological approach.
8. Achievement occurred despite an organizational obstacle or personal adversity, or required an unusual amount of initiative, creativity and/or extra effort beyond the nominee's job description, performance expectations and day-to-day routine for a sustained period of time.
9. Achievement measurably promotes a Crist/Kottkamp Administration priority and/or a core value of your nominee's agency.
10. Achievement produced a service that benefits citizens or the private sector.
11. Achievement addresses a homeland security issue
12. Achievement is similar to an achievement that has been recognized by a Prudential - Davis Productivity Award or recognized by another source.
13. Achievement has been, or can be, patented or copyrighted.

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/dpa/nomination.php. 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

Nominations are evaluated in terms of the extent to which the nominee’s achievement embodies four or more of the priority characteristics listed above. Nominations are evaluated initially by Prudential - Davis Productivity Awards staff. Where necessary, nominators or their representatives are then contacted to clarify responses and provide additional documentation of achievements.

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/priorities