



## OUTSOURCING

### **Outsourced Mail Service**

Department of Health staff outsourced mail service for the Division of Disability Determinations. The former system required 15 positions to annually process 9.5 million pieces of mail generated by nine offices statewide. Outsourcing released these 15 positions to perform claims processing work, freed up space for operations offices and eliminated local courier services. Postage was reduced by \$141,788 the first year. Future replacement of more than \$300,000 worth of mailing equipment will be avoided. For more information, please contact Avis Payne at (850) 488-4222 ext. 324 or email [avis.payne@ssa.gov](mailto:avis.payne@ssa.gov). (2004 #38, DOH-036)

### **Pharmaceuticals Outsourcing**

Outsourcing of all pharmaceuticals except injectibles given to patients on-site at the Bay County Health Department saved \$46,580 the first year. Additional benefits include more efficient use of nursing staff, improved patient flow and patient access to pharmaceuticals six days a week, most holidays and evenings. For more information, please contact Helen Armstrong at (850) 872-4455 or email [Helen\\_Armstrong@doh.state.fl.us](mailto:Helen_Armstrong@doh.state.fl.us). (2004 #74, DOH-003)

### **DNA Case Outsourcing**

A program to monitor and document the Orlando crime lab's DNA outsourcing process saves more than \$5,000 annually. For more information, please contact Harry Hopkins at (407) 650-5150 or email at [harryhopkins@fdle.state.fl.us](mailto:harryhopkins@fdle.state.fl.us). (2005 FDLE-004)

### **Contract Compliance Outsourcing**

Outsourcing contract compliance with federal and state laws regarding wage rates, on-the-job training and hiring goals for disadvantaged business enterprises and minority businesses saved the state \$480,000 and helped simplify compliance for contractors. For more information, please contact Mark Toingo at the Department of Transportation in Jacksonville (386) 961-7593 or email [mark.toingo@dot.state.fl.us](mailto:mark.toingo@dot.state.fl.us). (2004 #101, DOT-007)