



REPORTING AND TRACKING SYSTEMS

Resource Management Matrix

A resource management matrix coordinated and managed human resources, personnel, communication equipment, and even portable toilets, as well as law enforcement to help address the needs of ravaged counties of Southern Mississippi in the wake of Hurricane Katrina. This system can be used in future disasters to carefully track and place needed resources. For more information, please contact Jay Etheridge at (407) 540-3801 or email jayetheridge@fdle.state.fl.us. 2006- FDLE-023

Education Accountability Reporting

A new system annually identifies all student assessment scores to determine school grades and other measures of student progress. This system tracks, reviews and cleans up individually entered identification information for 2.5 million students statewide, annually saving nearly a half million dollars worth of staff time for the Department of Education and school districts.

The system is adaptable by other agencies and institutions. For more information, please contact Fara Rohani at (850) 644-5371 or email Frohani@cites.fsu.edu; Lavan Dukes at (850) 245-0400 or email lavan.dukes@fldoe.org. 2006-DOE-009

Tracking Statutorily Mandated Employee Training Records

A tracking database that keeps up with certification and training records of Department of Business and Professional Regulation can be used by other state agencies. In-house development of this database saved approximately \$35,000 plus \$41,000 in recurring costs. For more information, please contact Rick Akin at (850) 488-1133 or email rick.akin@dbpr.state.fl.us. 2006-DBPR-007

Employee Training Tracking System

Federally mandated civil rights training developed by Department of Children and Families staff is delivered over agency intranets and on VHS tapes. A tracking system is included. For more information, please contact Marsha Ryan at (850) 488-8308 or email Marsha_Ryan@dcf.state.fl.us. 2006-DCF-107

Accessing Employee Training Opportunities

Trak-IT, a user-friendly learning management system developed by Department of Health staff in Tallahassee, provides online access to training opportunities including required Security and HIPAA training. Reduced man-hours to collect data, reduced need for conference rooms and equipment coordination, and increased ability to respond to training needs saved \$66,665 the first year. For more information, please contact Carla Ruis at (850) 245-4444 ext. 3551 or email Carla_Ruis@doh.state.fl.us. 2006-DOH-044

Tracking Documents

Software that automates and streamline tracking and processing forms used in review of construction documents may be useful to other agencies. For more information, please contact James Gregory at (850) 922 6469 or email gregorys@haca.myflorida.com. 2006-AHCA-002

Tracking Work Assignments

A tracking system that uses Access software provides a means for staff to quickly and timely follow up on their work assignments and previous actions taken on assigned work as well as providing supervisors a means to monitor staff and process outputs. This tracking system has reduced the amount of time staff spends on researching mail by 49%. The compliance process saved \$44,830 in salary dollars between March and September 2005. For more information, please contact Jessica Blanar at (813) 744-8453 or email blanarj@dor.state.fl.us. 2006-DOR-003

REPORTING AND TRACKING SYSTEMS (cont.)

Tracking High Risk Cases

An automated system allows workers from two agencies to enter information and track high-risk cases in a real time environment. For more information, please contact Ed Harper at (772) 460-3665 or email Ed_Harper@dcf.state.fl.us. 2006-DCF-077

Staffing and Resident Tracking System

A web-based system that monitors staffing assignments in all departments of Florida State Hospital, and tracks resident performance, attendance and treatment according to service team specifications, reduces paperwork while improving accountability and communications. For more information, please contact Roosevelt Brown at (850) 663-7501 or roosevelt_brown@dcf.state.fl.us. 2006-DCF-029

Tracking System for HIPPA Training

Automation of a time consuming and labor intensive manual process for tracking training that is required of all HIPAA compliant state agencies save an estimated \$275,000 for the Department of Health, and is adaptable to other state agencies. For more information please contact Valerie A McCleary, (727) 824-6900 ext. 11548, or email Valerie_McCleary@doh.state.fl.us; Shirley Nguyen at (727) 824-6900 ext. 11016 or email Shirley_Nguyen@doh.state.fl.us. 2006-DOH-010

Medical Records Tracking

A multipurpose chart tracking system allows for quick retrieval of charts and statistical gathering. It can be easily implemented and tailored to fit the needs of medical records departments. For more information, please contact Erika Brooks-Craige at (727) 824-6900 ext. 11006, Suncom 513-4285 or email Erika_Brooks-Craige@doh.state.fl.us. 2006-DOH-019

Records Tracking

A streamlined process for maintaining record inventories and facilitating timely transfer and destruction of records provides one source for tracking purged records and provides staff with a current, site-based inventory of records, thereby saving staff time and money and improving customer service. For more information, please contact Dianne Forgey at (863) 521-2668 or email glenda_forgey@doh.state.fl.us. 2006-DOH-013

Tracking Complaints Resolution

A new process to administer internal and external customer complaints reduced resolution time by an average of 1.5 hours per complaint, annually saving the Department of Transportation's Ft. Lauderdale Operations Center approximately \$70,000. Complaints are logged, issued, tracked and closed electronically in a database system. Historical documentation is gathered to identify recurring issues. For more information, please contact Darlene Williams at (954) 776-4300 or email darlene.williams@dot.state.fl.us. 2006-DOT-016

Deposit and Revenue Tracking

A new process for tracking revenue and deposit data in an excel spreadsheet for producing timely reports to management can be utilized by other departments at Florida State University that have daily deposits and keep records for their own departments. The process eliminates the need for keeping a shadow accounting system. For more information, please contact Larissa Enzmann at (941) 373-7818 or email lenzmann@ringling.org. 2006-FSU-005

Tracking Overdue Fines

A system that tracks and pursues overdue fines levied for public food services public lodging and elevators is highly adaptable to other government agencies. For more information, please contact Bill Risk at (850) 410-2493 or email bill.risk@dpbr.state.fl.us. 2006-DBPR-004

Grants Tracking

A performance-based system developed by Department of Children and Families staff and used to manage and evaluate more than 80 community-based prevention projects of the Governor's Office of Drug Control's

REPORTING AND TRACKING SYSTEMS (cont.)

statewide drug free community grant program is the first cross-agency data-collection system for prevention in Florida.

This system increases accuracy of participant counts, increases contract accountability, improves the linkage of process to outcome data, and improves management of service delivery. More accurate cost per client data will work to the state's benefit when negotiating future contracts. For information, please contact John (Skip) Forsyth at (850) 413-6705 or email Skip_Forsyth@dcf.state.fl.us. 2006-DCF-081

Contracts Tracking

Improved contract processing through extensive use of templates to standardize contracts, streamline drafting and reviewing process, plus a tracking system has resulted in Department of Children and Families offices around the state achieving significant timesavings and much improved quality of product. For more information, please contact Richard Byno at (850) 488-8866 or email Richard_Byno@dcf.state.fl.us.

2006-DCF-082

Tracking Work Requests

Using Blackberrys with an email-based system to receive and track work requests replaced a cumbersome forms-based system, producing an estimated annual \$165,000 productivity increase at the Department of Juvenile Justice. For more information, please contact Jan Wright at (850) 921-7288 or email Jan.Wright@djj.state.fl.us. 2006- DJJ-004

Labor Relations Case Tracking

Process mapping, management tracking, customer satisfaction surveys and quality improvement reviews helped to handle a dramatic increase in the number of labor relations cases, saving more than \$200,000 annually. Assured compliance with applicable labor law requirements has reduced litigation exposure for the Department. For more information, please contact Teva Hightower at (850)-245-0524 or email teva.hightower@fldoe.org. 2006-DOE-006

For a list of adaptable achievements in the field of Reporting Systems from the 2003-2005 awards competitions, please click [here](#).

For a list of adaptable achievements in the field of Tracking Systems from the 2003-2005 awards competitions, please click [here](#).