



## TRAINING

### **Statewide Training Delivery**

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](mailto:Marsha_Ryan@dcf.state.fl.us). 2006-DCF-107

### **Accessing 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](mailto:Carla_Ruis@doh.state.fl.us). 2006-DOH-044

### **Training For People First**

A four-hour presentation and monthly sessions, including a skit to demonstrate the impact of failing to timely and accurately complete a Personnel Action Request for separating employees, helped reduce missing timesheets by 70% over a seven-month period. For more information, please contact Maria Gillett at (305) 349-1445 or email [Maria\\_Gillett@dcf.state.fl.us](mailto:Maria_Gillett@dcf.state.fl.us). 2006-DCF-064

### **Call Center Training**

An innovative approach to training staff for an Access Florida customer call center is saving an estimated \$80,000 due, in part, to reduced turnover during the first three months after hire from 17% to 4%. The time for new staff to become independent in their positions decreased from 116 days to 45 days. For more information, please contact Dennie Yeaser at (386) 947-4041 or email [dennie\\_yeaser@dcf.state.fl.us](mailto:dennie_yeaser@dcf.state.fl.us). 2006-DCF-061

### **Leadership Training**

The Commissioner of Education's Leadership Development Seminar is designed to meet the need for leadership succession within the Department of Education. Adapting portions of a standardized, nationally recognized leadership program into a seminar format for presentation by experienced DOE staff saved \$70,000 on outside leadership training consultants. Securing sponsorship and assistance from The Foundation for Florida's Community Colleges and the College Center for Library Automation saved \$30,000 that would have been required by the participants to cover registration fees, accommodations and materials expenses.

The seminar is expected to become an annual opportunity for "home grown" leaders from within DOE to receive specialized training that will enable them to seek professional advancement. For more information, please contact Kathy Torian at (850) 245-9968 or email [kathryn.torian@fldoe.org](mailto:kathryn.torian@fldoe.org). 2006-DOE-023

### **Legal Training on Investigations**

Training on child abuse investigations and preservation/presentation of information during court proceedings, including summarized and organized relevant case law information, can be replicated by other Department of Children and Families offices. For more information, please contact Karlene Cole-Palmer at (407) 328-5656 or email [karlene\\_cole-palmer@dcf.state.fl.us](mailto:karlene_cole-palmer@dcf.state.fl.us). 2006-DCF-058

### **Internet Crimes against Children Training**

Nationally recognized Internet Crimes Against Children training is available from the Florida Department of Law Enforcement. For more information, please contact Bob Breeden at (850) 410-7057 or email [bobbreeden@fdle.state.fl.us](mailto:bobbreeden@fdle.state.fl.us); Mark Zadra at (850) 410-8390 or email [markzadra@fdle.state.fl.us](mailto:markzadra@fdle.state.fl.us). 2006-FDLE-020

## **TRAINING (cont.)**

### **Training for Mandated Reporters on Child Abuse**

Reducing the number of unfounded reports of children through educating mandated reporters increases the productivity of investigators. A power point presentation developed by Department of Children and Families staff in Ft. Myers educates mandated reporters and other community contacts about signs of child abuse and provides guidance in contacting the Florida Abuse Hotline. The presentation also includes a 911 emergency tape, custom-designed handouts, and a question and answer segment. Increasing community awareness improves working relationships with schoolteachers and other social service agencies. This presentation is an integral part of the Guardian Ad Litem training program. For more information, please contact Donna Murray at (239) 338-1103 or email [donna\\_murray@dcf.state.fl.us](mailto:donna_murray@dcf.state.fl.us). 2006-DCF-104

### **Training to Meet the Needs of Children in Dependency Cases**

Joint training and recruitment efforts of child welfare professionals from the Department of Children and Families, the Legal Aid Society, Guardian ad Litem Program and Family Services of Metro Orlando has resulted in saving time, money and energy on resolving legal issues that would otherwise be litigated in court. For more information, please contact Barbara Dirienzo at (407) 897-5906 or email [Barbara\\_Dirienzo@dcf.state.fl.us](mailto:Barbara_Dirienzo@dcf.state.fl.us). 2006-DCF-059

### **Crisis Intervention Team Training**

Crisis intervention team training for police and linkages to mental health treatment is provided in connection with a jail diversion expansion program in Miami-Dade County under a grant from the Substance Abuse and Mental Health Services Administration. For more information, please contact Deborah Dummitt, Adult Mental health Manager at (305) 377-5811 or email [deborah\\_dummitt@dcf.state.fl.us](mailto:deborah_dummitt@dcf.state.fl.us). 2006-DCF-080

### **Infection Control Training**

A self-study module for mandatory infection control training reduced staff time in the classroom and travel time, saving the Pinellas County Health Department approximately \$26,000. The module includes viewing a PowerPoint presentation, reading a manual, and taking a post-test. It can be adapted to other counties' infection control training needs and other topics of training as well. For more information please call Diana Jordan (727) 824-6932 or email [Diana\\_Jordan@doh.state.fl.us](mailto:Diana_Jordan@doh.state.fl.us). 2006-DOH-012

### **Training for Forensic Specialists**

Forensic specialist training covering the essential duties of the position, pre-commitment and post-commitment diversions, and best practices from seasoned specialists regarding interactions with the courts, jails, state hospitals and mental health institutions, was well received by participants who shared real life stories in addition to more standard lectures. For more information, please contact Gerald Kish, Ph.D. at (352) 264-8221 or email [gerald\\_kish@dcf.state.fl.us](mailto:gerald_kish@dcf.state.fl.us). 2006-DCF-078

### **Environmental Forensics Training**

The goal of a statewide environmental forensics program is to ensure defensibility, at trial, of forensics evidence collected in support of environmental crimes investigations. An environmental forensics resource CD available from the Department of Environmental Protection includes quality assurance procedures, standard operating procedures and other technical guidance for use by field sampling personnel. This program's success is demonstrated by the fact that no evidence collected at crime scenes has been successfully challenged in court. For more information, please contact Timyn Rice at (813) 744-6462 or email [timyn.rice@dep.state.fl.us](mailto:timyn.rice@dep.state.fl.us). 2006-DEP-025

### **Law Enforcement Officer Training**

Mandates to train law enforcement officers across broad geographic areas make methods of providing acceptable levels of training at low-cost with minimal duty disruption essential.

An Intranet-based system that uses FlexTraining training management software, Power Point and Word delivers cost-effective knowledge-based courses that are available to other state agencies.

## **TRAINING (cont.)**

In 2003-04, and 2004-05, a total of 578 courses were delivered to 272 students for a total of 2,276 training hours, avoiding up to an estimated \$139,000 in conventional classroom training costs. For more information, please contact Clabe Polk at (850) 245-2887 or email [Clabe.Polk@dep.state.fl.us](mailto:Clabe.Polk@dep.state.fl.us). 2006-DEP-026

### **Fraud Investigation Training**

Investigative protocols developed by the State Fire Marshal's Office to deal with kitchen fires and fraudulent insurance claims can be adapted and implemented by state agencies, local fire departments, insurance companies and the private sector. Training seminars are available. For more information, please contact Ross Holt at (954) 321-3704 or email [ross.holt@fldfs.com](mailto:ross.holt@fldfs.com). 2006-DFS-018

### **Electronic Licensing and Applications Training**

An electronic licensing and applications manual for LicenseEase software trains data entry personnel. It includes a step by step description and graphics for all transactions entered in the license and applications portion of LicenseEase. Interactive linking enables an examiner to follow any transaction from beginning to end without the need for additional training. The manual is used on a daily basis to assist employees in the proper manner to enter data into the database. It is adaptable for agencies using LicenseEase. Estimated added value is \$51,867. For more information, please contact Henry Evans at (850) 922-7609 or [Henry.Evans@dbpr.state.fl.us](mailto:Henry.Evans@dbpr.state.fl.us). 2006-DBPR-008

### **Operations Safety and Security Training**

A program which utilizes multiple layers of measures for the safety and security of personnel at the Department of Business and Professional Regulation in emergency events can be adapted to other agencies via a training booklet and powerpoint presentation. For more information, please contact Bill Lemocks at (850) 487-9521 or [Bill.Lemocks@dbpr.state.fl.us](mailto:Bill.Lemocks@dbpr.state.fl.us). 2006-DBPR-027

### **Security Awareness Training**

A security awareness training program required for all state employees has been converted from a classroom setting to a computer-based format, saving \$136,000 in initial licensing fees, \$60,000 in annual renewal licensing fees and \$900,000 worth of employee time. It is adaptable for implementation by other agencies. For more information, please contact Lewis Christie at (850) 487-9382 or email [Lewis\\_Christie@dcf.state.fl.us](mailto:Lewis_Christie@dcf.state.fl.us). 2006-DCF-097

### **Office Technology Training**

A customized end-user training course and materials that orients users to a Microsoft operating system, Windows XP and Office 2003 saved the Agency for Health Care Administration \$285,000. For more information, please contact Beverly Gavin at (850) 410-3213 or email [gavinb@ahca.myflorida.com](mailto:gavinb@ahca.myflorida.com). 2006-AHCA-010

### **E-learning Training**

Courses in the School of Nursing at Florida A&M University utilize an e-learning course delivery system. Course documents are uploaded electronically, annually saving more than \$7,000 in duplicating costs. A training and support program for faculty and staff facilitates the use of technology throughout a curriculum.

This initiative provides students with fast and easy access to course documents anytime from anywhere, the opportunity to be better prepared by having instructors' lecture notes prior to classes and communication with instructors through email, and ease of viewing grades. For more information, please contact Marilyn Dickey at (850) 561- 2435 or [marilyn.dickey@famu.edu](mailto:marilyn.dickey@famu.edu). 2006- FAMU-004

### **Human Resources Supervisor's Guide**

A quick and easy reference guide that answers commonly asked human resources questions eliminates time researching issues and questions, and enables supervisors to standardize processing of incoming staff,

## **TRAINING (cont.)**

handling existing staff and out-processing exiting staff. The guide is organized in four sections: *Pre-employment*, which provides instructions and samples related to staffing and new employee sign-up; *During employment*, which assists supervisors in managing events and situations that typically arise; *Post employment*, which outlines separation actions as well as insurance, leave, and unemployment compensation for terminating employees; *Resources*, which includes a troubleshooting guide, an overview of benefits, links to various HR forms and a functional directory for HR services in the Central Zone. For more information, contact Michael Stringer at (352) 330-2162 ext. 2626 or email [michael\\_stringer@dcf.state.fl.us](mailto:michael_stringer@dcf.state.fl.us). 2006-DCF-090

### **Supervisor Certification**

A certification program uses classroom instruction and videoconferences to provide ongoing training for supervisors in human relations skills and updates to policies and procedures. For more information, please contact Kristin Watkins at (850) 488-7770 or email [watkins.kristin@hsmv.state.fl.us](mailto:watkins.kristin@hsmv.state.fl.us). 2006-DHSMV-009

### **Training Tracking**

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 McCleary at (727) 824-6900 ext. 11548 or email [Valerie\\_McCleary@doh.state.fl.us](mailto:Valerie_McCleary@doh.state.fl.us); Shirley Nguyen at (727) 824-6900 ext. 11016 or email [Shirley\\_Nguyen@doh.state.fl.us](mailto:Shirley_Nguyen@doh.state.fl.us). 2006-DOH-010

### **Employee Training Records**

A tracking training database for employee training records and certification includes state and federal requirements. In-house development of this database, which can be adapted and implemented by other state agencies, 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](mailto:rick.akin@dbpr.state.fl.us). 2006-DBPR-007

### **Child Care Training Center**

A centralized information center provides the state's 50,000 child care workers a single point for obtaining information about child care training for the Florida Voluntary Pre-Kindergarten program. For more information, please contact Ron Cox at (850) 921-7923 or email [ron\\_cox@dcf.state.fl.us](mailto:ron_cox@dcf.state.fl.us). 2006-DCF-094

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