In 1989, J.E. Davis and his brother A.D. Davis initiated their vision of inspiring, rewarding and recognizing enterprising state employees—the Davis Productivity Awards—much like they did throughout Winn Dixie Stores, Inc. Fifteen years later, this nationally unique pre-eminent awards program continues to seek out productive and dedicated workers in state government and honors them as shining examples of innovation and creativity far beyond the call of duty.

For J.E. and A.D. Davis, this program was simply one product of their long-standing business and civic philosophy. Empowering the "troops" and invigorating the human spirit while giving people an equal shot at success, not the certainty of it, was a lifelong dedication for these brothers. Their common-sense vision of taking personal responsibility for redefining productive government has inspired state government employees to strive for excellence. These employees now know their hard work and dedication will be rewarded and recognized by the owners and customers of Florida government—the taxpayers.

As founders of Florida TaxWatch, J.E. and A.D. Davis created an essential tool for promoting government accountability and the vigilance to protect our citizens' political and economic freedoms. Their national, state and community investments and philanthropic contributions helped hundreds of thousands, if not millions, of customers, stockholders, employees and citizens both in Florida and throughout the nation.

As late as 1993, both J.E. Davis and A.D. Davis were still with us, lending their wisdom, strength and unflagging commitment to serving taxpayers better. While J.E. and A.D. Davis are no longer with us in body, their legacy lives on. We feel certain they would be delighted that the Davis Productivity Awards program they inspired has created $4.5 billion in cost savings and cost avoidances and has added value to the lives and livelihoods of Florida's residents and visitors. When the Davis brothers left us, they took with them our most heartfelt respect and the appreciation of all the state's public servants for making it possible to recognize and reward hard work, enterprise and continuous productivity innovations.

All Floridians are Beneficiaries of the Davis Family's Legacy and Continuing Generosity
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The Davis Productivity Awards

CELEBRATING 15 YEARS OF EXEMPLARY STATE EMPLOYEE PERFORMANCE AND $4.5 BILLION ADDED VALUE TO FLORIDA TAXPAYERS

This is a story that will delight – and perhaps astonish – taxpayers. It is a tale of government workers who grasp the true meaning of public service. It is a side of bureaucracy that is generally overlooked. The good news comes to us through the generosity of two men who understand the importance of rewarding initiative – the Davis brothers, co-founders of the Florida-based Winn-Dixie Stores, Inc., J.E. Davis and A.D. Davis.

The Tampa Tribune
January 20, 1990

Thus began a story that has been re-enacted annually for a decade and a half -- thanks to the continuing generosity of the Davis Family of Winn-Dixie and the extraordinary efforts of thousands of state employees. Nominations more than quadrupled between 1989 and 2002; taxpayer added value now stands at $4.5 billion; and corporate and philanthropic support has helped make the Davis Productivity Awards the nation's pre-eminent recognition and rewards program.
"If we could set productivity standards between agencies, or even between states, so more of our people could excel and be recognized for doing outstanding work, it would be great."

**J. E. Davis**  
Florida TaxWatch Organizational Meeting  
Tampa, February 1979

Recognizing, rewarding and encouraging extraordinary performance has been a key part of Florida TaxWatch’s mission since its founding in 1979. A decade later, J. E. and A. D. Davis requested the state’s watchdog for enhancing taxpayer value and government accountability to develop a productivity improvement and recognition program. Florida TaxWatch partnered with The Florida Council of 100, an organization of key business leaders dedicated to improving the economic well-being of Florida’s citizens, and with the State of Florida, and the awards initiative began.
Many government workers are unsung heroes, or heroines. They cut red tape, find homes for abused and abandoned children, stop pollution, or ensure that your legal papers are filed and get to the judge. Six years ago the Davis Productivity Awards were established to reward productive government workers and encourage innovation. Collectively, this year’s winners saved taxpayers $180 million and generated another $113 million in federal funds, state taxes collected, or child support payments. That’s not bad.

_The Miami Herald_

December 15, 1994
**Human Interest Stories**

The 1993 awards honored . . . **JoAnne Angel,** nursing director of the Tampa Children's Medical Services unit of the Department of Health and Rehabilitative Services, who developed a plan for burned children that gets them out of Tampa General Hospital faster and sees to it that they and their parents receive necessary aftercare in their own communities. "It was like the biggest raise or bonus I ever could have gotten, to be recognized like that," says Angel.

Martin Dyckman  
**St. Petersburg Times**  
June 7, 1994

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When **Peggy Perkerson** learned that sales of the Florida panther license plates had far surpassed sales of the manatee and the Challenger license plates, she wiped her brow with the back of her hand and said, "Whew! I'm off the hook."

That was when Perkerson, art editor for Florida Wildlife, a bi-monthly publication of the Florida Game and Fresh Water Fish Commission, knew for sure that all of the hours she had spent redesigning the panther license tag had paid off.

These specialty tags cost $27 more than regular license tags, with the added amount going to benefit Florida Panther research, management and habitat education. Sales of the old panther license plates were lagging, and state Senator George Kirkpatrick, D-Gainesville, was hearing complaints from constituents about the tags. "They were telling me that this most beautiful of all the animals looked like an emancipated house cat," Kirkpatrick said. It was no wonder they weren't selling.

Kirkpatrick was instrumental in getting $25,000 appropriated by the Legislature to redesign the panther plate. State agencies were invited to submit suggestions for the new design, and the senator recalled that "Peggy's was just outstanding. No one else was even close. She often worked well into the night and did just a remarkable job on her own time." She saved the state the $25,000 it had set aside for the redesign.

**Tallahassee Democrat**  
August 1, 1994

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**John Yount,** Davis Productivity Award winner, was acting on teenage bravado 25 years ago when he climbed a light post in Miami and touched a dangling phone wire. He fell and slammed into the ground. He was only 15 at the time, but the accident cost him both his arms. Today, Yount is 40 and uses his bad experience to do good. He is a state employee who works with disabled people. Yount is a state liaison between the Division of Blind Services and the Bascom Palmer Eye Institute in Miami, where he works with the visually impaired. He directs them to eye specialists and helps them find government money to pay for medical services. "I understand what it's like to be disabled," Yount said. "And the patients know I understand what they're going through." This week a Miami woman will have surgery at Bascom Palmer. The state is paying most of the costs, and Yount persuaded Jackson Memorial Hospital to waive its surgical fees. That's $5,000 the state won't have to pay.

**The Miami Herald**  
December 6, 1993

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**Rewarding the Spirit of Excellence**

- The 1995 Davis Productivity Awards
- $1.4 Billion Added Value Since 1989
# “By The Numbers”
## 15-Year Davis Productivity Awards Program Data

| **8,672** | Nominations submitted by State Agencies, Universities, the State Courts System and the Florida Legislature |
| **91** | Percent of nominated achievements recognized:  
15% in six Cash and Commemorative Plaque levels ($300 to $2,500 per award)  
21% in Commemorative Plaque category  
40% in Certificate of Commendation category  
15% in Letter of Honorable Mention category |
| **50** | Number of persons serving on 15 annual Panels of Judges reviewing nominations, making awards decisions and suggesting improvements to the awards evaluation process |
| **160** | Number of awards ceremonies held across the state |
| **19,600** | Number of winners and guests attending awards ceremonies |
| **105** | Number of companies, organizations and individuals contributing financially in addition to the Davis Family of Winn-Dixie Stores |
| **$1,500** | For every dollar contributed to support the Davis Productivity Awards, the award winners have produced a combined $1,500 worth of added value |
| **$4.5** | Billions of added value (cost savings, cost avoidances and additional revenue) contributed by award winners |

"A billion here and a billion there and pretty soon you’re talking about real money."

*Everett McKinley Dirksen*  
Former United States Senator, Illinois

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Winn-Dixie Chairman Emeritus J.E. Davis and Florida TaxWatch President Dominic Calabro in Mr. Davis’ Jacksonville office display a Governor and Cabinet Resolution commending the 1991 Davis Productivity Awards Program.
The 2000 Panel of Judges established a category to recognize Davis Productivity Awards winners who have demonstrated continuing exemplary performance over a period of five years or longer. Criteria for evaluating candidates are the number of awards received, the level of awards (cash, plaque, certificate or honorable mention) and the added value and other impacts generated by the achievements. The Davis Productivity Awards Program sincerely thanks PRIDE Enterprises for underwriting recognition of the following winners:

2003
- **Nadine Berry**, Workers Compensation Specialist, Department of Financial Services, Tallahassee
- **Tallahassee Crime Laboratory**, Department of Law Enforcement
- **Northeast Florida State Hospital**, Department of Children and Families, Macclenny

2002
- **Charles Ray**, System Program Administrator, Department of Children and Families, Tallahassee
- **Area Eleven Medicaid Program**, Agency For Health Care Administration, Miami-Dade County
- **Blackwater Forestry Center**, Department of Agriculture and Consumer Services, Milton

Pam Davis, President and CEO of PRIDE Enterprises, presented a 2002 Sustained Exemplary Performance Award to Charles Ray, Department of Children and Families, at the Tallahassee Kick-off.
Sustained Exemplary Performance Winners

2001

- **Glenn Palmiere**, Data Processing Manager, G. Pierce Wood Memorial Hospital, Department of Children and Families, Arcadia
- **Division of Legal Services**, Department of Insurance, Tallahassee
- **District IV, Department of Transportation**, Ft. Lauderdale

2000

- **Dr. Frank Davis**, Senior Crime Laboratory Analyst, Orlando Crime Laboratory, Department of Law Enforcement
- **Office of Business and Citizen Partnerships**, Department of Education, Tallahassee
- **Workers’ Compensation Program**, Florida State Hospital, Department of Children and Families, Chattahoochee

A handful of area state government employees will be recognized for efficient service to Florida on Monday, as recipients of Davis Productivity Awards. Four top winners are from Milton:

- The Blackwater Forestry Center Team designed and implemented a system for disaster assistance and removal of timber following Hurricane Opal. It recovered around $3 million worth of timber.

- The Sweetwater Creek Bridge Team built a 100-foot suspension bridge at a recreation area. Due to the environmental sensitivity of the site, the group used hand tools only.

- Benjamin Wolcott, George White and John Locke were instrumental in developing and constructing a new bridge design by using steel I-beams, salvaged from state bridge replacements, instead of traditional wood beams.

- Gilbert Rolin relied on scraps, salvage and unusable material to create parts and assemblies to extend the life of equipment and avoid repair and replacement costs for the Department of Agriculture and Consumer Services.

*Pensacola News Journal*

November 23, 1996
WHO REALLY WINS?

Education does. With your help, the Lottery has contributed more than $12 billion to support education initiatives in our state since 1988. Money that sends tomorrow's leaders to college today on Bright Futures Scholarships. Funds that go to everything from better books to newer technology in our public schools, and the hundreds of millions of dollars in bonds for new school construction and renovation. Plus the good the Lottery does for our economy.

Play the games of the Florida Lottery and feel good when you do because when you play, we all win.

WHEN YOU PLAY, WE ALL WIN
www.flalottery.com
Congratulations and a special thanks...

...to all Florida state employees who have been nominated and recognized for the

2003
Davis Productivity Awards
Over the past 15 years, an average of six-tenths of one percent of each year’s nominated achievements have been recognized in the Davis Productivity Awards Outstanding Category. We proudly salute the following 51 current and former state employees, teams and work units whose performance contributed combined first-year cost savings, cost avoidances, and additional state revenue totaling $168 million plus nearly $150 million added value for Florida businesses and citizens. Many of these achievements have continued to produce added value in the years since they were rewarded.

2003

- **Life-saving retrofit of police interceptor vehicles worth up to $70 million**
  James D. Wells, Jr., Fleet and Property Section, Department of Highway Safety and Motor Vehicles, Tallahassee

- **Electronic inventory of off-site computer equipment that is adaptable throughout Florida government saved $17,300 in one region of one agency**
  Paul Prado, Systems Project Analyst, Department of Juvenile Justice, Orlando

- **In-house design and construction of equipment for Chemical Engineering Department research on oxygen damage to space shuttle tiles**
  Jim Hinnant, Electronic Technician, University of Florida, Gainesville

2002

- **Nationally recognized responses to Anthrax attack and West Nile Virus worth up to $100 million**
  Bureaus of Epidemiology and Laboratories, Department of Health, Tallahassee, Miami, Jacksonville and Tampa

- **National and international DNA contribution to the forensic community saved $800,000**
  David Coffman, Crime Laboratory Analyst Supervisor, Department of Law Enforcement, Tallahassee

- **Up to $2 billion federal tax savings on 20-year bonds**
  Daniel Sumner, Attorney, Department of Insurance, Tallahassee

- **$200,000 savings on vehicle compliance weight scales and nuclear density retainer box**
  Douglas Jacobsen, Welder, Department of Transportation, Oviedo

- **Recurring $1 million extra in federal family planning funds**
  Nancy Ross, Susan Chen and Linda Husband, Agency for Health Care Administration, Tallahassee

- **$454,460 savings on employee leave payouts**
  Martha Ayerdís and María Vaquedano, Personnel Technicians, Department of Children and Families, Miami
2001

- **$1 million plus contract management savings**
  Kimberly Bliss-Cohen, Operations Team Leader, Office of Contracted Client Services, Department of Children and Families, Tallahassee

- **$300,000 savings on homicide investigation tracking system**
  Captain Steven Williams, Florida Highway Patrol, Department of Highway Safety and Motor Vehicles, Orlando

2000

- **Up to $35 million annual reduction in Medicaid drug costs**
  Jerry Wells, Pharmacy Program Manager, and Marie Donnelly Stevens, Medical/Health Care Program Analyst, Agency for Health Care Administration, Tallahassee

- **$10 million savings from pre-trial conference hearings on traffic citations**
  Infraction Backlog Committee, 11th Judicial Circuit, County Court Operations, Miami

1999

- **Affordable health insurance for 90,000 children**
  Florida KidCare Team, Agency for Health Care Administration, Department of Health, Department of Children and Families, and Florida Healthy Kids Corporation, Tallahassee

- **$1 million time savings from instant access to a billion documents by 135,000 state university students**
  Academic Universe Work Group, Florida State University, Tallahassee

- **$300,000 plus savings from improved statewide management of health care data**
  James Ripka, Human Services Analyst, Agency for Health Care Administration, Gainesville

- **$800,000 added value from improved method for laser radiation under extremely high atmospheric pressure**
  Todd Prox, Machine Shop Supervisor, University of Florida, Gainesville

1998

- **$70 million annual savings to Florida’s citrus and vegetable industries**
  Florida Automated Weather Network Team, Institute of Food and Agricultural Sciences University of Florida

- **Potential $500 million savings from guidelines for first-in-the-nation statewide acute care system to treat stroke victims**
  Christiane J. Guignard, R.N. Coordinator, Medical Guideline Development, Department of Health, Tallahassee
The Davis Productivity Awards program recognizes state employees whose work measurably increases productivity and promotes innovation. This year is the 11th anniversary of the program which is conducted by Florida TaxWatch, The Florida Council of 100 and the State of Florida. Contributions from the foundation of J.E. and A.D. Davis, the late brothers who co-founded Winn-Dixie Stores Inc., and launched this valuable endeavor. Consider some of the programs recognized by the latest Davis Productivity Awards:

The University of Florida developed a network of automated weather stations that provides annual estimated savings to citrus and vegetable growers of more than $70 million, mostly for cold protection and irrigation.

A Florida Department of Health worker devised a new guideline for the prompt treatment of strokes. It's estimated that by aiding medical personnel to better treat stroke victims and prevent crippling disabilities, the guideline could help save as much as $500 million in annual health care bills.

Tampa Tribune-Times
January 10, 1999

1997
■ $43 million added value from nationally recognized system for following-up with two million former students to evaluate publicly funded education and training programs
Florida Education and Training Placement Information Program, Department of Education, Tallahassee

■ $5 million annual construction savings from bridge design for vessel collision and removal of soil around bridge supports during high speed water flows
Henry T. Bollmann, Senior Structures Design Engineer, Department of Transportation, Tallahassee

■ $7.7 million cost avoidance from improved access to acute mental health care services for children, adults and elders
Mark A. Engelhardt, Alcohol, Drug Abuse and Mental Health Program Supervisor, Department of Children and Families, Tampa

1996
■ $3 million cost avoidance from reduced client errors and fraud prevention in Food Stamps, Medicaid and Aid to Families with Dependent Children programs
Sylvia McElroy and Marsha Norton, Department of Health and Rehabilitative Services, Orlando

■ $25 million savings from development of legislation requiring insurance reimbursement of the costs of diabetics' self-care, and from guidelines for earlier hospital discharge of mothers and their newborn infants
Debby Walters, Senior Health Policy Analyst, Agency for Health Care Administration, Tallahassee
In an age where big government appears to be as welcome as a headache, it's refreshing to hear stories about how one of the biggest of the big works well. Sylvia McElroy, a program administrator for the Department of Children and Families, noted a large discrepancy between welfare recipients' reported income and their expenditures. The 35-year veteran of state service knows that freeloaders hurt both the image and the resources of public assistance. McElroy and Marsha Norton, a senior human services specialist, conducted in-depth evaluations of suspected welfare cheats. Food Stamp error rates plummeted from more than 20 percent to four percent, saving taxpayers more than $3 million. McElroy and Norton remind us that Florida's government, far from being the Kafkaesque maze its magnitude could engender, is filled with people who share the same concerns as everyone else.

_Tallahassee Democrat_  
November 26, 1996

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1995

- $2.7 million worth of efficiencies and additional revenue from the FSUCard, which electronically processes multiple financial and administrative functions for students  
  Al Gilligan and Bill Norwood, Florida State University, Tallahassee

The creators of the nationally known FSUCard, Bill Norwood and Al Gilligan, turned a plastic student-identification card into a multipurpose tool now used by 300,000 college students on several hundred campuses. The FSUCard, an electronic processing card that covers banking, information and telephone services, security control, access to records, and much more, already has saved FSU $100,000 a year and generated $2.6 million new revenue for the university.

_Tallahassee Democrat_  
November 2, 1995

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1994

- First cooperative extension service program in the nation to develop and disseminate combined educational text and photos with print on demand for approximately 130,000 users  
  CD-ROM Development Group, Institute of Food and Agricultural Sciences  
  University of Florida
Top Award Winners, 1989 - 2003

- **$2 million savings from overcoming three years of internal resistance to an alternative design for replacing treatment ponds to address an environmental violation and a right-of-way development issue**
  Lisa Hansen and Carlos Lopez, District Drainage Engineers, Department of Transportation, Tampa

1993

- **Record collection of $37.9 million consumer fraud fines and penalties versus a five-year average of $12.1 million**
  Economic Crimes Litigation Unit, Department of Legal Affairs, Statewide

- **$3 million staff time savings from automated information system supporting nutrition service delivery to 260,000 clients**
  Women, Infants and Children Information Project Team, Department of Health and Rehabilitative Services, Tallahassee

- **$4.7 million savings from reducing the annual cost of 52 million meals for prison inmates**
  Billy R. Bowers, Operations and Management Consultant Manager, Bureau of General Services, Department of Corrections, Tallahassee

- **$15.9 million savings from thwarting fraud schemes and subsequent state acquisition of beach front and adjacent property**
  Mark A. Zadra, Inspector, Florida Department of Law Enforcement, Tallahassee
  Kimberly Tucker, Deputy General Counsel, Department of Legal Affairs, Tallahassee

Davis Productivity Awards Program Director Dave Davis (left) and Third Judicial Circuit Public Defender Dennis Roberts display a commemorative plaque accompanied by a $600 check.

The award was for Public Defender’s Office employees who collected more than $50,000 from their seven-county initiative requiring publicly represented defendants to pay attorney fees and court costs as a condition of terminating their probation.

The 1990 award was presented at the Downtown Rotary Club of Jacksonville, Florida’s first and the world’s 41st Rotary Club. This Club has enthusiastically hosted Davis Productivity Awards presentations for 15 consecutive years. Thanks Rotarians!
Top Award Winners, 1989 - 2003

1992

- **$261,000 savings and additional revenue from adaptation of computer equipment for use by blind people**
  Greg Luther, Mark Lear and Katie Lear, Division of Blind Services, Department of Education, Daytona Beach

- **$4.1 million savings from increased competition/negotiation for inmate medical services**
  Mikeal D. Eberhard, Hospital Administrator, North Florida Reception and Medical Center, Department of Corrections, Lake Butler

- **$800,000 cost avoidance by providing emergency acute psychiatric care for clients**
  Martha Lenderman, Frankie Goldsby and Heidi Tsikos, Office of Alcohol, Drug Abuse and Mental Health, Department of Health and Rehabilitative Services, Largo

- **$234,333 administrative cost avoidance from an automated management system for drug control grants that the U.S. Department of Justice subsequently recommended to all 50 states**
  Planning and Evaluation Unit, Bureau of Public Safety Management, Department of Community Affairs, Tallahassee

1991

- **Developed the largest, most comprehensive volunteer program in 64-park state system**
  Leni Bane, Park Ranger, John D. MacArthur State Park, Department of Natural Resources, North Palm Beach

- **Up to $75,000 net cost avoidance from computer assisted instruction to increase inmates' reading, writing and math skills; adapted for use in all CESA programs statewide**
  Gloria L. Myers, Classroom Teacher, Correctional Education School Authority (CESA) Cross City Correctional Institution

- **Reduced cost per inmate meal from a $2.38 statewide average to $1.92**
  Norman Hedding, Food Service Director, Union Correctional Institution, Department of Corrections, Raiford

1990

- **$9.4 million savings from alternative alignment of a bridge in Stuart, Florida**
  Frank M. Gordon, District IV Design Engineer, Department of Transportation, Fort Lauderdale

- **Assisted 37 severely handicapped persons’ return to work; achieved twice the statewide rehabilitation rate at 62% of the statewide cost**
  Kay Sedgwick, Vocational Rehabilitation Counselor, Department of Labor and Employment Security, Naples

- **Implementation of a state law in the Seventh Judicial Circuit that allows collection of investigation and prosecution costs from convicted offenders**
  Curtis R. Davis, Correctional Officer, Daytona Beach Community Correctional Center, Department of Corrections
Winn Dixie Chairman Dan Davis presents a $2,000 check and commemorative plaque to Debbie Eibeck representing the Women, Infants and Children (WIC) Rebate Team, Department of Health and Rehabilitative Services. The 1989 award was for an innovative bid approach that obtained rebates on each can of infant formula purchased by 164,000 WIC program participants. A $16.3 million savings was used to serve an additional 30,400 people at no extra cost.
Top Award Winners, 1989 - 2003

- **$24.5 million increase in child support collections and $10.2 million cost avoidance from a 6,000 family reduction in Aid to Families with Dependent Children payments**
  Office of Child Support Enforcement, Department of Health and Rehabilitative Services, Statewide

- **$1.5 million annual cost avoidance from reconfiguring statewide data network**
  Charles P. Ray, Assistant Director for Telecommunications Support, Management Systems Office, Department of Health and Rehabilitative Services, Tallahassee

- **$100,000 savings from establishing a volunteer medical assistance clinic for indigents not covered by state-funded primary care**
  E.W. Sutton, M.D., Director, Santa Rosa County Public Health Unit, Department of Health and Rehabilitative Services, Milton

- **$186,931 savings from reduced workers compensation claims and overtime hours**
  Michael Mayfield, Personnel Technician, Landmark Learning Center, Department of Health and Rehabilitative Services, Opa Locka

1989

- **$7.9 million savings on four major bridge projects**
  Jeffrey Toussant, Office of Value Engineering, Department of Transportation, Tallahassee

- **$994,664 worth of interest charges saved from challenging an incorrect federal audit finding**
  Reeta Das, Program Administrator, Office of Child Support Enforcement, Department of Health and Rehabilitative Services, Tallahassee

- **$797,900 savings on cleaning state buildings in Tallahassee**
  Gregory Edel, Executive Housekeeper, Department of General Services, Tallahassee

- **$343,779 added value from establishing Florida’s first volunteer program in a public health agency; $1.7 million savings from recruiting corporate assistance for needy families and individuals**
  Kay Mansolill, Volunteer Services Director, Palm Beach County Public Health Unit, Department of Health and Rehabilitative Services

- **Managerial improvements produced $747,000 worth of savings on inmate medical, dental and mental health services**
  Dr. Basam Amawi, Chief Medical Officer, Tomoka Correctional Institution, Brevard County

- **$16.3 million savings from rebates on infant formula purchased by 164,000 program participants**
  Women, Infants and Children Rebate Team, Department of Health and Rehabilitative Services, Tallahassee
After many years of reading and hearing stories about government waste, many people think of public workers as inept underachievers. In some cases, that perception may be quite accurate. But there also are many outstanding people on the public payroll. The Davis Productivity Awards recognizes the work of "productive, unsung heroes" of state government. Among the honored this week in Jacksonville [was] a Duval County female corrections program -- recognized by the U.S. Justice Department as one of the 10 most innovative of its kind, of 342 programs nationwide.

The Florida Times Union
December 3, 1993

Mary Beth Perry is a liquidator for the state Department of Insurance. Perry and her boss, Dennis Threadgill of Tallahassee, have helped squeeze more than $141 million from Guarantee Security Life Insurance Co. The Jacksonville insurer was seized in 1991 amid allegations of fraud. Thanks in large part to their efforts, the policyholders of the company have gotten back their original investments. Guarantee Security's failure was the biggest in state history, stranding 56,000 policyholders.

The Florida Times Union
November 21, 1996

Lt. Governor Frank Brogan, Governor Wayne Mixson, Panel of Judges Chairman Steve Evans and Waymond King, Assistant Secretary for Marketing, The Florida Lottery, share a light moment after the 1999 Davis Productivity Awards Kickoff Luncheon at the Tallahassee Leon County Civic Center.
Department of Transportation Revenue Management Administrator Terrie Price received a 2001 DPA for her persistence in getting the Federal Emergency Management Agency to reimburse the DOT for $600,000 worth of costs associated with the aftermath of Hurricane Andrew. At the Governor’s Mansion are Florida TaxWatch Chairman O’Neal Douglas, DOT Secretary Tom Barry, Lt. Governor and DPA Chairman Frank Brogan, Ms. Price and Florida Council of 100 Executive Director Charlie Ohlinger.

Supreme Court Justice Joe Boyd, standing (right) with Florida TaxWatch Executive Committee member Guy McKenzie waits to offer an invocation at the 1989 Davis Productivity Awards Kickoff Luncheon at the Tallahassee Radisson Hotel. Seated are Governor Wayne Mixson, Assistant Secretary of State Beverly Spencer, Comptroller Gerald Lewis and Winn Dixie Chairman Dan Davis.
Critical to the success of the Davis Productivity Awards program are the Agency Coordinators who work year-round with the DPA staff. Our special thanks to Donna Millay, Toni Livingston and Richard Wilhelms, each of whom has performed admirably for a decade or longer.
Kathy Adams, President & CEO, MediaReach Public Relations, West Palm Beach
Martha Barnett, Partner, Holland and Knight, Tallahassee

**Bonnie Basham, President, Capital Ideas, Tallahassee**
Roger Carlton, Senior Vice President, Regional Initiatives, ACS State & Local Solutions, Miami
David Carrol, President, First Union National Bank, Jacksonville

**Lee Chotas, Attorney, Dean, Mead, Egerton, et al., Orlando**
Craig Collins, Executive Director, The Florida Council of 100, Tampa
J. Carrol Dadisman, Publisher, *Tallahassee Democrat*, Tallahassee

**Pam Davis, President and CEO, PRIDE Enterprises, St. Petersburg**
**David Ellspermann, Clerk of the Circuit Court, Marion County, Ocala**

**Steve Evans**, Vice President/Senior State Executive, IBM, Tallahassee
Louis Fischer, Chairman & CEO, Fischer Associates, Inc., Kissimmee
John Fitzwater, Publisher, *Lakeland Ledger*, Lakeland
Michael Fraga, Vice President, Quality Services, Florida Power and Light Company, Miami
Jim Godshall, President, Total Quality Institute, Inc., Mohnton, PA
William Habermayer, President & CEO, Florida Power Corporation, St. Petersburg
Michael Harrell, Vice President, New Business Development, PRIDE Enterprises, St. Petersburg
Barbara Henderson, AICP Government Liaison, Wilson, Miller, Barton and Teek, Naples
Lee Hinkle, Director of Government Relations, Florida Group, Columbia/HCA, Tallahassee
Courtney Hyers, Tax Counsel and Director of State Tax Litigation and Legislation, CSX Corporation

**Mike Jennings**, Vice President, Government Relations, Prudential Financial, Jacksonville
Jack Jones, Vice President, Winn Dixie Stores, Inc., Jacksonville

**Lynda Keever, Publisher, Florida Trend Magazine, St. Petersburg**
Joe Lacher, President, Florida Region, BellSouth

**Senator Phil Lewis**, Philip D. Lewis Real Estate, Riviera Beach
Linda Martin, President, Resource Associates Corp., Mohnton, PA

**Larry May, Vice President, Winn Dixie Stores, Inc., Jacksonville**
Rick McAllister, President & CEO, Florida Retail Federation, Tallahassee
Marshall McDonald, Chairman, Florida Power and Light Group, Juno Beach
Janette McDugald, Vice President and Comptroller, Outback Steakhouse, Inc., Tampa
Richard McEwen, Retired Chairman, Burdines Department Stores, Tallahassee
Margie Menduni, Governmental Consultant, Rutledge, Ecenia, Underwood and Purnell, PA
Randy Miller, Senior Governmental Consultant, Carlton Fields Law Firm, Tallahassee
Virginia Miller, Community Relations Director, Miller Construction, Fort Lauderdale

**Teala Milton, Vice President of State Government Relations, Citigroup, Inc.**

**Governor Wayne Mixson**, Tallahassee
Dianna Morgan, Vice President, Govt. Relations, Walt Disney World Company, Lake Buena Vista
Mario Neal, Area President, Administration, First Union National Bank of Florida, Tallahassee
Charlie Ohlinger, Executive Director, The Florida Council of 100, Tampa
Bill O’Toole*, Vice President, Government, Walt Disney World, Lake Buena Vista
Mike Pate, Publisher, Tallahassee Democrat, Tallahassee
J.T. Petillo, Senior Vice President, Florida Power and Light Group, Juno Beach
John Puerner, Publisher, Orlando Sentinel, Orlando
Glenn Robertson, President, Glenn W. Robertson and Associates, Tallahassee
Paula Smith, Community Leader, Tallahassee
Bill Stancill, GM Sales, PRIDE Enterprises, Tallahassee
Travis Storey, Managing Partner, Arthur Anderson & Co., Jacksonville
Robert Sullivan, Senior Vice President, Administration, Harris Corporation, Melbourne
Stanley Tate, President & Owner, Tate Enterprises, North Miami
Raul Valdes-Fauli, Mayor, Coral Gables

*Chairman of the DPA Panel of Judges
Individuals appearing in bold served five or more years as a DPA Judge.

Judges Larry May of Winn-Dixie Stores and Glenn Robertson, former State Budget Director and
President, Glenn W. Robertson and Associates, receive Governor and Cabinet Resolution honoring
the 1993 Davis Productivity Awards Program. (L to R) Agriculture Commissioner Bob Crawford,
Secretary of State Jim Smith, Governor Lawton Chiles, Attorney General Bob Butterworth, State
Treasurer and Insurance Commissioner Tom Gallagher, and Education Commissioner Betty Castor.
"Special Thanks" to Governor Mixson and Senator Lewis for 15 years of service

Davis Productivity Awards Chair and Lt. Governor Toni Jennings, DPA Panel of Judges Chair Mike Jennings, and the Officers, Board Members and Staff of Florida TaxWatch and The Florida Council of 100 extend fondest thanks and commendation to Governor Wayne Mixson and former Senate President Phil Lewis for their superb leadership, wise counsel and good humor as Chairmen and Members of the Davis Productivity Awards Panel of Judges. Their decade and a half of service as Judges is just one among so many public service contributions these statesmen have unselfishly offered to Floridians for more than three decades.

Governor Mixson and Senator Lewis have been instrumental in guiding and shaping the Davis Productivity Awards since day one. Their experience, perspective and astute observations on state government policies and programs; their unwavering adherence to high standards and their expectation of continuous improvement in the staff evaluation and judging processes; and their upbeat and timely responses to so many requests for time and expertise are treasured as the embodiment of the spirit of the Davis Productivity Awards Panel of Judges.

Long-time service on the Panel of Judges by two other distinguished individuals is gratefully acknowledged: Lee Chotas, an attorney with the Dean, Mead, Egerton et al. law firm in Orlando for 12 consecutive years; and Stanley Tate, President and Owner of Tate Enterprises in North Miami for nine consecutive years. Mr. Tate has also been a major financial contributor to the Davis Productivity Awards.
Recognizing Davis Productivity Awards Contributors

1989-2003

Major Contributors

Prudential Financial (Titanium Sponsor)
The Florida Lottery (Titanium Sponsor)

American Heritage Life Insurance Co. (now Allstate Insurance Company)
BellSouth
CSX Transportation
Darden Restaurants (The Olive Garden)
Florida Power Corporation (Progress Energy)
Florida Power and Light Company
Florida Trend Magazine
Florida's News Channel
IBM Corporation
Outback Steakhouse
PRIDE Enterprises
Sprint
Tate Enterprises
The Florida Council of 100
Unisys
Zellerbach (now XPEDX)
Other Significant Contributors

3M Traffic Control Division
ABC Liquors, Inc.
Alico, Inc.
American Speedy Printing
Anchor Business Forms
Anheuser-Busch Companies
AT& T
Blue Cross and Blue Shield of Florida
Capital Health Plan
Centex Rooney
Cirent Semiconductor
Citrus and Chemical Bank
Clifford Hinkle
Columbia/HCA of America
Comcast Cablevision
Computer 101
Delmonte
Diane Wilkins Productions
Dr. W.J. Knauer, Jr.
Eckerd Corporation
Ericks Consultants, Inc.
Ernst & Young
First Union National Bank of Florida
Fischer Associates
Flagler Capital Corp
Florida Citrus Mutual
Florida Commerce Federal Credit Union
Florida Crushed Stone Company
Florida Gas Transmission
Florida Home Builders Association
Florida Phosphate Council
Florida Retail Federation
Florida TaxWatch
Florida Transportation Builders Association
Flowers Industries
The Fox 99.9/B103 FM Radio
Gulf Power Company
The Haskell Company
Hopping Boyd Green & Sams
Jack M. Berry Company
Jim Walter Corporation
JM Family Enterprises
John Curry Financial Services
Kwik King Food Stores
Lamar Advertising
Lockheed Martin IMS
Mac Papers
MacFarlane, Ausley, Ferguson, and McMullen
Maximus
Mayo Clinic
McKenzie Tank Lines
MediaReach Public Relations
Methodist Medical Center
MHI Group
Mr. & Mrs. Dominic Calabro
NationsBank
North Florida Education Credit Union
Orlando Sentinel
The Palm Beach Post
The Panda Project
Philip Morris, USA
Price Waterhouse
Publix SuperMarkets, Inc.
RB Oppenheim Associates
Resource Associates Corporation
Richard Watson
Rick Barnett
Riggs Storey Fulmer and Ingram
Ringhaver
Ryder Truck Rental
Seacoast Seafood Supply
Selby Foundation
Signs Now
Southgroup Properties
Spalding & Evenflo Companies
The St. Joe Company
SunTrust Banks of Florida, Inc.
Sunshine State Credit Union
Tallahassee Leon County Civic Center
TECO Energy
Tupperware Corporation
W.W. Gay Mechanical Contractor
Wakulla State Bank
Waste Management
Watermark Communities, Inc.
William Cook Agency
Williams, Cox, Weidner & Cox
Just as in any enterprise, many public employees are innovators and leaders who provide the “shareholders” of government, the taxpayers, with a more than fair return on investment.

■ Albert Krause, solid waste coordinator for the University of Florida, saved taxpayers $13,000 by reassessing UF’s practice of leasing rather than owning trash compactors.

■ Harold Hannah, a UF engineering technician acquired more than $400,000 of surplus federal supplies and equipment from military bases in Florida and Georgia at no cost to UF.

■ Duncan Kabinu and Claire Franklin of the Department of Agriculture’s Gainesville office developed a palm pilot application for collecting and transferring field information for the citrus canker survey program that saved nearly $400,000 the first year alone and figures to have national application in emergency-response programs.

*Gainesville Sun*
December 8, 2002
Prudential Financial salutes the Davis Productivity Award winners.
Dear 2003 Davis Productivity Awards Participants:

Congratulations on a job well done! You have met the challenge to increase productivity and efficiency, making our state government more effective for all Floridians. In this 15th anniversary year, we are more proud than ever of your dedication and hard work.

Successful teamwork, technological advances, process improvements, intergovernmental partnerships, volunteerism, and creative solutions in difficult situations are just a few of the assets that you contribute to our state.

This year your commitment to service has collectively resulted in $260 million of added value to our citizens. Incredibly, since the program’s inception, $4.5 billion worth of cost savings, cost avoidances and revenue enhancements has been added to the delivery of state services as a result of the tireless diligence of state employees who are Davis Productivity Awards winners.

Many thanks to the more than 100 individual, corporate and philanthropic foundation supporters of the Davis Productivity Awards program over the past 15 years. Your endorsement has strengthened the credibility of the program and helped to make it a unique national success.

And thank you to the Agency Awards Coordinators who have helped make participation in the Davis Productivity Awards program a statewide priority. The recognition received by the winners is a tribute to your willingness to labor on this program throughout the year.

The Davis Family and all of us at Winn-Dixie Stores, Florida TaxWatch, The Florida Council of 100, and the State of Florida salute your efforts and urge you to continue your innovative work.

Sincerely,

A. Dano Davis  
Chairman  
Winn-Dixie Stores, Inc.

Robert D. Davis  
Chairman  
DDI, Inc.
Lt. Governor Applauds Winners Who Exemplify Excellence

Dear Davis Productivity Award Winners:

A distinct benefit and pleasure of being selected by Governor Bush to serve as Florida's Lt. Governor is the opportunity to chair the Davis Productivity Awards program.

I have long admired this nationally unique public and private partnership that recognizes the initiative and creativity of our state employees. Each of you is warmly congratulated for your award winning achievements. Your exceptional efforts and smart work reflect a high level of commitment to excellence and to the well being of our fellow Floridians.

Governor Bush and I extend our most sincere thank you to the Davis Family of Winn-Dixie Stores for prompting the awards program and for providing more than $1 million to fund and grow it for 15 years. Floridians owe a huge debt of gratitude for the generosity of the late J.E. Davis and his brother A.D. Davis, and for the Family's faithful stewardship of their vision.

Hearty thanks to Florida TaxWatch for developing and managing the awards program with its partner, The Florida Council of 100. The nationally recognized credibility and prestige of this initiative is a fitting testimony to your organizations, to the Judges' independent review and decision-making process, and to the diligent staff work and assistance from the Agency Awards Coordinators and nominators.

I particularly want to thank two of my predecessors, Governor Wayne Mixson for chairing the Panel of Judges for seven years, and former Senate President Phil Lewis who, along with Governor Mixson, has been a DPA Judge for 15 consecutive years.

Congratulations again to the 2003 DPA winners.

Very truly yours,

Toni Jennings
Lt. Governor
Chair, 2003 Davis Productivity Awards Program

Lt. Governor Toni Jennings serves as Chair of the Davis Productivity Awards Program, which has honored innovative achievements of state employees since 1989.
Statewide Support Makes DPA Program Possible

On behalf of the Davis Family Foundation and Winn-Dixie Stores, Florida TaxWatch, The Florida Council of 100 and the State of Florida, we thank these organizations for their generous financial support of the 2003 Davis Productivity Awards:

Titanium Circle
Prudential Financial
The Florida Lottery

Platinum Circle
Florida's News Channel

Diamond Circle
*Florida Trend* Magazine
WCI Communities, Inc.

Silver Circle
ACS/State & Local Solutions
Publix Super Markets, Inc.
The FLORIDA Channel
Verizon

Gold Circle
PRIDE Enterprises

Bronze Circle
Progress Energy Florida, Inc.
Sprint

Friends
ENKEI Florida, Inc.
Florida Phosphate Council
Maximus
Tate Enterprises
The Graham Companies
Outback Steakhouse, Inc.
Wachovia

Special thanks goes to the following organizations and individuals for contributing their professional expertise:

PRIDE Enterprises - Typesetting and Printing Services
Department of Financial Services - Printing Services Section
Betsy Barfield Photography - Photography Services at Kickoff
Levy Awards & Promotional Products
A FACE YOU TRUST
FOR NEWS FROM AROUND FLORIDA

Gordon Graham

FLORIDA'S NEWS CHANNEL
The Davis Productivity Awards is a privately initiated program that recognizes and rewards state government employees whose work measurably increases productivity and promotes innovation.

For 15 years, the awards have been made possible by the vision and generosity of the late J.E. Davis and the late A.D. Davis, co-founders of Winn-Dixie Stores, Inc. and co-founders of Florida TaxWatch. The Davis Family’s ongoing generosity plus contributions from more than 100 individuals, corporations and philanthropic foundations have provided the “fuel” for this nationally unique initiative. The program is a major government improvement effort sponsored by Florida TaxWatch, The Florida Council of 100 and the State of Florida.

This year’s nominations have helped save the state $180 million in costs and have brought in an additional $80 million in revenue for total added value of $260 million.

Award winners have produced a 15-year total of $4.5 billion in added value for Florida taxpayers. These winners are shining examples for all to follow in both the public and the private sectors.

There are four levels of awards in the Davis Productivity Awards program:

I. The top level receives cash awards and commemorative plaques in the categories below.

II. The second level receives commemorative plaques.

III. The third level receives certificates of commendation.

IV. The fourth level receives letters of honorable mention.

All state government employees and private citizens are welcome and encouraged to submit nominations. We look forward to your participation in the 2004 program.

- Outstanding Work Unit Achievement $2,500
- Outstanding Individual Achievement $2,000
- Distinguished Work Unit Achievement $1,500
- Distinguished Individual Achievement $1,000
- Notable Work Unit Achievement $600
- Notable Individual Achievement $300
When reviewing nominations for the Davis Productivity Awards, judges and staff use the following criteria:

**Initiative, Innovation and Effort**
- Nominee(s) independently identified a problem, designed and implemented a solution or improvement.
- Nominee’s achievement resulted from an innovation, increased responsibility, extra effort or sustained performance that exceeded expectations of his/her/their job, and exceeded the performance of other employees doing similar jobs.
- Nominee’s achievement required a significant number of working hours above and beyond normal, for employees not subject to the federal Fair Labor Standards Act.

**Customer Satisfaction**
- Nominee’s achievement resulted in increased external or internal customer satisfaction with the availability, efficiency, quality and cost of a state service or product.

**Added Value**
- Nominee’s achievement has been or can be implemented by other individuals, teams or work units in the nominee’s agency or statewide to multiply its value to Florida taxpayers.
- Net added value (cost savings, cost avoidances or increased revenue collected under state law) resulting from the nominee’s achievement in relation to his/her position and the methodology used to calculate added value.
- Evidence that the nominee’s achievement prompted a specific budget reduction or reallocation.
- Evidence that improved performance and added value will recur in future years.

**Nominator’s and Manager’s Evaluation**
- Persuasiveness of nominator’s summary as to why the nominee’s performance deserves an award.
- Documentation by a high-level agency manager that the nominee’s achievement exceeded the achievements of others performing similar work.
Thank You for Helping
Build a Better Florida

On behalf of all of us at Florida Trend Magazine, congratulations to each of the recipients of the Davis Productivity Awards; and to all of the nominees for the commitment, diligence and creativity that have resulted in saving millions of dollars for Florida taxpayers.

Florida Trend is proud to be one of the sponsors of this awards program, along with Florida TaxWatch and the Florida Council of 100.

We salute state employees for their dedication and professionalism.

Publisher

Florida Trend
THE MAGAZINE OF FLORIDA BUSINESS
DPA ACHIEVEMENTS MAKE NATIONAL AND INTERNATIONAL IMPACT

The Davis Productivity Awards program proudly salutes 2003 award winners for achievements that have national and international value. Some of these can be adapted and implemented by other states to avoid “re-inventing the wheel”, attract federal funding and avoid critical service cuts during tight budget times.

HOMELAND SECURITY

• **Investigations.** Several evaluative methods developed by the Department of Health’s Counter-Terrorism Rapid Response Unit in Miami can be used nationwide. These methods were initiated while staff provided laboratory based investigative support to the Federal Bureau of Investigation to better understand the first bio-terrorism event in the U.S. involving Anthrax. For more information, please contact Dr. Segaran P. Pillai at (305) 324-2432 or email Segaran_Pillai@doh.state.fl.us (DOH –63)

• **Intelligence Sharing.** The Department of Law Enforcement ’s Office of Statewide Intelligence has become the national leader in state intelligence sharing. It facilitated the design and implementation of “ThreatNet,” the state’s Counter-Terrorism Intelligence database now used by nearly 150 local, state and federal agencies and over 500 individuals within Florida. For more information, please contact Mark Zadra at (850) 410-8390 or email markzadra@fdle.state.fl.us (FDLE – 23)

• **Food Safety.** Larry Lloyd at the Department of Agriculture and Consumer Services wrote software programs that share Florida food safety data nationwide. His initiative made Florida the first state to electronically transfer secure data to the U.S. Department of Agriculture and the Food and Drug Administration to help assure the safety of food supplies. For more information, please contact Mr. Lloyd at (850)488-4407 or email lloydl@doacs.state.fl.us (DACS – 12)

  Yuelian Shen developed alternative methods to test for food borne pathogens. As a result, contaminated food can be removed from grocery store shelves more rapidly.

• **Medical Tool Kit.** St. Lucie County Health Department physician Dawn Allicock developed a bioterrorism awareness and preparedness medical tool kit to train private physicians that can be useful nationwide. For more information, please contact Dr. Dawn Allicock at (772) 462-3824 or email Dawn_Allicock@doh.state.fl.us (DOH – 97)
LAW ENFORCEMENT AND PUBLIC PROTECTION

Florida Highway Patrol Lt. James Wells studied fire-related injuries and deaths from rear-end collisions involving police interceptor vehicles.

- **Life-Saving Retrofit.** Rarely does an individual impact an issue with nationwide life-saving and economic consequences. Florida Highway Patrol Lt. James Wells did just that. In 1998-99, Lt.Wells studied rear-end collisions of police interceptor vehicles resulting in fire-related injuries and deaths. His study, subsequent service on a national Blue Ribbon Panel and interaction with Ford Motor Company helped to prompt Ford’s voluntary decision in September 2002 to retrofit up to 350,000 police cars nationwide to help prevent future leaks in the fuel system—at a cost to Ford of up to $70 million. For more information, please contact Kenneth L. Spears at (850) 488-5799 or email spears.ken@hsmv.state.fl.us (DHSMV – 5)

- **Disaster Funds.** The Department of Community Affairs negotiated a first-in-the-nation agreement with the Federal Emergency Management Agency. The agreement modifies a 25% state/local cash match requirement for federal disaster recovery funds by substituting state/local funding already committed to hurricane and flood relief as in-kind or “Global” match. This achievement reduced Florida’s General Revenue match for disaster funds by $31 million. For more information, please contact Leroy Thompson at (850) 413-9816 or email leroy.thompson@dca.state.fl.us (DCA – 8)

- **Identity Theft.** The Department of Law Enforcement, Highway Patrol and Office of Statewide Prosecution established the nation’s first statewide task force that proactively targets, investigates and prosecutes identity theft and credit card fraud. The Federal Auditor General’s Office considers Florida’s initiative a national model. For more information, please contact Wayne Ivey at (772) 216-3529 or email wayneivey@fdle.state.fl.us (FDLE – 12)

- **Defrauded Investors.** A Future First Financial Group Conservatorship Team at the Department of Financial Services (formerly Department of Insurance) obtained a ground breaking judicial ruling that imposes a conservatorship to freeze the assets of former securities licensees who defrauded investors. The ruling could result in recovering tens of millions of dollars for these investors, many of whom are senior citizens who depended on a return on their investments to live on. For more information, contact Mike Davidson at (850) 413-4179 or email davidsonm@doi.state.fl.us (DOI – 2)

- **WIC Program Fraud.** The Department of Health’s Retail Operations Unit perfected a method to audit grocery stores that determines whether the stores actually purchased all food billed to the Women, Infants and Children’s (WIC) program. This achievement was the inspiration for a U.S. Department of Agriculture guide for states to use in conducting audits. For more information, contact John Harrison at (850) 245-4444 ext. 2870 or email john_harrison@doh.state.fl.us (DOH – 111)

- **Contractor Fraud.** At a national conference of Inspectors General, Governor Bush’s Chief I.G. held up the Department of Transportation Inspector General Office’s performance measurement system as a best practice. One of its uses is to track progress in attacking vendor fraud. Fully 83% of individual and company names on the Department of Management Services’ list of convicted vendors who are no longer eligible to compete for state business were placed there because of the DOT I.G. Office’s work. For more information, contact Robert Clift at (850)410-5800 ext.114 or email robert.clift@dot.state.fl.us (DOT – 1)
• **Fire Safety.** Mr. Timber Weller of the Department of Agriculture and Consumer Services helped communities in Orange, Volusia and Flagler Counties be among a select group of 15 communities nationwide that were recognized by the FIREWISE Communities USA Program. Meeting FIREWISE’S national guidelines signifies that a community has taken steps to significantly reduce threats to the lives and property of its citizens. For more information, contact Timber Weller at (386) 447-1533 or email wellert@doacs.state.fl.us (DACS – 11)

HEALTH AND SOCIAL SERVICES

• **Missing Children.** Matt Johnson and Ted Harrell at the Department of Children and Families and Hans Soder at the Department of Law Enforcement developed electronic integration of missing child reporting systems that is a model for other states’ social services agencies. For more information, please contact Lucy Ingley at (850) 410-8585 or email lucyingley@fdle.state.fl.us (FDLE - 22)

• **Special Needs Children.** The Department of Health's Integrated Care System team implemented the nation's first public/private regional health services system that capitates the cost of services provided to special needs children. For more information, please contact Phyllis Sloyer at (850) 245-4218 or email phyllis_sloyer@doh.state.fl.us (DOH - 67)

• **School-based Health Services.** The Department of Health's School Health Services Program Office made Florida the first state approved to use federal Child Health Insurance funds for school-based health services. This initiative freed up $7 million of state General Revenue for other services. For more information, please contact Sylvia Byrd at (850) 245-4447 or email sylvia_byrd@doh.state.fl.us (DOH - 104)

• **Medicaid Claims.** Lonnie Mann at the Department of Children and Families and David Rogers at the Agency for Health Care Administration developed a methodology – unique among the 50 states -- for federal Medicaid claims billing documentation and General Revenue transfers to Medicaid. Their initiative enabled Florida to recover $4.9 million new revenue in 2001-02 and approximately $9 million in 2002-03. For more information, please contact Lonnie Mann at (850) 413-7215 or email Lonnie_Mann@dcf.state.fl.us (DCF - 43)

• **Electronic Licensure.** The Department of Health's Electronic Advancement Team initiated the nation's first electronic system for licensure and renewal of regulated healthcare entities that saves close to $2 million annually. For more information, please contact Lola Pouncey at (850) 245-4064 or email lola_pouncey@doh.state.fl.us (DOH-05)

OTHER SIGNIFICANT ACHIEVEMENTS

• **Fire Safety.** Mr. Timber Weller of the Department of Agriculture and Consumer Services helped communities in Orange, Volusia and Flagler Counties be among a select group of 15 communities nationwide that were recognized by the FIREWISE Communities USA Program. Meeting FIREWISE’S national guidelines signifies that a community has taken steps to significantly reduce threats to the lives and property of its citizens. For more information, contact Timber Weller at (386) 447-1533 or email wellert@doacs.state.fl.us (DACS – 11)

The Department of Transportation's State Materials Laboratory earned international accreditation. Here, Internal auditor Butch Hines is auditing equipment performance that is required by accreditation guidelines.

• **International Accreditation.** The Department of Transportation's State Materials Laboratory is one of just four nationwide – and the only state DOT laboratory - to earn international accreditation. For more information, please contact Mayur Patel at (352) 337-3245 or email mayur.patel@dot.state.fl.us (DOT - 25)
• **Facilities Maintenance.** George Watkins and Michael Faires at Florida State University initiated the nation’s first facilities maintenance storefront on a university campus. A public/private partnership established by competitive bid benefitted FSU by $440,000. For more information, please contact Amy Thagard at (850) 644-2962 or email athagard@admin.fsu.edu (FSU - 7)

• **Inmate Work Squads.** Chuck Manning, William Maust and Kenneth Fleming at the Department of Corrections developed a first-in-the-nation performance management system for inmate classification that solved a decades-old problem of inmate vacancies on work squads. The Department reports that eliminating 931 net vacancies is worth an additional $11.8 million on its 2003 contracted maintenance work for local governments. For more information, contact Chuck Manning at (850) 410-4373 or email manning.chuck@mail.dc.state.fl.us (DOC - 8)

• **Electronic Contract System.** The Department of Community Affairs developed the nation’s first paperless electronic system for contracting in the field of emergency management. Other states including Texas and Oklahoma have expressed interest in replicating this system which saved DCA more than $400,000. For more information, contact Frank Koutnik at (850) 922-0603 or email frank.koutnik@dca.state.fl.us (DCA - 3)

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**DAVIS PRODUCTIVITY AWARDS JUDGES PROVIDE IMPORTANT PUBLIC SERVICE**

Judges for the Davis Productivity Awards are dedicated to the program and the value it brings to citizens of Florida. These busy men and women serve, or have served, at high levels in both the public and private sectors. They devote many hours to reviewing nominations, analyzing staff evaluations, requesting additional information, discussing issues and making decisions. They also make suggestions for improving the awards evaluation process. Sincere thanks to the 2003 DPA Judges for their many contributions to the program.

**Chairman Mike Jennings**
Vice President, Government Relations
Prudential Financial
Jacksonville
(Four Years, Three as Chairman)*

**Kathy Adams**
President & CEO
MediaReach Public Relations
West Palm Beach
(Two Years)*

**Bonnie Basham**
President
Capital Ideas
Tallahassee
(Six Years)*

**Roger Carlton**
St. Vice President
ACS/State and Local Solutions
Miami
(Three Years)*

**Pam Davis**
President & CEO
PRIDE Enterprises
St. Petersburg
(Five Years)*

**David Ellspermann**
Clerk of Circuit Court
Marion County
Ocala
(Seven Years)*

**Jim Godshall**
President
Total Quality Institute, Inc.
Mihnnon, PA
(Two Years)*

**William Habermeyer**
President & CEO
Florida Power Corporation
St. Petersburg
(Two Years)*

**Lynda Keever**
Publisher
Florida Trend Magazine
St. Petersburg
(Six Years)*

**Phil Lewis**
President
Philip D. Lewis Real Estate
Riviera Beach
(Fifteen Years, One as Chairman)*

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*Denotes the number of years served as a DPA Judge.*
Numerous achievements of 2003 Davis Productivity Award winners directly benefit Florida businesses and consumers. Following are some excellent examples.

• **Reduced Traffic Congestion.** Improvement of the Interstate 95 and 595 interchange in Broward County provides an estimated 15-year travel delay reduction worth $72 million to the driving public. Department of Transportation and Federal Highway Administration staff plus consultants and contractors resurfaced and restriped in order to add extra lanes for on-ramps and a traffic lane across a two-mile causeway. This is an interim improvement until the scheduled 2018 completion of a $54 million capital improvement project. For more information, contact Cleo Marsh at (954) 777-4200 or email cleo.marsh@dot.state.fl.us (DOT - 4)

• **Proactive Inspections.** After mishandling of human remains in Georgia was nationally publicized in February 2002, staff of the Department of Business and Professional Regulation's Division of Regulation executed a 14-day sweep inspection of Florida's 146 crematory facilities -- including those that were inactive or closed. Only a handful of minor technical violations were uncovered. For more information, contact Patrick Ernest at (850) 487-9598 or email Patrick.ernest@dbpr.state.fl.us (DBPR - 4)

• **Cruise Ship Alert.** On August 6, 2002, the Brevard County Health Department was notified of a potential Measles or Rubella case aboard a cruise ship scheduled to dock at Port Canaveral. Two days later, Health Department staff boarded the ship to administer 950 doses of vaccine. On August 19th, the cruise line owners elected to vaccinate a second ship using the Department's earlier procedure. The importance of the Department's quick action is underscored by the fact that the cost to treat a person exposed pre-natally to Rubella reportedly can reach $1 million over a lifetime. For more information, contact Bruce Pierce at (321) 454-7101 or email Bruce_Pierce@doh.state.fl.us (DOH - 45)

• **Prenatal Services.** Mally Chrulski, Sylvie Kramer and Nancy Rice restructured the St. Lucie County Health Department's Women, Infants and Children (WIC) program. As a result, women's participation during their first trimester of pregnancy increased from 50% to 66% versus a statewide average of 42%. Every WIC dollar spent on a pregnant woman reportedly saves an average of $3.13 worth of Medicaid during her infant's first 60 days. St. Lucie County's infant mortality rate decreased from an average of 10% between 1992 and 1995 to 4.0% in 2001. For more information, contact Mally Chrulski at (772) 873-4890 or email Mally_Chrulski@doh.state.fl.us (DOH - 79)

• **Improved Quality Assurance.** A Family Safety Quality Assurance Team in Tampa acted on complaints by community care facility operators that several Department of Children and Families units frequently were “in their face” gathering duplicate performance data. The team's achievement is now a statewide model for streamlining community care quality assurance processes. For more information, contact Peggy Niermann at (813) 558-5619 or email Peggy_Niermann@dcf.state.fl.us (DCF - 56)

• **Benefits to Policyholders.** Miguel Oxamendi, Frank Dino and David Hippen at the Department of Financial Services (formerly Department of Insurance) obtained an estimated $5 million worth of refunds and
increased death benefits for consumers holding approximately 37,000 policies. For more information, contact Miguel Oxamendi at (850) 413-4131 or email Oxamendim@doi.state.fl.us (DOI - 15)

• **Reduced Legal Fees.** Brenda Poppel, Douglas Shropshire and Miguel Oxamendi developed a process to replace litigation with binding arbitration that will save consumers and insurance companies an estimated $750,000 worth of legal fees. It will also distribute an estimated $3 million worth of benefits for up to 7,000 consumers sold policies between 1982 and 1997 that were misrepresented as investments. For more information, contact Doug Shropshire at (850) 413-4172 or email shropshired@doi.state.fl.us (DOI - 6)

• **Reduced Premiums.** Belynda Shadoan staffed a 17-member private sector Small Employer Benefit Plan Committee that redesigned mandatory policies for small employer health insurance carriers to save selected employers 20% or more. For more information, contact Rich Robleto at (850) 413-5160 or email shadoanb@doi.state.fl.us (DOI - 1)

• **Disaster Shelter Improvement.** Joe Barker and Gary Maier of the Lee County Health Department developed an emergency backup water system for Special Care Shelters occupied by the frail and elderly during hurricanes or other disasters. For more information, contact Joe Barker at (239) 332-9562 or email joe_barker@doh.state.fl.us (DOH - 49)

• **Septic Tank Savings.** Michael Clevenger, Geordie Smith and Johanna Whelan of the Lee County Health Department developed a procedure to reduce the cost of homeowners' septic tank repairs by an estimated $100,000 annually. Septic tank companies reportedly are pleased that fewer installations are delayed by questionable soil samples. Environmental specialists now have a better sense of the relationship between the “feel” of soil and its ability to percolate. For more information, contact Joe Barker at (239) 332-9562 or email Joe_Barker@doh.state.fl.us (DOH - 33)

• **Permitting Action Tree.** A “Permitting Action Tree” that ties Florida's environmental regulations to appropriate permitting actions is helpful to affected industries and consultants. For more information, contact Bruce Mitchell at (850) 413-9198 or email bruce.mitchell@dep.state.fl.us (DEP - 17)

• **Dispute Resolution.** The Department of Business and Professional Regulation's Alternative Dispute Resolution initiative increased consumer recoveries by 93% ($1.7 million) and mitigated an adversarial climate between DBPR and those it regulates. For more information, contact Ronald A, Safford at (850) 487-9518 or email Ronald.safford@dbpr.state.fl.us (DBPR - 1)

• **Economic Crimes.** The Office of the Attorney General's Orlando Economic Crimes Unit increased consumer recoveries from $593,000 in 2001 to $1.2 million in 2002. For more information, contact Jacqueline Dowd at (407) 245-0833 or email jacqueline_dowd@oag.state.fl.us (OAG - 1)

• **Electronic Licensure.** The Department of Health's commerce website now offers the convenience of on-line license renewal to more than 200,000 licensees in 37 healthcare professions. For more information, contact Lola Pouncey at (850) 245-4064 or email lola_pouncey@doh.state.fl.us (DOH - 5)

• **Reference Materials.** The Florida Memory Program provides internet access to more than 300,000 items in the Florida State Archives. Teachers who previously took students to repositories for exposure to primary source material can now download learning units. Department of State staff time reductions are worth approximately $30,000 annually. For more information, contact Jody Norman at (850) 245-6700 or email jnorman@mail.dos.state.fl.us (STATE - 3)
DPA ACHIEVEMENTS
ADDRESS HOMELAND SECURITY

Following are examples of this year’s Davis Productivity Awards achievements that are contributing to Florida’s response to terrorism in the wake of September 11, 2001.

WEAPONS OF MASS DESTRUCTION

• **Oxygen Delivery and Fire Retardant Equipment Innovations.** Charles Hagan and Daniel Pitchford at the Department of Community Affairs designed a multi-patient oxygen delivery system to help treat victims of weapons of mass destruction that is now stocked by hospitals and ambulances throughout Florida. Their system costs $781 less per unit than traditional and separate oxygen manifold systems for savings exceeding $100,000. Mr. Hagan and Mr. Pitchford also developed more comfortable, durable and less costly fire retardant equipment for police and firefighters to wear under bomb detection suits. The savings on 56 suits purchased in 2002 was $250,091. For more information, please contact Charles Hagan at (850) 410-1263 or email charles.hagan@dca.state.fl.us (DCA - 11)

• **First Responder Training.** Leo Lachat at the Department of Community Affairs enhanced First Responder training by securing 16 tabletop and field exercises from the federal government that are worth more than $1 million. He also conducted training sessions on logistical and administrative needs that would occur after a weapons of mass destruction or other terrorist-prompted disaster. For more information, please contact Leo Charles Lachat at (850) 413-9936 or email Leo.Lachat@dca.state.fl.us (DCA - 10 and DCA - 13)

• **Bioterrorism Surveillance.** Dr. Mary Jo Trepka of the Miami-Dade County Health Department initiated a Bioterrorism Surveillance Program and helped secure $1.5 million additional federal funding to implement her program in 250 South Florida hospitals and clinics. For more information, please contact Faye Teague at (305) 324-2413 or email faye_teague@doh.state.fl.us (DOH - 76)

• **WMD Glossary.** John Cochrane, Jennifer Perry and Rosaly Guzman developed a weapons of mass destruction glossary to help prepare Seminole County Health Department staff to assist the public after a WMD event. For more information, please contact John Cochrane at (407) 665-3606 or email John_Cochrane@doh.state.fl.us (DOH - 83)

• **Immunization Volunteers.** Valerie Risher, R.N., of the Indian River County Health Department organized more than 100 volunteers to provide vaccinations and other immunizations to protect against bioterrorism attacks. For more information, please contact Valerie Risher at (772) 794-7479 or email Valerie_Risher@doh.state.fl.us (DOH - 98)
• **EMS Assistance.** Gene Madden at the Department of Agriculture and Consumer Services established an Emergency Medical Services group to enhance state Incident Management Teams that would be deployed following a WMD event. For more information, please contact Gene Madden at (850) 414-9958 or email maddeng@doacs.state.fl.us (DACS - 8)

### INTELLIGENCE

• **Identifying Suspects.** Special Agent Jeffrey Portz in the Department of Law Enforcement’s Miami-Dade County office developed a computer application that reduces 150 users’ time to identify subjects and targets in homeland security and other criminal investigations by a reported $1.1 million. For more information, please contact Jeffrey Portz at (305) 470-5500 or email jeffportz@fdle.state.fl.us (FDLE - 7)

• **Retrieving Information.** FDLE’s Intelligence Information Custom Search Team developed a system to locate and retrieve information about specific persons or businesses. This homeland security and crime prevention tool is projected to yield $2.5 million annual staff time savings. For more information, please contact Margery Jones at (850) 410-8527 email margejones@fdle.state.fl.us (FDLE - 1)

• **Exchanging Information.** FDLE initiated a Central Florida Regional Domestic Security Task Force that increased intelligence exchanges and reduced duplication. Coordination improved among five law enforcement agencies that historically worked in a complimentary but independent fashion. For more information, please contact John Burke at (407) 245-0801 or email johnburke@fdle.state.fl.us (FDLE - 13)

### OTHER ACHIEVEMENTS

• **Continuity of Government Operations.** Karen Delimater at the Department of Community Affairs developed training activities and planning guidance to help implement a new state law on continuity of agency operations that is integral to Florida’s Homeland Security efforts. For more information, please contact Karen Delimater at (850) 413-9811 or email karen.delimater@dca.state.fl.us (DCA - 15)

• **Juvenile Offenders.** Since 9/11/01, increased attention has been paid to the manner in which juveniles who run away or escape to other states are returned to Florida. The Department of Juvenile Justice’s Interstate Transportation Team created software for a database that improved the public safety and reduced the cost of transporting 36 juveniles for savings of approximately $20,000. For more information, please contact Amanda Beagles at (850) 488-3795 or email amanda.beagles@djj.state.fl.us (DJJ - 24)

• **Driver License Information.** Modesto Burgos and Ruth Velenzuela worked with South Florida media outlets to disseminate information on a post 9/11/01 driver licensing law and procedures for non-U.S. citizens. For more information, please contact Modesto Burgos at (305) 643-7567 or email Burgos.Modesto@hsmv.state.fl.us (DHSMV - 10)
AGENCY COORDINATORS PLAY KEY ROLE
IN THE DPA PROGRAM

Critical to the success of the Davis Productivity Awards program are the Agency Coordinators. These individuals serve as liaisons between the DPA program and Florida's 150,000 state and university employees. Agency Coordinators work year-round with the DPA staff to increase government productivity, train agency staff, advocate the benefits of the awards program, identify and solicit significant accomplishments to be nominated for recognition, and assist in the production of DPA presentations. Our sincere thanks to the following:

Agency for Health Care Administration
Jerome Todd

Agency for Workforce Innovation
Judy Barrett-Elmer

Department of Agriculture & Consumer Services
Chander Baker

Department of Business & Professional Regulation
Jerome Andrews

Department of Children and Families
April Adkins

Department of Community Affairs
Rick Miller

Department of Corrections
Maryann Kinney and Kristen Manalo

Department of Education
Pamela Krohn

Department of Elder Affairs
Eloise Williams

Department of Environmental Protection
Linda Harvey and Brenda Stubbs

Department of Financial Services
Desiree Nero

Department of Health
Sandra Smiley-Holley and Mary Brewington

Department of Highway Safety & Motor Vehicles
Laura Smith and John Bentley

Department of Juvenile Justice
Morrison King

Department of Law Enforcement
Sharon Graham

Department of Legal Affairs
Kathleen Faircloth

Department of Management Services
Kristi Gentle

Department of Revenue
Toni Livingston and Duane Gloyd

Department of State
Patsy Kinsey

Department of Transportation
Donna Millay

Department of Veterans' Affairs
Jim Lieupo

Fish & Wildlife Conservation Commission
Whit Springfield

Florida A&M University
Vera Lee

Florida Division of Colleges and Universities
Brenda Meisburg

Florida State Hospital
Richard Wilhelms

Florida State University
Pat Mullins

Justice Administrative Commission
Amber Cochran

State Courts System
Cathy Brockmeier

State Board of Administration
Jack Madden

State Technology Office
Carla Gaskin

The Florida Lottery
Annette Cohen

University of Central Florida
Dorris Cannon

University of Florida
Jodi Gentry

University of South Florida
Sandi Conway
DONNA MILLAY IS THE 15TH ANNIVERSARY DPA AGENCY AWARDS COORDINATOR OF THE YEAR

This year’s Agency Awards Coordinator of the Year is the most senior Davis Productivity Awards agency coordinator, Donna Millay. Donna has been with the Department of Transportation (DOT) for 21 years and has been its DPA coordinator since the awards program was initiated in 1989.

Donna learned DOT operations from the ground up. Starting in Contracts Administration, she has been an assistant to two Secretaries of Transportation, the internal agency awards coordinator for 15 years, the employee ombudsman for 10 years, the mentoring coordinator for three years, and staff of the Central Office Recruitment and Selection section for two years.

Over the years, Donna has coordinated DOT nominations for achievements that have earned awards in every DPA category. Some examples:

• The development of a financial management system that highlighted a backlog of federal projects with insufficient fund balances and final voucher processing. Result: An $83 million increase in federal aid reimbursement to the state transportation trust fund.

• Research that justified requesting additional funding from the Federal Highway Administration resulted in over $25 million in additional federal aid.

• Changing the way new toll plazas are equipped by bidding each major component of the project versus working with one contractor for all components saved $2.3 million.

• Reduction from approximately 100 acres to 53 acres of a jurisdictional wetland thought to be impacted by the Miami Canal Rest and Recreational Facility on I-75. The anticipated mitigation cost for the project was $10 million, but reducing and redesigning the project lowered it to $5.3 million.

"Fifteen years is a prominent milestone in the history of any program, and one that was established for the purpose of recognizing State employees is an exemplary achievement in itself. It is with great pride that I accept the honor, on behalf of all DOT employees, of being named the DPA Agency Awards Coordinator of the Year! I would personally like to thank those that make these awards possible: the Davis Family, Florida TaxWatch, The Florida Council of 100, the DPA staff and ultimately our customers, the citizens of and visitors to the State of Florida!"

Donna Millay

Each of these achievements and many others by DOT employees help the Department provide a safe transportation system that ensures the mobility of people and goods, enhances economic prosperity, and preserves the quality of our environment and communities. With that mission in mind, the DOT and its employees have built extensive partnerships with consultants, contractors, city and county governments, transportation and asphalt associations, local utility companies, and other vendors. DOT also partners with schools throughout the state where DOT employees support our communities by mentoring to potential future “road builders” through the Governor’s Mentoring Initiative.

DOT employees are dedicated to making travel in Florida safer and more efficient. This is evidenced in the fundamental principles which guide their behavior and actions: Integrity, Respect, Excellence and Teamwork. It is these qualities that produce the kinds of results that are worthy of being recognized through the Davis Productivity Awards. Such recognition and the satisfaction it brings to award winners makes my being the DPA Agency Awards Coordinator for DOT a professionally and personally fulfilling one.
Dear 2003 Davis Productivity Award Winners:

Florida TaxWatch and The Florida Council of 100 are proud to join Governor Jeb Bush, Lt. Governor Toni Jennings and the Florida Cabinet for the 15th Anniversary Celebration of the Davis Productivity Awards.

Recognizing state employees who strive to improve government services and save money for the taxpayers of Florida has been our honor and pleasure since 1989. Previous and current award winners are among the finest in Florida government, and the Davis Productivity Awards is our way of helping ensure that your efforts are appreciated.

As sponsors of the Davis Productivity Awards, Florida TaxWatch and The Florida Council of 100 join our government leaders and the Panel of Judges in emphasizing the importance of adapting selected Davis Productivity Awards achievements throughout Florida government in order to maximize their productive value. Individuals, teams and work units that implement these achievements and previous winners who help them will be recognized and rewarded in 2004.

Again, congratulations and best wishes for continued success.

Steve Evans
Chairman
Florida TaxWatch

Al Hoffman
Chairman
The Florida Council of 100
Florida TaxWatch is the only statewide organization entirely devoted to improving taxpayer value, government accountability and citizen understanding of Florida’s state and local governments. TaxWatch’s cooperative efforts, together with other distinguished organizations, serve to protect and promote the political and economic freedom and prosperity of Florida’s citizens and businesses.

Since its inception in 1979, Florida TaxWatch has earned a reputation as the watchdog of taxpayers’ hard-earned dollars and a responsible guidedog to ensure sound fiscal policies.

The organization is recognized as one of the six most influential and respected taxpayer research institutes in the nation. As a private, non-profit, non-partisan research institute, FloridaTaxWatch is supported by voluntary, tax-deductible membership contributions and philanthropic foundation grants.

Membership is open to any organization or individual interested in helping to make Florida competitive, healthy and economically prosperous. Members, through their local support, help bring about a more effective, responsive government.

The organization’s empirically sound research projects recommend productivity enhancements and detail the statewide impact of tax and spend policies and practices. The group’s efforts have produced impressive results: over the years, three-fourths of Florida TaxWatch’s cost-saving recommendations have been implemented, saving Florida taxpayers more than $6.2 billion.

The Florida Council of 100 exists to promote the economic growth of Florida and improve the economic well-being and quality of life of its citizens.

Over the years the Council has had a continuing interest in education (including K-12 and Florida’s system of higher education), transportation, agriculture, economic development and governmental efficiency.

The Council of 100 is a private, non-profit, non-partisan association whose members represented a cross-section of key business leaders in Florida.

The Council was the first of its kind in the United States. It works in close harmony with the Governor, the Chief Justice and the Legislature, as well as with other private organizations to achieve its goals for all the people of Florida.
Governor and Cabinet Formally Recognize Achievements and Contributions that DPA Winners Make to Florida

Florida Governor Jeb Bush and members of the Cabinet salute the hard work and dedication demonstrated by state employee winners of 2003 Davis Productivity Awards

Congratulations …we thank you!

Charlie Crist
Attorney General

Tom Gallagher
Chief Financial Officer

Charles Bronson
Commissioner of Agriculture
RESOLUTION

WHEREAS, the Davis Productivity Awards is a citizen-initiated program, administered by Florida TaxWatch in partnership with the State of Florida and The Florida Council of 100, to recognize and reward Florida state government employees whose work measurably increases public service productivity and promotes wise innovations that serve the people of Florida better; and

WHEREAS, the Davis Productivity Awards program annually provides tangible rewards and recognition to individuals, work units and state agencies nominated for accomplishments above and beyond their assigned duties and promotes greater statewide replication of these outstanding productivity gains; and

WHEREAS, the Davis Productivity Awards program was established through the vision and generosity of the late J.E. Davis and his brother, the late A.D. Davis, both co-founders of Winn Dixie Stores, Inc. and co-founders of Florida TaxWatch, and continues today through the support of the Davis Family and corporate and philanthropic contributions; and

WHEREAS, the Davis Productivity Awards program is dedicated to the idea that rewarding diligence and innovation can and does increase government performance and productivity for its citizens; and

WHEREAS, 2003 marks the fifteenth anniversary of this landmark program; and

WHEREAS, from the time of the Davis Productivity Awards program's inception to date, nearly 8,700 nominations have been submitted to recognize state employees who produced $4.5 billion of added value to the delivery of services to Florida's taxpayers; and

WHEREAS, the Governor and Cabinet support this valuable program as a means of recognizing and rewarding those workers, teams and work units whose dedication, imagination, and professional skills improve the products and services produced by Florida state agencies and enhance the lives of the citizens they serve; and

WHEREAS, the Governor and Cabinet encourage state agency managers and supervisors to promote award winners' adaptable achievements, encourage employees to adapt and implement these achievements, track opportunities for successful statewide implementation, and encourage each agency to develop an annual report on the impact of adapted achievements; and

WHEREAS, the Governor and Cabinet encourage agency managers and supervisors to consider receipt of a Davis Productivity Award as a significant factor when conducting employee performance evaluations and recommending employee bonuses;

NOW THEREFORE, BE IT RESOLVED that the Governor and Cabinet of the State of Florida do hereby declare June 2003 as

DAVIS PRODUCTIVITY AWARDS RECOGNITION MONTH

and encourage each state agency to provide appropriate in-kind services and support for the Davis Productivity Awards program, including payment of travel for authorized award winners and for other selected state employees to attend awards presentations throughout the state in order to be recognized by peers, business leaders, and the citizens of the State of Florida.

IN TESTIMONY THEREOF, the Governor and Cabinet of the State of Florida have hereunto subscribed their names and have caused the Official Seal of the State of Florida to be hereunto affixed in the City of Tallahassee on this 12th day of June 2003.
DPA ACHIEVEMENTS SUPPORT
BUSH/JENNINGS
ADMINISTRATION PRIORITIES

2003 Davis Productivity Award winners contributed in numerous ways to goals and priorities of the Bush/Jennings Administration. Some examples:

LITERACY AND MENTORING

• "Read For Health." The Department of Health's "Read For Health" literacy initiative is promoted by 56 programs in 47 county health departments. It uses federal grant funds to provide age-appropriate books for children. For more information, contact Brenda Broger at (850) 245-4444 or email brenda_broger@doh.state.fl.us (DOH - 90)

• Top Participation Rate. The Department of Elder Affairs' 25% employee participation rate in the Governor's mentoring initiative was the highest in state government. Staff provided tutoring, school chaperones, and book and science fair support. They participated in an Adopt-a-Family Holiday Project that provided gifts and donations. And they took part in a meals-on-wheels program for elders. For more information, contact Nicole Hargraves at (850) 414-2341 ext.3088 or email hargravesn@elderaffairs.org (DEA - 20)

• FCAT Score Increase. Agency For Health Care Administration staff in Tampa contributed 345 volunteer hours to the Governor's Mentoring Initiative. Teachers and administrators at an elementary school credited them with significantly improving FCAT scores, and they were recognized as United Way 2002 Volunteers of the Year. For more information, contact Harold Daniels at (813) 871-7600 or email Danielsh@fdhc.state.fl.us (AHCA - 67)

STRENGTHENING THE FAMILY

• Teen Pregnancy Reduction. Florence Greer contributed to reducing Miami-Dade County's rate of births to teens up to age 18 from 12.3 in 2000 to 9.6 in 2001. She also helped secure more than $450,000 funding for abstinence education. Her commitment to pregnancy prevention is reflected by visiting families after work and on weekends, working on Christmas day and the Fourth of July, and paying her own way on her personal time to attend state and national conferences. For more information, contact Helen Sharperson at (786) 845-0112 or email Helen_Sharperson@doh.state.fl.us (DOH - 32)

The Tarpon Springs Family Health Center initiated new strategies aimed at reducing teen pregnancy and the spread of sexually transmitted diseases. The number of teens attending clinics on responsible sexual behavior increased from 60 to 192. For more information, contact Geneva Palaidis at (727) 942-5457 or email Geneva_Palaidis@doh.state.fl.us (DOH - 86)
• **Front Porch Initiative.** Zia Ramberac, Susan Jennings and Paulette Perkins developed an outreach tool for the Governor's Front Porch Initiative that serves 3,500 citizens in five Central Florida counties. The tool is an anonymously written 23-line “Parent's Creed” that promotes family values and harmony with encouraging words for parents on guiding their children. Ramberac, Jennings and Perkins had this document printed in color with English on one side and Spanish on the other side of laminated high gloss 8.5" X 11" paper. Medicaid Area Six staff now include this piece in material distributed at family-related events. For more information, contact Zia Ramberac at (813) 871-7600 or email ramberaz@fdhc.state.fl.us (AHCA - 45)

• **Family-Centered Guardianship.** Lee Williams with the Department of Children and Families in Tampa developed live scanning of fingerprints which helps children remain with family members when they must be separated from their parents. A tracking system helps ensure that required documentation is maintained. More than 800 live scan fingerprints were completed between July and December 2002. Mr. Williams' service is available to Sheriffs departments, community-based care providers and DCF caseworkers. For more information, contact Lee Williams at (813) 558-5939 or email lee_williams@dcf.state.fl.us (DCF - 79)

**CHILD AND ELDER PROTECTION**

• **Missing Children.** Matt Johnson, Hans Soder and Ted Harrell at the Department of Law Enforcement developed electronic integration of FDLE and Department of Children and Families missing child reporting systems that is now a model for other states’ social services agencies. For more information, contact Lucy Ingley at (850) 410-8585 or email lucyingley@fdle.state.fl.us (FDLE - 22)

• **Facilities Licensing.** The responsibility to license child care facilities and family day care homes in Polk County recently was transferred from local governments to the Department of Children and Families. A seven-member team of DCF staff from five counties statewide left their regular jobs to work 12-hour days conducting inspections and providing technical assistance to 440 facilities to bring them into compliance with health and safety standards within 90 days. For more information, contact Kathy Swaggerty at (407) 245-0338 or email kathy_swaggerty@dcf.state.fl.us (DCF - 23)

• **Reducing Duplicate Inspections.** A DCF Quality Assurance Team in Tampa reduced duplicate inspection of community care facilities by several DCF offices. Their achievement is helping to standardize community care quality assurance processes statewide. For more information, contact Peggy Niermann at (813) 558-5619 or email Peggy_Niermann@dcf.state.fl.us (DCF - 56)

• **Alzheimers Patient Rights.** Dr. Pat Sovonick in the Department of Elder Affairs New Port Richey office developed a training program on keeping Alzheimers residents' rights intact. This program informs staff working in public and private facilities on issues such as managing the disease's signs, avoiding inappropriate chemical restraints and reducing the cost of resident transfers by ambulance in emergencies. It also helps to provide residents' families a higher degree of confidence in the care that their loved ones receive. For more information, contact Pat Sovonick at (727) 834-3127 or email sovonickpk@elderaffairs.org (DEA - 6)

• **Elder Resource Guide.** The Department of Elder Affairs' Resource Guide advances Governor Bush's goal of providing a single source of contact for information on programs affecting elders. For more information, contact Rhonda Youmas at (850) 414-2000 ext. 3113 or email youmansr@elderaffairs.org (DEA - 46)
CRIME AND SUBSTANCE ABUSE REDUCTION

- **Force Multiplier.** A Department of Law Enforcement Narcotics Task Force operating in St. Johns, Putnam and Flagler Counties is a "force multiplier" that coordinates local, state and federal law enforcement resources to avoid duplicate efforts. It is the first example of local law enforcement agencies being authorized by FDLE to pursue investigations statewide. For more information, contact Noel Griffin at (904) 794-6609 or email noelgriffin@fdle.state.fl.us. (FDLE - 5)

- **Identity Theft.** A statewide task force established by the Department of Law Enforcement, Highway Patrol and Office of Statewide Prosecution identified $47 million worth of theft/fraud and recovered an initial $1.5 million between July 2001 and November 2002. For more information, contact Wayne Ivey at (772) 216-3529 or email wayneivey@fdle.state.fl.us (FDLE - 12)

- **Contractor Fraud.** The Department of Transportation Inspector General's Office executed Florida government's most successful attack on vendor contract fraud, producing 15 criminal convictions and recovering $1.5 million. This office is responsible for placing 83% of individual and company names on the Department of Management Services' convicted vendors list. For more information, contact Robert E. Clift at (850) 410-5800 or email robert.clift@dot.state.fl.us (DOT - 1)

- **Narcotics Crackdown.** The South Florida Narcotics Unit of the Office of Statewide Prosecution is directly responsible for a ten-fold increase in prison sentences for convicted drug traffickers and money launderers since 1999, and an increase in assessed fines from $305,000 in 1998-99 to $2.1 million in 2001-02. For more information, contact Carol "Jodie" Breece at (786) 336-1015 or email jodie_breece@oag.state.fl.us (OAG - 2)

- **Underage Drinking.** After several students at the University of Central Florida were killed drinking and driving during the 2001 homecoming weekend, 17 officers of the Department of Business and Professional Regulation's Division of Alcoholic Beverages participated in "Operation Knightwatch". Patrolling and arresting 202 underage drinking drivers during five home football games in 2002, their efforts were praised by Mothers Against Drunk Driving. For more information, contact German Garzon at (407) 245-0780 or email German.Garzon@dbpr.state.fl.us (DBPR - 3)

ECONOMIC DEVELOPMENT

- **Marketshare.** The Department of Agriculture and Consumer Services "Northern Exposures" supermarket promotional campaign helped Florida farmers gain an $80 million increase in marketshare for specialty crops. For more information, contact Debra Cox at (850) 487-4229 or email coxd@doacs.state.fl.us (DACS - 2)
MINORITY VENDORS

- **One Florida.** Purchasing Agents Claudia Crews, Deborah Rhoden and Jim Masmar at the Northeast Florida State Hospital attained 245% of their goal to use certified minority vendors. These vendors provided products for $7,988 less than previously paid. Frequently purchased items such as adult underpants and diapers were found to be of improved quality. For more information, contact Deborah Rhoden at (904) 259-6211 or email Debbie_Rhoden@dcf.state.fl.us (DCF - 28)

SERVICE FIRST

- **Peer Review.** Department of Law Enforcement staff automated the agency's peer review component of Service First performance evaluations for annual staff time savings worth $35,000. For more information, contact Keith Brayman at (850) 410-8427 or email keithbrayman@fdle.state.fl.us (FDLE - 2)

- **Savings Sharing.** The Service First Savings Sharing Program recognized and financially rewarded a four-member team at the Department of Management Services for creating a Fixed Capital Outlay Management System that annually oversees approximately 275 projects worth $200 million and can be adapted by the agencies. For more information, contact John Owen at (850) 488-0439 or email owenj@dms.state.fl.us (DMS - 1)

USING TECHNOLOGY INCREASES EFFICIENCY

- **Telemedicine Project.** A joint Department of Health and University of Florida Diabetes initiative enables specialists at Shands Hospital in Gainesville to remotely examine children in Daytona Beach with diabetes and other endocrinologic disorders. It also provides remote nutrition and case management services. Added value includes nearly $90,000 worth of time and travel expenses, and avoidance of missed school and work time for children and parents. For more information, contact Susan Redmon at (850) 245-4444 or email Susan_Redmon@doh.state.fl.us (DOH - 65)

- **Electronic Contract System.** The Department of Community Affairs developed the nation's first paperless electronic systems for disaster management contract documents. Other states including Texas and Oklahoma have expressed interest in replicating this system which saved DCA more than $400,000. For more information, contact Frank Koutnik at (850) 222-0603 or email frank.koutnik@dca.state.fl.us (DCA - 3)

- **Electronic Inventory of Off-Site Equipment.** Paul Prado developed an Inventory Scanning Program that remotely identifies the name and location of state-owned and networked computer equipment. Inventories for each of the Department of Juvenile Justice's three regions can be completed in hours rather than physical inspection requiring days. The Central Florida region saved $17,300 worth of salary and travel costs in six months. Mr. Prado's system is now being implemented department wide and is highly adaptable to other government agencies. (DJJ - 7)

- **Video News Conferences.** The Department of Juvenile Justice pioneered statewide video news conferences that provide simultaneous communication of the Department's juvenile crime reduction message to all media markets. In 2002, this electronic tool highlighted faith-based organizations involved in 21 delinquency prevention programs in nine counties. It also announced the arrest of more than 4,000 juveniles during the year by 14 new youth custody officers working in eight judicial circuits. For more information, contact Diane Hirth at (850) 414-6890 or email Diane.Hirth@djj.state.fl.us (DJJ - 27)
Following are six award-winning achievements that can be considered by the Governor and Cabinet, agency heads and managers for broader implementation to produce cost savings of several million dollars. Endorsing and encouraging these relatively painless practices will communicate a strong commitment from the top for more efficient and effective use of resources during these tight budget times.

- **Motor Fuel.** Encourage all traveling state employees, wherever feasible, to purchase gasoline at Department of Transportation fuel stations. In 2001-02, 75% of the Division of Forestry's 1,500 vehicles used commercially purchased fuel. As a direct result of one employee's initiative, 475 new DOT fuel keys have been issued for Division vehicles and approximately 80% of the Division's fuel is expected to be purchased at 53 stations statewide for savings of approximately $175,000. For more information, contact Dick Rettig at (850) 922-7030 or email rettgd@doacs.state.fl.us (DACS - 10)

- **Electronic Systems.** Encourage state agencies to work with the State Technology Office to determine whether electronic systems above a set dollar threshold and particularly those requiring recurring licensing fees – can be created less expensively in-house rather than purchased, and to assure that two or more agencies do not purchase similar systems that could be shared.

  The Department of Management Services saved nearly $1 million when four employees created a Fixed Capital Outlay Management System costing $46,000 to annually manage approximately 275 projects worth $200 million. Two state agencies previously purchased similar systems costing $1 million plus annual licensing fees of $100,000. For more information, contact John Owen at (850) 488-0439 or email owenj@dms.state.fl.us (DMS - 1)

- **Student Records Systems.** Unless there are good reasons to the contrary, consider consolidating at least some of the 12 student records systems that serve Florida's 28 community colleges and 11 state universities.

  Five employees at the Department of Education created a web-based advisement tool for students receiving Bright Futures Scholarships. Their achievement avoided a $500,000 cost of creating separate tools for each of 12 localized student records systems. This initiative enables some of Florida's 29,500 Bright Futures students to avoid paying a $46 fee for an unnecessary CLEP exam. For more information, contact Peter Tanzy (850) 487-8658 or email Pete.Tanzy@fldoe.org (DOE - 10)

- **Medical Services.** Direct state institutions, wherever feasible, to negotiate with medical vendors to invoice at Medicaid or Blue Cross rates for services provided to residents/inmates. Through negotiation of inmate medical service rates, Department of Juvenile Justice detention centers in North Florida saved $30,000 between 2001 and 2003. For more information, contact Kay Smith at (850) 922-5009 or email Kay.Smith@djj.state.fl.us (DJJ - 4)

- **Mailing Costs.** Encourage agencies to review their mailing practices. Wendy Moss at the Department of State sampled offices in 20 state agencies to determine their practices for mailing publications and other
materials that qualify as "media mail" under U.S. Postal Service regulations. Each of the 20 offices surveyed used a more expensive rate than necessary and several paid double the postage needed for packages' actual weight. Ms. Moss's development of standards for her Division annually saves approximately $12,000. For more information, contact Wendy Moss at (850) 487-2980 or email wmoss@mail.dos.state.fl.us (STATE - 1)

• Cellular Phone Costs. Encourage agencies to review their cell phone agreements. Betty Dennis at the Agency for Health Care Administration negotiated a plan that pools its field offices' cellular phone airtime minutes into one unit, annually saving more than $100,000. For more information, contact Betty Dennis at (850) 414-6051 or email ennisb@fdhc.state.fl.us (AHCA - 20)

MORE SAVINGS AND RECOGNITION OPPORTUNITIES

Adapting and implementing Davis Productivity Awards achievements to multiply their value is strongly encouraged by Governor Bush and is a top priority of the DPA Panel of Judges, Florida TaxWatch and The Florida Council of 100.

Individuals, teams or agencies that implement one or more of the 2003 achievements listed on the next page should be nominated by their supervisors or peers for cash awards and other recognition in 2004.

Previous award winners who help others adapt and implement their achievements will also be recognized. Example: A $1,500 check and commemorative plaque were earned this year by Department of Health staff who helped four agencies implement DOH's Financial Information System to save $350,000.
BUDGETING AND ACCOUNTING SAVINGS

• Fixed Capital Outlay Management System. Contact John Owen at (850) 488-0439 or email owenj@dms.state.fl.us  (DMS - 1)

Department of Health’s Financial Information/Reconciliation System has been adapted and implemented in four other state agencies

• Financial Information System. Contact Ella Hinson at (850) 245-4504 or email Ella_Hinson@doh.state.fl.us  (DOH - 38)

• Automated Salary Rate System. Contact Richard Maxey at (850) 245-4444 or email Richard_Maxey@doh.state.fl.us  (DOH - 1)

• Financial Reporting and Reconciliation System. Contact Deborah Coury at (850) 644-5024 or email deborah.coury@med.fsu.edu  (FSU - 6)

• Year-End Accounts Payable Certifications. Contact Mary Ann Thorner at (850) 921-0819 or email thorner.maryann@hsmv.state.fl.us  (DHSMV - 13)

• Reduced Future Payout of Special Compensatory Leave Balances. Contact Ken Millett - SES Manager at (813) 740-4522 or email kenneth.millett@djj.state.fl.us  (DJJ - 10)

ADMINISTRATIVE SAVINGS

• Electronic Processing of Contracts. Contact Frank Koutnik at (850) 222-0603 or email frank.koutnik@dca.state.fl.us  (DCA - 3)

Paul Prado’s Inventory Scanning Program saves travel time.

• Electronic Inventory of Off-Site Computer Equipment. Contact Paul Prado at (407) 521-2668 or email paul.prado@djj.state.fl.us  (DJJ - 7)

• Postage Savings on Selected Classes of Mail. Contact Wendy Moss at (850) 487-2980 or email wmoss@mail.dos.state.fl.us  (STATE - 1)

• Filling Vacant Positions More Cost Effectively. Contact J. Brett Shively at (850) 644-7705 or email bshively@admin.fsu.edu  (FSU - 11)
Here are a few ways to save $270 million in revenues for the state government. These relatively painless ideas have already been tested in some areas of the state. If the ideas were implemented statewide, Florida TaxWatch officials estimated the savings would be an additional $270 million.

A few of the ideas at work saving money in some areas of the state:

- **Community Centers for the elderly in Pensacola saved $5.4 million by diverting clients from institutions.**
- **Improved Medicaid billing practices in Tampa saved $618,000 in ambulance service costs.**
- **The Lottery Department’s property accountability system relocated items with an acquisition value of $374,000.**
- **Securing free medications from 17 companies for indigent citizens in Charlotte County saved $160,000.**
- **Filing family-law actions without an attorney saved Tallahassee and Leon County residents $170,000.**
- **Combining quarterly reports for foster care and protective services saved $173,000 in Fort Myers.**

Most of the ideas don’t appear to cost much to implement. In many cases, the savings can be accomplished without hiring or laying off any employees. It’s simply a matter of doing things differently.
ADAPTATION AND IMPLEMENTATION OF PREVIOUS DAVIS PRODUCTIVITY AWARDS ACHIEVEMENTS

Adapting and implementing previous Davis Productivity Awards achievements to multiply their value has been strongly encouraged by Governor Bush since 1999 and it is a top priority of the Panel of Judges, Florida TaxWatch and The Florida Council of 100. Following are this year’s major winners.

DISTINGUISHED WORK UNIT AWARD - $1,500

Financial Information/Reconciliation Team
Department of Health
Tallahassee

This year’s top winner for adaptation and implementation of a previous Davis Productivity Awards achievement is the Department of Health’s Financial Information/Reconciliation Team. The team’s system, developed over a period of four years, was presented in part to other agencies at a Davis Productivity Awards Symposium held at Florida State University in March 2000. This year’s award recognizes DOH staff for promoting and helping to adapt and implement their system in four other agencies to save approximately $350,000. This is in addition to DOH’s development and performance savings of approximately $400,000. For more information, please contact Ella Hinson at (850) 245-4504 or email Ella_Hinson@doh.state.fl.us (DOH-38)

Following are selected comments from the implementing agencies:

Agency for Workforce Innovation: To develop and implement a system like the Department of Health’s within our agency would have required at least 2,000 hours plus additional equipment. Using DOH’s system has saved us at least $100,000. For more information, please, contact Wayne Summerlin at 850-245-7348 or wayne.summerlin@awi.state.fl.us

Department of Education: If we had implemented a system similar to the Department of Health’s from scratch, the cost would have been approximately $40,000 and would have required an extra year to build. For more information, please, contact Chris Kinsley at 850-487-2206 or kinslec@mail.doe.state.fl.us

Department of Juvenile Justice: It would have taken an estimated 7,698 man hours and $194,759 for our agency to develop a system comparable to the Department of Health’s Financial Information System. For more information, please, contact Libby Williams at 850-414-1691 or libby.Williams@djj.state.fl.us
**Department of Revenue:** In 2000, we expanded our organization codes from approximately 400 to more than 4,000 to account for activity-level costs. The cost allocation component of the Department of Health's Financial Information System was adapted to our needs and resulted in a cost avoidance of approximately $22,480. For more information, please, contact Jim Biddy, 850-488-4552, Biddy@dor.state.fl.us

**NOTABLE WORK UNIT AWARD - $600**

**Division of Regulation**  
Department of Business and Professional Regulation  
Tallahassee

The Department of Business and Professional Regulation was recognized in 2000 and 2001 for developing and implementing a cost saving mediation program. In 2002, Department staff adapted and expanded this program into an Alternative Dispute Resolution initiative. Results: The adapted initiative increased investigative and legal cost savings by 71% ($200,000) and increased consumer recoveries by 93% ($1.7 million). And it achieved three other important results: Increased protection of professional reputations; mitigation of an adversarial climate between DBPR and those it regulates; and increased job satisfaction among Division of Regulation employees. For more information, please, contact Ronald A. Safford at (850) 487-9518 or email ronald.safford@dbpr.state.fl.us (DBPR - 1)

**OTHER SUCCESSFUL ADAPTATIONS**

**Telemedicine Project.** A joint Department of Health and University of Florida Diabetes Project utilized expertise and lessons learned from a 1999 Telemedicine initiative by the Strategic Technologies Bureau at the Department of Management Services. Specialists in Gainesville now remotely examine children in Daytona Beach with diabetes and other endocrinologic disorders. This project also expanded on the DMS initiative by providing remote nutrition and case management services. Added value includes nearly $90,000 worth of time and travel expenses plus avoidance of missed school and work time for children and parents. For more information, please, contact Susan Redmon at (850) 245-4444 Susan_Redmon@doh.state.fl.us (DOH-65)

**HIV Testing.** The 2002 Legislature's mandate to test inmates for HIV prior to release required 120 Department of Corrections staff at 35 institutions to be trained in pre and post-test counseling. The Department's Office of Health Services adapted the Department of Health's award winning "502 HIV Training Program." Reducing DOH's 2.5 day curriculum to two hours of classroom time met the new trainees' needs and saved $57,433 worth of time. For more information, please contact Barbara Mansfield, Gov't Analyst (850) 922-6645 mansfield.barbara@mail.dc.state.fl.us (DOC - 11)

**Insurance Fraud.** Miguel Oxamendi, Frank Dino and David Hippen at the Department of Financial Services (formerly Department of Insurance) gained knowledge and expertise from a 2002 Davis Productivity Award for restitution to African-American consumers who had been sold racially discriminatory insurance. Oxamendi, Dino and Hippen put this knowledge and expertise to good use in another fraud case, obtaining an estimated $5 million worth of refunds and increased death benefits for consumers holding approximately 37,000 policies. For more information, please contact Miguel Oxamendi at (850) 413-4131 or email Oxamendim@doi.state.fl.us (DOI - 15)

**Contract Monitoring.** Gabriel Nah at the Department of Health worked with Department of Children and Families staff to adapt and implement award winning contract monitoring procedures. They include a risk assessment tool used to determine contract providers who represent a potential higher risk to the Department of Health and its clients, thus needing closer monitoring. For more information, please contact Gabriel Nah at (850) 245-4533 or email gabrielnah@doh.state.fl.us (DOH-106)
EXEMPLARY ACHIEVEMENTS OF STATE AGENCIES

The Exemplary Achievements category of the Davis Productivity Awards recognizes entire agencies or their divisions, districts, institutions and performance-based budgeting programs with commemorative plaques, certificates of commendation and letters of honorable mention for innovation, unusually effective performance and added value in the delivery of state services. This year's major winners are:

COMMEMORATIVE PLAQUES

Department of Community Affairs
Tallahassee

Staff developed the nation's first paperless electronic system in the field of emergency management. The new system provides one-day contract approval turnaround as part of an 80% time reduction in processing disaster planning and assistance grants to local governments. Elimination of two grants manager positions; reduction of personnel time; and reduction of paper usage, file cabinets and postage costs created added value of $411,400. For more information, contact Frank Koutnik at (850) 922-0603 or email frank.koutnik@dca.state.fl.us (DCA - 3)

Office of Statewide Intelligence
Department of Law Enforcement
Tallahassee

Since September 11, 2001, the Department of Law Enforcement's Office of Statewide Intelligence has become the national leader in state intelligence sharing. It facilitated the design and implementation of "ThreatNet," the state's Counter-Terrorism Intelligence database now used by nearly 150 local, state and federal agencies and over 500 individuals within Florida. For more information, please contact Mark Zadra at (850) 410-8390 or email markzadra@fdle.state.fl.us (FDLE - 23)

Department of Elder Affairs
Statewide

Staff compiled a health resources guide for elder consumers which has drawn national attention. The guide could yield a $2 million cost avoidance if just $1 out of every $10,000 is not spent because of improved access to consumer education and health prevention services. For more information, contact Eloise Williams at (850) 414-2060 or email williamseh@elderaffairs.org (DEA - 46)

Division of Regulation
Department of Business and Professional Regulation
Statewide

When mishandling of human remains in Georgia was nationally publicized in February 2002, Division of Regulation staff took fast, effective action. The Division's 117 staff members conducted a 14-day sweep inspection of Florida's 146 crematory facilities, including those that were inactive or closed. Fortunately, just a handful of minor technical violations were uncovered. For more information, contact Patrick Ernst at (850) 487-9598 or email patrick.ernst@dbpr.state.fl.us (DBPR - 4)

North Florida Evaluation and Treatment Center
Department of Children and Families
Gainesville

Statistically significant comparative data compiled by the Department's Tallahassee Central Office for June 1999 through January 2003 shows that the North Florida Evaluation and Treatment Center discharged mentally ill defendants with restored competency an average of 32 days sooner than Florida State Hospital and 42 days sooner than the South Florida Evaluation and Treatment Center. Time savings averaged $15,055 per discharge. Additionally, the North Florida Center's recidivism rate over the past decade was 7.2% versus 11.3% for Florida State Hospital and 12.1% for the South Florida Center. For more information, contact Dennis Gies at (352) 375-8484 or email denny_gies@dcf.state.fl.us (DCF - 31)
Northeast Florida State Hospital  
Department of Children and Families  
Macclenny

Over the past decade, Northeast Florida State Hospital staff have completed more than 200 Continuous Quality Improvement Projects, 141 of which have received Davis Productivity Awards for creating approximately $3.5 million worth of added value. For more information, contact Carolyn Spooner at (904) 259-6211 or email Carolyn_Spooner@dcf.state.fl.us  (DCF - 30)

Florida State Hospital  
Department of Children and Families  
Chattahoochee

A safety culture improvement helped Florida State Hospital to achieve a 24% (72 claim) decrease in the number of 2001-02 worker compensation claims – the lowest in more than two decades – saving $249,840. The hospital’s worker compensation program has been recognized repeatedly by Davis Productivity Awards over the past 15 years – including an award for Sustained Exemplary Performance in 2000. For more information, contact James Warren at (850) 663-7536 or email james_Warren@dcf.state.fl.us  (DCF - 8)

CERTIFICATES OF COMMENDATION

Falkenburg Academy  
Department of Juvenile Justice  
Tampa

Falkenburg Academy operates one of two state residential juvenile programs in Florida that for three years achieved quality assurance performance ratings exceeding 80% and compliance ratings of over 90%. Additionally, Falkenburg has had one of the lowest worker compensation rates in the Department of Juvenile Justice, submitting only five out of 687 claims statewide in 2001 and three claims in 2002. For more information, contact Fred Thomas at (813) 740-3630 or email fred.thomas@djj.state.fl.us  (DJJ - 2)

Department of Elder Affairs  
Tallahassee

The Department achieved a state government-best 25% employee participation level in the Governor’s Mentoring Initiative. Activities included providing tutoring, mentoring, school chaperones, and book and science fair support to students; adopting a family for the holidays; and a meals-on-wheels program for elders. For more information, contact Nicole Hargraves at (850) 414-2341 or email hargravesn@elderaffairs.org  (DEA - 20)

Division of Medical Quality Assurance  
Department of Health  
Tallahassee

Division of Medical Quality Assurance staff and Board members developed a long-range efficiency plan that is projected to replace a $53 million deficit in the Medical Quality Assurance Trust Fund with an $11.8 million surplus by July 2008. For more information, contact Karen Eaton at (850) 245-4094 or email karen_eaton@doh.state.fl.us  (DOH - 102)
SUSTAINED EXEMPLARY PERFORMANCE
AWARD WINNERS

The 2000 Panel of Judges established a category to recognize Davis Productivity Awards winners who have demonstrated continuing exemplary performance over a period of five years or longer. Criteria for evaluating candidates are the number of awards received, the level of awards (cash, plaque, certificate or honorable mention) and the added value and other impacts generated by the achievements. The Davis Productivity Awards program sincerely thanks PRIDE Enterprises for underwriting recognition of the following 2003 winners.

NADINE M. BERRY
Department of Financial Services
Tallahassee

During her 32-year career in state government, Nadine Berry has worked at ten agencies in more than a dozen positions including Clerk Typist II and III; Secretary III and IV; Executive, Legal, Legal Appellate and Confidential Secretary; Paralegal Assistant and Legal Staff Assistant; Administrative Assistant; Case Records Specialist; and Workers Compensation Examiner and Specialist. Ms. Berry's transition from clerical to professional employee became official in the mid-1990s when all Examiner II's in the Penalty Section of the Bureau of Monitoring and Audit, Division of Workers' Compensation, Department of Labor and Employment Security, were reclassified to Specialist.

Comments of Ms. Berry's supervisors over more than a decade describe her as a person who consistently looks for new ways to improve her performance, goes beyond what is expected, outperforms her peers, is prompt, thorough and correct.

Private sector personnel with whom Ms. Berry has dealt on workers' compensation issues for a decade say she is very helpful and pleasant; presents the facts and helps them understand legislative intent concerning worker compensation issues; objectively weighs their point of view; and follows up when they do not respond to requests.

Ms. Berry's exemplary performance has been recognized by the following Davis Productivity Awards:

2003

Ms. Berry ranked #1 among six people in her section by assessing penalties against 2,524 employers and/or insurance companies that filed late reports of injury and/or illness and/or caused late indemnity benefit payments to injured workers. She also collected 51% more assessments than the average of her peers for a total of $268,900. Despite being out five weeks for major surgery, her Bureau Chief reported that her efforts significantly exceeded job expectations. He added that Ms. Berry's personal initiative and positive attitude to perform her best while assisting her peers was a key reason for the section's increased collections from $844,896 in 2001 to $1 million in 2002.

2002

Ms. Berry saved $183,654 by decreasing late workers' compensation payments to recipients and fund collectors. She ranked number one among her peers for improving staff and customer performance, and for dedication that helped her exceed performance standards by 72%.
**2001, 1999 and 1998**

Ms. Berry was recognized each of these years for high-quality production that was close to or more than double the average production of her peers.

**1997**

Ms. Berry was recognized for near-perfect processing of workers' compensation cash receipts and for maintaining a consistently higher than average level of production in her section.

Ms. Berry was very active on the Division of Workers' Compensation Staff Recognition Team that was rewarded for improving productivity and morale that helped to decrease employee turnover.

Ms. Berry was a member of a Monitoring and Audit Unit Penalty Team that effectively used Total Quality Management (TQM) methods to document workers' compensation issues with flow charts and other material, and to make presentations about penalty section processes.

**1995**

Ms. Berry was heavily involved in forming teams and implementing a TQM initiative that improved performance throughout the Department of Labor and Employment Security to generate $6.2 million worth of cost avoidances.

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**Florida’s treasures**

As proud sponsors of the Davis Productivity Awards, ACS is pleased to recognize and promote real government cost-saving achievements by Floridians like you, as well as the daily pursuit of our mission as the leading provider of business process outsourcing and information technology to state and local governments.
FDLE's Tallahassee Regional Crime Laboratory is one of seven labs established by Florida law to provide forensic services upon request to all law enforcement agencies in the state. The Tallahassee Crime laboratory examines evidentiary materials to aid in the investigation, prosecution and/or exclusion of criminal offenders. Laboratory staff use nationally accepted techniques and scientific equipment for their work in the areas of Crime Scenes, Drug Chemistry, Firearms and Toolmarks, Convicted Offenders DNA Database, Serology/DNA, Computer Evidence Recovery, Toxicology and Latent Prints.

Following are summaries of the Laboratory's 20 Davis Productivity Awards earned since 1995.

**2003**

A DNA Database Team implemented techniques that reduced the number of duplicate DNA submissions analyzed by 5,836 for savings of approximately $140,000. It also increased the number of first-time DNA specimens analyzed by more than 20,000.

**2002**

Crime Laboratory Analyst Supervisor David Coffman developed a methodology and processes that make the Department of Law Enforcement's DNA database a model forensic system throughout the U.S. and in other countries. His initiative decreased human error, time and labor costs per DNA sample for savings of approximately $800,000.

In eleven months, Crime Laboratory Analyst Lisa Zeller drug screened 2,201 units of blood, beverage alcohol and urine, exceeding her 12-month performance standard of 924 units by 140% for added value of approximately $100,000.

**2001**

Crime Laboratory Analyst Marsha Barnard completed more than 2,000 units of service in the Chemistry and Toxicology Sections, exceeding her performance standard by 138%. Ms. Barnard's work quality and expert testimony have been recognized by Florida's law enforcement community and courts.

The Automated Fingerprint Identification Section is a computerized repository for latent fingerprints recovered from unsolved crimes. The section's 3.5 members doubled the average hourly number of fingerprint search packets completed for net added value of $105,752. Their efforts identified nearly 300 individual subjects related to "cold" cases in which fingerprints were the sole lead.

The Laboratory and Investigative Evidence Vaults team had a cumulative average error rate of 0.29%, ranking it #1 among seven work units performing these duties statewide. It was well below FDLE guidelines of up to a 5% error rate for all evidence vaults.

The Laboratory's Firearms Section reduced a backlog of tests by 86%; average age of cases by 39%; and average turnaround time by 38%. The number of service requests completed was 28% above FDLE's statewide performance standard for added value of $46,276.
2000

Crime Lab Analyst Supervisor Dr. Ismail Mami responded to 1,299 requests to analyze controlled substances versus a department standard of 1,000. Many of Dr. Mami’s cases were completed after his 40-hour work week, saving approximately $34,000.

The Evidence Custodian team handled 4,358 submissions of criminal evidence from intake to trial with an error rate of .41 percent – lowest of FDLE’s seven regions and far below a department wide error rate goal of up to 5 percent.

A DNA Database Team implemented new processes and procedures that reduced forensic analysis of samples from 19 to 1.5 minutes. The number of samples analyzed monthly increased from 1,500 to 4,000, saving $1.8 million in instrumentation and personnel costs.

In response to heightened concerns about school violence, Forensic Technologist Stefan Schmitt designed and produced a CD-ROM containing aerial photographic images of 46 Leon County (Tallahassee) schools and surrounding areas. It contains up-to-date blueprints of each school and can zoom in on a given school room or area.

The Automated Fingerprint Identification System Section mentioned above made nearly two million comparisons to identify 405 suspects. Its hourly searches increased from 75 to 148 for added value of $69,051.

Senior Crime Laboratory Analyst Supervisor Daniel Miller analyzed 1,406 controlled substance analysis requests, 42% more than FDLE’s performance standard. This ranked him #2 among 32 chemists statewide and created added value of $23,630. Mr. Miller’s average turnaround time of 5.2 days was far below a department wide 30-day standard.

The Toxicology Section analyzes biological samples from individuals to determine the presence of alcohol and drugs in DUI, sexual assault and homicide cases. Completion of 2,279 requests by five analysts was equivalent to the combined performance standard for eight analysts for added value of $140,182.

1998

The Serology/DNA Section’s 85-day average turnaround time on cases needing DNA examination was far less than a 190-day department wide performance standard for added value of $153,382.

1997

Marvin Stephens was a member of the Unicheck Team whose investigative techniques helped to identify major organized crime targets that stopped a $20 million Medicaid fraud scheme.

1996

Similar to his performance in 2000, Senior Crime Laboratory Analyst Supervisor Daniel Miller completed 1,407 suspected drug and drug paraphernalia analyses with a turnaround time of seven days versus a department wide 30-day standard for added value of $15,179.

Dale Livingston, Donna Hill and Laura Barfield increased the number of blood and urine samples analyzed for alcohol and drugs in DUI and sexual assault cases from 1,624 units in 1994-95 to 2,340 units in 1995-96. Their achievement was 95% above performance standards and twice the number of units completed by other toxicology sections statewide.

Jeffery Herig, Michael Forche and Stephen Layton developed a Computer Evidence Recovery Program for forensic examination of computers, disks, tapes and similar media. Completed examinations increased from 60 in 1994-95 to 148 in 1995-96. Turnaround decreased from 52 days to 31 days.
1995

A DNA Database Team developed a method to more efficiently evaluate how much of an offender's DNA to load onto an analytical gel, increasing annual analyses by 300 for added value of $30,000. They performed experiments that increased DNA database production of autoradiograms by 30% for annual savings of $8,040. And they developed a screening procedure to flag repeat offenders' blood samples. This averted costly re-analysis to save $27,000. The FBI suggested that states wishing to start DNA databases look to Florida as a model.

Over the past decade, Northeast Florida State Hospital staff have received nearly 150 Davis Productivity Awards. Most have been Continuous Quality Improvement Projects that created approximately $3.5 million worth of added value. The hospital won a prestigious Governor's 2000 Sterling Award as a role model for organizational performance excellence.

Some examples of the hospital's Davis Productivity Awards:

2003

The 16-member Accounting Department developed an initiative that enables residents and employees to receive formerly unavailable healthcare services on campus. Their initiative increased revenues and avoided costs of approximately $750,000. (DCF-024)

Jack Graves was responsible for a new communications system that eliminates a possibly life threatening 75-second delay in dispatching emergency help for residents. The national benchmark is a 95% response rate within 60 seconds. Mr. Graves's system also by-passes the need for pagers and cellphones. (DCF-25)

A 16-member Dietary, Information Services and Print Shop Team built an automated diet order system that reduced a 21% resident order error rate to 1% and provided first-year employee time savings worth $87,055. (DCF-026)

Claudia Crews, Deborah Rhoden and Jim Masmar attained 245% of their goal to use certified minority vendors. These vendors provided products for $7,988 less than previous vendors. Frequently purchased items such as adult underpants and diapers were found to be of improved quality. (DCF-28)

Dr. Joseph Anello, Alphonse Whitener and Debra Stamps reduced the amount of workers' compensation payments by nearly $200,000 between 2001 and 2002. (DCF-029)

2002

Jack Graves developed an automated program that deters employees from making unauthorized phone calls on state time.

Russell Plummer created an after-hours pharmacy service which reduced physician time from 80 hours per month to nine hours per month for annual savings of approximately $8,000.
Emmory Williams and Deborah Norman achieved a 75% reduction in time spent by nurses on redundant and inefficient pharmaceutical activities such as recounting medications and making extra trips to the pharmacy. Their initiative saved the equivalent of a full time Registered Nurse Specialist position.

Pearl Mathis developed and implemented procedures that decreased the cost of cleaning chemicals throughout the hospital.

Sheila Webb improved the timeliness of resident discharges by increasing the accuracy rate of first-time submission of required social work data from 58% to 99%.

**2001**

Pat Becan reduced the time to complete resident discharge summaries from 28 to 10 days.

Anita Hines improved the Hospital's hiring procedures to fill direct service worker vacancies faster and decrease overtime for net annual savings of $99,000.

Peter McCranie, M.D., established on-campus gynecologic care and bone density scans and subsequent treatment for net annual savings of $18,000.

The Laundry Department developed a process to track linen usage that saved nearly $2,400 on table clothes, blankets, sheets and spreads.

Betsy Combs improved the accuracy and efficiency of employee timesheet completion that reduced errors by 77%, worth an estimated $10,000 of employee time.

A Nurse Management Team reduced overtime by 76% versus the previous fiscal year to save $85,398.

James Correll helped to reduce the cycle time for reporting resident laboratory results to physicians and nurses by 64%.

Hospital staff achieved a safer environment through training and incident management that reduced the cost of workers compensation claims by 37%, resulting in a $1.1 million premium savings over the previous year.

**1999**

The Transportation Department improved the efficiency of driving residents to appointments, court appearances, site visits, discharge locations and recreational activities for savings of $18,500 in five months.

After a quality review audit revealed numerous medication concerns, a team developed procedures for diagnosis, intervention, evaluation and documentation that reduced concerns to nearly zero.

Behavioral Intervention Services staff streamlined delivery of services to residents with severe behavior problems. Treatment and evaluation of results were reduced from an average of 92 to 52 days.

Denise Mobley, Sylvia Patten and Anita Bradley increased federal Medicaid benefits to help pay the cost of housing and treating geriatric unit residents. Working with their families to establish income trusts allows residents with incomes in excess of the Medicaid limit to be eligible.

A Psychology Internship Training Program saved the hospital more than $200,000 over a six-year period.

**1998**

Professional and medical staff response time to emergency situations involving residents was reduced from an average of 10.8 to 6.3 minutes.

Purchasing Agent Alvin Griffis saved $8,400 on intravenous pumps by purchasing like-new pumps that had been warehoused when another hospital changed vendors.
A Laundry Skills Team provided training and support to residents that increased the percentage of residents doing their own laundry from 10% to 52%.

Laboratory Department manager Jim Correll initiated a project to ensure the medical necessity of physicians' lab orders that increased orders eligible for Medicare reimbursement from 50% to 90%.

1997

Pharmacy Manager Russell Plummer implemented a project to evaluate the therapeutic impact of substituting less expensive drugs on all initial treatment orders that saved $70,716. Carol Hodges and Linda Williams designed a study that successfully challenged the use of disposable undergarments for residents to save a net $9,662.

A Medicaid workgroup increased per diem reimbursements $41,257 by identifying all allowable costs to the certified unit.

Intervention and competition within the Housekeeping Department reduced sick leave usage and call-ins by 10% to save approximately $5,000.

1993

Accountant Sarah Anita Bradley helped to increase federal Medicare revenue from $383,559 in 1991-92 to approximately $1 million in 1992-93. This achievement was particularly significant because it occurred after mental hospitals changed from billing on a per diem basis to a more complicated fee-per-service basis.

The hospital implemented a person-centered treatment and rehabilitative activities program that increased the number of residents engaged in meaningful work from 25 to 124; involved each resident in development of his or her treatment plan; and implemented Standards for Community Living to make decisions at the lowest possible staff level and increase residents' responsibility for their actions.

1992

Registered Nurse Miriam Sprouse spearheaded the transfer of a ventilator-dependent patient costing the state $3,500 at Baptist Medical Center in Jacksonville to the Northeast Florida State Hospital for savings of more than $100,000.

1991

James Correll convinced a clinical laboratory vendor to reduce the cost of its test for drug levels in mentally ill patients from $14.13 to $10.70 per test for savings of more than $17,000.

1990

Custodial Supervisor Danny Skelton implemented a performance management system to improve productivity of the hospital's housekeeping staff. The new system produced a cost avoidance of nearly $50,000.

1989

Russell Plummer and Janet Henley changed the hospital pharmacy's drug inventory policy to save $30,000 despite the number of drug orders increasing by 7% for inpatients and 35% for outpatients.

Finance and Accounting staffer Patrick Chuhran secured more than $170,000 worth of federal benefits for residents. He was described as a "detective who always gets his money" by going far beyond what was required.
For those who complain about state government being bloated and inefficient, this bit of holiday cheer: State employees were honored this month for saving Florida taxpayers an estimated $416 million. The people on the front line of state government know how the system works. Every day, a worker in Florida probably stops to scratch his or her head and say, "If only we did it this way we could save money." The Davis Productivity Awards, which reward money-saving plans with cash bonuses, is a way to turn thought into action.

Polk County was represented in this year’s money savings. Dr. Daniel O. Haight, director of the county Health Department, made a suggestion that has saved close to $130,000 in the past year by negotiating a solution to a series of problems in caring for pregnant women.

Lakeland Ledger
November 30, 2000

For those readers disgusted with government, who believe that every penny of tax money is squandered daily, who think the word “bureaucrat” is often - if not always - preceded by the word “lazy”.... read on and let your heart and wallet be comforted.

Gainesville Sun
December 7, 1993

Congratulations
to all winners of the
2003 Davis Productivity Awards

We’re proud to support the program honoring you.
**OUTSTANDING INDIVIDUAL AWARDS - $2,000**

**Improved Safety of Ford Crown Victoria Police Interceptor Vehicles**

*James D. Wells, Jr.*

**Department of Highway Safety and Motor Vehicles, Tallahassee**

Rarely does an individual state employee impact a national issue with life-saving and economic ramifications. Florida Highway Patrol Lt. James Wells did just that. In 1998-99, Lt. Wells studied rear end collisions involving Ford Crown Victoria Police Interceptor vehicles during high speed chases that resulted in fire-related injuries and deaths. His study and subsequent work with a national Blue Ribbon Panel and Ford Motor Company contributed to Ford's voluntary decision in September 2002 to retrofit up to 350,000 police cars across the U.S. to help prevent future leaks in the fuel system – at a cost to Ford of up to $70 million. While this improvement will help to protect many law enforcement officers, it is not expected to prevent all risks in extremely high energy rear-end collisions, such as those in excess of 80 miles per hour. For more information, please contact Kenneth L. Spears at (850) 488-5799 or email spears.ken@hsmv.state.fl.us (DHSMV - 5)

**Developed Network Computer Inventory Search Program**

*Paul Prado*

**Department of Juvenile Justice, Orlando**

Paul Prado developed an Inventory Search Program that remotely identifies the name and location of state-owned and networked computer equipment. Inventories for each of the Department of Juvenile Justice's three regions can be completed in hours rather than physical inspection requiring days. The Central Florida region saved $17,300 worth of salary and travel costs in six months. Mr. Prado's system is now being implemented departmentwide and is highly adaptable to other government agencies. For more information, please contact Paul Prado at (407) 521-2668 or email paul.prado@djj.state.fl.us (DJJ - 7)

**Designed, Built and Repaired Engineering Equipment**

*Jim Hinnant*

**University of Florida, Gainesville**

Jim Hinnant, an Electronic Technician in the University of Florida's Chemical Engineering Department, saved at least $100,000 on equipment purchases. He built six atom source supplies for research on oxygen-damage to space shuttle tiles; helped design and build a glove box for biochemical engineering research; repaired a helium leak detector for vacuum systems; and built five computers according to faculty specifications.

The Department's Associate Chair praised Mr. Hinnant for thinking outside the box and taking considerable initiative, adding "His overall performance has been absolutely outstanding." A Florida TaxWatch evaluator commented that Mr. Hinnant's intelligence, job performance and contribution to the University of Florida appear to substantially exceed his job title. For more information, please contact Spyros A. Svoronos at (352) 392-9101 or email svoronos@ufl.edu (UF - 8)
DISTINGUISHED INDIVIDUAL AWARDS $1,000

Developed Medicaid Accounts Receivable System Software
Jim Doyal and John Hoover
Agency for Health Care Administration, Tallahassee
Jim Royal and John Hoover designed and helped implement new software for the Agency for Health Care Administration's Medicaid accounts receivable system. Their initiative produced three types of added value: $135,000 development savings; $50,000 worth of increased staff efficiency; and $500,000 to $1,000,000 additional annual revenue. For more information, please contact Jim Doyal at (850) 414-7415 or email DoyalJ@fdhc.state.fl.us (AHCA - 24)

Created Database for Analyzing/Tracking Medicaid Procedures Codes
Debbie Williams
Agency for Health Care Administration, Tallahassee
Debbie Williams developed a system to analyze and track procedures codes changes to the Medicaid claims payment system. Her initiative is used by 40 staff members at the Agency for Health Care Administration to improve the accuracy of more than $1 billion worth of annual payments to providers. For more information, please contact Debbie Williams at (850) 413-8112 or email williamsd@fdhc.state.fl.us (AHCA – 26)

Enhanced Medicaid Drug Rebate Process
Janis Williamson
Agency for Health Care Administration, Tallahassee
Janis Williamson implemented a Federal Drug Rebate Program data system to improve AHCA’s drug manufacturer rebate invoicing, tracking and dispute resolution processes. Her initiative resolved payment disputes with manufacturers that resulted in the state collecting $20 million more than in any previous quarter. Her efforts also helped to identify $40 to $50 million in uncollected rebates which are expected to reduce state spending for prescription drugs by an estimated $4 million annually. For more information, please contact Janis Williamson at (850) 922-7794 or email williamj@fdhc.state.fl.us (AHCA - 32)

Developed New Methodology for Filing Federal Medicaid Claims
Lonnie Mann, Department of Children and Families, Tallahassee
David Rogers, Agency For Health Care Administration, Tallahassee
Lonnie Mann and David Rogers of the Department of Children and Families and the Agency for Health Care Administration, respectively, developed a methodology -- unique among the 50 states -- that reduces staff time spend on billing documentation for federal Medicaid claims and administrative time spent on General Revenue transfers to Medicaid. Their initiative enabled Florida to recover $4.9 million new revenue in 2001-02, including start-up costs, for 29 Assertive Community Treatment Teams and services to one-third additional clients. The projected revenue increase for 2002-03 is $9 million. For more information, please contact Lonnie Mann at (850) 413-7215 or email lonnie_mann@dcf.state.fl.us (DCF - 43)
Developed Phone Assistance Solution System (PASS)
Robert Glenn Adams
Department of Highway Safety and Motor Vehicles, Tallahassee

Robert Adams developed a Phone Assistance Solution System (PASS) that tracks responses to phone calls concerning motor vehicle titles and registration that citizens make to a system of 350 servers and 3,500 workstations statewide. PASS summarizes each phone call and its resolution status, and it generates statistical reports to assist Department supervisors and managers in analyzing recurring areas of customer concern. The system can be adapted and implemented by other government agencies. Mr. Adams completed 85% of PASS before several other staff were assigned to help. Savings: An estimated $80,000 for in-house development of the new system and recurring savings of $16,747 from replacement of an antiquated system. For more information, please contact Terrence Samuel at (850) 921-6278 or email samuel.terrence@hsmv.state.fl.us (DHSMV - 7)

Increased Productivity of Prison Recycling Program
Bryan Griffis
Department of Corrections, Starke

Bryan Griffis, a correctional sergeant at Florida State Prison (Raiford), developed and implemented innovations for a recycling program that produced a $61,952 landfill savings and $166,592 additional revenue between May and December 2002. The warden of Florida State Prison nominated Sergeant Griffis and commented that his dedication to duty far surpasses his job expectations. For more information, please contact Bryan Griffis at (904) 368-2500. (DOC - 24)

Developed Cost-saving Soil Percolation Tool
H. Michael Clevenger, Geordie D. Smith and Johanna M. Whelan
Department of Health, Ft. Myers

Michael Clevenger, Geordie Smith and Johanna Whelan developed a tool to perform percolation tests on replacement drainfield sand used with septic tanks. In addition to increasing groundwater protection, their innovation reduces the cost of septic tank repairs for homeowners in Lee County by an estimated $100,000 annually and the Lee County Health Department's inspection costs by approximately $2,700. Septic tank companies are pleased that fewer installations are delayed by questionable soil samples. Environmental specialists now have a better sense of the relationship between the "feel" of soil and its ability to percolate. This achievement is adaptable by other counties in varying degrees depending on their soils. For more information, please contact Joe Barker at (239) 332-9562 or email joe_barker@doh.state.fl.us (DOH - 33)

Expedited Entry of Prenatal Women into Medicaid and WIC
Mally Chrulski, Sylvie Kramer and Nancy Rice
Department of Health, Port St. Lucie

In 1996, Mally Chrulski, Sylvie Kramer and Nancy Rice restructured the St. Lucie County Health Department Women, Infants and Children (WIC) program's point of entry for prenatal services. Since that time, the percentage of women entering WIC during their first trimester has increased from 50% to 66% versus a current statewide average of 42%. Research shows that for every WIC dollar spent on pregnant women, an average of $3.13 worth of Medicaid is saved during their infants' first 60 days. St. Lucie County's infant mortality rate has decreased from one of the highest statewide (averaging 10% between 1992 and 1995) to 4.0% in 2001. The Department of Health's Tallahassee Central Office is reviewing St. Lucie's structure for implementation in other counties. For more information, please contact Mally Chrulski at (772) 873-4890 or email mally_chrulski@doh.state.fl.us (DOH - 79)
Matt Johnson and Ted Harrell
Department of Children and Families, Tallahassee
Hans Soder
Department of Law Enforcement, Tallahassee

Matt Johnson, Hans Soder and Ted Harrell developed and implemented electronic integration of Department of Law Enforcement and Department of Children and Families missing child reporting processes which are now a model for other states’ social services agencies. The new system – which is linked to the National Center for Missing and Exploited Children – is projected to reduce DCF caseworkers’ time to collect and report missing child information by approximately 60 minutes per case. The new system also avoids the need for FDLE to hire an additional Crime Intelligence Analyst for its Missing Children Information Clearinghouse. Combined savings: at least $50,000. For more information, please contact Lucy Ingly at (850) 410-8585 or email lucyingley@fdle.state.fl.us (FDLE - 22)
DISTINGUISHED TEAM, WORK UNIT AND PARTNERSHIP AWARDS - $1,500

Prevented Catastrophic Spill which Saved Money and the Environment
Technical Emergency Response Team
Department of Environmental Protection, Tampa
The four-member Technical Emergency Response Team prevented uncontrolled spilling of millions of gallons of highly acidic process water from an abandoned chemical plant in Mulberry, Florida, and it closed a gypstack system (a storage site of calcium sulfate, a byproduct of the manufacturing of phosphate fertilizer) for savings of $10 million. Projected additional savings over the next four years total $40 million. For more information, please contact Sam Zamani at (813) 744-6100 or email sam.zamani@dep.state.fl.us (DEP - 20)

Developed Fixed Capital Outlay Management System
Fixed Capital Outlay Management System Team
Department of Management Services, Tallahassee
The four-member Fixed Capital Outlay Management Team created a system to administer approximately 275 projects worth $200 million plus. In-house development of the system – which can be adapted and implemented by other state agencies – saved approximately $1 million plus annual licensing fees of more than $100,000. This achievement was recognized and rewarded under the Service First Savings Sharing Program, with team members receiving combined salary increases of nearly $8,000. For more information, please contact John Owen at (850) 488-0439 or email owenj@dms.state.fl.us (DMS - 1)

Implemented Correctional Officer Basic Recruit Training System
Development and Maintenance Unit
Department of Corrections, Tallahassee
The four-member Development and Maintenance Unit designed and implemented new modules for correctional officer basic training for approximately 1,500 annual recruits. Their initiative reduced the number of hours in the classroom by 30% (530 to 366) for added value of $2.9 million. For more information, please contact Myriah Brady at (850) 487-2875 or email brady.myriah@mail.dc.state.fl.us (DOC - 3)

Improved Recovery and Prevention of False Claims
Retail Operations Unit
Department of Health, Tallahassee
The four-member Retail Operations Unit perfected a method to audit grocery stores to determine whether the stores actually purchased all food billed to the Department of Health's Women, Infant and Children
program. Between June 2001 and February 2003, nearly $700,000 worth of claims were assessed against 15 grocery stores. While none of the nominees have professional auditor training, their audit findings have yet to be successfully challenged. This achievement was the inspiration for a U.S. Department of Agriculture guide for states to use in conducting audits. For more information, please contact John Harrison at (850) 245-4444 or email john_harrison@doh.state.fl.us  (DOH - 111)

Increased Prosecution of Narcotics Trafficking and Money Laundering

Narcotics Trafficking and Money Laundering Unit
Department of Legal Affairs, Miami

The four-member Narcotics Unit of the Office of Statewide Prosecution provided assistance to a Grand Jury and expansion of money laundering legislation, and training of anti-narcotics and money laundering activities in South Florida between July 1999 and June 2002. The Unit's efforts were directly responsible for a five-fold increase in the number of cases handled and defendants charged; a ten-fold increase in prison sentences for convicted drug traffickers and money launderers; and an increase in assessed fines from $305,000 in 1998-99 to $2.1 million in 2001-02. For more information, please contact Carol “Jodie” Breece at (786) 336-1015 or email jodie_breece@oag.state.fl.us  (OAG - 2)

Improved Interchange Capacity for I-95 and I-595

I-595 Capacity Improvement Team
Department of Transportation, Statewide

The 47-member I-95 and I-595 Capacity Improvement Team consisting of Department of Transportation District Four and Tallahassee Central Office staff, the Federal Highway Administration and private consultants/contractors implemented an interim traffic capacity and safety measure consisting of extra lanes for on-ramps and an additional traffic lane across a two-mile causeway. Estimated 15-year travel delay reduction benefits to the driving public total $72 million. The I-95 and I-595 interchange in South Florida – considered to be one of the 100 most congested in the nation – is scheduled for widening of two miles of bridges by 2018. The Capacity Improvement Team's interim improvement, which normally would take more than two years, was completed in just nine months. For more information, please contact Cleo Marsh at (954) 777-4200 or email cleo.marsh@dot.state.fl.us  (DOT - 4)

Established Transit Guidelines That Identify Preferred Designs

Transit Guidelines Development Team
Department of Transportation, Ft. Lauderdale

Guidelines concerning engineering designs for transit infrastructure developed by a seven-member team saved more than 3,000 hours worth $380,000. The team's work product is now used by the Department's Tallahassee Central Office to develop standards for the state highway system to accommodate multi-modal transportation, improve public safety in boarding public transit and save an estimated $2.7 million in roadway project design time. For more information, please contact Jeff Weidner at (954) 777-4670 or email jeff.weidner@dot.state.fl.us (DOT - 15)
Thanks to the Florida Lottery’s Bright Futures Scholarships, more than 160,000 students have been given the chance to go to college. The Lottery has generated more than $12 billion to improve education for students throughout Florida. Lottery dollars have far-reaching results — from backing hundreds of millions of dollars in bonds for new school construction and renovation, to helping universities and community colleges throughout Florida.

For more information about Bright Futures Scholarships, contact the Florida Department of Education at 888-827-2004 or visit www.myfloridaeducation.com/bf_future.

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Averted Communications and Reporting Breakdown
Wendy Adams
Agency for Health Care Administration, Tallahassee
During a seven-month agencywide information technology conversion, Wendy Adams revitalized a previously used information system that enabled the General Counsel's Office to function with minimal disruption and added approximately $50,000 worth of value. AHCA's General Counsel wrote: "Ms. Adams's work product is of exceptional quality and utility. She is often called on by other Divisions for projects where accuracy and quality are critical." For more information, please contact Tracey Cottle at (850) 922-5873 or email cottlet@fdhc.state.fl.us (AHCA - 7)

Developed Expert Witness Training Program
Richard Saliba
Agency for Health Care Administration, Tallahassee
AHCA's performance standard for attorneys handling administrative complaints is 60 cases per month with an average turnaround time of 35 days. Richard Saliba averaged 98 cases with an average 8 day turnaround, ranking number one among 16 attorneys in AHCA's General Counsel's Office. Additionally, he volunteered and devoted 400 uncompensated hours to develop AHCA's first expert witness training program for physicians and nurses. Added value: approximately $40,000. AHCA's General Counsel wrote: "Richard Saliba's work product has distinguished him as a top performer. His caseload is among the heaviest and his complaint turnaround time is the shortest." For more information, please contact Tracey Cottle at (850) 922-5873 or email cottlet@fdhc.state.fl.us (AHCA - 8)

Negotiated Cellular Telephone Airtime Minutes Pool Plan
Betty Dennis
Agency for Health Care Administration, Tallahassee
Betty Dennis negotiated a plan that pools cellular phone airtime minutes of AHCA field offices into one unit that saves more than $100,000 annually. The Deputy Secretary of Administrative Services wrote: "Based on purchase orders from the past two fiscal years, we should see savings of approximately $127,600 in the cost of cellular telephone air-time minutes over the course of 2002-03." For more information, please contact Betty Dennis at (850) 414-6051 or email dennisb@fdhc.state.fl.us (AHCA - 20)

Initiated Generic Drug Reimbursement Analysis
Jerry Wells
Agency for Health Care Administration, Tallahassee
Jerry Well compared selected brand name drugs on the Medicaid Preferred Drug List against their generic counterparts and determined that the net-net cost of some generics was higher. Based on this finding, he recommended reduction of the reimbursement rate for selected generics in order to bring them more in line with Medicaid reimbursement for the same brand name drugs. AHCA's Deputy Secretary for Medicaid wrote that Mr. Wells's achievement will save approximately $8 million annually. For more information, please contact Jerry Wells at (850) 922-0681 or email wellsj@fdhc.state.fl.us (AHCA - 31)

Obtained Federal Grant for Medicaid Payment Accuracy Study
Susan Chen and Nancy Ross
Agency for Health Care Administration, Tallahassee
Susan Chen and Nancy Ross developed a federal grant application to conduct a Medicaid payment accuracy study for capitated plans that saved $247,000 worth of state General Revenue. An independent rating group said Florida's application was the best of eleven states. AHCA's Deputy Secretary for Medicaid wrote that this achievement brings national recognition to Florida. For more information, please contact Nancy Ross at (850) 922-5598 or email rossn@fdhc.state.fl.us (AHCA - 34)
Developed Economic Equipment Transport Tie-down System
Steven R. Patchen, Charles Ferrell and Michael Burroughs
Department of Agriculture and Consumer Services, Orlando
Orlando-based Division of Forestry automotive mechanics Charles Ferrell and Michael Burroughs and equipment maintenance supervisor Steven Pachen designed a more versatile, time saving and less expensive way to transport Division equipment than a method previously designed by Tallahassee-based Central Office staff. After initial resistance, the nominees' system was put in place Divisionwide for one-time savings of $32,812 plus recurring savings for each new unit purchased. The Tallahassee Bureau Chief wrote: "This project was taken on solely on the initiative of the nominees because they felt they could devise a better way of solving an equipment tie-down problem which results in the Division saving money now and in the long run." For more information, please contact Steven Patchen at (407) 856-6512 or email patches@doacs.state.fl.us (DACS - 9)

Implemented FIREWISE Communities USA Program Sign-up
Timber Weller
Department of Agriculture and Consumer Services, Bunnell
Timber Weller helped communities in Orange, Volusia and Flagler Counties be among 15 nationwide that were recognized by the FIREWISE Communities USA Program. As one of six Wildfire Mitigation Specialists with the Division of Forestry, Mr. Weller is the only one to ever qualify a community for this program which commends them for taking steps to be better prepared for wildfires. His Bureau Chief wrote that FIREWISE’s national guidelines represents a significant threat reduction to the lives and property of citizens in the communities recognized. For more information, please contact Timber Weller at (386) 447-1533 or email wellert@doacs.state.fl.us (DACS - 11)

Automated State/Federal Data Transfer
Larry Lloyd
Department of Agriculture and Consumer Services, Tallahassee
Larry Lloyd wrote software programs that share Florida food safety data nationwide. His initiative made Florida the first state to electronically transfer secure data to the U.S. Department of Agriculture and the Food and Drug Administration to help assure the safety of food supplies. For more information please contact Mr. Lloyd at (850) 488-4407 or email lloydl@doacs.state.fl.us (DACS - 12)

Procured Free or Inexpensive Information Systems Datasets
Gary Watry
Department of Community Affairs, Tallahassee
Gatry Watry identified Geographic Information Systems (GIS) data sets and software used in emergency management applications that normally are obtained through third party vendors. He then traced the data back to the source agencies and arranged exchanges at no cost or at a discount, saving $15,500 in GIS software. Mr. Watry also increased the availability of data updates used for GIS remote sensing of wildfires from once every 12 hours to every 30 minutes. This reduces firefighter response time by up to eight hours, producing an estimated 15% ($500,000) worth of improved wildland fire fighting efficiency. For more information, please contact Jim Hampton at (850) 413-0603 or email jim.hampton@dca.state.fl.us (DCA - 5)

Procured Weapons of Mass Destruction Detection and Testing Equipment
Charles Hagan and Daniel Pitchford
Department of Community Affairs, Tallahassee
Charles Hagan and Daniel Pitchford designed a multi-patient oxygen delivery system to help treat victims of weapons of mass destruction that is now stocked by hospitals and ambulances throughout Florida. Their system costs $781 less per unit for savings of $103,873. Working with the FBI and NASCAR, Mr. Hagan and Mr. Pitchford also in developed more comfortable and durable fire retardant equipment for police and firefighters to wear under bomb detection suits. The cost per unit was reduced from $2,700 to an estimated $60 for savings of $142,000 on 56 suits. For more information, please contact Charles Hagan at (850) 410-1263 or email charles.hagan@dca.state.fl.us (DCA - 11)
Conducted Workers Compensation Claims Study and Initiated Safety Culture Change  
Richard C. Wilhelms and Dianne P. Wester  
Department of Children and Families, Chattahoochee

Richard Wilhelms and Dianne Wester conducted research that verified workers compensation claims at Florida State Hospital result mostly from individuals' unsafe actions. They then initiated a Safety Culture Improvement initiative that helped reduce 2001-02 claims by $250,000. Their achievement won the Florida Interagency Advisory Council on Loss Prevention's "Best Special Awareness Campaign" and the Department of Children and Families' "best-of-the-best outcomes" for reducing workers compensation claims. For more information, please contact Richard Wilhelms at (850) 663-7468 or email richard_wilhelms@dcf.state.fl.us  (DCF - 3)

Provided Needed Services to Vulnerable Adults  
Cynthia Palmieri  
Department of Children and Families, Bradenton

After Manatee County's Volunteer Coordinator position was eliminated, Cynthia Palmieri became the sole person to solicit funds and items for the Department of Children and Families' elderly and disabled clients. In 2002, she raised $2,000 and gathered personal care items, furniture and appliances from private community organizations and others. These resources avoided one client's placement in a skilled nursing home and three others' placement in assisted living for a cost avoidance of $52,416. An agency manager wrote that Ms. Palmieri "...has gone far beyond what is expected of a Human Services Counselor. She represents what the Department of Children and Families should mean to our community." For more information, please contact Cynthia Palmieri at (941) 708-5544 or email cynthia_palmieri@dcf.state.fl.us (DCF - 18)

Reduced Cost of Residents' Supplies  
Michael Marvin and Jorge Munoz  
Department of Children and Families, Gainesville

Store keeper Jorge Munos and supervisor Michael Marvin did extensive price research on the internet to save the North Florida Evaluation and Treatment Center $12,162 on the purchase of 33 items of clothing and supplies versus the state contract price paid the previous year. The Department of Children and Families Deputy Assistant Secretary for Programs in Tallahassee wrote: "Ordinary employees would have just accepted the state contract price for such items as underwear, deodorant and soap. Mr. Munos and Mr. Marvin spent over 100 hours researching better pricing that saved more than $12,000." For more information, please contact David Capos at (352) 375-8484 or email david.capos@dcf.state.fl.us (DCF - 33)

Created a Mobile Data Technology Project Management Web Site  
Steven A. Williams, Sr.  
Department of Highway Safety and Motor Vehicles, Tallahassee

Captain Steve Williams created a web-based project management site for approving installation of mobile data computers in Florida Highway Patrol cars statewide. The system includes on-line trouble reporting to assess performance compliance and report software failures and flaws to the vendor. It eliminates redundant paperwork, quickly resolves contractual issues and pays vendors promptly. Captain Williams developed the system on his own time for added value of approximately $150,000. For more information, please contact Steven Williams, Sr. at (850) 922-9501 or email williams.steve@hsmv.state.fl.us (DHSMV - 15)

Developed Job Training Manual Delivery System  
Donna Gillis, Rob Smith and Mark Mahoney  
Department of Corrections, Tallahassee

Donna Gillis, Rob Smith and Mark Mahoney developed a Job Manual of Common Tasks that replaces face to face contact for part of correctional officers' annually required in-service training. The manual reduces the time to complete administrative and refresher training from 24 hours to eight hours for savings of 304,000 hours worth $4.5 million. An additional $1.5 million cost avoidance results from eliminating correctional
officers' and instructors' travel, overtime and other costs associated with the eight hours of training cited above that would be expended for face to face training absent the nominees' new delivery system. For more information, please contact Donna Gillis at (850) 487-2875  (DOC - 1)

Developed Performance Management System to Eliminate Inmate Work Squad Vacancies
Chuck Manning, William Maust and Kenneth Fleming
Department of Corrections, Tallahassee
Chuck Manning, William Maust and Kenneth Fleming developed what may be a first-in-the-nation performance management system that, in November 2002 eliminated inmate vacancies on work squads versus 2,014 vacancies in July 2001. An agency manager commented that "...vacancies on outside work squads have existed seemingly forever and due to many valid reasons. However, the implementation of a new custody system and a measurement system set the stage for improvement. Even so, 'It can't be done,' was repeatedly heard as Mr. Manning, Mr. Maust and Mr. Fleming persistently solved one bueracratic challenge after another. Unquestionably, this achievement is unparalleled as it is the first time we have eliminated vacancies." For more information, please contact Chuck Manning at (850) 410-4373 or email manning.chuck@mail.dc.state.fl.us  (DOC - 8)

Purchased Previously-Owned Servers at Discounted Price
Guido Zakaroff
Department of Corrections, Tampa
While outdated computer equipment is almost always replaced by new equipment, Guido Zakaroff's initiative, technical skills, research and persistence led to acquisition of previously owned equipment needed to increase the Department's data retrieval speed and storage capacity at locations statewide. Purchase of 100 used servers for $350 each versus a market price of $18,000 saved $1.8 million. For more information, please contact Guido Zakaroff at (813) 782-6521 or email zakaroff.guido@mail.dc.state.fl.us (DOC - 10)

Utilized Salvageable Computer to Replace Damaged Equipment
Dennis Smith
Department of Corrections, Jasper
In lieu of purchasing new equipment, maintenance mechanic Dennis Smith adapted a phased out computer to replace a failed perimeter fence alarm monitoring system at Hamilton Correctional Institution. He subsequently used surplus equipment to restore five alarm systems at other correctional facilities for savings of $37,000. For more information, please contact Dennis Smith at (386) 792-5333 or email smith.dennis@mail.dc.state.fl.us  (DOC - 15)

Automated School Violence and Discipline Report
Louise Rill
Department of Education, Tallahassee
Louise Rill planned and coordinated implementation of an initiative that allows an annual report on school violence and discipline to be completed in 95% less time than previously, and is delivered to users 3 to 4 months earlier. School districts use the data to apply for federal grants for prevention programs aimed at reducing violence and disruption in schools. For more information, please contact Louise Rill at (850) 410-2388. (DOE - 11)

Designed and Implemented a Salary Rate Administration System
Ann Courtney, Le Hoang and Richard D. Maxey
Department of Health, Tallahassee
Budget Analysts Ann Courtney, Le Hoang and Richard Maxey designed and implemented an automated salary rate administration system that annually saves 67 county health offices and Tallahassee Central Office
staff more than 5,000 hours annually worth approximately $200,000 in salary and benefits. Their system is adaptable to other government agencies. For more information, please contact Richard Maxey at (850) 245-4444 or email richard_maxey@doh.state.fl.us (DOH -1)

Provided Exceptional Bilingual Customer Service
Mavis Avila and Antonia Rodriguez-Cruz
Department of Health, Miami
Mavis Avila and Antonia Rodriguez-Cruz handled – in English and Spanish – an average of more than 50 calls a day to the Miami-Dade County Health Department from citizens inquiring about health services programs, describing emergency situations, or making complaints. Half of the 720 hours they spent providing health-related information and referrals were beyond their job expectations. Both Ms. Avila and Ms. Rodriguez have been recognized by their Department for their commitment to assisting internal and external customers in a timely and professional manner. For more information, please contact Helen Sharperson at (786) 845-0112 or email helen_sharperson@doh.state.fl.us (DOH - 14)

Streamlined Services to Increased Number of Breast and Cervical Cancer Screening Clients
Julie Byczek and Bonnie Borden
Department of Health, Merritt Island
Julie Byczek and Bonnie Borden increased the number of indigent or low income women over age 50 receiving breast screening services and cervical screenings to 183% and 166% of the targeted goal, respectively. As a result, the Brevard County Health Department ranked number one statewide for percentage increase in the number of specialty clients served. Additionally, Ms. Byczek and Ms. Borden added $77,000 to their program's budget by revising a billing system and increasing in-kind services provided to clients. For more information, please contact Julie Byczek at (321) 634-6324 or email julie_byczek@doh.state.fl.us (DOH - 44)

Developed Emergency Water System for Hurricane Shelters
Joe Barker and Gary Maier
Department of Health, Ft. Myers
Joe Barker and Gary Maier developed an emergency backup system for Special Care Shelters for the frail and elderly in the event municipal water systems fail during hurricanes. Their adaptable model is being presented at the 2003 Florida Governor's Hurricane Conference. The nominator is responsible for assuring that Special Care Shelters operate efficiently and safely. He wrote: "Mr. Barker and Mr. Maier, whose jobs are unrelated to shelter planning, identified weaknesses of our plan and dedicated approximately three years and countless hours to seeing that just the right emergency backup water system was designed and developed..." For more information, please contact Joe Barker at (239) 332-9562 or email joe_barker@doh.state.fl.us (DOH - 49)

Streamlined Vital Statistics Office Procedures
Lori Carr and Linda Bitz
Department of Health, Port St. Lucie
Lori Carr and Linda Bitz initiated process changes in the St. Lucie County Health Department's Vital Statistics Office that reduced errors, improved service turnaround time by 110% and eliminated a position to save $32,000. Their achievement is adaptable by other health departments. An agency manager wrote that Ms. Carr and Ms. Bitz increased customer satisfaction and accountability by developing systems to assure the security of important documents which can be misused in creating false identities. For more information, please contact Lori Carr at (772) 873-4880 or email lori_carr@doh.state.fl.us (DOH - 87)
Developed Biological Terrorism Awareness & Preparedness Medical Tool Kit
Dr. Dawn Allicock
Department of Health, Ft. Pierce
St. Lucie County Health Department physician Dawn Allicock spent 200 hours of her own time developing a bioterrorism awareness and preparedness medical tool kit. This kit is adaptable to other health departments in Florida and to health professionals in other states. It can reduce the cost of bioterrorism training for St. Lucie County's private physicians to treat their patients in the event of an attack by approximately $15,000. For more information, please contact Dr. Dawn Allicock at (772) 462-3824 or email dawn_allicock@doh.state.fl.us (DOH - 97)

Provided Outstanding Staff Support to Small Employer Benefit Plan Committee
Belynda Shadoan
Department of Financial Services (formerly Department of Insurance), Tallahassee
Belynda Shadoan worked an average of eight uncompensted hours per week for six months while staffing a 17-member private sector Small Employer Benefit Plan Committee. The members were very pleased with her work products that assisted them in redesigning mandatory policies for small employer health insurance carriers to save some employers 20% or more. Her nominator wrote that she "...dedicated most of her summer and fall, voluntarily working late evenings and weekends and postponing much needed vacation plans..." The Deputy Director of Insurer Services wrote that without her tireless efforts, the Committee's success would not have been as quick or as measurable. For more information, please contact Rich Robleto at (850) 413-5160 or email shadoanb@doi.state.fl.us (DOI - 1)

Streamlined Life Insurance Misrepresentation Resolution Process
Brenda Poppell, Miguel Oxamendi and Douglas Shropshire
Department of Financial Services (formerly Department of Insurance), Tallahassee
Brenda Poppell, Miguel Oxamendi and Douglas Shropshire developed a less expensive and more efficient resolution process that replaces litigation with binding arbitration for up to 7,000 Floridians sold policies that were misrepresented as investments between 1982 and 1997. Consumers and insurance companies will save approximately $750,000 worth of legal fees while an estimated $3 million worth of benefit payouts are made. For more information, please contact Doug Shropshire at (850) 413-4172 or email shropshired@doi.state.fl.us (DOI - 6)

Increased Federal Funding for Child Support
Christopher Ellis and Ronald VunKannon
Department of Revenue, Tallahassee
Christopher Ellis and Ronald VunKannon identified an opportunity outside their normal duties to increase Florida's share of federal incentive earnings for child support by $400,000 which -- when matched by other federal funding -- provides more than a $1 million increase. Mr. Ellis and Mr. VunKannon worked 20 uncompensated hours during a five-day period to research the issue, perform the needed analysis and present management a proposal for action. For more information, please contact Christopher Ellis at (850) 922-9584 or email ellisc@dor.state.fl.us (DOR - 22)

Recovered Telecommunications Industry Taxes
Evonne Jones
Department of Revenue, Atlanta, GA
In 1986, Evonne Jones in the Department of Revenue's Atlanta, Georgia, office conducted a precedent setting audit of a telecommunications company. Her extensive research on the tax classification of design charges plus more than 100 hours of assistance that she provided as her audit was protested through the court system helped to produce a successful judicial conclusion upholding the audit and directing payment of $4.6 million in taxes. For more information, please contact George Lewis at (770) 858-3094 or email lewisg@dor.state.fl.us (DOR - 26)
Developed Interactive Project Design Traffic Database
Don Davies
Department of Transportation, Orlando
Don Davies developed and implemented an interactive electronic database system that transmits Design Traffic Reports for review and reproduction; reduces handling, processing and storage of paper documents; and saves time in tracking archived documents and project schedules for added value of $166,000. The District Secretary wrote: “The Project Design Traffic Database allows us to focus resources more efficiently and is an outstanding tool for Project Managers. Further use of this system will significantly increase the accuracy and timeliness of information exchanges between Department planners, project managers and the consultant community that are critical to efficient transportation project design.” For more information, please contact John Zielinski at (407) 482-7868 or email john.zielinski@state.dot.fl.us (DOT - 3)

Designed & Developed "Road Project Search" Web Application
Lisa Gilbert and Scott Ellington
Department of Transportation, Tallahassee
Lisa Gilbert and Scott Ellington reduced the time spent annually by DOT staff responding to nearly 6,000 citizen requests for hard-to-locate information concerning previous road projects from an average of 30 minutes to one minute or less for recurring time savings worth more than $50,000. This achievement takes on added importance as DOT staff with long institutional memories who are enrolled in the state's deferred retirement option plan retire. For more information, please contact Lisa Gilbert at (850) 410-5476 or email lisa.gilbert@dot.state.fl.us (DOT - 14)

Identified Individuals Suspected of Welfare Fraud
Christy Thacker
Department of Law Enforcement, Tampa
Representing the Department of Law Enforcement on the U.S. Secret Service Financial Institution Strike Team, Christy Thacker provided analytical support to target retailers involved in money laundering and trafficking in the electronic benefits transfer Food Stamp Program. As a result, FDLE received $17,000 from asset seizures. Additionally, Ms. Thacker performed her regular job beyond expectations, referring 132 individuals (20 more than expected) for committing welfare fraud for added value of approximately $40,000. FDLE's Chief of Public Assistance Fraud wrote that Ms. Thacker's performance during an 18-month period covered by the nomination “is clearly unparalleled and far above performance standards,” adding that she was the most productive member of a ten-person squad. For more information, please contact Lance Newman at (813) 878-7890 or email lancenewman@fdle.state.fl.us (FDLE - 9)

Recovered Telecommunications Vendor Overcharges
Debbie Whited
Florida State University, Tallahassee
Debbie Whited recovered telecommunication vendors' overcharges to Florida State University by reconstructing aging payables that previous employees had not resolved. The Director of FSU's Office of Telecommunications wrote: "Ms. Whited worked tirelessly for 11 months to bring clarity and order to hundreds of confusing descriptions that made vendor invoices very difficult to understand. She netted our office over $100,000 in erroneous billings." For more information, please contact Cynthia Bookout at (850) 644-4448 or email cbookout@otc.fsu.edu (FSU - 1)

Initiated Cost Saving Facilities Maintenance Outsourcing Partnership
George Watkins and Michael Faires
Florida State University, Tallahassee
George (Buddy) Watkins and Michael Faires initiated the nation's first facilities maintenance storefront on a university campus. This public/private partnership established by competitive bidding reduced FSU processing costs by more than $300,000 and eliminated four positions worth $95,000. Benefits to the university include productivity gains from immediate access to a facilities maintenance inventory; elimination of inventory expenses and shrinkage; and prices that are lower than those paid prior to the new contract. For more information, please contact Amy Thagard at (850) 644-2962 or email athagard@admin.fsu.edu (FSU - 7)
Increased Collection of Criminal Fines
Mark Van Bever, Tim Hamilton and Shelly Mullen
18th Judicial Circuit, State Courts System, Viera
Mark Van Bever, Tim Hamilton and Shelly Mullen initiated a fine collection program known as "Pay or Appear" that was implemented by four of eight Brevard County judges and brought in more than $200,000. This initiative is highly adaptable as just two of 19 other judicial circuits are known to have similar programs. For more information, please contact Tim Hamilton at (321) 631-2171 or email tim.hamilton@flcourts18.org (SC - 1)

Researched State Agency Postage Policies and Initiated Cost-Saving Procedures
Wendy G. Moss
Department of State, Tallahassee
Wendy Moss sampled offices in 20 state agencies to determine their practices for mailing publications and other materials that qualify as "media mail" under U. S. Postal Service regulations. Each of the 20 units surveyed used a more expensive rate, and several paid double the postage needed for packages' actual weight. Ms. Moss then developed mailing standards that have been implemented in her Division for annual savings of approximately $12,000. Her Division Director wrote that Ms. Moss's goal is to see mailing standards that save money with no reduction in service implemented and monitored in all agencies. For more information, please contact Wendy Moss at (850) 487-2980 or email wmoss@mail.dos.state.fl.us (STATE - 1)

Negotiated Aggregated Purchase of Oracle Software Licensing
Jeremy Daniell
State Technology Office, Department of Management Services, Tallahassee
Jeremy Daniell coordinated a joint purchase of Oracle software for four state agencies that is projected to save $1 million over three years versus the cost of each agency purchasing the software separately. The State Technology Office's Chief of Network Operations commented: "Jeremy battled the odds to win this accomplishment. He was tenacious during months of negotiations to get a winning deal. A less dedicated person may have lost their resolve during such a long and heated process." For more information, please contact Jeremy Daniell at (850) 413-9172 or email jeremy.daniell@myflorida.com (STO - 1)

Replaced Specialty Air Conditioning System
Scott Gapinski and Chuck Rowland
University of Florida, Gainesville
Some air conditioners in the University of Florida's College of Engineering are considered research equipment and thus are not maintained by the Physical Plant Division. When one of these units failed, an outside contractor's bid to replace it was $750,000. Scott Gapinski and Chuck Rowland, whose job descriptions do not include air conditioning maintenance, volunteered to build the needed unit, saving a net $550,000. For more information, please contact Scott Gapinski at (352) 392-7878 or email scott@microfab.ufl.edu (UF - 3)

Performed Administrative Tasks for Summer Research Program
Donna Balkcom
University of Florida, Gainesville
In addition to her regular job, Program Assistant Donna Balkcom volunteered to handle administrative tasks associated with a National Science Foundation summer research grant for undergraduate Physics students. Her Department Chairman commented: "Ms. Balkcom exhibited unparalleled professionalism and enthusiasm in performing these tasks that avoided spending nearly $5,000 to hire a temporary program assistant." For more information, please contact Donna Balkcom at (352) 392-8754 or email donna@phys.ufl.edu (UF - 9)
NOTABLE TEAM, WORK UNIT
AND PARTNERSHIP AWARDS - $600

Developed Automated Health Care Tracking System
General Counsel's Facilities Section
Agency for Health Care Administration, Tallahassee
The ten-member Quality Enforcement for Quality Health Care Unit for Tallahassee developed an automated system to track health care quality improvement enforcement actions that helped increase case closures from 290 to 904; increased completed administrative complaints by 73% and increase fine payments by $752,000 -- ranking first among the state's three regions. AHCA's General Counsel and nominator stated: "70% of the work on this achievement was above team members' job expectations. The team set a new standard for efficient, timely and effective enforcement." For more information, please contact Tracey Cottle at (850) 922-5873 or email cottlet@fdhc.state.fl.us. (AHCA - 6)

Reduced State Match Requirements
Hazard Mitigation Section
Department of Community Affairs, Tallahassee
The Hazard Mitigation Section successfully negotiated with the Federal Emergency Management Agency to waive the 25% state/local cash match normally required for federal disaster funds by using state and local government funds committed to hurricane and flood relief as in-kind or "Global" match. Their achievement reduced state General Revenue match for federal disaster recovery funds by $31 million. For more information, please contact Leroy Thompson at (850) 413-9816 or email leroy.thompson@dca.state.fl.us (DCA - 8)

Improved Budget Discussion Tool
Upfront Management Project Team
Department of Children and Families, Orlando
The Upfront Management Project Team developed a budget management discussion tool that improves the quality of information collected from public assistance applicants. Their initiative helped reduce the Orlando area's Food Stamp error rate from 12.5% in fy 2001 to 2.6% in February 2003. The budget management discussion tool has been provided to the Department's Economic Self-Sufficiency staff statewide for potential savings of $20 million from issuing Food Stamps in error. For more information, please contact Dana Johnston at (407) 245-0450 or email dana_johnston@dcf.state.fl.us (DCF - 38)

Created Title V "Permitting Action Tree"
Title V Program Implementation Team
Department of Environmental Protection, Tallahassee and Tampa
The Title V Program Implementation Team created a "Permitting Action Tree" that ties environmental regulations to appropriate permitting actions. Used by the Tallahassee Central Office, the Department's six District offices, five local program offices, permitted industries and their consultants, the team's achievement annually saves nearly $100,000 worth of time. For more information, please contact Bruce Mitchell at (850) 413-9198 or email bruce.mitchell@dep.state.fl.us (DEP - 17)

Created WebPoint/FieldPoint Location Verification Software
WebPoint/FieldPoint Development Team
Department of Environmental Protection, Tallahassee
The eleven-member WebPoint/Field Point Team from three Divisions of the Department of Environmental Protection created computer software applications that electronically collect new field data and correct existing data on approximately 50,000 sites inspected by the Source Water Assessment and Protection Program. Their achievement reduces the cost of collecting and updating information on these sites from an estimated $2.5 million to $330,000. It also enables findings from scheduled inspections to be entered electronically and saves staff time by accurate placement of facilities on maps and GIS coverages. For more information, please contact Christopher Smith at (850) 245-8652 or email christopher.p.smith@dep.state.fl.us (DEP - 21)
Implemented Redesign of Motor Vehicle Revenue System
Motor Vehicle Revenue System Team
Department of Highway Safety and Motor Vehicles, Tallahassee
The Motor Vehicle Revenue System Team redesigned a 20-year old system that reduced the time needed to distribute more than $1 billion worth of title and registration fees to state and local government programs that benefit citizens from as many as 60 days to seven days. The team's system eliminated the need for four positions worth approximately $100,000. For more information, please contact Jackie Ross at (850) 488-4248 or email ross.jackie@hsmv.state.fl.us (DHSMV - 14)

Automated Systems Processing on Department's Mainframe Computer
Computer Operations and Mainframe Systems Programming Team
Department of Corrections, Tallahassee
The 13-member Computer Operations and Mainframe Systems Programming Team automated console monitoring, tape handling and batch scheduling for systems processing on the Department's mainframe computer. Three positions were eliminated for recurring savings of $127,500. For more information, please contact Tammy Crumel at (850) 921-1734 or email crumel.tammy@mail.dc.state.fl.us (DOC - 21)

Provided Cost-saving Prenatal Care to Clients
Nurse Midwifery Maternity Program Team
Department of Health, Stuart and Indiantown
The Martin County Health Department's Nurse Midwifery Program provides full service prenatal care which reportedly is unique among Florida's 67 counties. Serving about 30% of all pregnant women countywide, it operates for approximately $350,000 less than a similar program previous run by Martin Memorial Hospital. For more information, please contact Cassandra Garcia at (772) 221-4030 or email cassandra_garcia@doh.state.fl.us (DOH - 53)

Provided Anthrax Investigation Support to FBI
Counter-Terrorism Rapid Response Team
Department of Health, Miami
The Miami-Dade County Department's Counter-Terrorism Rapid Response Unit provided laboratory-based investigative support to the FBI to better understand the first Bioterrorism event in the United States using Anthrax. During this process, the laboratory developed several unique evaluative methods which will be utilized nationwide to aid future Bio-Terrorism related investigations. Six laboratory staff and one volunteer reportedly contributed 892 uncompensated hours over a 14-day period while processing some 6,000 samples -- saving the FBI close to $1 million. For more information, please contact Dr. Segaran Pillai at (305) 324-2432 or email segaran_pillai@doh.state.fl.us (DOH - 63)

Developed Improvement Plan to Decrease No-show Clients
Ryan White Title III Program Staff
Department of Health, Ft. Walton Beach
Five staff member in the Okaloosa County Health Department's HIV/AIDS clinic in Ft. Walton Beach went the extra mile to produce a 95% rate of on-time client test results and client appointments kept versus a 65% average in their area. The 300 hours they spent to get these results helped produce $26,829 additional revenue. The nominator wrote: "There was also much attention paid to the overall relationship between HIV staff and consumers, with a message of teamwork for best health outcomes." For more information, please contact Anne Hall at (850) 833-9240 or email anne_hall@doh.state.fl.us (DOH - 78)
Initiated the Recovery of Defrauded Investor Money
Future First Financial Group Conservatorship Team
Department of Financial Services (formerly Department of Insurance), Tallahassee
The six-member Future First Financial Group Conservatorship Team initiated an innovative way to recover potentially tens of millions of dollars for defrauded investors, many of whom were senior citizens who had invested money on which they expected a return to help live on. The team obtained a groundbreaking judicial ruling that imposed a conservatorship to freeze the assets of former securities licensees. For more information, please contact Mike Davidson at (850) 413-4179 or email davidsonm@doi.state.fl.us (DOI - 2)

Initiated Task Force to Combat Identity Theft
Operation L.E.G.I.T. Team
Department of Law Enforcement, Statewide
The Department of Law Enforcement, the Florida Highway Patrol and the Office of Statewide Prosecution established the first statewide task force in the U.S. to conduct investigations that proactively target identity theft and credit card fraud. Between July 2001 and November 2002, the task force identified $47 million worth of theft/fraud and recovered $1.5 million. The Federal Auditor General's office considers Florida's initiative a model for proactively targeting identity thieves. For more information, please contact Wayne Ivey at (772) 216-3529 or email wayneivey@fdle.state.fl.us (FDLE - 12)

Investigated Contract Fraud Leading to Recoveries and Convictions
Office of Inspector General - Investigations Section
Department of Transportation, Tallahassee
The Department of Transportation Inspector General's Office is the most successful in state government in attacking contract fraud. Eighty-three percent of individual and company names on the Department of Management Services' convicted vendor list are there as a direct result of the DOT IG staff's extra efforts. The entire 4,000 hours spent by 14 nominees to help get 15 criminal convictions and recover $1.5 million reportedly was uncompensated time, meaning that each team member averaged an extra 1.5 hours of work each week for 44 months. The team's achievement was documented by a performance measurement system they developed and which Governor Bush's Chief Inspector General held up as a best practice at a national inspector general conference. For more information, please contact Robert Clift at (850) 410-5800 or email robert.clift@dot.state.fl.us (DOT - 1)

Improved Placement of Reflective Pavement Markers
District Four Maintenance Test Team
Department of Transportation, Ft. Lauderdale
The District Four Maintenance Reflective Pavement Markers Test Team initiated an improvement in the visibility of pavement markings that responded to a public concern raised in the DOT's periodic statewide customer satisfaction survey. The team's improvement is being implemented statewide and -- in addition to increasing customer satisfaction-- will save about $70,000 annually. For more information, please contact Cleo Marsh at (954) 777-4200 or email cleo.marsh@dot.state.fl.us (DOT - 13)

Developed Designer Interface for Increased Efficiency
Designer Interface Team
Department of Transportation, Tallahassee
The nine-member Designer Interface Team conceived and developed a web-based training program for new employees to learn how to input roadway design cost data into a Proposal Estimating System (PES) used in project cost estimates, bid letting and construction contracting. Their achievement reduced travel and training time for approximately 700 Department of Transportation and consultant users from three days to two hours. This resulted from eliminating their need to learn much of the very complicated PES program for added value of approximately $32,000. For more information, please contact Dianne Perkins at (850) 414-4202 or email dianne.perkins@dot.state.fl.us (DOT - 22)
Implemented Student Move-out Recycling Program
Housekeeping Team
University of Central Florida, Orlando
Four housekeepers at the University of Central Florida developed and implemented a Student Moveout and Recycling Program. It donates unwanted clothing, food and other items to charities instead of throwing them away when students leave their dorms at the end of the school year. The initiative included careful record keeping that documented collection of 2,000 pounds of clothing, 600 pounds of bedding, 1,000 pounds of canned and packaged foods and 300 pairs of shoes. For more information, please contact Brian Wormwood at (407) 823-4853 or email wormwood@mail.ucf.edu (UCF - 1)

Developed On-line Billing Format for Telecommunications Services
Telecommunications On-line Billing Team
University of Florida, Gainesville
The four-member Telecommunications Online Billing Team developed an electronic format for all telecommunications services that avoided spending $175,000 to purchase a billing program. The new system eliminates more than 20,000 paper invoices annually and saves a recurring $30,000 in labor, materials and software agreements. For more information, please contact John Madey at (352) 392-0710 or email jmadey@ufl.edu (UF - 1)

Performed Preventative Maintenance While Inspecting Plant Operations
Water Reclamation Facility Operational Staff
University of Florida, Gainesville
The four-member Wastewater Maintenance team reduced the average time to complete a work order from 45 days to 10 days, and they reduced a backlog of work orders created by former employees from 200 to 10. One of the team’s five major projects produced a $30,000 cost avoidance. UF’s Maintenance and Constuction Superintendent wrote: "I can assure anyone that the life station operations area is in better shape than in the past ten years. This is due mostly to these highly motivated nominees." For more information, please contact Frank Petrone at (352) 392-1103 or email fpetrone@ufl.edu (UF - 5)

Created New Department’s Support Service Infrastructure
Department of Emergency Medicine Administrative Support Team
University of Florida, Gainesville
A team of four clerical members designed and implemented systems and processes that played an important role in establishing a Department of Emergency Medicine in the UF College of Medicine. The Department’s Business Manager wrote that because the College had not established a new department for more than two decades, no guidelines, templates or other resources were available to this team. He added: "One of the team’s most outstanding characteristics is the collaborative use of each member’s strengths and talents to further the Department’s goals…. Our Department has learned that the quality and character of support staff have a direct influence on the productivity and success of the whole Department." For more information, please contact Christine Swindel at (352) 265-5911 or email cswindel@emergency.ufl.edu (UF - 10)
# COMMEMORATIVE PLAQUE RECIPIENTS (INDIVIDUAL, TEAM, WORK UNIT, AND PARTNERSHIP)

## AGENCY FOR HEALTH CARE ADMINISTRATION

**Prepared a New Nursing Home Residents Report**  
Carolyn H. Turner  
Bill Dahlem  
Elizabeth (Beth) Eastman  
Tallahassee  
(AHCA-13)

**Developed Process for Upgrading Personal Computers**  
John Edwards  
Tallahassee  
(AHCA-15)

**“Rescued” Florida Regulatory and Enforcement License Ease System**  
Bonnie Eddy  
Tallahassee  
(AHCA-17)

**Reduced Cost Through Lease Negotiations**  
Jimmy Taliaferro  
Tallahassee  
(AHCA-22)

**Streamlined Medicare Input Process**  
Martha Crabb  
Tallahassee  
(AHCA-27)

**Created Online Training Program**  
Stephen Buckingham  
Tallahassee  
(AHCA-28)

**Implemented Medicaid Community Mental Health Services**  
Marilyn Bryant  
Catharine Nelson  
Tallahassee  
(AHCA-30)

**Streamlined Medicaid Provider Re-enrollment Process**  
Ronald E. Besalke  
Mark Roeseberg  
Peggy Diaz  
Tampa  
(AHCA-48)

**Developed Techniques to Increase Call Center Productivity**  
Medicaid Help Line Unit  
Tampa  
(AHCA-58)

** Implemented All-Inclusive Care for the Elderly Program**  
PACE Implementation Team  
Tallahassee  
(AHCA-61)

**Developed and Implemented MedTelTracking System**  
MedTelTrack Development and Implementation Team  
Jacksonville  
(AHCA-66)

**Developed Personnel Reassignment Plan; Enhanced Licensure Review**  
Certificate of Need/Financial Analysis Unit  
Tallahassee  
(AHCA-70)

## DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES

**Developed and Implemented Tax Identification Scan and Capture System**  
Bill-of-Lading Tax Identification System Team  
Tallahassee  
(DACS-1)

**Developed Supermarket Promotional Campaigns**  
Northern Exposures Team  
Tallahassee  
(DACS-2)

**Developed Pamphlet for State Fuel Use Campaign**  
Dick Rettig  
Tallahassee  
(DACS-10)

**Established Molecular Biology Food Safety Program**  
Yuelian Shenna  
Tallahassee  
(DACS-13)

## DEPARTMENT OF BUSINESS AND PROFESSIONAL REGULATION

**Recovered State Cigarette Taxes**  
Leonard Delmonte  
Miami  
(DBPR-2)

**Conducted Operation Knightwatch for College Student Safety**  
Operation Knightwatch Team  
Orlando  
(DBPR-3)

**Completed Inspection Sweep of All Florida Crematories**  
Division of Regulation  
Tallahassee  
(DBPR-4)

## DEPARTMENT OF CHILDREN AND FAMILIES

**Utilized Equipment from Hospital that Closed**  
Property Management Team  
Chattahoochee  
(DCF-6)

**Designed a Certificate of Achievement Program**  
Bonnie C. Walden  
Chattahoochee  
(DCF-7)

**Reduced Worker’s Compensation Claims**  
Florida State Hospital  
Chattahoochee  
(DCF-8)
Generated Funds to Replenish Vocational Horticulture Program Supplies
Horticulture Therapy Team
Chattahoochee
(DCF-13)

Delivered and Improved Human Resources to District 8
District 8 Human Resources Team
Fort Myers
(DCF-17)

Helped Achieve Outstanding Client Relations
Cindy Coffey
Bradenton
(DCF-21)

Developed Web-based Child Care Training System
Project Advisory Team
Tallahassee
(DCF-22)

Performed Licensing Inspections for Child Care Facilities
Operation Polk Licensing Team
Tallahassee
(DCF-23)

Certified Hospital as Medicare Training Facility
Medicare Training Certification Team
Macclenny
(DCF-24)

Decreased Emergency Team Dispatch Time
Jack Graves
Macclenny
(DCF-25)

Developed Automated Diet Order System
Dietary, Information Systems and Print Shop Team
Macclenny
(DCF-26)

Reduced Cost of Workers Compensation Claims
Dr. Joseph P. Anello Jr.
Alphonso K. Whitener
Debra J. Stamps
Macclenny
(DCF-29)

Implemented Continuous Quality Improvement Projects
NE Florida State Hospital
Macclenny
(DCF-30)

Restored Competency for Mentally Ill Defendants
North Florida Evaluation and Treatment Center
Gainesville
(DCF-31)

Reduced Costs of Resident Medical Services
Resident Health Care Cost Containment Team
Gainesville
(DCF-32)

Educated Child Advocates Through News Publication
District 7 Legal News Monthly Newsletter Team
Orlando
(DCF-34)

Tracked Linkage to Community Mental Health Services
Melissa Papadopoulos
Orlando
(DCF-35)

Developed Database to Track Foster Care Funding
Lauren Royal
Ingrid Figueroa
Orlando
(DCF-36)

Developed Training Materials for Caseworkers and Attorney Certification
District 7 Legal Management Team
Orlando
(DCF-37)

Developed Baker Act Bed Data Collection System
District 7 Census Data Workgroup
Orlando
(DCF-38)

Assumed Job Responsibilities of Vacant Position
Curtis Benton
Pearlie Moore
Tallahassee
(DCF-39)

Improved Institutional Care Eligibility Processing
Institutional Care Program Medicaid Eligibility Team
Largo
(DCF-40)

Provided Extra Staffing Services
Dale Leanne Rowe
New Port Richey
DCF-48

Exceptionally Performed the Processing of Adult Payments Cases
Adult Payments Unit
Dade City
DCF-49

Practiced Superior Client Relations
Cindy Coffey
Bradenton
DCF-55

Constructed Children in Care Database
District 11 Medical Passport Unit
Miami
DCF-61

Developed Workshop to Improve Employee Accountability
District 11 Economic Self-Sufficiency Services Accountability Team
Miami
DCF-63

Created Client Change Report Center
District 11 Economic Self-Sufficiency Services Change Report Center Staff
Miami
DCF-64

Improved Monitoring of Contracted Therapy Services
Alicia R. Hernandez
Fort Myers
DCF-73

Maintained Commercial Laundry/Water Plant Operational Readiness
Hector Gomez
Fort Myers
DCF-76

Created Program for Continuous Treatment for Developmentally Disabled Residents
Pamela D’Andrea
Fort Myers
DCF-77
DEPARTMENT OF COMMUNITY AFFAIRS

Enhanced Special District Productivity Program Database
Jack Gaskins, Jr.
Tallahassee
(DCA-1)

Developed Paperless Electronic Routing System
Division of Emergency Management
Tallahassee
(DCA-3)

Saved Geographic Information Systems Licensing Fees
Gary Watry
Tallahassee
(DCA-7)

DEPARTMENT OF CORRECTIONS

Trained Correctional Facilities Staff to Conduct Test Counseling
Counselors for HIV Testing Program
Training Team
Tallahassee
(DOC-11)

Eliminated Need for Separate Video Network
Sherry Griner
Carver Cooks
Tallahassee
(DOC-18)

Reduced Cost of Department's Mainframe Software
Dyan J. Chen
Meg Dobbins
Tallahassee
(DOC-20)

DEPARTMENT OF EDUCATION

Consolidated Information Technology Data Network
Education Network Consolidation Team
Tallahassee
(DOE-2)

Reduced Costs of Hearing Aids
Hearing Aid Purchasing Guidelines Team
Tampa
(DOE-5)

Recognized Highly Productive Schools
School Recognition Team
Tallahassee
(DOE-6)

Provided Assistance to Florida's Lowest Performing Schools
Office of School Improvement Team
Tallahassee
(DOE-7)

Developed Bright Futures Test Requirement Advisement Tool
FIRN Applications Development Group
Tallahassee
(DOE-10)

Managed Central Referral and Closed Case File Section
Jorge E. Alvarez
Miami
(DOE-16)

Sustained Excellence in Meeting Customer Requests
Database Administration Team
Tallahassee
(DOE-17)

Implemented Government Finance Report Model
Statement 34 Implementation Team
Tallahassee
(DOE-18)

Developed Financial Reporting Internet Submission Website
Financial Report Internet Submission Team
Tallahassee
(DOE-19)

DEPARTMENT OF ELDER AFFAIRS

Served in Three Positions Simultaneously
Martie Daemy
Tallahassee
(DEA-14)

Developed Volunteer "Train the Trainer" Program
Health Insurance Counseling Unit
(TSHINE)
Tallahassee
(DEA-15)

Developed Falls & Injury Prevention Training Curriculum
Janet Lehman
Ken McLeod
Maureen Olson
Tallahassee
(DEA-16)

Acted as Special Projects Coordinator and Manager
Eloise Williams
Tallahassee
(DEA-21)

Applied Continuing Residency Review for Long-Term Care Residents
Sharon Mahoney
Sunrise
(DEA-22)

Increased Employment Opportunities for Elder Workers
JoAnn Williams
Susan Angel
Aurora Felton
Tallahassee
(DEA-23)

Enhanced CARES Management System Software
CARES Management System Enhancement Team
Tallahassee
(DEA-25)

Coordinated Assisted Living Facility Trainer Staff
Kathi Chisolm
Tallahassee
(DEA-28)

Performed Duties of Vacant Positions
Laurie Koburger
Tallahassee
(DEA-33)

Implemented Computer Aided Telephone Interview System
Horacio Soberon-Ferrer
Sean Lewis
Ghazwan Lutfi
Tallahassee
(DEA-35)
Negotiated Lowest Price For Technology Purchases
Rhonda Youmas
Tallahassee
(DEA-40)

Published Consumer Resource Guide for Elders
Department of Elder Affairs
Tallahassee
(DEA-46)

DEPARTMENT OF ENVIRONMENTAL PROTECTION

Performed Outstanding Resource Management
Robert Dye
Osprey
(DEP-4)

Developed Florida State Park Herbarium
Andrea Bishop
Osprey
(DEP-8)

Coordinated Volunteers for Help With Park Operation
District 4 Volunteer Coordinators
Osprey
(DEP-10)

Utilized Available Equipment to Establish Communications System
District 4 Administration Team
Osprey
(DEP-11)

Constructed Picnic Tables at Reduced Cost
Construction of Picnic Tables Team
Hobe Sound
(DEP-12)

Implemented “Parknership” Intern Program
Florida Park Service “Parknership” Intern Program Team
Hobe Sound
(DEP-13)

Automated Monitoring and Web Reporting
Ozone Monitoring & Web Automation Team
Tallahassee
(DEP-16)

Interfaced TimeDirect with Cost Accounting System
Payroll Team
Tallahassee
(DEP-22)

DEPARTMENT OF FINANCIAL SERVICES
(formerly Department of Insurance)

Assumed Extra 800MHz Communications Duties
Jeff Merritt
Tallahassee
(DOI-11)

Obtained Refunds and Increased Death Benefits for Consumers
Miguel Oxamendi
David Hippen
Tallahassee
(DOI-15)

Exceeded Performance Levels in Fire Evidence Analysis
Perry Michael Koussifes
Havana
(DOI-16)

DEPARTMENT OF HEALTH

Improved License Support Services
Licensure Services Unit
Tallahassee
(DOH-4)

Utilized KidCare Screening for Multiple Programs
Lisa A. Corey
Bunnell
(DOH-10)

Developed Training Sessions to Provide Quality Customer Service
Centralized Intake Workgroup
Miami
(DOH-13)

Developed a Renovation for Success Checklist
Richard M. Bryer
Fort Myers
(DOH-15)

Reduced Dentistry Disciplinary Backlog
Prosecution Services Unit - Dentistry Team
Tallahassee
(DOH-17)

Maintained Case Processing with Fewer Investigators
Investigative Services Unit
Jacksonville
(DOH-24)

Performed Outstanding Inspection and Investigative Services
Paul Randall
Miami
(DOH-26)

Wrote Grants for School Health Program
Florence Greer
Miami
(DOH-32)

Established Remote Pediatric Diabetes Clinics
Diabetes Telemedicine Project Team
Tallahassee
(DOH-65)

Improved Pharmacy Services Using a Contract Provider
Don Meyer
Lynn Ellis
Tallahassee
(DOH-66)

Implemented a Regionalized Children’s Health Care System
Integrated Care System Team
Tallahassee
(DOH-67)

Relocated Health Department Staff Into One Building
Management Information Systems Move Team
St. Petersburg
(DOH-72)

Provided Community Bioterrorism Guidance
Dr. Mary Jo Trepka
Miami
(DOH-76)
Increased Accountability of Public Vaccines
Bureau of Immunization Field Operations Staff
Tallahassee
(DOH-82)

Obtained Approval to Bill Medicaid for Providing School-based Health Services
Richard Porter
Miami
(DOH-84)

Increased Teen Clinic Family Planning Services
Family Health Center Staff
Tarpon Springs
(DOH-86)

Increased Dental Services to Children
Dental Department Team
Milton
(DOH-92)

Enhanced and Expedited Services to Customers
Innovating Electronic Advancement Team
Tallahassee
(DOH-101)

Obtained Title XXI Funding for School Health Services
School Health Services Program Office
Tallahassee
(DOH-104)

Implemented Contract Monitoring Procedures
Gabriel K. Nah
Tallahassee
(DOH-106)

Relocated Board of Nursing Office
Medical Quality Assurance Team
Tallahassee
(DOH-112)

DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES

Implemented a Medical Case Management System
Deborah Berlinger
Timothy “Ish” Allen
M. Alfred Brignoni
Tallahassee
(DHSMV-1)

Developed Process to Digitally Record Administrative Hearings
Danny C. Watford
John O. Priester
Tallahassee
(DHSMV-2)

Reduced Agency’s Cost of Vaccinating Recruit Troopers
Ron Tompkins
Tallahassee
(DHSMV-3)

Managed Two Regional Offices at One Time
Patricia R. Guimarra
Camille J. Murphy
Deland
(DHSMV-8)

Utilized Application to Expedite Certification Process
Gary Hamrick
Cricket Lee
Mary Ann Thorner
Tallahassee
(DHSMV-13)

Improved Operations Through Remodeling Efforts
George Hester
Lakeland
(DHSMV-16)

Redesigned Selection Process for Driver Licenses Examiners
Driver Licenses Selection Development Team
Tallahassee
(DHSMV-17)

DEPARTMENT OF JUVENILE JUSTICE

Reduced Leasing Costs
Lynda Stanyard
Francis “Frank” Donnelly
Tallahassee/Tampa
(DJJ-1)

Reduced Cost of Contracting Medical Services
Detention North Finance and Accounting Team
Tallahassee
(DJJ-4)

Developed Tracking System to Reduce Monthly Telephone Bill
William E. Rich
Tallahassee
(DJJ-5)

Adapted Department of Health’s Financial Information System
Mary Grimes
Bennie McGlockton
Lauren Brewster
Tallahassee
(DJJ-8)

Designed Community Outreach Brochures
Ivette Lucille Rapale
Orlando
(DJJ-15)

Coordinated and Supervised Maintenance Costs Savings
Edgar Velarde
Miami
(DJJ-28)

Voluntarily Repaired Sanitary System
John A. Harrell
St. Augustine
(DJJ-33)
DEPARTMENT OF LAW ENFORCEMENT

Developed Statewide Intelligence Quick Database Search System
IRM/OSI Intelligence Information Custom Search Team Tallahassee (FDLE-1)

Created a Web-based Peer Review Survey System
Peer Review Automation Team Tallahassee (FDLE-2)

Created a Regional Fugitive Web Site
First Coast Fugitive Public-Private Partnership Jacksonville (FDLE-4)

Created Task Force to Efficiently Dismantle Criminal Enterprises
Tri-County Narcotics Task Force St. Augustine (FDLE-5)

Implemented Comprehensive Investigative Software Tool
Jeffrey Portz Miami (FDLE-7)

Exceeded Performance Level for Completing Service Requests
Patricia Bencivenga Tampa (FDLE-8)

Reduced Laboratory Case Backlog
Carol Hanna Jacksonville (FDLE-11)

Reduced Firearms Case Completion Time
Tampa Bay Regional Operations Center Firearms Section Tampa (FDLE-16)

Reduced Computer Evidence Recovery Case Completion Time
Jerry White Barbara Mendez Donald Price Tampa (FDLE-18)

Exceeded Goal for Latent Fingerprint Collection
Tara Smith Gainer Tampa (FDLE-19)

Established Statewide/Nationwide Intelligence Information Network
Office of Statewide Intelligence: Domestic Security Response Tallahassee (FDLE-23)

DEPARTMENT OF REVENUE

Developed Revised Notice of Tax Action
Notice of Tax Action Team Tallahassee (DOR-8)

Conducted a Web Site Usability Study
Web Site Evaluation and Improvement Team Tallahassee (DOR-10)

Developed Automated Unemployment Compensation Benefits Intercept System
David Benedict James Crowell Margaret Donald Clearwater (DOR-16)

Increased Obligated Rate for Child Support
LaBelle Service Site Fort Myers (DOR-20)

Performed Duties of Four Employees for Three Months
Dana Taylor Tallahassee (DOR-27)

Developed Child Support Enforcement Targets and Reporting
Dannisse T. Kemp Tallahassee (DOR-28)

DEPARTMENT OF STATE

Provided On-line Access to Archival Resources
Florida Memory Program Team Tallahassee (STATE-3)

DEPARTMENT OF TRANSPORTATION

Developed a Total Office Quality Measurement System
Tampa Branch Materials Office Bartow (DOT-2)

Modified Equipment to Repair Low Shoulders
Ft. Pierce Operation Center Shoulder Repair Team Fort Pierce (DOT-5)

Salvaged Excess Soil from Construction Projects
Permits Section West Palm Beach (DOT-7)

Designed and Implemented Uniform Final Plans Review Process
Paul Cobb Gregory Kofskey Art LoPrinzo Fort Lauderdale (DOT-10)

Implemented Emergency Repair to Interstate-10 Overpass
I-10 Overpass Repair Team Jacksonville (DOT-16)

Developed and Implemented Construction Process Review and Improvement Plan
District 2 Construction Quality Management Board Jacksonville (DOT-21)

Developed a Digital Density Log Book
State Road 7 Construction Team West Palm Beach (DOT-24)
Earned International Accreditation for State Materials Office
Allen Hughes
Mayur Patel
Gainesville
(DOT-25)

Developed Databases Utilized by All District Materials Offices
Quality Systems Office Staff
Gainesville
(DOT-26)

DEPARTMENT OF VETERANS' AFFAIRS

Designed Veterans Benefits On-line Tracking System
Veterans Benefits On-line Tracking System Project Team
Largo
(FDVA-1)

STATE TECHNOLOGY OFFICE

Redesigned the State's SUNCOM Voice Network
Voice/Telephony Engineering Section
Tallahassee
(STO-3)

UNIVERSITY OF FLORIDA

Designed and Implemented Centralized Employee Information Network
Intranet Technology Committee
Viera
(JAC-3)

Designed Innovative Maintenance Techniques
Larry Smith
Kenny Eubanks
Paul Zoltek
Gainesville
(UF-4)

Performed Preventative Maintenance While Inspecting Plant Operations
Water Reclamation Facility Operational Staff
Gainesville
(UF-6)

CONGRATULATIONS to all the Davis Productivity Award Winners

-Stanley G. Tate

Earned International Accreditation for State Materials Office
Allen Hughes
Mayur Patel
Gainesville
(DOT-25)

Developed Databases Utilized by All District Materials Offices
Quality Systems Office Staff
Gainesville
(DOT-26)

DEPARTMENT OF VETERANS' AFFAIRS

Designed Veterans Benefits On-line Tracking System
Veterans Benefits On-line Tracking System Project Team
Largo
(FDVA-1)

JUSTICE ADMINISTRATION COMMISSION

Developed Volunteer Investigator Intern Program
Diamond Litty
Orlando
(JAC-1)

Expanded Recruitment and In-house Training
Daniel Rains
Lisa Campbell
Vivian Challen
Tampa
(JAC-2)

Developed and Implemented Centralized Employee Information Network
Intranet Technology Committee
Viera
(JAC-3)

STATE TECHNOLOGY OFFICE

Redesigned the State's SUNCOM Voice Network
Voice/Telephony Engineering Section
Tallahassee
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Gainesville
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CERTIFICATE OF COMMENDATION WINNERS
(INDIVIDUAL, TEAM, WORK UNIT, AND PARTNERSHIP)

AGENCY FOR HEALTH CARE ADMINISTRATION

Developed Silver Saver Program
Rhonda Medows, MD, FAAFP, Secretary
Tallahassee
(AHCA-1)

Produced Educational Videos at Reduced Cost
Multimedia Design Unit
Tallahassee
(AHCA-3)

Developed End-of-Life Brochure
Sue Gambill
Tallahassee
(AHCA-10)

Developed Network for Florida's Rural Hospitals
Florida Rural Hospital Interagency Resource Group
Tallahassee
(AHCA-11)

Enhanced Web Site: FloridaHealthStat.com
Telly Buckles
Tallahassee
(AHCA-12)

Conducted Voice Communications Savings Initiative
Ryan Butler
Tallahassee
(AHCA-14)

Implemented Broadbanding Classification and Pay System
Janice Bragg
Tawandra James
Cheryl Campbell
Tallahassee
(AHCA-18)

Developed Contract for Expanding Prepaid Mental Health Plan
Mary Herkert
Jorja Daniels
Tampa
(AHCA-29)

Provided Education and Outreach to Medicaid Beneficiaries
Gussie Mathews
Panama City
(AHCA-39)

Developed Database for Medicaid Community Outreach Program
Phyllis Debra Manuel
Debra A. Dunn
Jacksonville
(AHCA-42)

Automated PAC Waiver Monitoring Tool
Suelien Goodfellow
John Kappler
St. Petersburg
(AHCA-44)

Provided Lead Poisoning Prevention Materials for Daycare Centers
Glorybell Ramirez
Tampa
(AHCA-46)

Provided Medical Passport Information for Children in Care
Sandra Moss
Magdalena Olsson
Rafael Copa
Miami/Fort Lauderdale
(AHCA-50)

Empowered Communities to Improve Their Quality of Life
Medicaid Area Six Management Team
Tampa
(AHCA-53)

Enhanced Federal Reimbursement of Student Health Care Expenses
Leon County Health Department Certified Match Team
Tallahassee
(AHCA-59)

Streamlined Developmental Services Waiver Direct Billing System
Developmental Services Waiver Direct Provider Billing Team
Tallahassee
(AHCA-60)

Developed Quality Assurance Program for the Developmentally Disabled
Developmentally Disabled Quality Assurance Program Team
Tallahassee
(AHCA-62)

Provided Mentoring and Reading Tutors for Children
Area Six Governor's Mentoring Initiative Team
Tampa
(AHCA-67)

Produced Quarterly Education and Outreach Materials for Medicaid Beneficiaries
Medicaid Beneficiary Services Work Group
Orlando
(AHCA-68)

Eliminated Unnecessary Mailings
Kimberly Stewart
Tallahassee
(AHCA-69)

AGENCY FOR WORKFORCE INNOVATION

Improved Unemployment Claims Fact-finding Process
Sysout Archival & Retrieval Team
Fort Lauderdale
(AWI-1)
DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES

Increased Efficiency of License Examination Processing  
Pesticide Certification Office Staff  
Tallahassee  
(DACS-3)

Obtained Funds to Improve Pest Identification Services  
Taxonomic Services Improvement Team  
Gainesville  
(DACS-4)

Designed and Constructed Replacement Picnic Tables  
Campground Improvement Team  
Milton  
(DACS-5)

Negotiated Sale of Sand from Intercoastal Dredging  
Tom Beitzel  
Panama City  
(DACS-6)

Edited Fire Prevention Publications  
Pilar Hinchliffe  
Tallahassee  
(DACS-7)

Established Forestry Emergency Medical Services Group  
Gene Madden  
Tallahassee  
(DACS-8)

Simplified the Commodity Processor Verification System Program  
Shenique Bridges  
Jim Guerry  
Tallahassee  
(DACS-14)

Improved CEU Program Information and Approval  
Dr. Elizabeth Braxton  
Eric Sespico  
Kelly Friend  
Tallahassee  
(DACS-15)

DEPARTMENT OF BUSINESS & PROFESSIONAL REGULATION

Eliminated Duplication of Data Entry  
Lori Cooper  
Ed Bouza  
Tallahassee  
(DBPR-5)

Conducted Feasibility Study of Scanning Investigative Records  
Investigative Records Scanning Team  
Orlando  
(DBPR-6)

Developed and Implemented Performance Plan  
Margate Performance Planning Team  
Margate  
(DBPR-7)

Developed and Implemented In-Service Training Program  
Rob Longshore  
Betty Sue Allen  
Tallahassee  
(DBPR-8)

DEPARTMENT OF CHILDREN AND FAMILIES

Renovated the Chlorine Contact Chamber  
Maintenance and Utilities Work Crews  
Chattahoochee  
(DCF-10)

Developed a Canteen Draw System  
Canteen Draw Team  
Chattahoochee  
(DCF-11)

Trained Residents for Custodial Services Work  
Vocational Services Custodial Mobile Crew  
Chattahoochee  
(DCF-12)

Increased Donations to Benefit Clients  
Alena Buggs  
Gainesville  
(DCF-19)

Enhanced Support Staff Training  
Leadership & Support Staff Team  
Gainesville  
(DCF-20)

Created Interpreter Services Utilizing Employees  
Interpreter Services Team  
Macclenny  
(DCF-27)

Improved Incident Reporting System  
Karen Lowman  
Amarilys Rivera  
Orlando  
(DBCF-36)

Reorganized Adoption Units  
District 10 Adoption Units  
Ft. Lauderdale  
(DBCF-44)

Developed Relative Caregiver Tracking Spreadsheet  
Joy Munn  
Tampa  
(DBCF-45)

Established Model of Regulated Team Meetings for Contracted Providers  
Lorna Kibbey  
Tara Glaze  
Kristi Sonntag  
Fort Myers  
(DBCF-46)

Provided Outstanding Supervisory Services and Case Management  
Gary Britton  
Dade City  
(DBCF-50)

Automated Interviewing Process  
Denise Harding  
New Port Richey  
(DBCF-51)

Developed Tracking and Interview Process for Disability Cases  
Disability Case Processing Team  
Clearwater  
(DBCF-52)

Improved Child Care Licensing Program  
Lori M. DuBose  
Cheryl Lee  
Laura Winfrey  
Bradenton  
(DBCF-53)
Maintained Workload with 1/2 Staff
Family Track Economic Services Staff
Dade City
(DCF-54)

Designed Family Safety Quality Assurance Statewide Model
Quality Assurance Team
Tampa
(DCF-56)

Managed Random Moment Sampling System
Dominick Ginex
Tampa
(DCF-57)

Automated Contract Invoice Tracking Log
Don Jones
Bill Johnson
Tampa
(DCF-58)

Developed Contract Manager File Review Summary Worksheet
Blanca Wyatt
Sherry Rogers
Tampa
(DCF-59)

Improved Efficiency in KidCare Application Processing
Bill Goff
Tampa
(DCF-60)

Redesigned Adult Mental Health Care System
SunCoast Region's Adult Mental Health Program Team
Tampa
(DCF-62)

Implemented Fingerprint Imaging Software
District 11 Management Information Systems Fingerprint Implementation Team
Miami
(DCF-65)

Provided Interpreter Services to the Community
Armandina Reyes
Arcadia
(DCF-66)

Expanded Community Recycling Program
Recycling Resident Work Program Team
Fort Myers
(DCF-67)

Improved Efficiency of Residential Program Planning
Computerized Personal Planning System Implementation Team
Fort Myers
(DCF-68)

Saved Money on Office Construction
Maintenance Department Construction Team
Fort Myers
(DCF-70)

Exceptionally Managed Maintenance Office
William Spence
JoAnn Burnham
Tampa
(DCF-71)

Initiated Review Process to Decrease Citations Issued
Quality Management Service Delivery Support Team
Fort Myers
(DCF-74)

Obtained Medical Malpractice Insurance for Dental Services
Sharon Kaskie
Edward Morris
Fort Myers
(DCF-75)

DEPARTMENT OF COMMUNITY AFFAIRS

Enhanced and Streamlined Dissemination of Community Planning Information
Community Planning Information Dissemination Team
Tallahassee
(DCA-2)

Increased Efficiency in Processing Disaster Grants
Public Assistance Grants Management Unit
Tallahassee
(DCA-4)

Created Public/Private Partnership for Distribution of Information
DVD Development Team
Tallahassee
(DCA-6)

Collected Hazardous Materials Information for Domestic Security
Florida Hazardous Materials Planning and Prevention Unit
Tallahassee
(DCA-9)

Secured Federal Assistance for Homeland Defense Exercise Program
Leo Charles Lachat
Tallahassee
(DCA-10)

Provided Disaster Preparedness Training on Weapons of Mass Destruction
Leo Charles Lachat
Tallahassee
(DCA-13)

DEPARTMENT OF CORRECTIONS

Designed Online Delivery System
Dirk Whipple
Steve Eswine
Tallahassee
(DOC-2)

Presorted Court Ordered Payment Mail
Vaughn Petford
Asheema Vemuri
Tony Willis
Tallahassee
(DOC-5)

Contracted with Western Union to Process Inmate Bank Receipts
Jeffrey R. Straley
Steven Rowan
Marien Dimacali
Tallahassee
(DOC-6)

Implemented Self-Mailer Form System
Court Ordered Payment Laser Check Printing Team
Tallahassee
(DOC-7)
Recovered Duplicate Vendor Payments
Duplicate Payment Discovery and Recovery Team
Sanderson
(DOC-9)

Implemented Computers for Florida Kids Program
Computers for Florida Kids Team
Tallahassee
(DOC-14)

Consolidated and Reduced Data Circuit Costs
Carolyn Allen
Tallahassee
(DOC-17)

Installed Network Communications Switch Equipment
Sherry Griner
Dickey Purvis
Carver Cooks
Tallahassee
(DOC-19)

Automated Prison Visitor Criminal History Check
Central Visitation Unit
Tallahassee
(DOC-22)

Provided Conditional Release Services
Release Services Team
Tallahassee
(DOC-23)

Developed Efficient Inmate Database
Caroline Whitehurst
Defuniak Springs
(DOC-25)

Purchased Cost Saving Clipper Blade Grinder
Joe Durden
Bristol
(DOC-26)

DEPARTMENT OF EDUCATION

Developed Server Database and Operating System
Local Area Network Support Team
Tallahassee
(DOE-1)

Provided Critical Information on Teacher Quality
Office of Policy Research and Improvement Team
Tallahassee
(DOE-3)

Created Paperless Communications System
Paperless Communications Technical Team
Tallahassee
(DOE-4)

Consolidated K-20 Help Desk through Software Implementation
K-20 Help Desk Implementation/Consolidation Team
Tallahassee
(DOE-8)

Consolidated E-mail Address Server
E-mail Amalgamation Team
Tallahassee
(DOE-9)

Developed Federal Family Educational Loan System
Federal Family Educational Loan Web Team
Tallahassee
(DOE-12)

Provided Services to the Blind at Reduced Cost
Christine Sheehan
Ft. Myers
(DOE-13)

Developed Data Service to Compare Public and Private University Performance Measures
Education & Training Placement Information Team
Tallahassee
(DOE-14)

DEPARTMENT OF ELDER AFFAIRS

Coordinated Statewide Volunteer Training Conference
Volunteer Training Conference Committee
Tallahassee
(DEA-3)

Filled Two Full-Time Positions Concurrently
Betty Camblor
Largo
(DEA-4)

Designed Training for Keeping Alzheimer's Residents' Rights Intact
Dr. Pat Sovonick
Martie Daemy
New Port Richey
(DEA-6)

Increased Public Awareness for Long-Term Ombudsman Initiative
Amy Lynch
Suzanne DalBon
Tallahassee
(DEA-7)

Developed Two Volunteer Training Videos
Lucienne de Wette
West Palm Beach
(DEA-8)

Maintained High Level of Service During Budget/Staff Reduction
SHINE Headquarters Team
Tallahassee
(DEA-9)

Developed Workshop for Long-Term Volunteers
Communicating Your Message Team
Tallahassee
(DEA-12)

Established New Councils and Recruited More Ombudsmen
State Long-Term Care Ombudsman Program
Orlando
(DEA-13)

Provided Leadership of Numerous Initiatives
Tom Reimers
Tallahassee
(DEA-17)

Achieved Highest Percentage of Participation in Governor's Mentoring Initiative
Department of Elder Affairs
Tallahassee
(DEA-20)

Achieved Savings/Cost Avoidance by Diverting Clients from Nursing Homes
CARES Headquarters
Tallahassee
(DEA-29)
Exceeded Performance on Client Diversion
PSA 2A CARES Unit
Panama City
(DEA-31)

Designed and Developed an Elder-Friendly Web Site
Information Systems Division and E-Government Services Team
Tallahassee
(DEA-37)

Developed Private Sector Network Browser-Based Web Application
Trendy Harris
John Wurtele
Kun Chen
Tallahassee
(DEA-39)

Exceeded Quality Customer Service Benchmarks
Information Technology Help Desk Team
Tallahassee
(DEA-42)

Developed Web-based Access to Contract Management Reports
Web Based Contract Management Reports Partnership
Tallahassee
(DEA-43)

DEPARTMENT OF ENVIRONMENTAL PROTECTION

Implemented a Recycling Program
Patrick H. Potts
Virgina Arnold
Thonotosassa
(DEP-1)

Designed Telephone Answering System
Tammy Levin
Osprey
(DEP-2)

Promoted Florida State Parks
Katrina Boler
Janet Garrett
Thelma Proctor
Osprey
(DEP-3)

Removed Feral Hogs & Exotic Plants
Reginald Norman
Boca Grande
(DEP-5)

Liaison to 18 Citizen Support Organizations
Katrina A. Boler
Osprey
(DEP-6)

Orchestrated Communication Link Between User Groups
Craig Liney
Tampa
(DEP-7)

Trained Staff in First Aid Techniques
Florida State Park Service District 4 First Aid Training Team
Tampa
(DEP-9)

Increased Park Revenue and Attendance with Kayak Tour Program
John D. MacArthur Beach State Park Team
North Palm Beach
(DEP-12)

Reduced Cost of Laboratory Analytical Standards
David Avrett
Richard Kimsey
Matthew Curran
Tallahassee
(DEP-15)

Automated Cash Receipt Reconciliation to FLAIR
Cash Receiving Team
Tallahassee
(DEP-18)

Provided Safety and Health Training for Florida's Miners
Donna Menedez
W. Ben Hart
Tallahassee
(DEP-19)

DEPARTMENT OF FINANCIAL SERVICES
(FORMERLY DEPARTMENT OF INSURANCE)

Reduced Examination Costs to Companies
Kerry Krantz
Tallahassee
(DOI-3)

Implemented Health Option Pilot Program
Health Flex Pilot Program Development Team
Tallahassee
(DOI-4)

Improved Efficiency of Submitting Public Records Requests
Document Processing Section
Tallahassee
(DOI-5)

Developed Access Program Tracking Agency Investigation Files
Peter Newcombe
Tallahassee
(DOI-7)

Implemented Electronic Workers' Compensation Proof of Coverage Process
Tonya Granger
Linda Yon
Tallahassee
(DOI-8)

Performed Quality Accounting of First Reports of Injury
Nadine Berry
Tallahassee
(DOI-9)

Provided Enforcement Actions to Protect Florida Citizens
Viatical Settlement Enforcement Team
Tallahassee
(DOI-10)

Protected Citizens from Illegal Insurance Plans
Unauthorized Entities Task Force
Tallahassee
(DOI-12)
Implemented Exterior Laboratory Lighting
Lynn Lee
Havana
(DOI-13)

Performed Comprehensive Statutory Review for Merger of Two
Department Reorganization Team
Tallahassee
(DOI-14)

DEPARTMENT OF HEALTH

Provided Periodic Coverage at other WIC Sites
Delray Beach WIC Staff Unit
Delray
(DOH-3)

Provided Online License Renewal Services
License Renewal Team
Tallahassee
(DOH-5)

Provided On-line Access to Health Care Practitioner Disciplinary Orders
Final Order Process Review Team
Tallahassee
(DOH-11)

Provided On-line Disciplinary Reports to Hospitals and HMOs
Disciplinary Report Team
Tallahassee
(DOH-12)

Streamlined GPSing and Mapping of Pinellas County's Pools
Lori Myerscough
Tampa
(DOH-20)

Assumed Additional Investigative Cases
Charles Coats
Jacksonville
(DOH-22)

Increased Processing of Investigative Cases
Alachua Investigative Services Unit
Alachua
(DOH-23)

Increased Processing of Investigative Cases
Investigative Services Unit
West Palm Beach
(DOH-25)

Developed Education Training Package for Healthy Start
Education Development Team
St. Petersburg
(DOH-27)

Funded Breast and Cervical Cancer Prevention
Martha Hicks
Pensacola
(DOH-28)

Reduced Costs by Consolidating Staff
Pediatrics Team
Vero Beach
(DOH-29)

Developed Electronic Document Management System
Electronic Document Consolidation Team
Tallahassee
(DOH-30)

Developed Customer Touch Screen Survey System
Shirley T. Nguyen
Susan Gibson
Frank Lafferty
St. Petersburg
(DOH-34)

Streamlined and Updated Medicaid Cost Report
Medicaid Cost Report Team
Tallahassee
(DOH-37)

Eliminated Six-Month Backlog of STD Case Reporting to State Database
Jane Paeth
Merritt Island
(DOH-43)

Prevented Rubella Outbreak on Cruise Ships
Epidemiology Field Team
Merritt Island
(DOH-45)

Development of Alternative Environmental Laboratory Resource
Robert L. Moskovitz
West Palm Beach
(DOH-46)

Created Cost Savings in Voice Data Communications Systems
Anthony Campbell
West Palm Beach
(DOH-47)

Improved School Health Data Systems
Nellie Tillman
West Palm Beach
(DOH-48)

Simplified Expenditure Reporting Process
WIC Fiscal Office Reporting Team
Tallahassee
(DOH-50)

Helped Substance Abuse Families Achieve Self-Sufficiency
Healthy Start Drug Free Families Team
St. Petersburg
(DOH-54)

Designed Child Water Safety Program
"Learn to Swim Safety Program" Team
Fort Myers
(DOH-55)

Increased Revenue for Osteopathic Medicine
Richard Shoop
Elaine Kelly
Tallahassee
(DOH-59)

Enhanced STD Data Management to Reduce Spread of Infection
Daphne Gassett
Margaret Velez
Orlando
(DOH-60)

Developed Technique to Recycle Solid Phase Extraction Columns
Verne Simon
Fenglan Gao
Jacksonville
(DOH-62)
Implemented New Method to Write Staffing Reports
Mary Hooshmand
Sally Hill
Fort Lauderdale
(DOH-69)

Developed Strategy to Eliminate Hepatitis A Outbreak
Polk County Epidemiology Unit
Bartow
(DOH-71)

Utilized Technology to Enhance Network Infrastructure
Keith Dees
Bradley Shively
Douglas Sarbach
St. Petersburg
(DOH-73)

Created a Portable Handwashing Station
Timothy Mayer
Cynthia Goldstein-Hart
Timothy Mitchell
Bartow
(DOH-74)

Achieved Funds for Minority Diabetes Education & Outreach
St. Lucie County Diabetes Control Community Partnership Team
Port St. Lucie
(DOH-80)

Successfully Petitioned to Increase Reimbursement Fee for Medicaid HMO
Richard Porter
Miami
(DOH-85)

Implemented a DOH Literacy Initiative
“Read for Health” Team
Tallahassee
(DOH-90)

Conducted Educational “Back to Sleep” Program to Reduce Sudden Infant Death Syndrome
Barbara McMillion
Milton
(DOH-91)

Coordinated Spanish Classes for Health Department Staff
Charlene Echols
Milton
(DOH-93)

Continued Operation of Program During Staff Shortage
Radiologic Technology Certification Program Team
Tallahassee
(DOH-94)

Improved Client Services through Teamwork
Manatee County WIC and Nutrition Program Team
Bradenton
(DOH-95)

Implemented New Clinic for Uninsured and Underinsured Patients
Partner’s Clinic Team
Port St. Lucie
(DOH-96)

Developed Volunteer Program Providing Free Vaccinations
Valerie Risher
Vero Beach
(DOH-98)

Reduced the Practice of Unlicensed Healthcare
Unlicensed Activity Office Task Force Unit
Hollywood
(DOH-99)

Utilized Resources for Reducing Application Processing Time
Board of Massage Therapy Team
Tallahassee
(DOH-100)

Initiated Long-range Planning Efficiency Program/Partnership
Division of Medical Quality Assurance
Tallahassee
(DOH-102)

Developed Massage Therapy Unlicensed Awareness Campaign
Karen Eaton
Lola Pouncey
Tallahassee
(DOH-103)

Upgraded Computer Systems to Windows 2000
Information Technology Customer Service Center
Tallahassee
(DOH-108)

Implemented Online Customer Support Center Knowledge
Alex Lee
Tallahassee
(DOH-109)

Directed Replacement of Costly Computer Network
Data Management Unit
Tallahassee
(DOH-110)

Developed “Healthy Families DeSoto” Program
Donald Toews
Arcadia
(DOH-113)

Developed a Desk Reference Manual
Pinellas County Health Department Human Resource Staff
St. Petersburg
(DOH-114)

DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES

Installed Physical Barriers to Prevent Public Access
Johnny H. Bedenbaugh
Starke
(DHSMV-4)

Developed Internet Notification and Delivery of Manual Revisions
Procedures Manual Online Revisions Application Team
Tallahassee
(DHSMV-6)

Removed Unqualified Commercial Driver License Holders
Paula Smith
Tallahassee
(DHSMV-9)

Served as Liaisons to Diverse Communities
Modesto W. Burgos
Ruth Valenzuela
Miami
(DHSMV-10)

Created Computer Programs to Improve Office Operations
Ann Marie Mulligan
Orlando
(DHSMV-11)
Initiated Method to Reduce Cell Phone Costs
Bruce Lynn
Tallahassee
(DHSMV-12)

Reduced Transportation Costs for Interstate Compact Youth
Interstate Transportation Team
Tallahassee
(DJJ-24)

Implemented Statewide Video Conference/News Conference
Diane Hirth
Benita Byard-Williams
Tallahassee
(DJJ-27)

Implemented Bed Management System
Bed Management System Team
Tallahassee
(DJJ-29)

Created Efficient Judicial Bench Book
Robert Sechen
Jennifer Parker
Tallahassee
(DJJ-30)

Reduced Overtime in Central Region Detention Center
Central Region Detention Services Team
Tampa
(DJJ-31)

Developed Comprehensive Narcotics Reduction Initiative
Orlando Regional Operations Center's Major Narcotics Squad
Orlando
(FDLE-14)

Created Cost Savings on DNA Analysis
DNA Investigative Support Database
Tallahassee
(FDLE-15)

Solved Largest Check Fraud Case
Tampa Bay Regional Operations Center Latent Print Section Team
Tampa
(FDLE-17)

Developed Comprehensive Disaster Preparedness Plan
P. Wayne Thompson
Tallahassee
(FDLE-20)

Developed Software Training Program
Lois Higgins
Becky Panebianco
Tallahassee
(FDLE-21)

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DEPARTMENT OF JUVENILE JUSTICE

Achieved Rating of “Special Deemed Status”
Falkenburg Academy
Tampa
(DJJ-2)

Developed 2001 Delinquency Profile Software
Nathan Epps
Tallahassee
(DJJ-3)

Reduced Agency’s Workers Compensation Claims
Arthur “Doug” Dilday
Jeffrey Solie
Lorna Jackson
Tallahassee
(DJJ-6)

Assumed Correspondence Responsibilities
Lucy Mohs
Tallahassee
(DJJ-9)

Reduced Special Compensatory Leave Balances
Central Region Management Team
Tampa
(DJJ-10)

Developed Plan to Enhance Weekly Detention Reviews
C2 Circuit Management Team
Tallahassee
(DJJ-12)

Reduced Costs for Community Outreach
DJJ Circuit 4 Probation & Community Correction Unit
Jacksonville
(DJJ-13)

Implemented Pilot Project to Transfer Password Reset Responsibility
Password Reset Technical Team
Tallahassee
(DJJ-17)

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DEPARTMENT OF LAW ENFORCEMENT

Completed Public Assistance Fraud Investigations
Public Assistance Fraud Squad
Tallahassee
(FDLE-3)

Streamlined Identification and Investigation of Public Assistance Fraud Cases
Jacksonville's Public Assistance Fraud Unit
Jacksonville
(FDLE-6)

Reduced Laboratory Case Backlog
William J. Tucker
Jacksonville
(FDLE-10)

Improved Exchange of Intelligence Information Among Law Enforcement Agencies
Central Florida Domestic Security Task Force
Orlando
(FDLE-13)

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DEPARTMENT OF LEGAL AFFAIRS

Increased Recoveries for Consumers
Orlando Economic Crimes Unit
Orlando
(OAG-1)

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DEPARTMENT OF MANAGEMENT SERVICES

Created the Web-based Workforce Transition Application
Randall Scott
Janice Carraway
Palmyra Williams
Tallahassee
(DMS-3)
DEPARTMENT OF REVENUE

Moderated Online Forum for Taxable Inquiries
Chrystal Whitt
Tallahassee
(DOR-1)

Developed Program to Increase Distribution of Child Support Funds
Compliance Enforcement Central Location Unit
Tallahassee
(DOR-2)

Developed e-Services Training and Communication Web Page
e-Services Training and Communication Web Team
Tallahassee
(DOR-3)

Developed Updated IPT Training Course
Insurance Premium Tax Audit Course Development Team
Tallahassee
(DOR-5)

Improved Internal Communication and Professionalism
Hollywood Service Center Climate Improvement Team
Hollywood
(DOR-6)

Developed Two Computer-based Training Sessions
SUNTAX Training Development Team
Tallahassee
(DOR-7)

Obtained an Increase in Child Support Orders
Naples Establishment Team
Naples
(DOR-11)

Increased Percentage of Child Support Orders
Gainesville Child Support Enforcement Establishment Order Team
Gainesville
(DOR-12)

DEPARTMENT OF REVENUE

Decreased Processing Time of Child Support Cases
Gadsden County Child Support Establishment Process Team
Quincy
(DOR-14)

Identified and Processed Undistributed Child Support Payments
Region Two Data Exception Report Task Force
Daytona Beach
(DOR-15)

Earned High Ranking on Statewide Performance Accountability Measures
Okeechobee County Child Support Enforcement Office
Okeechobee
(DOR-17)

Earned High Ranking on Statewide Performance Accountability Measures
Indian River County Child Support Enforcement Office
Vero Beach
(DOR-18)

Earned High Ranking on Statewide Performance Accountability Measures
West Palm Beach Child Support Enforcement Team
West Palm Beach
(DOR-19)

Corrected Distribution Errors and Distributed Backlogged Child Support
Ft. Myers Remittance and Distribution Process Team
Ft. Myers
(DOR-21)

Improved Auditing of Financial Institutions
O. Glynn Walters
Atlanta, GA
(DOR-23)

Increased Production of Registrations to Collect Tax
Clearwater Internet Registration Team
Clearwater
(DOR-25)

DEPARTMENT OF STATE

Developed Computer Program Providing Statewide Access to Books/Magazines
Mark Flynn
Tallahassee
(STATE-2)

DEPARTMENT OF TRANSPORTATION

Designed and Implemented a Construction Training Program
Construction Academy Team
Fort Lauderdale
(DOT-6)

Designed Distribution System in Concrete Curing Room
District Materials Laboratory Team
Davie
(DOT-8)

Developed a Process to Re-time Traffic Signals
Marilda Hoover
Fort Lauderdale
(DOT-11)

Conducted Road Surface Measurement Analyses
Hesham Ali
Fort Lauderdale
(DOT-12)

Implemented Traffic Management Plan During Overpass Construction
David Taylor
Thomas Butler
Jacksonville
(DOT-17)
Adjusted Work Schedules to Conduct Road Construction Inspections at Night
Lake City Construction Team
Lake City
(DOT-18)

Assumed Additional Construction Project Inspector Responsibilities
Richard Cosgriff
Gainesville
(DOT-19)

Effectively Reviewed Rural Roadway Traffic Plans
Steve Spittle
East Palatka
(DOT-20)

Developed Database for Improving Material Certification Process
Guillermo Machado
Davie
(DOT-23)

FLORIDA DEPARTMENT OF VETERANS' AFFAIRS

Designed Employee Information Kiosks with Web Access
Tami Klee
Jean Leon
Largo
(FDVA-2)

Developed On-line Patient/Staff Ratio Tracking Tool
Walter Gilchrest
Ross Durant
Becky Toney
Largo
(FDVA-3)

Developed Information Technology Help Line
Valerie Bell
Joel Gallay
Largo
(FDVA-4)

STATE TECHNOLOGY OFFICE

Developed and Initiated Consolidation of Two Mainframes
Managed Services Mainframe Transition Team
Tallahassee
(STO-2)

THE FLORIDA LOTTERY

Reconfigured Monitoring of Integrated Security System
Integrated Security System (ISS) Reconfiguration Team
Tallahassee
(DOL-1)

Created a Help Desk Call Tracking Method
Client Services Team
Tallahassee
(DOL-2)

UNIVERSITY OF CENTRAL FLORIDA

Developed Program to Acquire Federal/State Surplus Property
Charlie Mesloh
David Zambri
Orlando
(UCF-2)

Developed Electronic Time Clock Payroll System
Kronos-PeopleSoft Interface Team
Orlando
(UCF-4)

Replaced Lake Claire Student Housing Faucet and Shower Valves
Housing Maintenance Team
Orlando
(UCF-6)

Utilized Split-screen Data Entry Methodology
Fiscal and Travel Productivity Team
Immokalee
(UF-2)

UNIVERSITY OF FLORIDA

Performed Chemical Treatment and Analysis of Chilled Water Systems
William Hopper
Gainesville
(UF-7)

Resolved Billing Overcharges
Anna Studstill
Gainesville
(UF-11)

Developed Standard Procedures for Research Administration
Jacksonville Campus Grants Process Committee
Gainesville
(UF-12)

FLORIDA STATE UNIVERSITY

Implemented Surplus Live Auction
Steve Bentz
Tallahassee
(FSU-3)
HONORABLE MENTION
(INDIVIDUAL, TEAM, WORK UNIT, AND PARTNERSHIP)

AGENCY FOR HEALTH CARE ADMINISTRATION

Designed Web-based Legislative Newsletter
Connie Barnes
Tallahassee
(AHCA-2)

Implemented Silver Saver Drug Program Multimedia Campaign
Multimedia Design Unit
Tallahassee
(AHCA-4)

Designed Medicaid Brand Logo
Jack Holland
Tallahassee
(AHCA-5)

Translated Consumer Brochures into Spanish
Sue Gambill
Tallahassee
(AHCA-9)

Enhanced Background Screening Tracking System
Jerome McWilliams
CaraLee Starnes
Tallahassee
(AHCA-16)

Assisted in Outsourcing of Personnel Functions
Human Resource Management Team
Tallahassee
(AHCA-19)

Implemented Software System to Improve Accounting Records
Medicaid Accounts Receivable Unit
Tallahassee
(AHCA-23)

Automated Accounting Entries
Charles Bradford
William Perry
Carolyn Thursby
Tallahassee
(AHCA-25)

Established Second-tier Prior Medication Authorization
Bruce McCall
Tallahassee
(AHCA-33)

Maximized Net Meeting Technology
Jim Eiland
Tallahassee
(AHCA-36)

Streamlined and Consolidated Office Databases
Patti Rish
Panama City
(AHCA-40)

Provided Outreach Material for Front Porch Projects
Zia Ramberac
Susan Jennings
Paulette Perkins
Tampa
(AHCA-45)

Developed Polk County Bus Poster Project
Susan Jennings
Pat Glynn
Tampa
(AHCA-47)

Established Methods to Improve MediPass Program
MediPass Pilot Project Team
Tallahassee
(AHCA-51)

Distributed Medicaid Materials
Medicaid Recipient Outreach Team
Panama City
(AHCA-52)

Improved Medicaid Provider Billing Training
Medicaid Training and Implementation Team
Tampa
(AHCA-55)

Implemented Medicaid Area Six Vaccination Day
Beneficiary Services/Network Management Team
Tampa
(AHCA-56)

Developed Medicaid Outreach Materials
Outreach Beneficiary Workgroup
Tampa
(AHCA-57)

Assisted Citizen with Final Wish
AD Hoc Special Recipient Services Team
Tallahassee
(AHCA-63)

Provided Mentoring and Volunteer Services
Area One Volunteer Team
Pensacola
(AHCA-64)

Developed Subacute Inpatient Psychiatric Program for Children
Statewide Inpatient Psychiatric Program Implementation Team
Jacksonville
(AHCA-65)

DEPARTMENT OF CHILDREN AND FAMILIES

Streamlined Monthly Performance Review Process
Total Quality Management Team
Chattahoochee
(DCF-1)

Reduced Mail Courier Costs
Kimberly Wester
Chattahoochee
(DCF-2)
Reduced Report Completion and Distribution Time
Shelia Pollock
Kimberly Wester
Tanya Lawrence
Chattahoochee (DCF-4)

Implemented Procedure to Reduce Postage
Ronald F. Roberts
Chattahoochee (DCF-5)

Implemented an Energy Conservation Program
Energy Management Team
Chattahoochee (DCF-9)

Negotiated Printing of Materials at No Cost
Stephanie Harrell
Chattahoochee (DCF-15)

Improved Hospital Safety and Security System
Digital Identification System Team
Chattahoochee (DCF-16)

Exceeded Minority Vendor and P-Card Goals
Claudia Crews
Deborah Rhoden
Jim Masmar
Macclenny
(MCF-28)

Assisted in Interoffice Operations
Virginia Heilman
Venice (DCF-41)

Reorganized and Improved Performance of Vocational Services
Vocational Services Team
Fort Myers (DCF-69)

Exceptionally Managed Special Olympics Team
Yvonne Murray-Lewis
Fort Myers (DCF-72)

Prepared a Diligent Search Training Manual for Missing Children
Jane McGloine
David Silverstein
Sandra McClanahan
Wildwood (DCF-78)

DEPARTMENT OF COMMUNITY AFFAIRS

Reduced Pager Costs
Kathy Worley
Christie Mathison
Tallahassee (DCA-12)

Developed Training Course on Continuity of State Agency Operations
Karen Delimiter
Tallahassee (DCA-15)

DEPARTMENT OF CORRECTIONS

Streamlined Investigation Assignment Process
Carl Germany
Ronald Hunter
Tallahassee (DOC-4)

Implemented Electronic E-Mail Distribution System
Electronic Data Cost Savings Team
Tallahassee (DOC-12)

Converted Documents to Electronic System
Loretta Bowman
Tallahassee (DOC-13)

DEPARTMENT OF EDUCATION

Integrated K-20 Education Data
K-20 Education Data Warehouse Unit
Tallahassee (DOE-15)

DEPARTMENT OF ELDER AFFAIRS

Utilized Volunteers for Elder Care Services
Ed Bergman
Michele Casabianca
Christine Kucera
Tallahassee (DEA-1)

Competitively Bid Contract for Osteoporosis Screening/Education Program
LaTarsha Williams
Ken McLeod
Tallahassee (DEA-2)

Enhanced Outreach to Culturally Diverse Elders
Felicia James
Lucila Gongora
Yuzhu Xuan
Tallahassee (DEA-5)

Developed Operational Procedures to Ensure Quality Services
Coordinator Work Group
Tallahassee (DEA-10)

Provided Technical Assistance on Development of Affordable Assisted Living
Margaret Stewart
Tallahassee (DEA-11)

Improved Services for Alzheimer’s Patients
Contract Management- Memory Disorder Clinics
Tallahassee (DEA-30)

Improved Staff Access to Data on Frail Medicaid Applicants
Ronald B. Doll
William K. Johnson
Largo (DEA-32)

Developed Elder Consumer Resource Guide
Consumer Resource Guide Team
Tallahassee (DEA-34)

Published Comprehensive Consumer Resource Guide
Don E. Holmes
Tallahassee (DEA-36)

Planned and Implemented a Successful Customer Service Week
Crystal Gustetic
Drew Harris
Tallahassee (DEA-38)
**DEPARTMENT OF ENVIRONMENTAL PROTECTION**

Enhanced Small Quantity Generator Environmental Compliance
Glen Perrigan
Charles Emery
Tallahassee
(DEP-23)

**DEPARTMENT OF HEALTH**

Built Work Cart from Surplus Items
Derek Simmons
Pensacola
(DOH-2)

Provided Dental Services for Low-Income Families
Dental Program Team
Naples
(DOH-8)

Completed a Dental Assessment of Flagler County Children
Dr. Jane S. Wilson
Bunnell
(DOH-9)

Enhanced Productivity of Training Program
Marcia Batista
Fort Myers
(DOH-16)

Developed Comprehensive Employee Wellness Program
Shannon Hughes
Wes Payne
Tallahassee
(DOH-18)

Instigated Successful Negotiations for Project Cost Decrease
James H. Knepton
Tallahassee
(DOH-31)

Automated Retrieval of Requests for Reassignments/Promotions
Recruitment Team
Tallahassee
(DOH-35)

Developed Online Request for Advertisement
Mechelle McCoy
Tallahassee
(DOH-36)

Assisted with Generating Training Manuals for New Nurses
Ferhan Mcmurtrie
Ocala
(DOH-51)

Helped Educate the Public About Effects of Diabetes
Tammie Johnson
Yolanda Sacipa
Barbara Fowler
Tallahassee
(DOH-56)

Initiated a Child Passenger Safety Seat Program
Gail Hughes
Arcadia
(DOH-57)

Utilized Software Program to Prepare Files on CD
Gaynetta Rosier
Tallahassee
(DOH-58)

Provided Support for Newborn Parents
TLC Newborn Program
Vero Beach
(DOH-61)

Implemented Videoconferencing Initiative
Dennis Watson
Betsy Wood
Armando Oliva
Tallahassee
(DOH-64)

Automated Fax Transmission/Reception System
Ed Walker
Teresa Aunio
Zandra Blackshear
West Palm Beach
(DOH-68)

Used Telephone to Notify Clients of Clinic Appointments
Ft. Lauderdale Children's Medical Services Team
Fort Lauderdale
(DOH-70)

Identified Vendor to Reduce Printer Toner Cartridge Cost
Lila King
Roger Crayton
Tallahassee
(DOH-75)

Developed Clerical Training Program
Staff Training and Development Team
Jacksonville
(DOH-77)

Prepared a Weapons of Mass Destruction (WMD) Glossary
John Cochrane
Jennifer Perry
Rosaly Guzman
Sanford
(DOH-83)

Initiated Program to Teleconference MQA Meetings
Medical Quality Assurance Board
Tallahassee
(DOH-88)

Implemented Electronic Contract Review/Execution Tracking System
Gabriel K. Nah
Tallahassee
(DOH-105)

Implemented “Train-the-Trainer” Program
Gabriel K. Nah
Tallahassee
(DOH-107)

**DEPARTMENT OF JUVENILE JUSTICE**

Reduced Detention Screening Costs
Juvenile Probation Officer Screening Unit
Crestview
(DJJ-11)

Utilized Community Service Providers to Improve Facility
Circuit 6 Probation Wildwood Service Center
St. Petersburg
(DJJ-14)

Negotiated Contract for On-Site Psychiatric Services
Joel DeVolentine
Tallahassee
(DJJ-18)

Administered Group Counseling on Gender Specific Issues
Retha Smith-Lockly
Tallahassee
(DJJ-19)
Administered Alachua Regional Juvenile Detention Center Volunteer Program
Sara Malinowski
Gainesville (DJJ-20)

Reduced Pharmaceutical Costs
Lillian Smith
Priscilla Petrarca
Jacksonville (DJJ-23)

Conducted Volunteer Services
Ernest Washington
Jacksonville (DJJ-26)

DEPARTMENT OF REVENUE

Purchased Software Updating Telephone Area Codes
Mary Sue Lunsford
Tallahassee (DOR-9)

DEPARTMENT OF TRANSPORTATION

Implemented a Merger of Maintenance and Construction Units
Ft. Pierce Operations Team
Fort Pierce (DOT-9)

FLORIDA STATE UNIVERSITY

Standardized Employee Orientation/Training Program
Academic Business Administrators Program Team
Tallahassee (FSU-2)

UNIVERSITY OF FLORIDA

Developed Electronic Payment (ePay) System
Aaron Streimish
Wai “Sammy” Chan
Orlando (UCF-3)

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The following Florida TaxWatch staff devoted their professional and administrative skills and experience to the 2003 Davis Awards program under the direction of Dominic M. Calabro, President and Chief Executive Officer, and Dr. Keith Baker, Senior Vice President & Chief Operating Officer:

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Dave Davis, Senior Research Analyst
Amber Graham, Administrative Assistant
Kurt Wenner, Senior Research Analyst
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Janet Herndon, Research Analyst
Brea Gelin, Research Analyst
Walter Liebrich, Research Assistant
Chima Onwunli, Research Assistant
Abdulhamit Yagmurcu, Research Assistant
Diana M. Calabro, Staff Assistant
Barbara K. Taff, Senior Vice President for Florida TaxWatch Membership
Konnie Kenna, CPA, Florida TaxWatch Accountant
Kamela Boyd, Assistant to the President of Florida TaxWatch

The following Florida TaxWatch Senior Research Fellows assisted in evaluating the 2003 Davis Productivity Awards nominations:

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15

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