To Our Seniors In Need

First came Bonnie, then ole Charley
They came so fast, like a big old Harley
From Charlotte to Volusia, Hurricane Charley came
Adding to Florida’s history, without the fame

Then Frances came along, to match its feat
Crossing Florida again, not missing a beat
A Labor Day Weekend to never forget
As Central Florida took another big hit

Sending food, water & ice
to our seniors in need
Providing shelter and love
Our Agencies and Providers would lead

My job was to assist Florida’s seniors each day
Along with local, state and federal, true partners all the way
Could it be, two hurricanes would end our summer blues
We were looking for signs, along with the clues

But Ivan arose, scaring the South, East and North
Making a terrible Panhandle landing, as it then came forth
Efforts from all, continued going each way
Care would not stop, along with prayers each day

Three “big hits” like we have never seen
And could it be, or not, trying to figure out Jeanne?
Oops, she made it clear, never stop being prepared!
Because this was no time, to take a such a dare

For with those four, that year came no more
But assistance continued reaching every door
With Elder Affairs, came assistance to seniors in need
From Tallahassee, to those who helped, I will be grateful, indeed!

Douglas C. Ott
Emergency Coordinating Officer
Florida Department of Elder Affairs
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Dear Fellow Floridian,

It is an honor to recognize the efforts of more than 12,000 state employees and teams nominated in a special category of 2005 Prudential Financial - Davis Productivity Awards for extraordinary efforts in assisting citizens and visitors to our state during last year’s hurricanes. Many additional thousands of employees who provided critically needed emergency services likewise deserve our gratitude.

Following are some examples of work accomplished under very difficult circumstances that are summarized in this publication:

- Agency for Health Care Administration staff personally assessed the well being of hurricane evacuees in 360 nursing facilities statewide.
- Children’s Medical Services staff partnered with Broward County to open Florida’s first stand-alone shelter exclusively for special needs children and their families living in evacuation zones.
- Department of Children and Families crisis counselors responded to emotionally distraught hurricane victims at disaster recovery centers in 62 counties.
- For two months, the Northeast Florida State Hospital provided food, lodging, medical services and a caring atmosphere to 39 mentally disabled individuals evacuated from Hardee County after Hurricane Charley.
- Department of Education staff provided emergency information to more than three million people concerning Florida’s 67 school districts, 28 community colleges, 11 state universities and 1,500 private and charter schools.
- Polk County Health Department staff partnered with other public and private entities to open daycare centers for health care workers whose children were left without caregivers when schools closed.
- Pedro Nerazo with the Agency for Workforce Innovation traveled more than 6,000 miles coordinating post-hurricane unemployment assistance, food relief and temporary jobs for migrant and seasonal farm workers.
- Anita Stewart with the Department of Transportation in Palm Beach County procured fuel for a dozen agencies’ 1,300 emergency responder vehicles without the benefit of telephones, power, or water either at work or at home.
- Department of Transportation maintenance staff in South Miami-Dade County rented refrigerated trucks to deliver 86 tons of ice throughout South and Central Florida.

Together with state employees’ efforts above and beyond the call of duty, we owe a sincere debt of gratitude to men and women of all ages who came to the aid of their neighbors during a time of crisis. Many of the volunteers - especially those living in Florida - suffered losses and heartbreak of their own, but left family and friends behind to lend the hand of support. Their stories, their backgrounds, and the organizations they are a part of are as rich and varied as our state, and will not be forgotten by the people they helped. They remind us of the goodness of our communities and prove that in times of crisis, we are never alone.

Very truly yours,

Toni Jennings
Dear Fellow Taxpayer,

The 2005 Prudential Financial - Davis Productivity Awards program is giving special recognition to individuals and teams of state employees nominated for achievements relating to preparation and initial recovery from Hurricanes Charley, Frances, Ivan and Jeanne.

Florida TaxWatch and The Florida Council of 100 express heartfelt thanks to agency secretaries, managers and civil service men and women who gave generously of their time and talent, demonstrating extraordinary dedication to save countless lives and property throughout Florida during this challenging time for our great state.

One example of award winners’ assistance to citizens and businesses is Leslie Langston, an operations analyst with the Department of Highway Safety and Motor Vehicles in Tallahassee. Ms. Langston streamlined the process of applying for consumer loans from the U.S. Small Business Administration. At the time she was nominated in October 2004, the SBA had approved more than 7,000 loan applications totaling $210 million.

Previous award winners also put their ideas to work helping storm victims. For example, staff of the Lee County Health Department developed a delivery system that allows one bottle of liquid oxygen to serve 20 people in an emergency shelter for up to nine days versus the previous system requiring 17 bottles of oxygen to be changed twice daily. The greatest need occurred when oxygen-dependent citizens who had lost their homes and were literally hours away from running out of oxygen came to shelters after being unable to contact their suppliers.

Florida businesses, many of which are members of our organizations, reached out a helping hand to their neighbors. Anheuser Busch stopped brewing to produce more than 38,000 cases of drinking water. Publix Super Markets also produced bottled water by putting its dairy bottling operations on hold. Outback Steakhouse restaurants provided thousands of meals to families and relief workers. The Progress Energy Foundation matched donations to the American Red Cross dollar for dollar. And companies such as Darden Restaurants, The St. Joe Company, and SunTrust Bank Florida provided generous donations to the Florida Hurricane Relief Fund for victims of the storms. These initiatives totaled nearly $5 million of assistance.

Again, we salute the outstanding leadership and public service demonstrated by state government and its employees throughout Florida who came to the aid of their fellow citizens during tough times.

Barney Barnett
Chairman

Chris Sullivan
Chairman
Dedication

This publication is dedicated to Florida’s state employees for their extraordinary efforts before, during and after Hurricanes Charley, Frances, Ivan and Jeanne that so tremendously impacted our land, people and economy in 2004.

One hundred achievements are divided by region of the state. Contacts are provided for further information and adaptability in the event of future crises. An index lists assistance provided by nominees in each state agency, and awards received.
1. **Care for Nursing Home Evacuees**

Immediately following Hurricanes Charley, Frances, Ivan and Jeanne, the 132-member Field Operations Disaster Response Team, Agency for Health Care Administration, traveled to 360 facilities statewide that had received evacuated nursing home residents in order to assess their psychosocial and physical well-being, including medications, medical supplies, food, linens and personal effects. This initiative helped to prevent loss of life, loss of function and litigation that would likely have occurred as a result of such losses. These emergency monitoring assessments, which duly earned transported residents’ respect and gratitude, cost $80,700 less than regularly scheduled AHCA staff visits. For more information, please contact Claire Hoagland, R.N. M.A. at (727) 552-1133 Ext. 179 or email hoaglanc@fdhc.state.fl.us. AHCA - 005

2. **Unemployment Assistance**

The 40-member Unemployment Compensation Emergency Response Team of the Agency For Workforce Innovation in Ft. Lauderdale, Orlando and Tallahassee, mobilized operations in Port Charlotte, Arcadia, Zolfo Springs, Bowling Green, Wauchula, Sebring, Lake Wales, Vero Beach, Pensacola, Milton, West Palm Beach and Pahokee during Hurricanes Charley, Frances, Ivan and Jeanne. Working 15-hour days over a seven-week period, team members provided information to Floridians on filing unemployment compensation claims through the Internet, telephone and mail for a cost avoidance of $428,292. For more information, please contact Sandy Durrant at (850) 245-7296 or email Sandy.Durrant@awi.state.fl.us. AWI - 005

3. **Food Safety Protection**

The 182-member Bureau of Food and Meat Inspection, Department of Agriculture and Consumer Services, helped assure the safety of food affected by Hurricanes Charley, Frances, Ivan and Jeanne at a majority of the more than 40,000 establishments permitted by the Bureau. Inspectors visited every retail food firm and food processor in impacted areas. Over 200 million pounds of unsafe food was destroyed and extra precautions were mandated when potable water was unavailable. The Bureau’s unusually high workload was accomplished by staff traveling long distances and working long hours during successive storms. For more information, please contact J. D. Warren (850) 488-0295 or email warrenj@doacs.state.fl.us. DACS - 017

4. **Emergency Services**

Six hundred and fifty staff of the Division of Forestry, Department of Agriculture and Consumer Services, played a key role in distributing food, water, ice and other emergency services to areas impacted by Hurricanes Charley, Frances, Ivan and Jeanne, saving $4.2 million in personnel, equipment and other resource costs for the two-month period. Incident Command Teams reportedly provided resources 48 to 72 hours more efficiently than any other agency. Division personnel managed, staffed and assisted at state and county emergency operations centers, logistical staging areas and distribution centers; coordinated logistical support for multiple search and rescue teams;
supplemented fire departments; supplied potable water to hospitals and kidney dialysis centers; and assisted road clearing and power restoration efforts. For more information, please contact Jim Karels at (850) 488-6111 or email karelsj@doacs.state.fl.us. DACS - 018

5. Assistance to Animal Industry and Animal Food Producers
The 70-member Animal Industry Team, Department of Agriculture and Consumer Services, assisted Florida’s animal industry and animal food producers with post-hurricane feeding, care and loss among food, milk and meat producing livestock, zoo animals, and wildlife and pet populations, saving the state more than $35,000 worth of product purchasing and distribution costs. Team members slept and worked in sub-standard conditions beyond normal workdays, spending one to eight weeks apart from family regardless of damage to their personal property and livestock. For more information, please contact Dr. Thomas Holt at (850) 410-0900 or email holtt@doacs.state.fl.us. DACS - 007

6. Prevented Food Borne Illnesses
The 205-member Bureau of Sanitation and Safety Inspections of the Department of Business and Professional Regulation, conducted nearly 15,000 post-hurricane inspections, and posted thousands of copies of disaster recovery guidelines in the hardest hit areas, thereby decreasing the potential for food borne illnesses. Based on National Centers for Disease Control and Prevention data, proactive disaster response measures taken by bureau staff achieved at least a $1 million cost avoidance for Florida consumers. For more information, please contact Diann Worzalla at (850) 488-1133 or email Diann.Worzalla@dbpr.state.fl.us. DBPR - 003

7. Institutional Staff Provided Disaster Relief
Department of Children and Families staff at four civil and forensic treatment facilities statewide provided thousands of hours of service to citizens and facilities impacted by Hurricanes Charley, Frances, Ivan and Jeanne.

- Florida State Hospital staff in Chattahoochee were among the first to provide crisis counseling following Hurricane Ivan. They also helped to clear fallen trees from the grounds of Lakeview Mental Health Center, and to help repair a generator at West Florida Community Care.

- For 57 days, 250 staff members at the Northeast Florida State Hospital in Macclenny provided food, lodging, medical services and a caring atmosphere for 39 mentally disabled individuals evacuated from Hardee County after Hurricane Charley.
North and South Florida Treatment and Evaluation Center staff helped stabilize the state’s Sexually Violent Predator Program whose facility in Arcadia sustained damage. North Florida Center staff also provided medical services and crisis counseling statewide, and dispatched staff to make temporary roof repairs at a private not-for-profit mental health facility struck by Hurricane Charley. For more information, please contact Harry Cunningham at (850) 410-1182 or email harry_smith@dcf.state.fl.us. DCF - 117

8. Assistance to Residents of Long-Term Care Facilities
Twenty-eight long-term care ombudsman program staff of the Department of Elder Affairs in Tallahassee, Pensacola, Gainesville, Jacksonville, Ocala, Daytona Beach, Tampa, New Port Richey, Lakeland, Orlando, Ft. Pierce, Largo, Ft. Myers, West Palm Beach, Ft. Lauderdale and Miami provided post-hurricane assistance to more than 2,500 people who had been transferred into and out of nursing homes, assisted living facilities and adult family care homes before and after each hurricane. For more information, please contact Brian Lee at (850) 414-2331 or email leeb@elderaffairs.org. DEA - 004

9. Damage Assessment and Crisis Counseling
A supervisor in each of nine district and regional Substance Abuse and Mental Health Program offices of the Department of Children and Families were among their communities’ first responders after Hurricanes Charley, Frances, Ivan and Jeanne to help assure safety, assess damage and initiate recovery. Their efforts have been recognized by the Federal Emergency Management Agency and other federal, state and local agencies including the Substance Abuse and Mental Health Administration. For more information, please contact John Bryant at (850) 413-6779 or email john_bryant@dcf.state.fl.us. DCF - 030

10. Fraud Prevention
Three Hurricane Relief and Investigative Operation teams totaling 63 Department of Financial Services staff coordinated and directed relief efforts within hours of hurricane landfalls in their respective regions. They then implemented their bureau’s plan to identify and investigate activities by unlicensed public adjusters that can result in economic harm to persons or adversely affect the public’s health, safety and welfare. For more information, please contact Jerry Whitmore at (850) 413-5610 or email whitmorej@dfs.state.fl.us. DFS - 003
11. Department of Corrections
A computer application used by executive staff to manage critical incidents mitigated the effects of the four hurricanes on the Department’s facilities and helped to provide more than 100,000 hours of inmate and staff labor to other agencies and impacted communities. For more information, please contact George Sapp at (850) 488-2288 or email sapp.george@mail.dc.state.fl.us. DOC - 006

12. Department of Education
Department staff provided emergency information to more than three million people concerning Florida’s 67 school districts, 28 community colleges, 11 state universities, and 1,500 private and charter schools. For more information, contact Deputy Commissioner Jeanine Blomberg at (850) 245-0437 or email jeanine.blomberg@fldoe.org. DOE - 022

13. Department of Elder Affairs
Half of the Department’s 445-member staff provided over 6,000 hours of service in disaster recovery centers, special needs shelters, disaster field offices, the state emergency operations center, the volunteer and donations hotline, the Florida emergency information line and area agency on aging offices. For more information, please contact Doug Ott at (850) 414-2064 or email ottdc@elderaffairs.org. DEA - 008

14. Department of Health
The Department’s Office of Public Health Nursing created a hurricane relief process for more than 15,000 department employees plus out of state professionals that will be used as a template for future disasters. For more information, please contact Karen Eaton at (850) 245-4444 Ext. 4740 or email Karen_Eaton@doh.state.fl.us. DOH - 035

15. Department of Transportation
Some 3,000 Department staff supported evacuation ahead of the hurricanes; managed suspension of tolls on roadways and bridges; cleared debris from roadways; repaired traffic signals, signs, bridges and damaged roadways; and handled emergency tasks such as transporting shelter cots and oxygen tanks for hospitals and special needs shelters. For more information, please contact Frank Day at (850) 245-1505 or email frank.day@dot.state.fl.us. DOT - 020

16. State Technology Office
Staff logged 10,000 hours assisting in the recovery and rebuilding of Florida’s communications infrastructure following the four hurricanes. For additional information, please contact Carla Gaskin at (850) 410-4777 or email carla.gaskin@myflorida.com. STO - 002
17. Counseling for Hurricane Ivan Victims
The five-member Project Hope Crisis Counseling Team at the Department of Children and Families in Tallahassee worked 12-hour days for nine days assisting 700 Hurricane Ivan victims in Santa Rosa and Escambia counties who were suffering from confusion, anxiety, depression and fear of displacement because many had lost their homes. Team members also referred victims to agencies for elder support, insurance problems, food and water resources, financial assistance and economic self-sufficiency benefits. For more information, please contact Erica Rose at (850) 921-5998.

DCF - 029

18. Disaster Food Stamp Program For Ivan Counties
The 735-member Hurricane Ivan Food for Florida Team of the Department of Children and Families, implemented the Federal Disaster Food Stamp Assistance Program for five days in Escambia, Holmes, Okaloosa, Santa Rosa and Walton counties. As a result of their efforts, nearly 50,000 families who would not ordinarily be eligible for food stamps due to their assets or income received benefits totaling more than $17 million. For more information, please contact Kara Jenkins at (850) 410-3326 or email kara_jenkins@dcf.state.fl.us. DCF - 120

President George Bush in Pensacola following Hurricane Ivan
19. Response to Post-Ivan Public Health Needs
A two-person Disaster Preparedness and Rapid Response Team from the Pensacola Branch of the Bureau of Laboratories, Department of Health, began water analysis two days after Hurricane Ivan, resulting in five public water systems having their “boil water advisories” lifted within three days. The team also performed weekend rabies specimen testing, thereby preventing citizens from having to undergo a series of painful rabies vaccinations. For more information, please contact Dr. Leah Gillis at (850) 595-8895 or email leah_gillis@doh.state.fl.us. DOH-008

20. Relief Supplies for Detention Center after Hurricane Ivan
Realizing post-Hurricane Ivan destruction of Escambia County’s infrastructure would require staff of the Department of Juvenile Justice Detention Center and jail to spend hours in lines getting disaster relief supplies for themselves and their families, Assistant Superintendent Antoine Williams coordinated with FEMA, the Escambia County Sheriff’s Office and the Escambia County administrator to secure vehicle repairs and fuel, and to set up a drop site in the Center’s parking lot to expedite relief supplies for correctional officers. For more information, please contact Paul Wallis at (850) 595-8820 ext. 104 or email paul.wallis@djj.state.fl.us. DJJ-018

21. Remained on Duty During Hurricane Ivan
Elsie Beck, an Administrative Assistant at the Okaloosa Regional Detention Center in Crestview, remained on-site for the duration of Hurricane Ivan to help insure that fuel, generator mechanics and pump trucks kept the facility operational. For more information, please contact Robert Smith at (850) 689-7800 or email Robert.Smith@djj.state.fl.us. DJJ-012
22. **PowerPoint Presentation Assisted Hurricane Ivan Victims**

Patrick Higgins, an environmental specialist at the Department of Environmental Protection in Tallahassee, developed a power point presentation that provided information to citizens waiting in line at the Santa Rosa County Disaster Recovery Center after Hurricane Ivan so they could learn about applying to FEMA for benefits, shelter availability and what agencies to contact for which services. This information was updated continuously. Mr. Higgins’ presentation concept is being included in FEMA’s training manual as standard operating procedure for use in disaster recovery centers nationwide. For more information, please contact Marshall Mott-Smith at (850) 245-8842 or email marshall.mott-smith@dep.state.fl.us. DEP - 010

23. **Prevented Damage to Equipment from Hurricane Ivan**

Bill Kreitzer, a general services liaison for the Department of Juvenile Justice at the North Regional Administrative Services Center in Pensacola, prevented damage to more than $200,000 worth of computers and equipment by using his personal vehicle to relocate them prior to collapse of the Northwest Regional Residential Office roof. Mr. Kreitzer accomplished this while his own home suffered damage and his family, including adults with developmental disabilities, was without electricity, water and sewage. Mr. Kreitzer’s wife had been hospitalized for a significant medical procedure on the Monday before the storm. For more information, please contact William A. Blue at (850) 922-5009 or email William.Blue@djj.state.fl.us. DJJ - 002

24. **Rapidly Reopened State Park after Hurricane Ivan**

The 31-member Topsail Hill State Park Recovery Team of the Department of Environmental Protection at Santa Rosa Beach, reopened the park seven days after Hurricane Ivan, which was 18 days ahead of schedule. Team members worked a combined 1,141 hours during this period, 90% of which required them to use skills and exert effort above and beyond their normal job expectations. Their extra effort generated an extra $54,686 in park entrance fees. For more information, please contact Leda Suydan at (850) 267-0299 or email Leda.Suydan@dep.state.fl.us. DEP - 016

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**Post-Hurricane Ivan Beach Cross**
25. Benefits for Victims of Hurricanes Charley and Frances
The 34-member Central Zone Hurricane Team, Economic Self Sufficiency Program Office of the Department of Children and Families, worked to ensure that nearly $20 million worth of benefits were distributed to 174,653 victims of Hurricanes Charley and Frances in Hardee, Highlands, Polk, Orange and Osceola counties. For more information, please contact Dana Johnston at (407) 245-0450, ext. 131 or email dana_johnston@dcf.state.fl.us. DCF - 067

26. Disaster Food Stamps For Hurricane Frances Counties
The 2,109-member Hurricane Frances Food for Florida Team of the Department of Children and Families, implemented the federal Disaster Food Stamp Assistance Program in Brevard, Citrus, Flagler, Indian River, Martin, Okeechobee, Orange, Palm Beach, St. Lucie and Volusia counties, providing nearly $100 million to 250,000 families who ordinarily are not eligible for food stamps due to their assets or income. For more information, please contact Kara Jenkins at (850) 410-3326 or email kara_jenkins@dcf.state.fl.us. DCF - 121

27. Disaster Food Stamps for Hurricane Jeanne Counties
The 740-member Hurricane Jeanne Food for Florida Team of the Department of Children and Families, provided $19 million worth of federal Disaster Food Stamp assistance to more than 40,000 families in Glades, Hendry, Highlands, Polk, Seminole, Lake, Putnam and Dixie counties who would not ordinarily have been eligible for food stamps due to their assets or income. For more information, please contact Kara Jenkins at (850) 410-3326 or email kara_jenkins@dcf.state.fl.us. DCF - 118

28. Disaster Food Stamps
The 549-member District 7 Economic Self Sufficiency Service Centers Disaster Food Stamp Implementation Team of the Department of Children and Families in Central Florida, established screening and eligibility sites to serve more than 88,000 families, distributing $34 million to hurricane victims. For more information, please contact Dennis Sweeney at (321) 383-2716 or email Dennis_Sweeney@dcf.state.fl.us. DCF - 105

29. Disaster Food Stamp Operations in Orange and Brevard Counties
The four-member South Brevard County Team of the Department of Children and Families in Palm Bay, traveled three hours daily during six consecutive 12-hour work shifts to help distribute food stamps to residents of Orange and Brevard counties following Hurricanes Charley and Jeanne. For more information, please contact Annie Giddes at (321) 984-4743 or email Agiddens@DCF.state.fl.us. DCF - 094
30. Support for Disaster Food Stamp Program Sites
Sandy Exantus, an Administrative Assistant with the Department of Children and Families in Orlando, supported District 7 Disaster Food Stamp operations by supplying and re-supplying seven sites in Osceola, Orange, Brevard and Seminole Counties with forms and materials needed to process 160,000 applications. For more information, please contact Sandy Exantus at (407) 245-0400 or email sandy_exantus@dcf.state.fl.us. DCF - 091

31. Protected State Equipment
The four-member Vocational Rehabilitation Area 3 Hurricane Relief Team, Department of Education in Orlando, saved more than $140,000 worth of computers, office equipment and supplies from water damage in Kissimmee, Vero Beach, Port St. Lucie and Lakeland during Hurricanes Charley, Frances and Jeanne. For more information, please contact Claude Bridges at (407) 893-3170 or email bridgec@vr.doe.state.fl.us. DOE - 021

Vocational Rehabilitation Hurricane Relief Team members (L to R): Greg Howell, Office Automation Analyst; Claude Bridges, Operational Management Consultant; Buddy Rogers, Unit Supervisor

32. Early Restart of Nuclear Power Plants
The four-person Radiological Environmental Monitoring Hurricane Restoration Team of the Department of Health in Orlando, enabled Florida Power and Light Company’s nuclear power plant on Hutchinson Island and Progress Energy’s Crystal River plant to restart a combined 2.5 days earlier than anticipated after Hurricanes Frances and Jeanne, thereby saving the utilities approximately $2.5 million, and adding 3,000 megawatts back to the Florida power grid. For more information, please contact John Williamson at (407) 297-2096 ext. 214 or email John_Williamson@doh.state.fl.us. DOH - 022

33. Organized Lions Club Disaster Relief Efforts
George Hester, an operations analyst with the Division of Drivers License of the Department of Highway Safety and Motor Vehicles in Orlando, and a district governor of Lions Club International, coordinated with Lions Clubs around the United States to raise more than $30,000 worth of cash and supplies to assist victims of Hurricanes Charlie, Frances and Jeanne in Flagler, Volusia, Seminole, Orange, Osceola, Lake, Sumter and Polk counties, plus victims in the Grand Bahama Islands. For more information, please contact George Hester at (813) 361-7784 or email at hesterg@ddl.hsmv.state.fl.us. DHSMV - 004

34. Determined Eligibility for Disaster Food Stamp Program
The 12-member Seminole County Disaster Food Stamp Team of the Department of Children and Families, spent 2,000 hours over a four-week period determining eligibility for food stamp benefits totaling more than $20 million for residents of Osceola, Orange, Brevard, and Seminole counties who suffered job losses and damages due to Hurricanes Charley, Frances and Jeanne. For more information, please contact Cheryl Salmon at (407) 328-3901 ext. 149 or email Cheryl_Salmon@dcf.state.fl.us. DCF – 073
**35. Supported FDLE Sworn Personnel**

Before, during and after Hurricanes Charley, Frances, Ivan and Jeanne, the eight-member Hurricane Response Logistics Team of the Department of Law Enforcement in Orlando, obtained lodging, coordinated assistance and supported the Central Florida State Law Enforcement Command Post. The team’s efforts allowed law enforcement officers to concentrate on directing traffic, patrolling, enforcing curfews and arresting looters. Team members also coordinated the use of an FDLE facility as a shelter during two of the three storms that impacted Central Florida. For more information, please contact Jim McNamara at (407) 540-3802 or email at jimmcnamara@fdle.state.fl.us.

FDLE - 006

![Florida Department of Law Enforcement members of the Orlando Regional Operations Center](image1)

![Department of Law Enforcement member Jay Etheridge and two agents of the Orlando Regional Operations Center](image2)

**36. Supported Hurricane Recovery Efforts**

The four-member FDLE/Orlando Business Office Team supported the above Hurricane Response Logistics Team in procuring goods/services for members deployed to aid law enforcement agencies throughout the state, including processing more than 300 hurricane-related invoices. For more information, please contact Veronica Richer (407) 540-3825 or veronicaricher@fdle.state.fl.us.

FDLE - 007

**37. Damage Prevention**

The eight-member Crisis Management Team of the Florida A&M University College of Law in Orlando, devised a hurricane readiness plan to prepare for and recover from Hurricanes Charley, Frances and Jeanne. The plan was designed to assure the personal safety of the College of Law’s various constituents and to protect facilities, equipment, records and data. For more information, please contact Ruth Witherspoon at (407) 254-3202.

FAMU - 009

**38. Reimbursement of Hurricane Repair Costs**

Following Hurricanes Charley, Frances and Jeanne, Dawn Weaver, a work program specialist at the Department of Transportation in DeLand, spent many late hours in her office tracking $125 million worth of emergency road and bridge repair work in Central Florida for federal reimbursement. For more information, please contact Richard Duemmling at (386) 943-5449 or email richard.duemmling@dot.state.fl.us.

DOT - 006

![Work program specialist Dawn Weaver, Department of Transportation, Deland](image3)
39. **Disaster Food Stamps Processing**
The 10-member SunCoast Region Disaster Food Stamp Team of the Department of Children and Families, managed recruitment and deployment of 95 volunteers to process Disaster Food Stamp applications for hurricane victims in Hillsborough, Pinellas, Pasco, Polk and Orange counties. For more information, please contact Susan McPhee at (727) 588-6906 or email Susan_McPhee@DCF.state.fl.us.  DCF - 071

40. **Disaster Food Stamps for Hurricane Charley Counties**
The 1,995-member Hurricane Charley Food for Florida Team implemented the federal Disaster Food Stamp Assistance Program in Charlotte, DeSoto, Hardee, Highlands, Lee, Osceola and Polk counties, providing more than $23 million worth of benefits to nearly 60,000 families during September 2004. For more information, contact Kara Jenkins at (850) 410-3326 or email kara_jenkins@DCF.state.fl.us.  DCF - 119

41. **Mobilized Cleanup Resources**
Robert Wilhelm, assistant bureau chief with the Division of Recreation and Parks, Department of Environmental Protection in Southwest Florida, coordinated resources and partnerships to make repairs after Hurricane Charley that saved more than $500,000. Following the subsequent hurricanes, Mr. Wilhelm maintained a steady stream of aid to keep state parks open. His creative problem solving was put to good use as resources became scarce due to increasing devastation throughout the state. Mr. Wilhelm donated more than 100 hours of uncompensated time between August 13 and September 30. For more information, please contact Robert Wilhelm at (941) 483-5944 or robert.wilhelm@dep.state.fl.us.  DEP - 003

42. **Repaired Equipment**
Mark Finehout, a maintenance mechanic at Myakka River State Park in Sarasota, repaired more than 30 generators as well as chainsaws, tractors and water plants, saving $15,000 and enabling numerous parks to return to normal operation. Mr. Finehout’s nominator wrote that his work ethic and compassion for his fellow DEP employees are an inspiration to all who know him. For more information, please contact Jon Robinson at (941) 361-6515 or jon.m.robinson@dep.state.fl.us.  DEP - 004

43. **Emergency Medical Evacuation/Shelter**
Bill Little, a Sarasota County Health Department administrator, coordinated evacuation and shelter for three Charlotte County hospitals and hundreds of special needs and nursing home patients following Hurricane Charley. Systems implemented by Mr. Little enhanced Sarasota County’s emergency preparedness to aid victims...
44. Emergency Daycare
The 45-member Emergency Hurricane Daycare Team, Polk County Health Department, in partnership with other public/private entities, created centers following Hurricanes Charley and Jeanne for health care workers whose children were left without caregivers when schools closed. This initiative saved $18,978 in daycare center fees that health care workers would have paid, plus $108,450 for the healthcare industry in avoiding lost work hours or paying for their own daycare. Community partnerships were developed which will help replicate this initiative if needed in the future. For more information, please contact Dr. Daniel Haight at (863) 519-7900 ext. 1001 or email daniel_haight@doh.state.fl.us. DOH - 057

45. Emergency Proclamation Policy Change
The four-member Medical Reserve Corps of the Collier County Health Department in Naples, helped to amend the Governor’s Proclamation of Emergency so that out-of-state medical volunteers could work under the Department of Health. This resulted in deployment of several physicians to help in disaster clinics in Vero Beach after Hurricanes Frances and Jeanne. For more information, please contact Derrill Heiland DDS, MSD, at (239) 825-0196 or email Derrill_Heiland@doh.state.fl.us. DOH - 016

46. Elder Needs Assessment
Following Hurricane Charley, the eight-member Disease Control Division Team of the Pinellas County Health Department in St. Petersburg, conducted a needs assessment of adults ages 60 and older in Charlotte, DeSoto and Hardee counties, a population group that was particularly hard-hit. For more information, please contact Lura Burnette at (727) 824-6967 or email Lura_Burnette@doh.state.fl.us. DOH - 055

47. Mobile Home Damage Assessment
The nine-member Mobile Home Installer Program Team, Department of Highway Safety and Motor Vehicles in Tampa, Seminole, Ruskin and Winter Park, assessed damage to mobile homes caused by Hurricanes Charley, Frances, Ivan and Jeanne. Team members also assisted the U. S. Department of Housing and Urban Development, the Federal Emergency Management Agency and local government building staff by contributing data regarding mobile home durability under conditions of major winds, storm surge and rain damage, and providing insights about safety improvements that need to be made. No other area in the nation has been in the unenviable position of having to determine how recent federal construction standards for mobile homes hold up under hurricane force winds, storm surge and rain. For more information, please contact Philip Bergelt at (407) 623-1341 or email at bergelt.phil@hsmv.state.fl.us. DHSMV - 005

Department of Highway Safety and Motor Vehicles compliance examiner Lyle Everhart
The people of AvMed congratulate the

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Your extraordinary relief efforts during the 2004 hurricane season are greatly appreciated.

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48. Search and Rescue
The 16-member Hurricane Response Team, State Fire Marshal’s Office, Southeast Region, Department of Financial Services, was deployed following Hurricanes Charley, Frances, Ivan and Jeanne to clear roadways of debris, assist in search and rescue missions, conduct damage assessments, provide security for mobile home parks, and establish satellite locations for Department of Financial Services representatives. For more information, please contact Ross Holt at (954) 321-3704 or email holtr@dfs.state.fl.us. DFS - 004

49. Assistance to Special Needs Children’s Shelter
The 32-member Children’s Medical Services Special Needs Shelter Team of the Department of Health in Ft. Lauderdale, comprised of doctors, nurses, social workers, administrators and support personnel, planned and coordinated Florida’s first stand-alone shelter exclusively for special needs children and their families who lived in evacuation zones. In partnership with Broward County, this shelter was activated for Hurricanes Frances and Jeanne. For more information, please contact Robert Missal at (954) 713-3103 or email Robert_Missal@doh.state.fl.us. DOH - 015

50. Assistance to Special Needs Elders Shelter
Four teams of eight pediatric nurses, as well as social workers and support staff from the Children’s Medical Services offices at the Department of Health in Ft. Lauderdale, West Palm Beach and Ft. Pierce, were deployed after Hurricane Charley to provide relief to workers at special needs shelters for elders in Sarasota and Arcadia. For more information, please contact Robert Missal at (954) 713-3103 or email Robert_Missal@doh.state.fl.us. DOH - 012

51. Protected State Equipment
Ruth Valenzuela, an operations analyst with the Department of Highway Safety and Motor Vehicles in Miami, used foresight and quick action before and after Hurricane Jeanne to salvage $6,000 worth of state equipment. She moved office equipment to her home before the storm because of a lack of secure storage space at the office. After the storm, she cleaned and vacuumed state equipment to avoid permanent damage, saving several offices the cost of replacing upholstered chairs and equipment. For more information, please contact Ruth Valenzuela at (561) 602-6078 or email at valenzuelar@ddl.hsmv.state.fl.us. DHSMV - 013
52. Emergency Ice Delivery
When vendors could provide ice but not deliver it, the 22-member District Six Ice Team, South Dade Maintenance Yard, Department of Transportation, rented refrigerated trucks to make deliveries -- a 17 hour round trip after Hurricane Charley. Similar relief efforts following Hurricanes Frances and Jeanne totaled delivery of 86 tons of ice. For more information, please contact Ronald Steiner at (305) 470-5354. DOT - 018

53. Assisted with Hurricane Charley Debris Removal
The 16-member Hurricane Charley Debris Removal Team of the Department of Transportation in Fort Pierce, assisted in removing 3,540 cubic yards of vegetation and construction debris which impacted state rights-of-way in Hardee and Desoto Counties. The team’s efforts over a 10-day period saved the Department $75,000. For more information, please contact Melvin Pollock at (772) 489-7104 or email melvin.pollock@dot.state.fl.us. DOT - 035

54. Rapid Road Repair
In just four days following Hurricane Frances, the 13-member Little Mud Emergency Restoration Project Team of the Department of Transportation in Fort Lauderdale and Fort Pierce, prepared plans and executed a contract to repair a section of State Road A1A at Little Mud Bridge on Hutchinson Island in St. Lucie County. The team’s efforts resulted in the road being repaired and opened to traffic within 20 days, much less than the normal time for a job of this nature. Design costs were approximately $225,000 less than for a normal repair process. For more information, please contact Howard Webb at (954) 777-4439 or email howard.webb@dot.state.fl.us. DOT - 033
55. Accelerated Power Restoration
The six-member Operation Power On Team of the Department of Transportation in West Palm Beach, participated in cutting away trees which fell on power lines during Hurricane Jeanne. This accelerated Florida Power and Light’s service restoration into the Department of Transportation’s West Palm Beach Operations Center by several days, saving $56,000. For more information, please contact Brett Drouin at (561) 432-4966 or email brett.drouin@dot.state.us.fl. DOT - 026

56. Coordinated Fuel and Power Supplies
Anita Stewart, a purchasing agent and warehouse supervisor at the Department of Transportation in Palm Beach County, saved nearly $150,000 worth of salary and equipment costs by procuring essential power and fuel for approximately 1,300 emergency responder vehicles from 12 government agencies in the wake of Hurricanes Frances and Jeanne. She also documented and reported $58,400 worth of generators, safety equipment and tools to the Federal Emergency Management Agency for reimbursement. Ms. Stewart’s extraordinary performance occurred without the benefit of telephones, power and water at work or at home. For more information, please contact Ricardo Estripeaut at (561) 432-4966 ext. 1104 or email ricardo.estripeaut@dot.state.fl.us. DOT - 022

57. Cost Efficient Feeding of Maintenance Crews
The 14-member Ft. Pierce Chuck Wagon Team of the Department of Transportation, supplied food to maintenance crews from DOT Districts I, IV and VI performing clean-up duty after Hurricanes Frances and Jeanne. Providing on-site meals saved the Department $9,067 in per diem costs, enabled crew members to work an extra 1.5 hours each day, and bolstered morale by demonstrating how the DOT cares about its employees. For more information, please contact Jennifer Harris at (772) 489-7109 or email jennifer.harris@dot.state.fl.us. DOT - 034
58. Prevented Traffic Signal Damage
The 34-member Saving the Traffic Signals Team of the Department of Transportation, working with traffic signal contractors and city and county staff in Palm Beach, Martin, St. Lucie and Indian River counties, removed approximately 1,200 traffic signal heads and secured 200 span wire assemblies which support traffic signals over roadways during a 48-hour period before Hurricane Jeanne. The team’s action resulted in potential savings of $580,000 based on estimated potential loss of 800 signal heads and 20 span wire assemblies, and enabled use of signal heads after the storm. The team’s work was particularly critical since Hurricane Frances destroyed hundreds of signal heads and inventories were depleted both in Florida and nationwide. For more information, please contact James Wolfe at (954) 777-4106. DOT - 030

59. Reduced Hurricane Assessment/Recovery Efforts
The 11-member Ft. Pierce Hurricane Assessment Team of the Department of Transportation, worked 12-hour days assisting in first response assessment and inspection efforts after Hurricanes Frances and Jeanne. Utilizing local knowledge, equipment and services of first responders saved $65,000 over a four-week period because of better directed and monitored recovery efforts using established emergency contracts for debris removal and roadway, lighting, signal and sign repair. For more information, please contact Melvin Pollock, P.E. at (772) 489-7104 or email melvin.pollock@dot.state.fl.us. DOT - 031
60. Search and Rescue
The Ocala-based Urban Search and Rescue Task Force consisting of six staff members from the Division of State Fire Marshal (Department of Financial Services), the Department of Law Enforcement, Hillsborough County and Miami-Dade County Fire Rescue worked with Federal Emergency Management Agency personnel during Hurricanes Charley and Jeanne, and within 62 hours after landfall of Ivan, they searched nearly 5,000 structures, an all-time FEMA record. For more information, please contact Dave Casey at (352) 369-2833 or email dave.casey@fldfs.com. DFS - 016

61. Enhanced Resident Safety
The 24-member Tacachale Maintenance Team of the Agency for Persons with Disabilities in Gainesville, worked evenings and weekends to prepare the center's 37 resident homes and other buildings on the 500 acre campus for hurricanes, including filling and placing over 1,000 sandbags in areas susceptible to flooding and cutting down trees to ensure residents' safety. The team’s efforts saved over $200,000. For more information, please contact Julie Waldman at (352) 955-5757 or email julie_waldman@dcf.state.fl.us. DCF [APD] - 044

62. Emergency Housing/Storage
The three-member Duval Regional Juvenile Detention Center Administrative Team of the Department of Juvenile Justice, provided emergency hurricane housing, storage and food for youth from other facilities in Jacksonville and Pensacola, saving approximately $3,000. For more information, please contact Lillian Smith at (904) 798-4820 ext. 244 or email lillian.smith@djj.state.fl.us. DJJ - 008
63. Road Sign Replacement

Despite flooding, facility damage and power loss, the 13-member Hurricane Response Sign Shop Team of the Department of Transportation in Lake City, manufactured 5,831 directional and informational signs for distribution throughout the state following damage to the state highway infrastructure. Under these emergency conditions, commercial providers would have charged $486,402 more than the $254,782 spent by the team. For more information, please contact Dale Cook at (850) 410-5757 or email dale.cook@dot.state.fl.us. DOT - 013

Department of Transportation sign shop specialists Chris Pepper and Brett Russell prepare a replacement sign for I-75 near Fort Myers

Lake City sign shop staff Ray Griffis, Janelle Inman, Chris Pepper, Jackie Nichols, Brett Russell, Joe Williams, Mike Graff, Vern Mayo, Don Keen, Lee Mowery, John Reed and Curtis Warren

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FPL applauds those teams and individuals recognized for their innovations and improvements surrounding hurricane relief efforts. Your contributions will significantly benefit Florida residents for years to come.
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64. Emergency Operations Health Facility Reporting
Diana Reynolds, an office automation specialist with the Agency for Health Care Administration in Tallahassee, developed an emergency operations health facility status reporting system to document the operational and/or evacuation status of Florida’s 5,600 acute care and residential health care facilities impacted by disasters, including availability of staff and condition of residents. Her innovation, which avoided $75,000 in contractor costs, was implemented in response to Hurricanes Charley, Frances, Ivan and Jeanne. It was also used by the State of Alabama. For more information, please contact Diana Reynolds at (850) 413-7204 or email reynoldd@fdhc.state.fl.us.
AHCA - 002

65. Assistance to Migrant/Seasonal Farm Workers
Pedro Nears, a senior monitor advocate with the Agency for Workforce Innovation in Tallahassee, traveled more than 6,000 miles coordinating post-hurricane unemployment assistance, food relief and temporary jobs for migrant and seasonal farm workers with limited English proficiency in remote areas lacking access to traditional service outlets. For more information, please contact Lois Scott at (850) 245-7428 or Suncom 205-7428 or email at lois.scott@awi.state.fl.us.
AWI - 008

66. Mobile One-Stop
Working 12-hour days, seven days a week for six weeks, Richard Campbell, a government operations consultant with the Agency for Workforce Innovation in Tallahassee, drove a Mobile One-Stop vehicle more than 4,000 miles providing disaster unemployment compensation, National Emergency Grant temporary jobs and other post-hurricane services to more than 3,000 individuals in Port Charlotte, Vero Beach and Pensacola. Mobile One, which has 17 computer workstations with Internet access for filing unemployment claims, taking welfare applications, searching job banks and providing skills training, is now being replicated throughout the state. For more information, please contact A. E. Rhodes at (850) 921-3326 or Suncom 291-3326 or email gene.rhodes@awi.state.fl.us. AWI - 006

67. Services to Florida’s Workforce
The 64-member One Stop Disaster Response Team of the Agency For Workforce Innovation in Tallahassee, worked 12-hour days -- sometimes 7 days a week -- answering more than 27,000 disaster related calls and traveling over 15,000 miles throughout Florida. Thousands of citizens were provided access to workforce services such as filing for unemployment compensation, applying for disaster food stamps and applying for temporary jobs funded by a $75 million federal grant. For more information, please contact Judy Meyer at (850) 245-7423 or email judy.meyer@awi.state.fl.us. AWI - 009
68. Improved Delivery of Workforce Services
Larry McIntyre, a special projects and operations coordinator with the Agency for Workforce Innovation in Tallahassee, assessed the successive impact of Tropical Storm Bonnie and Hurricanes Charley, Frances, Ivan and Jeanne on Florida’s workforce delivery system. Then, he mobilized deployment of workforce staff. Mr. McIntyre was a major contributor in reducing the response time for service delivery over previous disaster efforts. For more information, please contact Lois A. Scott at (850) 245-7428 or email lois.scott@awi.state.fl.us. AWI - 007

69. Price Gouging Hotline
The 54-member Consumer Assistance Call Center Team of the Department of Agriculture and Consumer Services in Tallahassee, operated a price gouging hotline during Hurricanes Charley, Frances, Ivan and Jeanne. The center remained open additional weekday hours and on weekends from August 12th to October 2nd. For more information, please contact Todd McCullough at (850) 410-3725 or email mccullt@doacs.state.fl.us. DACS - 012

70. Disaster Preparedness Outreach
Mark Reddinger, a senior management analyst at the Department of Business and Professional Regulation in Tallahassee, developed a consumer awareness television and radio program. One episode entitled “Homeownership Bootcamp, Don’t Let Disaster Strike Twice,” focused on educating the public on how to prepare for, survive and rebuild after a natural disaster strikes. For more information, please contact Mark Reddinger at (850) 922-5420 or email mark.reddinger@dbpr.state.fl.us. DBPR - 014

71. Provided Emergency Shelter
Thirty-five staff members at the Sunland Center of the Department of Children and Families in Marianna, provided shelter during Hurricane Ivan to approximately 300 special needs individuals from Port St. Joe, Panama City and the Marianna area, even though Sunland had lost power from tornadoes associated with the hurricane. For more information, please contact Dianne Tipton at (850) 482-9210 or email dianne_tipton@dcf.state.fl.us. DCF [APD] - 033

72. Post-Hurricane Charley Cleanup at Sister Facility
A nine-member hurricane relief team of maintenance department staff from the Sunland Center of the Department of Children and Families in Marianna, provided 235 hours of service to the Gulf Coast Center in Fort Myers following Hurricane Charley. The team saved Gulf Coast $7,192 in labor, equipment, travel expenses and meals by cutting fallen trees and clearing debris from the campus. For more information, please contact Dianne Tipton at (850) 482-9210 or email dianne_tipton@dcf.state.fl.us. DCF [APD] - 036
73. Statewide Disaster Recovery Coordination
The 25-member Substance Abuse and Mental Health Disaster Team of the Department of Children and Families in Tallahassee, worked 10 to 12 hour days, seven days a week, to help meet victims’ needs after Hurricanes Charley, Frances, Ivan and Jeanne. They established an innovative “Incident Command” structure; staffed the State Emergency Operations Center; collaborated with the Federal Emergency Management Agency (FEMA) to ensure effective deployment and utilization of crisis teams; assisted FEMA with damage assessment of public and private treatment facilities; coordinated efforts to restore services to facilities; and coordinated with other state, community, volunteer and faith-based organizations to provide crisis counseling at 36 sites statewide. For more information, please contact John Bryant at (850) 413-6779 or email john_bryant@dcf.state.fl.us. DCF - 042

74. Disaster Relief Policy Waivers
The eight-member Disaster Food Stamp Policy Team of the Department of Children and Families in Tallahassee, crafted and negotiated 29 waivers of federal policy to meet the needs of Floridians impacted by Hurricanes Charley, Frances, Ivan and Jeanne. The team’s efforts secured more than $150 million of federal disaster food stamps to serve more than 460,000 households in 28 counties, plus $51 million for 144,000 regular food stamp program households in 42 counties to replace food lost from spoilage during the storms. For more information, please contact Jennifer Lange at (850) 921-0253 or email at jennifer_lange@dcf.state.fl.us. DCF - 106

75. Improved Food Stamp Information Dissemination
The five-member Food Stamp Disaster Hotline Team of the Department of Children and Families in Tallahassee, improved the method for providing information about food stamps to hurricane victims throughout the state. The team answered telephones from 7:30 a.m. to 7:30 p.m. daily, and from 8:00 a.m. to 5:00 p.m. on Saturdays. They provided information about disaster food stamp locations, advised ongoing recipients about replacing lost benefits due to power outages, and responded to inquiries on the status of applications and availability of food stamp benefits through the electronic benefit transfer system. For more information, please contact Ellen Ransdell at (850) 487-2969 or ellen_ransdell@dcf.state.fl. DCF - 057
76. **Emergency Food Stamps System**
Geoff Bush, at the Department of Children and Families in Tallahassee, developed the Emergency Food Stamps Online System that allowed staff to input applications for Disaster Food Stamps received at sites throughout the state. With this system users were able to enter and process a Disaster Food Stamp application within three minutes. The former process required approximately 20 minutes per application. It is estimated that approximately 460,000 applications were received. The savings in salary costs were approximately $1.3 million. For more information, please contact Bill Hudgens at (850) 488-9934 or email bill_hudgens@dcf.state.fl.us. DCF - 054

77. **Expedited Processing of Disaster Food Stamp Applications**
Wilson Bilkovich, a computer systems analyst with the Department of Children and Families in Tallahassee, developed a computer program that saved more than $650,000 by automatically loading disaster Food Stamp applications into the benefit payment system. Mr. Bilkovich’s process was used after Hurricanes Charley, Frances, Ivan and Jeanne. Because food stamp program rules are uniform nationwide, his process can be adopted by other states. For more information, please contact Kim Brock at (850) 413-6869 or email kim_brock@dcf.state.fl.us. DCF - 077

78. **Automated Replacement of Food Stamps**
The 13-member Disaster Food Stamp Benefit Automation Team of the Department of Children and Families in Tallahassee, addressed an emergency situation requiring replacement of food purchased with food stamps and spoiled by power outages during the hurricanes. The team developed an automated method for the FLORIDA computer system to produce replacement and supplemental benefits, thereby saving $1.3 million. For more information, please contact Margie France at (850) 413-8733. DCF - 076

79. **Streamlined Food Stamp Eligibility Process**
The 23-member Disaster Case Processing Team of the Department of Children and Families in Tallahassee, streamlined the FLORIDA computer system’s determination of disaster food stamp eligibility for 250,000 households, and for automatically rescheduling casework activities of staff that were helping individuals most disadvantaged by the hurricanes, thereby saving more than $1 million. For more information, please contact Suzanne Poirier at (850) 921-2383 or email Suzanne_Poirier@dcf.state.fl.us. DCF - 082

80. **Disaster Food Stamp Issuance**
Matthew Howard, assistant staff director of general operations, coordinated and served as the central logistics lead for disaster food stamp issuance in response to Hurricanes Charley, Frances and Jeanne. These benefits were issued to Floridians adversely affected by lost food due to power outage, loss of income and residential damage. He coordinated all issues with site selection, setup and staffing for 24 disaster food stamp sites in Orange, Brevard, Palm Beach, Citrus, St. Lucie, Martin, Okeechobee, Indian River, Volusia, Flagler, Seminole, Hendry, Glades, Polk and Highlands Counties. Mr. Howard’s efforts helped to distribute $121.5 million worth of benefits to 324,021 families. For more information, please contact Matt Howard at (850) 488-6262 or email Matthew_Howard@dcf.state.fl.us. DCF - 112
81. Emotional Support for Hurricane Victims
The 92-member Disaster Mental Health Crisis Counseling Team of the Department of Children and Families in Tallahassee, responded to emotionally distraught victims of Hurricanes Charley, Frances, Ivan and Jeanne by mobilizing volunteers from state headquarters, state treatment facilities, volunteer organizations and the faith community to provide staffing at disaster recovery centers in 62 counties. Additionally, the team wrote federal grants for a yearlong recovery program totaling $10 million plus an anticipated future $10 million. For more information, please contact Charles Kimber at (850) 921-6275 or email Charles_Kimber@dcf.state.fl.us. DCF - 110

82. Improved Citizen Preparedness
Tom Weaver, a governmental analyst with the Division of Emergency Management of the Department of Community Affairs in Tallahassee, expanded the Community Emergency Response Team (CERT) program from 59 to 130 programs covering 60 counties, the largest number of programs in the United States. The objective of CERT, “Neighbor Helping Neighbor - Helping Their Communities in Times of Emergency,” was successfully tested during Hurricanes Charley, Frances, Ivan and Jeanne. CERT-trained citizens checked local neighborhoods for initial “eyes & ears” damage assessment, worked in county emergency operations centers, performed traffic control, assisted with evacuations and sheltering, organized initial neighborhood recovery efforts including debris clearance, and helped with food and water provisioning. Some teams performed initial search and rescue in isolated areas and helped cover damaged roofs for elderly or other persons. For more information, please contact Tom Weaver at (850) 413-9891 or email thomas.weaver@dca.state.fl.us. DCA - 002

83. Disaster Management and Staff Deployment Plan
Tom Reimers, director of the Division of Volunteer and Community Services, Department of Elder Affairs in Tallahassee, implemented an agency wide disaster management plan for deployment of 220 staff to 40 sites statewide. These employees provided disaster relief to impacted elders and special needs victims affected by Hurricanes Charley, Frances, Ivan and Jeanne. Mr. Reimers also conducted training, volunteered at the State Emergency Operations Center, served as senior management’s point man on special issues, and conducted weekly teleconferences with frontline service providers. For more information, please contact Tom Reimers at (850) 414-2000 or email Reimerst@elderaffairs.org. DEA - 007

84. Planned Aging Network’s Response
Doug Ott, emergency coordinating officer with the Department of Elder Affairs in Tallahassee, spearheaded the Department’s statewide aging network following Hurricanes Charley, Frances, Ivan and Jeanne. Mr. Ott worked with Area Agencies on Aging to coordinate delivery of more than 200,000 shelf-stable meals plus bottled water and personal care products. For more information, please contact Doug Ott at (850) 414-2000 or email Ottdc@elderaffairs.org. DEA - 006
85. Assistance to Elders
The eight-person Wellness, Advocacy and Caregiver Support Unit of the Department of Elder Affairs in Tallahassee, contributed over 1,000 hours of hurricane relief in the volunteer and emergency operations centers in Tallahassee, and in cities around the state. While 50% of all Department of Elder Affairs employees assisted in relief efforts, 100% of this unit participated while continuing to handle their regular job responsibilities. For more information, please contact Ken McLeod at (850) 414-2307. DEA - 005

86. Assistance to Elders and Providers
The six-member Administration and Information Team of the Department of Elder Affairs in Tallahassee, assisted hurricane recovery efforts during a six-week period by working evenings, weekends and state office closure days deploying department staff; manning the Florida volunteer and donations hotline and emergency coordinating office; and distributing food, water, tarps and program-related information to Florida’s vulnerable and frail citizens and their caregivers. For more information, please contact Eloise Williams at (850) 414-2080, or email williamseh@elderaffairs.org. DEA - 003

87. Reduced Bureaucracy
The two-person Regulatory Compliance Disaster Relief Team of the Department of Elder Affairs in Tallahassee, expedited release of emergency assistance funds to area agencies on aging and provided support services to displaced elders living in temporary housing. They persuaded the Federal Emergency Management Agency to reverse a two-decade policy restricting the sharing of selected information concerning disaster victims, thereby enabling the Department to identify, locate and serve hundreds of elders living in FEMA trailers who previously lacked support services. The team’s success was underscored by a request from Alabama’s Secretary of Aging to download and share Florida’s processes, procedures and experiences as a blueprint for responding to Hurricane Ivan on the Alabama coast. For more information, please contact Tom Reimers at (850) 414-2060 ext. 3150 or email reimert@elderaffairs.org. DEA - 016

88. Coordinated Elders’ Temporary Housing
George Tokesky, a government operations consultant at the Department of Elder Affairs in Tallahassee, provided technical assistance to help fund temporary housing for displaced elderly and special needs victims of Hurricanes Charley, Frances, Ivan and Jeanne. As a result of Mr. Tokesky’s efforts, more than 350 elders and special needs victims were placed in temporary housing. The assistance Mr. Tokesky provided enabled the state to close expensive special needs shelters, many of which, if not closed, would have delayed re-opening public facilities, including schools. For more information, please contact George Tokesky at (850) 414-2000 or tokeskyg@elderaffairs.org. DEA - 015

Department of Elder Affairs
Government Operations
Consultant George Tokesky helped get temporary housing for hurricane victims
89. Hazardous Waste Site Assessment
Steve Ray, an environmental specialist with the Department of Environmental Protection in Tallahassee, designed an on-line database to identify major hazardous waste facilities and their onsite contacts in hurricane-affected areas. His initiative facilitated rapid assessment of the potential for hazardous waste being released from these facilities. For more information, please contact Michael Redig at (850) 245-8774 or email michael.redig@dep.state.fl.us. DEP - 009

90. Assistance to Hurricane-Damaged State Parks
After Hurricane Charley, staff at many state parks in Southwest Florida faced up to several months of strenuous work. Then the 13-member Office of Greenways and Trails Hurricane Recovery Team, Department of Environmental Protection in Tallahassee, arrived to assist in removing tons of debris, saving an estimated $512,000 and enabling many of the damaged parks to open 10 to 15 days earlier than expected. For more information, please contact Robert Wilhelm at (941) 483-5944 or robert.wilhelm@dep.state.fl.us. DEP - 018

91. Improved Turnaround of Criminal Evidence Analysis
Five of the ten members of the Fire and Arson Laboratory Team, Division of State Fire Marshal, Department of Financial Services in Tallahassee and Quincy, spent 483 hours responding to Hurricanes Charley, Frances, Ivan and Jeanne. Because work shifts were often 12 hours, team members alternated their work schedules to avoid overtime. During 2004, they reduced turnaround time on more than 1,000 units of criminal evidence and documentation of crime scenes from 9.2 days to 6.4 days. For more information, please contact Carl Chasteen at (850) 539-2705 or email chasteenc@dfs.state.fl.us. DFS - 014

92. Expedited Assistance to Insurance Consumers
The 14-member E-Storm Development Team of the Department of Financial Services in Tallahassee, replaced a lengthy manual process with seamless communication of consumer requests for assistance to insurance companies. Their new system expedited nearly 40,000 telephone calls that resulted in over 21,000 requests for assistance and insurance carrier responses. It eliminated approximately 10,000 hours of work for savings of approximately $180,000, and it saved the industry nearly 5,200 hours of staff time. For more information, please contact Marta Arrington at (850) 413-5800 or by email at arringtonm@dfs.state.fl.us. DFS - 007
93. Streamlined Consumer Service Field Work
Verne Ivarson, an insurance analyst at the Department of Financial Services in Tallahassee, spent 164 hours over a two-week period helping consumers with insurance issues following Hurricanes Charley and Jeanne, as he had done more than a decade earlier after Hurricanes Andrew and Opal. Mr. Ivarson’s nominator wrote that his experience and insurance knowledge are unique within the Department of Financial Services. For more information, please contact Robert Lee at (850) 413-5360 or email LeeR@dfs.state.fl.us. DFS - 008

94. Streamlined Adjuster Process for Consumer Protection
The 14-member Hurricane Insurance Adjuster Accountability Team of the Department of Financial Services in Tallahassee, streamlined an ineffective system to give first responders and department hotline staff instant access to a catastrophic emergency adjuster list. The list enabled department investigators to identify unlicensed activity and violations of the Florida Insurance Code. For more information, please contact Audrey Huggins at (850) 413-5426 or email audrey.huggins@fldfs.com.

95. Assessed State Property Damage
The six-member Property Damage Assessment Team of the Department of Financial Services in Tallahassee, spent 485 hours over three weeks traveling to inspect hurricane damage to state facilities. Team members saved approximately $57,351 by not outsourcing the assessments, while improving the efficiency of its claims adjusting procedures. For more information, please call Trilly Lester at (850) 413-4700 or email at trilly.lester@fldfs.com.

96. Freed-up Time for Hurricane Relief
The 12-member Osteopathic Unit of the Department of Health in Tallahassee, implemented a point of service process improvement that freed up 50% of the unit’s staff to devote approximately 500 volunteer hours to provide hurricane relief efforts. For more information, please contact Pamela King at (850) 245-4162 or email Pamela_King@doh.state.fl.us.

97. Expedited Small Business Administration Loan Process
Leslie Langston, an operations analyst with the Department of Highway Safety and Motor Vehicles in Tallahassee, developed a computerized report that streamlined the process of consumer loans from the U.S. Small Business Administration for victims of Hurricanes Charley, Frances, Ivan and Jeanne by eliminating time formerly spent by her Department locating records to process requests and correspondence between SBA and applicants. As of October 12, 2004, the SBA had approved more than 7,000 loan applications totaling $210 million. For more information, please contact Leslie Langston at (850) 921-1864 or email at langston.leslie@hsmv.state.fl.us.
98. **Cleaned up Offices Before and After Hurricanes**

The six-member Drivers License Hurricane Preparedness and Clean Up Team of the Department of Highway Safety and Motor Vehicles in Tallahassee, worked before and after Hurricanes Charley, Frances, Ivan and Jeanne assisting in moving and securing equipment and cleaning up drivers license offices throughout Florida. On their own time, team members assisted area employees with clean up of their homes, thereby enabling them to return to work sooner. For more information, please contact Peter Stoumbelis at (850) 414-2426 or email stoumbelis.peter@hsmv.state.fl.us.  

DHSMV - 012

99. **Geographic Database Aided Relief Efforts**

After being contacted by the Federal Emergency Management Agency, the four-member Environmental Screening Tool Development Team, Department of Transportation in Tallahassee, modified a transportation planning and decision tool in order to assist post-hurricane location and evaluation of temporary recovery sites for debris removal, housing and staging facilities. The team’s tool contains hundreds of datasets on environmental infrastructure, natural, cultural and community resources for quantitative analysis of resources within prescribed distances of proposed recovery sites, and it reports and maps relief results. For more information, please contact Robert Crim at (850) 410-5891 or email bob.crim@dot.state.fl.us.  

DOT - 010

100. **Developed In-home Hurricane Shelter Technology**

Dr. Nur Yazdani, a Professor in the Department of Civil and Environmental Engineering at the Florida A&M University - Florida State University College of Engineering, developed the technology for design and construction of an in-home hurricane shelter that is being adopted by the Florida Department of Community Affairs, local governments and private citizens.

Dr. Yazdani’s shelter can be built outdoors or indoors. It withstands wind speed of up to 160 mph (category five hurricane) and large wind debris impact, according to the Florida Building Code. The shelter uses common materials readily available in hardware stores including plywood, steel sheets, hurricane straps and timber studs. Each room costs about $3,000 for a family of four. Dr. Yazdani’s innovation allows occupants to avoid inconvenient, stressful and costly evacuation, and will help the state deal with a shortage of public hurricane shelter space. It is a safe and economical alternative to the Federal Emergency Management Agency’s Tornado Safe Room that costs about $6,000 and is difficult to adapt to existing buildings. For more information, please contact Dr. Nur Yazdani at (850) 410-6125 or email yazdani@eng.fsu.edu.  

FAMU - 002
Grow and protect: The right approach to long-term financial security.

Protecting wealth while helping it to grow. That’s been at the heart of Prudential Financial’s approach to long-term financial security for more than 125 years.

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---

*Source: Congressional Budget Office, 2002.
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| Department of Corrections | DOC – 006 | 11 | Comprehensive Emergency Management Team | Certificate |

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Congratulations and a special thanks...

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