Adaptation and Implementation of 2001 Davis Productivity Awards Achievements Can Save $140 Million

About the Davis Productivity Awards

The Davis Productivity Awards recognize and reward state government employees whose work significantly and measurably increases productivity and promotes innovation to improve the delivery of state services and save money for Florida taxpayers and businesses. The program is a major government improvement initiative sponsored by Florida TaxWatch, The Florida Council of 100, and the State of Florida.

The awards are made possible by the vision and generosity of the late J.E. Davis and his brother, the late A.D. Davis, co-founders of Winn-Dixie Stores Inc. and co-founders of Florida TaxWatch. Up to $100,000 is provided annually by the Davis Family for cash awards, commemorative plaques and certificates of commendation presented at ceremonies around the state. The Davis family's generosity is supplemented by numerous corporate, individual and philanthropic foundation contributors. This year, Prudential Insurance Company, The Florida Lottery, Florida's News Channel, Resource Associates Corporation, Watermark Communities, Inc., PRIDE Enterprises, Unisys, BellSouth, Ernst & Young, Florida Trend Magazine and many more are supporting the Davis Productivity Awards. The awards could not happen without these sponsors and their support.

Since 1989, the Davis Productivity Awards program has publicly recognized and rewarded more than 5,000 state employees and work units with cash, commemorative plaques and certificates for making measurable improvements in the way they perform their duties and deliver services to Florida citizens. In 2001, a total of 835 nominations were submitted for individuals and work units that helped save $4,39 million and brought in an additional $56 million of revenue collected under Florida law for a total added value of $495 million. Award winners have produced a 13-year total of $3.9 billion. This translates into significant savings for all citizens, as well as businesses, in Florida.

The Davis Productivity Awards promotes achievements that can be adapted and implemented throughout state government. The following pages summarize 180 adaptable achievements from the 2001 awards competition. These achievements can generate as much as $138 million added value if fully implemented over the next three years. They join 330 adaptable achievements from the 1999 and 2000 awards competition that are worth another $400 million if fully implemented. Individuals,
work units and entire state agencies that adapt and implement these achievements will be honored at the 2002 awards ceremonies with cash awards, commemorative plaques and certificates of commendation.

The awards program also recognizes achievements that are particularly beneficial to citizens and the private sector and that further the priorities of the Bush/Brogan Administration, which are improving student achievement; reducing violent crime and illegal drug use; creating a business climate that is conducive to economic opportunity; helping the most vulnerable among us; enhancing Florida's environment and quality of life; and creating a smaller, more effective, more efficient government that fully harnesses the power of technology to achieve these priorities.

A "Sustained Exemplary Performance" award underwritten by PRIDE Enterprises salutes individuals, work units, institutions and districts that have won multiple Davis Productivity Awards for continuing excellence since the program's beginning in 1989.

We welcome and encourage all state government employees and private citizens to submit nominations, and look forward to even greater taxpayer improvements in the 2002 program.

For further information, please contact Chuck Cook and Associates, the Davis Productivity Awards Program Consultant (850) 562-2920 or e-mail chukcook@infi.net.

Thank You, Supporters

The Davis Family, Florida TaxWatch, The Florida Council of 100, and the State of Florida thank the following organizations and individuals for their generous support of the 2001 Davis Productivity Awards:

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### 2001 Davis Productivity Award Judges

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<th><strong>Chairman Mike Jennings</strong></th>
<th><strong>Bonnie Basham</strong></th>
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<tr>
<td>Vice President, Government Relations</td>
<td>President, Capital Ideas, Tallahassee</td>
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<td>Prudential Financial, Jacksonville</td>
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<td>(Two Years -- One as Chairman*)</td>
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<th><strong>Lee Chotas</strong></th>
<th><strong>Pam Davis</strong></th>
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<td>Attorney, Dean, Mead, Egerton, et al., Orlando2</td>
<td>President &amp; CEO</td>
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<td>(Eleven Years)</td>
<td>PRIDE Enterprises</td>
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<th><strong>David Ellspermann</strong></th>
<th><strong>Steve Evans</strong></th>
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<td>Clerk of the Circuit Court, Marion County, Ocala</td>
<td>V.P./Senior State Executive - IBM</td>
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<td>(Five Years)</td>
<td>Tallahassee</td>
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<td>(Seven Years - Three as Chairman)</td>
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<th><strong>Lynda Keever</strong></th>
<th><strong>Senator Phil Lewis</strong></th>
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<td>Chief Operating Officer, Florida</td>
<td>President, Philip D. Lewis Real</td>
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About Florida TaxWatch

T. O'Neal Douglas, Chairman  
Dominic M. Calabro, President & CEO

Florida TaxWatch is the only statewide organization entirely devoted to protecting and promoting the political and economic freedoms of Floridians as well as the economic prosperity of our state.

Since its inception in 1979, Florida TaxWatch has gained a reputation as the watchdog of Florida citizens' hard-earned dollars. The organization is also recognized as one of the six most influential and respected taxpayer research institutes in the nation.
Florida TaxWatch is a private, non-profit, non-partisan research institute 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.

The organization's empirically sound research projects for the Legislature and state government recommend productivity enhancements and detail the statewide impact of tax and spend policies and practices. These 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 billion.

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The Florida Council of 100

Alfred Hoffman, Jr., Chairman
Charles T. Ohlinger, III, Executive Director

Formed in 1961, The Florida Council of 100 exists to promote the economic growth of Florida and improve the economic well-being of its citizenry.

A private, non-profit, bipartisan organization, the Council derives its revenue entirely from membership dues. Members invited into the Council represent a cross-section of key business leaders in Florida. The organization works closely with the Governor and the Legislature, as well as private organizations, to achieve quality of life improvements for all Floridians.

In recent years, The Council responded to a request on improving the Justice System, assisted with the establishment of Enterprise Florida and worked with higher education systems to establish the Business/Higher Education Partnership. Most recently, the Council provided the business leadership on the Governor's Commission on Education aimed at education reform.

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SECTION ONE: EDUCATION

1. Satellite Centers of Schools in the Workplace

Description: Satellite site environments and daily contact with adult role models have inspired students to higher performance, and have been two of the most important concepts for community agencies and businesses to meaningfully contribute to school reform and improvement. Satellites are easily replicable and add to local resource generation. At least for satellites each year at each school level, e.g., elementary, middle, and high school. Improved test scores, higher attendance rates, and almost no disciplinary issues have resulted. As well, students moving to the next school level have found the rite
of passage easier after having had the satellite experience. Several of the high school satellites focus on at-risk students. Those students have had the most dramatic improvement academically and a high rate of graduation.

**Applicability:** Satellites can be established in all 67 school districts in Florida with businesses, military bases, local government, hospitals, community agencies, and ecosystem land preserves. All that is needed is the commitment of a school and a site. This achievement can also be adapted by community colleges. That is our next challenge! It can be exported as well. A letter from a member of a legislative team from the State of Pennsylvania that visited three of the satellite in Central Florida testifies to the universal adaptability of the program.

**2000-01 Added Value:** $1.2 million in revenue added and cost avoidance for 21 satellite centers.

**Potential Statewide Added Value:** Each new satellite center adds about $50,000 to local school resources over and above the high quality of the learning environments that the sites provide.

Contact: Marilyn Parcels

Agency/Division: Florida Department of Education

Address: 325 W. Gaines Street, Tallahassee, FL 32399

Phone/fax: 850-487-8355 and 850-488-2869

Email: parcelm@mail.doe.state.fl.us

### 2. Nutrition Notebooks for WIC Education (DOH-1)

**Description:** Reduction in time spent by professional staff providing classes. Reduction in time spent by administrative staff in rescheduling missed appointments. Increased flexibility for client who can now access notebooks during hours of operation (45 hours a week) as opposed to five hours using class format. Increased client satisfaction.

**Applicability:** Applies to any low to moderate income population of women, infants or children under age five. This achievement can also be adapted by any Women Infants and Children (WIC) office. Possibility of expanding this to Head Start programs as part of parent education or to Food Stamps offices.

**2000-01 Added Value:** $8,750 for two WIC clinic sites

**Potential Statewide Added Value:**

Contact: Cecilia K. Wagner, M.S., M.P.H., L.R.D.
Title: Public Health Nutrition Program Director

Agency/Division: Okaloosa County Health Department/WIC

Address: 221 Hospital Drive, Ft. Walton Beach, Florida 32548

Phone/fax: (850) 833-9261 Fax: (850) 833-9262

Email: Cecilia_Wagner@doh.state.fl.us

3. Reaching And Educating A Community (DOH-15)

Description: Increased preventive services to reduce teenage pregnancy; increase math and English skills; promote good dental habits and body hygiene; and increase promotion of families reading to young children to improve preschool skills. As part of a school health program, the "Ready or Not Tots" is a big success, and school boards are readily supportive. Also, schools' promotion of dental hygiene is a necessity in rural areas, and could readily be applied.

Applicability: Through volunteers, offering community hours to high school children for participating, and soliciting donations of supplies, the reading program in waiting rooms and lobby areas is implemented. This achievement can also be adapted by other government agencies, particularly those that have access to students, children and families.

2000-01 Added Value: $8,264 annually recurring savings in salaries and supplies.

Potential Statewide Added Value: If implemented in 20 agencies, savings of $117,280 in salaries and supplies.

Contact: Olinda Taylor

Title: Health Educator

Agency/Division: Holmes County Health Department, Department of Health

Address: P.O. Box 337, 603 Scenic Circle, Bonifay, Florida -

Phone/fax: 850 547-3691 SC 771-4049 Fax 850 547-4963

Email: Olinda_Taylor@doh.state.fl.us

4. Risk-Based Food Safety Program Grant - "Street HACCP" (DPPR-17)

Description: The Division of Hotels and Restaurants was awarded a $48,510 grant from the U.S. Food and Drug Administration (FDA) to create and implement an innovative
food safety program. The grant is being used to produce educational compact disks that will be shared with food regulatory programs throughout the nation to assist with implementation in their jurisdictions. These CDs will also be available to staff and industry for training purposes.

**Applicability:** Any local, state, or federal jurisdiction that is interested in implementing a science-based inspection methodology to assist with the reduction of risk factors associated with foodborne illnesses

**2000-01 Added Value:** $48,510 of non-recurring revenue

**Potential Statewide Added Value:** Since implementing this approach to food safety management, a 33% reduction in foodborne disease outbreaks in Florida's restaurants has been reported to the Florida Department of Health's Epidemiological Office. A total of 332 outbreaks in 1997 declined to 222 outbreaks in 1999. With an estimated cost of over $200,000 per foodborne illness outbreak, the financial impact of even a slight reduction in reported outbreaks is very significant.

Contact: Diann S. Worzalla

Title: Special Programs Administrator

Agency/Division: DBPR - Division of Hotels and Restaurants

Address: 1940 North Monroe Street, Northwood Center, Tallahassee, FL 32399-1012

Phone/fax: (850) 922-8850 fax - (850) 922-8846

Email: diann.worzalla@dbpr.state.fl.us

5. **Streamlined Application and Admission Process (UCF-7)**

**Description:** Increased dollar savings in processing time, increased customer service due to faster response time to applicants, more accurate data entry. Applications have increased by 55% in the last two years, and processing time has decreased from a week to at most three days.

**Applicability:** Other institutions can and plan to adopt a similar streamlined approach to processing their applications and admissions decisions, including Florida International, Arizona State and Indiana Universities. What is required is integration of a scanning system, web-based electronic signature, admissions decision software, on-line web-based application, and student information system.

**2000-01 Added Value:** $75,500 annually recurring

**Potential Statewide Added Value:**
6. Information Studies Information System (FSU-29)

**Description:** Two departments within Florida State University, the School of Information Studies and Enterprise Decision Support (EDS), worked in partnership to decrease redundancy of effort, save staff time, increase level of service, and create a general back-end basis to customize front-end products by maximizing the use of existing resources through technology.

This system is particularly relevant to meeting the needs of the School's growing student population (which has more than doubled in the past two years) in conjunction with its distance learning program. Development of web applications to handle a variety of student uses reduces the need for additional staff to deal directly with that population. Applications may also be adapted as discrete commercial products.

**Applicability:** The core of ISIS is standardized University data that is updated and archived for Florida State University by Enterprise Decision Support, then retrieved and manipulated to support the specific needs of the School of Information Studies. This core data set covers staff, students, programs, budgets, and official reporting needs. It is common to Florida State University and largely throughout the University System, allowing similar developments to be adapted by almost any agency within this system. Applications modeled on that data should be similarly transferable.

**2000-01 Added Value:** Still under development, the Information Studies Information System (ISIS) has already resulted in approximately $60,000 in cost savings. Long-term savings are likely to be significantly higher as applications are developed to meet specific audience needs, enabling additional staff time savings and a corresponding increase in service to a growing and more distributed service population.

**Potential Statewide Added Value:** $200,000 per year.
7. Insuring High Quality Educational Services To Students (FSU-20)

**Description:** Improved educational services provided to over 300,000 youth annually within Juvenile Justice programs. In addition, student outcomes improved so they are better prepared to return to community, home, school, and/or work settings.

**Applicability:** The methodologies utilized by JJEEP to evaluate and improve educational services to youth in juvenile justice facilities can be adopted by agencies that have oversight and assistance responsibilities to programs providing educational services in alternative settings. This achievement may be used nationwide to ensure high quality educational programming is provided to students in alternative educational settings.

**Potential Statewide Added Value:**

Contact: Dr. Tom Blomberg

Title: Principal Investigator

Agency/Division: Juvenile Justice Educational Enhancement Program (JJEEP) Florida State University, Department of Criminology

Address: 345 S. Magnolia Drive, Suite D-23, Tallahassee, FL 32301-2987

Phone/fax: (850) 414-8355

Email: (850) 414-8357

8. ISPA Board of Regents Reporting System (FSU-27)

**Description:** All University research institutes and centers are required to submit an annual report to the State University System Board of Regents. This report details various measures of effort in accomplishing the primary mission of the institute. This is a time consuming and labor intensive effort for centers, with the amount of effort required directly related to the number of budgets managed.

**Applicability:** Other FSU center Institutes. Applicability outside of FSU is dependent on availability of data. To the extent that similar teaching & learning "data warehouses" are implemented statewide, this could be extended.
2000-01 Added Value: $162,449

Potential Statewide Added Value: Depends on to what extent other universities have this data available to them.

Contact: John MacHall
Title: Research Associate
Agency/Division: FSU, Institute of Science and Public Affairs
Address: FSU, 130 Morgan Bldg, Tallahassee, FL 32306-2770
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Email: jhall@ispa.fsu.edu


Description: Provides accurate and up-to-date class availability and scheduling information to registering students, advisors and University personnel; reduces printing costs; promotes use of student-enabled web registration; provides links for students to obtain additional desired information.

Outstanding success with almost universal acceptance among students, advisors and the University community. Feedback obtained through early testing and presentations was used to modify the class search process, display information, and links for on-line information and additional web pages.

Applicability: Other Florida Universities and Colleges have expressed interest, with Florida State University at the forefront to adapt UCF’s process of not printing schedules of classes.

2000-01 Added Value: $27,275 cost savings in direct printing costs. (66% of previous year's cost).

Potential Statewide Added Value:

Contact: Dr. Dennis I. Dulniak
Title: University Registrar
Agency/Division: University of Central Florida/Student Development and Enrollment Services
Address: P.O. Box 160114, Orlando, FL 32816-0114
Phone/fax: 407-823-3016/407-823-5652
Email: ddulniak@mail.ucf.edu


10. Presumptive Eligibility for Pregnant Women in Family Planning Clinics (DOH-7)

**Description:** More expedient access to covered maternity care. More revenue for Family Planning Clinics. Increased external customer satisfaction for clients who get through the system faster ("one stop service").

With the cooperation of Department of Children and Families staff, a direct input on-line was established into their Florida Medicaid system. This generated revenue for family planning clinics in Miami-Dade County. Between July 2000 and March 2001, a total of 593 PEPWs were billed out for additional revenue of $94,095.

**Applicability:** Other county health departments and Family Planning Clinics.

**2000-01 Added Value:** $94,095 July 2000-March 2001

**Potential Statewide Added Value:**

Contact: Michelle Morrell Medina, RN, BSN (nominator)

Title: Nursing Program Specialist

Agency/Division: Miami-Dade County Health Department, Division of Clinical Support Services

Address: 1350 NW 14 St., Bldg. 1, room 11, Miami, Fla. 33125

Phone/fax: 305 325 3-2599/305 325 3592

Email: michelle-medina@doh.state.fl.us

11. Restructured Handling Of Termination Of Parental Rights Cases (C&F-81)

**Description:** Increased number of permanency orders for children in foster care over the last two years from 49 to 110 to 154; more consistent handling of cases; better efforts at concurrent planning and synergistic working of cases between legal and the program.

**Applicability:** All districts/region of the department. Statewide training can be developed to ensure an effective transition to computerized case management. This achievement also can be adapted by all child welfare legal services offices throughout the Department of Children and Families.

**2000-01 Added Value:** $1.4 million, non-recurring.
**Potential Statewide Added Value:** Approximately $300 per day per child in foster care.

Contact: Daniel T. Medved  
Title: Chief Legal Counsel  
Agency/Division: Department of Children and Families, District 12  
Address: 210 N. Palmetto Ave., suite 412, Daytona Beach, FL 32114  
Phone/fax: (386)238-3130 (386)238-3156  
Email: daniel-medved@dcf.state.fl.us

**12. Foster/Adoptive Parent Marketing Plan (C&F-61)**

**Description:** Increased number of licensed foster/adoptive homes by 33%, saving $13,500.  
**Applicability:** Any agency which has responsibility for recruitment of foster and/or adoptive families.  
**2000-01 Added Value:** $60,000 raised through non-profit entity  
**Potential Statewide Added Value:**

Contact: Nancy Starr  
Title: Operations and Management Consultant  
Agency/Division: Department of Children and Families  
Address: P.O. Box 60085  
Phone/fax: (941) 338-1318  
Email: Nancy_Starr@dd.state.fl.us


**Description:** Review of individual cost plans to eliminate or reduce unnecessary costs and assure that adequate and appropriate supports are provided to individuals with developmental disabilities.

**Applicability:** The Cost Review Committee concept can be adapted and implemented to control or limit excessive and unnecessary costs in similar agencies. This process could be duplicated in programs/agencies that purchase services from community providers,
such as the Community Mental Health/Substance Abuse program, the Aging and Adult Services program Home and Community Based Waiver, and the Department of Elder Affairs.

2000-01 Added Value: $455,524 redirected to meet the needs of other individuals waiting for services.

Potential Statewide Added Value:

Contact: Marianne Ferlazzo

Title: Management Review Specialist

Agency/Division: Dept. of Children and Families

Address: 1317 Winewood Boulevard

Phone/fax: 488-4877 ex. 167

Email: Marianne-Ferlazzo@dcf.state.fl.us

14. Operation Child Permanency (C&F-46)

Description: Improved community partnering in meeting child permanency needs and improved perception of the department among local stakeholders.

Applicability: The Permanency Team concentrated on four districts in Florida. This effort can be achieved throughout the other eleven districts in Florida.


Potential Statewide Added Value:

Contact: Anne Buechner

Title: Quality Manager

Agency/Division: Department of Children & Families. Division of Family Safety

Address: 400 West Robinson Street, Suite 1129, South Tower, Orlando, Florida 32801

Phone/fax: (407) 245-0400 phone (407) 24S-O575

Email: Anne_Buechner@DCF.state.fl.us

15. Reduction Of Residential Group Foster Care Population (C&F-55)
Description: This team began its work in September 2000 in order to address new requirements in Section 39.407, Florida Statutes. The team quickly realized that the process of weekly review led to a reduction in the number of children in group care (residential treatment centers). They then expanded their review to include all children in group care where the cost is $100 or more per day. Children have now been moved to more appropriate settings that more closely meet their needs, while saving money. Currently District 7's group care population is the lowest since 1997.

Applicability: A statewide workgroup is evaluating this process for implementation in other districts.

2000-01 Added Value:

Potential Statewide Added Value:

Contact: Michel Serrano
Title: District Program Manager
Agency/Division: Department of Children and Families
Address: 400 W. Robinson, Suite S1129, Orlando, FL 32801
Phone/fax: 407-245-0400/ 407-245-0575
Email: michel_serrano@dcf.state.fl.us

16. The Mathew Project Oasis of Hope Non-Secure Shelter/Assessment/Day Treatment (DJJ-16)

Description: Elimination of Home Detention Funding prompted creating partnerships/collaboration in order to continue needed services.

Applicability: Expansion of such partnerships throughout the South Region will result in approximately $1.5 million in savings to the Department of Juvenile Justice, if the state would be willing to secure a home to operate the program, current providers would be willing to provide the services at no cost to the Department.

2000-01 Added Value: $30,000

Potential Statewide Added Value:

Contact: Ron Fryer
Title: South Detention Regional Director
17. Prenatal Access Improvement Program (DOH-4)

Description: 17% increase in first trimester entry into prenatal care; 45% increase in Medicaid reimbursements over previous 12 month period; significant decrease in low birth weight infants; significant decrease in pending Medicaid files and denied claims for expired PEPW Medicaid.

Applicability: Other health department agencies, particularly clinics centrally located in urban areas. Requires installation of FMMIS (Florida on-line Medicaid) software and training of eligibility staff. Increased demand for services may require some additional staff.

2000-01 Added Value: 45% increase in Medicaid reimbursement over previous 12 months

Potential Statewide Added Value: Actual value will fluctuate depending upon agency's Medicaid reimbursement rate.

Contact: Patricia Nolen

Title: ARNP

Agency/Division: Department of Health Orange County Health Department

Address: 832 W. Central Blvd. Orlando, FL. 32805

Phone/fax: 407 836-2605 fax 407-836-2699

Email: patricia_nolen@doh.state.fl.us

18. Emergency Early Intervention Program Services (DOH-28)

Description: Children's Medical Services Miami-South intervened and managed the Early Intervention Program when the sponsor suddenly gave up the program. Staff developed cost saving procedures, paid providers who had not been paid and continued to provide quality services to families.
Applicability: Procedures and guidelines could be applied in any situation where a program is suddenly assumed by a new management group.

2000-2001 Added Value Recorded on Nomination Form: $549,680 in savings.

Potential Statewide Added Value:

Contact Name: Thomas E. Strinko
Title: Program Administrator
Agency/Division: Children's Medical Services - Miami North
Address: 1500 N.W. 12th Avenue, Miami, FL33136
Phone/fax: (305) 325-2830 / (305) 325-2508
Email: Thomas_Strinko@doh.state.fl.us

19. Paternity Test Collection (DOH-41)

Description: The Duval County Center for Women and Children provided a prominent and convenient location for collecting and processing laboratory specimens for state court ordered paternity testing.

Applicability: Other county health departments.

2000-2001 Added Value Recorded on Nomination Form: Approximately $30,000 recurring revenue

Potential Statewide Added Value:

Contact Name: Leigh Allen
Title: Administrator
Agency/Division: Duval County - Center for Women and Children
Address: 515 W. 6th Street Phone/fax: 904-630-3252 fax 904-630-2618
Email: Leigh_Allen@doh.state.fl.us

20. Women, Infants & Children Program (WIC) Farmer's Market Inventory System (DOH-58)
**Description:** A streamlined issuance, reconciliation and inventory process. Improved service delivery for Farmer's Market (FMNP) coupons. Improved inventory process for FMNP. Reduction in non-issued redemptions of FMNP. A 96.7% reduction in error rate translates to an estimated 96 hours of staff time saved

**Applicability:** All WIC programs statewide for improvement of Farmer's Market Program

**Potential Statewide Added Value:**

Contact Name: Linda Mills

Title: Nutrition Program Director

Agency/Division: Department of Health Escambia County Health Department WIC

Address: 1295 W. Fairfield Drive

Phone/fax: 850-595-6548 fax 850-595-6649

Email: linda_d_mills@doh.state.fl.us


**Description:** Increased quantitative data upon which to award programs with incentives for high performance or consequences for non-compliance. Increased credibility and visibility of requirements for the Infants and Toddlers Early Intervention Program. Qualitative measurement upon which to base program office decision making and allocation of resources. Assurance and improvement of services to children and families. Parent satisfaction with provision of services.

**Applicability:** The Children's Medical Services Child Protection Team is adapting the Early Intervention Quality Assurance process to use with its program.

Contact Name: Janice Kelley

Title: Unit Director

Agency/Division: Department of Health, Children's Medical Services

Address: 4052 Bald Cypress Way, Bin A06, Tallahassee, FL 32399-1707

Phone/fax: 850/245-4444. ext. 2234, FAX 850/921-8138

Email: Janice_kelly@doh.state.fl.us
22. Breastfeeding Sling Project -- Okaloosa County WIC Program (DOH-100)

**Description:** Volunteer project with donations of money, supplies and time through the healthy start program. During the past four years, 430 slings have been produced, and have been loaned cost-free to 1,366 breastfeeding mothers, who have used them between one and twelve months for discreet breastfeeding.

**Applicability:** Any WIC project. This is not a required component of the federally funded program, but is immensely appreciated by those receiving the slings.

**2000-01 Added Value:** The entire project is operated on and maintained with volunteer time and donations. Total number of breastfeeding slings produced between 3/97 & 4/01 = 430 slings

Retail cost per sling is $40. Total value of the WIC slings at $40 is $17,200. Reported to Healthy Start: donated number of hours 3,303; supplies, donations $2,244.30. Total dollar amount: $50,377. This is planned to be an ongoing project.

**Potential Statewide Added Value:**

Contact: Cecilia K. Wagner, LRD

Title: Nutrition Program Director

Agency/Division DOH/OCHD/WIC

Address: 221 Hospital Drive NE Ft. Walton Beach, Florida 32548

Phone/Fax: SC674-9254, OR 850-833-9261 Ext 127; Fax 833-9262

Email: Wagner, Cecilia K. or Cecilia Wagner@Doh.State.Fl.Us

23. Increased Medicaid Reimbursements Enhances Breast/Cervical Cancer Screenings (DOH-95)

**Description:** The program allowed the Leon County Health Department to enhance access to breast and cervical cancer screenings. The impact will be realized in avoided costs - both medical and social - associated with breast and cervical cancer.

**Applicability:** Any health organization within the state of Florida or nationwide by implementing process management techniques to increase Medicaid revenues and redirecting extra revenue to enhance access to targeted programs.
2000-01 Added Value: $28,835. The total medical and societal savings per dollar invested in early detection of breast and cervical cancer potentially adds recurring value to this achievement

Potential Statewide Added Value:

Contact: Frankie Mathews
Title: Senior Community Health Nursing Director, R.N., C.
Agency/Division: Leon County Health Department
Address: PO Box 2745, Tallahassee, FL 32316
Phone/fax: (850) 487-3186
Email: Frankie Mathews (~bdoh.state.fl.us

24. Health Portfolio Workgroup(DOH-93)

Description: Health Portfolio has simple, easy to read one page information and posters on diseases and conditions that impact mortality in Florida. It addresses multiple health issues and prevention in a simple format that allows clients to collect prevention information and keep their own medical documents and information in one place. Collaboration among persons in five different sections of the Florida Department of Health helped put the portfolio together and distribute to county health department clients. It is an inexpensive means of providing a lot of information to the public about a selected topic, various topics, or about government services.

Applicability:

2000-01 Added Value: $374,004

Potential Statewide Added Value: Depends on the economy of scale achieved by purchasing in large amounts.

Contact: Virginia Miller
Title: Public Education Coordinator Agency/Division: Florida Department of Health, Family Health Services Address: 4052 Bald Cypress Way, Bin # A-13; Tallahassee, Florida 32399-1723
Phone/fax: (850) 245-4444 Ext. 2944 (850) 921-8510
Email: Virginia-Miller@doh.state.fl.us
25. Computerized Triage Book (DOH-29)

**Description:** Computerized Triage Book saves time, paper and gives nurses immediate access to client information.

**Applicability:** All Childrens Medical Services offices plus hospitals and other Department of Health facilities.

**2000-01 Added Value:** $16,000 annually

**Potential Statewide Added Value:**

Contact: Thomas E. Strinko

Title: Program Administrator
Agency/Division: Children's Medical Services- Miami North
Address: 1500 N.W. 12th Avenue, Miami, FL33136
Phone/fax: (305) 325-2830 / (305) 325-2508
Email: Thomas Strinko@doh.state.fl.us

26. Increased Enrollment In CMS/Title XX1 Program (DOH-27)

**Description:** Prior to this program, 176 children were enrolled in Miami-Dade County. Average enrollment was 12 children per month. Following a public relations/marketing campaign, nearly 600 children were enrolled. Every enrollment saves State General Revenue.

**Applicability:** Any situation where enrollment needs to be increased.

**2000-01 Added Value:** Estimated $150,000

**Potential Statewide Added Value:**

Contact: Linda Gage

Title: Secretary Specialist
Agency/Division: Children's Medical Services (N)
Address: 1500 N.W. 12th Ave #829
Phone/fax: (305) 325-2830 Ext. 115 (305) 325-2673
27. Evaluation And Treatment Of Abnormal Pap Smears (DOH-51)

**Description:** Program evaluates and treats pap smears in an effort to reduce cervical cancer. Provides colposcopic and biopsy evaluation of clients diagnosed with abnormal pap smears. When indicated, treatment consists of Cryocautery (Freezing) and Looped Electrocautery Excision (surgical removal).

**Applicability:** Other county health departments

**2000-01 Added Value:** Approximately $400,000 versus private sector service. Colposcopy costs about $200 per service and excision is $600-$800 per service in the private sector. The service provided by the Brevard County Health Department staff costs approximately $75 regardless of whether it is for evaluation or treatment. In one year, approximately 600 services are performed for our customers. Cervical Cancer is the only cancer, which is 100% curable if identified and treated early, thus lives are being prolonged and quality of life increased.

**Potential Statewide Added Value:**

Contact: Name: Carol Krug, RN

Title: Assistant Community Health Nursing Director

Department: Department of Health, Brevard County Health Department

Business Address: 2575 North Courtenay Parkway, Merritt Island, FL 32953

Non-Suncom telephone number: (321) 454-7125 Fax:( 321) 454-7129

E-mail address: Carol-Krug@doh.state.fl.us

28. Maternal Health Care Team (DOH-78)

**Description:** Full service, accessible antepartum (prenatal, postpartum) care to Brevard County's indigent families with incomes between zero and 200% of federal poverty guidelines. Services include pregnancy care, ultrasonography, high risk services by perinatologists, high risk intervention and referral. Reaching a vulnerable target population, pregnant women and families, providing exams, treatment, intervention, referral and follow-through reduces risks related to pre-term delivery and increases optimal pregnancy outcomes.

Greater service provision to at risk clients through sharing of providers and technologies. Reduction of costs due to reduction in pre-term deliveries and increase in positive pregnancy outcomes.
Applicability: Local, state, national communities where negative prenatal outcomes can be reduced by accessibility to antepartum care, and where public and/or private sector providers are willing to adapt partnerships to meet the need.

2000-01 Added Value: The value of this program has not been accessed in dollar figures at this time.

Potential Statewide Added Value:

Contact: Name: Bruce Pierce, ARNP
Title: Director of Community Health Services
Agency/Division: Brevard County Health Department
Address: 2575 North Courtenay Parkway, Merritt Island, FL 32953
Phone/fax: (321) 454-7101/ (321) 454-7129
Email: Bruce Pierce@doh.state.fl.us

29. Streamlined ADAP Performance Improvement Through Tracking System (DOH-9)

Description: System reduced performance error rates by community agencies, ensuring the quality and uninterrupted provision of pharmaceutical services to HIV/AIDS patients in Miami.

Applicability: Other metropolitan areas with similar funding sources.

2000-01 Added Value: Error rate was reduced by 97% in five months (from 85% to 1.9%), saved $2.5 million from Ryan White Title I in ADAP pharmaceutical services, confronted a $1.5 million deficit with working inventory at pharmacy.

Potential Statewide Added Value: At least $3 million/year provided there is at least continued level funding.

Contact: Name: Javier Romero, M.D., M.P.H.
Title: Director ADAP Program
Agency/Division: Miami-Dade County Health Department, Office of HIV/AIDS Services
Address: 1444 Biscayne Blvd., Suite 350. Miami, Florida 33132
Phone/fax: (305) 377-5022 / (305) 377-5108
30. Duval County Health Department Dental Outreach Program (DOH-45)

**Description:** The Dental Outreach Program has significantly increased access to care for the under-served population of Duval County for whom transportation is a problem. The emphasis on preventive dental care as part of an early intervention program has been proven to be the most cost-effective method of reducing dental caries.

Use of mobile units is especially useful in large geographical areas like Jacksonville where mass transit is not complete or reliable to all parts of the city. In addition, the use of mobile units allows access to dental care where it may not be cost effective to build a fixed facility.

**Applicability:** County Health departments in areas where clients must travel to access dental or medical care.

**2000-01 Added Value:** Access to dental care has been significantly increased. The number of patients increased by 783%, visits by 579%, and procedures (services) by 478%.

**Potential Statewide Added Value:**

Contact: Name: Bruce Bradberry

Title: Administrative Assistant II

Agency/ Division: Department of Health/Duval County Health Dept., Dental Division

Address: 515 West Sixth Street(MC-77), Jacksonville, Florida 32206

Phone/fax: 904-665-2682/904-630-323f)

Email: Bruce-Bradberry@doh.state.fl.us

31. Drug Assistance For Indigents Program (DOH-48)

**Description:** Removal of cost barriers to receipt of prescribed drugs by indigent persons and decreased hospital and physician office visits. Increased revenue from pharmaceutical companies to dispense free medications and expanded enrollment to other community service agencies without added expense.

**Applicability:** Any organization working to meet the needs of indigent clients.
2000-01 Added Value: $16,745 increase in amount of free drugs received over 1999 amounts. ($26,900 versus $43,645).

Potential Statewide Added Value:

Contact: Name: Linda Ryan
Title: Sr. Community Health Nursing Director
Agency/Division: Martin County Health Department
Address: 620 South Dixie Highway Stuart, FL 34994
Phone/fax: (561) 221-4030 (561) 221-4041
Email: Linda_Ryan@doh.state.fl.us

32. Medicaid Area Six Flu Vaccination Day (AHCA-80)

Description: Removal of barriers to access health care alternatives. Twenty-three staff who received flu vaccinations utilized 44% less sick leave than the prior year.

Applicability: Other state agencies and private businesses could benefit from having flu vaccinations offered on-site in their work place.

2000-01 Added Value: Agency payout of sick leave benefits was reduced by $33,601 over the prior year for the 23 staff who had flu shots in November 2000. This added value will be recurring with an annual Flu Vaccination Day for Medicaid Area Six staff. With additional outreach planned, the number of staff taking the flu shot will increase, and this will increase savings to the state.

Potential Statewide Added Value:

Contact: Name: Joan M. Cappolino Program Operations Administrator
Agency/Division: Agency for Health Care Administration/Medicaid Area Six
Address: 6800 N. Dale Mabry Hwy, Suite 220, Tampa, Florida 33614
Phone/fax: 813-871-7600 x 101 / 813-673-4587 Email: cappolij@fdhc.state.fl.us

33. Health Insurance Claim Initiative(C&F-150)

Description: A system to better organize health insurance claim forms which reduces the amount of duplicate and triplicate work for staff, and improves service and response time to providers and recipients.
Applicability: Statewide.

**2000-01 Added Value:** Implementing this procedure reduced the response time for providing reimbursements to providers by from 120 days to 30 days.

**Potential Statewide Added Value:**

Contact: Name: Mary J. Gilmore
Title: Public Assistance Specialist Supervisor
Agency/Division: Department of Children and Families
Address: 1313 N. Tampa St., Tampa, FL 33602
Phone/fax: Local - 813-272-2475, Fax - 813-272-2476

**34. Savings In Paying Clients' Medical Bills (DJJ-20)**

Description: Medical bills were reduced from thousands of dollars to hundreds of dollars.

Applicability: Any state agency that performs medical billing.

2000-01 Added Value: $28,734 over a 6-month period.

Potential Statewide Added Value: Potentially hundreds of thousands of dollars of recurring costs could be saved.

Contact: Name: Richard Morrison
Title: Detention Superintendent
Agency/Division: Detention Services/02
Address: 2303 Ronellis Drive, Tallahassee FL.
Phone/fax: 850-488-7672/850-414-8780 fax
Email: Rick.Morrison@D33.State.Fl.US

**35. Service Access/Authorization/ Monitoring and Workload Maintenance (AHCA-93)**

Description: Employee designed a system that allowed her to handle the responsibilities of two separate caseloads for over six months, ensuring the delivery of care to special
needs children and payment to providers. Her work included facilitating the Service Authorization process, and providing technical assistance to Home Health Agencies, Medicaid providers, state agencies and community groups. She also performed MediPass site visits, medical records review, assisted in credentialing new and existing providers, and approved/denied high cost wheelchairs.

**Applicability:**

**2000-01 Added Value:** Employee's directives resulted in (potentially recurring) savings of $18,769. (Bi-weekly salary = $1,564 x 12 pay periods)

**Potential Statewide Added Value:** The plan has potential for recurring leverage where reduction or loss of staff may occur.

Contact: Name: William H. Albury
Title: Program Operations Administrator
Agency/Division of Health Care Administration, Area 9 Medicaid
Address: 1710 East Tiffany Drive, West Palm Beach, Fl. 33407
Phone/fax: (561) 881-5080xt.133 Fax:(561) 881-5085
Email: alburyw@fdhc.state.fl.us

**36. Fraud Prevention System (C&F-159)**

**Description:** Computerized informational and data analysis programs that are instrumental in fraud prevention and quality assurance error reduction initiatives. These programs yield savings greatly in excess of administrative costs.

**Applicability:**

**2000-01 Added Value:** These data systems and programs have played a major role in reducing issuance of fraudulent Food Stamp and Cash benefits of $12 million over a five-year period.

**Potential Statewide Added Value:**

Contact: Name: George Bussey
Title: Operations & Management Consultant I
Department: Department of Children and Families
37. Tuberculosis Medication Calculations (DOH-11)

Description: This program saves time and money by reducing the likelihood of medication errors.

Applicability: Statewide throughout the Tuberculosis Module.

2000-01 Added Value: In Bay County, the initial annualized net savings or cost avoidance will be approximately $2,016 (using 30 tuberculosis cases).

Potential Statewide Added Value: There were 723 cases of tuberculosis reported in Florida's 67 counties last year, so the potential net saving or cost avoidance statewide would be $48,586. This amount only accounts for diagnosed cases, not suspected cases, which would be additional savings.

Contact: Name: Carolyn Davis, R.N., M.S.
Title: Sr. CHN Supervisor
Agency/Division: Bay County Health Department, Nursing Division
Address: 597 W. 11th Street, Panama City, FL 32401
Phone/fax: (850) 872-4455

38. Medicaid Transportation Cost Reduction and Quality Improvement (AHCA-81)

Description: Medicaid recipients in Hillsborough County requiring door-to-door transportation to their medical care have better access and improved service, and Medicaid saves an estimated $84,000 a year.

Applicability: Approximately 10 of the most populated counties in the state where there is a fully brokered system and the cost of coordination is high.

2000-01 Added Value: $84,000 annually

Potential Statewide Added Value: Approximately $840,000.

Contact: Name: Fred Olson
Title: Program Operations Administrator
39. Cost Savings from Retroactive Buy-in of Medicare (AHCA-99)

**Description:** Each Medicaid Area Office receives claims for and/or identifies recipients eligible for buy-in of Medicare Part A. The usual procedure when a recipient is thus identified is to send a request for buy-in. However, this buy-in is started based on the current month in which the request was sent. By doing some extra research and analysis, then determining that a retroactive buy-in would be justified, the request for buy-in could reflect a prior month, rather than the current month.

**Applicability:** All Medicaid Area Offices.

**2000-01 Added Value:** Payment at Medicaid Rate: $149,781

**Cost to Buy-In:** $ 44,574

**Savings to Medicaid:** $105,207  the value would be recurring by identifying individuals with a series of hospitalizations or a prolonged stay where the payment at per diem exceeds the cost to retroactively purchase Part A.

**Potential Statewide Added Value:**

Contact: Name: Magdalena Olsson

Title: Program Administrator

Department: Agency for Healthcare Administration, Medicaid Area 11

Address: 8355 NW 53rd St., Miami, FL. 33166

Phone/Fax: 305-499-2025/fax: 305-499-2022

Email: olssonm@fdhc.state.fl.us

40. Brevard Dentists Care: Volunteer Adult Dental Clinic (DOH-75)

**Description:** Forty-seven volunteer dentists and ten volunteer hygienists provided services for 905 indigent clients who otherwise might not have received dental health care or might have required emergency care. The value of these services, which were
provided at no cost to the client or taxpayer, was $245,000. **Applicability:** Any area where private and public health service providers identify a need and are willing to form a partnership for meeting that need.

**2000-01 Added Value:** $245,000

**Potential Statewide Added Value:**

Contact: Name: Aliceann Hodgson

Title: Adult Dental Coordinator

Agency/Division: Brevard County Health Department

Address: 2575 North Courtenay Parkway, Merritt Island, Florida

Phone/fax: (321) 690-6493/ (321) 690-3425

Email: Alice-Hodgson@doh.state.fl.us

**41. Improvement in Processing Time for Exceptional Claims (AHCA-73)**

**Description:** Through an intense study of the process flow of exceptional claims, delays were identified and eliminated at each critical step, redundant functions and tasks were removed or collapsed, and a quality review for process outcome products was installed, resulting in a ten-day reduction in internal processing time.

**Applicability:** All Medicaid Area Offices.

**2000-01 Added Value:** $37,365 per fiscal year.

**Potential Statewide Added Value:**

Contact: Name: W. A. Hardy

Title: Field Office Manager

Department: Agency for Health Care Administration/Medicaid Area 2B

Business Address: 2639 N. Monroe St., Room 128, Tallahassee

Non-Suncom telephone number: 850-921-8474 X 148 Fax:850-921-0394

E-mail address: hardvb@fdhc.state.fl.us

**42. Mr. Stennis Moves Home (AHCA-63)**
**Description:** Mr. Stennis' quality of life was dramatically impacted by the assistance he was provided by Ms. Brantley and Mr. Young as they facilitated securing home and community-based services to allow him to move to his own apartment.

**Applicability:** The achievement can be applied to the state's response to the Supreme Court's Olmstead v. L. C. decision. This legal framework enables individuals with disabilities to live in the most integrated setting appropriate to their needs. The case management model and creative use of funding strategies can be adapted by individuals at the state and local levels to facilitate moving individuals from institutional settings to the community.

**2000-01 Added Value:** The average cost of nursing facility services is $42,000 per year. The average cost of Mr. Stennis' care plan through the Home and Community Based Services Waiver is $30,000 annually. A net savings for 1999 - 2000 of $12,000 was realized, not to mention providing more independent living.

**Potential Statewide Added Value:**

Contact: Name: Susan Kaempfer

Title: Program Administrator

Agency/Division: Medicaid Program Development

Address: 2727 Mahan Drive, Tallahassee, Florida

Phone/fax: (860) 414-2773

Email: kaempfes@fdhc.state.fl.us

**43. Hillsborough/Manatee County Plan Development Committee Outreach Project (AHCA-108)**

**Description:** Limited English speaking Hispanics can communicate better with health professionals and improve their quality of life if they can talk with these professionals in Spanish when accessing medical services. Customer satisfaction is increased when the language barrier is no longer an obstacle to access service. Health related brochures and medical information have been translated so Hispanics can actively participate in their health care.

**Applicability:** Any service oriented agency or business can improve services to their Hispanic population by focusing on common problems Hispanics encounter while trying to access services. 2000-01 Added Value: Annual cost savings of $50,000 based on medical expenses including an average hospital stay for an uncontrolled and untreated medical chronic condition.
**Potential Statewide Added Value:** Annual recurring savings based on increased number of Hispanics in compliance with their medical treatment in the long term can exceed $1 million.

Contact: Name: Paulette Perkins
Title: Program Operations Administrator
Agency/Division: Agency for Health Care Administration/Medicaid
Address: 6800 N. Dale Mabry Hwy. Suite 220, Tampa, FL 33614
Phone/fax: (813) 871-7600 Ext: 140 Fax (813) 673-4593
Email: perkinsp@fdhc.state.fl.us

**44. Reducing Length of Time to Complete Behavioral Assessments (C&F-136)**

**Description:** Direct behavioral services are provided more quickly and efficiently to targeted residents at Northeast Florida State Hospital without sacrificing the "best practice" standards of service delivery for such services. Training and performance feedback interventions are cost effective, and do not require purchase or use of any specialized equipment.

**Applicability:** Any setting where behavioral assessments and behavioral services are provided to customers. This includes community or residential settings, school systems, programs or facilities that serve children or adults with severe behavior problems.

**2000-01 Added Value:** Average savings of $616 per behavioral assessment in behavior analysts' salaries and benefits. Benefits to hospital residents are recurring in that more residents continue to receive direct behavioral services faster. Use of this procedure will continue to result in the initial cost savings noted above for each resident who is referred for behavioral services.

**Potential Statewide Added Value:**

Contact: Name: Elaine Hutchison, Ph.D.
Title: Director, Behavioral Intervention Services
Agency/Division: Northeast Florida State Hospital, Department of Children & Families
Address: Highway 121 South, Route 1, Box 519, Macclenny,FL 32063-9777
Phone/fax: (904) 259-6211 ext. 1680
45. Teaching Patients To Control Polydipsia and Diabetes (C&F-66)

**Description:** This project allows psychiatric patients to measure, monitor and record results of polydipsia and diabetes. Pre-set standards allows positive reinforcement whenever patients accomplish medical limits. This increases patients' freedom, resulting in less staff time to monitor their condition.

**Applicability:** Any inpatient psychiatric hospital setting, either public or private, and community settings where monitoring of polydipsia and diabetes is required.

**2000-01 Added Value:** $6,000 on one ward at G. Pierce Wood Memorial Hospital.

**Potential Statewide Added Value:** Added Value (annually recurring) estimated at $200,000. ($50,000 per state hospital times four institutions)

Contact: Name: Edward R. Lyon, Ed.D.
Title: Psychologist
Agency/Division: G. Pierce Wood Memorial Hospital
Address: 5847 SE Highway 31, Arcadia, Florida 34266-9627
Phone/fax: (863) 494-3323; (863) 494-8237
Email: Ed-Lyon@DCF. STATE. FL. US

46. Community Partnership (AHCA-107)

**Description:** Area 4 Consumer Relations, in partnership with other state and federal agencies, initiated community outreach efforts to target dually eligible beneficiaries. Project "Van Sweep," health fairs, Foster Care pre-services and many other community forums allowed AHCA to address the underserved Medicare/Medicaid population.

**Applicability:** Through joint planning meetings, sharing resources, ideas and agency education, the team developed a finished product enabling beneficiaries to understand both programs and how they operate. Extra efforts were made by Medicaid staff to develop and coordinate training using program knowledge of agencies under HCFA

**2000-01 Added Value:** Consumer education has reduced health care costs in our community as demonstrated by the actions of informed consumers who know correct policies and procedures and are able to interact effectively in an ever growing, technical managed care process.
SECTION THREE: CHILD SUPPORT ENFORCEMENT

47. GAINESVILLE ESTABLISHMENT CLIENT DNA DAY (DOR-58)

**Description:** A barrier to getting paternity and support orders established is that many potential Non-Custodial Parents perceive an unwillingness by child support enforcement workers to listen to their concerns. Special letters were sent to potential non-custodial parents with extended office hours and scheduled phlebotomists to be in house on a specified day.

**Applicability:**

**2000-01 Added Value:** $44,940 for one service center.

**Net Savings:** $70.00 per stipulation done in-house versus being sent to a legal service provider. $70 x 32 Genetic Tissue Test stipulations (voluntary agreements) = $2,240 savings.

Average percentage of paternity cases that go before the Circuit judge for default order because non-custodial parent does appear at hearing is 35% x 32 = 11 x $70 = $770.

The cost savings for not having to refer excluded non-custodial parents (those who are determined NOT to be the biological parent) are: 33% (current statewide exclusion rate) x 32 = 10.5. These normally have to be sent to the LSP as a dismissal (thus creating another legal reference and additional costs) 10.5 x $70 = $735

$2,240

$ 770
$3,745 cost avoidance by the Gainesville Establishment unit in one day.

**Potential Statewide Added Value:**

Contact Name: Jeffrey B. Smith

Title: Revenue Admin III

Agency/Division: DOR/CSE

Address: 5719 NW 13th Street Gainesville FL 32653

Phone/fax: 352-955-5454 fax 352-955-5220

Email: smithj@dor.st.fl.us


**Description:** Mary Rhodes' development of workman's compensation settlement intercepts for child support increased her collections by $494,372 over a 13-month period.

**Applicability:** Child Support Enforcement Offices statewide.

**2000-01 Added Value:** Additional child support collections of $494,372 between April 2000 and April 2001.

**Potential Statewide Added Value:** Equivalent increase in collections statewide through use of this process, which has been shared with the Tallahassee CSE Program Office and regional offices.

Contact: Contact Name: Mary Rhodes

Title: Human Services Program Specialist

Agency/Division: DOR/CSE

Address: 19345 U.S. 19 North, Suite 101, Clearwater, Fl. 33764

Phone/fax: (727) 507-6140 (727) 507-6148

Email: mrhodes.sdrsp20l.servcenS
**49. "Have A Heart" Non Custodial Stipulation Campaign (DOR-64)**

**Description:** Twenty eight court orders were obtained, providing forty-seven additional children with court ordered paternity and/or child support. Another NCP (non-custodial parent) Stipulation Day was held two months later with more success. This project also jump-started the use of "expedited genetic testing", a process that reduces the cost of negative test results (alleged father is excluded). Utilizing staff in a productive, organized manner, the results benefit children who need court ordered child support, and staff who see instant results.

**Applicability:** Speculation days can be held monthly, especially on a smaller scale, to obtain child support orders.

**2000-01 Added Value:** Twenty-five non-custodial parents signed waivers, which saved $540 in sheriff fees because their parents did not have to be served. Of 41 non-custodial parents undergoing expedited genetic testing, 10 were negative, saving $1,700 in attorney fees and court costs.

**Potential Statewide Added Value:**

Contact Name: Cynthia H. Ware

Title: Revenue Administrator

Agency/Division: DOR/CSE

Address: 661 South Broad Street, Brooksville FL 34601

Phone/fax: 352-544-2369 352-544-5157

Email: warec@dor.state.fl.us

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**50. Okeechobee Intake/Order/ Establishment Increase in Productivity (DOR-83)**

**Description:** Reduced families' dependence on Public Assistance by getting them court ordered Child Support. Increased the level of customer satisfaction by decreasing the time necessary to get a Paternity and/or Child Support order. Increased the level of job satisfaction internally by encouraging input from those who actually do the job.

**Applicability:** The basic concepts of setting realistic goals, continually re-evaluating how to best reach them, and seeking the input of those who actually do the job, both internally and externally, can be easily adapted to any business process.

**2000-01 Added Value:** The educational video saved $5,000 worth of work hours by decreasing the number of questions needing to be answered. DNA testing on the day of
court and having the hearing officer send customers directly from the court saved at least $2,500 based on reduction of paperwork and work hours spent scheduling and rescheduling customers and court continuances. Another added value is the increased in productivity directly related to increased enthusiasm and dedication of the entire intake team as they see first hand the positive effects their efforts have on the Department's performance accountability measures.

**Potential Statewide Added Value:**

Contact: Contact Name: Greg Peavier

Title: Revenue Administrator 11

Agency/Division: Department of Revenue-Child Support

Address: S02 NW 2nd Street, Okeechobee, Fl. 34972

Phone/fax: 863-462-5244/863-462-5246

Email: PEAVLERG.SDROK20I.S

**51. Lakeland Enforcement Custodial Parent Find Project (DOR-73)**

**Description:** This achievement surpasses the expectations of our process by collecting child support dollars on hard to locate cases and by locating the recipients who need child support monies.

The Lakeland Service Center increased revenue on difficult cases by aggressively locating and enforcing delinquent non-custodial parents. The impact of this project resulted in money being placed directly in the hands of many children. The average amount of revenue per case exceeded $1,100.

While this concentrated effort resulted in a significant increase in revenue, it also resulted in many child support checks being returned due to a poor or unknown address of the custodial parent and child. Normally, when checks are returned to the State office due to an invalid address for the custodial parent, a report is provided to the Audit/Distribution Team whose responsibility it is to address these collections. By making it a compliance process-wide initiative from clerical through the service center manager, we focused attention on a serious problem which resulted in many more cases being touched and resolved than would have been possible otherwise.

What we have learned is that many older cases gave up on ever receiving child support payments by the non-custodial parent years ago. With large caseloads prior to implementation of the business process teams, it was very difficult for employees to spend the needed effort on one case to bring it in compliance.
Now we have the tools, resources and most importantly the structure to ensure that many of the cases which were once considered hopeless will and do result in money to kids. We just need to locate the needy families and let them know the Department of Revenue is their best link to receiving obligated financial support.

**Applicability:** Statewide

**2000-01 Added Value:** This project resulted in release of 1,487 collections worth $102,534. Additional value was the many letters of gratitude from custodial parents, and increased staff motivation to find custodial parents and children and spread the good news that we have monies on the way to them.

**Potential Statewide Added Value:** An estimated $3.7 million.

Contact Name: Michelle M. Wiese

Title: Revenue Administrator III

Agency/Division: Department of Revenue/ Child Support Enforcement

Address: 230 South Florida Ave. Suite 201 Lakeland, Florida 33801

Phone/fax: 863-284-4467 fax: 863-284-4385

Email: wiesem@dor.state.fl.us

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**SECTION FOUR: LAW ENFORCEMENT, PUBLIC SAFETY AND CORRECTIONS**

**52. Florida Emergency Missing Child Alert (FEMCA) (FDLE-24)**

**Description:** Using existing technology, the Emergency Alert System (EAS), through the Emergency Operations Center, distributes critical information about abducted/missing children/abductors/vehicles to the public. Time is of the essence when a child is abducted. It is estimated that if a child is not successfully found within three hours, he or she may not be found alive.

Using the EAS and getting information on child/abductor/vehicle is one of the quickest ways to put information out to the public in a timely manner. Also, having information broadcast over radio and television stations ensures a wider audience.

**Applicability:** 2000-01 Added Value:

**Potential Statewide Added Value:**
53. FDLE/DHSMV Public Key Infrastructure Network Team (FDLE-5)

Description: As the number of CJNet users and databases grew, it became necessary to provide a method of authorized access to varying levels of sensitive data. To meet this need, a Public Key Infrastructure (PKI) system was designed and implemented on CJNet. Concurrently, DHSMV developed an automated method of providing driver license photos through CJNet using this security technology. PKI allows different individuals to have access to different databases at different levels while allowing general access to an entire population (in this case, the criminal justice community).

Applicability: FDLE plans to use the PKI system for other applications being developed for the CJNet. It can also be used on any network offering an assortment of databases needing limited and differing levels of access.

2000-01 Added Value: Conservatively this represents a cost avoidance to local criminal justice agencies of $1,231,652.

Potential Statewide Added Value: if all agencies having access to CJNet choose to access the DURS, the cost avoidance would increase to $5,505,527.

Contact: Name: Tom Watkins
Title: Chief of Production Services
Address: 2331 Phillips Road, Tallahassee, FL 32308
Phone/fax: 850-410-8410
Email: tomwatkins@fdle.state.fl.us
54. The Florida Crime Information Center Public Access System (FDLE-14)

**Description:** The Public Access System puts information at the fingertips of Florida citizens by giving immediate access to Hot File Records (wanted or missing persons and stolen property.) Additionally, citizens can submit electronic "tips" via the system to aid law enforcement in the recovery of persons and property.

**Applicability:** While any organization with public records could use such an application, PAS is designed for law enforcement agencies with Hot File Records. This application is currently being looked at by law enforcement agencies in other states.

**2000-01 Added Value:** While there are costs associated with the development and maintenance of the PAS, the value of the system is achieved through delivery of electronic public information to the citizens of Florida. PAS allows citizens to be informed about their community as well as aid law enforcement in the apprehension of wanted persons and the recovery of missing persons and stolen property.

**Potential Statewide Added Value:** N/A

**Contact:**

Name: Iris Morgan  
Title: Information Delivery Coordinator  
Agency/Division: Florida Department of Law Enforcement/Criminal Justice Information Services  
Address: Post Office Box 1489, Tallahassee, FL 32302  
Phone/fax: (850) 410-8193 (850) 410-8188  
Email: irismorgan@fdle.state.fl.us

55. Criminal Food Stamp Trafficking Investigation (FDLE-35)

**Description:** This is the first integrated investigative effort among FDLE sworn agents, and it recently added nontsworn public assistance fraud investigators.

It demonstrates the value added aspect of joint investigations in which the capabilities of fraud investigators are complemented by the expertise and authority of sworn agents to combat serious community problems that undermine confidence in public assistance programs and spawn other serious criminal activities by market owners and recipients.

**Applicability:** Statewide within and outside of FDLE. Combining resources to generate synergism and develop a holistic approach to these forms of investigation can be
replicated in Medicaid fraud investigations, disaster-relief fraud investigations, public housing fraud investigations, and certain consumer or banking fraud investigations.

2000-01 Added Value: Revealed approximately $200,000 in theft. Also has the effect of bolstering public confidence in the integrity of public assistance programs while reducing criminal ventures in traditionally high-crime neighborhoods.

The publicity of these investigations will have a recurring deterrent value, reducing the amount of criminal food stamp trafficking while ensuring proper use of taxpayer-funded public assistance programs.

**Potential Statewide Added Value:** N/A

Contact: Name: Georgia Pellegrino  
Title: Investigation Manager  
Agency/Division: Florida Department of Law Enforcement, Miami Region  
Address: 900 NE 125th Street, Suite 205, Miami, FL 33161  
Phone/fax: (305) 795-2191/(305) 795-1202  
Email: georgiapellegrino@fdle.state.fl.us

**56. Rapid Response Team/Mobile Interview Facility (FDLE-29)**

**Description:** Reduction in investigative time and resources by one-third by utilizing a team approach combined with the Mobile Interview Facility (MIF). Helps reduce the trauma that child victims suffer as a result of abuse.

(MIF) facilitates interviewing children, in a safe, child friendly environment, without requiring them and their caretakers to travel long distances. The vehicle can also be utilized as a mobile command post on the site of missing or abducted children.

Additionally, the MIF allows investigators to conduct joint investigations and schedule interviews of child victims at a time that is more convenient than traditional investigations allow. This vehicle is ideal for multiple victim/offender, or multiple jurisdictional child abuse investigations.

Since the inception of the MIF, the Department has responded to more than fifteen child abuse cases with the average case requiring interviews of at least twenty (20) victims/witnesses.

**Applicability:**
**2000-01 Added Value:** Varies from case to case. On average, case costs and resource commitments have been reduced to approximately 1/3 the time it traditionally took to respond and complete investigations.

**Potential Statewide Added Value:**

Contact: Name: Special Agent Terry Thomas  
Title: State-wide Coordinator, Crimes Against Children  
ProgramAgency/Division: Florida Department of Law Enforcement  
Address: 2331 Phillips Road, Tallahassee, Florida  
Phone/fax: (850) 410-8369 Fax: (850) 410-8599  
Email: terrythomas@fdle.state.fl.us

**57. Using Technology to Identify Illegal Food Stamp Trafficking (FDLE-16)**

**Description:** Improve identification and investigation of food stamp abuse.  

**Applicability:** Investigation of abuse in other electronically distributed funding programs.  

**2000-01 Added Value:** $228,540  

**Potential Statewide Added Value:** The annual, non-recurring cost avoidance could be as much as $1,590,780 if all seven Florida Department of Public Assistance Fraud units in the state used this methodology.

Contact: Stan Stephens  
Title: Investigation Manager  
Agency/Division: Florida Department of Law Enforcement/ Public Assistance Fraud  
Address: 3974 Woodcock Drive, Jacksonville, FL 32207  
Phone/fax: Tel: 904/390-4690 Fax: 904/346-5177  
Email: stanstephens(Wdle.state.fl-us

**58. Operation Deluge: Investigation of Fraudulent Disaster Claims (FDLE-36)**
**Description:** This operation has a significant deterrent impact on future fraud during disasters. The frequency with which natural and man-made disasters occur in Florida is high, and demonstrating the initiative to review and investigate claims against public assistance programs reinforces the notion that an individual's claim for a loss is subject to review for accuracy. This scrutiny is vital to bolstering public confidence in the integrity of these important programs for the vulnerable in our State.

**Applicability:** All forms of emergency public assistance provided to ameliorate the impact of a natural disaster.

**2000-01 Added Value:** $23,000 in fraudulent claims were identified. A $60,000 cost avoidance will result from this operation over the next 12 months

**Potential Statewide Added Value:** 218 additional targets are under investigation for smaller claims ($200 - $299 each) for a nonrecurring value of $54,000 in fraud and $185,000 in potential cost avoidance over the next 12 months. This does not include the manpower and funds saved in future disaster claims processing resulting from the deterrent effect of this fraud Investigation initiative.

Contact: Stephen Browning

Title: Investigation Manager

Agency/Division: Florida Department of Law Enforcement

Address: 900 NE 125th Street, Suite 205, Miami, FL 33161

Phone/fax: 305 795-2191/305 795-1202

Email: stephenbrowning@fdle.state.fl.us

**59. Maximizing 200 One Stop Centers to place Ex-Inmates (DOC-4)**

**Description:** Through a Memorandum of Understanding with the Workforce Development Council, the Florida Department of Corrections' Project ReConnect (job placement and development program for post release ex-offenders) now has direct access to 200 One-Stop Centers for job assessment, training (if needed) and job placement. This agreement more than quadruples (from approximately 2000 to 8,000+) the number of released inmates who can be served.

Research shows that inmates leaving prison with a GED and/or a vocational certificate and are placed in a decent paying job recidivate far less than those released directly to the free world.

**Applicability:** The Department of Juvenile Justice, vocational/technical centers and community colleges.
2000-01 Added Value: Each ex-offender who does not return to prison saves the state approximately 18,000 per year. If only 100 inmates do not recidivate, the cost avoidance is $1.8 million.

Potential Statewide Added Value: Nearly 22,000 inmates are currently released annually from the state corrections system.

Contact: William Brown
Title: Program Administrator
Agency/Division: Florida Department of Corrections
Address: 2601 Blair Stone Road, Tallahassee 32399
Phone/fax: 850-410-4419 fax 850-488-3476
Email: brown-william@mail.dc.state.fl.us

60. Automated Substance Abuse Screening, Priority Ranking and Placement System (DOC-12)

Description: Substance abuse programming slots are now being filled with inmates who have been identified as having the most serious substance abuse problems rather than inmates who volunteer for the program regardless of the severity of their substance abuse problem. Public safety concerns are better addressed by providing this service to the identified high risk population.

Applicability: State agencies, departments/bureaus that have large populations to provide services to and limited service/programming resources. This system was recently implemented in the Department's Bureau of Education and Transition to identify inmates most in need of academic education. Other program bureaus within the Department of Corrections plus the Department of Juvenile Justice and Department of Children and Families could possibly adapt this system.

2000-01 Added Value: The screening system enables responsible staff (Social Services Counselors at Reception Centers) to complete a more detailed screening in the same amount of time as the previously screening system. To accomplish the detail of the current screening it is estimated that an increase in 40-50% of staff time available for the screening process would have been required. This suggests a cost avoidance of 4 to 5 Social Services Counselors at an approximate salary of $30,000 per year, or $120,000 to $150,000 per year.

The prioritization ranking enables the Department to avoid costs associated with placing inmates in substance abuse programs when not needed (as a result of a more detailed and
exacting screening at a Reception Center). Further, this system greatly reduces erroneous placements.

The estimated cost per month for an inappropriate placement into a therapeutic community is 1.9 times the cost for outpatient programs, which equals approximately $2,200 per year per inappropriate placement. Assuming a minimum of up to 50% inappropriate placements into Modality Two rather than being appropriately placed into the less intensive Modality One, the cost avoidance is estimated at $552,200.

The more detailed screening enables the Department to avoid placing inmates with less need into more expensive residential programs when these inmates' substance abuse program needs can be served adequately by a less costly outpatient program. Additionally, it is estimated that the system will increase program utilization by 10-15%. Using the conservative estimate of a 10% increase in treatment episodes based on 11,500 inmates treated in FY 99-00 would result in 1,150 more inmates treated in the next year with existing resources. Using a weighted average across all substance abuse programs of $3,150 per year per treatment could result in a cost avoidance of approximately $3,622,500 in the first succeeding year alone. The total estimated cost avoidance/saving would be a minimum of 4,294,700.

**Potential Statewide Added Value:** If this system of screening, prioritization and placement were adapted by two Bureaus within the Department of Corrections plus the Department of Juvenile Justice and the Department of Children and Families in doing similar screening and placement; with a cost avoidance of 50% of the estimated cost avoidance/saving as noted above, the total cost avoidance is estimated at $8.6 million annually.

Contact: Pamela Denmark

Title: Chief, Bureau of Substance Abuse Programs

Agency/Division: Department of Corrections, Office of Program Services

Address: 2601 Blair Stone Road, Tallahassee, FL 32399

Phone/fax: 850-488-9169 FAX -850-922-0847

Email: denmark.pam@mail.dc.state.fl.us

**61. Cost Savings Through Effective Litigation Management (DOI-8)**

**Description:** Millions of dollars have been saved through risk/litigation management efforts. Effective negotiation skills are about more than driving a hard bargain. They also include learning where to draw that fine line in the sand, reading people correctly and letting the other side maintain its dignity while reaching a fair settlement.
Applicability: This process can be applied to all types of conflict resolution.

2000-01 Added Value: Over a five-year period, 274 cases were settled at an estimated savings totaling $10.2 million. This added value is expected to increase in future years.

Potential Statewide Added Value: Litigation against the State of Florida will continue, particularly with no caps in Federal Civil Rights cases.

Contact: Chris Taul
Title: Risk Management Program Administrator
Agency/Division: Department of Insurance, Division of Risk Management
Address: State Liability Claims, 200 E. Gaines Street Tallahassee, FL 32399-0338
Phone/fax: (850) 413-4858 Phone (850) 488-6992 Fax
Email: TAULC@DOI.STATE.FL.US

SECTION FIVE: ENVIRONMENT

62. Groundwater Protection Through Pesticide Monitoring (DOACS-4)

Description: Study results helped in determining continued use of the pesticide TEMIK in a safe manner. Loss of this product would significantly impact the citrus industry in the State of Florida.

Applicability: The approach and method utilized can be applied to any environmental monitoring for specific pesticides. This achievement can also be adapted by local government agencies to assist with integrated pest management strategies.

2000-01 Added Value: Loss of this product would cost the industry millions of dollars from estimates produced by the Institute of Food and Agricultural Sciences, University of Florida, and grower groups in the State of Florida.

Potential Statewide Added Value: The recurring potential leveraged added value is dependent on continued use of the product.

Contact: Keith Parmer
Title: Environmental Administrator
Agency/Division: Agriculture and Environmental Services, Bureau of Pesticides
63. Scrub Habitat Restoration Project (DEP-10)

Description: Increasingly rare sand pine scrub forests, listed as "globally imperiled", require periodic fire to survive. Land managers have been unable to safely burn certain portions of these forests because of their proximity to infrastructure and highways. This project's techniques allow the safe and predictable use of prescribed fire as a management tool for these fire-dependant plant communities. The ecological diversity of Florida will be enhanced through the ability to guarantee the future of the remaining few areas of sand pine scrub.

Applicability: This achievement can be adapted by any land management entity that has responsibility for fire-dependant forests that cannot be burned because of unacceptable flame heights and/or smoke management problems. State and regional agencies units of the Florida Park Service, the Division of Forestry, the Florida Fish and Wildlife Conservation Commission, and Water Management Districts.

2000-01 Added Value: $3,882

Potential Statewide Added Value:

Contact: Martin D. Morse
Title: Park Services Specialist
Agency/Division: Dept. of Environmental Protection I Division of Recreation & Parks/Jonathan Dickinson State Park
Address: 16450 SE Federal Hwy. Hobe Sound, FL 33455
Phone/fax: 561-744-9814/561-744-7604
Email: jdsp@gate.net

64. Reduced Fees for Laboratory Solid Waste Collection (DOT-16)

Description: Solid waste removal cost savings and environmental benefit achieved by recycling debris.
Applicability: Materials testing laboratories that process concrete, soil and asphalt samples can use this concept to reduce disposal costs and help conserve materials. This achievement can also be adapted by entities with construction debris.

2000-01 Added Value: $7,176 recurring

Potential Statewide Added Value:

Contact: Hesham Ali
Title: District Materials Engineer
Agency/Division: FDOT
Address: 14200 W State Rd. 84, Fort Lauderdale
Phone/fax: (954) 475 4110/ (954) 475 4119
Email: Hesham.ali@dot.state.fl.us

65. Exotic Plant Location and Mapping (DEP-5)

Description: Using GPS to locate and map exotic plant locations facilitates scheduling for re-treatment and more timely return to infested areas, with the ultimate goal of completely eliminating exotic plant species including Brazilian Pepper, Melalleuca, and Rosary Pea.

Applicability: Any location where exotic plant removal is conducted. In-park trainings easily facilitate teaching others how to use this technology and enable them to create their own maps.

2000-01 Added Value: $500

Potential Statewide Added Value:

Contact: Scott Spaulding
Title: Park Manager
Agency/Division: Department of Environmental Protection/Division of Recreation and Parks
Address: IL843 S Tamiami Trail, Osprey, Florida 34229
Phone/fax: (941) 483 5957 / (941) 480-3007
66. Lead-Based Paint inspection of Homes (DOH-42)

**Description:** Homes are required to be inspected for lead-based paint hazards before the City of Jacksonville uses federal funds to renovate them for low-income families. If lead paint hazards are found, renovations must include elimination of lead dust contamination. This assures a lead safe home for families and reduces the possibility of children becoming lead poisoned.

**Applicability:** Other counties. Citizens who purchase older homes can also receive this service for the small fee. Customers in public assistance programs can be trained to renovate/clean up homes in a safe manner and be hired by contractors who are certified to renovate homes with lead hazards.

**2000-01 Added Value:** $22,010 for a five-month period

**Potential Statewide Added Value:** $54,516 in increased revenue on an annual basis in the first year and potentially increasing every year

Contact: Hazel Brown

Title: Human Services Program Manager

Agency/Division: Duval County Department of Health

Address: 520 Stockton St, Jacksonville

Phone/fax: (904) 381 6040 (904) 381-6016

Email: Hazel_Brown@doh.state.fl.us

67. Environmental Toxicology Program Development (DOH-44)

**Description:** Approximately 237 possible dumpsites were identified and the potentially hazardous substances from them and others sources of pollution present in the environment. 1,200 potable wells were sampled for chemical contamination. Remediation work was begun on 40 previously unknown private drinking water wells.

Through a Total Quality Management methodology, the teams identified and addressed public health risks that otherwise might have remained unknown. The community became more aware of dump sites/sources of pollutants and the potential health risks associated with these pollutants.

**Applicability:** Other communities that face the same or other environmental health risks.
**2000-01 Added Value:** Unable to place a dollar amount on the quality of life, the health and the lives that were positively impacted by this initiative. For the citizens of this community, there is certainly potential for reduced long-term health care costs and improved environmental health and safety.

**Potential Statewide Added Value:**

Contact: David R. Jones

Title: Environmental Specialist III

Agency/Division: Duval County Department of Health

Address: 900 University Blvd., North Suite 300, MC-45

Phone/fax: (904) 665-2400 (904) 745-3016

Email: David_Jones@doh.state.fl.us

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**68. Geographical and Satellite Mapping Database for Epidemiology (DOH-12)**

**Description:** Achievement has revolutionized the way Environmental Health program data is presented to the public, other agencies and legislators.

**Applicability:** Any agency, program or project that collects data involving population statistics over any given area - no matter how large or small - and has the equipment and a trained staffer, can use Grazyna Pawlowicz methods of data mapping.

**2000-01 Added Value:** it is hard to assign a dollar value. This achievement has the effect of making health issues more understandable via simpler maps and documents.

**Potential Statewide Added Value:** Large; hard to estimate

Contact: Scott Heston

Title: ES I

Agency/Division: DOH Environmental Health

Address: 900 University Blvd S Jacksonville, FL 32211

Phone/fax: (904) 665 2456

Email: scott_heston@doh.state.fl.us
SECTION SIX: FACILITIES, INSTITUTIONS, INFRASTRUCTURE AND MAINTENANCE

69. Facility Guidelines for Juvenile Justice Detention Centers and Residential Programs (DJJ-6)

Description: Use of these guidelines improves standardization, efficiency and predictable outcomes in the design and construction of DJJ facilities.

Applicability: Format can be applied to all facility design and construction units.

2000-01 Added Value: Saves $6,000 to $10,000 per fixed capital outlay that is not required to be paid to consultants for space programming. Saves countless hours of review and revision time of Department of Juvenile Justice staff.

Potential Statewide Added Value:

Contact: Name: Mae Bell Washington
Title: Senior Architect
Agency/Division: Department of Juvenile Justice/Administration/General Services/Facility Services
Address: 2737 Centerview Drive Tallahassee, FL 32399-3100

70. Seasonal High Water Table Elevations for Drainage Design (DOT-15)

Description: Obtaining seasonal high water table elevations for drainage design significantly reduces the need for installing and monitoring piezometers.

Applicability: Entities seeking same or similar data

2000-01 Added Value: $17,583

Potential Statewide Added Value:

Contact: Name: Hesham Ali
Title: District Materials Engineer
Agency/Division: FDOT
Address: 14200 W State Rd. 84, Fort Lauderdale
71. Recycled Drain Grate Replacement (DOT-14)

**Description:** Recycled decking from bridge rehabilitation projects produces a grate that lasts approximately twice as long as other material, and provides an original cost savings as well. This saves the cost of drain grates and reduces potential lawsuits against the Department of Transportation.

**Applicability:** All drainage boxes that require grate covers. This can be adapted statewide as long as bridge decking from rehabilitation projects can be acquired.

**2000-01 Added Value:** Approximately $25,000 over two years.

**Potential Statewide Added Value:**

Contact: Name: Frederick J. Schonis  
Title: Bridge Operations Engineer  
Agency/Division: Department of Transportation, Fort Lauderdale Maintenance  
Address: 5548 NW 9th Ave, Fort Lauderdale, 33309  
Phone/fax: (954) 958-7602 / (954) 202-3021  
Email: Frederick.Schonis@dot.state.fl.us

72. Developing A Timesaving, Reusable Corridor Report Format (DOT-20)

**Description:** Segments of a completed corridor report can be configured to serve as the foundation of Environmental Impact Statements. When a complex level of evaluation is called for in a given project, compartmentalization can shorten the time required to receive funding approval and shorten the time to construction.

**Applicability:** Any project which requires a corridor report as a first step in a project's evaluation. The achievement may be copied by other Districts as well as other states when preparing complex environmental and engineering evaluations. In addition to applications for in-house projects, this approach can be used by consultants to lessen the time needed to complete their projects.

**2000-01 Added Value:** Not Applicable
**Potential Statewide Added Value:** $500,000 per project

**Contact:** Name: Dr. Kenneth A. Campbell  
Title: Environmental Specialist  
Agency/Division: Department of Transportation/Office of Planning and Environmental Management  
Address: 3400 West Commercial Boulevard, Ft. Lauderdale, Florida 33309  
Phone/Fax: (954)777-4341/(954)777-4310

73. **Excess Reclaimed Water (DOC-16)**

**Description:** Sumter Correctional Institution had a problem with excess reclaimed water. Irrigating a large amount of acreage presented a potential threat to the local fresh water supply by lowering the level of the fresh water table and increasing the risk of salt-water intrusion. Working together in a four way partnership with outside agencies, a solution was developed for Sumter Correctional institution to pipe excess, treated, reclaimed water to a nearby cemetery for irrigation purposes.

**Applicability:**

2000-01 **Added Value:** Forty-three million gallons of water were reclaimed in both 1999 and 2000. Without the project, the nearby Florida National Cemetery would have utilized 440 bags of fertilizer at $25 for each 50 lb. bag for a total cost of $11,000.

**Potential Statewide Added Value:**

**Contact:** Name of Nominator: David R. Lehr  
Title: Warden  
Agency: Sumter Correctional Institution  
Business address: P.O. Box 667, Bushnell, FL, 33513  
Telephone (Non-Suncom) (352) 793-2525 Fax (352) 793-7693  
E-mail address: lehr,david@mail.dc.state.fl.us  
Telephone (Non-Suncom) (352) 793-2525 Fax (352)
E-mail address: owens,laynard@mail.dc.state.fl.us

74. Cost Savings To City Of Reddick And Marion County (DOC-3)

Description: Public Works squads conduct inmate tool and equipment checkout faster and reduce reporting time to job sites. Result: Increased productivity and time savings.

Applicability: Any institution with inmate labor squads performing duties in public areas that utilize large amounts of equipment and resources.

2000-01 Added Value: An increase in dollars saved from 2000 to 2001 in the amounts of an average of $11,772 and $13,416, respectively.

Potential Statewide Added Value:

Contact: Name: Captain John H. DeSell
Title: Administrative Captain
Agency/Division: Department of Corrections; Lowell Correctional Institution
Address: PO Box 147 Lowell, Florida 32663
Phone/fax: SC 653-1324 fax: 352-369-2163

75. Vehicle Rebuild Program (DJJ-2)

Description: Cost savings from rebuilding vehicles in agency fleet versus purchasing new vehicles.

Applicability: This program applies to vehicles that make up the majority of an agency's fleet. For example, more than 80% of the Department of Juvenile Justice's vehicles are Chevrolet and Ford passenger vans. These vehicles are the group that the Support Services Section targets as candidates for the program. Specialized and small populations of other vehicles would not be cost effective to manage. This program can also be applied to other pieces of equipment that could benefit from being refurbished versus purchasing new equipment.

2000-01 Added Value:

Potential Statewide Added Value:

Contact: Name: Bernard Scott
Title: Chief of General Services
76. Institution Consumer Electronic Repair Program (DOC-9)

Description: Televisions and other electronic equipment for correctional institutions are repaired at minimal cost, the primary expenditure being for parts. All diagnostics and labor are done at no cost by prison inmates.

Applicability: Any institution with an electronics or consumer electronics program.

2000-01 Added Value: $18,500

Potential Statewide Added Value: $18,500 based on two other correctional Institutions with such programs doing 50% of the work that is done by the program at Polk Correctional Institution.

Contact: Name: Ricky Slaughter
Title: Education Supervisor I
Agency/Division: Florida Department of Corrections/Polk Correctional Institution
Address: 10800 Evans Road
Phone/fax: 863-984-2273 Ext. 212 863-984-3072
Email: slaughter.william@mail.dc.state.fl.us

77. Project Right To Sight (DOC-8)

Description: Eliminated cost of recycling used eyeglass for those in need. A partnership with Lions Clubs in Central Florida resulted in providing a wonderful service for the community.

Applicability: Any correctional institution that can develop a partnership with their local Lions Club and that has a staff member who is able to oversee the project as an added part of his/her regular duties. Also, three to five inmates to inspect, wash, label and pack used eyeglasses.
2000-01 Added Value: $ 201,030

Potential Statewide Added Value: $502,575 based on five correctional Institutions with such programs doing 50% of the work that is done by the program at Polk Correctional Institution.

Contact: Name: Ricky Slaughter
Title: Education Supervisor I
Agency/ Division: Florida Department of Corrections/Polk Correctional Institution
Address: 10800 Evans Road
Phone/fax: 863-984-2273 Ext. 212 / 863-984-3072
Email: slaughter.william@mail.dc.state.fl.us

78. Wheelchair Repair Program (DOC-7)

Description: Wheelchairs at a correctional institution housing numerous impaired inmates are repaired at minimal cost, the primary expenditure being for parts. All labor is done at no cost by inmates.

Applicability: Any correctional institution with an automotive technology or small engines program that also has impaired inmates needing wheelchairs.

2000-01 Added Value: $6,630

Potential Statewide Added Value: $19,890 based on three correctional institutions with such programs if they do approximately the same work that is done by the program at Polk Correctional Institution

Contact: Name: Ricky Slaughter
Title: Education Supervisor I
Agency/Division: Florida Department of Corrections/Polk Correctional Institution
Address: 10800 Evans Road
Phone/fax: 863-984-2273 Ext. 212 / 863-984-3072
Email: slaughter.william@mail.dc.state.fl.us

79. General Services Manual (DJJ-28)
**Description:** This achievement has reduced productivity errors made by employees; reduced telephone inquiries within the North Region; and increased employee efficiency and morale. Employees use the manual as a reference to complete their daily work assignments.

**Applicability:** Other regions/circuits within the Department of Juvenile Justice.

**2000-01 Added Value:** Reducing telephone calls - savings on cost of using long distance and Suncom. Reducing time and waste - saving on the time and salary to complete incorrect/incomplete paperwork, redo work assignments or paperwork, distribute and/or redistribute mail.

**Potential Statewide Added Value:**

Contact: William A. Blue

Title: OMC Manager

Agency/Division: Department of Juvenile Justice/North Region Detention Services
Address: 525 North Martin Luther King, Jr. Blvd., Tallahassee, Florida 32301 Phone/fax: (850) 487-4251/ (850) 414-9054
Email: William.Blue@djj.state.fl.us

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**SECTION SEVEN: BUDGETING, PLANNING, FINANCE, ACCOUNTING AND AUDITING**

**80. FSU Online Budget Management System (FSU-30)**

**Description:** Many university and agency departments maintain "shadow" accounting systems to track data at a more granular level than the Florida Accounting Information Resource System (FLAIR) allows. Automation of "shadow" systems saves time, money and increases efficiency and productivity.

**Applicability:** Other FSU departments. Applicability outside of FSU to the extent that similar financial "data warehouses" are in place.

**2000-01 Added Value:** $110,000

**Potential Statewide Added Value:** Depends on to what extent other agencies and departments have "shadow" accounting systems. It is well known that many do; thus potential savings are in the millions.

Contact: Jenny Kinsey
Title: Associate Director, Research Programs/Services
Agency/Division: Florida State University/Graduate Research
Address: NHMFL, FSU, Tallahassee, FL 32306 2740
Phone/fax: (850) 644-5796 / (850) 644-9462
Email: kinsey@magnet.fsu.edu

81. Departmental Unit Cost Analysis (DBPR-11)

Description: A model that senior management can use to evaluate various options in re-engineering a department.

Applicability: Other agencies that are interested in doing unit cost analyses.

2000-01 Added Value: $17,000

Potential Statewide Added Value:

Contact: Lance W. Rodan
Title: Chief, Bureau of Licensure-H&R
Agency/Division: Department of Business and Professional Regulation
Division of Hotels and Restaurants
Address: 1940 N. Monroe Street, Tallahassee, FL
Phone/fax: (850) 410 1497 488 1514 FAX
Email: Lance.Rodan@dbpr.state.fl.us

82. Financial Screening for Home Health Care Providers (AHCA-138)

Description: Home and community-based services are widely lauded as a cost-effective alternative to expensive nursing home care. Home care providers, including home health agencies, nurse registries, home medical equipment providers and health care services pools, are examples of this expanding sector of health care.

In the past, many of these providers have been small local businesses. Now they are becoming larger and organized as corporations, so more sophisticated financial analysis in the licensure process is required.
This is an area that appears to be subject to significant health care fraud, so better financial screening is a preventive measure. Patients who use home care providers, notably frail elderly and disabled persons, are the primary beneficiaries.

**Applicability:** Any licensure or regulatory process where private sector changes require increased attention to financial screening processes. Also, any health care provider licensure process where financial arrangements are becoming more complicated, and providers are growing larger and increasingly organized as corporations. Examples of such providers include assisted living facilities and adult day care centers. As the regulatory environment changes, these methods could also be adapted to providers such as hospices and specialized mental health services.

**2000-01 Added Value:**

**Potential Statewide Added Value:**

Contact: Jeff Gregg
Title: Chief, Bureau of Health Facility Regulation
Agency/Division: Agency for Health Care Administration, Division of Managed Care and Health Quality
Address: 2727 Mahan Drive, MS 28A, Tallahassee, FL 32308
Phone/fax: 850-922-0791 850-413-7955
Email: greggi@fdhc.state.fl.us

**83. Automated Spending Plan (DOH-63)**

**Description:** By automating a monthly spending plan for each bureau or division within the Department of Health, the Bureau of Budget Management was reduced by six FTEs and the budget by $258,099.

Before the automated system was developed, staff printed reports from the Florida Accounting Information Resource System (FLAIR), then manually entered allotment, encumbrance and expenditure data into Excel spreadsheets. The new automated system calculates the salary amount needed based on data from the Cooperative Employment Personnel System (COPES). Any known adjustments (such as leave payouts or filling a position above minimum) can be entered into the ”Adjustment” column.

**Applicability:** Any agency that uses the FLAIR system to obtain budget and expenditure data.
2000-01 Added Value: Faster and more accurate budget information is available to management and interested parties.

Potential Statewide Added Value:

Contact: Rosey Dollar
Title: Chief of Budget Services
Agency/Division: Department of Health/Division of Administration
Address: 4052 Bald Cypress Way, Bin B02, Tallahassee, FL 32399-1730
Phone/fax: 245-4452 fax: 488-8499
Email: Rosey_Dollar@doh.state.fl.us

84. Budget Control - Allotment Transactions (DOC-5)

Description: This initiative utilized technology to save time and money. This process also enabled this function to be more efficient and streamlined.

Applicability: State agencies, departments/ bureaus that manually enter allotment transactions to record their operating budget. Any agency/office that is manually using or entering allotment transactions into the Florida Accounting Information Resource System can use this process to download information.

2000-01 Added Value: $5,537 worth of employee time

Potential Statewide Added Value:

Contact: John Hart
Title: Operations & Management Consultant Manager
Agency/Division: Corrections/Office of Administration
Address: 2601 Blair Stone Road, Tallahassee, FL. 32399
Phone/fax: Phone (850) 410-4144 Fax (850) 922-2995
Email: hart.john@mail.dc.state.fl.us

85. Web Sites with Electronic Forms and Informational Material (AHCA-13)
Description: The Bureau of Finance and Accounting's Intranet and Internet sites provide electronic forms and informational material. Changes to the forms can be made quickly without wasting a supply of the former version. The on-line electronic tax certificate is accessible to all vendors. The information and training material answers frequently asked questions.

Applicability: All state agencies. Providing information and electronic forms on-line allows quick access for employees and non-employees. It also saves time, money and paper.

Any state agency, other governmental entity or business can adapt the format of the sites by replacing Agency for Health Care Administration information with their own. On-line access to contact information, organizational information, training materials, forms, tax certificates and links to related sites such as vendor payment history on-line is beneficial to many agencies and businesses.

2000-01 Added Value: Approximately $2,250 in reduced printing costs by using on line travel voucher and no longer printing the form on four part carbonless paper. At the estimated rate of one hour per week reduced in questions for staff, 52 hours per year (valued at an average of $870) could be spent on other activities.

Potential Statewide Added Value:

Contact: Mary Ann Alligood

Title: Senior Management Analyst I

Agency/Division: Agency for Health Care Administration; Division of Administrative Services

Address: 2727 Mahan Drive, Building 2, Room 200; Tallahassee, FL 32308

Phone: (850) 922-8406 Fax: (850) 922-3659

Email: alligoom@fdhc.state.fl.us

86. Authorization Process/Payment from Bills (DOH-37)

Description: A streamlined payment process that eliminates paperwork, increases productivity and speeds up payment to providers.

Applicability: All Children's Medical Services offices.

2000-01 Added Value:

Potential Statewide Added Value:
Contact: Paula M. McAdow
Title: OMC Manager
Agency/Department of Health, Children's Medical Services
Address: 1551 Forum Place, West Palm Beach, Fl. 33401
Phone/fax: (561) 682-0177/(561) 682-0185
Email: Paula_McAdow@doh.state.fl.us

87. Reimbursement of Travel Payment to Employees (DOI-3)

Description: Reduction in time spent processing travel related electronic fund transfers and checks. Less time spent reimbursing revolving fund. No errors in social security numbers when reimbursing employee travel. Employees receive their travel payments quicker.

Applicability: Any state agency accounting office that uses the Florida Accounting Information Resource (FLAIR) and Cooperative Employment Personnel System (COPES).

2000-01 Added Value: Redirection of personnel, man-hours saved and paper reduction.

Potential Statewide Added Value: Recurring redirection of personnel, which results in salary savings of $6,700 annually, and savings in paper.

Contact: Paula Crosby
Title: Accounting Services Administrator
Agency/Division: Department of Insurance, Financial Services
Address: 200 East Gaines Street, Room G.13, Tallahassee
Phone/fax: 488-1964
Email: Crosbyp@doi.state.fl.us

88. Auditing Electronically (DOR-24)

Description: Electronic auditing minimizes the time to complete audits, reduces disruption to taxpayers' business activities, requires fewer taxpayer staff to assist in the audit process, and requires retrieval of fewer hardcopy documents. Increased accuracy by eliminating unnecessary data entry and the element of human error.
**Applicability:** All of the Department's service centers can conduct electronic auditing of taxpayers' potential liability of sales & use tax. Electronic auditing method can be expanded to the corporate income tax, motor fuel tax, telecommunication service tax, Intangible tax, and severance tax.

**2000-01 Added Value:** Using the electronic auditing method in contrast to manual input methods increased revenue per audit hour from $166 to $780.

**Potential Statewide Added Value:** The potential leveraged added value is definitely recurring, and the service center is committed to increasing the percentage of cases completed using the electronic method from 7% in 2001 to 25% in 2002. This has the potential of further recoveries of lost revenues of $9,064,807.

Contact: Rebecca G. Walker
Title: Computer audit analyst
Agency/Division: GTA/Compliance Enforcement/Compliance Review
Address: 6302 E. Martin Luther King Blvd., Ste 100, Tampa
Phone/fax: 813-664-4048, fax 813-744-6589
Email: Walkerr@dor.state.fl.us

**89. Filing System for Audit Letters (AHCA-15)**

Description: New process for handling and filing audit letters has resulted in more efficient research, quicker response to queries from providers and auditors, and a savings of time and money for the agency.

**Applicability:** Anyone tracking correspondence that moves through a series of statuses or pending classifications. Any group that must track correspondence and other case-related paperwork through various levels of processing.

**2000-01 Added Value:** Savings of 130 hours worth approximately $2,350 annually.

**Potential Statewide Added Value:**

Contact: Willie V. Bivens
Title: Accountant IV Coordinator
Agency/Division: Agency for Health Care Administration/Division of Administrative Services
SECTION EIGHT: CONTRACT, GRANTS AND PURCHASING

90. Sustained Above Average Quality And Timeliness Of Service (AHCA-72)

Description: Innovative use of contact management and e-mail software to track provider file corrections and Medicaid provider enrollments from submission to activation, thus increasing the availability of and access to Medicaid providers for Medicaid recipients.

On average, applications are activated in less than half the time of those providers that do not submit through this system. The timeliness and quality of the Provider Enrollment process/service in Area One has been increased, as well as significantly increasing customer (provider) satisfaction.

The features of the contract management portion of Microsoft Outlook are fully exploited, allowing enrollment analysts to devote more individual attention to each application, manage the associated workload, and increase customer satisfaction.

One analyst processed and/or resolved over 800 provider transactions (enrollments and associated MIS file corrections) while completing over 3,500 phone calls and responding to over 600 e-mails in support of those transactions.

Applicability: Full use of Outlook's contact management features can be adapted to all Medicaid field offices to create a data base that results in better customer satisfaction.

2000-01 Added Value: The added value is an increase in the quality and timeliness of a service. The resulting increase in customer satisfaction of newly enrolling providers sets favorable expectations for subsequent Agency contacts and increases access to Medicaid providers by our recipients.

Potential Statewide Added Value: Recurring

Contact: Name: James Price

Title: Human Services Program Specialist/Coordinator

Agency/Division: Agency for Health Care Administration/Medicaid/Area One
Address: 6425 Pensacola Blvd., Bldg. 2, Suite 1, Pensacola FL 32505-1701

Phone/fax: 850-494-5840 ext 136 fax 494-5843

Email: pricej@fdhc.state.fl.us

91. Web-Based Consultant Invoice Transmittal System (DOT-8)

Description: A web-based system electronically handles the laborious and time-consuming manual process of creating, transmitting, approving, auditing to contract terms and processing invoices. It ensures that consultant invoices meet the terms of agreements prior to submission. Any rejections and subsequent submissions are done online real-time. As more contracts are put on the system and fewer are paid manually, time-savings will increase.

Applicability: Any agency using DOT's standard methods of compensation when negotiating and executing consultant agreements.

2000-01 Added Value: Time savings of consultant, project manager, financial services and Inspector General's staff. Audit time reduced from as much as three days to 15 minutes. Consultants are paid from one to two weeks quicker. Post Audits performed by DOT's Inspector General's Office are cut by 2.5 weeks.

Potential Statewide Added Value:

Contact: Name: Betty Goodman

Title: Systems Project Administrator

Agency/Division: Department of Transportation, Office of Information Systems

Address: 605 Suwannee, Mail Station 78, Tallahassee, FL 32399

Phone/fax: (850) 414-9116, SC 994-9116

Email: betty.Goodman@dot.state.fl.us

92. Improved Contract Monitoring Feedback Process (C&F-52)

Description: Net reduction of 53% in the number of days to prepare and distribute monitoring reports, resulting in faster resolution of issues that affect the quality of client care.

Applicability: Any situation where service delivery is monitored and reports are created to summarize findings.
2000-01 Added Value: $36,600 in salary cost for re-direction to other projects.

Potential Statewide Added Value: Potential annual cost avoidance of $36,600 per monitoring team. A 53% reduction in the number of days required to write a monitoring report frees up time to monitor more contracts or complete other office projects.

Contact: Name: Barbara Givens
Title: Operations and Management Consultant II
Agency/Division: Florida Department of Children and Families, Central Contract Unit
Address: 400 W. Robinson Street, Suite S-837; Orlando, FL 32801
Phone/fax: (407) 834-3485 x750 Fax: (407) 650-6232
Email: Barbara_givens@dcf.state.fl.us

93. Web-Based Calculator For Salary Budgets (UF-26)
Description: Increased productivity and efficiency of grant proposals
Applicability:
2000-01 Added Value:

Potential Statewide Added Value:

Contact: Name: Linda Stallings
Title: Associate Director for Medical/Health Administration
Agency/Division: University of Florida, College of Health Professions
Address: PO Box 100185, Gainesville, FL 32610-0185
Phone/fax: 352-392-2739
Email: Istallin@hp.ufl.edu

94. Web Design For Research Administration (UF-30)
Description: A web site that services more than 23 Departments in the University of Florida's College of Medicine and in Jacksonville to increase the accuracy of extramural research proposals to outside funding agencies, and their favorable review to increase the amount of research funding for College of Medicine faculty.
The web site saves an undetermined amount in personnel salary that would otherwise be needed in the individual departments to keep up with constantly changing policies and procedures for university, state, federal and industry agencies. The web site also reduces time spent by staff answering routine research administration questions.

**Applicability:**

**2000-01 Added Value:** The College of Medicine's extramural research funding has increased from $78 to over $104 million (33% increase) since FY 1997/98. The National Institutes of Health funding has increased from $38 million in FY 97/98 to over $53 million (40% increase) today.

**Potential Statewide Added Value:**

Contact: Name: Cindy Weinbrecht

Title: Grants Specialist Supervisor

Agency/Division: University of Florida, College of Medicine, Office of the Dean, Office for Research Affairs

Address: Box 100215, JHMHC, Gainesville, Florida 32610

Phone/fax: (352) 392-5398 / (352) 392-7427

Email: cindyw@dean.med.ufl.edu

**95. Network Maintenance Bid (C&F-5)**

**Description:** A method to bid maintenance on the department's 22,000 network devices, covering all machines without regard to specific configurations and manufacture. The bid allowed the department to add new PC's and printers to the contract without requiring contract amendments and individual pricing for each machine.

**Applicability:** Other government agencies

**2000-01 Added Value:** $1,108,758

**Potential Statewide Added Value:**

Contact: Name: Charles Ray

Title: System Programming Administrator

Agency/Division: DCF IS
96. Web-Based Registration For Vendors Downloading Competitive Solicitations (DOH-67)

**Description:** Expands on the Department of Management Services Vendor Bid System by electronically registering prospective vendors and giving immediate email notification to the department's purchasing section confirming that a solicitation has been downloaded and by whom. This identification allows all prospective bidders to receive identical information during the solicitation process and reduces the incidence of protest.

**Applicability:** Purchasing offices that issue competitive solicitations.

**2000-01 Added Value:** Annualized yearly savings of $21,505

**Potential Statewide Added Value:** $365,585 recurring if used by all state agencies

**Contact:** Name: Ed McEachron
Title: Operations and Management Consultant Manager
Agency/Division: Department of Health, Division of Administration
Address: 4052 Bald Cypress Way, Bin B06, Tallahassee, FL 32399-1734
Phone/fax: (850) 245-4163 Fax (850) 413-8294
Email: ed-mceachron@doh.state.fl.us

97. Ordering Office Supplies On-Line (AHCA-10)

**Description:** An on-line office supply contract that allows requestors to obtain their consumable, routine office supplies within two days. Requestors type their supply requests in once instead of on a purchase requisition followed by purchasing staff generating a purchase order. The number of purchase orders generated and maintained is drastically reduced. Fewer purchase orders saves time for the requestor, the approver, the purchasing staff, purchase order mailer and accounting staff. Continued automation will reduce staff required to maintain this function.

**Applicability:**
2000-01 Added Value: Approximate departmentwide savings of $20,000 annually. The convenience of obtaining supplies practically overnight is certainly well worth it.

Potential Statewide Added Value:

Contact: Name: Doug McCleeary
Title: Purchasing Director
Agency/Division: Agency for Health Care Administration/Division of Administrative Services
Address: 2727 Mahan Dr, Bldg 2, Room 203, Tallahassee, FL 32308
Phone/fax: PHONE: (850) 921-0064 FAX: (850) 488-0317
Email: mcc1eead@fdhc.state.fl.us

98. Paperless Procurement Initiative (FSU-23)

Description: Provides for universitywide viewing of all procurement documents on one central Web site, including satellite areas, which eliminates the necessity to transport and file thousands of purchase orders, receiving reports and other documents to hundreds of areas. Also, with certain exceptions, eliminates the use of paper in the requisition/purchase order process. Paper is still required for orders where vendors cannot accept an order via fax or email and as a receipt for shipments.

Achievement was accomplished by combining the University's electronic requisition/purchase order system, GREETS, with RightFax software and imaging technology to create a paperless path for all procurement requirements from the initiation of the requisition to the electronic delivery of the purchase order into the vendor's place of business.

Applicability:

Added Value: Net savings/cost avoidance for 2001-02 over 2000-01 is an estimated $238,851

Potential Statewide Added Value:

Contact: Name: Walter Parramore
Title: Director of Purchasing
Agency/Division: Florida State University Purchasing and Receiving Department
99. Purchase Order Filing System Simplification (UCF-2)

**Description:** Simplification reduces filing errors, makes filing and retrieval of files much easier and quicker, and reduces space, thereby reducing costs.

**Applicability:** Any filing system where multiple documents are utilized for one transaction. By use of a spreadsheet (Excel) type log, searches can be done for retrieval purposes by a number of criteria.

**2000-01 Added Value:** $1,839

Potential Statewide Added Value:

Contact: Name: Debbie Long

Title: Coordinator of Administrative Services

Agency/Division: University of Central Florida/Administration and Finance/Purchasing

Address: P. O. Box 160050, Orlando, FL 32816-0050

Phone/fax: (407) 823-2661 / (407) 823-5551

Email: dlong@maiLucf.edu

100. Purchase Order Capture & Laser Printing (DEP-8)

**Description:** Capturing and reformating purchase orders to print at a standard network laser printer greatly increases the quality of the documents, reduces employee time busting and signing documents, and reduces duplicates created due to unreadable copies - all at a significantly lower cost than previous methods. Also captures purchase orders electronically for automatic insertion in the Lava Document Imaging System with no human intervention.

**Applicability:** All agencies that are currently using fixed forms from legacy systems. In particular, it can be used in place of older impact printers with multiple copy NCR forms.

**2000-01 Added Value:** Annualized savings for 2000-2001: $14,427. Additional savings occur if the agency is already using a document imaging system as this product also captures the documents electronically.
**Potential Statewide Added Value:** If 10 agencies were to use this system and save similar amounts, recurring annual savings would total $144,270.

Contact: Name: Carita Sims  
Title: Office Automation Analyst  
Agency/Division: Dept of Environmental Protection - Division of Administrative Services  
Address: 3800 Commonwealth Blvd - MS 60 - Tallahassee, FL 32399-3000  
Phone/fax: (850) 921-2551 fax-(850-487-3782)  
Email: carita.sims@dep.state.fl.us

**101. Information Through Automation (UCF-1)**

**Description:** Information via desktop delivery to all internal employees to provide faster, more efficient customer service. Utilizes available technology via PC Network Neighborhood. All internal employees independently enter or retrieve information as necessary.

**Applicability:**

**2000-01 Added Value:** $4,457  
**Potential Statewide Added Value:**

Contact: Name: Debbie Long  
Me: Coordinator, Administrative Services  
Agency/Division: UCF/A&F/Purchasing  
Address: P.O. Box 160050, Orlando, FL 32816-0050  
Phone/fax: 407 823 2661; 407 823 SSS1  
Email: dlong@mall.ucf.edu

**102. Universal Blanket Purchase Order (UCF-4)**

**Description:** One purchase order for the year (expense items only) which can be used by all departments. Improves payment processing for Finance & Accounting and vendor.
**Applicability:** Other university departments.

**2000-01 Added Value:** Reduction in purchase orders processed saved the Purchasing Department $7,500 based on an estimated $100 cost to process each requisition.

**Potential Statewide Added Value:**

Contact: Name: Karen Griffin

Title: Coordinator

Agency/Division: Purchasing Department

Address: University of Central Florida, P.O. Box 0050, Orlando, FL 32816-0050

Phone/fax: 402-823-2661 (Fax) 407-823-5551

Email: kgriffin@mail.ucf.edu

**103. Revision of Purchase Order Printing Process (UCF-4)**

**Description:** Purchase Orders are easier to read with "original" laser print quality for each copy as opposed to deteriorating, hard to read six-part NCR forms. This virtually eliminates questions from vendors and departments concerning legibility. Use of electronic signature simplifies approval process and signature limited to three copies. Printing in-house eliminates daily need to retrieve Orders from computer services building.

**Applicability:** Suitable for any operation that does not get satisfactory print image by using NCR forms. Forms can be "scanned" with software, creating a "boilerplate" for continuous printing requirements.

**2000-01 Added Value:** 2,562. $240 one-time configuration cost amortized

**Potential Statewide Added Value:**

Contact: Name: Tom Lenz

Title: Senior Purchasing Agent

Agency/Division: University of Central Florida/Administration and Finance/Purchasing

Address: P.O. Box 160050, Orlando, FL., 32816-0050

Phone/fax: (407) 823-2661 / (407) 823-5551
104. Implementation of Standardized Expert Witness Contract (AHCA-21)

**Description:** A standardized expert witness contract that saves hours of preparation, review, and accounting effort for separate contracts for expert witness services that are required on a routine basis.

**Applicability:** The Agency for Health Care Administration's current and future years' contracting processes for procurement of expert witness services. Can be adapted by other agencies requiring this service.

**2000-01 Added Value:** $153,870

**Potential Statewide Added Value:** At least six other state agencies could benefit from this achievement with potential leveraged added value of approximately $923,220

Contact: Name: Delanah White
Title: Management Review Specialist
Agency/Division: Agency for Health Care Administration/Administration/Support Services
Address: Agency for Health Care Administration, 2727 Mahan Drive, MS-15, Tallahassee, FL 32308
Phone/fax: (850) 488-6215/ (850) 488-0317
Email: whited@fdhc.state.fl.us

105. Web Based Automated Work Order System (UF-11)

**Description:** Enables individuals to input and track their own work order requests. This eliminated the need for an USPS position to manually input and track work order completion. Supervisors now have data to oversee workers; monitor departments making requests; and eliminate delays. Work orders are completed in a more efficient manner as time spent on filling out paper reports is eliminated.

**Applicability:** Any work environment where tasks need to be tracked to completion.

**2000-01 Added Value:** Elimination of one USPS position with a salary and benefits of $35,840
A daily savings is being experienced by faculty, staff and maintenance employees since the entire work order process is more efficient. It is estimated that it would take six hours per week compared to seconds to compute employee data available to supervisors.

**Potential Statewide Added Value:**

Contact: Name: Brian Graham  
Title: Senior System Administrator  
Agency/Division: College of Health and Human Performance  
Address: P.O. 118200, Gainesville, Fl 32611  
Phone/fax: (352) 392-0578, ext. 1267 / fax: (352) 392-3186  
Email: Bgraham@hhp.ufl.edu

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**SECTION NINE: CUSTOMER SERVICE IMPROVEMENTS**

**106. Facilitating Internal Communication (DOR-1)**

**Description:** In the current business environment, it is important to tap into our most powerful resource, employees, for their knowledge and understanding about the issues and concerns faced by our customers. Providing employees with a direct link to decision makers results in critical issues being resolved in an expedient and effective manner.

The Listening to You Program facilitates internal communication and involves employees in process improvement activities, resulting in improved customer service. Critical success factors are the championship of the idea/concern provided by the senior managers and the quality and timeliness of their responses.

**Applicability:** The Listening to You Program is entirely adaptable by other state or private organizations.

**2000-01 Added Value:** Tangible benefits from the Listening to You Program include numerous process, service and product improvements and increased customer satisfaction. In addition to the continued benefit of the required cross-process communication, the history of the Listening to You Program allows a projection of future benefits - at least 20 process improvements per year.

**Potential Statewide Added Value:**

Contact: Jim Maddox
Title: Revenue Program Administrator

Agency/ Division: Department of Revenue, Office of Performance Development

Address: 601 South Calhoun Street, Tallahassee, FL 32399-0100

Phone/fax: 850-921-1908/ Fax: 850-487-3670

Email: maddoxj@dor.state.fl.us

107. Customer Relations Data Base (C&F-53)

Description: A customer relations data base saves time manually searching for information

Applicability: Statewide Customer Relations Units

2000-01 Added Value: $5,200 annually (approximately 5 hours per week @ $20.00 per hour)

Potential Statewide Added Value:

Contact: Ila Napier

Title: Executive Assistant

Agency/ Division: Florida Department of Children and Families District 7

Address: 400 W. Robinson Street, Suite S1129, Orlando, FL 32801

Phone/fax: 407-245-0400 407-245-0575

Email: ila_napier@dcf.state.fl.us

108. Improved Client Satisfaction in TB Program (DOH-84)

Description: Developed and implemented the organization's first client satisfaction survey in three languages. Established a client satisfaction baseline data and conducted a follow up survey. Increased the level of client satisfaction with the TB Program's timeliness of service from 61% to 82%. Reduced client waiting time in this program from an average of up to 2 hours to less than 54 minutes. Increased the TB employee satisfaction score from 38 to 49; contributing to an increase in the overall organization score from 55 to 61. Positively impacted upon the improvement in the organizational performance excellence score, specifically the customer focus Sterling score criteria from an estimated 10% to 40%.
Applicability: Any county health department TB clinic or similar operation.

2000-01 Added Value: Increased client and employee satisfaction, improved timeliness of service, Improved communications, improved client flow, increased disease prevention. Estimated annual savings of $192,000 yearly; estimated annual increased revenue collections of $51,000.

Potential Statewide Added Value:

Contact: Maria E. (Kiki) Valdes
Title: Operations and Management Consultant Manager
Agency/ Division: Department of Health/ Miami-Dade County Health Department
Address: 8175 NW 1.2th Street, Miami, Fla. 33126
Phone/fax: (786) 845-0107 / (786) 845-0109
Email: Kiki_valdes@doh.state.fl.us

109. One Stop Permitting and Review (DOH-79)

Description: Brevard County Health Department is partnering with County Government to provide a two day turn-around on residential construction permit applications. State employees work in conjunction with at least six different County agencies to provide timely review and issuance of development permits including septic tank permits.

Applicability:

2000-01 Added Value:

Potential Statewide Added Value:

Contact: Eric P. Hebert
Title: Environmental Supervisor 11
Department: Department of Health, Brevard County Health Department
Address: 2725 Judge Fran Jamieson Way, Suite A-103, Melbourne, FL 32940-6682
Phone: (321) 633-2100 Fax: (321) 633-2163
E-mail address: Eric_Hebert@doh.state.fl.us
110. One-Stop Permitting Website (DOACS-1)

Description: Improved external service delivery to the business community and increased customer satisfaction.

Applicability: All state or local government entities delivering any type of information or forms to the public over the internet.

2000-01 Added Value: $66,911

Potential Statewide Added Value: Year two, $164,621; Year three: $185,525; Year four: $1,298,675

Contact: Harry Bosman

Title: Senior Management Analyst II

Agency/Division: Florida Department of Agriculture and Consumer Services, Administration

Address: 407 S. Calhoun St., Tallahassee, FL 32399 room 508

Phone/fax: (850) 488-5321/(850) 922-6967

Email: bosmanh@doacs.state.fl.us

111. Finance & Administration Web Redesign (FSU-10)

Description: Customer satisfaction! Customers do not call complaining that the web site is not useful or user friendly. Customers enjoy visiting the site's many areas within Finance & Administration. Customers may start at one site and visit three or four others before leaving the web. All sites use the same format; therefore locating information is not a dreaded task.

Provides customers with a consistent look that is simple to navigate. Customers can locate information with a minimum amount of clicking through links and pages. The design also allows customers to easily return to the department home page or the FSU home page, from any page within the site. Customers have the information they need at their fingertips and contact information readily available from all pages as well.

Applicability: Any state university or agency could implement such an initiative.

2000-01 Added Value: This initiative is a customer service oriented project that does not have an immediate monetary value. The main objective of this project was customer satisfaction that was immediately evident.
Potential Statewide Added Value:

Contact: Rhonda Collins

Title: Coordinator

Agency/ Division: Florida State University/Finance & Administration

Address: 6231A University Center, Tallahassee, FL 32306-2410

Phone/fax: (850) 644-7934 / (850) 645-5670

Email: rcollins@admin.fsu.edu

112. Modified Work Method Improves Product Turnaround for Customers (DJJ-26)

Description: Less time taken to process 21,000 preliminary personnel background screenings.

Applicability: Any clerical work environment, such as claims processing, billing and collections. It applies to any customer service-driven organization that could benefit by increased efficiency through a flexible, equitable workload distribution which provides better external and internal delivery.

2000-01 Added Value: Task completion in three days instead of five.

Potential Statewide Added Value:

Contact: Ray Aldridge

Title: Background Screening Unit Supervisor

Agency/ Division: Department of Juvenile Justice, Office of the Inspector General

Address: 2737 Centerview Drive, Suite 300, Tallahassee, Florida 32399-3100

Phone/fax: (850) 921-6338/(850) 414-7182

Email: ray.aldridge@djj.state.fl.us

113. Online Customer Job Tracking System (FSU-21)

Description: Creation of an online tracking system that not only makes critical schedule information available to customers through the web but also reduced the workload of the
program assistant, allowing her to take on full responsibility for payroll, assist in billing and ordering, and extend customer service duties.

**Applicability:**

**2000-01 Added Value:** Reduces the time to manually and physically track a job from 15 minutes per customer, including return phone calls, to 4 minutes per customer. The original position of the program assistant was to answer customer inquiries, give standard quotes and assist in billing, payroll liaison, and material ordering.

**Potential Statewide Added Value:**

Contact: Eric Sapronetti

Phone (850-644-2794) Fax: (850-644-0604)

E-mail address: esapronetti@admin.fsu.edu

### 114. Complaint Contract/Field Operations Partnership (AHCA-150)

**Description:** A partnership between the Field Offices and the Bureau of Consumer Protection's contract manager enabled many responsibilities that could not be given to contract staff to be absorbed by field staff as part of their normal work routine. Concurrently, 20 positions were cut from the agency, a contract for $892,000 per year over three years was placed in the private sector with a minority vendor, and the state saved $600,000 in infrastructure costs.

**Applicability:** This model can be adapted to any complaint intake call center and any operation in which volume publication mailings are done in any state agency. Such operations exist in the Departments of Insurance, Agriculture and Consumer Services, and Elder Affairs. This project can be adapted to any situation involving a multi-line phone access system in which statistical reporting and tracking of issues, complaints and requests would be involved.

**2000-01 Added Value:** A cost avoidance of $600,000 was accompanied by increased availability and uniformity of access to callers looking for information, publications and complaint intake.

**Potential Statewide Added Value:**

Contact: Rebecca Knapp

Title: Chief, Bureau of Consumer Protection

Agency/Division Agency for Health Care Administration
115. How to Deal with Difficult People Job Aid (DOR-11)

Description: Using a Job Aid, employees readily determine the needs of their customers and respond quickly to requests of internal and external customers. The Job Aid provides a quick visual reminder of correct action steps to take.

Applicability: Any state and local government agency or the private sector.

2000-01 Added Value:

Potential Statewide Added Value: A cost savings of 89% by providing this Job Aid in lieu of classroom training, if a one-day communication course covering similar information is offered 25 times to 500 employees.

Contact: Colleen M. Ruehl

Title: Sr. Tax Specialist

Agency/ Division: Florida Department of Revenue

Address: P 0 Box 5139, Tallahassee, FL 32399-5139

Phone/fax: (850) 487-0811

Email: ruehlc@dor.state.fl.us

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SECTION TEN: PERSONNEL AND RISK MANAGEMENT

116. Electronic Personnel Management System (FSU-7)

Description: Decrease in employee time required to process personnel actions and manage personnel data. Decentralizes responsibility for management of personnel information to the lowest possible operating unit level. Since this system is web based, it is accessible from anywhere in the world so business continues even when approving officials are traveling. Result is a financial savings, elimination of duplication of effort, increased efficiency in processing personnel actions, enhanced accuracy of information, and increased ability to access data for reporting and management of personnel.
**Applicability:** Any agency/department where (1) personnel actions are initiated in a sub-unit and must go through a multi-level approval process and, (2) where all data relative to an individual's affiliation with an organization must be collected, tracked, reported and managed for a multitude of uses, presentations and audiences. While this information management system is specific to processing and managing personnel related actions and data, it could be applied to other processes such as purchasing and proposal submission/review/approval.

**2000-01 Added Value:** Savings of $90,240, extraordinary increase in value relative to data collection and information management.

**Potential Statewide Added Value:**

Contact: Kathy Hedick

Title: Coordinator, Information & Publication Services

Agency/ Division: Florida State University

Address: National High Magnetic Field Laboratory, 1800 E. Paul Dirac Drive, Tallahassee, FL 32310

Phone/fax: 850-6392/850-644-9350

Email: hedick@magnet.fsu.edu

**117. Staff Reduction (AHCA-103)**

**Description:** Basic Sterling Quality principles were applied on a statewide basis to the management of Medicaid Field Operations. Through the elimination of 44 positions statewide, the field offices doubled the Governor's requested annual staff reduction of 5%. The staff of 465 has now clearer direction, measurable standards and performance objectives. Service to consumers, provider, the public and taxpayers is enhanced.

**Applicability.** These basic principles apply in both the public and private sectors. Other state agencies with Field Office Operations can emulate the systems improvements and streamlining of staff.

**2000-01 Added Value:** $1.7 million in annually recurring salary dollars and expenses is projected as a savings.

**Potential Statewide Added Value:**

Contact: Susan Jennings, M.A.

Title: Field Office Manager
118. Implementation Of Telework (AHCA-140)

**Description:** Release of 2000 square feet of office space; reduction of clerical staff by one FTE

**Applicability:** Any state office wherein staff primarily work in the field conducting inspections (ie: restaurant and day care inspections).

**2000-01 Added Value:** Reduced expenses of approximately $20,000 year (reduction in rent minus additional postage expenses) plus reduced salary cost of approximately $26,000 a year (loss of one paygrade eleven Senior Clerk- base salary plus benefits).

**Potential Statewide Added Value:**

Contact: Donah Heiberg

Title: Field Office Manager Agency/Division: AHCA - Division of Managed Care & Health Quality

Address: 2639 North Monroe - Suite 208B - Tallahassee, FL 32303

Phone/fax: 850-922-8844 / 850-922-9162

Email: heibergd@fdhc.state.fl.us

119. Telecommuting/Telework Program (AHCA-24)

**Description:** This initiative reduces surveyors' travel time. Telecommuting provides greater flexibility that translates into productivity gains and increased morale. Cost savings result from reduced office space and co-location of offices.

**Applicability:** Any state agency, other governmental entity or business could adapt this policy.

**2000-01 Added Value:** Approximately $1.8 million for all initiatives. This includes initial up-front costs of approximately $112,000.

**Potential Statewide Added Value:**
Contact: Jean Yeago
Title: Education and Training Specialist
Agency/Division: Agency for Health Care Administration/Division of Administrative Services
Address: 2727 Mahan Drive, Building 2, Room 102, Tallahassee, Florida 32308
Phone/fax: 850/921-0112 FAX: 850/1487-3839
Email: Yeagoj@fdhc.state.fl.us

120. Human Resources Manual/North Region/Detention Services (DJJ-8)
Description: A desk manual with all relevant forms and directives in one place for easy reference by personnel liaisons in detention centers. Use of the manual saves time and money, decreases re-writes and returns, and promotes consistency throughout the region.

Applicability: Other Department of Juvenile Justice regions for use by their personnel liaisons. The forms may require minor changes to conform to the region or discipline involved.

2000-01 Added Value: $23,751
Potential Statewide Added Value: $72,000 (3 regions)

Contact: Grace Schmeelcke
Title: OMCM
Agency/Division: Department of Juvenile Justice
Address: 2300 SE 17th Street, Ocala, FL 34471
Phone/fax: 352-620-7405 fax: 352-4M-5619
Email: GraceSchmeelcke@djj.state.fl.us

121. Risk Management for the Adult Care Division in District 11 (C&F-79)
Description: Impacts clients with developmental, physical and mental disabilities, and the state employees and vendors who serve them.

Applicability: District 11's Risk Management Program is applicable by developing and using a data-based system, trend analysis and monitoring that requires minimal staffing
and supervision to reduce and/or prevent serious client incidents. This achievement can be adapted to any large scale project involving multiple clients and staff, such as institutions or community treatment projects. It can be adapted to serve individual vendors as a risk management system or used in a large systems approach to track an entire multiple vendor system.

2000-01 Added Value: $695,758 estimated annually, involving specifically the Developmental Disabilities Medwaiver Program; not including Mental Health and Substance Abuse programs/clients. Savings and related incident client data is not yet available for these programs. Otherwise, this figure would be significantly higher.

Potential Statewide Added Value: Recurring ... but the total is not yet determined since the above approximate annual cost savings of $695,758 represents an estimated 20% of the total savings expected once the Risk Management Program is applied to Mental Health and Substance Abuse programs/clients.

Contact: Kirk Ryon
Title: Operation Management Consultant 11
Agency/Division: Department of Children and Families / Adult rare Division
Address: 401 NW 2nd Ave. Suite N812, Miami, Fl 33128
Phone/fax: (305) 377-5029 / (305) 377-5144
E-mail: kirk_ryon@dcf.state.fl.us

122. Personnel on Medical Leave Return to Work Sooner (DJJ-9)

Description: Lost time decreased; overtime avoided; increased staff on detention floor.

Applicability: Every area of state government is affected by lost time. The process and procedures can be adapted to the needs of other work groups statewide.

2000-01 Added Value: minimum value: $23,595 savings in overtime. Over a year the savings is $283,140.

Potential Statewide Added Value:

Contact: Grace Schmeelcke
Title: OMCM
Agency/Division: Department of Juvenile Justice
123. Reduced Workers' Compensated Incidents For Thirteen Consecutive Years (C&F-85)

Description: Florida State Hospital staff have reduced workers' compensated incidents for thirteen consecutive years. Statistical data is available from Department of Insurance, Division of Risk Management.

Applicability: Any agency that is experiencing a high rate of worker-compensated incidents and the agency does not have a program/objective to manage and/or reduce claims.

2000-01 Added Value:

Potential Statewide Added Value: By "managing" workers' compensated incidents, one can expect recurring added value/cost avoidance benefits. Florida State Hospital has experience 13 consecutive years of reducing claims by implementing numerous control factors to manage -- reduce incidents.

Contact: Richard C. Wilhelms

Title: Risk Manager/Operations and Management Consultant II

Agency/Division: Department of Children and Families

Address: Florida State Hospital, P. O. Box 1000, Chattahoochee, FL 32324 1000

Phone/fax: (850) 663-7468 FAX (850) 663-7360

Email: richard_wilhelms@dcf.state.fl.us

124. Implementation of Electronic Document Imaging Program (DOI-2)

Description: Imaging has totally changed the way Risk Management processes documents. We have changed from a paper intensive system to a "paperless" system. All of the time, money and effort associated with paper documents and files including storage and archiving, are eliminated after they are imaged. Claim handlers have instant access to claim files. Mundane tasks associated with paper files are eliminated. Operations at Risk Management are much more efficient, saving time and money.
**Applicability:** Imaging systems can be developed and applied for most organizations that process paper documents. Imaging can be adapted at any state agency, private company or organization that processes paper documents. Imaging systems are ideally suited for organizations that process a large volume of paper documents.

**2000-01 Added Value:** It is estimated that Risk Management will save $674,121 over the first five years of the program after factoring in the initial cost of the program and maintenance costs.

**Potential Statewide Added Value:** Beginning with the 6th year of the program and continuing, cost savings should be approximately $550,000 per year.

Contact: James E. Bearden

Title: Assistant Director

Agency/Division: Department of Insurance/Risk Management

Address: 200 East Gaines Street, Tallahassee, FL 32399-0336

Phone/fax: (850) 413-4705, (850) 921-9097

Email: beardenj@doi.state.fl.us

**125. Promoting Continuous Improvement through Quality Assurance Peer Review (DJJ-10)**

**Description:** The impact of the process is to ingrain an attitude of continuous improvement to all services operated by or contracted through the Department of Juvenile Justice. By eliminating any program that fails to meet minimum standards and replicating and rewarding programs which achieve the highest levels of performance, the citizens of Florida benefit by having a more efficient and effective juvenile justice system.

**Applicability:** This process is applicable to all services in juvenile justice plus other programs and services in the state.

**2000-01 Added Value:** Approximately $2.6 million annually by using peers from provider agencies at no cost to the state. Also adds incalculable value to the services provided to reduce delinquency in Florida.

**Potential Statewide Added Value:** The system could potentially improve services in all state agencies and reduce millions of dollars in funding by making other systems more efficient.

Contact: John Criswell
SECTION ELEVEN: ADMINISTRATIVE /CLERICAL

126. Review and Performance Planning Improvement and Scheduling Committee (DOR-33)

Description: Cross-trained employees' work correspondence and telephone collections to increase job diversity and decrease burnout. Peer input was solicited to determine employee accountability. Decreased correspondence turn around time and increased calls made.

Applicability: Other government agencies.

2000-01 Added Value: Estimated by agency staff at $119,000 (annually recurring)

Potential Statewide Added Value: Estimated by agency staff at $178,000 based on three agencies with call centers and correspondence sections achieving an average of 50% of the savings reported above.

Contact: Name: Timothy Unger
Title: Revenue Specialist Supervisor
Agency/Division: Florida Department of Revenue/Taxpayer Services
Address: 1379 Blountstown Hwy., Tallahassee, Fl. 32304
Phone/fax: (850)/ 921-0035, (850)/ 922-9168fax
Email: ungert@dor.state.fl.us

127. Lower Cellular Telephone Charge Plan (AHCA-9)

Description: With the inception of tele-workers in our agency and the number of field investigative personnel, cellular telephone usage is very high. Cellular phone charges
were sky-rocketing, with no apparent solution. Vendors were asked about their interest in a shared minutes plan and a vendor was chosen for its statewide interest in this plan.

Everyone benefits from a shared minutes plan. Individual cellular telephone users have a higher number of minutes. Users are not penalized for exceeding their personal allotment of minutes, but can "draw off" the bank of minutes. Formerly, if an individual did not use his or her allotted minutes, they were lost. Now those minutes can be used by anyone in the work-group.

Applicability: Other agencies with telecommuting and field staff.

2000-01 Added Value: Difficult to capture as shared minutes means that several individuals use off of the bank of minutes that others may not use. This service will recur as long as the state contract is renewed with this vendor.

Potential Statewide Added Value:

Contact: Name: Doug McCleeary
Title: Purchasing Director
Agency/ Division: Agency for Health Care Administration/ Division of Administrative Services
Address: 2727 Mahan Dr, Bldg 2, Room 203, Tallahassee, FL 32308
Phone/fax: PHONE: (850) 921-0064 FAX: (850) 488-0317
Email: mccleead@fdhc.state.fl.us

128. Reduction of Unauthorized Long Distance "Suncom" Calls (C&F-12)

Description: Conversion of the monthly Suncorn invoice into individual reports by Service Center, without authorized calls. This drastically reduced the number of calls for supervisors to review.

State and local governments are prone to this as central billing systems produce one large invoice that is difficult to review by individual supervisors. When the detailed invoice is converted to simple unit specific reports of pertinent data, and supervisors have an incentive to review because they know ahead of time this report contains data of a problem in their unit (not the whole department), they respond better because violators can be held accountable.

Applicability: Agencies with large FTE counts may experience this problem, and employees recognize the difficulty of auditing such large detailed hardcopy invoices. All agencies have access to their own SUNCOM file on the internet. It just takes some
training of staff familiar with Excel and Access to create and generate reports by individual Service Center

2000-01 Added Value: $40,903 and 71 working days. The annual savings beyond FY 00/01 will be approximately $40,100 in reduced long distance cost and $52,500 in disconnected phone lines.

The added value in addition to saving taxpayer money and redistributing savings for services is that the agency gains staff time. Reduced time wasted on the phone can be, if properly monitored, used to improve client service. The 71 working days represented by the unauthorized calls is wasted time that can be used to provide better and more efficient service to clients

Potential Statewide Added Value:

Contact: Name: Felix Lino

Title: Operation and Management Consultant II

Agency/ Division: District Administration -General Services

Address: 401 N.W. 2nd Avenue S707 Miami, Florida 33128

Phone/fax: (305) 377-5703

Email: Felix Lino@DCF.STATE.FL.US

129. Continuous Employee Payroll Deduction Parking Permit Program (FSU-11)

Description: Expanded the parking permit renewal process from 1 year to 5-7 years. The parking permit was assigned to the employee's social security, not the vehicle, as in previous years. Utilizing a year-round payroll deduction process allowed lower paid employees a mechanism to spread the cost over a longer period of time.

The entire process improved customers' perception of the Parking & Transportation Services organization. Employees no longer have to fill out tedious forms and stand in line or mail a registration form in each summer.

Applicability: Customer service is a primary goal for Florida State University. By streamlining the process and eliminating the annual process, this achievement has fostered a positive reaction by employees. The new "productivity" has cut the cost of organization and has freed up employees during peak rush periods. We are no longer spending personnel hours doing data-entry tasks, but rather dealing with customers on improving their parking program.
2000-01 Added Value: $52,920. This savings likely will be recurring until at least 2005 when the metal taglets may have to be replaced due to wear and tear by the user. Cost savings over 7 years is estimated at $370,440 (based on a 1st year savings of $52,920).

Potential Statewide Added Value:

Contact: Name: Angela Gaskins
Title: Director Agency/ Division: Parking & Transportation Services, Florida State University
Address: University Center C-2300, Florida State University, Tallahassee, FL 32306-2650
Phone/fax: (850) 644-2941 / (850) 644-0008
Email: agaskins@admin.fsu.edu

130. Florida Registration Decal on Demand (DHSMV-6)

Description: Every driver in the State of Florida must register their vehicle and purchase a decal upon renewal. This new process enables decals to be printed on an as needed basis, thereby eliminating the need to secure and store decals that are not being used. The decals have been an inventory and accountable item. This process eliminates the inventory.

Less waste of decals, less need for secured space to store pre-printed decals. Possible elimination of fraud because of the detailed information printed at the time of issuance. Decals are printed on an as needed basis rather than an estimated usage schedule.

Applicability: Any agency that issues decals or any type of annual sticker decal.

2000-01 Added Value:

Potential Statewide Added Value:

Contact: Name: Jack Pelham
Title: Senior Management Analyst
Agency/ Division: Highway Safety and Motor Vehicles/ Division of Motor Vehicles
Address: 2900 Apalachee Parkway, Tallahassee, Florida 32399
Phone/fax: (850) 922-4198 (850) 413-7703
131. Use Of "Shared Folders" To Streamline Financial Aid Process (UCF-5)

Description: The use of shared folders creates operational excellence within our office. Shared folders result in significant reductions in financial expenditures, streamline process management while increasing productivity, and result in higher quality customer service. Financial savings result from reduced man-hours, "just in time" staff training for "PeopleSoft" and paper reduction. Information management provides multiple user network access and process improvement in such areas as accounting services.

Applicability: Any GroupWlse user that meets the version requirement can benefit from this system.

2000-01 Added Value: N/A

Potential Statewide Added Value: N/A

Contact: Name: Nisrin A. Shurdom
Title: Financial Aid Coordinator
Agency/ Division: University of Central Florida/ Office of Student Financial Assistance.
Address: 4000 Central Florida Blvd. Orlando, Florida 32816-0113
Phone: (407) 823-2820 Fax: (407) 823-5241
Email: nshurdom@mail.ucf.edu

132. Clinic Merge Program (DOH-8)

Description: New application reduces support staff time for clinic preparation, thereby increasing support staff time to assist professional staff with routine tasks.

Applicability: Other Children's Medical Services area offices.

2000-01 Added Value: $44,412

Potential Statewide Added Value: Potentially $875,256 in salaries/benefits and 81,268 man-hours statewide recurring annually.

Contact: Name: Jim Cameron
Title: Distributed Computer Systems Analyst
133. Outsourcing Forms Ordering, Printing And Distribution (C&F-17)

**Description:** Redirect of five FTE's to perform duties that were previously done at a lower service level due to staffing constraints. Also assisted the department in meeting purchasing card usage and lease reduction goals.

**Applicability:** Any agency that currently stocks and distributes forms internally for employee or client use.

**2000-01 Added Value:** $357,859 recurring annually.

134. E-Mail Accounts Receivable Billing Statements

**Description:** Saves money & time for cashier's office staff who used to manually process all statements to be mailed, and for computer operations staff responsible for printing all special forms.

**Applicability:** Anyone who does mass mailings for whatever reason.

**2000-01 Added Value:** Cost savings from this new process are on-going and will continue to be realized for as long as the University has to notify debtors as to their status.

**Potential Statewide Added Value:**

Contact Name: Oliver Austin
135. Expendable Computer Cartridges (DOC-15)

**Description:** Developed a process by which expended computer printer cartridges are collected and redeemed towards the purchase of computer systems, scanners, digital cameras, modems, and software.

**Applicability:** Other government institutions and offices

**2000-01 Added Value:** 136 printer cartridges were recycled and received a point value of 263. We can now redeem and purchase, for 170 points, a Hewlett Packard Deskjet 850C printer which retails for $125.

**Potential Statewide Added Value:** Considering the number of offices and computers used within all departments, this initiative can generate much needed computer equipment and supplies.

For example, multiply the number of Department of Corrections institutions (57) by the example of points that we have (263) and you have a substantial number of points (14,991) which results in a substantial amount of educational purchasing power. Full computer systems can be purchased for only 3,000 points, software for as little as 49 points. Point values for every cartridge returned ranged from 50 cents to $18.

Contact: Name: Alan F. Green

Title: Education Supervisor

Department: Department of Corrections

Business Address 20421 Sheridan Street Ft. Lauderdale, FL 33332

Non-Suncom telephone number:(954) 252-6370 Fax: 954 680-4167

Address: LAN Florida Department of Corrections-Alan Green

136. Presorting Mail for Maximum Postage Discounts (FSU 1-4)
Description: Agencies that take advantage of the presort service realize a considerable savings in postage expenditures.

Applicability: There are two options: (1) any agency may enter into a presort agreement with FSU Postal Services and achieve the same discounts. The volume of mail should be approximately 5,000 per day. Or (2) any agency may invest in the same MLOCN equipment as FSU and process their own mail. However, the volume should be 30,000 or more pieces per day in order for the investment to be cost effective.

2000-01 Added Value: $241,400 in revenue to FSU Postal Services Auxiliary; $58,000 in savings to a participating agency.

Potential Statewide Added Value: Unknown

Contact: Name: Ann Bass
Title: Director
Agency/Division: Florida State University/Postal Services
Address: 199 Palmetto Drive, Tallahassee, FL 32306-0001
Phone/fax: (850) 644-5185
Email: abbass@mailer.fsu.edu

SECTION TWELVE: REPORTING / TRACKING SYSTEMS

137. Innovative Use of Technology to Improve Efficiency (FDLE-17)

Description: Significant cost savings and improved efficiency, for FDLE members tasked with collecting agency performance measures. Additionally, the achievement provides assurance that technology will continue to be utilized to efficiently measure the performance of state employees and thereby improve service delivery and reduce costs.

Applicability:

2000-01 Added Value: The nominee's achievement was implemented within the Jacksonville Regional Operation Center in October 2000. Added Value for the 1st and 2nd Quarters of Fiscal Year 2000-2001 was approximately $1,862. The recurring regional net savings is estimated at approximately $3,558.

Potential Statewide Added Value: If the nominee's achievement was implemented within FDLE on a statewide basis, the recurring savings will be an estimated $30,395.
138. Improvement Of Asphalt Daily Reporting System (DOT-9)

**Description:** Elimination of redundant reporting functions saves in-house and consultant expenses.

**Applicability:** All other FDOT district asphalt construction operations.

**2000-01 Added Value:** $3,750

**Potential Statewide Added Value:** $30,000 annually recurring

Contact: Name: Greg Dutton, P.E.
Title: Resident Estimates Engineer
Agency/Division: FDOT District 2, Jacksonville Urban Office
Address: P. O. Box 6669, Jacksonville, Fl 32236
Phone/fax: (904)360-5565, (904)961-7069
Email: Greg.Dutton@dot.state.fl.us

139. Electronic Tracking System (DOH-69)

**Description:** This database provides the bureau with a more effective and efficient manner of accurately posting, reviewing, and tracking assignments in a user-friendly platform.

**Applicability:** This system is applicable to any state agency using Microsoft Access on a network.

**2000-01 Added Value:** Non-Quantifiable. It is difficult to measure quantifiable cost saving benefits due to their unique attributes. The Bureau of General Services office is
currently the only office using this system. The bureau previously utilized a Microsoft Excel spreadsheet to post and track bureau assignments. Assignments were not sorted by section and were difficult for tracking and identification. In the new tracking system, employees are notified via e-mail and/or alpha/numeric paging when a new assignment has been posted.

The system allows for easy access to assignments by pending "due date" and priority. An electronic history assists management in evaluation of sections and individual performance. Employee evaluations can be made objectively versus subjectively. Additionally, it allows you to maintain frequently used position and employee data. The database was developed on a Microsoft Access platform and is maintained on the department's network. Since all bureau employees have access, there is no need to purchase software or servers to implement this database.

**Potential Statewide Added Value:** If all state agencies used this system, it would eliminate error rate by importing data directly from the original assignment source.

Contact: Name: Bea Kenyon
Title: Administrative Assistant II
Agency/Division: Department of Health, Division of Administration
Address: 4052 Bald Cypress Way, Bin #B06, Tallahassee, Florida
Phone/fax: (850) 245-4003 Fax (850) 922-7378
Email: bea_kenyon@doh.state.fl.us

**140. Increased Medicaid Eligibility Identification Through Review Of FLORIDA (DOH-21)**

**Description:** Increased revenues from Medicaid, increased services for Medicaid recipients and health insurance coverage for previously uninsured individuals.

**Applicability:** Can be used to increase Medicaid services and increase revenue. Informs the uninsured public of potential eligibility options.

**2000-01 Added Value:** $21,431

**Potential Statewide Added Value:** If this practice is applied on a statewide basis, it will increase access to medical care for our underserved population.

Contact: Name: O. William Crippen, MPH
Title: Administrator
141. Indigent Drug Ordering And Family Planning Notification Program (DOH-16)

**Description:** Improves compliance of family planning clients to have their annual exams and supply visits by printing reports of past due and upcoming exams and supply visits. Also sends reminders to call patients and documents contact attempts. Increases ability to help indigent clients by obtaining medications they could not pay for, by ordering and reordering medications directly from the manufacturer -- at no cost to the patient -- thus improving their compliance and overall healthcare.

Creation and usage of this software has helped the Health Department provide family planning services before clients lose family planning methods, and reduces paperwork and filing. It has also helped the Department of Health in Holmes County become recognized as servicing the community and providing services they possibly would not have elsewhere.

**Applicability:** Both programs could be customized for all Health Departments statewide. Also applicable to the Department of Children and Families for medically needy not qualifying for Medicaid, Councils on Aging, private physician offices, and civic/community groups who offer assistance to those in need financially.

**2000-01 Added Value:** Use of program savings in salary and reduction of 832 man hours annually, $8,350 after $4,000 cost per program to develop.

**Potential Statewide Added Value:** Recurring added value locally. At least $16,700 annually. Recurring value statewide if 20 state agencies implemented even one program...$334,000.

Contact: Name: Charlie Everitt

Title: Distributed Computer System Analyst, System Administrator

Agency/ Division: Holmes County Health Department, Department of Health

Address: P.O. Box 337, Bonifay, Florida 32425

Phone/fax: 850 547-3691, ext 270. FAX 850 547-4963
142. Automated Parking Permit Inventory and Tracking System (FSU-13)

**Description:** Provides an easy and convenient method for parking services to track and issue parking permits. Provides for automatic renewal of permits for faculty and staff.

**Applicability:** Other universities and community colleges.

**2000-01 Added Value:** Annually recurring cost savings are outweighed by the convenience and ease of the new process being offered to students, faculty and staff.

**Potential Statewide Added Value:**

Contact: Name: Oliver Austin

Title: Computer Coordinator

Agency/ Division: FSU/OTI/AIS

Address: C6140 University Center

Phone/fax: 850-644-0289

Email: oaustin@admin.fsu.edu

143. Client Relations Tracking System (C&F-69)

**Description:** The system improves management of complaints and inquiries. It results in increased client satisfaction, minimizes need for additional staff with increased workload and provides management with reports and data for analysis.

**Applicability:**

**2000-01 Added Value:** Employee time savings calculated @ $55,822 per year (salary plus benefits)

**Potential Statewide Added Value:**

Contact: Name: Pamela Heyer

Title: District Operations and Program Manager

Agency/ Division: Dept. of Children & Families

Address: 111 S. Sapodilla Ave., West Palm Beach, FL 33401
144. Correspondence Tracking System (DJJ-30)

**Description:** Improves communication within an agency, making it more likely that correspondence sent to the Secretary or the Governor will be answered fully, accurately and on time. Correspondence liaisons are now able to consult one database in which a unique file for each assignment contains icons leading to all materials connected with that assignment, as well as basic information on that assignment's due date and expected type of response. Liaisons can thus be aware of any overdue assignments at any time. If a correspondence manager is absent, staff will be able to consult the database and get information on any assignment. Inquiries from the public, other agencies or the Governor's office about present or past assignments.

**Applicability:** Any agency using Microsoft Outlook can implement this system to track correspondence or other time sensitive -assignments.

**2000-01 Added Value:** The system could potentially improve service and response time to citizens in all state agencies

**Potential Statewide Added Value:** Cost savings are estimated at $20,000 per year for DJJ.

Contact: Name: Robert Speirs
Title: Operations and Management Consultant Manager
Agency/ Division: Juvenile Justice/ Chief of Staff
Address: 2737 Centerview Drive, Knight Building, Tallahassee
Phone/fax: (850) 414-6466 Fax: (850) 921-5907
Email: robert.speirs@djj.state.fl.us

SECTION THIRTEEN: TRAINING

145. Use Of Technology To Provide Statewide Training (C&F-10)

**Description:** The availability of standardized training that includes course materials, trainer guides, tests and PowerPoint presentations forms the basis for a major
professional development initiative for contracting staff in the Department of Children and Families.

**Applicability:** Other departments within the state have already expressed an interest in contract manager training courses developed by DCF. The courses are based on state and federal procurement laws, rules and regulations and can be adapted for use by other state agencies. Other departments may take advantage of the training curriculum with slight modification to meet their specific needs.

**2000-01 Added Value:** Innovative use of technology to deliver training in 2000-2001 will lead to an annual savings on the cost of providing training to more than 350 contract managers.

**Potential Statewide Added Value:** The department and its clients will receive the benefit of more timely, better procured and managed and more cost effective contractual services. The savings will translate into purchase of more contractual services for the same dollars and better service delivery due to more professional contract management by department staff.

Contact: Name: Joy M. Neves
Title: Senior Management Analyst 11
Agency/ Division: Department of Children and Families/Contract Administration
Address: 1317 Winewood Blvd. Building 5, Room 152
Phone/fax: (850) 413-7464/(850) 413-6158
Email: Joy_Neves@dcf.state.fl.us

146. Interactive Media Training (DOH-52)

**Description:** The "Interactive Bookshelf" consists of seven training manuals on environmental epidemiology, foodborne illness and waterborne illness investigations, and biological and chemical terrorism threats. The manuals are designed to train new staff and refresh current staff in these subjects. The Interactive Bookshelf is available to all Department of Health staff on the department Intranet site and CD ROM. This material significantly reduces travel costs associated with in-person training.

**Applicability:** Interactive manuals can replace printed manuals in most applications and reduce the need for in person training for many subject areas.

**2000-01 Added Value:** $4,292
Potential Statewide Added Value: Recurring: $11,832 for Department of Health, Bureau of Environmental Epidemiology

Contact Name: Jack Pittman

Tide: Biological Scientist IV

Agency/ Division: Department of Health/Division of Environmental Health

Address: 4052 Bald Cypress Way Bin # A08, Tallahassee, FL 32399-1712

Phone/fax: 850 245 4118 / 850 922 8473

Email: jack_pittman@doh.state.fl.us

147. Wildland Firefighter Certification For Municipal Fire Departments

(DOACS-12)

Description: Rangers Sumlin and Merry standardized terminology and procedures between the Florida Division of Forestry and municipal agencies in accordance with state and federal National Wildfire training and operational requirements, providing more efficient and effective wildland fire detection, suppression, mitigation and prevention services.

Applicability: All Forestry Districts and Centers statewide

2000-01 Added Value: NA

Potential Statewide Added Value: NA

Contact: Name: Mac W. Brown

Title: Forest Area Supervisor

Agency/Division: Department of Agriculture & Consumer Services, Division of Forestry
Address: 8431 S. Orange Blossom Trail, Orlando, FL 32809


Email: brownm@doacs.state.fl.us

148. Together Everyone Achieves More In Tax Information Services

(DOR-35)
**Description:** The Tax Information Services Team delivers telephone service and support to the public at levels that favorably compare to private industry's best call centers. This achievement was done using no additional staff, very little technical support and existing facilities.

Providing better tax information in a more timely manner promotes voluntary compliance and decreases the burden on taxpayers. Since voluntary compliance is the most cost effective way to collect taxes, better information and education leads to more efficient collection and less government intrusion in taxpayers' lives.

**Applicability:** It can be easily adapted in almost any work unit.

**2000-01 Added Value:**

**Potential Statewide Added Value:**

**Contact:** Name: Huddie Harrell  
Title: Tax Specialist 11 - Coordinator  
Agency/Division: Florida Department of Revenue/Taxpayer Services Tax Information Services  
Address: 1379 Blountstown Hwy. Tallahassee, Fl. 32304  
Phone/fax: 850/922-4764 850/922-2069 fax  
Email: harrellh@dor.state.fl.us

**149. Advanced Maintenance of Traffic Training Program (DOT-13)**

**Description:** A 20 hour Advanced Maintenance of Traffic training program to meet new training requirements and obtain instructor certification for the course. The nominees adjusted their work schedules to provide this training at various unit locations, thereby considerably reducing lost production time for the participants due to travel, and virtually eliminating registration fees and travel expenses.

The required core subjects were organized into sessions to provide continuity for a broad range of information to be presented. Lesson plans/outlines were developed for each session and visual aids and power-point presentations were prepared to support each session. Three dimensional highway models were designed and built by the nominees to use for the practical exercise portion of the training.

**Applicability:** This District Three training program has been adopted by a Junior College and a Vocational/Technical Center to provide training to the private sector. One other
FDOT District has adopted this District Three training program and it is being reviewed by yet another District for possible implementation.

**2000-01 Added Value:** To provide the training for 200 employees in District Three, the first year savings in registration fees, travel expenses, and lost production time is estimated at $154,000. The additional savings for the FDOT by conducting this training in-house in other Districts will be considerable but is immeasurable at this time. The lives saved as a result of better trained workers and more safe and effective traffic control through work zones is priceless.

**Potential Statewide Added Value:**

Contact: Name: Jimmy Rodgers
Title: Director of Operations, District Three
Department: Florida Department of Transportation
Business Address: P. O. Box 607, Chipley, FL 32428
Non-Suncom telephone number: (850) 638-0250 Ext 203 Fax:(850) 638-6159
E-mail address: James.Rodgers@dot.state.fl.us

**150. Innovative Women, Infants & Children Program (WIC) Vendor Training (DOH-59)**

**Description:** Improved efficiency of food delivery system. Production of a video for all WIC agencies decreases staff time required for vendor trainings and staff time dealing with vendor errors and problems. Better trained vendors results in fewer vendor errors, less staff time required to address vendor errors. Improves customer relations, increases vendor profits.

**Applicability:** This video training can be applied for all WIC vendor trainings throughout the State.

**2000-01 Added Value:**

**Potential Statewide Added Value:**

Contact: Linda Mills
Title: Nutrition Program Director
Agency/Division: Department of Health - Escambia County Health Department
151. New Member Orientation CD (FDLE -11)

Description: An innovative format adds tremendous value to our New Member Orientation program. It allows our agency to orient new members within their first few days of employment to help create a more knowledgeable and more effective workforce.

The format of this training program allows members to receive the necessary training, while time lost from work is reduced. Members that are more informed of agency policies and procedures provide a better service to our internal and external customers. Time that was spent traveling and attending training is now spent performing those duties necessary to get the job done.

Applicability: All agencies can provide an innovative, yet cost effective orientation program for new staff members. Providing training to new staff without the addition of travel expenses generates recurring savings. Most training programs could be re-designed into a CD format. Classes that are frequently taught are the best to re-design.

2000-01 Added Value: Offering effective CD-based training as a training alternative usually have a higher return on investment than traditional classroom training. Since CD formats can provide training for more than one person, the costs associated are lower. Also, the time lost from work is usually decreased and travel costs are virtually eliminated.

Potential Statewide Added Value:

Contact: Lori Mizell

Title: Education & Training Specialist

Agency/ Division: Florida Department of Law Enforcement

Address: PO Box 1489, Tallahassee

Phone/fax: 850-410-7505/850-410-7345

Email: lorimizell@fdle.state.fl.us

152. Continual Training and Pre-Completed Application/Invoices Enhance Centrax (DOH-10)
**Description:** Overall productivity has been greatly improved as staff is more knowledgeable of the computer system; inspections are performed more efficiently; less time is required in reviewing updated information. Customer satisfaction has been enhanced with the pre-completed application/invoice, as these forms require less time, therefore, payments are returned at a faster rate.

This achievement will prompt recurring improved performance by continual Centrax training and use of pre-completed application/Invoices Benefit! will continue to be enjoyed by all staff, clients and the general public.

**Applicability:** State-wide, Environmental Health programs are run through Centrax software, making the use of pre-completed application/invoices functional in any county. The pre-completed application/invoice can be included as part of the Centrax reports. Other agencies using Centrax software and requires applications or invoices can adapt this product.

**2000-01 Added Value:**

**Potential Statewide Added Value:**

Contact: Valerie Zbinden

Title: Senior Word Processing Systems Operator

Agency/Division: Department of Health, Volusia County Health Department, Environmental Health

Address: 5015 Clyde Morris Blvd., Daytona Beach, FL 32114

Phone: (335) 947-3435 Fax: (386) 947-3485

Email: Valerie_zbinden@doh.state.fl.us

**153. State Contact Training Matrix (AHCA-42)**

**Description:** Relda Halbert developed a matrix of all state contract vendors for computer software/hardware training. This matrix has been shared with Agency for Healthcare Administration purchasing and the State Technology Office, and has the potential of benefitting any state employee seeking information on state contract vendors for computer hardware/software training. Finding available training from training centers on state contract is infinitely more simple via this easy to use matrix.

**Applicability:** Currently the training classes are in the hardware and software categories. The list could be expanded to include other areas of training such as for supervisors or managers, or team building. This achievement can be adapted by other state agencies to help employees locate available training in the areas of expertise they are interested in.
Even without any modification, this matrix can still be used by employees interested in training in hardware or software.

In order to create new matrices for other agencies, the same procedure could be used. Using the link: www.myflorida.com review each vendor site, load the applicable courses, vendor name, and direct link to vendor website into the matrix for a desired courses.

**2000-01 Added Value:** $4,858

**Potential Statewide Added Value:**

Contact: Robin Kinney

Title: Data Processing Manager

Agency for Health Care Administration Bureau of Information Technology/Executive Agency/Division: Direction Address: 2727 Mahan Dr. Tallahassee, FL

Phone/fax: 850 922-7745/850 922-0490 Email: kinneyr@fdhc.state.fl.us

**154. IFAS Extension In-service Training System (IST) (UF-5)**

**Description:** This system streamlines in-service registration for IFAS Extension faculty in the 67 counties. It reduces manpower, resources and the possibility of errors. Registration which originally took several weeks to complete can now be done instantaneously and provides information for travel reimbursement.

**Applicability:** Any program that requires registration for in-service training, professional development courses or courses for credit at universities and throughout state government.

**2000-01 Added Value:** Approximately $30,000 in product resources and human resources.

**Potential Statewide Added Value:**

Contact: Cheri Brodeur

Title: Coordinator Publication/Information

Agency/Division: Ag Education and Communication

Address: PO Box 110285, Gainesville

Phone/fax: 352-392-0386 fax. 352-392-9633
155. DNA Sample Submission Training CD (FDLE-10)

**Description:** Training modules on compact discs for agencies submitting samples to the DNA Database. Provides the submitting agency with the knowledge necessary to effectively and efficiently collect and submit blood specimens or oral swab samples to the DNA Database. This format provides remedial training when necessary.

**Applicability:**

The purpose of this project is to inform submitting agencies the proper techniques in blood and oral swab collection, fingerprinting methods, and offender search capabilities through the CJNet/DNA site. The goals of this training CD are to allow individuals to proceed at their own pace, provide information to submitting agencies, real-time training and avoidance of unnecessary costs.

This format provides quick reference when questions are posed, thus eliminating the need for excessive phone calls to the DNA Database. External customers will see improved performance because agencies will be properly trained on effective collection methods, therefore increasing the number of DNA submissions to the database.

**2000-01 Added Value:** The DNA Sample Submission Training CD was produced at a minimal cost of $3,097 including work hours and software.

In addition to savings in production costs, there will be a significant cost avoidance. One area of savings is a reduction in the number of samples resubmitted due to improper collection procedures. It is estimated that the average oral swab resubmittal rate is 20%. With proper training, this rate can be reduced to approximately 10%. With an average annual submission of 24,000 offender samples, at a cost of $50 per sample, the savings can be estimated at $120,000 (2,400 x $50.00).

**Potential Statewide Added Value:**

Contact: Lori Mizell

Title: Education & Training Specialist

Department: Florida Department of Law Enforcement

Address: 2331 Phillips Road Tallahassee, FL 32308

Phone: (850) 410-7505 Fax: (850) 410-7346

E-mail address: lorimizell@fdle.state.fl.us
156. Red Cross CPR/ First Aid Instructor Certification (DEP-4)

**Description:** Cost savings to the State of Florida by providing in-house CPR/First Aid training.

**Applicability:** All state agencies providing CPR/First Aid training to their employees.

**2000-01 Added Value:** Savings of $2,985 per year for the 199 Career Service Employees in Bureau of Parks District S.

**Potential Statewide Added Value:** Recurring as recertification is required every year.

**Contact:** Name: Karol Kurtz  
Title: Administrative Secretary  
Agency/Division: Dept. of Environmental Protection, Florida Park Service, Parks District S  
Address: 13798 S.E. Federal Highway, Hobe Sound, FL 33455  
Phone/fax: (561) 546-0900/(561) 223-2591  
Email: karol.kurtz@dep.state.fl.us

157. University of Florida Student Government Fiscal Polices CD (UF-22)

**Description:** Student Government (SG) Finance and Technical Support produced an interactive CD-ROM to train all SG funded student organizations. The CD-ROM ensures that all funded student organizations understand SG, UF, and State fiscal policies and procedures relating to their organizations.

The nominees compiled all research and data, designed the format and layouts for the CD-ROM, and produced the CD-ROM in-house. They created a program that e-mails a confirmation letter once an organization completed the training activities.

**Applicability:**

**2000-01 Added Value:** Prior to the CD-ROM project, staff trained student organizations on multiple days at an annual payroll cost of $18,000. Subsequent to initial training, staff spent approximately 40% of its payroll educating student organizations on specific transactions - an average payroll burden of approximately $180,000 annually. Use of the CD-ROM enabled student leaders to deliver fiscal training-reducing initial training by staff to $4,000 in payroll burden annually. Also, we experienced a reduction in on-going training percentage to approximately $135,000 annually. This $59,000 annual savings allows the office to provide more advisory services in budgeting and organizational areas
of student life without the need to hire more employees. The qualitative benefits of a consistent delivery format and increased student-to-student mentoring are positive factors as well.

**Potential Statewide Added Value:**

Contact: Department: Student Government (Division of Student Affairs)

Address: University of Florida, Gainesville, FL

Nominee Contact: Steven Bourdon

Phone: (352) 392-1665 x314

Fax: (352) 846-2979

Contact's E-Mail Address: sbourdon@sg.ufl.edu

**158. New Supervisor Training CD (FDLE-9)**

**Description:** This training CD improves internal customer satisfaction by better equipping supervisors with the knowledge to successfully execute their day to day activities. The effects of successful implementation of the training CD are seen by customers as recurring improved performance through enhanced knowledge, thereby providing a better overall service.

Expect improvement in procedural knowledge and execution of supervisory duties. With information readily available supervisors can feel confident to independently resolve issues dealing with policy/ procedure. Frequently offered supervisor training classes can be decreased in favor of the new supervisor training CD.

**Applicability:** This achievement is applicable to all organizations. Agencies can provide an immediate resource to their new supervisors for use before and after they receive formal training, maximizing their efficiency. This CD will prove especially useful to agencies that run frequent supervisor training.

Preventing the need for additional training classes by providing immediate instruction to the supervisor will result in a substantial cost savings. This achievement can be adapted to any training program. The CD may be used as a supplement to additional training, or replace in-class instruction. For the new supervisor's training, creating a reference tool that is readily available equips an individual to immediately address a variety of tasks with confidence that their decision is based on policy.

The added value of this project is primarily for internal customers. With this CD supervisors can learn at their own pace, have immediate access to pertinent information at
a single source, minimize questions for human resource and administrative offices, and have a valuable reference tool for future use.

**2000-01 Added Value:**

**Potential Statewide Added Value:**

Contact: Lori D. Mizell

Title: Education and Training Specialist

Agency/Division: Florida Department of Law Enforcement/Criminal Justice Executive Institute

Address: 2331 Phillips Road Tallahassee, Florida 32308

Phone/fax: 850.410.7505 / 850.410.7345

Email: lorimizell@fdle.state.fl.us

**159. On-Line Computer Training (AHCA-12)**

**Description:** With implementation of telecommuting/telework, all individuals benefit from on-line computer training. Off site vendor training of employees would be at a considerably higher price.

With the inception of teleworkers in our Agency and the large number of field employees, our on-line computer training usage is high. It is a way of allowing greater flexibility in our training program. This method of training provides considerably lower cost savings when compared to on-site and/or off-site training. Element K on-line computer training allows employees to keep pace with the rapid advances in technology. In addition, it integrates the best of both worlds from the traditional classroom to the web. This method of training provides increased productivity without sending staff off-site to learn. Element K enables the employee to choose from a wide selection of courses and they may take as many classes or tutorials as they want, when they want.

**Applicability:** Any Department/Agency that has a fast paced environment in which there is a need for training can adapt this program. Element K will provide an opportunity for employees to acquire training on-line as opposed to attending on-site or off-site vendor training.

**2000-01 Added Value:**

**Potential Statewide Added Value:** All state agencies/departments may purchase licenses for Element K on-line computer classes at a cost considerably lower than
contracting with a private vendor. The more that buy into this type purchase, the better the state discount.

Contact: James Haynes
Title: Senior Management Analyst 11
Agency/Division: Agency for Health Care Administration/Division of Administrative Services
Address: 2727 Mahan Drive, Bldg 2, Tallahassee, Florida 32308
Phone/fax: (850) 922-8440 FAX: (850) 488-2937
Email: Haynesj@fdhc.state.fl.us

160. Reduction of Expenditure for Juvenile Justice Training Academy (DJJ-3)
Description: By training new Juvenile Detention Officers at local criminal justice academies, the state saves paying three weeks per them travel and per diem per employee, or approximately $25,000. This savings applies to 20 positions trained in Lee County alone.

Applicability: Using local criminal justice academies means staff are not required to travel out of town. This can be used at all locations that have criminal justice academies.

2000-01 Added Value: Savings for 20 staff in Lee County alone was $25,000. Statewide it could easily be ten times as much.

Potential Statewide Added Value: At least ten times the savings in Lee County.

Contact: Bill Fine
Title: Chief of Detention Services Southwest Region
Agency/Division: Department of Juvenile Justice
Address: 2295 Victoria Avenue - Suite 195; Ft. Myers, FL 33901
Phone/fax: (941) 338-2652 Fax: (941) 338-2663
Email: bill.fine@djj.state.fl.us
161. Network Infrastructure Reengineering (DOL-1)

**Description:** Upgrading the Lottery's network infrastructure with a comprehensive, leading-edge solution allowed the Lottery to optimize business operations and application performance throughout the enterprise. The network infrastructure upgrade provided a higher level of availability, better response time (10 times better), increased reliability, and lower cost of ownership.

**Applicability:** Any agency that currently has an older FDDI network backbone can utilize the Lottery's solution to conduct business more efficiently.

**2000-01 Added Value:** $29,466

**Potential Statewide Added Value:** Greatly increased network throughput and reliability thereby improving productivity for all internal users.

Contact Name: John Stacklyn

Title: Assistant Director Information Resources

Agency/Division: Florida Lottery/Information Resources

Address: 250 Marriott Drive Tallahassee, FL 32301

Phone/fax: (850) 487-7704/(850) 487-7791

Email: stacklyn@flalottery.com

162. Public Information Electronic Fax and Distribution List (DOL-3)

**Description:** Employee time-savings and staff cost savings for state agency. Also greater flexibility and reliability to reach hundreds of news media sources, therefore potentially reaching Florida's 16 million residents with public information, game results, and other information.

**Applicability:** Applicable where large, time-sensitive distribution of detailed information is required on a daily or deadline-oriented basis.

**2000-01 Added Value:** $23,000 annually

**Potential Statewide Added Value:**
Contact Name: Roger Sockman
Title: Lottery Communications Specialist
Agency/Division: Public Affairs
Address: 250 Marriott Drive
Phone/fax: (850) 487-7727 / (850) 487-7785
Email: SockmanR@dol.state.fl.us

163. PC 911 (Technical Support Request Application) (DEP-12)

Description: This achievement directly improves the technical service delivery of the Technical Support Team by logging, prioritizing, and reporting of technical service requests. It improves all aspects of conducting end user computer technical support. improves efficiency, reportability, user satisfaction, and solution searching. Immediate positive results have been realized in internal customer satisfaction, speed and quality of service, and reduction of employee/user computer "down-time".

Applicability:

2000-01 Added Value: Savings were realized in many areas: ASP training - $4,640; Oracle training-$4,640; Software expenses - $22,000; Yearly license/support fees - $6,000; Customization time/money spent - $9,000; Down-time payroll savings - $4,800. TOTAL SAVINGS: $51,080.

Potential Statewide Added Value:

Contact Name: Steven Porostovsky
Title: Systems Project Administrator
Agency/Division: Dept Environmental Protection / Water Resource Management
Address: 2600 Blairstone Road - Mail Station 3511
Phone/fax: (850) 921 - 9887
Email: steven.porostovsky@dep.state.fl.us

164. Internet On-Line Document Review Tool (C&F-11)

Description: A software application that enables multiple parties to review draft documents and submit electronic comments about the document using the internet. The
comments are loaded into an electronic database that can be reviewed instantly by anyone. The application reduces cost, speeds the review process, saves time and effort, and is more efficient than prior review methods.

The achievement was initially designed to improve the ease and speed of reviewing draft contract documents and Agency Operating Procedures. It may be used for any situation where draft documents require a review, including rules, statutes, policy statements, strategic plans, business models, legal opinions, administrative orders, etc. This tool represents a substantial improvement in the age-old problem of letting widely separated parties provide input, see others' input, and accomplish their review in a "real time" environment without wasted time, energy or effort.

**Applicability:** Any entity that circulates draft copies of documents for review prior to adoption of the final document. It could be used by all state & local government agencies or entities in the private sector. San Bernadino County, Calif. has obtained a copy of the application and is adapting it.

**2000-01 Added Value:** $105,000

**Potential Statewide Added Value:** $495,000 recurring savings within the Department of Children & Families.

Contact Name: Bruce Ortel

Title: Supervisor, Contract Documents Team, Office of Contracted Client Services

Agency/Division: The Florida Department of Children & Families, Office of Contracted Client Services

Address: 1317 Winewood, Building 5, Room 121, Tallahassee, FL 32399-0700

Phone/fax: 850-413-7463/850-413-6158

Email: Bruce_Ortel@dcf.state.fl.us

**165. H&SSS Department Computer Equipment Database (UF-10)**

**Description:** Using Microsoft Access software, Jami Beserock created a searchable database that tracks all departmental computer equipment and provides essential network information. The database may be accessed and updated by any authorized user from any location. Authorized staff may also create reports tailored to specific needs or link to detailed floor maps.

Jami used Microsoft Access software (available through the Libraries' site license), advanced Visual Basic programming techniques, creative design elements, and her networking expertise and intuitive knowledge of the data to create this relational
database. She also spent many hours interviewing potential users to ascertain their needs and training them to use the finished product.

Applicability:

2000-01 Added Value: $884

Potential Statewide Added Value:

Name: LeiLani S. Freund

Title: Electronic Resources Librarian, H&SSS Department

Agency/Division: Humanities & Social Sciences Services Dept., George A. Smathers Libraries

Address: Room 118 Library West, P.O. Box 117001, Gainesville

Phone/fax: (352) 392-4919 Fax: (352) 392-8118

Email address: leilanif@ufl.edu

166. Superior Computer-Aided Drafting and Design (CADD) Operation
(DOT-19)

Description: Over the past several years, Juan Jane' has developed alignments, typical sections, and plan sets using advanced CADD software and equipment. His achievement is that he manipulates them much faster than anyone else in the District. While mastering advanced software packages, he has developed procedures to speed their operating efficiency.

Applicability: Mr. Jane's accomplishment is based on years of training and practice in which he has developed unique methods in applying advanced CADD software packages to Department projects. While the Department has made training available to many, Mr. Jane' has shown the continued dedication necessary to achieve this skill level.

2000-01 Added Value: Over the past three years, the savings were approximately $288,000. The added value will recur annually as long as the current pattern of in-house work exists.

Potential Statewide Added Value: The savings is approximately $96,000 per year

Name: Steve Braun, P.E.

Title: Project Manager
167. Re-Building Surplus Equipment (DOH-101)

Description: Because of funding cuts we could not afford new computer equipment. There was a state mandate to migrate dumb terminals to the TCP/IP system. Staff used a lot of dedication and ingenuity to take surplus equipment (mostly 486s) and rebuild them so 11 stations could be migrated onto the TCP/IP system, and staff could have access (at their desks) to Office 2000 software, the Internet, and Outlook.

Employees are more satisfied with the PCs than the dumb terminals because PCs allow them to have Office 2000 software, e-mail, and internet access right at their desk.

Applicability: These was extremely applicable to our needs-as we had unfounded mandates.

2000-01 Added Value: Without this project, 11 staff would still be on dumb terminals. These terminals cost the State WIC $24.00/month/terminal. So value added is cost savings and quicker service by using personal computers.

Potential Statewide Added Value:

Name: Karen Kalisz

Title: Public Health Nutrition Program Director

Agency/Division: DOH/Lee County Health Department/WIC

Address: 3920 Michigan Avenue, Fort Myers, FL 33916

Phone/fax: 941/332-2341 temporary fax (turned off at 5:00) is 941/332-9508 (Nursing Dept)

Email: Karen_Kalisz@doh.state.fl.us

168. Conversion of Microfiche Production to Compact Discs (B&F-3)

Description: Converting Microfiche reports to compact discs for viewing, archiving, research and local printing greatly enhances the productivity of users. Instead of hours of research to find specific transactions on microfiche, users search months' worth of data in
a few seconds. The application simplifies the state payroll process in that all reports support in each payroll are printed on a CD the next business day. Agency end-of-year reports that used to take months to produce on microfiche are completed within a couple of days of creation. Jobs that needed hundreds of microfiche to contain the output are put on one or two CD'S.

**Applicability:** Any agency that produces huge quantities of printed or microfiche output for internal or external consumption. The CD product is so much faster to produce and easier to use that huge productivity enhancements, in addition to fiscal savings, are achieved over a very short time.

**2000-01 Added Value:** $378,130

**Potential Statewide Added Value:** Savings are recurring, with every report printed, especially considering the time each end user saves trying to find specific pieces of information.

Name: Kenneth Schroeder

Title: Assistant Chief of Computer Services

Agency/Division: Dept of Banking & Finance/Information Services Division

Address: 101 E. Gaines St, Rm 226, Tallahassee, FL 32399-0350

Phone/fax: 850-410-91161850-410-9393

Email: ken@mail.dbf.state.fl.us

**169. Asynchronous Transfer Mode Project (DOH-22)**

**Description:** Significant cost savings due to centralized system administration (voice and data), voice and data service reliability. System reporting now provides detailed evaluation of real time communications and shows phone trends which impact the public, empowering supervisory staff to resolve deficiencies.

This initiative greatly simplifies the overall architecture of voice and data communications and circuitry while promoting Governor Bush's technological vision.

**Applicability:** Any agency by providing greater control over their voice and data communications while reducing the administrative effort and cost currently associated with traditional network support.

**2000-01 Added Value:** Reduction of 300 standard telephone lines. Non-recurring fees for new telephone installation have been eliminated.
**Potential Statewide Added Value:** Anticipate $48,600 recurring annual savings.

Name: Christopher Wagner  
Title: Data Center Director  
Agency/Division: Hillsborough County Health Department/Management Information Systems  
Address: 1105 East Kennedy Blvd, Tampa, Florida 33602 Phone/fax: (813) 307-8015 extension 3401/(813) 272-7178  
Email: chris_wagner@doh.state.fl.us

**170. Spreadsheet Design of a Medical Record Review (MRR) Form (AHCA-70,71)**

**Description:** Converted a paper-based Medical Record Review (MRR) form containing 270 separate evaluation items into an automated spreadsheet for use in the field in conjunction with a laptop computer. The application features drop-down menus and point totaling features. Most of the work that was previously calculated by hand is now automated. Nurse specialists can now complete MRR visits on-site, with a higher degree of accuracy (automatic calculations and totals) and be able to provide immediate, timely feedback to the provider being inspected. Medicaid providers appreciate receiving this quick feedback regarding any deficiencies in their record keeping procedures and office protocol. More Medicaid providers remaining within program compliance means Medicaid recipients have expanded access to badly needed health care.

**Applicability:** All registered nurse specialists in Agency for Health Care Administration field offices.

**2000-01 Added Value:** $785

**Potential Statewide Added Value:** Recurring annual minimum savings to this field office estimated to be $1,156. If adopted by all 11 field offices, minimum savings could be $112,711.

Name: James Price  
Title: Human Services Program Specialist/Coordinator  
Agency/Division: Agency for Health Care Administration/Medicaid/Area One Field Office  
Address: 6425 Pensacola Blvd, Bldg 2, Suite 1, Pensacola, FL, 32606-1701
171. Automation of Catalog Conversion from Print to Web (UF-27)

Description: By automating processes that convert the undergraduate catalog from print to web, total work hours were more than cut in half, service to the students was greatly increased, and the numbers of printed catalogs will be reduced by an estimated 6,000 next year. Students now have easier access to critical information at less than half the cost to the state. Costs will decrease even further in the future now that the system is in place.

Applicability: By applying computer technology to carry out redundant tasks, time and money can be saved on any many projects, allowing time to upgrade the project or further exploring ways to make processes more efficient.

2000-01 Added Value: $3,962 over the last two years in employee hours. More will be saved next year as time saving programs are in place and the hours to produce those programs are eliminated. Since more people are using the on line version, there will be 6,000 fewer catalogs printed next year. This will result in a savings of $7,500, with even more savings in subsequent years.

Potential Statewide Added Value:

Name: Chris Stetter
Title: Computer Programmer Analyst Manager
Agency/Division: University of Florida - Office of the University Registrar - Data Processing
Address: 201 Criser Hall PO Box 114000 Gainesville, FL 32611-4000
Phone/fax: (352) 392-1374 ext 7256 fax (352) 392-3987
Email: cstetter@ufl.edu

172. E-Commerce Website for License Renewals (DOH-98)

Description: The website was available to 59,169 registered nurses for licensure renewal, and 11,714 (19.89%) used this method to renew their license. In addition, 3,968 changed their address through the website.

Applicability: The Division of Medical Quality has 43 professions that renew licenses. The eCommerce website for license renewals could be utilized for each renewal.
**2000-01 Added Value:** N/A

**Potential Statewide Added Value:** Recurring

Name: Jane Parker

Title: Operations and Management Consultant Manager

Agency/Division: Department of Health

Address: 4052 Bald Cypress Way Mail Bin C-10, Tallahassee, FL 32399-3260

Phone/fax: (850) 245-4064 (850) 487-3284

Email: Jane_Parker@DOH.State.fl.us

**173. Universal Electronic Communication Access (DOH-74)**

**Description:** Improved communication among staff located in five separate health department buildings. This saves staff time, reduces misunderstanding, quickly and efficiently disseminates information, and increases dialogue among staff, between work units, and between staff and management.

Rapid dissemination and exchange of information to the greatest number of people has become a critical factor in meeting a goal of completing a mission or achieving a vision in the most cost and time efficient manner for all departments and agencies.

**Applicability:**

**2000-01 Added Value:** Based upon an average hourly cost per employee in the Health Department, saving a conservative one hour per week for only half of those employees, the achievement can save $65,950 annually in lost time and productivity.

**Potential Statewide Added Value:**

Name: Rick Dupuis

Title: Distributed Computer Systems Administrator

Agency/Division: FDOH/St Lucie County Health Department

Address: 5150 NW Milner Drive, Port St Lucie, FL 34983

Phone/fax: (561) 873-4882/ fax (561) 873-4900

Email: rick_dupuis@doh.state.fl.us
174. On-line Certification Application (FDLE-18)

**Description:** NexTest provides increased flexibility to agencies for their users to complete a federally mandated biennial certification exam through existing network connections. The system provides users with immediate feedback and formats test data for rapid uploading in a statewide database.

**Applicability:** Any organization required to administer tests.

**2000-01 Added Value:**

**Potential Statewide Added Value:** Estimating $16.17 per user and approximately 9,000 users the first year, the system could realize a cost avoidance of $145,530. This amount would be divided among all users of the nexTest system, not just the Department of Law Enforcement. With full use of nexTest by users (43,000), the cost avoidance could reach almost $347,655 annually.

Name: Iris Morgan

Title: Information Delivery Coordinator

Agency/Division: Florida Department of Law Enforcement/Criminal Justice Information Services

Address: Post Office Box 1489, Tallahassee, FL 32302

Phone/fax: (850) 410-8193/(850) 410-8188

Email: irismorgan@fdle.state.fl.us

175. Rendering Server (DOH-6)

**Description:** By creating a rendering server for complex 313 animations that require up to 20 hours to render, Mr. Heberle can continue with other required tasks while his previous tasks are sent to the rendering server for completion.

Rendering used to tie up the computer for 45 minutes to three hours, making it unavailable for work on other projects. On some days, several renderings had to be done. By implementing the rendering server, rendering jobs are sent to a queue on the server, which takes over the job of rendering and frees the computer so more projects can be started. This is an immense time saving implementation resulting in significantly greater productivity.

**Applicability:**

**2000-01 Added Value:** $6,900
Potential Statewide Added Value: Recurring with each project.

Name: Dawn M. Hewitt
Title: Administrative Assistant 11 Coordinator
Agency/Division: Department of Health, Volusia County Health Department
Address: 1350 S. Woodland Blvd., DeLand, FL 32720-7731
Phone/fax: (386) 736-5583/(386) 736-5433
Email: dawn_Hewitt@doh.state.fl.us

176. Automated Agenda (DOH-2)

Description: Increased efficiency in preparation and management of meetings. There is a cost savings on production, distribution and storage of documents, plus additional time for analysis to spend on other projects.

Applicability: Other regulatory boards within the Department of Health will be using "automated agenda" for example, the Florida Board of Nursing began using this technology in June 2001. Other Department of Health regulatory boards will be able to use it as funds for purchasing laptop computers when available.

2000-01 Added Value: Replaces more than 5 million paper pages of agenda materials annually. This translates into saving 425 pulp trees per year (one tree per 11,500 pages), 9,750 gallons of oil a year (390 gallons per ton of paper) and 200 cubic feet of public land fill space per year (8 cubic feet per ton of paper.) Hours of time in duplicative production of over a half million copies are avoided by the use of this software.

Potential Statewide Added Value:

Name: Tanya Williams
Title: Board Director Agency/Division: Department of Health - Division of Medical Quality Assurance - Board of Medicine
Address: 4052 Bald Cypress Way, Bin C03, Tallahassee, Florida 32399
Phone/fax: (850) 245-4131 / (850) 922-5036
Email: Tanya_Williams@doh.state.fl.us

177. "Myakka Trakka" Fire Information Database (DOACS-13)
**Description:** Development of a user-friendly database application using existing software resources allowed Duty Officers to provide more accurate and timely information to the public regarding the wildfire situation within the Myakka River District. This application saves valuable Duty Officer time and simultaneously provides a more reliable and near-real-time estimate of the current fire situation.

**Applicability:** This application has found immediate use in the dispatch office of the district where it was developed so that media requests for information can be more readily filled. Periodic reports generated from it are distributed to field supervisors and public information officers, providing local media, and thus the public, with a more immediate sense of the current district fire situation.

**2000-01 Added Value:** $3,020 saved in personnel time

**Potential Statewide Added Value:** Same savings potential in each of the other 14 Forestry districts if widely distributed and used.

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**178. Travel Requests and Reimbursements Using Workflow and Imaging (FSU-25)**

**Description:** The Electronic Travel system is a web-based process for requesting and documenting travel events, including approvals, edits for State rules, imaging of receipts and reimbursement to travelers through the State accounting system. It covers in-state, out-of-state, foreign, group and "blanket" travel.

The Electronic Travel system integrates several leading-edge technologies making it flexible, user-friendly and efficient. It includes a web interface, JAVA programming, workflow, imaging and e-mail notifications, as well as State of Florida rules and an interface to the statewide accounting system.

**Applicability:**

**2000-01 Added Value:**
**Potential Statewide Added Value:** The University will save at a minimum $500,000 annually

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179. **Communications Network Consolidations (C&F-4)**

**Description:** Reconfigured network to remove three of fourteen Department IBM front-end communication processors and associated telephone circuits. This included enhanced connectivity for the 2,000 plus attached workstations and printers. This reconfiguration allowed these workstations access to e-mail and other Internet based applications in addition to the IBM host services.

**Applicability:** Any agency maintaining multiple networks

**2000-01 Added Value:** $330,606

**Potential Statewide Added Value:** $401,376

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180. **Productivity Enhancement for Program Integrity Analysts (AHCA-33)**

**Description:** Analysts are able to select the claims sample using their desktop computers without having to submit a request to another office and print reports immediately.
Previously, a request was submitted to MIS which selected the claims sample and prepared the reports. Analysts accessed the reports through a remote server, moved them to their own computers and printed the reports.

**Applicability:** Anyone who has a need to review Medicaid claims. The claims sample program is currently being used by Medicaid Program Development and will be used by the Medicaid Fraud Control Unit as soon as access to the server can be established.

**2000-01 Added Value:** The ability of individual analysts to run their own programs will eliminate the need to rely on another office to do the work, thus reducing the number of people involved in the process and reducing the amount of time necessary to complete the process.

**Potential Statewide Added Value:**

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