

DMS difference

AN EMPLOYEE NEWSLETTER

ISSUE 7

DECEMBER 2007

DMS employees exceed goal, 46 percent extremely satisfied

By Cathy Schroeder

Team DMS outdid themselves according to recent customer satisfaction survey results. Forty-six percent of our customers report being “extremely satisfied” – a nine point increase compared to the initial benchmark survey sent in June of 37 percent. As you know, this survey is part of our agency-wide effort to improve customer satisfaction and reward employees for performance.

Rob Hebler, Chief Performance Officer for the agency was wowed by the results. For several months, he trained more than 600 employees in the art of good customer service. “Please accept my congratulations for not only meeting our quarterly satisfaction improvement goal of two percent but hitting it out of the park with a nine point increase in ‘extremely satisfied’ - this is nothing short of a remarkable achievement!”

Using the benchmark data from the survey conducted in June, Team DMS was challenged to increase customer satisfaction in the highest category “extremely satisfied” by at least two percentage points. The challenge is part of our comprehensive, customer service training including the four-hour training class, homework assignments, division-specific employee performance boards and targeting areas for improvement. Our hard work paid off!

Secretary South is thrilled with the results. “These survey results confirm what I believe about our team – they care about serving their customers well and work hard to do so,” said Secretary South. “This is the beginning of continuous improvement in the way we do business.”

Our top three performers include the Division of State Purchasing, Division of Retirement and the Division of Real Estate Development and Management. State Purchasing led the team with the highest number of top box responses – 62 percent extremely satisfied. Fifty seven percent of the Division of Retirement customers report being extremely satisfied and fifty percent of the Division of Real Estate Development and Management customers report being extremely satisfied. These areas have a high level of contact with the customers we serve; this data shows that our efforts to improve are working.

Our customer satisfaction survey addressed how each of our divisions handles service and product inquiries. Because of your hard work, each team member received a \$25 gift card “thank you performance award.” The cards are good at Chili’s, On the Border,

Maggiano’s and Romano’s Macaroni Grill restaurants. Division supervisors hand-delivered cards to employees thanking them individually for improving customer satisfaction.

The agency will send the survey to our customers in January 2008. We will use this quarter-to-quarter comparison to reward outstanding performance and identify areas for improvement. Our goal is to increase by another two percent – come on team, you can do it!



It is hard to believe that it's been almost a year since I joined the team here at DMS. I feel so fortunate to share this important work with all of you. You know why? Take a look at this list. This list is a snapshot of our accomplishments from this year. I am proud of these accomplishments and your efforts to take a long hard look to see how we can improve the way we do business. I know this list doesn't begin to capture everything or the many hours of service a lot of you dedicate to your workday (and often evenings and weekends, too) to serve the people of Florida. But I realize it, along with the members of my executive team. We appreciate your tireless commitment to a job well done and look forward to our many successes ahead.

I hope you all have a safe and happy holiday,




Secretary South and Rob Hebler at a farewell party to wish him well.

Quickly fixed the broken chiller pipe in April. We brought in replacement chillers overnight from Birmingham and Orlando to get our facilities back online in 72 hours.

Improved customer satisfaction by nine points. In June, 36 percent of our customers reported being extremely satisfied; in November 47 percent reported being extremely satisfied. This means we are improving the way we serve our customers.

Successfully completed open enrollment for more than 200,000 state employees and their health and insurance benefits selections. There was a 95 percent increase in the number of participants using the People First Web site to enroll.

Successfully signed up all 67 counties as part of the Florida Interoperability Network, the state's interoperability radio tool that allows emergency responders to communicate with each other on similar radio systems and frequencies.

Upgraded MyFloridaMarketPlace to 2.0 making it more accessible and user-friendly. And our work paid off, 91 percent of our MyFloridaMarketPlace customers reported being satisfied with the program and its services.

Developed an online, priority one scheduling tool for DMS staff and customers to schedule travel on state aircraft. Provides increased access and a user-friendly way to make travel arrangements.

Developed an online tool to assist in tracking and responding to inquiries and complaints. This tool helps us identify issues on an agency-wide level.

Distributed more than 593,000 Member Annual Statements to Florida Retirement System Pension Plan members. These statements provide valuable information to FRS members about their own retirement account and assists them in their retirement planning.

Completed the DMS Long Range Program Plan (LRPP) also known as our "playbook." It captures the mechanics of our agency and forges new territory of product and service excellence.

Developed and distributed a new and improved Benefit Guide for the 2008 plan year. The guide is reader-friendly, easy to follow and includes a new dental comparison chart. Guides were mailed to 165,000 employees and 50,000 retirees.

Launched the MyBenefits Web site www.MyFlorida.com/MyBenefits. This interactive site gives employees and retirees easy-to-read information about the benefit choices available to them and also includes a medical and dental cost calculator to help participants make smart choices.

Opened the Graceville Correctional Facility, a 1,500-bed adult male facility to house medium and close custody inmates.

Successfully hosted annual conference for state government HR professionals. This event gave state HR professionals an opportunity to learn about current best practices and policies affecting state government HR in Florida.

Developed Open Government Web page on the DMS Web site for the public to quickly and easily access information about our agency. Page includes links to contacts in each division and useful information about our budget, legislative priorities, contracting policies and agency organization.

Created a system for prison contract managers at each facility to easily and quickly record daily incidents, track positions and record program accountability information. This system replaced a very manual and paper intensive process.

Successfully hosted annual Office of Supplier Diversity 2007 MatchMaker Conference for minority business owners. We had more than 1,500 minority and women business owners, local residents, and other community-based organizations in attendance. Raised more than \$200,000 in sponsorships and secured 128 exhibitor booths. Saved \$25,000 in marketing and promotional expenses this year by doing it in-house.



Office of Supplier Diversity Hosts Successful MatchMaker Conference

By Cathy Schroeder

What happens when you pull a team of dedicated professionals together who share a common goal to succeed? You get the Office of Supplier Diversity's 2007 MatchMaker Conference and Trade Show. This event, held last month in Orlando, is Florida's signature event for minority and women business entrepreneurs. It links minority business owners with state government and corporate sponsors to drive economic development.

Governor Charlie Crist spoke during the event expressing his vision for minority businesses in Florida's economy. "I applaud the commitment of state agency managers and purchasing agents who continue to look for new and innovative ways to expand diversity in state contracting and increase opportunities for businesses statewide," said Governor Crist.

The event's theme was "Impacting Economic Development in Florida - One Contract at a Time." It offered attendees numerous opportunities to enhance their business skills and provided opportunities for minority businesses to network with leading corporations as well as state and local government purchasing officials.



From forefront to back: Rep. Terry Fields, Jacksonville; Rep. Jennifer Carroll, Green Cove Springs; Senator Garry Siplin, Orlando; and Rep. Joe Gibbons, Hallandale Beach

Secretary South attended a number of meetings during the three-day event, sharing ideas with business leaders and talking with elected officials. "The Department of Management Services is committed to supporting the growth of minority businesses within state government and beyond," said Secretary South. "We are proud to host this conference, which is just one of the many ways we match minority businesses with government spenders."

The trade fair featured more than 200 companies looking to purchase goods and services from eligible, certified minority vendors. It also highlighted OSD's goal of enhancing vendor involvement with state purchasing personnel through professional development workshops and breakfasts, an awards banquet and nightly networking receptions.

During 2005-2006, total certified minority spending, exceeded \$761 million. In 2006-2007, state agencies purchased \$1.1 billion in goods and services through certified women- and minority-owned businesses – a 45 percent increase over the previous year.

State purchasing develops climate-friendly product list

This summer, Governor Charlie Crist signed three comprehensive executive orders to expand the state's energy policy and reduce greenhouse gas emissions. DMS is one of the lead agencies in this important environmental endeavor.

The first executive order calls for the development of a Florida Climate Friendly Products List within MyFloridaMarketPlace. The Division of State Purchasing invited all state term contract vendors to submit products currently on their contracts that met one or more of the green labels or standards (e.g., Energy Star, Green Seal) approved by the Florida Department of Environmental Protection. Currently the list contains in excess of 6,700 green products flagged with a globe icon and are accessible by all purchasers. This is another great step by DMS to do our part to preserve this great state. Way to go State Purchasing!

Dms Monthly Accomplishments

This month, the *DMS Difference* features a list of yearly accomplishments. In January we will send a list of accomplishments from our monthly report to Governor Charlie Crist. Accomplishments are things we've excelled at versus our general responsibilities as an agency. For instance, what did we do to save taxpayers money or other resources? The recent migration of agencies to the MyFloridaNet data network is a great example of DMS helping agencies save millions of dollars.

Do you have an accomplishment to share?

We collect accomplishments from each division at the end of the month. Contact your supervisor if you have something to add to the monthly report.

Energy efficient tips

What can we do to support Governor Charlie Crist to reduce our carbon footprint in Florida? Here are a handful of energy efficient tips you to consider behind the wheel.

- The best way to warm up a vehicle is to drive it. No more than 30 seconds of idling on winter days is needed. Anything more simply wastes fuel and increases emissions.
- Aggressive driving wastes gas. It can lower your highway gas mileage 33 percent and city mileage five percent.
- Avoid high speeds. Above 60 mph, gas mileage drops rapidly. Visit www.fueleconomy.gov for more information on how driving speed affects gas mileage.
- When you use overdrive gearing, your car's engine speed goes down. This saves gas and reduces wear.
- Using cruise control on the highway helps you maintain a constant speed and, in most cases, saves gas. Be sure to exercise caution and stay alert when cruise control is enabled.
- Using your vehicle's air conditioning can reduce gas mileage. Use it only when necessary.
- Clear out your car; extra weight decreases gas mileage.
- Reduce drag by placing items inside the car or trunk rather than on roof racks. A roof rack or carrier provides additional cargo space but decreases fuel economy by five percent.
- Check into telecommuting, carpooling and public transit to cut mileage and car maintenance costs. In Tallahassee, StarMetro, the city's public transportation system offers flexible and inexpensive commuting options. To learn more visit www.talgov.com/starmetro.

Remember, every little bit helps. All of us can make a big difference in helping protect our state.

Way to go DSGI and HRM!!



The holidays will be brighter for a select group of families thanks to the team in the Division of State Group Insurance. DSGI rallied together with the Division of Human Resource Management to purchase a number of gifts for local families. Phil Spooner, from HRM, and his wife Carolyn, the Principal at Ruetigar Elementary School in Tallahassee, came up with a list of families that the divisions could help this holiday season. Here is a picture of the DSGI team and also one of their tree with all the presents their division is donating. Thanks to their efforts, a few needy families will be able to open up presents on Christmas Day. Way to go DSGI and HRM!!



DMS HAPPENINGS



Jessica, Bailey, Brooks and Payton

Lila Dyer's grandchildren recently completed their first test and earned their white belts in karate at a demonstration held at the North Florida Fair. They attend the little ninja's class at Gallops Karate in Tallahassee.

Kathy Watson, an investigator in our Inspector General's office, is starring in *Bingo*, a winning musical presented by the Capital City Playhouse. Performances are January 10-13 and 16-20 at the Tom and Ginny Futch Ballroom in the University Center Club. You can purchase tickets through Ticketmaster or call the Florida State Fine Arts Ticket Office at (850) 644-6500. Break a leg Kathy!

Pictured with Creative Preschool's float entry in the 21st Annual Winter Festival Parade and Celebration of Lights is **Dani O'Quinn** (Retirement), her husband Russell and their son Ryley along with **Janice Carraway** (Administration) and her husband Mike Eakin.



You may have seen the Candy Land float in the parade and featured on the front page of the Tallahassee Democrat - it won First Place in its division! Dani, Russell and Drew Schroeder (husband of **Cathy Schroeder** in Communications) assisted Mike and Janice with the float "in training" to take over its construction next year while Mike and Janice wave from the crowd with their grandchildren since they will have "graduated" from Creative!



Each fall the brave maintenance staff at the **Capital Circle Office Center** in Tallahassee perform an annual inspection on the exterior of the buildings located in the center. They correct stopped up gutters, remove wasp nests, check roofs, soffits, lights and trees around the buildings, and handle other minor repairs. Their efforts are coordinated with roofing and grounds contractors ensuring the best use of the annual lift rental. Pictured are **Bryan Taylor** and **Billy Harrison**.

The **Division of Real Estate Management** is collecting money for their 2007 S.H.A.R.E. Family. S.H.A.R.E. means Support Holiday Awareness by Remembering Employees, and every year this team adopts a family for Christmas and collects donations to buy gifts and food. Also, the maintenance staff at the Capital Circle Office Center started a "bucket" where they drop their change each day before leaving work. The team, **Brian Fienemann, Mike Chap, Billy Harrison, Aron King, Gary Cooper** and **Bryan Taylor**, will donate more than \$171! Because of this impressive total, division director **Dean Izzo** challenged his staff to fill a piggy bank, to help raise money. Dean said this become a fun and competitive test of his staff to see who can raise the most money for a wonderful cause. We're proud of our team for helping those in need.

John Purcell, Facility Manager at the Jacksonville RSC, is engaged! John proposed to his girlfriend **Doreen Serpa** on July 14. Doreen works for the Department of Children and Families in Daytona Beach. Congratulations to them both - we know John is on top of the world!!

Sharon Runyan, Administrative Assistant I in our Operations and Maintenance Bureau, is proud to share that her son, **Logan**, a junior at Wakulla High School, was one of only 100 children picked from Florida to attend the Pro-Day Baseball Showcase in Orange Beach, Alabama. Professionals, scouts and colleges were on hand to evaluate and rate each player on their skills and abilities. Logan's overall rate, on a scale from two to eight, was a seven, which is very impressive since there are only 24 players to ever receive an eight. Looks like Logan may have a bright future as a baseball player!



SHOUT OUTS

Carla Pierre wanted to send out congratulations to the Office Supplier Diversity's staff for putting on a great MatchMaker conference in Orlando, and to say a heart felt thank you to the DMS Management Team, and Communications and Graphics Departments for their support and participation in the conference

Congrats to **State Purchasing Team 5** for implementing a state purchasing agreement for AirTaxi services with SatsAir, DayJet and Imagine Air Jet Services. Florida is among the first states to offer AirTaxi Services as an alternative means of state travel. As the name implies, air taxis are aircraft companies that accommodate up to three passengers and, unlike traditional commercial airlines with established flight schedules and destinations, offer on-demand flight transportation based on the traveler's needs. This provides a cost-effective travel alternative for state officials. Well done State Purchasing!

Van Tyre, HVAC Maintenance and Construction Supervisor, and **Linda Tyre**, a Planner in the Budget and Planning Section, are pleased to announce their daughter, **Kelley**, is now a registered nurse having recently graduated from the Nursing Program at Chipola College in Marianna while also passing the Florida State Boards. She accepted a position with Tallahassee Memorial Hospital working in the Family Center with newborns and their moms.

James Miller celebrates his one-year anniversary in December with DMS. Congrats James, we're happy to have you on the team!

Carl Plyler was hired November 2 as an Administrative Assistant II in the Administrative Services Section.

Jannette Corkery was hired on November 2 as a Benefits Specialist in Retirement Calculations.

Frederica Edwards was hired as a Benefits Program Analyst in the Benefit Payments bureau on November 3.

State Purchasing Team 4, Technology Sourcing, welcomes **Mark Foss** to DMS. Mark brings 25 years of experience in the telecommunications industry to the team.

Dave Snyder is the new Benefits Lead for the People First system. Dave will focus on system development, write business requirements and test system release items.

Mike Waller has joined the Data Warehouse team as an Analyst and Benefits Data Specialist. Mike will assist with data warehouse requests related to the benefits area.

Kudos to **Don Parks**, Facilities Manager for the Pepper and Holland Buildings and Florida Records Center, for doing such a great job assisting tenants in the Holland Building. The following letter was sent to Jim Zunbrunn from one of those tenants commending Don on his customer service:

Jim,
As I mentioned to you on the phone, I work in the Holland Building, which is managed by Mr. Don Parks. In my short time as a tenant, I have brought several different issues to Don's attention, which are always addressed in a timely manner. He is very courteous, has a great sense of humor, and has a can-do attitude. When work needs to be performed in my suite or in the building affecting my suite, he provides me and my staff a heads-up, which is greatly appreciated.

From my perspective, you couldn't have a better person representing the Department of Management Services when it comes to addressing the myriad of issues that come as a result of managing the Holland Building.

Don's support, as well as yours, is greatly appreciated.

Sincerely,

Rip Colvin, Executive Director
Legislative Committee on Intergovernmental Relations (LCIR)

Way to go Don!!



SHOUT OUTS continued

Suzetta Furlong is heading up a new customer service/training and communications team. Team members are **Verla Lawson, Janice Lowe, Mindy Rudd, Lydia Stafford,** and **Ella Gee Tribue**. This team will work with Convergys to resolve system issues for personnel officers and users. Additionally, this team is responsible for People First system training and all system communications. Verla will continue to serve as the benefits contact for universities and Janice for retirees. Mindy and Lydia will each work with their respective agencies, and Ella will continue in her invaluable role as administrative support for the team.



Daniell Tyler-Eckel, from Service Delivery/Order Management, and **Kurt Eckel**, in the Network Operations Center, recently welcomed a baby girl. **Alison Michelle Eckel** was born on December 1 at 3:19 p.m., weighing 8lbs., 7oz. and was 20 inches long with a full head of light brown hair. Congratulations to **Kurt and Daniell**!!



Heidi Raygor, the Custodial Supervisor in Ft Myers, gave birth to a baby boy on November 21. **Sebastian Dean Miller** weighed 6 lbs. 12.9 oz. and measured 19 1/2 inches long. Mom and new baby are doing well. Congrats on the new addition Heidi!!



Congrats to **Gerry York** on his recent marriage to his new bride **Anastasia Mikhaylovna Gatsutseva**. They met in Moscow, Russia in October 2005, were married September 14 and honeymooned at the Candleberry Inn in Cape Cod. Here they are in the Red Square in Moscow.



Congrats to **Janice Carraway** in Administration whose daughter **Megan Glenn Carraway** was married to **Edward (Ed) Todd London** on October 27 at the Historic Coalson Plantation and Inn in Thomasville, Georgia. The happy couple celebrated their honeymoon with a visit to several Orlando theme parks followed by a week at the Sandals resort in St. Lucia. The wedding was extra special for the family as they celebrated four generations in attendance. Janice's mother, **Glenn Cromer** had a stroke and after two weeks in intensive care she recovered to attend the wedding. Janice's grandmother, 95 years young, also attended the happy event.

Happy Birthday to all our December Babies



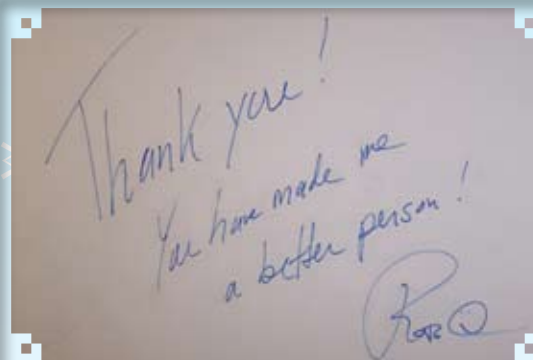
Harry Halley	1
Debra Forbess	2
Richard Clifford	2
Sherrie Routt	4
Denise Johnson	5
Carl Plyler	6
Maxine Crowson	6
Teresa Mullen	8
Michal Cierpik	8
Daniel Bryant	8
Brenda Addison	9
Martha Moneyham	12
Gloria Dockery	13
Noah McKinnon	13
Andrew Pilecki	13
Elizabeth Irvin	14
Sandra Riles	14
John Brenneis	16
Aida Vera	21
Vangie Felix	23
Frederica Edwards	24
Cathy Smith	25
Loan Rusk	26
Dani O'Quinn	27
Jan Duprey	30
Erica Wich	31

Belated birthday wishes go out to
Nancy Gebhart November 20

Michael Johnston, Operations Manager for MyFloridaMarketPlace, and his wife, April, celebrated their one year wedding anniversary on December 1.



Congratulations to **Charles Covington**, State Purchasing Director, for receiving his Certified Public Purchasing Officer certification. Way to go Charles!



Rob Hebler, our former Chief Performance Officer, left DMS this month to pursue an incredible opportunity as the VP of Operations for Wyndham hotels. Rob was instrumental in improving the agency's customer service attitude among other things, and his smile, infectious laugh and always positive attitude will be greatly missed by all of us.

Lynn Plenge, an accountant with DMS, retired after 33 years of working for the State of Florida. He was also a former Air Force vet and will be missed!! Thanks for your years of service Lynn, enjoy retirement!





Here is Andrew (second from right) with his fellow employees.

DMS LOSES A FAMILY MEMBER

DMS lost one of our own family members recently. **Andrew Arosemena**, who worked in the Operations and Maintenance Division, was the victim of a violent crime on November 25 in Gainesville; he was just 22. Andrew traveled to Gainesville with his brother, Kristopher, to attend the Florida State/ Florida football game with a friend. Following the game, Andrew was shot as they were leaving a crowded parking garage and later succumbed to his injuries at an area hospital. The services for Andrew were held in Tallahassee on December 1, and many of his friends and co-workers attended the early afternoon service to pay their respects.

Andrew worked in the Grounds Section under **Jack Smith's** supervision since October 9, 2006. He was part of the "roving crew" which is the team responsible for maintaining the grounds at the FDLE headquarters, the Records Center, the Twin Towers and the Douglas/Carr buildings. Jack said, "Andrew was full of life, always smiling and laughing, and he will definitely be missed."

Our thoughts and prayers go out to his family for their loss.

Recipe Of The Month

Eggplant Parmesan

1 lb. ground Italian sausage (or Johnsonville mild Italian)
Remove casings before cooking
At least 1 cup of extra virgin olive oil
2 cloves minced garlic
1 large onion, chopped
16 oz. sliced fresh mushrooms
1 14 ½ -oz can diced tomatoes with juice
1 teaspoon oregano leaves
1 teaspoon dried basil
½ teaspoon salt
32 oz. jar spaghetti or marinara sauce
¾ cup good red wine (If you wouldn't drink it, don't use it!)
2 cups dried Italian style bread crumbs
4 eggs
2 tablespoons of water
1 large eggplant, peeled and cut into ½ inch slices
¾ cup grated parmesan or pecorino Romano cheese (a half-and-half blend is better!)
4–6 cups Italian blend shredded cheese (Kraft brand is good)



Sautee the sausage, breaking it up into small chunks. Drain and set aside.

In a skillet or favorite “soup pot,” cook garlic, onion and mushrooms in two tablespoons of olive oil over medium heat until tender. Next, add the diced can of tomatoes, the oregano leaves, dried basil, salt, spaghetti/marinara sauce, red wine and the drained sausage. Reduce heat; cook, covered for 30 minutes, or until a piece of Italian bread dipped in tastes really yummy.

Beat eggs and water. Dip eggplant slices in egg, then in bread crumbs. Repeat to coat twice. (Your fingers will get really globby!) Let stand for 20 minutes for coating to adhere.

In a large skillet over medium heat, fry the eggplant slices in olive oil until golden brown on both sides. Add oil as needed. (Let the oil get

hot again before adding more eggplant or the eggplant will soak it up like a sponge!)

Preheat oven to 350 degrees. Grease a 9” x 15” baking dish. Spread a little sauce to thinly coat the bottom. Arrange half the eggplant slices in baking dish. Cover with half the sauce. Sprinkle with half the parmesan/Romano mix, then half the shredded cheese. Repeat. Bake for approximately 45 minutes, until top is golden brown. (I place the baking dish on a foil-lined cookie sheet, just in case it overflows). Oven temperatures vary, so start checking at 30 minutes.

Serve with garlic bread, a good Greek or Italian salad, and LOTS of good red wine!

Submitted by David Peace, Federal Property

Changes In Delivery Process

As you know, a couple of weeks ago we changed our policies about package/mail deliveries in the Capital Circle Office Center (4050 and 4030 Esplanade Way). Many thanks to those of you implementing the new policy, but if you missed the new policy:

The new policy is to include full, complete shipping information so UPS, FedEx, etc. can deliver items right to your office or cube. This way, nothing gets misplaced or misdelivered in the event that our team in the print shop isn't available.

Please make sure you include this detailed information. **Beginning January 1, 2008** if your package isn't labeled properly, it will be returned to the sender. Yikes! Let's label those packages correctly!



Happy Holidays

From: DMS Studio 180
Graphic Design, Sign Design and Printing

FSECC HOLIDAY CASH GIVE AWAY

DMS recently held it's drawing for the annual Holiday Cash Give Away with three winners taking home the loot. With a total pot of \$551.00, **Susan Campbell** from HRM won \$275.50, **Rick Mitchell** from CITS won a \$20 gift card to Target and **Thelma Dixie** from Retirement won a \$10 gift card to Target. The remaining money went to the FSECC. Congratulations to all three winners!

Newsletter Team

Cathy Schroeder, Director of Communications • James Miller, Marketing and Communications Analyst • Linda Ogle, Creative Director • Vangie Felix, Graphic Designer II
Katelynn Ogle, Apprentice Graphic Designer • Olivia Townsend, Apprentice Graphic Designer

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As a resource for agency employees, State of Florida public servants and the citizens of Florida, the **DMS Difference** is a tool to share information about the Department of Management Services, its goals and accomplishments. It is our goal to provoke thought, understanding and appreciation for our agency as we strive to "serve those who serve Florida."

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