

SND

difference

AN EMPLOYEE NEWSLETTER

May 2008



2008 Take our Daughters and Sons to Work Day®



Sharing the workplace with our future

On April 24 nearly 50 DMS daughters and sons joined us at work in Tallahassee for Take our Daughters and Sons to Work Day®. Each child received an identification badge, just like the adults, and learned about the employee's job and state government. **Vangie Felix** and **Katelynn Ogle** on the Studio 180 team decorated our guests with face painting. Thanks, ladies!

The adults and young visitors toured the governor's mansion, the capitol and the bureau of aircraft operations. Thanks to **Mike McClure**, aircraft operations manager, and his team, there were planes and helicopters from other agencies on display in addition to the state jet used by Governor Crist and other state executives.

Thanks to everyone who participated and made the day a success!

Public Employee Appreciation Week and State Employee Recognition Day

Thank you for your public service

We celebrated Public Employee Recognition Week May 5-11 and State Employee Recognition Day on May 7. During these nationally recognized events we express appreciation to public service employees in Florida who are key to the efficient and effective operation of the state.

The DMS Human Resource Management (HRM) team celebrated with a good ol' fashioned ice cream social.

Sharon Larson, HRM Director, shared some fun facts about public servants, for example:

- Alexander Graham Bell, father of the telephone, worked as a Census Bureau agent.
- Smoke detectors in homes were modeled after the smoke and fire detection system used on the Skylab manned spacecraft (the space station).
- More than 2 million public employees protect our nation through service in our armed forces.

In the words of President Gerald R. Ford about public service, "It is a work environment for which top-notch people are selected on the basis of ability. A place where the product of one's hands is more important than the color of one's hands. A place where the work itself takes precedence over the sex of the person doing it. A place where service to the people transcends party labels. A place where the word 'service' means exactly what it says."

from the secretary



Secretary South explains during Take our Daughters and Sons to Work Day® that being the secretary is a lot like being a principal in a school.

Earlier this month, the state's legislative session ended. It's hard to ignore all the changes those 60 days of lawmaking bring to our ordinarily quiet town: more traffic, fanfare, crowded restaurants, and most importantly changes to the laws of Florida.

The legislature must pass only one bill – the budget. This year was exceptionally challenging as lawmakers had roughly \$6 billion less than expected. These changes are natural in the long-term financial cycle but challenging nonetheless. While we did not see any increases in salaries or bonuses for employees, we also did not see an increase in insurance premiums. There were a number of bills we supported that did not make it in the end.

It's a fascinating process, and it requires a great deal of behind-the-scenes support from you here at DMS. I want to recognize Legislative Affairs Director **Jenny Robertson** for a job well-done during her first legislative session. And of course her deputy, **Elizabeth Irvin**, who helped Jenny understand how we do things here in the South. Chief of Staff **Ken Granger**, who is often a voice of reason, once again used his good judgment to keep us above the chaos.

I know there are hundreds of you who worked late, came in early and met impossible deadlines to turn around bill analyses. These required your expertise and attention to detail. I am so very proud of your diligence, never shrugging off how changes to the law impact us all.

So thank you. I encourage you to use the coming summer months to refresh and rejuvenate yourselves. Enjoy time with your family and always make sure to take care of yourselves. We have good things to accomplish!

Thank you for all you do,

2008 Priorities

1. Develop HR practices that recruit, retain, develop, recognize and reward employees making DMS a workplace of choice
2. Improve our contract management abilities
3. Create a strong strategic plan for each program area
4. Create world-class performance by focusing on our core competencies
5. Improve our quality of services by measuring what matters

DMS SERVICE MOTTO

We Serve Those Who Serve Florida

DMS SERVICE VISION

Engaged Employees; Satisfied Customers

DMS SERVICE MISSION

Providing Smarter, Better, Faster Services

OUR SERVICE PROMISE

To Serve with CLASS

Communicate Concerns Immediately

Listen, Learn and Grow Together

Act with Integrity and Honor

Strive for Greatness

Serve with a Servant's Heart

meet

Joe Wright

DMS Chief Information Officer

Just what does a chief information officer do?

I'm responsible for the overall management of all information for the agency, most of which involves our computer systems. That means we take care of things like processing business information, keeping it secure and making it available to the public.

What takes up most of your time each day?

Building our information management system to create strong and stable computer programs and systems, and monitoring and managing our costs for information technology (IT). I also make sure our practices are secure and that we are able to recover quickly in the event of a disaster.

Where are you from originally and how did you land at DMS?

I was born and raised in Tampa, and graduated from the University of Tampa. I worked in IT for the largest third-party insurance administrator in the world for a number of years before I started consulting, which ultimately brought me to Tallahassee. I landed at DMS because I recognized an opportunity to make improvements in state government and have been here now for more than three years.

What motto/phrase/advice do you try to live by?

Don't be afraid to make mistakes, but make sure you learn from them.

What's the last book you read?

Good to Great by Jim Collins. I also enjoy reading books about the outdoors.

What is a unique or startling fact about you that people may not know?

Back in 1999, I took off work for a whole year. I went all over the country and brought in the new millennium the right way. I attended survival camps (see picture); took outdoors/skills classes in Washington, Oregon and New Jersey; took an Alaskan cruise; hiked both the Olympian National Park mountains and the Appalachian trail; played a lot of golf; and got engaged. It was an incredible year.

What is the best thing about your job?

Being able to create improvements in how we do business. For instance, we recently implemented a new system for the Office of Supplier Diversity called *Vendorstrator* that helps them provide services better, faster and cheaper. Seeing this implemented was a real high for me.



DMS "Rambo" Joe Wright at survival camp in 1999.

Benton Building/Fort Pierce Regional Service Center

The Benton Building in Fort Pierce, built in 1995, is dedicated to Dr. Clem C. Benton (1898-1982), a Florida native who settled in Fort Pierce in 1929. He was a physician, humanitarian and entrepreneur who served his community in many ways.

The facility is located in the historic downtown area of Fort Pierce, and the property is surrounded by beautiful huge oak and palm trees. The building has more than 89,000 square feet and is adjacent to the historic tidal creek known as Moore's Creek, home to the endangered water (sea) turtles and blue crabs, and visited by rare water birds, alligators and manatees.

The Benton Building's Facility Manager **George Kassees**, has worked with DMS for 14 years, and **Mark Richard**, the facility's Maintenance Mechanic, has been with DMS for one year. Together, George and Mark manage the day-to-day operations for this "full-service" facility, also known as the Fort Pierce Regional Service Center. Serving St. Lucie, Indian River, Martin and Okeechobee counties, tenants include the Departments of Children and Families, Revenue, Juvenile Justice and the Agency for Persons with Disabilities, which means more than 1,000 citizens visit the facility each day. Keep up the good work!



George Kassees and **Mark Richard** in front of the Benton Building in Fort Pierce.

What's your style?

By Barry Krauss, Chief Learning Officer



As I watched children running around DMS on Take Our Daughters and Sons to Work Day®, **exploration** and **learning** stood out as I thought about the program's qualities and takeaways. In past columns we talked about being "knowledge workers" and lifelong learning. Being a lifelong learner means asking questions (**exploring**) and knowing your style (**learning** about yourself). Putting these elements together, I'd like to ask: "What's your preferred learning style?"

An Activist wants to get involved in a project or specific assignment to develop the skills on the job. Practical open and flexible learning programs or activity-based training courses are best for you.

A Reflector appreciates working closely with someone experienced in an area, and learns through observation and discussion with a mentor. You also learn much from books, articles and case studies.

A Theorist values theory-based courses with well-qualified and experienced trainers, and articles.

A Pragmatist likes short, practical books, and open, flexible learning to quickly put new learning to practical use. You particularly like working on real-life projects and appreciate the help of someone who can give you some valuable feedback and coaching.

If you'd like to know more about "Styles," drop me a line at Barry.Krauss@dms.MyFlorida.com.



DEPARTMENT OF MANAGEMENT SERVICES

april accomplishments

Division of State Group Insurance – Hosted the first annual Open Enrollment Partner's Kick-Off meeting, with nearly 50 vendors present. Exchanged ideas to improve the open enrollment process for state enrollees and retirees.

Davis Productivity Awards – Received six Prudential Financial-Davis Productivity Awards, with two DMS teams receiving the highest levels of recognition possible. (For a complete list of DMS winners see the April 2008 issue of *DMS Difference*.)

MyFloridaNet Migration – Communications and Information Technology Services (CITS) successfully migrated statewide customers to the new MyFloridaNet data transport network. Without increased costs to taxpayers this migration enables the state's technology to run more efficiently with increased capacity and security, while allowing for communications services to evolve as the state's needs change.

Florida Retirement System (FRS) – Two new agencies joined FRS in April. Between July 1, 2007, and April 30, 2008, 29 agencies joined or rejoined FRS.

DMS Logo – Developed first-ever, agency logo to assist with branding.

Workforce Assistance – Proactively working with state agencies affected by reduced positions (as it relates to budget cuts) to help them transition employees.

Public Service Recognition – Developed materials and promotional items to assist agencies in recognizing employees during Public Service Recognition Week/Day.

OFFICE OF SUPPLIER DIVERSITY

Mentor Protégé Agreement – Launched two mentor protégé initiatives. This innovative program connects minority- and women-owned businesses with corporations for business development mentoring.

Online Minority Certification Program – Launched the first phase of *Vendorstrator*, to transition to online certification and recertification of minority business enterprises and improve the process for minority businesses seeking certification.

OSD Link – Distributed the online newsletter, April *OSD Link*, to 4,000 women and minority business enterprises.

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.

Going Green tip

Don't wash the dishes! Leave the job to a professional: your dishwasher. Wait until it's full to run it and use less than a third of the water you would use doing the job by hand.

Recycling in Tallahassee

DMS and the City of Tallahassee expanded the recycling program at the Capital Circle Office Center (CCOC) in Tallahassee. Throw your aluminum cans and plastic bottles in the blue recycling bins in the break rooms. Custodial staff empties bins into outside recycling containers that the city generously provided at no cost to the state. Please rinse out cans or bottles with water to prevent spills to the carpets and walls, and reduce the potential for insects. Also,

all paper, not just white paper, can be recycled at the CCOC. This includes magazines, newspapers, colored paper, soft bound books, cardboard, etc.

The Division of Retirement received the Certificate of Environmental Accomplishments for participating in the Shred-It recycling program. The team saved 150 trees from destruction in 2007. Way to go!



Highlights from Take our Daughters and Sons to Work Day® 2008



Brianna Graham in a helicopter at the Bureau of Aircraft Operations.

Brianna Graham, my neighbor, was my guest. Her favorite was the trip to the airport, she loved all the airplanes. The highlight of her day was meeting and shaking Tim Tebow's hand. She really enjoyed her day and is looking forward to next year. — Betty Brandon, Administration



Mike McClure, Aircraft Operations Manager (center front), and his team were hopping at the DMS airport facility with tours, photos, information and handing out cold water and snacks. Thanks, Team!

Brandon Martin and Kymberly Mattson "strike a pose" at the governor's mansion. Their mom, Sandy Martin, Retirement, said, "We had a great time."



Many thanks for all the hard work you put into making today such a special day for our kids! Rachel especially enjoyed viewing the House and Senate in action for the first time and enjoyed viewing the status of bills for this session. Thanks again — we appreciate all you do! — Patty Roberts, General Counsel's office

John Brenneis, DMS general counsel, with his children: Jordan, age 13, and Jessica, age 10, on the 22nd floor of the capitol.

Jessica Brenneis, age 10, got her face painted as an adorable lion!



My son and I had a great time. He thoroughly enjoyed the visit to the airport and, at the capitol, we met the governor and sat in on House proceedings. Many thanks for all the wonderful activities.

— Bob Connors, Florida Commission on Human Relations



Ryan Inman, Retirement, and his daughter, Isabel age 10, enjoyed the view of Tallahassee from the capitol's 22nd floor.



Mya Clark (L) & Angel Footman in the People's Plane. Mya, age 8, belongs to Mitchell Clark in Finance and Accounting. Angel, age 8, belongs to Tanya Footman in Administration.

Thanks for a job very well done on "Take our Daughters and Sons to Work Day." The commitment and enthusiasm from you all made this a great day. In my daughter Mya's words, the day was awesome.

— Mitchell Clark



My granddaughter Nhekiah Nelson and I enjoyed everything today. I think ALL our leaders did a great job and this year's Take our Daughters and Sons to Work Day was the best ever.

— Denise Wright, Office of Supplier Diversity



L-R: Debbie Henderson, Amy Houston, Kay Clement, Brittany Kinsey and her dad, Brad Kinsey and Kalilah Taite and her dad, Kenneth Taite.

Brittany and Kalilah helped celebrate the April birthdays in Real Estate and learned about their dads' jobs.



George Zimmerman and his son Drew looked dashing!

I just wanted to let each of you know how much I appreciated your hard work in setting this day up for the kids. My son, Drew, had a great time and was completely exhausted from all of the activities. He enjoyed his ID badge, airport certificate and being at the capitol the most. He also enjoyed Secretary South's discussion and was taking notes during it. All around it was a great day for the kids. Thank you for taking the time to organize this day of events for the kids. — George Zimmerman, Office of the Inspector General

Thank you for such a wonderful program that was so well-planned and included a variety of events. It was fun-filled and educational at the same time. The kids had a great time. — Raghib Qureshi and Amir Qureshi, CITS

L-R: The Qureshis – Saadiyah, age 10; Raghib, CITS; Ahmad, age 10; Amir, CITS; and Umar, age 8, at the Governors Mansion



Bobby Graham (L), son of Bob Graham, CITS, and Thomas Hatcher, son of Mike Hatcher, check out one of the aircraft.



Carol Beck, Mansion Curator, left corner of this photo, gave our DMS groups fantastic tours. Thanks, Carol!



Human Resource Management (HRM)

Dishes it Up

**Be
Whitfield
helped serve
ice cream to her
HRM team
mates.**



**The HRM
team celebrated
State Employee
Recognition Day
on May 8.**



**HRM put out all the
fixins' for an old
fashioned ice cream
social to celebrate State
Employee Recognition
Day.**

Spring is busy for minority business and diversity initiatives

By Melissa Leon, Office of Supplier Diversity

April and May were chock full of exciting events and new beginnings for both the Office of Supplier Diversity (OSD) and the minority business community at-large. In late April, OSD unveiled the new state-of-the art minority business certification system, *Vendorstrator*, which electronically manages the state's more than 4,000 certified minority business enterprises.

Just in time to celebrate Small Business Week May 12-17, the Florida Public Service Commission and OSD hosted the First Annual Big Bend MatchMaker at the Tallahassee-Leon County Civic Center. The program featured a panel discussion on "Economic Opportunities for Women and Minority Business Enterprises in the Utilities and Telecommunications Industries."

A recognition luncheon in May at Tallahassee Community College's Center for Workforce commemorated the 25th Anniversary of the Small Business Week Committee in Tallahassee. Many of the area's minority business enterprises were honored for their hard work and dedication.

We are doing great things in OSD for minority business enterprises and look forward to MatchMaker 2008, Nov. 19-21 at Orlando's Gaylord Palms.

New Hires/ job changes

Maya Green, Project Management Office

Queenell Fox, Human Resource Director

Shajuanna Footman, Finance and Accounting

Andrew Fryett, and **Nelson Blocker**, Communications and Information Technology Services

Becky Moody, **Susan Hauversburk** and **Glenn Smith**, Division of State Group Insurance

Amy Smyth and **Audrey Hughes**, MyFloridaMarketPlace

Congratulations to **Gary McGee**, promoted to team lead on Team 5, Office Equipment, Travel and Support Services in Purchasing.

Congratulations to **Lori Potts**, promoted to analyst on Team 4, Information Technology in Purchasing.

Positive Spin

The *Lake City Reporter* recently featured the Lake City Correctional Facility, part of the private prison monitoring bureau in the DMS Division of Specialized Services.

The facility houses 893 youthful offender inmates (ages 18 to 25). Jason Medlin, the facility's warden since late October 2007, identified several program and operational improvements. The article, *Hope for Change* detailed the numerous opportunities inmates have at the facility to participate in educational, vocational, behavioral and substance-abuse programs. The facility's new commercial driver's license (CDL) program gives inmates the opportunity to obtain a CDL. Other programs include horticulture, custodial science, culinary arts, PC support, tile laying and the prison industry program.

Electrical work at the CCOC



Mike Chap, CCOC Maintenance Supervisor, works on an electrical upgrade in the ceiling at the Central Energy Plant in Tallahassee.

DMS happenings

The **DMS Federal Property Assistance Warehouse** in Starke recently hosted the Fourth Annual Masonry Showcase of North Florida. The head judge described it as "the best venue ever, hands down." Five high school teams built walls from a combination of bricks and concrete blocks within a time limit. Judged for accuracy and design, Menendez High School, St. Augustine, won the competition.

retirement

Patty Strickland, CITS, retired May 1 after 35 years of service to the state. She plans to enjoy her grandchildren, and take care of herself to enjoy her retirement.



Patty Strickland with Deputy Secretary **Terry Kester**, CITS, (L) and Chief Information Officer **Joe Wright**, (R)

employment anniversaries

Congratulations to **Kelly S. Stovall**, Division of Specialized Services, on her two-year anniversary with DMS.

wedding anniversaries

Wanda Lee-Jackson, Finance and Accounting, and her husband Jeffery Jackson celebrated their fifth wedding anniversary May 3. Congratulations!



births

Sandie Wade, Division of State Group Insurance, and her husband, **Joe**, are the proud grandparents of baby girl, **Joanna Sandra Lynn Wade** born April 16.



recipe of the month

Two quick and easy meals this month for your grilling pleasure!

Steak on a Stick (4 servings)

¼ cup sherry
1 tablespoon soy sauce
1 ½ cups wine vinegar
1 ½ teaspoon ketchup
1 ½ teaspoon honey
Dash of garlic powder
1 pound boneless sirloin steak, cut into 1-inch cubes



Combine first six ingredients in a large shallow dish. Add steak, mix, cover and let marinate at least two hours in fridge, turning occasionally. Thread steak onto skewers. Grill five minutes on each side over medium coals or until desired degree of doneness. Baste with marinade.

Sea Scallop Kebobs (4 servings)

1 small onion, grated
1 ½ teaspoon lime juice
½ teaspoon sugar
¼ teaspoon salt
Pinch of black pepper
1 pound fresh scallops
¼ cup butter or margarine, melted



Combine first five ingredients in a shallow dish. Add scallops, tossing gently to coat. Cover and marinate at least two hours in refrigerator; stir often. Place scallops on skewers and grill five minutes on each side over medium coals, basting with butter. NOTE: Can bake in the oven (350 degrees) in the marinade.

Submitted by **Cindy Aaron**, Division of Real Estate Development and Management

Can you spare some time?

Sebrina Johns needs you to be a DMS mentor!



Sebrina Johns, Specialized Services, is the new volunteer coordinator for DMS. She is exploring what is in place and is happy to know there are five volunteer mentors on our team now:

Shirley Beauford, Division of Retirement

Mitchell Clark, Finance and Accounting

Latoya Hunter, Finance and Accounting

Brenda Jackson, Budget

Matthew Minno, General Counsel

“As long as I can remember, I’ve always had this desire to reach out to people,” said Sebrina. “My mom used to tell me, ‘Sebrina, you can’t save the whole world,’ but I believe if one person is saved, you have helped make someone’s life better.”

Sebrina met with other agencies to learn about their volunteer programs. Her priority is recruiting DMS volunteers and she is planning a volunteer fair so we can all learn more about this terrific service we can provide.

Matt Minno, General Counsel, mentors 13-year-old Justice, a 7th grader at Nims Middle School in Tallahassee. Matt showed Justice the DMS Bureau of Aircraft Operations during Take our Daughters and Sons to Work Day®.



SHOUT OUTS

I would like to express my sincere thanks to **Brenda Wells** who worked with me on a dispute with a vendor for damaged furniture. Once I submitted the unsatisfactory services report to Brenda she followed up with the vendor, who made the repairs to my chair and lateral file cabinet. It has been a really good experience working with Florida Purchasing. “Thank You” to all of you. I understand it’s a total team effort.

— Charles P. Rivera, Orange County Utilities

Job well done to **Bill Doyle** and **Dave Norton**, Bureau of Aircraft Operations, for recent work on the King Air N102FL aircraft. The team disassembled and reassembled the air conditioning system – an enormous maintenance effort that took more than two weeks to complete.

E-mail to **James Finch**, Real Estate, from Ronda Federspiel, Executive Office of the Governor:

I just wanted to tell you what a great job this [mansion] ground crew does. No matter what I need they step up and get it done, and believe me I throw them some curves sometimes. They don't hesitate they just get it done. We appreciate that very much. Thanks for getting such a great team put together over here.

Congratulations to **Donna Smith**, Purchasing Division, on achieving her Project Management Professional (PMP) certification.

Congratulations to **Michael Bailey**, Purchasing Division, on receiving his Florida Certified Contract Negotiator (FCCN) certification.

may birthdays

George Adams	1	Jenny Robertson	23
Earnest Kilpatrick	2	Marie Davis	24
Jeremy Smith	2	David Heidel	24
David Wiggins	3	Paul Dame	24
Mark Richard	6	Mike McClure	25
Hope Simmons	6	Charles Williams	25
Michael Wallace	7	Sara Englishby	26
Stephen Marsh	7	June Moore	26
Lynn Stanley	9	Bill Pate	26
Michael Harris	10	Herb Blackburn	27
Toni Estes	10	Chuck Wright	27
Beth Rissinger	10	Joseph Rumpf	27
Sheila Simmon	10	Amel Lollie	28
Rod Jackson	11	Daniel Leggett	29
Drew Byrne	11	Tery Bratcher	30
Randall Baker	12	Jim Sanders	30
Rick Glowniak	12	Reginald Walker	31
Allison Olson	12	Chuck Moneyham	31
Kimberly Bickley	15		
Dee Evans	15		
Sherry Fagg	15		
Amy Russell	15		
Charles Collins	15		
Arnold Morgan	15		
Oscar Hall	16		
Willie Raines	16		
Roland Labonte	16		
Sylvester Gross	20		
Ella Gee Tribue	20		
John Owen	20		
Lillie Brown	21		
Terrance Bellamy	22		
Thelma Dixie	22		
Kevin Doar	22		
Denise Wright	22		
Wanda White	22		
Nathaniel Crawford	23		

Belated April birthdays

Ingril White	1
Ryan Inman	2
Chris Picariello	2
John Dickson	7
Nancy Carter	8
Mikki Whitfield	14
Scott McArthur	16
Vickie Smith	18
Willie Glover	18
Hobie Lawrance	18
Mark Morton	23
Paula Kazmirski	26
Cindy Randolph	27

Are you or someone on your team celebrating a birthday?
E-mail us at Communications@dms.MyFlorida.com so we
can include it in our next newsletter.



John Dickson,
Retirement Division,
pretends to cut his
birthday cake with a
machete on April 7
while on a mission trip
in Uganda. With him
is Godfrey, a member
of the Kasese, Uganda,
Rotary Club.

announcements

Real Estate's new work order system

In January the Division of Real Estate Development and Management released a Web Based Customer Service Work Request System. The new system allows our customers to enter service requests online and track the status, any time. Through March, more than 6,000 work requests were submitted using the system, and of those surveyed so far, 98 percent were satisfied or extremely satisfied. Special thanks to **Jim Zumbrunn** and **Ming Ko** for spearheading implementation.

Summer hours

Flexible work hours are always available for state employees, but may be more popular during the summer. DMS employees may use flexible schedules for the summer months, from Memorial Day, May 26 through September 1 (including the Labor Day holiday).

For example, you may work nine hour days Monday through Thursday and from 8 a.m. to noon on Friday. Or you may take 30 minutes for lunch Monday through Thursday and work from 8 a.m. to 2:30 p.m. on Friday. You need to work out the specifics with your supervisor to be sure it fits the needs of your work area.

Each division must ensure that services are not interrupted or negatively impacted. Please talk with your supervisor to determine if your work schedule can be "flexed" while still meeting the business needs of your specific work area.

Once approved, complete and submit a flexible schedule request to your supervisor through the People First System. Find general information on this process at http://dms.myflorida.com/human_resource_support/people_first/for_state_employees/training_documents. For further assistance, contact the People First Service Center at (866) 663-4735.

Newsletter Team

Cathy Schroeder, Communications Director • Linda McDonald, Deputy Communications Director • 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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