



difference

AN EMPLOYEE NEWSLETTER

VOL. 2
ISSUE 8

AUGUST 2008



Eyes and Ears

By Linda McDonald

We all work hard at DMS to maintain integrity and be accountable in our work. To help us with that, the Inspector General (IG) office keeps a finger on the pulse of most everything happening here at DMS.

Our inspector general, Steve Rumph (who you meet on page 3 of this issue) and his team of nine auditors and two investigators, are the "eyes and ears" for Secretary South. They look for areas of possible risk for either our agency or the governor, and share that with the secretary to take action.

The IG office audits, investigates and does management reviews, which are a combination of an audit and investigation, usually looking at a department function. The IG staff meets with the secretary, deputy secretaries and directors to prepare a report of their concerns. The IG office ranks the concerns to create a roadmap of its work for the upcoming year.

Are we the only ones with an IG?

Each state agency has an inspector general, as does the governor's office, and Florida statute governs the IG.

Each inspector general works for the head of his/her agency. They cannot investigate other agencies, but they do exchange information and work together.

Inspectors general are not unique to government. In the private sector, particularly in large corporations, they may be called the chief compliance officer or the risk management officer. The function is the same: to maintain accountability, integrity and efficiency.

What they do

Often the IG answers questions from employees. For instance, someone might call saying, "My brother has a pressure washing business. Can I work for him on the weekends?"

Because the IG team is well-known and trusted here, employees often feel comfortable turning to them. In this situation the IG directs that employee to human resources, the best division to answer the question.

Some investigations are serious, and the outcomes can be costly. It might be false reporting of hours worked or accepting kickbacks from vendors. It may involve criminal activity on the part of employees, which can result in job loss and loss of retirement benefits.

In those cases, the IG conducts investigations much like a law enforcement agency would, including surveillance and undercover work. Our team works alongside law enforcement agencies that include the Florida Department of Law Enforcement, Secret Service and Immigration and Customs Enforcement.

Open Door Policy

The IG office offers a single point of contact for employees. Over the years, they have earned a sense of trust with employees. Some situations are sensitive and it might be hard for employees to speak up. Remember, everyone on the IG team is a professional and it's their job to do the right thing. Rumph says, "We really are here to help people do their jobs better and more efficiently."

People can report concerns anonymously, but nobody gets in trouble for asking a question or telling the IG office that something doesn't seem right. Often, the IG staff has information that explains the individual's concern.

It's okay to be the one," said Rumph. "If you're aware of something or not sure if something is a concern, it's okay to be the one who asks the inspectors general office."

"It's okay to be the one," said Rumph. "If you're aware of something, or not sure if something is a concern, it's okay to be the one who asks the inspectors general office."

secretary

Secretary South celebrated her birthday July 23.

from the

A few weeks ago I sent an e-mail message about saying “yes first.” The e-mail encouraged each of you to explore ways to say yes instead of no when responding to our customers. In the world of state government, I fear we’ve either said no or heard no so often that we struggle to embrace the “let’s give it a shot” approach. I know there are limits to what we can do, but let our attitude begin with trying to make it happen instead of assuming it can’t be done.

Rob Hebeler, who many of you may remember from last year, launched our customer quality assurance program. Rob publishes his “Friday Story,” an inspirational e-mail he sends to those who are interested. Rob’s May 9th “Friday Story” I think describes the type of change we can and should make in the way we see things and our attitude towards our circumstances. You can read it on page 12.

I am encouraged by what we can accomplish together,



Stacy South

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 Steve Rumph

Inspector General

DMS Inspector General Steve Rumph and his family skiing in Heavenly Valley in Lake Tahoe in 2001.

Just what does the Inspector General do?

We are the eyes and ears for the secretary. It's my job to keep Secretary South informed so she can make the decisions she needs to make. Our office performs audits, investigations and management reviews, and we work to make situations better to minimize fraud and waste in government.

What takes up most of your time each day?

"Traffic control" and review of our audit reports and investigative reports, and I answer questions from DMS personnel. If it's something we don't deal with, I'll direct them to someone who can help them. I also spend time doing joint investigations as well as surveillance, and our team spends a lot of time on background checks for DMS employees and contractors.

What is the best thing about your job?

The hardworking, goodhearted people I work with here. My staff is incredible. It's a solid unit and a group I trust and work with well. On top of that, there are great people all over DMS and I like getting to meet so many of them.

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

I was born in Laredo, Texas, and because my father was a fighter pilot in the Air Force, we moved practically every year. We lived all over the United States, and in England, Germany and Spain. I went to University of Las Vegas, Nevada and got my degree in Criminal Justice. After graduation I went to the Houston, Texas, police department.

After the police academy there, I married my high school girlfriend who I met back in Las Vegas. In Houston I worked undercover for the police department for four years. Eventually we moved to Fort Walton Beach, and I worked undercover there for the police department. I owned my own business for a little while and after I sold it I landed here at DMS.

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

Be what you represent. It comes from my law enforcement work, because you cannot truly represent something that is good and honest if you yourself are not good and honest. It just doesn't work that way.

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

I worked undercover in the Bandidos Motorcycle Gang. My wife could braid my hair, it was so long, and my beard was down to below my chest.

What's the last book you read or movie you watched?

The last book I read was *Airframe* by Michael Crichton, and my all-time favorite movie is *Braveheart*.



Etiquetteⁱⁿ E-mail matters

By Katelynn Ogle

E-mail is one more way we can let our customers know they are important to us. Keep these “best practices” in mind when e-mailing.

Content

- Personalize the e-mail. Greet the person by name at the start of the e-mail, and close with some form of thanks.
- Use courtesy to add a “smile” to your words.
- Attach only necessary files.
- Use the “high priority” option sparingly.
- Include the message thread in your e-mails when it's important for the dialogue or for the recipient to see it all.
- Delete the message thread when it's not needed or does not apply to the person you are e-mailing.
- Avoid sending or forwarding chain letters and virus hoaxes at work. It's unprofessional and distracting from possibly urgent e-mails.

Here's an example of a simple e-mail message with good form:

Good afternoon, Debra.

I checked on the expense you asked about it. That \$100 was for Ken Granger's trip to the environmental summit in Miami.

If you need anything else, please let me know.

Thanks and have a great afternoon,
Cathy

Plain Language

- Be concise and to the point.
- Keep your language gender neutral.
- Avoid long sentences.
- Before sending an e-mail, review it for correct grammar and spelling.

Sending and Responding

- Keep the subject line up-to-date.
- Use the 'To:' line for those you are addressing directly.
- Use the 'Cc:' line for those you are indirectly addressing, but who are directly involved. “Cc” stands for “courtesy copy.”
- The “Bcc:” (blind courtesy copy) line lets you include someone on an e-mail without others knowing, which is generally discouraged. It is a good idea, however, to use the 'Bcc:' option when e-mailing a large group because it keeps the e-mail addresses of all recipients confidential.
- Reply to All only when it is essential that everyone on the list get your message; sometimes only the sender really needs a response.
- Try to respond promptly to e-mails.
- Turn on the “Out of Office” reply when you are away.
- Keep confidential information out of work-related e-mails.
- Delete spam e-mails without replying.

Finally, before hitting send, take a deep breath, count to 10 and...

- Check that everyone in the distribution is who you really want to receive your e-mail.
- Make sure you attached any files you want to send.
- Spell check and proofread.



WIKIS –

What you
put
IN

Is What You Get Out

By Barry Krauss, Chief Learning Officer

In last month's column, I talked about several Web 2.0 technologies, including the "wiki." Since then, and with our new intranet site "The Workplace" on the way, you will hear more about wikis. So this month we'll go into a little bit more detail about this technology soon to make its debut at DMS.

As we learned earlier, a wiki (which means "quick" in Hawaiian) is a plain Web page that many people can edit. This differs from traditional Web pages, which allow only one person to edit the content. The benefit of this is that we share the responsibility of creating the content, which creates some real advantages for the communities using the wiki. Content creation happens much quicker than in a traditional Web page and as a result, the content is typically more up-to-date. The wiki also serves as a shared memory for the community, allowing participants to both contribute what they know as well as learn from others; however, this can create a few problems. The biggest one being the old adage about garbage in garbage out.

Take out the trash

A wiki isn't a message board, a threaded discussion, or a place for you to vent. It's a place you should be able to go for quality information that matters most to you and those in your community. So, be careful not to contribute anything and everything. Content should be well thought out and presented in a respectful manner. It's a best practice to list your sources and create links to other content in the wiki or on the Web. Being part of a community with a wiki creates special responsibility to post content that meets the needs of your co-workers and passes the "newspaper test." If you wouldn't want to see your name and words in a newspaper, you shouldn't post them in the wiki. Remember, you get out of it what you put into it, so let's be sure we put in quality stuff.

diversity details

By Melissa Leon, Office of Supplier Diversity

BACK TO SCHOOL

Summer is over, a new fiscal year has begun, school is about to start and for OSD, it's a time of reflection and projection, as we seek new ways to help the minority business community.

During the past fiscal year, OSD enhanced its outreach activities by stepping up automation of services, which increased overall business accountability. It also increased communication with stakeholders like the Florida Legislative Black, Hispanic and Women's Caucuses, and improved dialogue with the Florida Advisory Council on small and minority business development. All of these activities have helped to bring the number of certified business enterprises to more than 4,100 firms.

Now, just weeks into the new fiscal year, OSD's schoolbag is packed and ready to go, and full of new ideas and proposed business strategies. One of our main goals this "term" is to determine the feasibility of a statewide reciprocal certification program among governmental entities to streamline certification. Another is to expand the certification period from one to two years. And finally, we created a minority business owner's resource guide, which we plan to release just as first bell rings to start a brand new school year.

Yes, it's back to school time for OSD. We are working hard to ensure that we receive a perfect score when it comes to making minority business good business in Florida.



DEPARTMENT OF MANAGEMENT SERVICES

july accomplishments

- **Florida Retirement System (FRS)** – Two new customers joined the FRS for a total of two new agencies, which joined or rejoined between July 1, 2008 and July 31, 2008.
- **State Term Contracts**
 - New state term contract for Recycling Services for End of Life Electronics.
 - New state term contract for Ice Machines.
 - Established an Avis rental office at the Capital Circle Office Center for the exclusive use of state government employees.
 - Fixed Capital Outlay Spending – Increased construction contracting and spend by nearly 60 percent.
- **Department of Emergency Management Renovation** – Completed renovation projects for the Emergency Operations Center.
- **OSD Link** – Distributed the online newsletter, *OSD Link*, to more than 4,100 women and minority business enterprises.
- **People First**
 - Budget amendment request to engage a contractor to provide advisory human resources services.
 - 411 Directory refreshes seven days a week, 365 days a year from People First data.
 - Modifications to People First for the 2009 Open Enrollment period.
 - 232,367 total users of People First system
 - 9,123 jobs posted in 2008, with more than 8 million jobs viewed.

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

A new Nokia Survey showed that only **3 percent** of unwanted mobile phones are recycled. If you were one of the millions to buy a new iPhone (or other phone) recently, where's your old one? Visit www.Earth911.com to find out where you can recycle your cell phone.



DMS happenings

Employment anniversaries

Debbie Goodson

Finance and Accounting, has served the state for 30 years as of Aug. 1. Congratulations, Debbie, and thank you for your dedication!

Hilda Gaines

CITS, celebrated 13 years of service with the state Aug. 8. Thanks for all you do, Hilda!

Vangie Felix

Design Shop, and sign-making queen, celebrates 11 years of service with the great state of Florida. Way to go, Vangie!

Katelynn Ogle

Design Shop, has been part of Team DMS for two years as of Aug. 7. Keep up the great work, Kate!

New Hires/ farewell

People First New Hire:

Ashar Hamid

General Counsel New Hire:

Mindy (Soonie) Raymaker

Finance and Accounting:

Wanda Spencer

with DMS 14 years, started with the Department of Health, July 21. We appreciate all her hard work and wish her great success.

WEDDINGS



Charles Den Bleyker, son of **Jim Den Bleyker**, State Purchasing, was married June 14 to Angela Persons in Pine Mountain, Georgia. Congratulations!

DMS travel tip

Protect your identity while you travel for DMS business. When you submit travel reimbursements to Finance and Accounting, please make sure your Social Security number appears only on the **original** travel reimbursement form. Remove it and any credit card numbers from all other documents in the travel package.



SHOUT OUTS

Our Real Estate team recently made some “down to the bare bones” renovations at the State Emergency Operations Center. It was a complex project with a tight time line and lots of technology and construction risk. The Hurricane Exercise was one week after completion and it all had to be just right. Craig Fugate, Director of the Florida Division of Emergency Management, raved to Secretary South about how well our team performed. Congratulations to **everyone in the Division of Real Estate Development and Management** for that world-class customer service!



July 25 e-mail from Ken Rudd, Southwood Shared Resource Center (SSRC) Facilities Manager, to Brian Fienemann, CCOC Facility Manager, about help from **Billy Harrison**, Maintenance Support Technician, who went above and beyond the “smell” of duty!

Brian:

Some days the work that your people do can rival that of the Discovery Channel's Mike Rowe on “Dirty Jobs.” That was the case this week when Billy Harrison was dispatched to the SSRC to investigate a foul odor at our loading dock. It seems that an opossum met his demise under our dock lift and had since ripened for a few days in the heat. Billy had the highly undesirable task of dislodging and disposing of it.

He went above and beyond for us and we can't thank him enough.

Thanks, Billy!

Billy shares the credit for this “Dirty Job” with his co-worker, **Gary Cooper**, Maintenance Mechanic, who was the one dispatched to handle the work order. Though Billy was the first to go under the lift to retrieve the animal, he lost his breath and dropped the opossum a little over halfway out. He said, “It was Gary who finished the job by picking up the opossum and disposing of it properly.”

Congratulations

to our newest

Red Cross

certified lay responders

**Brad Kinsey
Melissa Owens
Vangie Felix
Debi Brock**

**Joseph Garcia
Kendall Coleman
Jim Parker**

Congratulations

to our newest instructors for

First Aid / CPR / AED

training:

**Donna Smith
Tripp Forrest
David Wiggins
Donna Smith**

**Carl Plyer
Rod Jackson
Tim Carlisle
Todd Mechler**

The weekend of July 19, our DMS grounds team worked hard pressure washing and re-painting parking lots at the CCOC in Tallahassee.

Thanks

to

**Phat Ho
Jeremiah Gee**

**Kenny Kelly
Rupert Charles**

for a job well done.

Andrea Simpson

& David DiSalvo

both in People First, attended Contract Management training the week of July 7 and are qualified to become certified contract managers.

Shout out for the **State of Purchasing** training program from an attendee at the Florida Certified Contract Manager series.

These trainings have been a “breath of fresh air.” I’ve been managing contracts (on instinct) for 10 years – to finally receive training in this field validates the importance of contract management – and that [it] is a “valuable” profession. Thank you and keep the training coming!!!

Mindy Rudd

People First, got this note from DMS HR:

Mindy, Thanks for taking care of the mass load of the background screening request that I made a couple weeks ago. You are always so helpful and I appreciate your help.

E-mail to
Joe Wright from
David DiSalvo

Anthony Roeder, David Luke and Dan Pelletier, Applications Development Team, recently worked with **Tommy Wagner**, People First (on our team) to automate the nightly load of work contact information from the People First system to the DMS 411 Directory database. They provided excellent customer service and assistance to our team. Anthony, David, and Dan were a pleasure to work with. We look forward to working with you and your team in the future.

DMS team members

Gary Oglesby, Samuel Towels, Joe Neley, Donald Mathews and Melvin Clemans recently painted common areas in the Collins Building. Deborah Stevens, CIO, Office of the Attorney General, compliments and commends them for a job well done and the courtesy and professionalism they displayed. They were cordial and friendly, and seemed genuinely concerned about causing as little disruption as possible, and the final result was wonderful, making the area look fresh and clean.



announcements

OPEN ENROLLMENT for 2009



www.MyFlorida.com/MyBenefits

State employees once again have the opportunity to choose from a list of plans for their health and insurance benefits during Open Enrollment for 2009, running Sept. 22-Oct. 17. During this period, you can add or change your benefits including health, dental, life and vision insurance, which returns as an option. DMS will send out reminders in the weeks leading up to Open Enrollment for 2009 encouraging employees to carefully review their current plans before deciding.

If you haven't done so already, please visit the People First Web site to confirm your contact information is accurate and up-to-date.

You can also visit

www.MyFlorida.com/MyBenefits

an easy-to-use Web site with online tools to help you.

Mentoring And Volunteering In Tallahassee

DMS works with two middle schools in Tallahassee: Nims and Fairview. Both schools need mentors and volunteers. **Sebrina John**, our mentor coordinator, can share more information with you about those two opportunities. If you have any questions, please e-mail Sebrina at

Sebrina.John@dms.MyFlorida.com



GET A PLAN

So far so good, but as July became August, we moved into the peak of hurricane season. If you don't have your plan in place yet, now is the time to do it! Visit

www.FloridaDisaster.org

for information and an online tool to help you quickly write your family plan.

starmetro SCHEDULE changes

Aug. 2, the StarMetro bus system in Tallahassee adjusted all arrival, departure and stop times along the route back 10 minutes. The end of the line for Route 17 is now the Huntington Oaks Shopping Center on the northwest corner of Fred George Road and North Monroe Street. This change improves on-time performance for Route 17, and serves as a Park-And-Ride Community for commuters.

For more information:

please contact StarMetro at (850) 891-5200, and view all StarMetro routes and schedules at www.Talgov.com/starmetro.



Florida's Adoption Benefits Enrollment

Florida's Adoption Benefits Enrollment period runs Aug. 1 through Sept. 30. Find out if you are eligible at www.state.fl.us/cf_web. The site has valuable information about the program and you can download an application for benefits. Or, contact your agency human resource office for additional information about the Adoption Benefits Program.

Florida has a special benefits program for state employees and teachers who adopt children from the Department of Children and Families (DCF). They may be eligible for a one-time stipend of \$5,000 or \$10,000 depending on the special needs of the child adopted.

On behalf of Governor Charlie Crist, DCF is proud to offer this benefits opportunity to state employees and teachers throughout the state. As the state agency responsible for the adoption of children from the child welfare system in Florida, DCF values the contributions of the many state employees who work to make our system a success, especially those individuals who choose to adopt children from our care.

augustbirthdays

Debra Salters-Brown – 1	Roy Calhoun – 9	Stephen Dempsey – 20
Juanita McBrayer – 1	Jorge Cardona – 10	Alphine Brown – 20
Gail Cummings – 1	William Troelstrup – 10	Carolyn Jones – 20
Donna Padgham – 2	Jannette Corkery – 10	Robert Lundberg – 20
Doris Evans – 2	Garry Green – 10	Veronica Harris – 21
Torey Alston – 3	Sarah Heavener – 11	Joe Nealy – 21
Patricia Hall – 3	Betty Calderwood – 11	Emily Rhodes – 22
Mike Phinazee – 3	Richard Arcuri – 12	Mary Heuring – 22
Lynell Joiner – 3	Jere Lahey – 12	Rhoda Lawrence – 22
Willie Scott – 5	Melvin Merchant – 12	Wayne Allen – 23
Claude Burrage – 6	Barry Krauss – 13	Tonayne Brown – 24
Olivia Townsend – 6	Marilyn Maphis – 13	Freddie Hurchins – 25
Nancy Clarkson – 7	Danielle Morris – 13	James Hunter – 25
Derrick Thomas – 7	Fred Jordan – 13	Annarose Baron – 25
Betty Brandon – 7	Harvey Harrington – 13	Carol Shipp – 25
Aisha Wheatley – 7	Patsie Green – 13	Judy Hasner – 26
Noah Mims – 7	Christene Prather – 14	Priestly Underwood – 27
Frantz Dalce – 7	Linda Ogle – 14	Randy Blake – 28
Kevin Robinson – 7	Katrina Cloud – 14	Charles White – 29
Alan Nelson – 7	Gary Svenson – 15	Lynn Eichelberger – 30
Duane Brousseau – 8	Alvin Black – 15	Toolsie Dubra – 30
Josh Yaffin – 8	Karen Jones – 15	Willie Dukes – 31
Bridget Lee – 8	Deborah Baker – 16	
Arletha Bronson – 8	Reginald Young – 18	
Yolonda Bradwell-Hall – 8	Sylvia Williams – 19	
Bob Henning – 8	Mary Lou Teal – 19	
Ellen Selman – 9	Janice Carraway – 20	



Happy Belated July Birthday

Michelle MacVicar – 1

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.



Recipe of the Month

Easiest Guacamole Ever



6-8 ripened Haas avocados (the small ones) or 3 Florida avocados
½ to ¾ cup salsa (any variety)
½ lime
1 tablespoon olive oil

Place skinned and pitted avocados in a large bowl; add the olive oil and lime. Mash the mixture to the texture you desire, with either a fork or potato masher. Add ½ cup of the salsa. Stir and taste. If desired, add the other ¼ cup salsa.

Serve with tortilla chips; also great as a side dish with many meals or with a salad.

Submitted by **June Berley**, Finance and Accounting



Newsletter Team

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Rob's Friday Story

May 9, 2008

One day, there was a blind man sitting on the steps of a building with a hat by his feet and a sign that read: "I am blind, please help."

A creative publicist was walking by and stopped to observe. He saw that the blind man had only a few coins in his hat. He dropped a couple coins and without asking for permission, took the sign and rewrote it. He returned the sign to the blind man and left wishing him a good day.

Later that afternoon the publicist returned to where the blind man was and noticed that his hat was full of bills and coins. The blind man recognized the publicist's voice and asked what he had written on the sign.

The publicist responded: "Nothing that was not true. I just wrote the message a little differently."

The publicist smiled and went on his way.

The new sign read --
"Today is spring and I cannot see it."

Sometimes we need to change the way things are to make things better. We need to take the time necessary to think, reflect, pray, discuss and dream just a bit more – then we need to act! Please keep in mind, if we always do what we've always done, we'll always get what we've always gotten. What can you do today at work and outside of work to make things better? How will your sign read?

Until Next Friday,
Rob
Robert M. Hebeler
rmhebeler@earthlink.com

Would you like to read more stories? Please visit
www.thefridaystory.com

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