

DMS Priorities: Halfway Home

By James Miller



Members of the 12-person facilitation team leading strategic planning efforts.
L-R front: **Jonathan Rakestraw** (CITS), **Bridget Lee** (OSD), **Joyce Morgan** (Retirement)
L-R back: **Shirley Beauford** (Retirement), **Mark Foss** (State Purchasing)
Rachael Lieblick (MyFloridaMarketPlace)

Each June, Secretary South and her executive team set a list of priorities to guide our agency for the upcoming year. With half the year complete, let's take a look at where we stand with the newest priorities and what employees can expect.

Priority 1. Develop HR practices that recruit, retain, develop, recognize and reward employees making DMS a workplace of choice

The Human Resource Management team worked with a consulting group to develop practices and policies to streamline all HR programs. Recommendations included creating a tracking system to measure new programs' effectiveness, revamping the employee orientation program and creating in-depth training programs for employee development.

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More members of the strategic planning facilitation team.
L-R: **Judy Barrett-Elmer** (HRM), **Carla Pierre** (OSD), **Marian Deadwiley** (HRM)
Not pictured: **Andrew Collins** (Real Estate), **Michael Weber** (Specialized Services), **Jeremy Daniell** (CITS)

from the secretary



Secretary South

No one can fail to notice what seems to be a bad news overload. From federal bailouts, to a bleak state budget, it's sometimes a challenge to stay optimistic in these uncertain times. But I know from experience that there is never a more important time to focus our attention on those we serve.

It is in difficult times that we have the opportunity to show our value to our customers. I want each of you to know that your leadership is critical to stay ahead, to understand and anticipate the effects of these changes, and remain flexible in our response. We understand these nationwide and statewide changes are of great importance to our daily jobs and lifestyles; and to you and your family, and we are burning the midnight oil to develop strategies to respond appropriately.

Be assured that we are striving to make sure DMS is recognized and appreciated by both the legislative budget process and the citizens of this great state. Meanwhile, in these times of stormy weather, let us not forget our core values and our promise to serve with C.L.A.S.S.:

Communicate concerns immediately.

Listen, learn and grow together.

Act with integrity and honor.

Strive for greatness.

Serve with a servant's heart.

In a time of so much uncertainty, there is safety in doing your job to the best of your abilities; delivering our very best for citizens. Can't change the cost of a service for a customer? Spend an extra minute on the phone seeing what else you can offer. Can't offer an employee a raise? Take time to recognize and appreciate a job well done. Serving with class means doing what you can with what you've got to benefit those you serve. Together we can make a difference for our customers and be stronger on the other side.

Thank you for all you do,



Priority 2. Improve our contract management abilities

The Departmental Purchasing team is reworking the internal contract management policies and procedures, creating tools to assist with state bidding processes including how to draft bids, and adjusting the contracting process. These changes streamline the process for current purchasers while also simplifying it for new employees.

Priority 3. Create a strong strategic plan for each program area

A strategic planning team consisting of 12 members from different program areas within DMS is working on plans for all seven divisions, with four scheduled for completion by December: State Purchasing, Retirement, Office of Supplier Diversity and the Division of State Group Insurance. The remaining divisions' plans will be completed soon after and put in place as normal business practices for 2009.

Priority 4. Create world-class performance by focusing on our core competencies

It's vital that we focus our efforts on our core competencies—those services our customers rely on—and determine ways to provide them more efficiently. To be sure we focus correctly, each division identified extra services we provide that affect our ability to provide our core services. We used that as a "stop doing list" to get our focus back on our core services and improve them as we serve our customers.

Priority 5. Improve our quality of services by measuring what matters

For the fourth straight quarter, customer service surveys were distributed to 40,000 of our customers. As we announced in August, our results improved with more than 44 percent of customers reporting they are extremely satisfied. But the measuring doesn't end there. **Maya Green** in our Project Management Office, with the help and guidance of **Linda Fuchs**, is developing a number of performance measures and surveys ensuring that DMS continually improves by measuring what matters.

Our progress on each of the five priorities is significant, and there is still work to be done. Each area improves and continues to do so, as long as we keep these priorities in mind in everything we do.

meet Queenell Fox

Director Departmental Human Resources

Just what does the departmental human resources director do?

I'm a fireman, coach, counselor, team builder, analyzer, mathematician, decision maker, rule interpreter, referee, consensus builder, and record keeper. I like to think that I am also a creative solution provider. No two days are the same for me and I quite enjoy that. It's the full gamut. I love doing what I do. Our department makes a difference; hopefully a positive difference and I like knowing that I am a part of that. The main part of my job is customer service.

What takes up most of your time each day?

It depends on the day. It usually consists of some combination of the titles listed above. One day I might be a counselor and a referee, the next I might be a consensus builder and a team builder. I never know.

What is the best thing about your job?

The best part of my job is the sense of helping people, and being a part of a team that makes a difference.

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

I'm originally from Alabama, but I've lived all over. My husband was active duty in the military, so we moved a lot. He is now retired so we're stationary. Before coming to DMS, I worked for Brantley Gin Company, and for Savannah Maritime Association in Savannah, Georgia. I was even a Financial Aid Officer for a college, and the last several years I have been in human resources. A friend told me about an opening here so I went to the Web and read the department's motto, mission statement and how we want to provide world-class services. This, and the chance to work with a very diverse workforce, attracted me here.

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

The secret in life is not what has happened to you, but what you do with what has happened to you.



Queenell Fox and her husband, Dean, along with their four-legged "son" Taylor (short for Taylor Made Trouble). Queenell is holding onto, Puppy, which is Taylor's toy.

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

I was a puppet master about 13 years ago. I received, what I think, to be the best compliment ever when I was speaking to a woman and her little girl. The mother asked her daughter if she knew who I was and the girl responded, "Yes, she's the puppet master." The fact that she knew who I was and what I did, really made my day. It makes me smile every time I think about that experience.

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

I am actually reading five books at the moment: *The Appeal* by John Grisham; *Leadership Goal* and *Go for Goal*, both by John C. Maxwell; *Peacemaker* by Steve Sande; and *The Message* by Eugene H. Peterson



Leadership in Energy and Environmental Design

By John Owen, Real Estate Development and Management



Architect's drawing of the Department of Revenue buildings at the CCOC.

Leadership in Energy and Environmental Design (LEED) is a nationally recognized green building rating system, established by the U.S. Green Building Council, to speed up global adoption of sustainable building practices. LEED's focus encourages "green" building development by creating and implementing universally accepted tools and performance criteria. The intent is to conserve available resources by minimizing our impact on the environment.

DMS supports this effort by improving the design, construction and operation of our buildings. This year's regular legislative session made LEED a standard for DMS to apply when constructing and maintaining state-owned buildings.

Our first newly constructed LEED-certified buildings will be the new office complex for the Department of Revenue, which is currently under construction across from the Capital Circle Office Center in Tallahassee and scheduled for completion in 2010.

In order to qualify as a LEED building, efforts are made to:

- Reduce construction waste sent to the landfills.
- Lower the future operating costs of the buildings.
- Conserve energy and water on the site.
- Establish a healthier and safer place for the occupants.
- Reduce current and future harmful greenhouse gas emissions.

Not just energy

LEED certification is more than a reduction in energy use. It is a points system that includes points for having an accredited professional on the construction team; storm water harvesting; indoor environmental quality; and even credits for bike racks.

Green building elements also focus on the installation of sustainable materials and include aspects of the design and maintenance of the building's grounds, from shade trees to water conservation landscaping. In addition, it focuses on using native construction materials because transporting materials long distances increases the building's carbon footprint. With the correct number of points a building can achieve different LEED certification levels, such as silver, gold or platinum.

DMS is ready

We are in the business of constructing LEED certified buildings. All our project managers went through LEED training events and we have two LEED accredited professionals, **Gene Nicoloso** and **Bob Selman**.

We all play a part in the future quality of life we expect to hand over to the next generation. Both large and small energy savings add up to a brighter future for all of us, and LEED can be applied at home to benefit both you and our shared environment. Think green and thanks for your individual efforts!



Fall Brings Time For Planning

By Melissa Leon, Office of Supplier Diversity

Autumn is here with all its color and cooler temps and we start to think about upcoming holiday gatherings. Just as we take care in planning our holiday gatherings, each of us and our small and minority business owner customers, must be just as conscious about financial planning during these difficult economic times. It's a scary time for the business world, especially when the dollar is down, unemployment is up, the housing market is collapsing and nobody can get a loan.

And according to economic forecaster Andrew Graybar, a financial consultant with Ameriprise and recent guest speaker at the Florida Public Relations Association luncheon in Tallahassee, things may not get better anytime soon. While Graybar's speech was geared primarily to public relations professionals,

he reminded the audience that since Americans live longer these days, there will be an increased need for specialized service offerings in areas such as health care and elder care services, adult nursing facilities, medical and pharmaceutical needs, security and retirement services, just to name a few. These are things we all need to think about and plan for—for ourselves, and our family members.

Like public relations professionals, business owners need to gear up and prepare for the upcoming shift in the business culture that may impact their continued success during the days ahead. Our Office of Supplier Diversity is here to help them with certification, education and advocacy. The MatchMaker Conference and Trade Fair in Orlando Nov. 19-21, is a great place to find all that.

Going Green^{tip}

Walking short distances instead of taking the car means big savings on gas, less air pollution and shedding that "spare tire."

The Benefits

Getting fit. Even at a slow pace, you burn around 100 calories per mile, and consistent exercise from walking reduces the risk of diabetes and heart disease.

Saving change. Walking one mile each day instead of driving saves you about 15 cents on gas.

Cleaner air. Walking instead of driving 10 one-mile trips each week lowers carbon dioxide emissions.

Good neighbor. It's easier to interact with other people when you're not stuck behind the wheel.

DMS Travel^{tip}

Complete the Most Economical Method of Travel Cost Analysis before you travel. Travelers are reimbursed for only the most economical method.

If more than one person is traveling to the same location, rent a large car or van so everyone travels together. If transportation is already provided and travelers choose to drive their personal vehicles or rent additional vehicles, those expenses are not reimbursed. Include in your travel requests justification for renting a car anywhere but the AVIS car rental center at the CCOC.

If you have questions or want the spreadsheet to help calculate the most economical travel method, contact **June Berley** in Finance and Accounting. June.Berley@dms.MyFlorida.com



DEPARTMENT OF MANAGEMENT SERVICES

september accomplishments

Communications and Information Technology

Services – Coordinated migration of mutual aid build-out resources to digital connectivity to the Florida Interoperability Network. By month's end, 85 percent of those resources being migrated were now operational and available for use. Most resources remaining were sites associated with needing antennas installed for actual operation, with the remaining circuits already migrated to digital technology and awaiting the antenna resources.

Real Estate Development and Management – DMS entered into two energy performance contracts with Siemens Building Technologies and Energy Systems Group. These contracts allow DMS to implement money saving and environmentally friendly energy conservation measures in 17 DMS-managed facilities statewide. These measures include lighting, water and HVAC improvements. The savings realized by the facility improvements will pay for the new equipment entirely, therefore, no new additional funding will be required by the state for these improvements. Implementation of the two contracts will also help DMS reduce its carbon footprint and additionally save 12 million gallons of water on an annual basis.

State Purchasing – Awarded a new state term contract for Ammunition and Officers' Equipment. The new contract offers an average savings of 33.4 percent below retail pricing and includes a Florida CMBE supplier.

In quick response to fuel supply problems following Hurricane Ike, we amended the state term contract for Gasoline and Bulk Fuel in order to maintain critical government deliveries. We also worked closely with the Florida Energy Office to monitor supplies and assist with deliveries.

Retirement – The Bureau of Retirement Calculations sent Member Annual Statements to around 586,000 Florida Retirement System (FRS) Pension Plan members. These statements provided members with their current and projected retirement benefits, along with general FRS provisions and information, to assist them in their overall retirement planning.

Office of Supplier Diversity – Mentor-Protégé Program linked GTECH and Flamingo Graphics. Attended Palm Beach MatchMaker event conducted outreach, on-site certification reviews, and promoted the 2008 MatchMaker Conference in Orlando.

Attended business development event hosted by City of Miramar; shared information on the services of OSD and promoted the 2008 MatchMaker Conference.

Distributed the online newsletter, *OSD Link*, and information on the 2008 MatchMaker Conference and Trade Show to more than 4,000 certified women and minority business enterprises.

Specialized Services/Aircraft—Reduced electric consumption in the hangar building by 6 percent. Reduced electric consumption in the office building by 11 percent. Reduced overall water consumption by 31 percent.

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.



Flood Safety Tips

- ✓ Have your power turned off.
- ✓ Stay away from power lines and electrical wires.
- ✓ Be alert for gas leaks.
- ✓ Do not walk through flowing water.
- ✓ Do not drive through a flooded area.
- ✓ Look out for animals.
- ✓ Look before you step.

DMS happenings

October is Disability Employment Awareness Month

Bryan Vaughan, Executive Director of the Governor's Commission on Disabilities, talked with the *Tallahassee Democrat* recently about Disability Employment Awareness Month. The month provides insight into the obstacles people with disabilities face when seeking employment. Numerous activities, ceremonies and fundraisers recognized people with disabilities including Disability History and Awareness Weeks, the 12th Annual Ability Awards Oct. 8 and Disability Mentoring Day a week later. Read the full article at <http://www.tallahassee.com/apps/pbcs.dll/article?AID=2008810010321>.

Sept. 11, the governor signed Executive Order 08-193, extending the Governor's Commission on Disabilities.

Shaquille O'Neal was at the capitol recently helping kids as part of "Shaq's Big Challenge." Kyle Routt, FDLE Capitol Police, and son of **Sherrie Routt**, Real Estate, met Shaq. This link shares more information about Shaq's program.
<http://www.shaqsfamilychallenge.com/publicsite/index.aspx>

David Bennett, State Purchasing, was quoted in an article in the August 2008 issue of *GovPro* magazine, talking about the fuel-purchasing card.

Theresa Kalu, Office of General Counsel, was sworn in Sept. 23 as a U.S. citizen. Congratulations and welcome!



(L-R) Cheryl Gilliam-Greene, Linda Tyre, James Finch, Kris Parks and Melissa Owens

Real Estate celebrated September birthdays, Sept. 25. They enjoyed homemade cake, strawberries and cream. **Bond Thornton** was away at training in Pensacola so missed the celebration.

Trenton Henderson, 13-year-old son of **Debbie Henderson**, Real Estate, finished sixth place in the Bellevue Middle School cross country relay, boys division. He also made A/B honor roll on his first progress report.

Mike Davis, HRM's FSECC Coordinator, treated the HRM Policy Team and the DMS People First Team employees to breakfast Sept. 29 to kick-off the annual FSEC Campaign.

Births



Cyndee Sams, State Purchasing, has a new granddaughter. Grace Elizabeth Sams was born Sept. 19, and mom and baby are doing great!

Employment Anniversaries

Charles Hadley, CITS, celebrated seven years with CITS Oct. 12.

Wedding Anniversary

Andrea Simpson, People First, and her husband Bill celebrated their five-year anniversary Oct. 4. Congratulations!



DMS happenings

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New Hires/Job Changes/Farewell

Bureau of Federal Property Assistance

Mary Ann Parmenter

David Smith

CITS

Charles Hadley—promoted to Supervisor of Local Public Safety Radio Services

Akram McKee—transferred from Special Support Services to the Local Public Safety Radio Services

Frank Wood—transferred from the Radio Services Bureau to the CITS Director's office

Retirement

Nicole Gravier—promoted to a Benefits Technician Bureau of Enrollment and Contributions.

Joshua Cline—joined the Bureau of Enrollment and Contributions

Administration

We said farewell to **James Miller**, Communications, who accepted the Communications Director position with the Department of Community Affairs. Stay in touch, James – we'll miss you!

October is Breast Cancer Awareness Month



Cindy Aaron, Real Estate, is a breast cancer survivor and Oct. 15 was the first time in six years she donated blood again after treatment. Even though she couldn't donate, Cindy continued to coordinate our CCOC blood drives. Thanks, Cindy, and we're glad you beat breast cancer!



SHOUT OUTS

For **Real Estate**—While Facility Manager **George Kassees** and Maintenance Mechanic **Mark Richard**, at the Benton Building in Fort Pierce, were dealing with the rising of Moore Creek that Tropical Storm Fay caused, George also had to deal with the roll-out on a new security service contract. The new contractor was impressed by George's professionalism with all he had to deal with that week. George rose to the occasion and he made a big impression with our new vendor, starting our working relationship with them on the right track. We are proud of you, George and Mark.

For **DSGI**—*I love what you did with the benefits guide, my compliments to you and all at DSGI. It is the best I have seen, very specific and complete in one book only. Some of my colleagues are also very pleased with the new guide. Thank you once again for choosing FIU for hosting this year's benefits fairs.* (Lourdes M. Fonnegra, Florida International University, Miami)

For **State Purchasing**—*Let me take this time to tell you that the effort your group puts in to keeping the Web site current and loaded with organized information is greatly appreciated – this partnered with that incredible tool – MFMP – how did we ever do it without it – I think it is fabulous! Again, thank you.* (Belinda Croft, DEP)

For **Jimmy Cox**, People First—I just wanted to send you a note to say how impressed I am with Jimmy and grateful for all he has done for Open Enrollment. I think we are going to have a very positive experience this year, and it is due in great measure to Jimmy's expertise, his ability to stay on top of detail and his professionalism in dealing with all of the players. (Michelle Robleto, DSGI)

For **Jimmy Cox**, **Lydia Stafford**, People First and Keith Young, Convergys—*THANK YOU just doesn't say enough to express my sincere appreciation for the above and beyond effort by you and your staff to assist DVA in making sure almost 150 new hires will be accurately paid and credited special comp hours. We are talking about employees whose average hourly wage is \$10/hour! With all I had to address on my end to hire 200 new employees over a four-day period; halfway through the pay period; and over a holiday weekend, I missed the piece about weekend start dates and the holiday rule. Heck, on a day-to-day basis we did not know if these people were going to report to work so I wasn't processing the hire action*

until I received notification they showed up!! But once again, my call to Lydia got things started in the right direction - to Jimmy who dragged Keith into the mix; all to help me. Again, THANK YOU, THANK YOU, THANK YOU. (Tami Klee, DVA)

For **Verla Lawson, Janice Lowe and Lydia Stafford**, People First—I just wanted to let you know how helpful that Verla, Janice and Lydia have been this past month during our transition in the HR office. They are always very helpful and provide excellent service. Since benefits is not my strongest area, having them down the hall has been great! Thanks to all of them, I do appreciate all they have done. (Risa Williams, DMS HR)

For **Janice Lowe**, People First—My husband and I are most thankful for your many efforts in rectifying errors made by People First. Your knowledge and time spent assisting us in so many different areas is appreciated more than I am able to express in this short note. I am hopeful that your superiors are aware of your caring, persistence and professional handling of issue. (state retiree)

For **Lydia Stafford**, People First—Your quick response is very reassuring. More often than not you do not see the level of customer service that you have provided. Thank you very much for your quick actions. (state retiree)

For **People First Team and DSGI**—This [People First] newsletter is well-prepared and very informative. It's a useful tool for our members and we appreciate getting it. The Web site [MyBenefits] is excellent, too. Lots of options for getting info. Well done. (Rene Knight, DHSMV)

For **Melissa Leon**, Office of Supplier Diversity—A few weeks ago, I found myself in a position where the government agency that our company provides services to needed a proposal within 30 days. One of the many requirements was an MBE Certificate, I called your office and found out that there was quite a bit of paperwork to be done and that time was not in my favor. I worked through the night and the next day overnighted all the papers to your office. The next day I spoke to Ms. Leon and she told me that it was going to be hard to meet the timeline, but she would do everything she could. Let me tell you, she sure did. I received the MBE Certificate and was able to include it on the proposal. I want you to know that Ms. Leon is a superb person representing your agency. Please know that she makes a difference in people's life and I (and I'm sure many others) appreciate her effort, dedication and willingness to go the extra mile. Thank you. (Jose Remon, Computer & Network Solutions, LLC)

For **Al Rozar**, Specialized Services—We truly appreciate all your invaluable assistance helping us in District Two to acquire our vehicles before the contract deadline. We are so glad you are in your position in the Department of Managerial Services. Please pass our gratitude along to your supervisor and anyone else who should be aware of how much the "field" appreciates your efforts in their behalf. (Joyce Bryant, Robert Evans, District Two/District Maintenance)

David DiSalvo and Andrea Simpson, People First, are now certified Project Management Professionals.



Dave Norton, Bureau of Aircraft Operations, went above and beyond to prevent one of the state planes from taking off Sept. 11. Thanks to his observations and some help from nearby Flightline, the plane turned around and mechanics found and fixed a fuel leak. Good work, Dave!

Ms. Toni Yard with FWC, Fish and Wildlife Research Institute, Charlotte Harbor Field Lab, called to share the great experience she had with **Keith Snyder, Terrence Snider and Hank Stephens**, CITS. They worked with her from June until early October to resolve voice and fax quality on her phone lines. She called Embarq initially who told her she needed to call DMS, and she thought, "Ugh." But after all this and the "great experience" she had, she won't say "ugh" again to DMS. And her phone and fax are working just fine now!

Fairview Middle School sent a thank you letter to everyone who donated school supplies. If you want to mentor or volunteer to help Fairview or "our" other school, Nims Middle School, please contact **Sebrina John** at (850) 488-5177 or Sebrina.John@dms.MyFlorida.com.



DMS 2008 Employee Picnic & Baking Contest

It's a tight race between the **Ds** and **Rs** – No, not Democrats and Republicans! We're talking the good stuff...Desserts and Recipes.

This highly contested campaign will select our future leader of culinary cuisine.

The DMS Picnic Dessert Competition recognizes the most outstanding creation based on presentation, creativity and more importantly taste. Our electorates (i.e. judges) fend off special interests and choose a candidate that provides what we all need most...a great dessert.

Our panel of celebrity judges for the competition is impressive. They each bring special backgrounds and talents that will raise the level of this year's contest. The critics include:

- Chef Josh Butler, who has cooked for dignitaries from around the world at the Florida's Governor's Mansion
- Shawn Sheppard, owner of Harry's Seafood, and host to countless diners from around Florida's capital
- Shane "Roll-Tide" Strum, Deputy Chief of Staff to Governor Crist, whose South Florida style melds with the tastes of the "true south" to create a dynamic and pleasing extravaganza.

So pull out your family secret recipes, try something new or shamelessly steal a friend's dessert creations... just get into the race to be the 2008 DMS Picnic Dessert Champion.

**The picnic runs from
11:30 a.m. to 1:30 p.m. OCTOBER 23,
with Secretary South scheduled to
speak at 12:15.**

Wear your DMS ID badge

Contact HR today if you need a new one.

Bring your dessert to Conference Room 260K in Building 4050 by 9:30 a.m. Oct. 23. Judging starts at 10:00.

Include two pieces of paper: one with your name and division plus the name of your dessert, and one with only the name of your dessert. We announce the winner at the picnic, and all employees enjoy all the desserts!

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Many thanks to **Kimberly Kemp** for making a great presentation on the new Performance Evaluation System Rule for the State Personnel System. Kim was the guest speaker at the monthly Meeting and Luncheon for the Florida Professional Association for Human Resources held Sept. 25.

A special thanks to our DMS painters **Gary Oglesby, Donald Matthews, Joe Nealy, Melvin Clemans, Samuel Towels** and their executive team for meeting the needs of our customers once again. While recently working at the Department of Environmental Protection (DEP) offices in the Douglas Building, the paint crew received complaints about the paint odor and quickly responded. Within no time, DMS painters switched the latex paint they had been using to zero-VOC paint, which reduced the odor in the facility and provided DEP with better air quality...plus, the zero-VOC paint is more eco-friendly!

Secretary South and **Ken Granger** received the following e-mail from DEP's Chief of Staff, Kelly Layman. "Yet again, DMS is willing to listen to ideas from its customers – and delivers! I wanted to thank you also for the fast work and turn-around yesterday on what I'm sure was a busy Monday. Thank you again for your valued assistance."

ANNOUNCEMENTS

Driving State Vehicles

When driving a state vehicle for work, please remember to abide by all traffic laws, including posted speed limits. Not only does that help with fuel use, which benefits the budget and the environment, it also keeps you and those around you safer. As representatives of the State of Florida, the people of Florida look to us to set a good example and be good stewards of Florida's resources. If you have any questions about driving state vehicles or hear complaints about speeding or misuse of state vehicles, please contact Sebrina John with the Division of Specialized Services at (850) 488-5177.

FSECC 2008

Watch for information about all the fun activities planned for DMS and the Florida State Employees' Charitable Campaign 2008.

Oct. 30 – Book Fair at the CCOC in Tallahassee, building 4050
Nov. 10 – Golf Tournament in Tallahassee
Nov. 20 – 5K Walk/Run in Tallahassee



Real Estate Customer Work Order Request System

September 2008 – 2,324 work orders submitted. Most common requests:

Lights Out	490
Custodial Issues	249
Air Conditioning (HVAC) Issues	364

Of those work orders, 1,083 completed customer satisfaction surveys and 32 percent indicated they were “Satisfied,” with 67 percent “Extremely Satisfied.” Thanks to all staff members who work hard each day to complete these work orders to our customers’ satisfaction! Please help us track customer satisfaction by filling out the survey when you receive acknowledgement that your request is complete. We appreciate your input.

HRM Customer Satisfaction

The Division of Human Resource Management surveys its primary customers, state personnel system personnel officers, for customer satisfaction. The survey questions change from year to year; however, the core question, “Overall, were you satisfied with the services provided by the Division of Human Resource Management?” remains constant.

Five-year results:

	FY 2003-04	FY 2004-05	FY 2005-06	FY 2006-07	FY 2007-08
Actual	96%	78%	96%	100%	100%
Standard	96%	96%	96%	96%	96%
Difference	0	-18%	0	+4%	+4%
Response Rate	100%	97%	93%	100%	97%

Keep up the great work, team!

*FY = Fiscal Year

Register on D.A.V.I.D.

Add your personal emergency contact information to the Florida Department of Highway Safety and Motor Vehicles’ emergency contact information system (ECI). It is voluntary and you use your Florida driver license or Florida identification card to enter your information. Law enforcement officers access it to notify designated contacts if a motorist is seriously injured or killed in a traffic crash. Your information is secure – available only to law enforcement officers. Take a minute to visit <https://www6.hsmv.state.fl.us/dlcheck/findcustomer>.



Ramon Chavez	1	James Boynton ...	21
Ursula Bennett.....	1	Arturo Pinto	21
Timothy McVay	2	Terri Lee Earl	21
Rodney Maxwell ...	2	Libby Farmer	21
Gary Washington ...	2	Valarie Adams	22
Kirk Zerkle	2	Scott Dierksheide	22
Rita Acevedo	3	Linda Love	22
Jean Louis	5	William Lawrence	22
Wallace Knight.....	5	Thomas Curll.....	22
Henry Allridge	8	Phat Ho	24
Melanie Parham	8	Jim Zumbrunn	24
Abbe Justus	9	Bryan Taylor	24
Tim Vause	10	Eddie Nelson	24
Gene Nicoloso	10	Tamasha Williams	24
Argentina Llauro	10	Claire Coleman ...	25
Betty McGovern ...	11	Mike Cowart	26
Debbie Gries	11	Ming Ko	26
Tim Vause	11	Kevin Reed	26
Randy Robinson ...	12	Sylvia Johnson	27
Vicki Wilson	12	Dexter Andrews ...	28
Sean Baker	16	William Daley	29
Van Tyre	16	Bryan Vaughan.....	29
Matt Gregory	16	Gloria Henry	31
Jimmy Ratcliff	18	Jaikaran Dubra	31
Billy Reed.....	19	Joe Garcia	31
Verla Lawson.....	20	Be Whitfield	31
Betty Moss	21		
Carol Beck	21		

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

Butterscotch Pudding Cake



Preheat oven to 325 degrees. Grease and flour 13x9-inch pan.

1 pkg. Duncan Hines® Moist Deluxe Classic Yellow Cake Mix
1-3.4 oz. pkg. butterscotch instant pudding and pie filling
3 large eggs
1/3 cup vegetable oil
1 1/3 cups water
1 cup butterscotch chips
1/2 cup crushed pecans (optional)

Combine cake mix, pudding, eggs and oil in large mixing bowl. Beat at medium speed with electric mixer for two minutes. Pour into prepared pan and top with chips and pecans. Bake 45-50 minutes or until toothpick inserted in center comes out clean. Cool completely in pan.

Submitted by **Nancy Gebhart**, DMS Paid Parking Services Supervisor



Newsletter Team

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