

DMS Difference

AN EMPLOYEE NEWSLETTER Vol. 3 Issue 1 Jan/Feb 2009

PUBLIC SERVICE STILL THE BEST *Customers Our No. 1 Priority*

According to the *Random House Unabridged Dictionary*, priority is a noun that means something given special attention. Secretary South and the leadership team developed our 2009 priorities.

A great deal of discussion and collaboration went into the development of these abbreviated priorities. The leadership team grappled with pinpointing how we focus our energy and measure results.

“Our priorities must be easy to remember and apply in everything we do with our customers,” says Debra Forbess, DMS Director of Administration. “We want DMS to be a provider of choice and that happens with all of us working together.”

To help each of us apply these to our unique roles at DMS, these priorities are now part of our performance evaluations. A new performance expectation sets the challenge for the first two priorities to increase customer satisfaction and engage employees.

The existing performance expectations address the third priority to demonstrate customer value.

“It’s our goal to help the team focus the priorities to their individual jobs here so we can measure results,” says Forbess.

Division directors and bureau chiefs met with their teams in January to implement the 2009 priorities into performance evaluations. Forbess supports the team 100 percent.

“I’ve got a great feeling about all we can achieve this year.”

2009 PRIORITIES

- 1 Increase Customer Satisfaction
- 2 Engage Employees
- 3 Demonstrate Customer Value



Secretary South and other agency leaders hiking January 3 at Leon Sink as part of the Governor's Capital Step Challenge.

FROM THE SECRETARY

My favorite quote for the first day of the New Year is one from American journalist Ellen Goodman:

“We spend January 1 walking through our lives, room by room, drawing up a list of work to be done, cracks to be patched. Maybe this year, to balance the list, we ought to walk through the rooms of our lives...not looking for flaws, but for potential.”

The beginning of each New Year is typically a time for reflection or self-evaluation. If you are anything like me, if not first discouraged by all I'd like to change, I use the fresh start to go like gangbusters toward my goals. And if I stick to it, I make it to at least Valentine's Day.

How about making changes that last? Can we see the opportunities to grow personally and professionally without feeling overwhelmed by our inadequacies? Yes we can – if we stick together.

Our leadership team developed the DMS priorities for 2009:

- Increase Customer Satisfaction
- Engage Employees
- Demonstrate Customer Value

During the last two years we've refined our priorities to reflect what matters most. If we are invested in our jobs, our customers are happy and it's easy to show why DMS is important. Change does not come overnight. These simple, easy-to-understand priorities take work. Every day, every e-mail, every phone call, every customer. We accomplish our priorities when we work together and relentlessly.

Let's make it happen. I'm committed to make sure these priorities don't dwindle away like some of my resolutions might.

We can do this.



SERVICE MOTTO

We Serve Those Who Serve Florida

SERVICE VISION

Engaged Employees; Satisfied Customers

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

Debra Forbess

Director of Administration



Debra Forbess, Director of Administration, center, with her husband, Bill, daughter, Allison and the family dog, Gizmo.

Just what does the Director of Administration do?

Our Division of Administration team makes sure we offer excellent and efficient centralized administrative services to the divisions and approximately 1,000 employees as well as many external customers. Our service areas include financial management services, planning and budget, human resources, and departmental purchasing.

What takes up most of your time each day?

Most of my day is spent helping staff find solutions to challenges to make sure customers' needs are met. If I can make someone else's job a little easier by removing roadblocks and enabling them to act, hopefully the customer will feel the positive impact.

What is the best thing about your job?

The DMS team is the very best thing about my job! I have been with the agency for several years and I think we have the very best working in our agency. All agencies have morale highs and lows, but there is a special strength of spirit in the DMS team.

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

Since I discovered at a very young age that I was not cut out for farm life or extreme winters, after college I moved from Minnesota to Arkansas where I worked at a children's home for a year; then on to sunny Florida. I started out with state government at the Department of Commerce in 1988 and came to DMS in 1989, to work in the Inspector General's Office, then on to Planning and Budget. I moved to DBPR for two years but was extremely happy to return to DMS in the Budget Director role back in 2001. In February 2008, I was privileged to accept the challenge of the Director of Administration role.

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

"Keep it simple and enjoy the journey." Each day brings more information, distractions and demands, so I think simplifying is extremely important. It is also important to take on the right challenges, stay focused and really enjoy your work. Every time you say yes to something, you are saying no to something else. The trick is making sure you are saying yes to the most important priorities. My husband, Bill, daughter, Allison and our dog, Gizmo, keep me happy and balanced.

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

I studied behavioral science....go figure. That field did not do much to strengthen my skills with numbers or budget, but hopefully some of the insights I learned have helped me grow as a leader. I think leadership is about relationships, encouragement and helping team members discover and strengthen their talents.

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

A fellow DMS team member recently loaned me the book, the *Leadership Challenge* by Kouzes and Posner which talks about modeling the way; inspiring a shared vision; challenging the process; enabling others to act and encouraging the heart. My aunt recently gave us a bunch of books and I just finished one called *Sotah* by Naomi Ragen. This book took me to a completely different world where there are matchmakers and great contempt for secular society. The last movie I saw was, *The Women*. I went with a really good friend of mine who was able to break away from her two small girls for a couple of hours. We both needed a good laugh!

DMS HAPPENINGS

BIRTHS

Arlene Folsom, Retirement, has a new granddaughter. Loganne Marie Abernathy, born Dec. 30, joined her brother, Cody, and her parents Jennifer (Arlene's daughter) and Dan Abernathy.



Cathy Smith, Retirement, welcomed a new granddaughter, Genesis Bella Cruzado, born Dec. 26. Here her big brother, Tristan, holds her.

Grace Elizabeth Barry
Born Christmas Eve 2008
Courtney and **Mike Barry**,
Office of the General Counsel



Proud "grammy" **Gail Cummings**, Retirement, has a new granddaughter. Alden Elizabeth Magill was born Dec. 26, and joined big brother and sister, twins J.P. and Mary Bradley.

January 21, **Alissa Perdue**, People First, and her husband, Lee, welcomed new baby boy Hagen Lee Perdue to their family.



Dee Evan, Retirement, has a new baby boy, Clinton Renard Hunter, Jr., born Nov. 20.

Kathy Gould, Retirement, and her husband Chan welcomed daughter Reagan Olivia Gould, born Dec. 14.



ENGAGEMENT/GRADUATION

Laura Kerney, Instructional Designer, received her master's degree in Performance Improvement and Human Resource Development and got engaged to Eric Dobrzanski in mid-December. Congratulations, Laura!

Congratulations Matthew Blair, son of **Martin (Marty) Blair**, Real Estate, who graduated from Southern Adventist University in December with a bachelor's degree in nursing. For the past four years he worked as an R.N. in intensive care and emergency services. He and his fiancée, Cortney Ruhele, plan to be married this year.



Matthew Blair and Cortney Ruhele

WEDDING/GRADUATION

Jennifer Elayne Terry, daughter of **Sharon Terry**, State Purchasing, graduated from Florida State University with a master's degree in corporate accounting (MAcc) Dec. 13. Just six days later, Dec. 19, Jennifer married Kevin Delgado. What joyous successes to end 2008!



NEW HIRES/JOB CHANGES/ FAREWELL

Real Estate – New employees
Marjorie Donaldson
Custodial Worker (Tallahassee)
Jeffery Myles
Custodial Worker (Pensacola)

MyFloridaMarketPlace (MFMP)
Debbie Gries – moved to another state agency after nearly three years with MFMP. All the best, Debbie!

Retirement



Rick Whitney, Division of Retirement and the Office of Inspector General, retired in January after nearly 32 years. We miss him and wish him the best.



Ralph Reynolds, Real Estate, facility manager at both the North Broward Regional Service Center and the Gore Building in Fort Lauderdale spruces up a planter at North Broward. Thanks for all you do, Ralph!



SHOUT OUTS

For Real Estate team members at the Gore Building—
Ralph Reynolds, Facility Manager, **Fred McGovern**, Maintenance Mechanic and **Debbie Clark**, Maintenance Support Technician: *I have been all over the State of Florida and have visited most of the state owned buildings. I would put the Gore Building at or very near the top as far as maintenance, upkeep, functionality, customer service and overall professionalism. You as the overall manager, and Fred and Debbie specifically, as far as getting things done on a day-to-day basis, do an excellent job. The three of you are to be commended. Just wanted you to know. Most of us are quick to complain, and not as fast to compliment. This is a compliment.* (Al Campbell, Department of Juvenile Justice)



The Department of Corrections (DOC) complimented Real Estate team members at the Hurston Building in Orlando - **Alan Nelson**, Facility Manager, **Karl Spooner**, Maintenance Supervisor I and **Tiffany Stephens**, Staff Assistant for their assistance in DOC's re-entry resource fair recently held at the Hurston Building. The fair assisted individuals released from correction facilities with resources to help them get back on their feet (e.g., medical care, employment, child care, etc.). Tiffany made all the badges and flyers for the event, and Karl and his team orchestrated the room set up and helped with parking.



For **Mike Hatcher**, Information Technology: *I just wanted to let you know that Mike Hatcher is so great to work with. He swapped out a computer for me and he really is a model for excellent customer service!!!!* (**Debra Forbess**, Administration)

For the **People First** team from the quarterly survey and e-mails:

It has been a resounding pleasure to find the advancements in the Florida State personnel system with the **People First** system. I am returning to employment with the state after leaving public service in 1989 in Tallahassee. The difference it made on my day to day work was magical. So many of the other public systems are so archaic and inefficient. I was startled and pleased with this system. Happy to give you some positive feedback. This is really a marvel. Good stuff!

Mike Davis, People First, provided such wonderful information and service to the Department of Financial Services that they called him a "genius!"

Stephen Eaton, People First, provided hiring data within minutes of a request and he reformatted it within minutes to make it easier to use. We needed the data in order to provide statistics for our accreditation review. I can't think of anything needed to improve the excellent service Stephen provided."

Brenda Hough, People First, is particularly helpful and deserves to be recognized for her customer service skills.

Congratulations to **Andrea Simpson**, People First, now a certified contract manager.

Alissa Perdue, People First, "has always been the 'go-to' person for issues related to the People First system and she has helped me tremendously in understanding the way the system works in relation to timesheets and leave accruals. She is very knowledgeable about the responsibilities her job position entails and I appreciate having someone with that knowledge to call for help."



For **Tiffany Stephens**, Real Estate: *I just want to commend Ms. Tiffany Stephens on her superb attitude, professionalism and efficiency. I've found myself having to reach her fairly often lately, whether it's a maintenance request of my own, or on behalf of my colleagues; she can always be relied upon for a swift response and the kindest disposition. I just cannot speak highly enough of Tiffany; it's a shame there are not more like her!* (Rosanna Pomicter, Dept. of Business and Professional Regulation, Orlando)

DMS WORKPLACE SAFETY

When you need DMS workplace safety forms, find them online. Save this page to your Favorites so you can find it quickly when you need to: <http://www.dms.MyFlorida.com/safety>.

For **Dan Pelletier** and **Sarah Hamilton**, Information Technology: *I wanted to take a few minutes to let you know how pleased we have been with your office's work on our Local Retirement Systems Access database project. From the first meeting, I knew we were in good hands because of the way you both took the time to fully understand our needs. It can be a deceptively complicated area and I was impressed with the insightful questions you both asked to fully comprehend the system. Thank you for allowing Sarah to help us with this project, as she has been simply outstanding. The screens she designed look and work great and she's always been patient with our questions and requests for follow-up assistance since we received the database to use. I can't say enough good things about her work. With Sarah's continued support to hammer out the last few remaining issues, I believe we will have a much more user-friendly and efficient system to maintain the database of Florida's local government pension plans. (Keith Brinkman, Retirement)*

For **DMS Human Resources** on the New Employee Orientation program: *Thanks. I'm glad I could be part of it. I hear you guys are doing great things. Keep it up! (Cheri Holliday, People First)*

It was fun and not a problem to do. You guys are doing great work getting that program in shape. One of those very important but less visible values to DMS. Keep it up. (Henry Garrigo, Council on Efficient Government)

Thank you Queenell. You and your team's dedication is making all the difference! I enjoyed participating. (Debra Forbess, Administration)

For **Yolanda Bradwell-Hall**: *Yolanda should be commended for her actions on contacting Dept. of Health management to ensure an accident (Jan. 15) was reported and for her detailed e-mails on what she witnessed before and after the accident occurred. (John R. Sparks, Printing/Reproduction Administrator)*

INTERESTING FACTOIDS ABOUT THE DIVISION OF TELECOMMUNICATIONS

- Embarq's largest customer (formerly Sprint)
- Deltacom's largest customer
- Hayes' largest customer
- M/A Com's third largest customer
- Verizon Business' (government and education) fifth largest customer
- Qwest's fifth largest customer
- AT&T's top 10

Centralized volume is one of the reasons we get low prices that we in turn provide to our customers. Together it makes a powerful impact.

For **Nick Crim**, Facility Manager, **William Daley**, Maintenance Supervisor, **Kip Stickler** and **Jai Dubra**, both Maintenance Support Technicians, and **Aida Vera**, Staff Assistant at the Trammell Building in Tampa: *I just want to take a moment to compliment you guys for the exceptional job that all of you are doing to make us, as tenants, as comfortable in our work environment as possible, considering all the problems this building seems to have. Just speaking for myself and maybe a few of my co-workers who have been here as long as I have (15 years), we have never had the type service that we have now. I am very pleased to see that DMS has implemented a very good system such as the Customer Work Order – it simplifies the whole process of building maintenance and we appreciate the speedy response to our complaints, as well. You and your staff are always on top of things. (Pat Hernden, Office of Financial Regulation)*

STATE PURCHASING STAFF CERTIFICATIONS

Michael Bailey

Certified Professional Public Purchasing Buyer and Florida Certified Purchasing Agent

Trey Collins

Certified Professional Public Purchasing Buyer and Florida Certified Purchasing Agent

Mark Lovell

Certified Public Purchasing Officer

Ellen Potts

Certified Public Purchasing Officer

Michelle MacVicar

Florida Certified Contract Negotiator

Lori Potts

Florida Certified Contract Negotiator

Mark Foss

Florida Certified Contract Negotiator and Florida Certified Contract Manager

Claudia Cooper

Florida Certified Contract Manager

Great work everyone!

FEBRUARY BIRTHDAYS

Bill Penn.....	2	Risa Williams	11
Dale Ratcliff	2	Margaret Deciano	12
Demetrius Sherrod.....	2	Mike Waller	13
Nicole Walker	3	Tom Berger	14
William Craig	5	Olin Collins	15
Bob Selman	5	Sharon Terry	17
Joyce Morgan.....	5	Appollonia Tucker	18
Robin Collins.....	6	Amy White-Ray	20
Claudia Cooper	7	Eddie Smith	23
Don Parks	7	Michael Madsen	24
Christopher Griggs.....	7	Brent Campbell	24
Leonard Barron	7	Mary Lynn Shearer	24
William Dorsey	7	Kim Mims	24
Susan Sparks	7	George Kassees	25
Anne Rabon	8	Herbert James	27
Belinda Huang.....	8	Cindy Aaron	27
Lavernne Davis.....	8	Dolicia Rhodes	27
Charles Lott	10	Bill Swanson	28
Marian Deadwiley	10	Neal Morris	28
William Leffler	11	Walt Bikowitz	28
Nicole Marciano	11	Tammy Clark	29
		Sherrie Franks	29

MARCH BIRTHDAYS

Fran Shewan	1	Deborah Clark	16
Bobby Bines	1	Katelynn Ogle	16
Stuart Piccolo	1	James Forehand	17
Brian Fienemann	4	Juanita Smith	18
Vicky Reeves	5	Sebrina John	20
Julie Browning	7	Richard Boyd	20
Jackie Brady	8	Marty Blair	20
DeAndre Hampshire	8	Thermon Patterson	20
George Ducksworth	8	Marie Jean-Charles	21
Jack Smith	8	Neal Bradford	22
Murad Kassees	10	Antigone LaVoie	22
Al Ramphal	11	Faustino Miro	24
Barbara Lorberg	11	Rupert Charles	24
Kristina Corbally	12	Brian Blair	24
Mini Watson	12	Victoria Chambers	27
Alissa Perdue	12	Grady Maxwell	27
Angela Pereira	12	Queenell Fox	27
Christine Brandon	12	Lindy Still	29
Jennifer Kinsey	12	Carlos Sepulveda	29
Stu Potlock	13	Nathan Lucas	29
Barbara Swain	14	Addie Guyton	30
Annie Ford	15	Travis Tyner	30
Pat Connolly	15	Emily Walter	30
Suzetta Furlong	15	Delores Terry	30

BELETED JANUARY BIRTHDAYS

Bernice Randolph	10
Linda Fuchs	13
Marjorie Hodges	24
Shajuanna Footman	25

Thanks to our great new intranet, birthdays are moving to The Workplace. We encourage divisions to use their Workplace calendars to list team members' birthdays. Everyone on Team DMS can view them.

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FROM GUBERNATORIAL FELLOW TO POLITICAL MOVER AND SHAKER

Coordinating legislative activities in Florida's state government can be a bit like herding cats. During last year's legislative session our Legislative Affairs Office tracked more than 800 proposals! This year, **Jenny Robertson** and **Elizabeth Irvin** bring aboard **Karen**



Karen Modzelewski, permanently joined Team DMS as Legislative Coordinator.

Modzelewski, a Governor Charlie Crist gubernatorial fellow, who worked with the DMS team during the last six months on strategic planning. This highly competitive fellows program selects high achieving upper-level college students to work inside a governor's agency for a semester on a special project. Some of you may already know **Torey Alston**, Office of Supplier Diversity, who was a Governor Jeb Bush fellow during the spring of 2007, and permanently joined the DMS team.

So what will Karen do in her new role? Monitor bills related to DMS, track and review bill analyses assigned to DMS divisions, develop legislative affairs communication tools and attend committee hearings. And, we get to keep her brain trust to continue our strategic planning.

Welcome aboard Karen!

ANNOUNCEMENTS

WAKE UP ON WELLNESS DAY

Our next *Wake up on Wellness Day* is Feb. 11 celebrating American Heart Month. See all the details on the calendar.



<http://dmsdsp1d/moss2007/officeofsecretary/wellness/Lists/Calendar1/calendar.aspx>

If you want to organize activities for the year, contact Marie.Abrams@dms.MyFlorida.com.

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Expecting Visitors to Building 4030 or 4050?



L-R: **Yolonda Bradwell-Hall**, State Information Team Lead, **Pat Greene**, Manager, E911 and 411 State Information Operations Section, **Ezell Deshazier** State Information Specialist, building 4050 receptionist and (seated) **Carol Allen**, State Information Specialist, building 4030 receptionist.

When you expect five or more visitors at one time, please let our receptionists know in advance. Find our policy and required form on the DMS Policy and Procedures Web site at www.dms.MyFlorida.com/policies.

Select "Administration" and look for policy ADM-107. If you have questions e-mail Pat.Greene@dms.MyFlorida.com or call (850) 922-7501.

Thank you for helping provide a pleasant experience for our visitors!

NEWSLETTER TEAM

Cathy Schroeder, Communications Director • Linda McDonald, Deputy Communications Director • Linda Ogle, Creative Director • Vangie Felix, Graphic Designer II • Katelynn Ogle, Apprentice Graphic Designer • Charlotte Rakestraw, Graphics Design Apprentice

MYFLORIDAMARKETPLACE TURNS CUSTOMER NEEDS INTO AN IMPROVED SERVICE OPPORTUNITY

In the last fiscal year, more than 12,000 vendors (an average of 18 percent of all vendor calls) contacted the MyFloridaMarketPlace (MFMP) help desk to reset their vendor registration username or password in MyFloridaMarketPlace, the state's online purchasing system.

In response, MyFloridaMarketPlace developed an enhancement to allow vendors to make those changes themselves. Customer comments in the DMS Quarterly Customer Satisfaction Survey spurred this change, which also saves time and resources for the MFMP Customer Service Desk.

We released this new function January 31, a great way to start the New Year. The MyFloridaMarketPlace Service Provider did the development work at no cost to the state. Way to go team – responding with a more efficient and vendor-friendly "fix."

RECIPE OF THE MONTH

Homemade Cheeseburger Macaroni

- 1 ½ ground beef
- 8 cups shredded cheese
- ¼ cup milk
- ¼ cup butter or margarine
- 1 can diced tomatoes (drained) or a diced fresh tomato
- 1 onion
- 1 green bell pepper
- 1 box of elbow or bow tie macaroni

Chop the onion and green pepper. Put them in a large skillet with the ground beef, and brown. Drain the ground beef, onion, and green pepper; return to the skillet.

In a large sauce pan, boil the macaroni according to the instructions on the box.

Add the macaroni, cheese, milk, butter or margarine and tomatoes to the skillet and allow to simmer about 15 to 20 minutes or until hot.

Adjust the recipe according to the serving size you need.

Submitted by **Andrea Whitehead**, Telecommunications

