

CELEBRATE PUBLIC SERVICE

Public Service Recognition Week is a time set aside each year to honor the men and women who serve America as federal, state and local government employees. Throughout the world, public employees use the week to educate citizens about the many ways in which government serves the people life better for all of us. Public Service Recognition Week has been celebrated the first Monday through Sunday in May since 1985.

“YOU CAN’T LIVE A PERFECT DAY WITHOUT DOING SOMETHING FOR SOMEONE WHO WILL NEVER BE ABLE TO REPAY YOU.”

-JOHN WOODEN

2009 Governor’s Public Service Achievement Awards



May 5, 2009
Indiana Statehouse
Indianapolis, IN



Governor Mitch Daniels welcomes you to the 2009 Governor's Public Service Achievement Awards Ceremony. Congratulations to all of this year's recipients!

Agenda

Welcome

Daniel Hackler, Director
State Personnel Department

Opening Remarks

Mitch Daniels, Governor

Presentation of Awards

Mitch Daniels, Governor
Daniel Hackler

Closing Remarks

Daniel Hackler

Cake and refreshments reception in the rotunda.

TEAM AWARDS

Indiana Professional Licensing Agency

Ashley Brown, Taya Fernandes and La Vette Gladney, all of Indianapolis; Joshua Klatte, Greenwood.

The Indiana Board of Pharmacy manages and runs Indiana's Prescription Monitoring Program, known as INSPECT. The program seeks to curb prescription drug abuse and diversion by collecting and securely maintaining controlled substance prescription information. The program makes this information available to prescribers, dispensers and law enforcement via a highly advanced online software application. In 2006, the program processed approximately 40 reports for 500 users. Today, the program completes approximately 1,500 reports per day for more than 6,500 registered users. In 2008, the INSPECT staff:

- Registered 3,409 new users.
- Reduced the number of days from when a drug was dispensed to when it would be available for review on INSPECT by four days.
- Reduced pharmacy reporting noncompliance rate by 22 percent.



Indiana State Police

Paul Andry, Paoli; David Qualkenbush, Shoals; Jackie Smith and Katrina Smith, both of New Salisbury.

Shortly after Governor Daniels took office, he began his Meth Initiative to help curb the scourge of methamphetamines in Indiana. As part of the Meth Initiative, the Indiana State Police created the Methamphetamine Suppression Section (MSS). In Perry County, officers coordinated with Kentucky State Police, law enforcement officers, prosecutors, probation and parole officers, Division of Child Services personnel and others to investigate suspects from southern Indiana. Operation River Tweaker, as it is known, saved man hours by combining their investigative efforts and sharing information about the suspects. This inter-agency cooperation has resulted in a safer community. The specific results of this operation:

- Seized 42 meth laboratories.
- Identified 468 individuals as being involved in meth abuse activities.
- Arrested 92 individuals.
- Held four public educational programs with more than 250 citizens in attendance.



TEAM AWARDS

Bureau of Motor Vehicles

Ryan Beeson, Noblesville; Harold Day, Beech Grove; John Johansson, Clayton; Neela Krishnamurthy, Carmel; Elizabeth Manship, Greenfield; Marc Sirkin, Greenwood; Stefanie Glaspie, Brad Hoffman, Jacqueline McCune, Rodney Penn, Susie Skillman and Nicole Thompson, all of Indianapolis.

The team established a virtual license branch that would securely offer Bureau of Motor Vehicles (BMV) services to Hoosiers in a more convenient, efficient manner and at a lower cost to both customers and the state. By April 2008, the team launched myBMV, an online license branch accessible 24 hours a day, 365 days a year and the first of its kind in the United States. In less than one year, myBMV has served nearly 750,000 customers. That has resulted in removing about one million transactions from the license branches and reduced overall branch visit times to less than nine minutes. The success of myBMV has been tracked and measured using the following key metrics:

- Customers served: 438,447.
- Vehicle registrations renewed online: 1,092,064.
- Customers reserving new or existing personal license plates: 5,659
- Customers ordering duplicate titles: 4,898.
- Outdated vehicle information removed from customer records: 51,296.
- Year-to-date 2009 savings from customer use of e-checks: \$130,000 (projected savings by the end of 2009 is \$600,000).



INDIVIDUAL AWARDS

Indiana Department of Administration



Nicole Kenney, Molly Martin, and Jessica Robertson, all of Indianapolis.

Nicole, Molly and Jessica are responsible for finding ways to help the state of Indiana buy smarter through leveraging the state's purchasing of products and services. Their work is a direct continuation of the Governor's OneIndiana strategic sourcing initiative led by the Office of Management and Budget and the Indiana Department of Administration. In less than one year they have worked on 14 solicitations: analyzing spend categories, aggregating the spend in each category, designing solicitations that pull all the spend together and creating measurable savings baselines used by the Vendor Management team. Of the 14 solicitations the Strategic Sourcing team has been working on since 2008, four have been completed and will provide Indiana taxpayers with \$4.4 million in savings.

Indiana Department of Environmental Management



Matthew Stuckey, Noblesville.

The issuance of air permits is directly tied to economic development in the state of Indiana. New and expanding facilities must obtain an air permit prior to beginning construction. In 2008, Matt led the efforts of the Office of Air Quality (OAQ), Air Permits Branch to reduce the 900+ permits that were either pending or backlogged. As of February 2009, all but six of the backlogged permits had been issued, with those six under final draft review or receiving modifications. The reductions have been instrumental in allowing the Indiana Department of Environmental Management's OAQ to eliminate the need for contracted air permit services, saving the state \$3.5 million annually. The work on backlog reduction and permit efficiency was also moved in-house, saving an additional \$2 million in direct cost and more than \$1 million in staff oversight costs.

“WHEN WE DO THE BEST THAT WE CAN, WE NEVER KNOW WHAT MIRACLE IS WROUGHT IN OUR LIFE, OR IN THE LIFE OF ANOTHER.”

-HELEN KELLER

INDIVIDUAL AWARDS

Indiana Department of Insurance



Lisa Harpenau, Mooreville

While working as an intern, Lisa received a call from a frustrated insurance consumer regarding his insurance agent's behavior. The consumer had been turned down for help by a number of other state insurance departments and was desperate for help. Lisa listened and started an extensive investigation. While she continued the investigation, she passed and was accepted to the Indiana bar, hired by the Indiana Department of Insurance and sat as the 'second chair' administrative prosecutor on the resulting case. Lisa's investigation revealed that the agent not only defrauded policyholders in Indiana, but across the nation. This led to charges with the Securities Division of the Office of the Secretary of State, as well as federal authorities. Her investigation resulted in the agent's license permanently revoked and he has been ordered to pay \$250,000 in fines and \$300,000 in restitution. Lisa is a great example of what one determined state employee can do to make a difference.

Indiana Department of Workforce Development



Michael Gaunnac, Fishers

Mike was tasked with implementing, in part, the Unemployment Insurance Modernization (UIM) project. Under Mike's direction and through his hard work, every computer server (approximately 17 servers running around the clock) running UIM was replaced, tested and reinstalled on a new 64-bit architecture. This increased much needed operational capacity. Mike worked most nights and weekends for the past six months ensuring that the planning, testing and ultimate implementation of the project was successful. The upgrade was completed right before a significant spike in claims. While other state's systems were crashing under the volume, our system was prepared for the volume and experienced no problems.

Indiana State Personnel Department



Jayant Chauhan, Indianapolis

Jay was given the assignment of developing a case management tracking system within PeopleSoft for the Strategic Hiring Committee. The Strategic Hiring Committee, responsible for reviewing all hiring requests, needed an application that provided immediate, 24-hour availability, ease of use and route controls so that requests could be acted upon timely and appropriately. Jay created a business process and delivered a live application in 16 work days. This new process eliminates paper processing, delivers workflow and approval notifications and created the case management tracking that allows for data analysis and effective reviewing.

TEAM AWARDS

Bureau of Motor Vehicles

Holly Alber, Rochester; Cathy Anderson, Anderson; Vicki Deutscher, Laporte; Ron Hendrickson, McCordsville; Jeanne Kendrick, Jeffersonville; Victoria Knowles, Indianapolis; Lesley Mucha, Oxford, OH; Sandra Pancer, Michigan City.

2008 was a banner year for the Bureau of Motor Vehicles (BMV). Two of the biggest achievements were slashing the time Hoosiers spent at local branches and the American Association of Motor Vehicle Administrators awarding BMV its International Customer Service Excellence Award. It was also a year of achievements for the BMV branches. The eight regional managers, responsible for the oversight of an average of 15 branches, played a significant role in creating, maintaining and achieving the branch goals and objectives.

Key achievements for 2008 included:

- Branch visit time improved by 24 percent (from 10:56 to 8:15 minutes)
- Customer satisfaction with their branch experience increased from an average of 94 percent to 97 percent.
- Branch accuracy improved from 98.5 percent to 99.5 percent.



The 2009 Governor's Public Service Achievement Awards are jointly sponsored by the Office of the Governor and the Indiana State Personnel Department.