

2011 Governor's Public Service Achievement Awards



May 10, 2011
Indiana Statehouse
Indianapolis, IN



Governor Mitch Daniels
welcomes you to the 2011
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

Governor Daniels
Daniel Hackler

Closing Remarks

Daniel Hackler

Refreshments in the rotunda are courtesy
of the Indiana Members Credit Union.

INDIVIDUAL AWARDS

Office of the Adjutant General



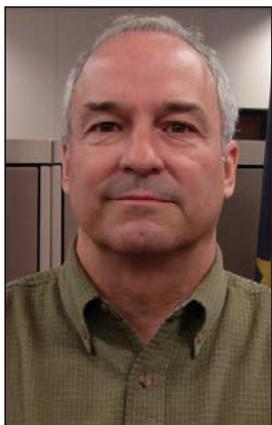
James H. Dickey

Soldiers and airmen of the Indiana National Guard and their families can thank Jim Dickey for his leadership in developing an automated State Active Duty pay program. The initiative provides for service members to be paid by direct deposit when performing state active duty, instead of being issued manual warrants. Indiana is only one of two known states that has a program of this kind.

This process eliminated the written forms which were completed manually on yellow paper with red ink, and dramatically reduced the error rate from 15% to less than .1%. Another plus to this program is that soldiers now receive their pay in a much quicker time – down from 21 days to now six to 10 days.

Countless man hours have been eliminated with the development of this automated program and as the number of soldiers being placed on State Active Duty increases, additional man hours are saved. Not only were tax dollars saved with this program, but soldier productivity improved with increased morale due to the reduced time required to wait on the soldier receiving his/her pay.

Indiana Bureau of Motor Vehicles



Steve Leak

Beginning in 2009, the BMV launched the SecureID initiative with the goal of strengthening the security of Indiana driver's license and ID cards, without impacting customer service or the costs incurred by customers. As the SecureID director, Leak led the agency in project development and delivery and was responsible for its near perfect execution when SecureID was launched on Jan. 2, 2010. The initiative put Indiana in a very small group of states that met the requirements of the federal Real ID Act, created based on recommendations of the 9/11 Commission in 2005.

In addition to more stringent documentation requirements, the BMV joined 26 other states in issuing licenses and ID cards from a central location, all major steps in preventing identify theft and fraud for all Hoosiers. The BMV increased the security of Indiana credentials without adding costs to the agency or its customers.

Leak's efforts also helped the BMV be recognized by the Federal Department of Homeland Security as a leading state in the effort of issuing secure credentials. Additionally, Indiana was the first state to utilize Verification of Legal Status, allowing the BMV to connect to DHS's immigration information to verify a customer's legal status. All branch employees completed fraud prevention training, certifying them with the ability to recognize and detect fraud.

In 2010 the number of SecureID credentials issued was 392,296. More than 3,600 driver licenses/ID cards were denied issuance last year. Under the old system, the customer would have obtained a fraudulent DL/ID at the branch before any action would have been taken.

INDIVIDUAL AWARDS

Indiana Department of Correction



Kathy Alvey and Gilbert Peters

Peters is the superintendent at the Branchville Correctional Facility and works alongside Alvey, a unit team manager. Together they helped to develop a successful program call "Purposeful Incarceration" which assists defendants with substance abuse issues at the large medium-security facility. The program involves judges and other county staff utilizing risk assessment results to identify defendants with substance abuse issues and entering them into an intense addiction recovery plan. The defendants who comply with all DOC rules and

actively engage in the intensive Addiction Recovery Program are rewarded with sentence modifications. This program goes beyond the typical sentencing practice of just looking backward at what the defendant has done. It truly gives purpose to incarceration by asking the question "what does this person need to accomplish while in prison?" Thanks to the initial work of Peters and Alvey at Branchville, the program has now been modeled by 17 other counties statewide. The program has also provided savings to the state of \$967,000 and approximately 18,597 bed days averted.

Indiana Department of Correction



Rebecca L. Deeb

It is the mission of PEN Products to employ offenders throughout the Indiana Department of Correction in meaningful jobs, providing them with work ethic and job skills which will lead to an easier transition to the community and reduced recidivism. As a new enterprise manager at PEN Products, Deeb's dedication to this mission has brought 400 offender jobs to Correctional Industries in the last 12 months. Her efforts have not only helped offenders learn job skills and decreased the likelihood that they'll return to prison once released, but also kept jobs in Indiana for private citizens. Deeb's work included negotiations with an Indiana brake manufacturer who was considering moving all operations to Mexico. Instead, the brake shop started a three-shift, 24-hour operation at the Correctional Industrial Facility in Madison County. The shop now employs 175 offenders.

In early 2010 at the Westville Correctional Facility, a plastic recycler began employing more than 100 offenders. The offenders recycle DVDs in two shifts. As of today more than 140 are working with plans to grow by another 160 or more as operations expand. In Miami County, Deeb worked with two existing joint ventures at the Miami Correctional Facility to bring 100 additional offender jobs. Both operations have brought in additional machinery and equipment ensuring the companies' long term commitment.

Deeb's efforts have enhanced the rehabilitation process for offenders all of which will have the opportunity to enroll in the U.S. Department of Labor Apprenticeship Program. Additionally, Deeb has helped to enhance facility security by keeping offenders active in Correctional Industries Operations.

INDIVIDUAL AWARDS

Indiana State Department of Health



Raymond Beebe

This health department chemist played a critical role in implementing the communication of laboratory information electronically to state agencies and local health departments. His efforts have helped many customers of ISDH's public health lab to submit test requests and view test results on the Internet. This provides more timely results and eliminates the labor and materials cost of printing and mailing test reports. Beebe's ability to speak the languages of both the lab and IT has also saved the state considerable time and dollars.

Beebe's shared knowledge and expertise with other laboratory staff has resulted in the agency creating custom laboratory information management modules in-house, rather than paying a vendor. This do-it-yourself approach saved the agency \$92,750 last year. The lab staff expects future savings to further positively impact the state's bottom line.

Customer satisfaction is evident both internally and externally, with users frequently expressing their appreciation for the enhanced and faster service, thanks to the electronic communication program.

Indiana Department of Labor



Kenneth Boucher, Candis Bowie and Jeremy Haggard

During 2008, the Department of Labor received an average of 140 wage claims per month. The average time to process a wage claim was 230 calendar days, although one month it climbed as high as 271 days. There was no opportunity for increasing staff or budget to address the issue, so Boucher, Bowie and Haggard began working as a team to scrutinize every facet of the decades-old wage claim process.

They made recommendations for improvement and implemented the changes incrementally over a period of months. With the implementation of the changes, wage claims are now being processed and resolved in an average of 33 to 37 calendar days, down from 230 calendar days, and the recovery rate on valid wage claims is now at 80 to 90%. The previous success rate was less than 50%. These improvements have become even more important since the department has experienced an increase in the number of claims received from an average 140 per month to 160 per month.

INDIVIDUAL AWARDS

Indiana Department of Transportation



Dr. Barry K. Partridge and Nayyar Zia Siddiki

Dr. Partridge and Siddiki led research and implementation efforts in incorporating recycled materials as low-cost materials in construction projects. The pair is being recognized for their work in the use of shredded vehicle tires as lightweight fill material in the construction of highway embankments. Dr. Partridge serves as the Joint Transportation Research Program Director, while Siddiki is a Geotechnical Construction and Technical Support Engineer. Between 2008 and 2010, eight projects were completed using this method and saved Indiana more than \$1.2 million in construction costs. Additionally, 1.1

million tires were diverted from landfills during this period. The fill material comprised of shredded tires and sand is important to support INDOT infrastructure when building upon spongy peat bogs and areas prone to landslides. The use of shredded tires in highway projects has led to the formation of a new market for Indiana business working with recycled tires.

Indiana Department of Transportation



Fred James, Todd Johnson and Chuck Neuenschwander

Johnson, Neuenschwander and James all work in the Fort Wayne District. In 2008, the trio began to examine the 171 snow removal routes in the district to determine if they could be reduced or combined to a level that could be adequately staffed. The group reworked (much of this on their own time) more than 4,700 lane miles of routes within the district and reduced snow routes to 143.

This reduction allowed for 56 fewer drivers and 28 fewer trucks to be needed in a 24-hour period. Overall the fleet was reduced by 19 trucks, which meant fuel and maintenance savings. This past winter saw 427 weather hours in the Fort Wayne District which resulted in a savings of \$326,000 in regular and overtime pay. Each INDOT district has restructured its winter routes as a result of this success.

Indiana Department of Workforce Development



Robert Butler, Carla Shulse and Thomas Stone

Three DWD employees provided superior customer service by performing the analysis, design and development of the custom software needed to implement the extension of the Federal Emergency Extended Unemployment Compensation (EEUC) program. The combined efforts of Stone, Butler and Shulse helped reinstate benefits for 85,000 unemployed Hoosiers who had not been paid for six weeks. Indiana was one of

the first states to pay these benefits as the trio ensured that more than \$130 million in retroactive benefits was paid just seven days after federal legislation passed. The trio's attention to detail, software development and testing skills and in-depth knowledge of unemployment insurance practice and implementation relieved many hardships for Hoosiers. Their work allowed many citizens to avoid additional financial hardship.

TEAM AWARDS

Indiana Department of Correction



Christine Blessinger, Linda Commons, Cecil Davis, Esa Ehmen-Krause, Laura Gorbosenko*, Tim Greathouse, Lori Harshbarger, Mark Harmon, Mark Kniola, Troy Smith, Angela Sutton, Ashley Taflinger and Kellie Whitcomb.

Over the last two years, the Division of Youth Services has focused on reducing the length of stay of youth committed to the Department of Correction. This team established a Projected Program Completion Date program for youth at each facility. These were tracked in order to project and minimize the length of stay of youth in order to return them to community-based programs at the earliest opportunity.

The efforts of this team of 13 have resulted in a 50% reduction in the overall juvenile population. They have reduced the number of youth in DOC facilities from a record high of nearly 1,200 to a record low of less than 600. The reduction in the length of stay has been recognized as a national best practice model, ensuring that youth are committed to secure facilities for the minimal time period and only when posing a public safety risk.

This program has resulted in savings of approximately \$4 million. More importantly, each juvenile facility has experienced a reduction in incidents of violence as well as youth and staff injuries resulting in safer facilities for both youth and staff.

** not pictured*

TEAM AWARDS

State Budget Agency



Brenda Copass-Israel, Tashina Manuel, Dani Powers, Todd Stauffer, Leann Walton and Beth Woods.

These six individuals make up the Centralized Accounting Division, which was created to utilize the inherent efficiencies of an integrated accounting software system. This centralized division ensures that consolidated agencies are able to recognize cost savings related to those efficiencies and to ensure that smaller agencies conform to overall Encompass-compliant business practices.



Previously, many small agencies budgeted for their own financial staff, with little regard for the number or type of documents processed. This generally required one to two staff members to maintain a level of technical proficiency for a relatively small number of transactions. In addition, the state as a whole did not have a core group of experienced and knowledgeable

individuals with extensive experience in the daily use of PeopleSoft to provide assistance to agencies.

As of March 2011, this division has absorbed the financial operations of 10 agencies and two additional agencies are being considered for inclusion. This consolidation saves the state \$419,000 in salaries and benefits annually. In addition, bills are being paid more timely and federal dollars are being leveraged more efficiently as the result of the level of attention and specialization that this team provides.

Lastly, because this division is cross trained in several aspects of the accounting system, consolidated agencies do not have to worry about succession planning, vacations or illness. Staff can adequately cover a multitude of contingencies to ensure that the agencies' business is always conducted on time within the performance parameters.

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

-JOHN WOODEN

TEAM AWARDS

Family Social Services Administration



Rich Adams, Lisa Brennan, Sue Carson, Joan Cartwright, Kathy Cook, Deb Crosby, Kim Earles, Carlean Gadling, George Herman, Mary Medler, Adrienne Shields, Kim Teska, Becky Turner, Felecia Vaccaro*, Kim Yann and Roger Zimmerman.

In 2009, FSSA created the hybrid eligibility model to better serve the objectives of the Indiana Eligibility Modernization Project. The team was vital to the implementation of the new system that serves our state's most vulnerable citizens, a population of over 1.2 million Hoosiers. Through a combination of personal, face-to-face interactions and upgraded technology, Hoosiers are now being served more efficiently with a higher level of quality.

Currently, the Division of Family Resources has transitioned approximately two-thirds of the state to the hybrid model and has seen dramatic improvements in customer service, application processing and customer satisfaction. Application backlog is directly tied to timeliness, which is one of the metrics the Food and Nutritional Service and other federal agencies monitor. The reduction in application backlogs, combined with the improvements in application timeliness and quality, has resulted in the state of Indiana exceeding national averages in almost all categories.

As a result of these operational and technology changes and improvements, FSSA has turned a broken system into one that the state can be proud of through the leadership and dedication of these employees.

** not pictured*

TEAM AWARDS

Indiana Department of Transportation



Matt Beeson, Brian Cooper, Cartia Martin, Harley Phillips, Michael Prather, Coleman Michael Richardson, John Ryan, Jr., Ronald Walker and Mary White.

Research by team members revealed that INDOT could increase the maximum percentage of use of recycled asphalt pavement in hot mix asphalt from 25% to 40% by replacing liquid asphalt with the recycled pavement. The revision also called

for using recycled asphalt shingles in asphalt mixes. INDOT adopted the revisions in 2010 and has saved approximately \$6 million for 2010 with higher savings projected for the future.

In addition to cost savings, recycling used asphalt shingles and increasing the use of recycled asphalt pavements keeps these materials out of landfills and benefits the environment.

Indiana Office of Technology



Bob Clarke, Tony Lewis, Clayton Molnar and Brian Wuchner

The efforts by this team of Automation Specialists has provided savings of \$2 million annually, increased the capacity of the IOT Helpdesk and decreased incident resolution times. The team wrote the Helpdesk Assistant program which helps employees submitting IT-related issues to the Helpdesk. The application automatically gathers information about the employee and his/her PC before submitting the issues to the Helpdesk staff, eliminating human error and reducing the time to resolve each ticket submitted.



Time to resolve each ticket was further reduced with the creation of the IOT Support Tool. Human error was also eliminated with the automated creation of 6,961 new user accounts and decommissioning of 11,655 existing accounts. Team members also created an automated billing system that provides agency usage/costs to the IOT Finance Team, allowing for accurate and timely billings.

TEAM AWARDS

Indiana Department of Child Services



Ellen Holland, Denise Howell, Joe Jean and Revathi Sinha.

This Child Support Bureau team fully implemented a project that provided for the interception of child support arrearages from Indiana's casinos. Legislation went into effect July 1, 2010, and a deadline for getting the program fully operational was set for Dec. 31, 2010. The CSB team, however, implemented the program statewide by Oct. 25, a full two months ahead of schedule.



Their efforts including building a website, developing processes for handling the interceptions of the monies, identifying and training not only agency staff but also staff from the 13 casinos and ensured accurate data flowed from the Child Support ISETS database to the new website.

The team was able to move a doubting casino industry into collaborative partners but greater still was the additional dollars intercepted on behalf of Indiana's children – nearly \$500,000 so far.

Indiana State Personnel Department

Jennifer Barney, Joyce Crull, Tonya Fortner, Kristi Hall, Jennifer McMahan, Marci Rautio, Nicole Russell and Jeff Sullivan

In 2010, the State Personnel Department completed the initiative to centralize human resources services throughout state government. By centralizing these services, State Personnel reduced 345 full-time human resources positions, saving the state and taxpayers approximately \$9.7 million in salaries and benefits.

Centralization eliminated the duplication of efforts and overlapping of services, providing one-stop help for HR questions and/or concerns. As a result, agency staff can now focus on agency concerns and refer HR issues to State Personnel and employees can directly contact the benefits help line for information about employee benefits. Improved efficiencies in the operational processes allowed State Personnel to decrease monthly HR services fees to state agencies by 22% in 2010.



TEAM AWARDS

Indiana Housing and Community Development; Department of Administration



Deb Hepler*, Paul Krievins and Chelsey Wininger; Mike DuValle and Molly Martin.

This team was responsible for implementing an efficient and cost-effective solution to handle the materials purchasing portion for the Indiana Housing and Community Development Administration's energy conservation

program. In 2009, the state received \$132 million in federal stimulus to be used for energy conservation. Typically, the state receives \$9 million annually. Because of the dynamic increase, Governor Daniels charged IHCD and the Department of Administration to maximize the number of energy conservation projects statewide by decreasing the costs of specific material items. He also called on both agencies to ensure this money was used to create jobs and business opportunities for Hoosier equipment manufacturers and suppliers.

The team implemented a two-pronged solution to supply needed furnaces and insulation at the best possible price and track delivery of those materials to ensure they were delivered and installed in a timely manner. Through their efforts, the team accomplished both objectives by centralizing and streamlining contracts and soliciting companies with significant presence in Indiana. Each company offered the material at competitive prices. In addition, the team was able to deliver a state-of-the-art supply chain solution that provided real time order and delivery information across all 92 counties.

Utilizing the state's purchasing power, the program realized a \$1.2 million savings in just over 16 months. This unique initiative extended the state's strategic sourcing efforts to a program that is 100% federally funded and is executed by local not-for-profit community action programs.

**Ms. Hepler is deceased.*

**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.

TEAM AWARDS

Indiana Department of Natural Resources



Gary Armstrong, John Davis, Nick Heinzelman and Mark Reiter. Shortly after the 9/11 attacks on our country, an initiative began to expand Camp Atterbury's military base in Johnson County. After years of meetings and conversations between federal, state and local stakeholders, it was agreed to transfer 1,200 acres of the Department of Natural Resources' Atterbury Fish and Wildlife Area to the Indiana National Guard. This agreement was a win-win for all.



In return, 2,000 acres in Putnamville would be traded to DNR, which would create the Deer Creek Fish and Wildlife Area in Putnam County. This new facility would net approximately 800 more acres of land for public hunting and fishing. The exchange was a boost to the local economy through the creation of jobs and the conservation of additional wildlife habitat.

The team worked through a tangle of federal and state issues to arrive at a solution. Armstrong and Reiter were instrumental in making sure DNR was in compliance to obtain funding sources for the project and making sure the replacement land was suitable for habitat conservation. Heinzelman worked to ensure the legal and purchasing details of the land transfer and replacement acquisition were in order. Davis brought DNR's overall endorsement of the project and enabled successful partnering with other agencies.

The team's efforts resulted in a \$105 million expansion at Camp Atterbury, adding 800 full-time jobs. It also increased capacity for soldier training for Camp Atterbury or Muscatatuck Urban Training Center from 4,000 to 7,000. DNR still retains 5,000 acres of land and 10 lakes at Atterbury Fish and Wildlife Area, which is open for public use.



The 2011 Governor's Public Service Achievement Awards are jointly sponsored by the Office of the Governor and the Indiana State Personnel Department.