

2012 Governor's Public Service Achievement Awards



May 7, 2012
Indiana Statehouse
Indianapolis, IN



Governor Mitch Daniels
welcomes you to the 2012
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

* Once your name is called, please come to the stage for a photograph with the Governor. If you are team member, please wait for your entire group to join you before taking the photo. After the photo is taken, return to your seats for the remainder of the program. Upon conclusion of the ceremony, medallions and awards will be distributed at tables near the rotunda. Copies of the photos will be given to the agency human resource director to later distribute.

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



The 2012 Governor's Public Service Achievement Awards are jointly sponsored by the Office of the Governor and the Indiana State Personnel Department.



Celebrated the first full week in May since 1985, **Public Service Recognition Week (PSRW)** is a time set aside to honor the men and women who serve our nation as federal, state, county and local government employees. Throughout the nation and the world, public servants use this occasion to educate others about the work they do and why they have chosen public service careers, as well as the many ways government services make life better for all of us.

INDIVIDUAL AWARDS

Bureau of Motor Vehicles



Kent Schroder (Indianapolis)

The “Visit Improvement Program” of the Indiana BMV was created to enhance the customer service level provided in the branches. The primary component of this initiative, which was envisioned and developed by Kent Schroder, provides an effective means of tracking and measuring the customer’s “overall visit time.” The BMV has been tracking transaction time since 2005, but this new system allows the BMV to capture the overall customer experience. By being able to track the length of the whole visit, including wait times, the BMV has been able to reduce overall average visit times. The BMV has also used this data to identify the high performing branches to better understand the best practices delivering these results and provide motivation for others to improve.

Department of Child Services



J. Greg Overmyer (Indianapolis)

J. Greg Overmyer, a network engineer who travels around the state supporting the Child Support Bureau’s IT system, went above and beyond his job duties to make the AS/400 Consolidation project a success. Greg spent 2011 diligently replacing equipment and consolidating all 92 county AS/400 machines into one server housed at the central office. Greg revamped his personal vehicle and drove to each county to pick up the old equipment to avoid having to hire a private vendor. He made many suggestions for cost savings measures and was willing to perform extra duties to ensure this project was successful. Because of his commitment, Greg saved the state \$268,520 by eliminating the use of outside vendors and using current equipment more efficiently.

Department of Natural Resources / Indiana Department of Administration



Greg Sorrels (Indianapolis) and Bob Flake (Mooreville)

Given the task of finding a cost efficient way to provide modular offices at two DNR properties, Greg Sorrels and Bob Flake rose to the challenge. Greg located three modular offices from FEMA for \$200 each. He and Bob then worked for weeks to locate contractors that could relocate and install the trailers. Because of their efforts, DNR was able to own and install three offices for a total of \$58,740, instead of the \$100,000 that was originally offered in a two-year rental agreement.

“HOW WONDERFUL IT IS THAT NOBODY NEED WAIT A SINGLE MOMENT BEFORE STARTING TO IMPROVE THE WORLD.”

-ANNE FRANK

INDIVIDUAL AWARDS

Indiana Department of Correction, Putnamville Correctional Facility



Michael Callahan (Cloverdale)

By instituting Green Indiana Conservation practices, Michael has implemented many cost reducing policies and created a cleaner, dryer, safer and more efficient correctional facility. First, a Compost/Recycling operation was instituted. Other improvements include facilitating a new bio-mass boiler system and installing energy efficient feed pumps; updating condensation system to conserve water and energy; repairing old steam lines to reduce inflating operating costs; upgrading water heaters and water softeners which reduced man power, water, salt usage and damage, as well as installation of a windmill to generate electricity to the facility's training center. In total, these initiatives have saved the state an estimated \$2.64 million.

In Michael's time as Physical Plant Director, the physical plant has been operating more efficiently, morale has been higher and conditions have improved. Constituents, offenders and staff have all benefited from his ideas, vision and leadership.

Family & Social Services Administration, Division of Aging



Wayne Syvinski (Indianapolis)

Wayne has used his knowledge and skills to create new IT based programs to improve the services FSSA, Division of Aging provides to its constituents. First, he created a database to enable Division of Aging Quality Assurance staff to track incidents related to non-wavier consumers. This information is used to better service customers while also identifying trends and potential risk. By using agency staff to develop the database, \$35,000 was saved in contractor fees. Also, since the database is maintained by FSSA staff, this saves the state more than \$500 each month.

Wayne also created a claims tracking and processing system that has enabled staff to monitor claims processing in 50 percent less time and monitor spending of grant funds more efficiently. This system utilizes queries from Peoplesoft on a daily basis to provide very accurate and timely information. By creating a paperless system, more than \$30,000 annually will be saved in postage and staff time once the system rolls out in July.

Indiana Department of Environmental Management



William Davis (Greenwood)

William created and led a new team tasked with conducting technical reviews and processing claims for repairing underground storage tanks. Under William's leadership, the team brought the work back in house, and they worked faster and cheaper than the prior contractor. Total savings for the state equals more than \$3 million. William also instituted new revisions to the review process to increase the number of documents processed and reduce review time.

TEAM AWARDS

Department of Natural Resources



Ron McAhrn (Beech Grove), Doug Keller (Mooresville), David P. Nance (Mooresville), Jeff Lowder (Greenfield), Traci M. Powell (Beech Grove), Kenneth Smith (Brownsburg), Larry Wayland (Mooresville), Joe Soughers (Plainfield), James Brown (Indianapolis) and Dale Gick (Whiteland).



In 2010, this cross-disciplinary team formed to find a temporary solution to block non-native Asian carp from gaining access to the Great Lakes, a large ecological threat. Although several federal agencies and local partners joined this effort, it was entirely the work of this DNR team that cut through the regulatory labyrinth to get the “carp fence” designed and built not only ahead of schedule but also under budget. This team drew from individual expertise to create from scratch a solution that had eluded all previous efforts and was completed in about 90 days. This team showed ingenuity, teamwork and quick implementation of a solution to a growing ecological problem.

Indiana Department of Correction



Jan Tyree (Camby), Laura Walker (Indianapolis), Tom Lucas (Indianapolis) and Brent Myers (Noblesville)

In July 2010, in a way to improve victim notification and reduce costs, a new system was launched to better alert registered victims to events regarding inmate status changes. The SAVIN system, which has resulted in 60 percent decrease in operating costs in the first year, creates a personalized message delivered through phone calls, text messages, email and US mail. If initial notification is unsuccessful, staff members are tasked to locate a registrant by other means. More than 87,000 notifications were sent out in 2011. The new technology allows for more accurate information to be given about an offender’s release and future housing locations to registrants. It also gives the victim a contact in case he/she has any questions about an offender’s release. By giving a human touch to this system, it saves the state time and money, while also giving constituents more peace of mind.



TEAM AWARDS

Indiana Department of Correction



Dushan Zatecky (Danville), Mark Olson (Mooreville), Julie Haynes (Danville), Linda Barker (Greencastle), Matthew Eby (Indianapolis) and Jason Fedeler (Indianapolis)

The Indiana Department of Correction built an Operations Center from the ground up to streamline all emergency information to a central location and distribute to appropriate staff for a quick and effective response. Located at the Reception Diagnostic Center, this information clearinghouse allows staff to plan and respond with timeliness and efficiency, as well as being able to deploy emergency response teams to critical incidents with the mission of stabilizing the situation, protecting the public and controlling the institution environment during an emergency. Since its inception eight months ago, the center has handled more than 1,870 calls and emails, and has been given additional duties due to its exemplary work.



“THE WORLD IS MOVED ALONG, NOT ONLY BY THE MIGHTY SHOVEDS OF ITS HEROES, BUT ALSO BY THE AGGREGATE OF TINY PUSHES OF EACH HONEST WORKER.”

-HELEN KELLER

TEAM AWARDS

Family & Social Services Administration



Angela Lobb (Madison), Megha Gohel (Greenwood), Jessica Golba (Newburgh), Anita Kay Stephan (New Madison), Dr. Danny Meadows (Logansport), Joe Kochvar (Dale), Pam Severson (Madison), Debra Raughter (Indianapolis), Kyle Elliot (Newburgh), Teresa Morrow (Richmond), Pam Kindem (Logansport), Jay Wenning (Richmond), Joe McIntosh (Walton), Jon Turner (Hanover) and Jill Rowe (Logansport)



This team developed and implemented standardized clinical workstations with a new software system to integrate electronic medical records in all DMHA operated facilities. As such, the team methodically developed and implemented the key components of electronic medical records to include virtually all medical and psychiatric assessments used in the treatment of every psychiatric patient in our State hospitals. This included the training of dozens of staff across the state.

By actively seeking out cost-cutting measures, the team was able to reduce the cost of several key contract components. The extra effort was often completed after regular work hours and on weekends. The team strived to achieve operational efficiency, and by working as “in-house experts” in lieu of using vendor provided training and support, saved the state \$603,934.

“NEVER DOUBT THAT A SMALL GROUP OF THOUGHTFUL, COMMITTED CITIZENS CAN CHANGE THE WORLD; INDEED, IT IS THE ONLY THING THAT EVER HAS.”

-MARGARET MEAD

TEAM AWARDS

Indiana Department of Transportation



Mark Joseph (Greenwood), Jay Lytle (Fishers), Phil Springer (New Richmond), Joy Koester (Indianapolis), Greg Carrie (Greenwood), Scott Robison (Indianapolis), Jennie Benson-Kinchelow (Fairland), Jason Jones (Indianapolis), Guy Boruff (Plainfield), Kimberly Peters (Brownsburg), Dave Coleman (Greenfield), Jason Kuhn (Greenfield), Stacy Larkin (Crawfordsville), Craig Hamilton (Indianapolis) and Dan Brassard (Avon).



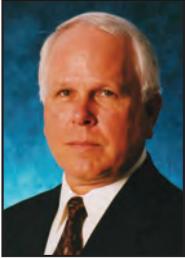
Damage Wise, which began implementation in early 2011, is a system to more effectively track damage to state property at crash scenes and quickly collect money from those responsible. This starts by supplying a kit to police officers that contains a tag to be tied to a damaged fixture, like a guardrail. Also included is new technology and software that allows INDOT crews to list materials and the quantity needed to make repairs. Upon this assessment, the state can determine how much to bill the motorist's insurer. The new process has reduced the number of days between the crash and billing by 72 percent over the last year, and increased the collection rate by 42 percent from 2010. When compared to 2010, resources returned to the State improved by more than \$2.5 million annually.

"ACT AS IF WHAT YOU DO MAKES A DIFFERENCE. IT DOES."

-WILLIAM JAMES

TEAM AWARDS

Indiana Department of Transportation



Michael Bowman (Plainfield), Ryan Gallagher (Bloomington), Ted Pollack (Zionsville) and Gabe Paul (Carmel)

This team took on the task of finding a sponsorship for the Hoosier Helper Freeway Service Patrol program, a first of its kind opportunity for INDOT. The project included developing an RFP, selecting a partner, negotiating terms and guiding the unique contract through the signature process. Now known as "INDOT Hoosier Helpers sponsored by State Farm," the program is set to provide \$1.1 million in revenue over three years and offset 30 percent of the program's operating costs.



Indiana Department of Labor



John Brunswick (Indianapolis), Jay King (Fishers), Tony Kuritz (Indianapolis), Mark McDaniel (Michigan City), Ebony Poindexter (Indianapolis), Debra Rauen (Fort Wayne), Johnny Trammell (Indianapolis), Stephen Harmon (Whiteland), Vicky Hoberty (Indianapolis) and Michelle Ellison (Edinburgh)

This small team has transformed INSAFE, IOSHA's consultation and education division, into an integrated team with aligned goals and superior efficiency. INSAFE is responsible for identifying worker safety and health hazards and employers are responsible for correcting the identified hazard. Since 2006, the group has reduced average lapse time for consultation from 309 days to 77 days currently even though they are dealing with almost double the consultation requests. The improved response time helps ensure that employees are not exposed to safety and health hazards. Customer service and accountability have also improved through the implementation of online forms and electronic distribution of reports.



TEAM AWARDS

Indiana School for the Blind and Visually Impaired/Indiana Department of Correction

Mark Sevier (Logansport), Michael Herron (New Palestine), Leslie Durst (Carmel), Robert Eutz (Indianapolis), Betsy Scott (Carmel)

In 2008, the Miami Accessible Media Project (MAMP) was created to provide an in-state vendor media materials for the blind and visually impaired. MAMP, located at the Miami Correctional Facility, employs 50 offenders in its Braille, large print and accessible media shop. This collaborative effort between the Indiana School for the Blind and Visually Impaired and the Department of Corrections, which was funded through a Department of Education grant, has gained national attention for its innovative and sophisticated workflow for the transcription and production of specialized educational materials. The program savings to the state totals more than \$953,000 in purchasing costs while also providing jobs for offenders both in and out of the correctional facility. This initiative has reduced recidivism for offenders leaving the program and incarceration, gained national notoriety and created an opportunity that has potential to bring additional funds to the state through national distribution.



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

- JOHN WOODEN



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