2007 Governor's Public Service Achievement Awards

May 9, 2007
Indiana Statehouse
Indianapolis, IN

Governor Mitch Daniels welcomes you to the 2007 Governor's Public Service Achievement Awards Ceremony. Congratulations to all of this year's recipients!

Agenda

Welcome
Debra F. Minott, State Personnel Director

Opening Remarks
Mitch Daniels, Governor

Presentation of Awards
Mitch Daniels, Governor
Debra F. Minott, State Personnel Director

Closing Remarks
Debra F. Minott, State Personnel Director

Cake and refreshments reception in the rotunda

INDIVIDUAL AWARDS

BUREAU OF MOTOR VEHICLES
Gus Linde, New Castle

Gus inherited a huge data processing backlog with the STARS conversion. He assessed the constraints and created a proposal to resolve the backlog in 90 days. Restructuring his staff's responsibilities and hiring additional temporary workers Gus managed the project and became current with the department's processing approximately 30 days ahead of schedule.

DEPARTMENT OF CORRECTION
Michael Herron, New Palestine

As Director of PEN Products since May 2005, Mike has revitalized the organization. The offender employment has increased by 53 percent , nine new operations have started and farm operations were revitalized. In April 2006, the PEN Products Web site was launched, giving the organization a chance to reach a wider audience. Mike was recently nominated president-elect of the Central Region of the National Correctional Industries Association and will become president in 2008.

DEPARTMENT OF CORRECTION
Mark Newkirk, Michigan City

Mark directed a large-scale staffing re-organization at the Indiana State Prison in Michigan City that saved the Indiana taxpayers over $700,000 annually without sacrificing correctional services. In 2006 minimum security staff and offenders working under Mark's direction provided over $108,000 in labor to the surrounding community including the planting of 500 trees, the rehabilitation of hundreds of bicycles and emergency relief assistance to the community after a severe August storm.

INDIANA DEPARTMENT OF ENVIRONMENTAL MANAGEMENT
Joanne "Jody" Arthur, Plainfield

In 2005 and 2006 Jody reevaluated the process for designating "impaired waters." She developed measurable and objective criteria for defining impairments and re-examined previous decisions and the quality of data used for those decisions against the new criteria. This diligent work resulted in a net reduction of 68 river miles and 33,629 lake acres designated as "impaired waters."

INDIANA DEPARTMENT OF ENVIRONMENTAL MANAGEMENT
Jerry A. Dittmer, Indianapolis

Jerry was placed in charge of issuing permits for municipal wastewater discharges and cutting the backlog of expired permits in half by the end of 2006 and to eliminate the backlog in 2007. In 2004, 42 percent of the permits of the major dischargers were expired. Through Jerry's leadership the total backlog was reduced by 64 percent in 2006 and there are now only two expired major municipal permits that have not been renewed.

INDIVIDUAL AWARDS

DEPARTMENT OF HOMELAND SECURTIY
Dennis Leonardo, Indianapolis; Rajasekhar Pulikal, Carmel

Dennis and Raj combined their efforts and produced two successful projects. The Division of Fire Building Services' (DFBS) filing system allows customers to apply for building permits online and uploads plans directly to the agency. This is estimated to save approximately $25,000 each year; although it is anticipated that the savings will grow each year, as the number of electronic filings increase.

The new Indiana Grants Management System (iGMS) saved millions of taxpayer dollars, while enhancing customer service. The State of Pennsylvania purchased a comparable iGMS with a purchase price of $4 million. Both Dennis and Raj developed the implementation of the Indiana system for approximately $15,000. They were also able to deploy updates to the system within hours on the very rare occasions that problems have been discovered.

INDIANA DEPARTMENT OF INSURANCE
Chester Pietras, Franklin

Chet redesigned many of the systems that oversee the administration of agent licensing activities for the department. Under Chet's leadership, Indiana vendors and contractors have replaced all out-of-state vendors and contractors, test results for applicants are available within minutes and now the agency Web site is a true resource for agents.

INDIANA DEPARTMENT OF REVENUE
Jack McCrobie, New Castle

Despite having no prior experience in developing or implementing Web service technology, Jack spent countless hours researching more than 100 technical Web sites and reading more than a dozen books to become an expert on Web-based e-business and e-commerce technology. The result is the Streamlined Sales Tax Web services program with a savings of more than $220,000.

INDIANA OFFICE OF TECHNOLOGY
Paul Baltzell, Fishers

Paul provided leadership for the IT consolidation efforts which centralized the support services for 25,415 computer desktops across the exectuive branch agencies. Paul was also personally responsible for generating savings on procurements of more than $400,000, including statewide software purchases of antivirus and spam filtering software, as well hardware purchases to support the desktops.

DEPARTMENT OF WORKFORCE DEVELOPMENT
Sarah Dixon, Indianapolis

Sarah spearheaded the implementation of Indiana's new debit card program for unemployment insurance benefits. Sarah worked tirelessly to address claimant calls and to educate the public-at-large to the benefits of the program. Sarah is the one most responsible for implementing this program, which provides better customer service and substantial savings in dollars and time. Based on current projections for benefit expenses, the debit card program will save an estimated $1 million every year.

INDIVIDUAL AWARDS

ADJUTANT GENERAL'S OFFICE
Brigadier General
O.C. Tooley, Jr., Bargersville

Brig. Gen. Tooley had the foresight and vision to convert the Muscatatuck State Development Center, which was scheduled for closure, into a world-class training center. The demolition cost of over $50 million was avoided and instead the state is looking at the creation of 70 jobs at the Muscatatuck Urban Training Center and infusion of huge sums of federal dollars into the Southeast Indiana economy.

INDIANA DEPARTMENT OF ADMINISTRATION
Erin Kremer, Fishers

Erin was involved in the review and implementation of the Procurement Division's Buy Indiana program. This effort included implementation of administration-wide standard purchasing procedures, audit and update of over 30,000 individual vendor files and the development of revised criteria for vendor evaluation and selection. The program has seen an increase in participation from 60 percent to 84 percent of purchases from Indiana companies over the last two years.

INDIANA DEPARTMENT OF ADMINISTRATION
Michael Sturm, Indianapolis

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INDIANA DEPARTMENT OF ADMINISTRATION
Myra Wilson, Brooklyn

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INDIANA DEPARTMENT OF AGRICULTURE
Cary Aubrey, Elwood

When Cary began his position as E85 Program Coordinator in November 2005 the State had a goal of 40 operational E85 pumps by 2006. That mark was surpassed six months early and on December 31, 2006, had 63 working E85 pumps. Cary has also convinced fuel station owners to monetarily invest, dollar-for-dollar, in the Governor's plan for biodiesel availability.

STATE BUDGET AGENCY
Amy Angelopoulos, Carmel

Amy has completed no fewer than 18 financial models for the Governor's full day kindergarten initiative. During the last year, Amy created interfaces to allow budget agency staff and the Governor's office staff to have instant access to multiple tables and charts from very complicated data tables in a user friendly format. She knows where to find the data and uses it to inform her audience in a very concise way.

TEAM AWARDS

PUBLIC EMPLOYEES' RETIREMENT FUND

Steve Barley, Fishers; Randy Gillespie, Zionsville; Lataisha Dickerson, Derek Walling and Kathy King, all of Indianapolis; Rita Brown, Greenwood; Tom Christman and Irvin Stuart, both of Indianapolis; Jennifer Mayer, Plainfield; Karen Bymaster, Lebanon; Katherine Miner, Indianapolis; Vonda Arnold, Greenwood; Alice Williams, Erik England and Roxanne King, all of Indianapolis.

In March 2005, Public Employees' Retirement Fund (PERF) was able to pay less than five percent of new retirees within 30 days after a member's retirement date and had a backlog of applications several months long.

This represented poor customer service and weeks to months of delays in retirees receiving their first retirement check. It was determined that internal and external problems contributed to the backlog.

Externally, the "Bridge to Retirement" program was created and customers were educated about the retirement process. Internally, business processes were re-engineered.

The team developed production and time standards to measure its progress. Through relentless execution of these standards, which included late hours and weekends, the retirement team not only eliminated the backlog but, as of December 2006, processed 100 percent of December's retirement checks with no interruption in pay.

TEAM AWARDS

FAMILY AND SOCIAL SERVICES ADMINSTRATION

Marsha Clarke, Fishers; Steve Ellis, Donna Evans and Linda Hays, all of Indianapolis; Nancy Hopkins, Avon; Sandy Owens, Kate Tewanger and Linda Wolcott, all of Indianapolis.

The Waiver Operation Unit is a dedicated team that works together to enroll providers in the waiver program; ensures that cost containment budgets and plans of care are approved for appropriate services which allows individuals to remain in their homes and allows for people to receive assisted living and adult foster care services once they can no longer remain in their homes.

The Waiver Operations Unit is key to the success of the Division of Aging's initiatives. Its efforts have accomplished the following:

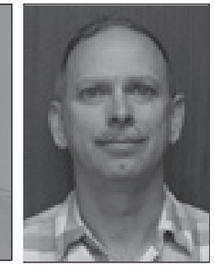
1. *Certified Assisted Living Waiver providers and increased enrollment of providers from 22 to 50.*
2. *Certified 38 Adult Day Care Services providers.*
3. *Certified the first two Adult Foster Care homes in the history of Indiana and then expanded the provider base to a 22.*
4. *Decreased the waiver wait list by 2,450 clients.*

Public Service Recognition Week, celebrated the first Monday through Sunday in May since 1985, 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 nation and around the world, public employees use the week to educate citizens about the many ways in which government serves the people and how government services make life better for all of us.

TEAM AWARDS

INDIANA DEPARTMENT OF TRANSPORTATION

Calvin Lee, Indianapolis; Jack Williams, Waveland; Wayne Orcutt, Warsaw; William Hohlbein, Greenfield; Kevin Johnston, South Bend; Mike Hougland, Scottburg; Randall Collins, Evansville.



Due to the vigilance of the INDOT Safety Directors, the number of workers compensation claims has declined from 580 in 2004 to 159 in 2006. In that time the annual cost of workers compensation claims has reduced from $2,238 million in 2004 to $647,000 in 2006 and the number of OSHA-documented injuries dropped by 100 from 2005 to 2006.

These dramatic improvements have been realized as a result of making safety a priority at every level of the organization. Focus on safety training, safety as a performance measure and positive recognition for safe work practices has resulted in these statistics. The team has worked diligently to drive the safety message throughout the agency. While the fiscal savings and increased productivity give the agency something to be proud of, the fact that INDOT employees safely return home to their families at night is the true reward for this team.

The 2007 Governor's Public Service Achievement Awards are jointly sponsored by the Office of the Governor and the Indiana State Personnel Department.