

## Florida Department of Elder Affairs 2009 Davis Productivity Award Winners

Nominations	Award Category
<p><b>DEA-002 Disaster Recovery Center Team (Hurricane-Related)</b></p> <p>This multi-agency team improved the notification process by designating a point-of-contact person to the Emergency Operations Officer. This point of contact person in the Comprehensive Assessment and Review for Long-term Care Services (CARES) program, the Long-term Care Ombudsman Program (LTCOP) and the Area Agencies on Aging (AAAs) worked together with the Emergency Operations Officer to contact staff in specific areas to schedule volunteers at the disaster recovery centers after Tropical Storm Fay. As a result of the improved notification process, staffing in the disaster recovery centers began earlier and the volunteer staff was better prepared to help the elderly population apply for different grants and loans. For more information, contact Fran Brooks at <a href="mailto:brooksf@elderaffairs.org">brooksf@elderaffairs.org</a>.</p>	<p><b>Certificate of Commendation</b></p>
<p><b>DEA-003 Florida's Response Team for Iowa's Elders (Hurricane-Related)</b></p> <p>Because of unprecedented flooding during 2008, the unique needs of Iowa's elders became increasingly clear to Iowa's Aging Network and the Federal Administration on Aging (AOA). The Director of Elder Affairs for the State of Iowa and the Federal Administration on Aging asked Florida's Department of Elder Affairs for assistance. The Department organized three teams of volunteers. Two teams worked for one week with impacted elders to assess their needs and coordinated available local, state and federal resources for affected elders in the Cedar Rapids area. Additional work continued after the teams returned to Florida and over 1,500 phone calls were made to impacted elders in Iowa to follow up on their unmet needs. For more information, contact Fran Brooks at <a href="mailto:brooksf@elderaffairs.org">brooksf@elderaffairs.org</a>.</p>	<p><b>Plaque</b></p>
<p><b>DEA-004 Senior Center Evaluation Toolkit Work Group</b></p> <p>This 11-member group, from the Department of Elder Affairs and senior centers around Florida, has created a unique toolkit that is the first in the nation and in Florida. The toolkit allows senior center directors to evaluate the success of their facilities and programming, saving money and improving efficiency, leading to increased social, intellectual and physical well being for Florida's senior citizens. This will also increase potential grant opportunities by documenting program accomplishments. By using data from a previous Davis Award Winner (2006 DEA 006 Streamlined Program Evaluation Survey Development and Implementation), and creating the toolkit in-house, the State of Florida was saved \$24,760 over the cost of out-sourcing the project. For more information, contact Laurie Koburger at <a href="mailto:koburgerl@elderaffairs.org">koburgerl@elderaffairs.org</a>.</p>	<p><b>Notable Cash \$300</b></p>

<p><b>DEA-007 Monitoring and Quality Assurance Team</b></p> <p>The eight-member team created and implemented tools to identify client data errors and streamline contractor compliance activities involving more than 40,000 clients and more than \$445 million annually. The tools include 21 reports and interpretive guidelines for 27 monitoring objectives, which increase data integrity and improve contract administrative and programmatic compliance. The reports allow staff to monitor client enrollment, service provision, service costs and program termination. Staff uses reports to identify technical assistance needs. Interpretive guidelines provide information for each monitoring item, including compliance requirements and verifiable activities. The interpretive guidelines indicate AAA actions to ensure compliance with operational requirements. Verifiable activities include guiding steps and expectations for the review process. The team utilizes both tools consistently. For more information, contact Mary Hodges at <a href="mailto:hodgesm@elderaffairs.org">hodgesm@elderaffairs.org</a>.</p>	<p>Plaque</p>
<p><b>DEA-009 Mary Walker (Individual)</b></p> <p>Mary Walker went over and above her required responsibilities during a major staff shortage. Through Mary's efforts, all providers were paid in a timely fashion, all federally required reviews were conducted, and 6,700 low-income, disabled and/or elderly individuals were fed every day. Her commitment and dedication also saved the state approximately \$90,000 in salaries and benefits for two persons (\$45,000 x 2 = \$90,000). For more information, contact Holly Grueling at <a href="mailto:gruelingh@elderaffairs.org">gruelingh@elderaffairs.org</a>.</p>	<p>Plaque</p>
<p><b>DEA-11 Long-Term Care Contract Compliance Monitoring Tools Review Team</b></p> <p>This two-member team redesigned the on-site review tools and the Department was able to reduce the number of employees needed to complete the review from five to four and reduce the number of days needed to complete the review by one for the 14 plans monitored for contract compliance each year. The savings attributed to the review tool redesign translates to an approximate gain of 168 work hours per year, a \$20,328 reduction in travel, lodging and per diem expenses. For more information, contact Cheryl Young at <a href="mailto:youngc@elderaffairs.org">youngc@elderaffairs.org</a>.</p>	<p>Certificate of Commendation</p>

<p><b>DEA-13 Marcene Walsh (Sustained Exemplary Performance-Individual)</b></p> <p>Marcene Walsh has demonstrated an outstanding work ethic and has been a loyal State of Florida employee for over 35 years. As an Operations &amp; Management Consultant II, she is responsible for financial management of the largest awarded federal Older Americans Act grants (Title III and Title VII) awarded to the Department of Elder Affairs by the Federal Department of Health &amp; Human Services. They totaled over \$16,500,000 for the Federal Year (FY) 2008 alone and have a three-year liquidation period, which she handles. The financial management of these grants requires extensive knowledge of federal rules and regulations governing the grants. In addition, she must review accounting entries daily and communicate with program staff to ensure accuracy in federal financial reporting. She also ensures state match is sufficient so that we comply with the grant financial requirements. She has assisted in training new staff on grants so that our agency complies with reporting requirements. The grant knowledge that Marcene has attained during her 35-plus-year tenure is very helpful to the Department in retaining history for various inquiries, audits and special reports as needed. For more information, contact Lynn Griffin at <a href="mailto:griffinl@elderaffairs.org">griffinl@elderaffairs.org</a>.</p>	<p>Plaque</p>
<p><b>DEA-15 Consumer Directed Care Plus (CDC+) Team</b></p> <p>The nine-member CDC+ team consisting of state employees and two contractors--Independent Systems Solutions and Mains'l Services--successfully implemented an untried, completely new web-based design in Medicaid service delivery. For the first time in seven years, consumers' employees were paid on time, consumers received monthly statements, and monthly fiscal reconciliation of Medicaid dollars balanced to the penny. The CDC+ system is the ""workhorse"" of the program, allowing the program to grow without additional state employee staff. The true partnership of state employees with two contractors has resulted in a unique model for delivering Medicaid consumer-directed services. For more information, contact Karen Huber at <a href="mailto:huberk@elderaffairs.org">huberk@elderaffairs.org</a>.</p>	<p>Notable Cash \$300</p>