



Governor Carney Announces the 2017 Governor's Team Excellence Award Recipient and Finalists

Governor John Carney announced that this year's recipient of the Governor's Team Excellence Award is the Department of Transportation's *Dealer Portal Team*. This team was chosen for its success in developing and implementing a comprehensive, easily-to-use, web-based set of tools to help auto dealers improve their accuracy, independence, and knowledge when processing work associated with the sale, purchase, or trade of a vehicle.



To address issues of inaccurate information and calculation of fees that were slowing down dealer transactions, the team worked with their customers and stakeholders to discuss their challenges and brainstorm solutions. The result was a set of tools that would provide the dealers everything they needed to quickly and accurately process title work the first time. The Dealer Portal was created to make those tools available online.

Through the Dealer Portal, dealers can now correctly calculate titling fees, access the print-on-demand temporary tag system, and check vehicle inspection and registration status. Since its implementation, the portal has helped reduce DMV and dealer costs, improved efficiency, prevented the creation of fraudulent tags, and led to a 90% decrease in title errors.

Doing things right the first time is an essential part of achieving DMV's mission to deliver "First Class Service from the First State." The new Dealer Portal is an important tool in accomplishing that mission.

In addition to the award recipients, four other teams were recognized as finalists:

The NVF – Yorklyn Project Team

Department of Natural Resources and Environmental Control

This multi-divisional team of professionals led the extensive revitalization of the former National Vulcanized Fiber site in Yorklyn, Delaware. Through their work, and with the assistance of private partners, they accomplished massive reductions of on-site contaminants, completed the demolition and removal of abandoned buildings, carried out soil and ground water remediation, and constructed new roads and trails for public use in the area. The team helped transform this century-old, abandoned industrial site into an area of vibrant activity that retains its historic character and provides the amenities that will drive economic growth and improve the quality of life for residents and visitors alike.



Southern Health Services 2nd Annual Drive-thru Influenza Point of Dispensing Leadership Planning Team

Department of Health and Social Services

This team from the Division of Public Health planned and carried out a massive drive-thru flu vaccination clinic last October that provided flu shots to 887 individuals in a 14-hour period.



This was an increase of 163% over last year's event. Building off what they learned from the previous year, the team expanded its collaboration with community partners and focused on delivering an event that was more convenient, accessible, and customer-focused. Their forward thinking and planning helped make this exercise a success while also demonstrating the state's ability to prepare for, respond to, and recover from public health threats and emergencies in the future.

Small Wireless Facility Team

Department of Transportation

This team of diverse subject matter experts was recognized for its valuable work with the wireless industry to draft legislation and create a permitting processes for the installation of small wireless facilities along State roadways. Their work is significant because it will accelerate the deployment of mobile broadband internet across the state and provide economic development and benefits to our businesses, residents, and visitors. When it was enacted, Delaware was only the second state to implement such a law.



In support of implementing this new law, the team developed an innovative permitting program to process the expected heavy volumes of applications. The fully-digital program uses intelligent, interactive checklists and real-time prompts that walks the applicants through the process, allowing those applications to be processed quickly, accurately, and effectively. This new approach will be used to help streamline and improve other permitting processes across the agency.

Trauma Informed Care Committee

Department of Services for Children, Youth, and Their Families

This team leads the adoption of trauma-informed care across their department and promotes this approach with their community partners. Over the past year, this team has been successful in developing and delivering trauma informed care to its staff and partners, equipping managers with the tools to recruit new staff with knowledge and skills in this area, and incorporating trauma informed knowledge and skills into employee performance plans. They have taken



critical steps to make staff aware of the effects of secondary stress on themselves and the families they serve and helped them find ways to promote wellness and resilience. They have also engaged providers to expand trauma specific treatments in order to increase the quality and outcomes of the services they provide. Because of this team's work, the department has been recognized in the community as a state leader in trauma-informed care.

TEAM EXCELLENCE