

Governor's Team Excellence Award – 2005

Award Recipient

Community Services Re-Engineering Core Team, Department of Services for Children, Youth and Their Families

The ten-member team examined ways to improve the youth probation system. Burdened with high case loads and frustrated with the difficulty of providing quality services for youth under supervision, the team proposed a model that led to increased youth participation in positive structured activities such as school, employment, or vocational training; increased youth compliance with conditions of probation supervision; decreased length of stay in residential treatment and recidivism; and increased employee satisfaction.

Finalists

Bureau of Tax Collections Process Improvement Team, Department of Finance

The work of this eighteen-member team led to improved control and efficiency of case management, increased tax collections, expansion of a partnership with IRS, and improved accuracy and timeliness of Outside Collections Agencies fees.

Childhood Lead Poisoning Prevention Team, Department of Health and Social Services

This team implemented universal lead screening for all Delaware children ages one to six, leading to a decline in lead poisoning from over 15% to nearly 1%.

Delaware Portal Team, Department of State and Department of Technology & Information

This team develops and delivers Internet-based services and information through the state's web portal-*www.delaware.gov*. Delaware's web portal rose from 49th to 7th in the nation in Brown University's annual E-Government survey, and in September 2005 was named the best state web portal by the Center for Digital Government.

E-ZPass Operations Team, Department of Transportation

The Delaware E-ZPass team has increased the number of accounts by 70% since 2003 while maintaining superior levels of customer service. The average answer time for phone calls is one second and all customer correspondence is processed within 24 hours.

**Families and Communities Together (F.A.C.T) Project Team, Department of
Services for Children, Youth and Their Families**

The work of this team has led to an increase in stability of living conditions for children and their families, a decrease in intensity of treatment, a reduction in illegal activity by youth, improvement in school functioning, and a reduction in direct costs.