



## *Governor Carney Announces the 2018 Governor's Team Excellence Program Award Recipients*

For their dedicated work and success in making Delaware state government more innovative and efficient, Governor John Carney announced seven award recipients for this year's Governor's Team Excellence Award Program. The Governor's Team Excellence program honors outstanding teams at three different level of recognition:

### **GEAR-P3 Innovation & Efficiency Award:**

This top award recognizes teams with the highest levels of performance excellence. It honors teams that not only use continuous quality tools to achieve outstanding outcomes but also develop innovative designs and process, establish best practices, and produce verifiable results that are sustainable, scalable, and adaptable to other areas of government. These teams serve as clear role models for other organizations.

### **The Champions Award:**

This award recognizes teams that demonstrate a superior knowledge of continuous quality improvement techniques and have produced tangible results that have led to increases in efficiency, customer satisfaction, or cost savings.

### **The Commitment Award:**

This award recognizes teams that demonstrate a commitment to developing and applying quality improvement tools and techniques and achieving results that lead to continuous improvement in their organization.

## **GEAR P-3 Innovation and Efficiency Award**

The two recipients of this highest level of team recognition are:

### ***iVote Security Remediation Team***

#### **Dept. of Technology and Information**

This team worked proactively to ensure the protection and integrity of Delaware's electoral process and voter data, prevent system hacks from cyber criminals, and increase voter confidence. Under a tight deadline of the September primary election, the team assessed the election system to identify and fix security vulnerabilities. They also developed an auditing process to capture cyber activity from all system components, which significantly enhanced the security monitoring. All of the security measures implement resulted in a successful primary election with no data breaches and increased voter confidence.

The members of this team were Lisa Wragg (team lead), Dominic Carretto, Tim Darcy, Alicia Long, Francis Hala, John Trabauda, Brad Anderson, Robert Bell, Caleb Bontrager, Eric Austin, Brian Frey, Ron Jackson, Johnathan Welch, Charlie Grimes, Terry Wright, Hitesh Nariani, and Chris Ramos

## ***The Delaware Drug Monitoring Initiative Team***

### **Dept. of Safety and Homeland Security and Dept. Health and Social Services**

The Delaware Drug Monitoring Initiative (DMI) has worked tirelessly over the past 12 months and collaborated with several State agencies to inform decision makers and guide the allocation of resources to combat the heroin and opioid epidemic in Delaware. The DMI is a groundbreaking effort that created a new information-sharing environment on this crisis. Using shared data, detailed analysis, and subject matter expertise, this team developed and continues to produce comprehensive, fact-based quarterly reports that state and local leaders can use to address the crisis and the harm it is causing to our state. The DMI is a model for interdisciplinary information sharing efforts in our state and has been identified as a national best practice by the US Department of Homeland Security.

The members of this team were Diane Hainsworth, Rebecca Walker, Kris Fraser, Nicole Sapp and James T. Hulings.

## **Champions Award**

The following teams were recognized for this superior use of continuous improvement tools and techniques and the outstanding results they achieved:

### ***Southern Health Services 3<sup>rd</sup> Annual Drive-Thru Influenza POD Leadership Planning Team***

#### **Dept. of Health and Social Services**

By collaborating with community partners, SHS POD planning team and the delivery team they assembled were able to successfully vaccinate 1,096 individuals in Delaware at a single event, which was an increase of 26.4% from last year. This achievement was the result of significant strategic and operational planning that included reviewing feedback from the previous year and using it to successfully implement innovative ideas that improved the overall operations of the event. The team's planning efforts offered citizens of Delaware a convenient, cost-effective vaccination that is proven to reduce the severity and negative health effects of seasonal flu. It also demonstrated the state's ability to develop and implement a comprehensive process to prepare for, mitigate, respond to, and recover from public health threats and emergencies.

The members of this team were Andrea Keen (team lead), Janet Bordley, Ray Brown, Denise Cooper, Richard Holaday, Erik Hochrein, Sue Kenton, Karen Long, Christa Mason, Anna Short, Holly Snowden, Lisa Trise, Gary Web, and Terrance Wilson.

## ***Criminal History Unit***

### **Dept. of Services for Children, Youth, and their Families**

Faced with a significant increase in the number and complexity of background checks, this team took the initiative to create and implement an automated process for sending background check results and to streamline procedures for child protection registry checks. Both innovative efforts provide an increased safety for vulnerable populations by expediting the results of background checks requested by public and private agencies. They also lead to increased efficiencies in those same agencies. The improvements benefit child-serving entities such as hospitals, schools, child care centers, and child placement agencies as well as employees who previously had to wait longer for the results of their background to start their employment. The team's efforts have helped achieve greater safety for children and vulnerable adults, improved compliance with federal mandates, enhanced timeliness of notifications required by State law, and increased cost savings to DSCYF in staff time and labor and materials.

The members of this team were Beth Kramer (team lead), Ivonne Bernal, Laura Dennis, Ruth Hess, Suzanne Iverson, Patricia O'Rourke, Helen Spina, and Kristen Travaglini

## **Commitment Award**

The three teams recognized for their commitment, effort, and growing use of quality improvement techniques are:

### ***Rehoboth Outfall Permitting Project Team***

#### **Dept. of Natural Resources and Environmental Control**

Tasked with assisting the City of Rehoboth Beach through the permitting process of a major wastewater construction project, this team took a collaborative and innovative approach that involved combining and streamlining processes as well as working across divisions and federal agencies to remove traditional barriers. Their approach saved the project's stakeholders time and effort, decreased the time it took to issue permits, ensured compliance to federal and state regulations, and made sure that the public's right to be informed and participate were met. The team's efforts stand as model for aligning and streamlining large-scale public projects.

The members of this team were Greg Pope (team lead), Keith Kooker, Steve Smailer, Jennifer Pongratz, Anthony Hummel, Brian Ashby, Bonnie Arvay, Robert Palmer, Virgil Holmes, Bob Haynes, John Schneider, Tricia Arndt, and Kate Fleming

## ***Transit Mobile App and Fare System Modernization***

### **Dept. of Transportation/Delaware Transit Corporation**

This cross-functional team carried out the implementation of a new mobile fare payment option for DART riders called DART Pass. This DART-branded mobile ticketing application allows customers to securely purchase a number of fare types using their credit card and smart phone. The project was highly successful in reducing boarding time for riders, improving on-time performance on fixed routes, and enhancing the customer experience.

The members of this team were Beverly Swiger (team lead), Lisa Whisman, Tara Tyre, Geri Smith, Nicholas Gachahi, Doreen Thorn, Paul Merrigan, Mary Wahl, and Kim Townsend.

## ***Jury Improvement Innovation Team***

### **Superior Court, Judicial Information Center, & Dept. of Technology and Information**

This team was responsible for the deployment of an upgrade to the Court's technology that allows jurors to complete their questionnaires online, provide documentation to the court in digital formats, and create cost-savings processes for the internal judicial staff. The new system has broadly improved the accessibility of the courts to the public since jurors can now submit their documentation in seconds and receive an answer on their excusal or postponement the same day. In addition, the court's jury staff have more time to focus on customer service rather than sorting, preparing, and printing summons, which translates into both time and cost savings.

The members of this team include Kenneth P. Creedon (team lead), Kristin Dangelo, Lisa Parker, Mei-Ling Cosgrove, Karen Horsey, Karen Taylor, Melanie Ewing-Lahutsky, Brian Clairmont, Ryan Fontello, Ann Hsu, Saoud Khan, Shawn Facen-Simmons, Amy Whitman, Kenneth Kelemen, Achille Tcheou, Nikia Wongus, Paul Kanich, and Robert Jacobs

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**TEAM EXCELLENCE**

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