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### **Employee Work Teams Commended for Ongoing Work Process to Enhance State Government**

**Jefferson City** - - Gov. Jay Nixon today recognized four state employee work teams with the prestigious Governor's Award for Quality and Productivity (GAQP).

This is the 21<sup>st</sup> annual award recognizing the efforts of state employee work teams whose efforts serve as an example of continuous improvement, quality and productivity in Missouri state government. This year, 25 nominations were submitted for five categories: Customer Service, Efficiency, Innovation, Process Improvement, and Technology in Government.

A committee of senior level executives evaluated each nomination before recommending each of the four winning teams to Gov. Nixon for his approval. All winning nominations must meet clearly defined requirements related to effectiveness, responsiveness, and efficiency that would serve as a model of excellence in state government nationally.

"As we strive every day to serve the citizens of Missouri, the challenges we face mean that we constantly have to figure out how to do more with less," Gov. Nixon said. "The four teams that are being presented with this year's Governor's Award for Quality and Productivity represent the best in innovative thought, and serve as examples for all of us in maximizing our limited taxpayer resources."

#### **CUSTOMER SERVICE - TRAVELER INFORMATION MAP**

The Missouri Department of Transportation's Traveler Information Map has revolutionized online communication with Missouri travelers. Now there is a one-stop information location for weather-related road conditions, work zones, flooding and incidents on major routes. No such information tool existed in one location before and hundreds of thousands of Missouri travelers are using it regularly.

The Traveler Information Map [TIM] has solved problems, increased efficiency, improved the customer experience, and upgraded communications with Missouri travelers by using cutting-edge online technology. TIM also added new layers of previously unavailable information not available on previous maps which now includes flood conditions and incidents on major routes. The map, launched in September 2007, uses Google technology resulting in no additional cost to the taxpayer.

Since its inception more than 1.5 million individual visitors have turned to it for road information. During inclement weather and flooding it is common for map to break 100,000 visitors per event. Several television stations have fed the map directly to their own web sites and the link to the map is often displayed during live weather reports.

TIM lets Missouri travelers look at highway conditions before they ever leave their home or offices. They can make informed decisions on travel and detours before they drive into a snow-covered road or find a low water bridge unexpectedly closed.

Not only does TIM save travelers time and inconvenience, but the map may also be used as a public safety information tool in saving lives of Missouri citizens.

***For additional information on this team's accomplishment please contact Troy Pinkerton at 573-526-0123 or at [Troy.Pinkerton@modot.mo.gov](mailto:Troy.Pinkerton@modot.mo.gov).***

### **INNOVATION - MISSOURI SHOW ME BRIGHT FUTURES PROJECT**

The Missouri Show Me Bright Futures' vision is that every child deserves to be healthy, experience joy, have self-esteem, have caring family and friends, and believe that he or she can succeed in life.

Approximately 20 percent of children and adolescents suffer from mental health problems that result in mild functional impairments and an estimated 10 percent have moderate to severe impairments. Only a fraction of these children receive adequate services. To address this public health crisis, the departments of Health and Senior Services and Mental Health invited local leaders from mental health, schools and public health to common tables in regional settings.

The Missouri Show Me Bright Futures Project sought to engage communities to implement a public health model to prevent mental illness and plan for the healthy physical, social and emotional development of their children. The Missouri Show Me Bright Futures goals are to promote mental health in children, adolescents and their families; provide prevention, early recognition and intervention strategies in health and education settings, and encourage partnerships and collaboration between professionals, families, and communities.

Eight-hundred Missouri citizens met in regional seminars over a two-year period to discuss children's mental health and to learn from each other. At the state level, additional partners were identified and state planning team was developed. Currently, the state planning team is working intensively with three communities in a training academy. These three communities will be the first Missouri Show Me Bright Futures communities. The communities will then become mentors to the next communities.

Missouri has a new paradigm: A Public Health Approach to Mental Health. We are focusing on promotion of mental health, prevention and early recognition of psychosocial problems and mental disorders.

***For additional information on this team's accomplishment please contact Sharmini Rogers at 573-751-6266 or at [Sharmini.Rogers@dhss.mo.gov](mailto:Sharmini.Rogers@dhss.mo.gov).***

### **PROCESS IMPROVEMENT - OFFENDER FINANCE OFFICE**

Historically the Missouri Department of Corrections (DOC) releases over 18,000 offenders annually and with each release, the offenders were given up to \$200 from their personal account and additional funds for transportation if needed, all in the form of cash. Any remaining balances of their personal accounts were provided to the offenders in the form of a check. Institutional couriers ("runners") picked up offender release funds from central office and transported them back to the institution. Petty cash funds were utilized when offender releases were processed with short notice.

To address the inefficiencies of this process the Offender Finance Office (OFO) launched a pilot of the Debit Card Program for offenders released from the DOC. The pilot program has been a resounding success and has since been implemented at all DOC institutions. The offender Debit Card Program has allowed the DOC to process offender releases more efficiently, timely and securely. Below are just a few of the benefits resulting from the implementation of this program, both for the department and the offender.

- Eliminates the need for release cash at the central office and institutional locations
- Releases are processed more quickly and efficiently
- Releases can now be processed at non-conventional times, after 5 pm and on weekends
- Virtually eliminated the theft or loss of cash assets
- Offenders have instant access to all of their funds
- Offenders do not have to locate a place to cash checks issued to them by the department
- Offenders do not have to absorb check cashing fees
- Offenders are able to recover their funds if the card is lost or stolen
- Offenders have a private PIN number to access their funds

- The cards are good at any bank, ATM or establishment that takes debit or credit cards
- Offenders have access to a 24 hour a day, 7 day a week customer service via a toll-free 800 number and a website provided by the issuer of the debit cards

The offender Debit Card program highlights the DOC's commitment to the Missouri Reentry Process (MRP). MRP's aim is to increase public safety and decrease victimization by preparing offenders to be productive, law-abiding citizens.

*For additional information on this team's accomplishment please contact Lenard D. Lenger at 573-526-6441 or at [Lenard.Lenger@doc.mo.gov](mailto:Lenard.Lenger@doc.mo.gov).*

#### **TECHNOLOGY IN GOVERNMENT - I-70 ONLINE PUBLIC MEETINGS TEAM**

The I-70 Online Public Meeting was held in support of the I-70 Supplemental Environmental Impact Statement (SEIS) which is nearly complete. This innovative public involvement tool collaboratively created by the Missouri Department of Transportation (MoDOT) and HNTB Corporation (partner) was Missouri's first-ever electronic public meeting and is believed to be only the second such online meeting in the country.

The tool was developed to engage motorists, travelers and other I-70 stakeholders across the state. The project stretched over a 200-mile corridor snaking through rural and urban regions. In such an environment, the difficulties of organizing, publicizing, and implementing multiple meetings needed to reach across the state would have been enormous.

Instead MoDOT and HNTB offered an online meeting that could be accessed 24 hours a day, seven days a week, at [www.improvei70.org](http://www.improvei70.org). A video simulation and electronic versions of informational displays regarding important data and concepts could be replayed – or downloaded – by stakeholders to absorb at their own pace. Online tools enabled people to get their specific questions and concerns addressed immediately; ensuring that stakeholders had full access to the process. The online meeting was supplemented with informal listening sessions at three locations within the corridor.

Up to 10 times as many people attended the online public meeting as had attended previous physical meetings at a cost comparable to or less than onsite meetings. More than 525 participants accessed the online meeting, and 87 completed the survey. The associated listening sessions at O'Fallon, Columbia and Oak Grove resulted in the study team interacting with another 65 people.

Since this first effort at holding a public meeting online, a number of other MoDOT projects have utilized the technique – not as a substitute for a traditional, face-to-face meeting – as a way to broaden the agency's reach and incorporate more opinions into the decision making process.

For additional information on this team's accomplishment please contact Gloria Andrews at 573-526-3637 or at [Gloria.Andrews@modot.mo.gov](mailto:Gloria.Andrews@modot.mo.gov).

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