



CUSTOMER SERVICE
EFFICIENCY/PROCESS IMPROVEMENT
INNOVATION
TECHNOLOGY IN GOVERNMENT
PINNACLE AWARD

2010
Governor's Award
FOR
QUALITY AND
PRODUCTIVITY



Governor Jeremiah W. (Jay) Nixon

Coordinated By:
Office of Administration
Division of Personnel
Center for Management and Professional Development
www.training.oa.mo.gov

2010 GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY

Established in 1988 by the Governor's Council on Quality and Productivity, the Governor's Award for Quality and Productivity (GAQP) is a team award recognizing service excellence, efficiency, innovation, technology, process improvement, and employee development in Missouri State Government. All winning projects must meet established requirements of effectiveness, responsiveness, and efficiency of such quality that would make the project a model of excellence in state government nationally.

Any team (two or more individuals) employed by the State of Missouri, who successfully completes a project with another section, division, department, agency, or community organization, which exemplifies the purpose of the GAQP, may submit a nomination. Teams must provide documentation which may include, but is not limited to, background information, procedures, and measurable impact of the project nominated.

As part of a continuous commitment to improve government efficiencies, the GAQP may recognize one winning team from each of the following categories that will serve as a model of efficiency, quality, and effectiveness in Missouri State Government.

- Customer Service
- Efficiency/Process Improvement
- Innovation
- Technology in Government

A selection committee of state executives evaluates each nomination and recommends teams to receive the award based on the following criteria: ground-breaking idea, documentation, measurement, and ideal goal/model of quality and productivity.

NEW FOR 2010!

In 2010 the selection process was revised to create the Pinnacle Award. This distinctive recognition is awarded if, in the opinion of the Selection Committee, one nomination clearly encompasses multiple award categories in a manner that exemplifies the spirit of the Governor's Award, or exceeds all other nominations.

A total of 23 nominations were received for consideration representing thirteen state agencies and 5 community partners. From these nominations, five teams were selected to receive this prestigious award.

Today we recognize and congratulate each winning team.

2010 GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY

SCHEDULE OF EVENTS

October 20, 2010

MASTER OF CEREMONIES

Kelvin Simmons, Commissioner, Office of Administration

WELCOME AND RECOGNITION OF DIGNITARIES

AWARD PRESENTATIONS

*Kelvin Simmons, Commissioner, Office of Administration
Department Executives*

AWARDING OF WINNING TEAMS

Customer Service

*MoDOT Motor Carrier Services Customer Satisfaction Team
Department of Transportation*

Efficiency / Process Improvement

*H1N1 Mass Vaccination Team
Department of Health and Senior Services*

Innovation

*Puppies for Parole
Department of Corrections*

Technology in Government

*Contamination Characterization Through Airborne Hyperspectral Imagery (HSI)
Department of Natural Resources / University of Missouri-Columbia /
Missouri Wing Civil Air Patrol*

Pinnacle Award

*Diverging Diamond Interchange (DDI) Team
Department of Transportation*

2010 GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY

SELECTION COMMITTEE MEMBERS

Andrea Beck

Chief Financial Officer, Division of Accounting
Department of Elementary and Secondary Education

Mara Campbell

Director, Organizational Results
Department of Transportation

Tim Decker

Director, Division of Youth Services
Department of Social Services

Allan Forbis

Manager, Center for Management and Professional Development
Division of Personnel
Office of Administration

Mary Hoskins

Chief, Office of Human Resources
Department of Health and Senior Services

Vicki Myers

Director, Division of Human Services
Department of Corrections

Mike O'Connell

Director of Communications, Director's Office
Department of Public Safety

Steve Reeves

Deputy Division Director
Divisions of Comprehensive Psychiatric Services / Alcohol and Drug Abuse
Department of Mental Health

Sarah Schuette

Director, Division of Administration
Department of Economic Development

Wanda Seeney

Public Information Officer, Commissioner's Office
Office of Administration

2010 GOVERNOR'S AWARD FOR
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WINNING TEAMS

CUSTOMER SERVICE

MoDOT MOTOR CARRIER SERVICES CUSTOMER SATISFACTION TEAM

Department of Transportation (MoDOT)

Team Members

Charles Gohring
DeAnne Rickabaugh

Barb Hague
Jan Skouby
Michelle Teel

Kelly Ray
Ken Sowers

The Missouri Department of Transportation Motor Carrier Services (MCS) merged from four state agencies creating a one-stop shop for Missouri's motor carrier industry. At first, it was little more than a collection of disparate groups clinging to the way they had always worked. Needless to say, teamwork was not optimal and motor carrier companies endured long waits for service that was acceptable, but not outstanding.

MCS was faced with a skeptical industry and three outdated, unconnected mainframe computers to process work. MCS administration decided to completely transform the division with customers viewing the agency as a partner and employees working as a team. The group modeled organizations outside of government and began to think like a business.

An internet-based computer system replaced the mainframes and opened 24-hour access to motor carriers. Phone queues were managed to encourage customers to use the MoDOT Carrier Express system, and MCS no longer automatically mailed paper forms to carriers. MoDOT supported legislation to create four interstate registration periods, replacing a year-end deadline and leveling employee workload.

Safety and compliance investigators continually enforced safety regulations and even volunteered Missouri to be a test state for a new federal safety approach due to take effect nationwide in winter 2010. Upset customers complained, but partners in the Governor's office and motor carrier associations urged patience. Slowly carriers began to understand that MCS was attempting to operate efficiently and with customers' needs in mind – just the way they operated their own businesses.

Using a quarterly survey to collect customer opinions on overall satisfaction, timeliness, friendliness and completeness of service, performance was driven using customer satisfaction as the measuring stick. During the transition, MCS took calculated risks, knowing that short term service scores could dip, but banking on long term satisfaction. In 2005, 85 percent of customers reported satisfaction with MCS. As expected, the rate dipped to 81 percent in 2006 while customers adjusted to changes in infrastructure. Today, MCS is a national leader with 95.1 percent customer satisfaction rating. In fact, the measure for the fourth quarter of 2009 indicated that 61.5 percent of respondents reported themselves very satisfied with MCS customer service. Another important measure is that Missouri's commercial motor vehicle fatal crash rate fell 44 percent since 2005.

MCS now enjoys true partnership with trucking associations, working through issues, and promoting industry safety. Employees now act as a team and several office staff members are cross-trained, giving the division flexibility in assignments and scheduling. Investigators in the field educate and assist carriers to become safe operators. By listening, taking risks and demonstrating respect for the industry, MCS is able to conduct the business of the state, promote safety, and earn the cooperation of those it regulates.

For additional information on this team's accomplishment please contact Kevin Keith at 573-751-3692 or at Kevin.Keith@modot.mo.gov.

EFFICIENCY / PROCESS IMPROVEMENT

H1N1 MASS VACCINATION TEAM

Department of Health and Senior Services (DHSS)

Team Members

Dexter Adams	Jo Anderson	Debbie Bonchonsky
Eric Branson	Debra Brooks	Kristi Campbell
Scott Clardy	Marjorie Cole	Robert Hamm
Sue Heisler	Nancy Hoffman	Katie Hollis
Susan Kneeskern	Anne Lock	Edythe Logston
Betty Nash	Mike Nash	Bryan Norman
Gregg Parvin	Elaine Pherigo	Linda Powell
Brian Quinn	Mat Reidhead	Jeannie Ruth
Shawna Shewmaker	Charlotte Sims-Higgins	Amiee Strobe
Kit Wagar	Aaron Winslow	

The H1N1 Mass Vaccination team has demonstrated an exemplary effort beginning in the summer of 2009 through the present. This team came together to assure a coordinated statewide H1N1 vaccination effort and began by meeting with stakeholders to develop a vaccine dissemination plan which included working very closely with the local public health agencies (LPHAs). By August 18, 2009, the team had developed a comprehensive LPHA guidance document on the distribution of H1N1 vaccine in Missouri. This document included information on vaccine production, vaccine allocation, prioritization of citizens for vaccination, distribution of vaccine from the federal government, vaccine distribution at the local level, tracking of vaccine adverse events, reporting of vaccines administered, legal issues, administration fees, pharmacy licensure, etc.

Vaccine started becoming available to Missouri in October of 2009. The team used a sophisticated algorithm to allocate vaccine to LPHA's based on their proportion of highest priority populations. The team developed documents for LPHA's and healthcare providers to assure the appropriate presentations were being administered to the appropriate patients.

The team developed an online system for ordering vaccine and for reporting of doses administered. This made the ordering of vaccine much more efficient and greatly decreased the potential for human error. However, all vaccine orders were still checked and double-checked each day to assure the accuracy of vaccine orders. At this point the efforts of the team have resulted in more than 1.6 million doses of H1N1 vaccine being shipped throughout Missouri and hundreds of thousands of Missourians have been vaccinated against H1N1.

The team also began using webinar technology to communicate with all LPHA's simultaneously. Weekly webinars were held to inform LPHA's of new developments in the vaccine distribution system, provided updates on allocation, conducted polls of LPHA's on certain issues, and answered questions from LPHA's. The team has received high praise from LPHA's for using this communication system and DHSS is now using webinar technology for other issues.

In summary, the work of this team represents an extraordinary and unprecedented public health response over a period of months resulting in Missourians being better protected against H1N1 infection. In addition, the work of this team has built a much stronger working relationship between DHSS and the LPHA's leading to a more robust public health system in Missouri.

For additional information on this team's accomplishment please contact Scott Clardy at 573-751-6141 or at Scott.Clardy@dhss.mo.gov.

INNOVATION

PUPPIES FOR PAROLE

Department of Corrections (DOC)

Team Members

Rebecca Arvieux
Cheryl Dowdy
Michael Layden
Brian Montgomery
Kristen Peppers
Pam Wiles

Janita Bisel
Timothy Goebel
George Lombardi
Brian O'Connell
Staci Smith

Ryan Crews
Tina Holland
Cheryl McMillen
Stanley Payne
Cindy Wansing

The Puppies for Parole program was not developed specifically to address any initial challenge; rather it was developed as the Department of Corrections is constantly seeking ways to enhance their rehabilitative efforts in the most cost effective manner. At the same time, the business of corrections is a community effort and the DOC's partnerships reflect that initiative.

As DOC moved forward with establishing Puppies for Parole, they hoped to emulate the success of the C.H.A.M.P.S. (Canine Helpers Allow More Possibilities) service dog program at the Women's Eastern Reception, Diagnostic Center in Vandalia, Missouri. The institution saw immediate success with the program's inception in 2002. Offenders who desired to participate in the program had an incentive to maintain good conduct and offenders who participated in the program learned the skill of training both rescue dogs and service dogs. Furthermore, it was noted the presence of the dogs improved the overall tenor of the facility and the Director of the Department of Corrections – George Lombardi – felt these results could be duplicated in the department's men's prisons and it was his vision to achieve this.

As institutions have committed to establishing the program, staff developed policies for the program, identified local shelters, and drafted memorandums of understanding (MOU). Once the MOU's are finalized and the offenders receive basic training, the dogs are brought into the various institutions.

As the program continues to expand throughout the Department of Corrections, positive feedback from the staff, offenders, and community continues to be received. The support and community interest in the Puppies for Parole program has far exceeded expectations.

Six months into the program, the results are astounding. Already 86 offenders are learning the skills of dog training, developing responsibility, and repaying the community through their work. Even offenders not directly involved in the program show their support by making donations through offender organizations. An additional benefit not anticipated, is the impact on hospice and dementia offender patients. Introducing the dogs to this population has had a profound and therapeutic effect on their treatment. It seems to help the offenders in their daily activities and/or assist them in recalling a more normal or realistic part of their life.

Due to the work of the offenders, 28 of 51 dogs have completed the program and have been adopted. It is anticipated DOC's program will inevitably help decrease the number of homeless dogs euthanized in the state of Missouri.

For additional information on this team's accomplishment please contact George Lombardi at 573-526-6607 or at George.Lombardi@doc.mo.gov.

TECHNOLOGY IN GOVERNMENT

CONTAMINATION CHARACTERIZATION THROUGH AIRBORNE HYPERSPECTRAL IMAGERY

Department of Natural Resources / University of Missouri-Columbia / Missouri Wing Civil Air Patrol

Team Members

Clayton Blodgett
Major Mike Hackley

Nick Carbone
Ronnie Lea
Shawn Muenks

Branden Doster
Colonel John A. Mais

Contamination from mining and smelting in southern Missouri is widespread, and continues to impact human health and the environment. Locating the vestiges of mining and characterizing the extent of contamination is an on-going, long-term task. Implementing a cost-effective technology for wide area characterization would help focus limited assets on the highest priority areas for potential cleanup. Hyperspectral Imagery (HSI) sensors collect spectral data that can be used to identify spectral signatures of certain contaminants. Airborne HSI systems collect spectral data across large areas and can provide the data to spectral analysts and environmental project managers in a timely manner to support planning, remediation, monitoring and emergency response. In other words, by flying over potentially contaminated sites, specialized equipment can detect the contamination and visually “show” its location.

HSI has many proven environmental applications, but most airborne and satellite data has been too expensive for routine use by the states. The Civil Air Patrol (CAP) acquired 16 Airborne Real-Time Cueing Hyperspectral Enhanced Reconnaissance aircraft with HSI and High Resolution Imagery sensors in 2005. That year, the Department of Natural Resources (DNR) obtained a grant from the Environmental Protection Agency (EPA) for a Pilot Project to determine if the sensors could be used for environmental and environmental emergency response purposes. The Pilot Project was successful in identifying several potential applications. DNR was instrumental in establishing a Memorandum of Understanding between the state and Missouri Wing CAP that allows any state agency to request non-emergency support. CAP’s operating costs make the HSI technology affordable and follow-on funding from EPA continued the evaluations and established procedures for tasking and analysis.

Since 2005, the program has provided information about significant problems with a closed landfill, asbestos deposition from the Praxair fire in St. Louis, the extent of airborne lead deposition from an active smelter, and locations of abandoned mine wastes. In cities and towns around Missouri this project has shown its worth. For example, it identified potential sources of elevated lead levels in residential wells around a town in southwest Missouri and traced the source of heavy metal contamination in a park to the site of a former smelter. Analysis also identified several potential sites of exposed mine waste in residential areas around the state. In 2007, the Department began collaborating with the U.S. Geological Survey (USGS) on applications of HSI. As other users and agencies in need of the technology grew, a working group was formed that include other states and federal agencies. The DNR is working with USGA on identifying lead stress in vegetation to support residential areas affected by dust along haul roads. In 2010 DNR began supporting other state and federal agencies in developing programs. It established a yearly program to monitor covenant compliance at former Minuteman II sites to meet the U.S. Air Force’s inspection requirements. Missouri’s Division of State Parks imaged Johnson’s Shut-Ins State Park, where a reservoir failed releasing thousands of gallons of water and damaging the surrounding areas. HSI and its components have many beneficial uses to the state of Missouri and the DNR continues to create partnerships that help this project scope grow and thereby increase the benefits to the citizens of the state and the natural resources.

The Pilot Project Report, a summary report for 2005 to 2009, and other project material are available at <http://www.dnr.mo.gov/env/hwp/hsi/hsi-project.htm>. *For other information on this team’s accomplishment please contact Jim Belcher at 573-751-2747 or at Jim.Belcher@dnr.mo.gov.*

2010 GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY



PINNACLE AWARD

The first recipient selected for this new category which exemplifies the spirit of the Governor's Award for Quality and Productivity.

PINNACLE AWARD

DIVERGING DIAMOND INTERCHANGE (DDI) TEAM

Department of Transportation (MoDOT)

Team Members

John Avers
Chad Daniel
Ron Effland
Mike Hodges
Jim McDiarmid
Stacy Reese
Matt Seiler

Leo Cologna
Angela Eden
Jason Evenden
Kirk Juranas
Frank Miller
Joe Rickman
Johnny Teegardin

Ray Cook
Bob Edwards
Becky Goad
Lisa Mattocks
Andy Mueller
Don Saiko
Connie Wilson

On June 21, 2009 the Missouri Department of Transportation (MoDOT) opened the first diverging diamond interchange in the western hemisphere at the intersection of Route 13 and Interstate 44 in Springfield, Missouri.

The DDI is an innovation introduced from Europe that is new in the toolbox of transportation-design solutions. Its configuration increases capacity and enhances safety within an interchange by eliminating left-turning movements at the interchange ramp access points, requiring a crossover at a signalized point, creating the diverging nature of the interchange. The project was built to reduce congestion while providing a unique pedestrian/bicycle crossing down the middle of the bridge. The design was chosen for three reasons. First, the DDI could be built in less time than a more traditional interchange reconstruction; second, the DDI would cost significantly less money than a more traditional interchange project; and thirdly the configuration would be safer.

Below are the goals that became MoDOT's motto for the project:

- Quicker
 - The DDI project was completed in six months instead of 12 to 18 months. The time savings is attributed to the configuration which allowed for retention of the existing Kansas Expressway Bridge.
- Cheaper
 - The total cost of the DDI project was \$3.2 million. Because the existing bridge was able to be retained, MoDOT saved approximately \$6.8 million to use on other road and bridge improvements.
- Safer
 - Drivers faced only six months of construction-related backups, which reduced the risk to safety.
 - In the first eight months since completion, the DDI has reduced congestion-related crashes by 50 percent by eliminating left-turn conflicts and reducing bumper-to-bumper congestion. None of these crashes have been attributed to the design of the DDI. Drivers are able to make "free" lefts onto the interstate eliminating backups on Route 13, which at times reached up to a mile during normal peak travel times.
 - Pedestrians and bicyclists have a much safer way to cross the bridge on the Kansas Expressway. With crosswalks at the signals on each end of the bridge, pedestrians visiting retail and residential areas to the south and the recreational areas to the north are safely accommodated.

The DDI has worked remarkable well since opening to traffic. Traffic now moves smoothly through the interchange and significant backups have been eliminated during peak rush hours and during major traffic-generating events at the nearby Ozark Empire Fairgrounds and Dickerson Park Zoo.

More diverging diamond interchanges are being built throughout Missouri, and the innovation is also catching on nationally. Additionally, Popular Science magazine named the interchange on of its list of 100 Best Innovations for 2009.

For additional information on this team's accomplishment please contact Kevin Keith at 573-751-3692 or at Kevin.Keith@modot.mo.gov.

2010 GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY



NOMINATION FINALISTS

Teams that advanced to the final selection stage.

2010 GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY

Finalists

Customer Service

Missouri Council for the Arts Department of Economic Development (DED)

Team Members: Gloria Benford; Marie Berens; Michael Donovan; Julie Hale; Keiko Ishida; Alexis Nugent; Donald Rice; Jim Riordan; Virginia Sanders; Wanda Simms; Beverly Strohmeier; Joan White

The team took a comprehensive approach to customer service for grant applicants by analyzing every facet of the grant application experience: rewriting guidelines and applications, addressing the need for information and support, redeveloping the website and professional development programs.

The result is a significantly improved experience for over 500 applicants. Applicants found the application easier and quicker to complete, increased their understanding of the application questions and process, received support up to the last minute of the deadline, and obtained additional information online and in person. Highlights include:

Implement Online Grant System – Developed online grant system that allows applicants to obtain grant information, apply online, submit support material, and download forms and guidelines. The result was an easier and less time consuming application process for both applicants and staff. It also simplifies data collection and grant management and in the second year applicant profiles increased 280% with more awarded grants.

Streamline Grant Application – after auditing the grant applications and support requirements, the team clarified questions and eliminated unnecessary information requirements. The result was simpler applications and a 50% reduction of required information.

Developed Multi-Year Grant Cycle – In response to feedback from applicants the team moved to a grant cycle where the applicants applied every 2nd or 3rd year. On 'off years' the applicant uses the same score and submits an abbreviated application. This saves applicants up to 30 hours of application time and allows applicants to apply more of their resources towards their submission.

For additional information on this team's accomplishment contact Michael Donovan at 314-340-4740 or at Michael.Donovan@ded.mo.gov.

Efficiency / Process Improvement

Tax Lien and Administrative Judgment Automation Team Department of Revenue (DOR)

Team Members: Joyce Asberry; Rocky Bax; Tom Bax; Crystal Berner; Dana Bernskoetter; Ronda Binkley; Audrey Bristol; Carol Burgess; Julie Cook; Norma Dearixon; Stacey Dooling; Angela Doss; Will Doss; Lola Eames; Bill Frank; Mary Frank; Cathy Gibson; Laura Goff; Steven Hafner; Roger Hager; Mike Hake; Monica Hamilton; Kristin Hickman; Jill Hofstetter; Kelli Holzer; Janice Jamison; Roxanne Jett; Kim Keever; Kevin Korenberg; Theresa Leininger; Ken Lynch; Kevin Martin; Diana Miller; Shirley Otto; Kim Peters; Debbie Potts; Diane Prenger; Joyce Rackers; Karen Rackers; Maria Robinett; Shelly Robinson; Heather Rustemeyer; Kathy Schmutzler; Dave Shanklin; Deanna Sherwood; Joe Shockley; Mark Smith; Nicole Snook; Jill Stephens; Cheryl Talken; Jennifer Tyree; Brenda Wages; Liz Wilbers; Linda Williams; Terri Williams; Karen Wulf

The Department of Revenue has the authority to file certificates of tax lien with the recorder of deeds and circuit clerks to aid in the collection of delinquent taxes. Prior to 2009, this lien filing process was automated for certain types of tax delinquencies. No automated process was established for filing with the circuit court. The challenge was to dedicate the necessary resources to spend over a year to design, build, and test both programs for all major tax types and to deal with the additional customer contacts that will result from substantially increasing the number of liens and administrative judgments filed.

Coordinated by the collections group of the DOR Division of Taxation, a team was formed for the major tax systems. This team coordinated the design, coding, and testing of the systems. The project took over a year requiring staff to work weekends and even holidays to meet the goal of having the major tax systems automated by the end of 2009. When unforeseen problems arose with regard to one tax system, the priorities were reconfigured to implement the most in the shortest period of time. Although the December 2009 goal was not met, the automation was completely implemented in April of 2010.

For additional information on this team's accomplishment contact Michael Kisling at 573-522-3769 or at Mike.Kisling@dor.mo.gov.

2010 GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY



NOMINATED TEAMS

Teams nominated for the Governor's Award for Quality and Productivity listed by category.

2010 GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY

Nominated Teams

CUSTOMER SERVICE

LAKE OF THE OZARKS INITIATIVE

Department of Natural Resources

Contact: Pat Smith - 573-522-9395 /
Pat.Smith@dnr.mo.gov

Team Members: Gwenda Bassett; Jonathan Blodgett; Lana Cypret; Sieu Dang; Charles Greeson; Joshua Grosvenor; Megan Hart; Kevin Hess; Jennifer Hoggatt; Tara Massey; Kristen Pattinson; Gregory Perkins; Troy Potteiger; Chris Ray; Craig Reichert; Sandi Smith; Jacob Waters; Ernest West; Tina White; Victoria Lovejoy

WEB SITE REDESIGN

Department of Labor and Industrial Relations /
Office of Administration

Contact: Tammy Cavender – 573-751-3977 /
Tammy.Cavender@labor.mo.gov

Team Members: Carlos Arellano; Joe Bittle; Joshua Bullock; Robert Dierkes; Amber Eichholz; John Ferrier; Jamie Hagler; Lucas Knipp; Eric Krekel; Jane Massman; Rodney Rice; Tim Robyn; Carla Schrock; Elaine Schulte; Brian Snellen; Amy Susan; Lana Temmen; Ben Wesselschmidt

DEPARTMENT OF NATURAL RESOURCES AMERICAN RECOVERY & REINVESTMENT ACT (ARRA) CLEAN WATER & DRINKING WATER STATE REVOLVING FUNDS (SRF) TEAM

Department of Natural Resources

Contact: Pat Smith - 573-522-9395 /
Pat.Smith@dnr.mo.gov

Team Members: Melissa Adams; Jane Beetem; Conrad Blume; Mark Bockstruck; Mark Buersmeyer; Debbie Deeken; Kirby Finders; Doug Garrett; Beverly Grote; Richard Harris; Karen Hoelscher; Tod Hudson; Kristi Jackson; Steve Jones; Andrea Kliethermes; Ted Koenig; Rick Kuntz; Cindy LePage; Cindy Luebbering; Goeffrey Luebbering; Emily Lyon; Karla Marshall; Janet Meterns; Traci Newberry; Jeff Pinson; Joe Pitts; David Potthast; Teresa Rogers; Tonya Roth; Cari Schulte; Byron Shaw; Shannon Slater; Cynthia Smith; Jerry Smith; David Uhlig; Gina Verslues; Brittany Voss

MISSOURI CONNECTIONS PUBLIC OUTREACH PARTNERSHIP

Department of Economic Development / Department
of Elementary and Secondary Education / Missouri
Chamber of Commerce and Industry / Department of
Higher Education / Missouri Center for Career
Education

Contact: Shari Wells – 573-751-3946 /
Shari.Wells@ded.mo.gov

Team Members: Betty Brown; Mary Bruton; Michele Clark; Dave Lankford; Rusty Monhollon; Mike Waltman; Nathan Wittmaier

LICENSE PLATE FACTORY, GRAPHIC ARTS FACTORY, MISSOURI VOCATIONAL ENTERPRISES (MVE) DISTRIBUTION CENTER

Department of Corrections

Contact: Mary Ann Reeter - 573-526-6553 /
MaryAnn.Reeter@doc.mo.gov

Team Members: Paul Blakemore; Tim Branson; Joseph Buechter; Gary Elliston; Devin Fischer; David Jordan; Roger Mormann; Robert Simpson; Don Sisson; Ron Wiles

2010 GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY

Nominated Teams

EFFICIENCY / PROCESS IMPROVEMENT

MINUTEMAN II MISSILE SITES AERIAL INSPECTION TEAM

Department of Natural Resources / United States
Environmental Protection Agency / Missouri Wing Civil
Air Patrol

Contact: Pat Smith - 573-522-9395 /
Pat.Smith@dnr.mo.gov

Team Members: Nick Carbone; Glenn Golson; Major
Mike Hackley; Hannah Humphrey; Colonel John A. Mais;
Shawn Muenks; Aaron Schmidt; Mazzie Talley; Major Bill
Winkert; Ruben Zamarripa

GOOD CAUSE WAIVER TEAM

Department of Health and Senior Services

Contact: Beverly Smith – 573-751-6059 /
Beverly.Smith@dhss.mo.gov

Team Members: Donna Arnel; Terry Ellsworth; Teresa
Generous; Rick Jury; Alexandria Lewis; Melanie Madore;
Cindy Schmutzler; Craig Schnieders; Jeanne Serra;
Jennifer Taube; Matt Younger

RIGHT OF WAY DIVISION-OUTDOOR ADVERTISING COUNTY BILLING PROCESS

Department of Transportation

Contact: Justin Smith – 573-526-4313 /
Justin.Smith@modot.mo.gov

Team Members: Robin Coble; Jennifer Hall; Herman
Harris; Stacy Heckert; Rachelle Hynes; Kelly Lucas;
Valerie Minnick; Joyce Musick; Walter Mark Rankin; J. P.
Sanders; Jessica Sawyer; Sharon Kaye Stacy; Carie Stark

NON-COAL UNIT

Department of Natural Resources

Contact: Pat Smith – 573-522-9395

Team Members: Guy Frazier; Joyce Luebbering; Charles
McGhee; Mitchell Roberts; Larry Slechta; Chris Thiltgen;
Amanda Weimer; William Zeaman

PERFORMANCE APPRAISAL PILOT 2010

Department of Revenue

Contact: Sheila Wilson – 573-751-3122 /
Sheila.Wilson@dor.mo.gov

Team Members: Rachelle Bushko; Kim Johnson; Brianna
Monroe; Darlene Robinett; Amanda Rule; Candice Schaefer;
Nickie Smith; Judy Verhoff

DOC VIDEO COURT EXPANSION TEAM

Department of Corrections / Office of State Courts
Administrator / Office of Administration

Contact: Mary Ann Reeter – 573-526-6553 /
MaryAnn.Reeter@doc.mo.gov

Team Members: Joseph Cremer; Eric Davault; James
Davenport; Judy Jansen; Tina Jones; Rance Renn; Scott
Schulte; Rick Skaggs

LABORATORY CONSOLIDATION TEAM

Department of Health and Senior Services / Office of
Administration / Department of Agriculture

Contact: Beverly Smith – 573-751-6059 /
Beverly.Smith@dhss.mo.gov

Team Members: Cathy Brown; Charlie Brzuchalski; Jessica
Connell; Don Daniels; Sandra Jones; Michael Massman;
Quintin Muenks; Jackie Pfenenger; Mike Schweiss; Chris
Stevens; Bill Whitmar

2010 GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY

Nominated Teams

INNOVATION

E-DRIVEN SUPERVISION TEAMS, MISSOURI BOARD OF PROBATION AND PAROLE

Department of Corrections

Contact: Mary Ann Reeter – 573-526-6553 / MaryAnn.Reeter@doc.mo.gov

Team Members: Chris Adam; Lilly Angelo; Don Arias; Brad Ayers; Teri Baker; Janet Barton; Cindy Bates; Wade Beers; Melissa Bergman; James Berry; Ed Bestgen; Nancy Bledsoe; Mary Bouman; Sheila Bowlin; Jim Brown; Glenn Brucker; John Buck; Lee Bucksath; Charley Buerck; Lori Burk; Randy Burnett; Kathleen Carriker; Nancy Chandler; Craig Ciafullo; Karla Cobb; Dan Conboy; Deborah Cotner; Fannie Davis; Tony Davis; Sharon Derrington; Bridgett Dickson; Jackie Dunn; Sharon Dunn; Kim Evans; Jim Fehrenbach; Dena Freeman; Cheryl Glass; Dale Good; Gina Granger; Deborah Hager; Tricia Hahn; Joan Hays; Tom Hodges; Helen Hurley; Sherry Huxol; J. Scott Johnston; Donna Jones; Kim Jones-Drury; Susan Keener; Dawn Keller; Donna King; Tracy Kirksey; Kevin Knickerbocker; Monica Lamphier; Sara Lemberger; Fred Martin; Nancy McCarthy; Peg McClure; Melinda McDonald; Kim McKlentic; Randi McMenemy; Ray Mills; Jeffrey Moore; Brent Morris; Roger O'Conner; David Oldfield; Melinda Oliver; Randall Perkins; Michelle Peters; Jim Powell; DeWayne Roach; Paul Roberts; Jennifer Rose; Rich Ruch; Charles Rudder; Cybelle Salzman; Meritt Samson; Joan Sandford; Scott Schlosser; Janet Schneider; Dardi Smith; Joseph Smith; Leland Smith; Sarah Smith; Kelley Smyth; Carla Staley; Monica Stampini; Mike Suddarth; Eric Theis; Sue Van Rees; Marlene Weatherford; Cherylon Winningham; John Young

TELECOURT TEAM

Department of Mental Health / Office of Administration

Contact: Janet Gordon – 573-751-8067 / Janet.Gordon@dmh.mo.gov

Team Members: Rick Bartell; Jayne Briscoe; Yvonne Campbell; Anthony Cuneo; Melvin Ewing; Jim Martin; Mike May; Tom Mueller; Rich Moore; Donald Ross; Joe Strauss; Colette Strickland; Sandra Switzer; Ed Underwood; Katheryn Warren; Ray Weil; Darrel Wooden

TROOP I / ZONE 10

Department of Public Safety

Contact: Mary Beckwith – 573-751-5424 / Mary.Beckwith@dps.mo.gov

Team Members: Thomas W. Cross; Sergeant Justin L. McCullough; John W. Noble; Corporal Neil R. Poynter; Jimmy D. Reid

2010 GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY

Nominated Teams

TECHNOLOGY IN GOVERNMENT

ENGAGING CUSTOMERS THROUGH SOCIAL MEDIA

Department of Transportation

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