



CUSTOMER SERVICE

EFFICIENCY

INNOVATION

PROCESS IMPROVEMENT

TECHNOLOGY IN GOVERNMENT

2009
Governor's Award

FOR

QUALITY AND
PRODUCTIVITY



Governor Jeremiah W. (Jay) Nixon

Coordinated By:

Office of Administration

Division of Personnel

Training and Development

www.training.oa.mo.gov

2009 GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY

SCHEDULE OF EVENTS

October 15, 2009

MASTER OF CEREMONIES AND KEYNOTE SPEAKER

*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

Innovation

Missouri Show Me Bright Futures Project

Technology in Government

I-70 Online Public Meetings Team

Customer Service

Traveler Information Map

Process Improvement

Offender Finance Office

2009 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
- Innovation
- Process Improvement
- 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.

A total of 25 nominations were received for consideration representing the Departments of Corrections; Health and Senior Services; Labor and Industrial Relations; Mental Health; Natural Resources; Office of Administration; Public Safety; Revenue; Social Services, Transportation and the Missouri State Employees' Retirement System. Other state entities represented in these nominations included the Department of Elementary and Secondary Education, the Department of Transportation and Highway Patrol Employee Retirement System, and community partners. From these nominations, four teams were selected to receive this prestigious award.

Today we recognize and congratulate each winning team.

2009 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 of Organizational Results
Department of Transportation

Tim Decker

Director, Division of Youth Services
Department of Social Services

Allan Forbis

Training and Development Manager
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
Department of Public Safety

Steve Reeves

Director of Administration and Quality Management
Division of Comprehensive Psychiatric Services
Department of Mental Health

Sarah Schuette

Director of Administration
Department of Economic Development

Wanda Seeney

Public Information Administrator
Department of Labor and Industrial Relations

INNOVATION

MISSOURI SHOW ME BRIGHT FUTURES PROJECT

Department of Health and Senior Services / Department of Mental Health / Department of Elementary and Secondary Education / Office of Administration / Georgetown University / University of Missouri-Columbia Missouri Student Success Network / Practical Parenting Partnerships / Missouri School Boards Association Missouri Head Start / St. Louis University

Patsy Carter
Bruce Horwitz
Cindy Leuthen
Kim Ratcliffe
Carolyn Stemmons
Karen Weston

Marjorie Cole
Stan Johnson
Paula Nickelson
Kirk Schreiber
Linda Washburn
Sheri Williams

John Heskett
Ellen Kagen
Richard Phillips
Janet Shepard
Diane Weber
Evelyn Wilson

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.

Mental health concerns in children are becoming increasingly common and widespread. 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. A fraction of these children (less than 50 percent) receive adequate (or any) services. To address this public health crisis, the Department of Health and Senior Services and the Department of Mental Health invited local leaders from mental and public health organizations and various schools in the state to common tables in regional settings. The goal of the meeting was a new paradigm. The current approach to care for children with mental health challenges focused on treating illness. This approach cannot meet today's challenges and is costly in both dollars and suffering.

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 committed Missouri citizens met in regional seminars three times over a two-year period to discuss mental health promotion for our children and to learn from each other. Communities began to communicate with each other, share resources, and identify "others" who needed to be at the table.

At the state level, additional partners were identified and a 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.

TECHNOLOGY IN GOVERNMENT

I-70 ONLINE PUBLIC MEETINGS TEAM

Department of Transportation / HNTB Corporation

Bob Brendel
Michael DeMent

Matt Burcham
Matt Hiebert
Kenny Voss

Betty Burry
Cheryl Richey

The I-70 Online Public Meetings were 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 meaningfully and cost-effectively 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.

That's why MoDOT and HNTB moved the mid-project update meeting to the Internet to take advantage of convenient, compelling features such outreach offered stakeholders. The online meeting could be accessed 24 hours a day, seven days a week at 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. A survey and study team contact tools enabled people to get their specific questions and concerns addressed immediately, thus ensuring that stakeholders had full access to the process, and the online meeting was supplemented with informal listening sessions at three locations within the corridor.

Due to the innovative approach, 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.

CUSTOMER SERVICE

TRAVELER INFORMATION MAP (TIM)

Department of Transportation

Barbara Barnard
Tommy Caudle
Troy Pinkerton
Lisa Vieth

Rick Bennett
Matt Hiebert
Scott Stotlemeyer
Jay Whaley

Jay Bledsoe
Tim Jackson
Myrna Tucker
Melissa Wilbers

The Missouri Department of Transportation's Traveler Information Map (TIM) 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.

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 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.

After marketing the online application, MoDOT saw an incredible rise in web traffic. 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. Today several television stations feed the map directly to their own web sites and the link to the map is often displayed during live weather reports.

TIM offers Missouri travelers an opportunity to look at highway conditions before they leave their homes or offices. Missouri travelers now have a single location to gather all road condition information in an easy-to-understand graphic format. They can make informed decisions on travel and detours before they inadvertently 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.

PROCESS IMPROVEMENT

OFFENDER FINANCE OFFICE

Department of Corrections

Shana Carl
Rodney Kueffer

Tracy Clennin
Darlene Wansing

Jacquelyn Heiman

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 then transported the funds back to the institution. Petty cash funds were utilized when offender releases were processed with short notice.

To address the inefficiencies of this process, in December 2007 the Offender Finance Office (OFO) launched a pilot of the Debit Card Program for offenders released from the DOC. The resounding success of the pilot program has been implemented at all DOC institutions, and has also been duplicated by several companies now offering a similar service to state departments of corrections nationally.

The offender Debit Card Program has allowed the DOC to process offender releases more efficiently, timely, and most importantly, 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
- Eliminates the need for institutional couriers to stop at Offender Finance to pick up and deliver release information
- 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 24 hours a day, 7 days a week to 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.

*2009 Governor's Award for Quality and Productivity
Nominated Teams*

CUSTOMER SERVICE

**FEDERAL ADDITIONAL COMPENSATION (FAC)
PAYMENT SYSTEM**
Labor and Industrial Relations

Contact

Wanda Seeney, Dept. of Labor and Industrial Relations
573-751-3247 / Wanda.Seeney@dolir.mo.gov

Team Members

Janice Belt; Don Distler; Patty Doherty; Russ Franke; Ken Holzem;
Barb Hughes; Ruth Jaegers; Janet Lepper; Patrick Noonan; Susan
Pinkston; Robin Russell; Judy Stegeman; George Storm; Mike Viet;
Patricia Wise

MISSOURI CATTLE THEFT TASK FORCE
Public Safety

Contact

Mary Beckwith, Dept. of Public Safety
573-751-5424 / Mary.Beckwith@dps.mo.gov

Team Members

Steve Crain; Daniel Nash; Michael Rogers

TRAVELER INFORMATION MAP
Transportation

Contact

Gloria Andrews, Dept. of Transportation
573-526-3637 / Gloria.Andrews@modot.mo.gov

Team Members

Barbara Barnard; Rick Bennett; Jay Bledsoe; Tommy Caudle; Matt
Hiebert; Tim Jackson; Troy Pinkerton; Scott Stotlemeyer; Myrna
Tucker; Lisa Vieth; Jay Whaley; Melissa Wilbers

SCHOOL LAB CHEMICAL CLEANOUT
Natural Resources / Missouri Center for Safe Schools / MUSIC-A.J.
Gallagher

Contact

Marjorie Cox, Dept. of Natural Resources
573-526 -7694 / Marjorie.Cox@dnr.mo.gov

Team Members

Brenda Ardrey; Sandy Baysiner; Danielle Bax; John Beard; S.
Renee Bungart; Alice Geller; David Green; Art Groner; C. Raechell
Henley; Daniela Heppard; Roark Holzschuh; Linda Jaegers;
Thomas Judge; Catherine Lucia; Martin Miller; Alexandria
Morrow; Christopher Nagel; Elizabeth Pickens; Alan Reinkemeyer;
Alan Schmidt-MUSIC; Dr. Russ Thompson-MCSS;
Leanne Tippett-Mosby

***2009 Governor's Award for Quality and Productivity
Nominated Teams***

EFFICIENCY

RENEWABLE ENERGY PROJECT

Office of Administration

Contact

Sara VanderFeltz, Office of Administration
573-751-0337 / Sara.Vanderfeltz@oa.mo.gov

Team Members

James Ayer; Gary Brown; Robert Buttke; Les Cantrell; Terry Gant; Jerry Grubbs; Richard Heine; Steve Henson; Tom Holland; Larry Holtzouser; Charles Kalnas; Steve Kroner; Parks Long; Phil Pfoehler; Leland Miller; Dennis Mitchell; Steve Plowman; Tom Schmidt; Steve Shipley; Lonnie Thompson; Joe Williams; Ulysses Wilson

FCC EFFICIENCY TEAM

Corrections / Office of Administration

Contact

Mary Ann Reeter, Dept. of Corrections
573-526-6553 / MaryAnn.Reeter@doc.mo.gov

Team Members

Rick Alvers-OA; Sandy Bridges-DOC; Les Provow-DOC

**RIGHT OF WAY DIVISION-OUTDOOR ADVERTISING
COUNTY BILLING PROCESS**

Transportation

Contact

Gloria Andrews, Dept. of Transportation
573-526-3637 / Gloria.Andrews@modot.mo.gov

Team Members

Robin Coble; Jennifer Hall; Stacy Heckert; Herman Harris; Shelley Hynes; Valerie Minnick; Joyce Musick; Mark Rankin; J. P. Sanders; Jessica Sawyer; Kaye Stacy; Carie Stark

MOTOR VEHICLE REGISTRATION RENEWAL NOTICE

Revenue / Office of Administration

Contact

Sheila Wilson, Dept. of Revenue
573-751-3122 / Sheila.Wilson@dor.mo.gov

Team Members

Lynn Bexten-DOR; Rachelle Bushko-DOR; Brenda Davis-DOR; Casey Garber-DOR; Keith Hale-OA; Steve Hoskins-OA; Becky Imhoff-DOR; Diane Jaegers-OA; Geralyn Kleffner-OA; Will Masters-DOR; Pat Pollitt-OA; Sarah Schaben-DOR; Kenny Schetzler-OA; Matt Stockman-DOR; Jayne Wack-OA; Greg Wilson-OA

2009 Governor's Award for Quality and Productivity Nominated Teams

INNOVATION

WORKERS' COMPENSATION EXTENDED MEDIATION PROGRAM, SPRINGFIELD OFFICE

Labor and Industrial Relations

Contact

Wanda Seeney, Dept. of Labor and Industrial Relations,
573-751-3247 / Wanda.Seeney@dolir.mo.gov

Team Members

Margaret Holden; David Zerrer

REGIONAL OFFICE QUALITY MANAGEMENT REGISTERED NURSES

Mental Health

Contact

Janet Gordon, Dept. of Mental Health,
573-751-8067 / Janet.Gordon@dmh.mo.gov

Team Members

Jan Bannister; Cynthia Beilman; Matt Bernhagen; Lisa Buckles; Terry Cain; Darlene Cunningham; Ella Davidson; Lisa Denish; Linda Goldschmidt; Dana Golian; Teresa Hicks; Helen Hudson; Kim James; Jane LeGrand; Barbara Meyer; Janet Owings; Todd Rodemeyer; Barbara Schaefer; Paulette Scheper; Kathy Shaffer; Michelle Smith; Mark Stark; Kim Stock; Amanda Underwood; Cynthia Uzomah; Jeanie Wesselschmidt; Shari Whelan

DMH/ADA/MSAPCB PREVENTION CREDENTIALING TASKFORCE

Mental Health / Southeast Missouri State University
Missouri Substance Abuse Professional Credentialing Board

Contact

Janet Gordon, Dept. of Mental Health
573-751-8067 / Janet.Gordon@dmh.mo.gov

Team Members

Scott Breedlove-DMH; Jennifer Houston-DMH; Cheryl Jennings-DMH; Clif Johnson-MSAPCB; Stan Landon-MSAPCB; Edward Leoni-SMSU; Mark Stringer-DMH; Angie Stuckenschneider-DMH

I-44 CONWAY WELCOME CENTER – ROUTE 66

Transportation

Contact

Gloria Andrews, Dept. of Transportation
573-526-3637 / Gloria.Andrews@modot.mo.gov

Team Members

Catherine Bullinger; Allison Campbell; Larry Carver; Dennis Forbis; Jane Lee; Sue Olson; David Prock; Darin Pryor; Doug Record; Bob Reeder; Rand Swanigan; Vicki Woods; Chad Zickefoose

MISSOURI SHOW ME BRIGHT FUTURES

Health and Senior Services / Mental Health / Office of Administration / Elementary and Secondary Education
Georgetown University / University of Missouri / Missouri Student Success Network / Practical Parenting Partnership
Missouri School Boards / Missouri Head Start / St. Louis University / St. Louis City Health Department

Contact

Susan Troxel, Dept. of Health and Senior Services
573-751-6059 / Susan.Troxel@dhss.mo.gov

Team Members

Patsy Carter-DMH; Marjorie Cole-DHSS; John Heskett-DMH; Bruce Horwitz-MU; Stan Johnson-DESE; Ellen Kagen-GU; Cindy Leuthen-DHSS; Paula Nickelson-DHSS; Richard Phillips-MSSN; Kim Ratcliffe-MSB; Kirk Schreiber-OA; Janet Shepard-PPP; Carolyn Stemmons-MHS; Linda Washburn-MSSN; Diane Weber-STL; Karen Weston-MU; Sheri Williams-DHSS; Evelyn Wilson-[STLCHD]

METHAMPHETAMINE LABORATORY REMEDIATION EVALUATION PROJECT

Natural Resources / Health and Senior Services / Office of Administration / Public Safety-MSHP / Ecology & Environment Inc.

Contact

Marjorie Cox, Dept. of Natural Resources
573-526-7694 / Marjorie.Cox@dnr.mo.gov

Team Members

Jim Belcher-DNR; Adam Benne-DPS/MSHP; Arthur Busch-DHSS; Gale Carlson-DHSS; Charles Ferrell-OA; Rick Gann-DNR; Brad Harris-DNR; Michelle Hartman-DHSS; Karen Hoover-DPS/MSHP; Eric Lindeman-E&E; Stephen McLane-DNR; Jim Nahach-DNR; Danny Rydman-DNR; Josh Wilkerson-DNR

**2009 Governor's Award for Quality and Productivity
Nominated Teams**

PROCESS IMPROVEMENT

**PRODUCTIVITY, EXCELLENCE, AND RESULTS
FOR MISSOURI (PERFORM)**

Office of Administration

Contact

Sara VanderFeltz, Office of Administration
573-751-0337 / Sara.VanderFeltz@oa.mo.gov

Team Members

Stephanie Brooks; Kristen Eisterhold; Gary Fogelbach
[retired]; Allan Forbis; Sharon Kemna; Marian Luebbert;
Vanessa Wetch; Chester White

**MODOT'S ST. LOUIS REGIONAL
WINTER EVENTS ACTION PLAN TEAM**

Transportation

Contact

Gloria Andrews, Dept. of Transportation
573-526-3637 / Gloria.Andrews@modot.mo.gov

Team Members

Becky Allmeroth; Kent Bequette; Tom Blair; Scott Boyer;
Ron Ebmeier; Larry Doelling; Stan Ermeling; Owen Hasson;
Bruce Pettus; Kara Price; Vince Reel; Rick Schneider;
Roy Scurlock; Chris Stone

STATEWIDE ACCREDITATION TEAM

Social Services

Contact

Sylvia Talley, Dept. of Social Services
573-751-3617 / Sylvia.Talley@dss.mo.gov

Team Members

Pam Alston; JoDene Bogart; Shawn Boyd; Janet Braker;
Carole Crist; Christine DeTienne; Barbara Eshenroder; Saint
Fults; Marta Halter; Monica Hogue; Justin Horton; Annette
House; Vanessa Johnston; Belinda Luke; John McGinnis;
Linda Miller; Sherry Moller; Kandie Mooneyham; Becky
Porter; Susan Shelton; Julie Starr; Meliny Staysa; Betty Teal;
Linda Tisdale; Linda Tolle; Tena Thompson; Paula White

ONLINE NO TAX DUE PROJECT

Revenue [DOR] /Office of Administration [OA]

Contact

Sheila Wilson, Dept. of Revenue
573-751-3122 / Sheila.Wilson@dor.mo.gov

Team Members

Cheryl Bosch-DOR; Diane Clingman-DOR; Melissa Hartness-
DOR; Jason Kiso-OA; Shelly Robinson-OA; LeeAnn
Snodgrass-DOR; Susan White-DOR;
Dave Zanone-DOR

OFFENDER FINANCE OFFICE

Corrections

Contact

Mary Ann Reeter, Dept. of Corrections
573-526-6553 / MaryAnn.Reeter@doc.mo.gov

Team Members

Shana Carl; Tracy Clennin; Jacquelyn Heiman;
Rodney Keuffer; Darlene Wansing

2009 Governor's Award for Quality and Productivity Nominated Teams

TECHNOLOGY IN GOVERNMENT

I-70 ONLINE PUBLIC MEETINGS TEAM

Transportation / HNTB Corporation

Contact

Gloria Andrews, Dept. of Transportation
573-526-3637 / Gloria.Andrews@modot.mo.gov

Team Members

Bob Brendel-MoDOT; Matt Burcham-MoDOT; Betty Burry-HNTB; Michael DeMent-HNTB; Matt Hiebert-MoDOT; Cheryl Richey-MoDOT; Kenny Voss-MoDOT

CARS PROJECT TEAM

Office of Administration / Mental Health

Contact

Sara VanderFeltz, Office of Administration
573-751-0337 / Sara.VanderFeltz@oa.mo.gov

Team Members

Nathan Bisges-OA; Cynthia Dixon-OA; Dustin Dummer-OA; Paula Fick-DMH; Mike Haake-DMH; Ryan Hayes-OA; Cory Heislen-OA; Rebecca Lane-OA; Mark S. Kaiser-OA; Parisa Meysami-OA; Mitzi Roach-OA; Tom Shultz-OA; Sara Smith-OA; Tonna Snyder-OA; D'Ann Uptegrove-OA; Robin Wood-OA

STATEWIDE EMPLOYEE BENEFIT ENROLLMENT SYSTEM

Missouri State Employees Retirement System / Office of Administration / Transportation / Missouri Consolidated Health Care Program / Transportation and Patrol Employees Retirement System / CitiStreet / Application Software, Inc Missouri Voluntary Life Insurance Commission

Contact

Lisa Verslues, Missouri State Employees Retirement System
573-632-6195 / Lisav@mosers.org

Team Members

Shelly Adams-OA; Beth Allen-MCHCP; Scott Dart-ASI; Vandee DeVore-OA; Stacy Gillmore-MOSERS; Pam Henry-MOSERS; Mark Howard-MOSERS; Jan Jackson-MCHCP; Mary Jordan-MPERS; Brad Kifer-MCHCP; Rhonda Kirkweg-OA; John Lipskoch-MOSERS; JoAnn Looten-MOSERS; Bruce Lowe-MCHCP; Tasha Reinkemeyer-CitiStreet [now ING] John Riddick-ASI; Grace Rogers-MCHCP; Norma Wieberg-OA [retired]; Jennifer Wilbers-MoDOT

APPLICATIONS ARCHITECTURE

Office of Administration

Contact

Sara VanderFeltz, Office of Administration
573-751-0337 / Sara.VanderFeltz@oa.mo.gov

Team Members

Dennis Veit; Charles Williams

PROBATION AND PAROLE TECHNOLOGY COMMITTEE

Corrections / Office of Administration

Contact

Mary Ann Reeter, Dept. of Corrections
573-526-6553 / MaryAnn.Reeter@doc.mo.gov

Team Members

James Adkins-DOC; Tanir Ahmed-OA; Sheila Blomberg-OA; Jennifer Byers-DOC; Laura Cook-DOC; Frank Cox-OA; Mary Lou Huting-OA; Ken Impey-DOC; Rochelle Koetting-OA; Richard Kuttenkuler-DOC; Derek McFerrin-DOC; Lois McConnell-OA; Michael Pratte-DOC; Todd Schwent-DOC; Scott Schulte-OA; Lisa Schulze-DOC; Mike Suddarth-DOC; Ed Tagai-DOC; Darrin Tipton-DOC; Kelly Taylor-OA

MISSOURI TAX COMPLIANCE SYSTEM – DISCOVERY PROGRAM SALES/USE TAX NON-FILERS – AIRCRAFT

Revenue / Office of Administration / Teradata / Sartell Group

Contact

Sheila Wilson, Dept. of Revenue
573-751-3122 / Sheila.Wilson@dor.mo.gov

Team Members

Amanda Allen-DOR; Jitender Aluri-Teradata; Elizabeth Block-OA; Curtis Boessen-DOR; Susan Bosch-DOR; Curt Buschjost; Mike Davis-DOR; Roger Freudenberg-DOR; Jane Gardner-DOR; Charlotte Grothoff-DOR; Debbie Hagenhoff-DOR; Kimberly Henke-DOR; Lisa Higginbotham-DOR; Haley Johnson-DOR; Scott Leary-DOR; Sharen Lehman-DOR; Diane Luebbering-DOR; Janel Lueckenotte-DOR; Melodie Mayo-Teradata; Lisa Ordway-DOR; Damon Rhodes-OA; Crystal Ritter-DOR; Craig Ruppel-DOR; Pam Sartell-SG; Joe Shockley-OA; Chara Speed-DOR; Jan van Oppen-SG; Dave Zanone-DOR; Esta Zaring-DOR



For more information about the Governor's Award for Quality and Productivity, contact:

Denise Osborne
(573) 526-4554 / Denise.Osborne@oa.mo.gov

State of Missouri
Office of Administration
Division of Personnel
Training and Development