

JAY NIXON



THE
GOVERNOR'S
Sward
FOR
QUALITY
AND
PRODUCTIVITY

CELEBRATING

25 Years

JOHN ASHCROFT

MEL CARHAHAN — ROGER WILSON

MATT BLUNT — BOB HOLDEN

2013 GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY

PROGRAM DESCRIPTION

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. Teams employed by the State of Missouri, who successfully completes a project with another section, division, department, agency or community organization, are eligible to submit a nomination.

Nominations must provide documentation which may include, but is not limited to, background information, procedures, and measurable impact of the project nominated. 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.

THE GAQP THROUGH THE YEARS

The GAQP was originally established in 1988. At that time, nominations could be submitted for a project that was completed and received department/agency approval. The nominations were reviewed by a Selection Committee based on a set of criteria. Award winners were identified, and sometimes multiple winners were awarded in one criteria area.

Improvements continued to be made to the GAQP over the years. In 2001, the use of specific award categories was introduced. Although this change enhanced and strengthened the GAQP process, more than one team could still be selected as a winner in each category. In 2005, the Selection Committee revised the selection process to only select and award one team project per category. The most recent enhancement to the GAQP program was the implementation of the Pinnacle Award in 2010. The Pinnacle Award is not available for nomination. It is only used (recommended) by the Selection Committee if, in their opinion, the nomination clearly encompasses multiple award categories in a manner that exemplifies the spirit of the Governor's Award, or exceeds all other nominations.

Today the GAQP may recognize one winning team in the categories of: Customer Service, Efficiency/Process Improvement, Innovation, and Technology in Government, to serve as a model of efficiency, quality, and effectiveness for other work teams in Missouri State Government to follow.

This year — *the 25th anniversary of the GAQP program* — 25 nominations were received for consideration representing thirteen (13) state agencies and several community partners. Today we recognize and congratulate each winning team.

2013 GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY

SCHEDULE OF EVENTS

WELCOME AND RECOGNITION OF DIGNITARIES

EMCEE

Nancy Johnston, Director, Office of Administration, Division of Personnel

25TH ANNIVERSARY ADDRESS

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

KEYNOTE SPEAKER

*Renee Slusher, Deputy Commissioner/General Counsel,
Office of Administration*

AWARD PRESENTATIONS

Renee Slusher, Deputy Commissioner/General Counsel, Office of Administration and Department Executives

AWARDING OF WINNING TEAMS

Customer Service

*MoDot Statewide Customer Service Team
Department of Transportation*

Efficiency / Process Improvement

*Route 5 Shared Four-Lane Highway
Department of Transportation, APAC KSMO*

Innovation

*Potosi Correctional Center Reintegration Unit
Department of Corrections, Alternatives with Education, CORIZON,
Mental Health Management*

Reception

3rd Floor Reception

2013 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, Customer Relations
Department of Transportation

Cari Collins

Director, Division of Human Services
Department of Corrections

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

Mike O'Connell

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

Rachel Potts

Director, Division of Administration
Department of Economic Development

Steve Reeves

Deputy Division Director
Division of Behavioral Health
Department of Mental Health

Wanda Seeney

Public Information Officer/Community Outreach and Marketing Director
Commissioner's Office
Office of Administration

2013 GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY



WINNING TEAMS

CUSTOMER SERVICE

MoDOT STATEWIDE CUSTOMER SERVICE TEAM

Department of Transportation

Team Members

Melissa Black
Marie Elliott
Nicole Thieret

Jim Dickson
Marisa Ellison

Robert Edwards
Sally Oxenhandler

Facing challenges brought about by the Department of Transportation's [MoDOT] Bolder Five Year Direction [BFYD], the customer service team had to drastically change the way it had operated for nearly 16 years. The BFYD required staffing reductions along with organizational restructuring from ten to seven district locations. An additional challenge was to maintain the high levels of customer satisfaction that MoDOT had been achieving for a number of years. To meet the challenge, a team of customer service staff from each district and the Central office was created to address statewide center staffing, routine call routing, emergency operations, and after-hour calls.

The team worked to put in place a new call routing process. The previous process had calls routing to the district located in the area code of the call's origination. This process allowed callers to speak to a representative who may be quite familiar with the local or regional area. However, this also contributed to callers often waiting in queue for a period of time or being dropped when queue volumes reached a maximum level. Call centers were also only staffed during regular working hours and out of state calls were directed to one single location. Information sources and computer applications were built and maintained to accommodate the district's needs rather than having statewide application. Each of the customer service centers operated somewhat independently of the other and statewide coordination was minimal.

The team's work required a review of the original process and to look for opportunities to not only improve it, but to revamp it to make it work better on a statewide level. Once in place, the system would require employees in any regional office to be able to assist a caller from any location in Missouri or out of state. All of this was to be accomplished with a reduced number of staff and an expectation that more calls could be answered in a faster time along with maintaining the same or higher levels of customer satisfaction. The team developed a new routing process that allowed callers to connect to a local office, but to be routed to another region if waiting time reached the set maximum time. By making this change, callers would not have to wait as long to get a response. This would be especially helpful during emergency events. The team also recommended changes in each call center's operational hours; even expanding the St. Louis office to a 24/7 setup.

With these changes put in place, the citizens of Missouri along with visitors traveling through our state, can receive answers to their inquiries faster and from highly knowledgeable staff. The new process has enabled MoDOT to answer nearly 99 percent of the calls it receives. Citizens can know when they place a call to MoDOT, they will speak to a live person.

MoDOT staff has stepped up and advanced their knowledge and skills. New resources and computer applications are in place to support them as they deliver outstanding customer service politely, clearly and quickly.

For additional information on this team's accomplishment contact Greg Clarkston at 573-526-3087 or Greg.Clarkston@modot.mo.gov or Kelly Backues at 573-751-5985 or Kelly.Backues@modot.mo.gov.

EFFICIENCY / PROCESS IMPROVEMENT

ROUTE 5 SHARED FOUR-LANE HIGHWAY

Department of Transportation [MoDOT] / APAC KSMO [APAC]

Team Members

Anousone Arounpradith [MoDOT]	Henry Bevier [MoDOT]	Trent Brooks [MoDOT]
Steve Engelbrecht [MoDOT]	Geoff Franks [MoDOT]	Tyler Goodwyn [MoDOT]
Dave Gordon [MoDOT]	Jim Hartman [MoDOT]	Nicole Hood [MoDOT]
Troy Hughes [MoDOT]	Josh Kincaid [APAC]	Dennis Krenning [MoDOT]
Patty Lemongelli [MoDOT]	Bob Lynch [MoDOT]	Mark Mais [MoDOT]
Randy Potts [MoDOT]	Melissa Scheperle [MoDOT]	Llans Taylor [MoDOT]
Mickie Wolfinbarger [MoDOT]		

The Missouri Department of Transportation [MoDOT] has designed an attractive alternative between two – or four-lane roads called a Shared Four-Lane Highway. This unique design provides a cost-effective solution to improve traffic flow, increase safety, and reduce driver frustration from slow moving vehicles.

A Shared Four-Lane Highway consists of passing lanes along a conventional two-lane highway to better accommodate traffic volumes and improves safety. The passing lane alternates between both sides of the highway to give drivers periodic opportunities to pass. In essence, drivers share passing opportunities about half the time with the opposing direction. The addition of a passing lane improves safety because it eliminates the need for a driver to cross into the opposing lane of traffic to pass another vehicle. Rumble stripes between opposing lanes encourage drivers to remain safely in their lanes.

This innovative design is very fitting with MoDOT's philosophy and use of practical design over the last several years. Route 5 is a critical link to moving people and goods and keeping its surrounding communities economically viable. The existing route had become more and more congested as the volume of traffic continued to grow. The highway averaged 8,000 vehicles a day, which was enough to justify a four-lane road under MoDOT's historical benchmarks.

The Route 5 Shared Four-Lane Highway was an effective design alternative to a four-lane road resulting in a much lower cost. A portion of the project was built on new alignment, while the remainder of the project made use of the existing roadbed to minimize the need for new right of way and extensive construction. The project relocated eight miles of Route 5 from just north of Route 7 near Camdenton to south of the Laclede/Camden County line. Additional passing lanes were added to the remaining 10-mile section of existing Route 5 between the Laclede/Camden County line and the City of Lebanon. The Shared Four-Lane Highway carries nearly the same amount of traffic as a four-lane divided highway but cost 60 percent less to build.

The Route 5 Shared-Four Lane Highway was the first of its kind in the state that included design and construction on new alignment. Initially, local citizens believed a four-lane divided highway was the only option to expanding the corridor. However, as a result of this project, the opinion of Missourians in the Lake of the Ozarks area has changed. They are open to the concept of a shared four-lane and believe the design will satisfy other highway improvement needs. Travelers from all around Missouri who drive this route have an appreciation for the shared four-lane. Most importantly, the shared four-lane design has proven to be very effective at improving safety and reducing crashes.

For additional information on this team's accomplishment contact Nicole Hood at 573-526-6997 or Nicole.Hood@modot.mo.gov or Kelly Backues at 573-751-5985 or Kelly.Backues@modot.mo.gov.

INNOVATION

POTOSI CORRECTIONAL CENTER REINTEGRATION UNIT

*Department of Corrections [DOC] / Alternatives with Education [AWE] / CORIZON /
Mental Health Management, Inc. [MHMI]*

Team Members

Elaine Aubuchon [AWE]	Rick Bailey [DOC]	Carl Brannum [DOC]
Eric Burch [DOC]	Phillip Comer [DOC]	Herb Conley [DOC]
Jamie Crump [DOC]	Elaine Dix [DOC]	Greg Dunn [DOC]
Vickie Glore [DOC]	Cindy Griffith [DOC]	Karla House [CORIZON]
Dave Hovis [DOC]	Nena Kircher [MHMI]	Teri Lawson [DOC]
Mike Miller [DOC]	Stan Pruett [DOC]	Phil Senter [MHMI]
Vince Stuart [AWE]	Dr. Alwyn Whitehead [MHMI]	Scott Wilson [DOC]

Since the 1990's prison populations in Missouri have increased dramatically. During this same period, community mental health services have dramatically decreased. This resulted in the Missouri prison system becoming over crowded with offenders, many of whom suffer from mental health illness. This in turn caused a sharp rise in rates of misbehavior and violence within the facilities. In response to what many perceived as unmanageable prisons, the Department of Corrections often turned to lock down and administrative segregation as a way to manage the violence and misbehavior. States have realized that not only were long-term administrative segregation units expensive to maintain, but recidivism rates as well as suicide rates had risen. Studies have shown that utilization of long-term segregation to curb violent behavior has not been successful, and the idleness and isolation tended to amplify and even create psychiatric conditions and/or symptoms.

In early 2009, dialogue began at the Potosi Correctional Center about the possibility of providing long term programming to offenders mandated to solitary segregation confinement. Although the discussion seemed to be a lofty idea at the time, the idea was in line with the nationwide trend of decreasing the amount of segregated offenders. By early 2011 a written proposal had been submitted for consideration and by April 2011 a strategic plan was established.

A treatment team initially comprised of eighteen staff members from various departments and disciplines met with the common goal of reintegrating segregated offenders into general population. Staff discussions were held to answer questions and address any challenges to be faced. The most common concern expressed was the safety of offenders and staff. The proposal was to allow offenders who had committed brutal assaults or had committed murder while incarcerated an opportunity to be released back into the general population.

The group devised a multidisciplinary approach in which each offender would be evaluated and programming tailored to their individual needs. It was established that each discipline would have an equal say in both the progression and regression of the offender through the process. Safety protocols were put in place in the programming rooms, and specialized seating was established for both programming and recreation.

In October 2011, offenders began to arrive for the program. Each offender was initially assessed and was provided IQ testing if not already available. After this assessment, offenders were assigned to programming appropriate for their needs. In some instances, this programming had to be developed. Offender progress through the classes was monitored, as well as their behavior and conduct. Modifications to classes and privileges were made as offenders earned or forfeited them through conduct.

Recurring benefits of utilizing this process are not only measured by a consistent decrease in conduct violations, uses of force, staff injuries and property damage, but also by the noted increase in appropriate offender behavior. Prior to utilizing this process, isolated offenders were warehoused in the segregation unit with little to no social interaction. The Department has shown through this program that offenders can be reintroduced safely into population.

For more information on this team's accomplishment contact Troy Steele at 573-438-6000 or Troy.Steele@doc.mo.gov or Mary Ann Reeter at 573-526-6553 or MaryAnn.Reeter@doc.mo.gov.

*2013 GOVERNOR'S AWARD FOR
QUALITY AND PRODUCTIVITY*



NOMINATION FINALIST

The following team, while not selected to receive the Governor's Award for Quality and Productivity, did advance to the final selection stage, and is recognized for this achievement.

EFFICIENCY / PROCESS IMPROVEMENT

ORIGINAL ASSESSMENT

Missouri State Tax Commission [STC] / Office of Administration [OA]

Team Members

Nathan Bisges [OA]
Jeff Ownbey [STC]
Alice Scheulen [STC]
Robin Wood [OA]

Stacey Jacobs [STC]
Tim Robyn [OA]
Tonya Snyder [OA]
Randy Wright [STC]

Maureen Monaghan [STC]
Rosella Schad [STC]
Cindy Stegeman [STC]

In 2011 a review of the Original Assessment procedures, responsibilities, and internal software system was initiated to address increasing workload, declining staff resources, and the need for standardization of shared information between the various companies, county officials, taxing jurisdictions and state agencies. The initiative resulted in the implementation of numerous changes that improved efficiency, saved operating dollars, and made the valuation of utilities transparent for taxpayers, county officials, and companies.

The Original Assessment Division of the Missouri State Tax Commission is responsible for the appraisal and assessment of all distributable property held by public utilities. This entails valuing centrally assessed utility companies, railroads, airlines, pipelines, and freightline companies doing business in the state of Missouri. The net result of this undertaking is nearly \$5 billion of assessed valuation added to the various county assessment roles and more than \$350 million in tax dollars for Missouri's schools, fire, ambulance, and local entities.

This initiative:

- Made it possible for the general public to check on the taxation of Missouri's utilities, ensuring they too are paying their "fair share" of property taxes.
- Resulted in the immediate, simultaneous distribution of assessments electronically to companies and county officials. This enabled the timely sharing of critical information and produced savings of thousands of dollars in postage and mailing costs.
- Standardized the taxing jurisdiction naming conventions used by utilities, local governments, and state agencies. Standardization improved efficiency, and reduced the utilization of more than 45,000 combinations to less than 3,000.
- Developed an ability to query original assessment data and prepare customized reports that assist taxing jurisdictions, counties, and utilities, that could not be compiled previously.
- Created an electronic audit trail of all evaluation and data changes, promoting transparency, expediting answers to questions and concerns, and providing security against mistakes and potential fraud.
- Made it possible for the State Tax Commission to provide information to taxing jurisdictions in advance of certified totals from the county, facilitating more accurate projections of tax rates and operating budgets.
- Identifies rail car companies doing business in Missouri that have failed to report their rail cars. This results in more accurate assessments and promotes fairness and equity.
- Reduced the number of Original Assessment Appraisal Staff to its current size of two full-time appraisal specialists. These specialists value centrally assessed railroad and utility companies, appraised at more than \$185 billion, determine the value allocated to Missouri, and provide appraisal calculations to both the companies and county officials.

For additional information on this team's accomplishment contact Randy Holman at 573-751-2414 or Randy.Holman@stc.mo.gov or Rosella Schad at 573-751-1729 or Rosella.Schad@stc.mo.gov.

2013 GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY



NOMINATED TEAMS

Teams nominated for the 2013 Governor's Award for Quality and Productivity by category.

2013 GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY

Nominated Teams

CUSTOMER SERVICE

SHARE THE HARVEST PROGRAM COMMITTEE

Department of Conservation [MDC] / Missouri Food Bank Association [MFBA] / Conservation Federation of Missouri [CFM] / Missouri Association of Meat Processors [MAMP]

Contact: Michelle Dobbins – 573-751-4115 / Michelle.Dobbins@mdc.mo.gov.

Scott Baker [MFBA], Jim Blair [CFM], Robert Brundage [CFM], Earl Cannon [CFM], Nikki Cloud [MAMP], Cheryl Fey [MDC], Jodean Foster [MDC], Kit Freudenberg [CFM], Micahela Haymaker [CFM], Joel LeMaster [CFM], Dave Murphy [CFM], Travis Scott [CFM], Gary Van De Velde [CFM], Matt Wolken [MDC] Dick Wood [CFM]

STUDENT CHECKING ACCOUNT PROGRAM [SCAP]

Department of Social Services [DSS] / Citizens Bank & Trust [CBT]

Contact: Sylvia Talley – 573-751-3617 / Sylvia.D.Talley@dss.mo.gov

Carrie Almond [CBT], Roger Arwood [CBT], Wendy Austin [DSS], Teresa Burns [CBT], Arthur DeVries [DSS], Dena Driver [DSS], Sally Gaines [DSS], Marta Halter [DSS], Joey Thompson [DSS], Melody Yancey [DSS], William Young [CBT]

DIVISION OF WORKERS' COMPENSATION, FRAUD AND NONCOMPLIANCE UNIT

Department of Labor and Industrial Relations

Contact: Dorothy Session – 573-751-3584 / Dorothy.Session@labor.mo.gov

Rene Atkins, Joyce Boss, Russell Brenner, Charles Crandall, Stephen Doden, John Gillam, Byron Klemme, Debra Link, Sue Ann Loesch, Dwight Miller, Mark Moses, Stephen Newman, Lance Roberts, Ryan Rowland

2013 GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY

Nominated Teams

EFFICIENCY / PROCESS IMPROVEMENT

MARKETING REQUEST FORM FOR THE MARKETING TEAM

Department of Economic Development

Contact: Laura Hoskins – 573-522-6371 / Laura.Hoskins@ded.mo.gov

Gail Greble, Mike Kelley, Jonathan Mack, Becky Verslues, Jamie Volkart, Annette Wallace

AUTOMATED BUOY/REGATTA/BOATER EDUCATION SUITE

Department of Public Safety-Missouri State Highway Patrol

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

Connie Farris, Brett Forsythe, Bonita Fouts, Sydney Kendrick, Lori Libbert, Dennis Schulte, Matt Walz

ACCOUNTS PAYABLE UNIT PROCESS IMPROVEMENT TEAM

Department of Health and Senior Services

Contact: Susan Thomas – 573-751-6002 / Susan.Thomas@health.mo.gov

Lisa Brandenburg, Justa Brendel, Renee Godsey, Stacy Kurrelmeyer, Lisa Miller, Tim Oligschlaeger, Stephanie Opie, Dawn Schaperclaus, Deanna Tillison, Yvonne Tordoff, Patricia Woemmel

SYSTEMATICALLY COLLABORATING FOR OVERALL PERFORMANCE EXCELLENCE [SCOPE]

Department of Health and Senior Services

Contact: Susan Thomas – 573-751-6002 / Susan.Thomas@health.mo.gov

Nicole Ayres, Julie Buckley, Robyn Carrender, Jessica Connell, Erin Corum, Heather Davenport, Theresa Driver, Russell Drury, Nicole Farnsworth, Stephen Gladbach, Patrick Hopkins, Brian Inman, Sabrina Ivy, Shondra Johnson, Sandra Jones, Sondra Kecec, Ashley Mehmert, Laura Naught, Pat Olson, Adam Perkins, Amy Pierce, Michelle Rodemeyer, Mindy Rustemeyer, Brandy Schafer, Dana Strobe, Frances Thompson, Clayton Toeppen, Roy Tuua, Erica Vaughan, Dianne Veasman

NEW EMPLOYEE ORIENTATION ON-LINE

Department of Labor and Industrial Relations [DOLIR] / Office of Administration [OA]

Contact: Dorothy Session – 573-751-3584 / Dorothy.Session@labor.mo.gov

Donetta Iven [DOLIR], Karla Schrock [OA], Arlene Taylor [DOLIR], Linda Wilbers [DOLIR]

EPERMITTING

Department of Natural Resources [DNR] / Office of Administration [OA]

Contact: Jennifer Terry – 573-751-6788 / Jennifer.Terry@dnr.mo.gov

Michael Abbott [DNR], Gwenda Bassett [DNR], Patsy Bond [OA], Becky Cripe [DNR], Brant Farris [DNR], Mark Finnell [OA], Kimberly Hoke [DNR], Jennifer Hoggatt [DNR], Andrew Lane [OA], Larry Lehman [DNR], Kevin Martin [OA], Eric Pahl [OA], Barb Ruppel [OA], Jeff Schloss [OA], Kevin Smith [DNR], Laura Teasley [OA], Jincy Vaughan [OA]

2013 GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY

Nominated Teams

INNOVATION

MO HEALTHNET/DMH HEALTH HOME INITIATIVE

Department of Social Services [DSS] / Department of Mental Health [DMH] / Missouri Institute for Mental Health [MIMH] / Coalition of Community Mental Health Centers [CCMHC] / Missouri Primary Care Association [MPCA] / Xerox

Contact: Sylvia Talley – 573-751-3617 / Syliva.D.Talley@dss.mo.gov

Kathy Brown [MIMH], Tara Crawford [DMH], Natalie Fornelli [DMH], Rachelle Glavin [CCMHC], Angela Herman [MPCA], David Johnson [Xerox], Ian McCaslin [DSS], Tisha McGowan [DSS], Samar Muzaffar [DSS], Joe Parks [DMH], Tom Rehak [DMH], John Schneider [DSS], Dorn Schuffman [MIMH], Paul Stuve [DSS], Tim Swinfard [CCMHC], Shawn Von Der Bruegge [DSS], Rebecca West [DSS], Susan Wilson [MPCA], Clive Woodward [DMH], Jayne Zemmer [DSS]

SUMMER EBT FOR CHILDREN USDA DEMONSTRATION PROJECT [SEBTC]

Department of Social Services [DSS] / Office of Administration [OA] / Department of Elementary and Secondary Education [DESE] / Department of Health and Senior Services [DHSS] / ARCHS / LINC

Contact: Sylvia Talley – 573-751-3617 / Sylvia.D.Talley@dss.mo.gov

Amanda Adams [DSS], John Allute [OA], Adam Bax [OA], Carol Buechter [DSS], Janet Case [OA], Gail Dickson [ARCHS], Debbie Henry [DSS], Donna Imhoff [DSS], Mallikharjun Inturi [OA], Les Johnson [ARCHS], Karen Korenberg [DSS], Kay Martellaro [DSS], Brent Schondelmeyer [LINC], Kimberley Sprenger [DSS], Rachel Traver [DSS], Michael Traver [DSS], Michele Valentine [LINC], Barb Wilbers [DHSS], Janice Williams [DSS], Karen Wooten [DESE]

FULTON STATE HOSPITAL ENERGY REDUCTION PROGRAM

Office of Administration [OA]

Contacts: Sara Vanderfeltz [OA] – 573-751-0337 / Sara.Vanderfeltz@oa.mo.gov

Dwight Blumhorst, Larry Brand, Jerry Dooling, Brian Magee

FAMILIES AND OFFENDERS REUNITED

Department of Corrections [DOC] / Department of Mental Health [DMH] / Department of Public Safety [DPS] / Department of Social Services [DSS] / Gateway Foundation [GF] / Criminal Justice Ministry [CJM] / St. Louis Metropolitan Police [SLMP]

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

Lynne Allar-Meine [DMH], Fannie Davis [DOC], Steve Doherty [GF], James Gilsinan [DPS], Patrick LaFave [DOC], Martin Huston [DOC], Nancy McCarthy [DOC], Charles Nichols [GF], Carleen Reck [CJM], Matthew Simpson [SLMP], Tena Thompson [DSS], Brooke Wernsman [DOC]

INNOVATION [CONTINUED]

WORK READY EMPLOYMENT ASSISTANCE PROGRAM [WREAP]

Department of Economic Development [DED] / Webster University [WU] / Missouri Show-Me-Heroes Program [MSMHP]

Contact: Laura Hoskins – 573-522-6371 / Laura.Hoskins@ded.mo.gov

Dr. Carol Adams [WU], Frank Alaniz [DED], Martin Payne [DED], Alan Rohlfling [MSMHP]

SHOW ME HEROES PROGRAM

Department of Economic Development [DED] / Department of Public Safety-Missouri National Guard [MONG]

Contact: Laura Hoskins – 573-522-6371 / Laura.Hoskins@ded.mo.gov

Lt. Jonathan Barry [MONG], Terry Beas [DED], Geoffrey Bieniek [DED], Shams Chughtai [DED], Carol Drummond [DED], Harry Gray [DED], Steven Hamby [DED], Wayne Houtman [DED], Denise Jackson [DED], Craig Morton [DED], Steven Nicole [DED], Marc Pauley [DED], Martin Payne [DED], Ron Pierson [DED], Anal Smith [DED], Jerry Studstill [DED], David Tims [DED], Steven Weingart [DED], Wayne Woodworth [DED], Karen Yarbrough [DED]

SAFE & SOUND BRIDGE IMPROVEMENT PROJECT

Department of Transportation [MoDOT] / Trekk Design Group [Trekk]

Contact: Kelly Backues – 573-751-5985 / KellyBackues@modot.mo.gov

Thomas Evans [Trekk], Susan Feltrop [MoDOT], Bryan Hartnagel [MoDOT], Dennis Heckman [MoDOT], Don Hillis [MoDOT], Dave Koenig [MoDOT], Jeffrey Madsen [MoDOT], Stacy McMillan [MoDOT], Andrew Meyer [MoDOT], Macy Rodenbaugh [MoDOT], Troy Slagle [MoDOT], William Stalcup [MoDOT], Scott Stone [MoDOT], Kenyon Warbritton [MoDOT], Kurt Wengert [MoDOT], John Wenzlick [MoDOT], Brian Williams [MoDOT]

SHOW-ME FAIR HOUSING AWARENESS PROJECT/MCHR GRANT TEAM

Department of Labor and Industrial Relations [DOLIR] / Department of Economic Development [DED] / United Migrant Opportunity Services [UMOS] / Castillo Private Freelance [CPF] / Metropolitan St. Louis Equal Housing and Opportunity Council [MSLEHOC] / Community Housing Resources Board of Joplin, Missouri/Joplin Housing Authority [JHA] / Lincoln University Cooperative Extension [LUCE]

Contact: Dorothy Session – 573-751-3584 / Dorothy.Session@labor.mo.gov

Lori Aduddell [DOLIR], Ellie Bono [DOLIR], Stephen Borders [UMOS], Tammy Carlyle [DOLIR], Adolfo Castillo [CPF], Will Jordan [MSLEHOC], Eric Krekel [DOLIR], Kristy Lambert [DOLIR], Matt Moran [JHA], Jennifer Naus [DOLIR], Terry Old [DOLIR], Andy Papen [DED], Brenda Robinson-Echols [LUCE], Charmagne Schneider [DOLIR], Dr. Alisa Warren [DOLIR]

MISSOURI STATE PARKS TRAILS TEAM

Department of Natural Resources

Contact: Jennifer Terry – 573-751-6788 / Jennifer.Terry@dnr.mo.gov

Stacy Bandelier, Jeff Bonney, Kelley Brent, Cari Gerlt, Sue Holst, David Kelley, Jane Lale, Jennifer Sieg

2013 GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY

Nominated Teams

TECHNOLOGY IN GOVERNMENT

FAMILY AND CHILDREN'S ELECTRONIC SYSTEM [FACES] ONLINE INVOICING

Office of Administration [OA] / Department of Social Services [DSS]

Contact: Sara Vanderfeltz – 573-751-1851 / Sara.Vanderfeltz@oa.mo.gov

Joshua Bradley [OA], Jeff Cassmeyer [OA], Marianne Dawson [DSS], Carl Gates [OA], Cindy Gibson [DSS], Pam Keep [OA], Christine Laughlin [OA], Leanne Leason [DSS], Jimmy Maloy [OA], Marissa Mctavish [OA], Steve Muenks [OA], Janie Niekamp [DSS], Susan Savage [DSS], John Sissom [OA], Sheila Tannehill [DSS], Theresa Veit [OA], Sylvester Walls [OA], Charles Williams [OA], Stacy Wright [DSS], Randy Yancey [DSS]

ELECTRONIC PUBLICATION SPECIFICATION BOOK [E-PUB SPECBOOK]

Department of Transportation

Contact: Kelly Backues – 573-751-5985 / KellyBackues@modot.mo.gov

Team Members: Kathy Harvey, Joe Jones, George Kopp, Sam Niederhelm

ELECTRONIC CONSUMER CONFIDENCE REPORTS [ECCR]

Department of Natural Resources [DNR] / Office of Administration [OA] / Global Consulting [GC] /
Missouri Rural Water Association [MRWA]

Contact: Jennifer Terry – 573-751-6788 / Jennifer.Terry@dnr.mo.gov

Tom Adams [DNR], Anita Arney [DNR], Susan Bloomer [DNR], Mike Corbin [GC], Jesse Dahl [GC], Todd Eichholz [DNR], Jim Enterline [MRWA], Doris Fitzpatrick [OA], Ellen Harrel [DNR], Tom Hyatt [MRWA], Matt Kliethermes [DNR], Eric Medlock [DNR], Wayne Roderman [MRWA], Paul Schelich [OA], Terry Timmons [DNR], Jincy Vaughan [OA], Kristin Vermillion [DNR], Scott Weckenborg [DNR], Kimberly Wilkins [DNR], Josh Willison [DNR],



*For information about the Governor's Award for Quality and
Productivity contact the program coordinator:*

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

State of Missouri

Center for Management and Professional Development

Office of Administration, Division of Personnel

"We inspire current and potential leaders on their journey to excellence."