

Governor's Award

for Quality and Productivity

Categories Include:

Customer Service, Efficiency
and Process Improvement, and
Innovation



A handwritten signature in black ink, appearing to read "Mark E. Warren".

Governor of Missouri

Coordinated By:

Office of Administration
Division of Personnel

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/process improvement, and innovation in Missouri State Government. Teams employed by the State of Missouri who successfully complete 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.

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 winning teams in three categories: **Customer Service**, **Efficiency/Process Improvement**, and **Innovation** to serve as a model of efficiency, quality, and effectiveness for other work teams to follow in Missouri State Government.

In 2020, 20 nominations were received for consideration representing eight state agencies. Today we recognize and congratulate winning team members in all three categories.

GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY

SCHEDULE OF EVENTS

WELCOME AND RECOGNITION OF DIGNITARIES

EMCEE

Mike Kehoe, Lieutenant Governor

SINGING OF THE NATIONAL ANTHEM

Ellen Davenport, Department of Labor and Industrial Relations

KEYNOTE SPEAKER

Governor Michael L. Parson

AWARD PRESENTATIONS TO WINNING TEAMS

Governor Michael L. Parson

Sarah Steelman, Commissioner, Office of Administration

Winning Projects

Customer Service

Missouri State Parks Virtual
Interpretation Project
Department of Natural Resources

Efficiency/Process Improvement

Maintenance Management System Phase 1
Department of Transportation

Innovation

DORA Chatbot Project
Department of Revenue

Reception

*Reception hosted by the Office of Administration Division of Personnel
following Award Presentation*

GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY

SELECTION COMMITTEE MEMBERS

John Mosley

Deputy Director, Division of Probation and Parole
Department of Corrections

Shari LePage, CPA

Chief Budget Officer, Division of Financial and Administrative Services Department
of Elementary and Secondary Education

Adam Perkins

TB Laboratory Manager Microbiology Unit, Missouri State Public Health Laboratory
Missouri Department of Health and Senior Services

Debra Walker

Acting Deputy Director
Department of Mental Health

Collette Weckenborg

Continuous Improvement and Performance Coordinator
Department of Natural Resources

Mike O'Connell

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

Darlene Robinett

Director of Human Resources
Department of Revenue

Shartina Campbell

Assistant Program Administrator
Department of Social Services

Karen Miller

Organizational Performance Specialist, Transportation Planning
Department of Transportation

Wanda Seeney

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

David Coe

Director of Talent Development
Office of Administration/Division of Personnel

Michelle Hallford

Human Resource Manager Governor's
Office

GOVERNOR'S AWARD FOR
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WINNING TEAMS



CUSTOMER SERVICE

Missouri State Parks Virtual Interpretation Project *Department of Natural Resources*

Team Members

| | | | |
|---------------------|------------------|------------------------|-----------------|
| Michael Busekrus | Miranda Fredrick | Debbie Newby | Melissa Simmons |
| Cecelia Brueggemann | Dawn Fredrickson | Tiffany Patterson | Kevin Smith |
| Jill Bryant | Carrie Hammond | John Peterson | Lucas Schwartz |
| Mary Crowell | Dustin Hillis | Andrew Richmond | Alicia Wieberg |
| Alison Dubbert | Katy Holmer | Melanie Robinson-Smith | Rebecca Young |
| Chris Edmondson | | | |

The Challenge: When staff members were suddenly thrust into a situation where traditional, in-person educational and interpretive programming was no longer an option and connection to our customers was in peril of being lost, it became imperative that we find a way to maintain the link with our park users through non- traditional means.

The Goal: The primary goals of the project were to provide entertaining and educational videos to be used in lesson plans, to replace in-person programs and events with dynamic virtual ones that were just as inspiring and enjoyable, and to do so in a timely and responsive manner that allowed us to maintain relevancy with our customers.

Project Implemented: The project came about in response to COVID-19 and the necessity to engage in social distancing. This resulted in the delayed opening of parks and sites, the cancellation or postponement of special events and traditional park programs, and the need to find other ways to engage with the public that didn't require face-to-face contact. Staff began compiling video content that could be presented on social media platforms. The videos covered a range of topics, including storybook reading, kayaking and other recreational demonstrations, exploring natural history topics, learning about Missouri's history, and experiencing rarely seen events such as a Monarch caterpillar entering its chrysalis state. These videos would allow park users to continue to explore the Missouri state park system virtually with the goal of inspiring future in-person visits.

While a few staff members had already begun exploring social media platforms, such as Facebook, to present interpretive and recreational programs, the suddenness of facing empty campground amphitheaters and historic site visitor centers revealed the pressing need for a concerted and coordinated effort by much more than a mere handful of staff. Facility managers, naturalists, and interpreters who previously professed no experience with using video cameras or vlogging (video blogging) suddenly found themselves becoming amateur videographers virtually overnight,. They learned on-the-fly to develop scripts, figure out tripods and timers, overcome fears of complicated camera and sound technology, become proficient in the complex world of video editing, and learn to post videos to Facebook, all the while performing their other regular operational and resource management duties.

Results: From the time social distancing measures were implemented, Missouri State Parks posted 49 videos on its three main social media platforms. These videos have received nearly 200,000 views, and the state parks' social media accounts have gained more than 17,000 new followers.

FOR MORE INFORMATION ABOUT THIS PROJECT AND TEAM, PLEASE CONTACT: Dawn Fredrickson

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EFFICIENCY AND PROCESS IMPROVEMENT

Maintenance Management System Phase 1 *Department of Transportation*

Team Members

| | | | |
|------------------|-------------------|------------------|----------------|
| Becky Allmeroth | Tommy Caudle | Janelle Rackers | Aron Saylor |
| Amy Binkley | Suzette Kempker | Brian Reagan | Marisa Senevey |
| Steve Bushko | Geoff Luebbering | Michael Rinehart | Aaron Utrecht |
| Suzanne Carlisle | Cheri Middendorf | Beth Ring | Jay Whaley |
| Tim Chojnacki | Michael Middleton | Natalie Roark | Amy Wilson |

The Challenge: An automated system was needed to improve processes and capture greater efficiency among approximately 3,000 maintenance staff members at MoDOT.

The Goal: To design a web-based program for capturing and reporting data related to all maintenance activities, including winter operations, materials, equipment and labor associated to specific routes.

Project Implemented: The project was the result of several months of research across the state. The team wanted to understand how each of MoDOT's seven districts managed maintenance activities, what obstacles were faced, what software was used, and how tracking and reporting tasks could be made more efficient. The goal was to create a single program for maintenance personnel to assign work and equipment, as well as to document work, materials used and the location of the work. In addition, the system would provide results and performance data so leadership could make informed decisions on the best use of available resources.

This technological shift will be felt for years to come. It promises to make MoDOT more efficient as it continues to maintain approximately 34,000 miles of state roads and 10,400 state bridges. The access to rich amounts of reliable and timely data will take decision-making to the next level.

Results: Much of the success can be measured in the receptiveness and appreciation displayed by Maintenance Management System (MMS) users. As the project advanced, the development team continuously asked how it was being adopted. The team consistently received favorable responses. However, team members were concerned whether or not communications were sufficient in volume, timeliness and helpfulness. Responses again were favorable. Training was accomplished across the entire state and reactions to the information presented were positive.

MMS had only one change order that resulted from an unforeseen update in MoDOT policy to account for a winter operations market adjustment. MMS is considered easy to use which meets one of the most important elements sought in creating a product from scratch. A dashboard notified people of progress, while videos and other communication tools were utilized to maintain high levels of awareness on progress.

MMS goals met included:

- 1) Initial deployment to pilot buildings on November 17, 2019 and
- 2) Full implementation by the Federal Fiscal accounting of reimbursable project work - March 16, 2020.

FOR MORE INFORMATION ABOUT THIS PROJECT AND TEAM, PLEASE CONTACT Natalie Roark:

Natalie.Roark@modot.mo.gov

INNOVATION

DORA Chatbot Project *Department of Revenue*

Team Members

| | | | |
|-----------------|------------------|------------------|-----------------|
| Deanne Aholt | Mark Godfrey | Hannah Orick | Tracy Suthoff |
| Rachelle Bushko | Krystal Haines | Brandon Ousley | Brooklyn Wasser |
| Ashley Campbell | Lynn Kempker | Mindy Piper | Susan White |
| Patti Distler | Kayla Kueckelhan | Amanda Shewmaker | Ken Zellers |
| Cindy Doss | | | |

The Challenge: The Department of Revenue (DOR) receives, on average, more than 1.55 million call center contacts each year. Not all contacts are answered due to call volumes or customers disconnecting the call. The department needed to find new ways to interact with our customers to assist them in meeting their obligations.

The Goal: The primary goal was to provide customers with a 24/7 self-service virtual assistant that was programmed to streamline the customer experience by responding to common FAQ style questions received by the Taxation, Driver License, and Motor Vehicle call centers. Reducing the common calls by providing alternative electronic options would allow call center staff to concentrate on the more challenging questions that require employee assistance.

Project Implemented: To meet customers' electronic communication expectations, the department researched the available channels. Chatbot machine learning could provide customer self-service options. On November 2, 2019, our Chatbot, DORA- which stands for Department of Revenue Answers - was introduced to the public. DORA currently provides answers 24/7 to the top common questions from Taxation, Driver License, and Motor Vehicle bureaus.

Results: The success of the project is measured by the number of customers who ask DORA questions and receive appropriate and correct responses. Kibana, the dashboard platform utilized, shows measures of how many messages and how many unique sessions were received each week. It notes whether or not DORA correctly answers the questions. Kibana measures the usage during business hours, after business hours, and weekends. The DOR team used the weekly statistics from Kibana to look for customer trends, DORA training opportunities, and new questions and answers our customers were seeking.

We have seen single day totals in excess of 12,000 virtual assistant inquiries. This is especially important during the COVID-19 time frame. It is more important than ever to ensure we are serving our customers. Since the implementation, the team has added 104 new questions/answers and 2,744 alternate training items to the DORA knowledge base.

Following the COVID-19 outbreak, DORA was quickly adapted to assist the State of Missouri and Department of Health and Senior Services with over 2,000 questions about COVID-19. DORA was also adapted to answer Department of Revenue COVID-19 Taxation questions, Driver License, and Motor Vehicle extension questions and Department of Labor and Industrial Relations questions about unemployment benefits. DORA's knowledge base can quickly be updated to assist our customers. We are very proud of the accomplishment of this project.

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NOMINATED TEAM/PROJECTS



GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY

NOMINATED TEAMS BY CATEGORY

CUSTOMER SERVICE

Tracker Evolution

Department of Transportation

Contact: Eric Curtit / Eric.Curtit@modot.mo.gov

Team Members:

Jane Margaret Akwaowo, Kelly Backues, Tyler Bartimus, Kate Bax, Paige Boehm, Taylor Brune, Kellen Burns, Jerica Holtsclaw, Britni O'Connor, Ben Reeser, Martin Schwatz, Llans Taylor

EFFICIENCY / PROCESS IMPROVEMENT

Chronic Wasting Disease Quality Assurance and Control

Missouri Department of Conservation

Contact: A.J. Campbell / Anthony.Campbell@mdc.mo.gov

Team Members:

Rachel Boss, Molly Elderbrook, Julie Fleming, Suzanne Johnston, Tom Kulowiec, Dyan Pursell, Joel Sartwell, Alicia Struckhoff

The Administrative Segregation Process Review Committee

Department of Corrections

Contact: Jason Lewis / Jason.Lewis@doc.mo.gov

Team Members:

Jerry Bingham, Ben Crass, Steven Francis, Darin Gerke, Richard Jennings, Michelle Kasak, Jason Lewis, Jesse May, Chris McBee, Scott O'Kelley, Cynthia Reese, Cheryl Richey, Melissa Scheulen, Conrad Sutton, Lucretia Wethington

Best in Midwest Initiative

Department of Economic Development

Contact: Like Holtschneider / Luke.Holtschneider@ded.mo.gov

Team Members:

Jamie Angel, Kim Baughman, Kristie Davis, Rob Dixon, Paul Eisenstein, Michelle Hataway, Stacey Hirst, Luke Holtschneider, Brenda Horstman, Ashton Kever, Maggie Kost, Michael Lanahan, Dawn Overbey, Ann Pardalos, Rachel Potts, Wendy Rains, Rochelle Reeves, Mark Stombaugh, Kaitlyn Thomas

Connecting the Funds

Department of Elementary and Secondary Education

Contact: Shelley Woods / Shelley.Woods@dese.mo.gov

Team Members:

DESE: Erin Center, Colleen Foster, , Tammy Lehmen, Emily Loethen, Betty Lohmann, Angie Nickell, Kim Oligschlaeger, Leslie Turpin, Shelley Woods
OA: Josh Campbell, John Carey, Susie Chapman, Lisa Koch, Monica Kodali, Cherece Moe, Devon Offutt, Tammy Rex, Forest Vance, Skyler Williamson,

DMH Champions of Change

Department of Mental Health

Contact: Tara Yates / Tara.Yates@dmh.mo.gov

Team Members:

Andrew Atkinson, James Busalacki, Lisa Franz, Denise Hacker, Becky Hughes, Heather Osborne, Bonnie Poole, Dr. Robert Reitz, Megan Roedel, Tara Sheets, Tara Yates

Missouri Federal Rap Back Implementation Team

Department of Public Safety

Contact: Captain Christopher Jolly / Christopher.Jolly@mshp.dps.mo.gov

Team Members:

MSHP: Pamela Aberle, David Akrobetu, Clara Apel, Ryan Badresingh, Kerry Creach, Valerie Hampton, Jacob Hendrix, Carol Kampeter, Jacob Kliethermes, Linda Lueckenhoff, Tina Ramsey, J.D. Reece, Scott Schlueter, Tim Schlueter
CPI/IDEMIA: David Donaldson, Michael Khan, Brad Peters, Adrian Smith, Erik Snyder, George Wang

Missouri Disaster Medical Assistance Team (MO DMAT-1)

Department of Public Safety

Contact: James Remillard / James.Remillard@sema.dps.mo.gov

Team Members:

Ryan Alberg, Craig Armstrong, Dana Aumiler, Jamie Beasley, Sabina Braithwaite, Ashley Frackewitz, Brian Froelke, Jason Gagnepain, Donna Gold, Shelly Jarrett, Dwight Jones, Harold Kenyon, Kevin King, Nicolle Morrow, Lisa Nelson, Brian Phipps, Jim Smith, Kevin Tweedy, Kent Vanderpool, Ben Whited

Lean Event Inventory Project

Department of Revenue

Contact: Melody Reichel / Melody.Reichel@dor.mo.gov

Team Members:

Brenda Davis, Beth Chambers, Bob Easler, Therese Heard, Zach Kueffer, Jerry Laughlin, Amy McLain, Jennie Pfenenger, Missy Pyatt, Cathy Ralston, Melody Reichel, Beth Whaley, Darryl Williams

Letter Ruling

Department of Revenue

Contact: Melody Reichel / Melody.Reichel@dor.mo.gov

Team Members:

Georgia Block, Christopher Fehr, Amy Frank, Mark Godfrey, John McCarty, Melody Reichel, Maria Sanders

Project Knockout Exception Team

Department of Revenue

Contact: Norma Dearixon / Norma.Dearixon@dor.mo.gov

Team Members:

Shyanne Archuleta, Stephen Caldwell, Desiree Carpenter, Norma Dearixon, Angela Doss, Brittany Fennewald, Kelsey Jaegers, Jayne Luebbering, Andrea Meador, Bobbi Meyer, Garrett Meyer, Angel Moscato, Tiphonie Pearson, Kelly Phillips, Terry Phillips, Kalley Schollmeyer, Beth Schulte, Robbyn Shanks, Ashley Vines, Savana Zordel

365 Challenge

Department of Social Services

Contact: Casey Gilmore / Casey.Gilmore@dss.mo.gov

Team Members:

Amanda Bennett, Amy Dunn, Charles Franklin, Katherine Gonder, Kelsey Graaf, Brehan Guinn, Debbie Hartman, Susan Holzschun, Emily Klenk, Diana Lehman, Katie Little, Jennifer Loibl, Nancy Ordway, Jennifer Perry, Alan Rex, Elizabeth Shaeffer, William Setzkom, Kirsten Spencer, Caitlyn Welschmeyer, Melissa Wibberg

INNOVATION

MDC CWD Mandatory Sampling Data Collection Team Nomination

Missouri Department of Conservation

Team Members:

Dyan Pursell, Alicia Struckhoff, Tom Kulowiec, Suzanne Johnston, Rachel Boss, Julie Fleming, Joel Sartwekk, Jasmine Batten, Keith Cordell, Molly Elderbrook

DHSS/DNR Corona Virus Sewer Shed Surveillance Project

Department of Health and Senior Services/Department of Natural Resources/University of Missouri

Contact: Chris Wieberg / Chris.Wieberg@dnr.mo.gov

DHSS: Anthony Belenchia, Jonathan Garoutte, Hweiyiing Johnson, Greg Moon, Scott Patterson, Melissa Reynolds, Elizabeth Semkiw, Jen Weaver, Jeff Wenzel

DNR: John Hoke, Jessica Klutts, Cindy Lepage, Aaron Schmidt, Chris Wieberg, Sally Zemmer
MU/others: Hsin-Yeh Hsieh, Jay Hoskins, Marc Johnson, Errin Kemper, Chung-Ho Lin

DNR Arrow Rock Tavern ReOpen Team

Department of Natural Resources

Contact: Jim Rehard / Jim.Rehard@dnr.mo.gov

Team Members:

Mike Dickey, Jerry Doman, Jonathon Fitch
David Hedrick, David Kelly, Ernest Libby, Patrick Lutes, Brian Meyer, Justin Phillips, Randall Richards,
Bruce Steding, Ronald Vaughn, Terry Volmer, Tyler Wattenbarger, Jack Winburn

Missouri Medicaid Enterprise Data Governance and Data Management

Department of Social Services

Contact: Darin Hackmann / Darin.M.Hackmann@dss.mo.gov

Team Members:

DSS: Gloria Acres, Tammy Barkhoff, Jessica Bax, Samantha Cook, Kathryn Dinwiddle, Cynthia Evers, Lisa Forck, Ryan Gesch, Darin Hackmann, Mary Ellen McCleary, Tisha McGowan, Shannon Mills-Davis, Zana Stephenson, Paul Stuve
Others: Tim Adams, Angela Brenner, Jennifer Maise, Ann McEowen, Kryste Wiedenfeld

Estimating the Value of Systemic Safety Improvements

Department of Transportation

Contact: Ray Shank / Ray.Shank@modot.mo.gov

Team Members:

Matthew McMichael, Ray Shank



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