



State of Missouri 2019 Governor's Award for Quality and Productivity Executive Summary

Project or Team Name: Roaring River First Hole Program

Nominator: Brad Farwell

Nominating Department: (Nominations must include names of all agencies/departments/organizations/businesses, etc.)

Missouri Department of Conservation

Category: Innovation

Executive Summary: (Executive Summary page must be 500 words or less, 12 point, Times New Roman font, and left justified. Attach the Executive Summary to the front of the nomination.)

The First Hole Program provides a fishing experience to wounded veterans, veterans with PTSD, at-risk kids, foster kids, home schooled children, school groups, disabled children and adults, and nursing home patients at Roaring River State Park. Groups of children from as far away as Kansas City, Saint Louis, and Springfield travel to Roaring River to experience this unique fishing opportunity.

There is a beautiful spring fed pool of water on the Roaring River spring branch immediately below the fish hatchery that is the first of 33 fishing holes that comprise Roaring River State Parks' trout fishing area. Surrounded by land on three sides and a bridge on the other, the first hole is easy to designate for special use. It also has a picnic area and a fishing pier accessible to individuals who use wheelchairs or have disabilities.

The fish hatchery has seven full-time employees and one seasonal worker whose essential job duty is raising over 500,000 fish annually. The First Hole program was created by park personnel on their own initiative to give individuals who might never experience the magic of fishing a chance to drop a line in the water.

Participants are provided with everything they need to fish -- poles, lines, bait, tackle, and nets, fishing permits and daily tag fees are also waived. Most importantly, volunteers (which are the backbone of this program) are provided who instruct participants on fishing techniques including casting, line tying, hook baiting, safe handling of fish, and occasionally fish cooking.

Roaring River staff, scout for and secure volunteers from the local community, schedule groups, and obtain donations from enthusiastic individuals and businesses who assist with providing poles, tackle and bait. In the process, they have developed a great partnership with volunteers, businesses, and participating organizations.

Last year over 4,000 children and adults, some of whom have experienced great hardship and difficulty in their lives were given the opportunity to experience the joy of fishing. Every year Roaring River team members invest hundreds of hours making the First Hole fishing experience happen for children (many at-risk), wounded soldiers, the disabled, and the elderly. They do this not because it's their job, but because they know they are creating a special experience for others. Their efforts reflect their good character and the impact creative public servants can have on others.



State of Missouri – 2019 Governor’s Award for Quality and Productivity

NOMINATION FORM

I. GENERAL INFORMATION

Department: Conservation

1. **Project or team name:** Roaring River First Hole Program

2. **List the name of all team members, job titles, state agency department, and/or other organizations including public, private sector or business:** *(Please list alphabetically by last name – 2 to 20 team members maximum.)*

1. Jared Ballard, Hatchery Technician 1, Conservation
2. Justin Ballard, Hatchery Technician 1, Conservation
3. Caleb Beuterbaugh, Hatchery Technician 1, Conservation
4. Doug Cummins, Hatchery Technician 1, Conservation
5. Gary Ellis, Hatchery Technician 1, Conservation
6. Marina Spurrier, Hatchery Technician 1, Conservation
7. Paul Spurgeon, Hatchery Manager, Conservation

3. **Nomination Category:** *(Check only one.)*

INNOVATION

CUSTOMER SERVICE

EFFICIENCY / PROCESS IMPROVEMENT

4. **Explain why you selected this category:**

The first hole program is a one of a kind venture that the employees of Roaring River Hatchery have come up with. This program adds a priceless value to the citizens of Missouri who are able to come out and participate in this therapeutic and relationship building activity.

II. BACKGROUND

1. **When did the team begin its work?**

3/1/2011

2. **What date did the team initiate the implementation phase of the project?**

3/1/2011

3. **Is the project:**

Time Limited

Completed

Ongoing

III. PROJECT DESCRIPTION

1. **Why was the project necessary?**

Hatchery staff saw a need to provide an opportunity for children, the elderly, veterans and the disabled to get out and connect with nature and people through fishing. This kind of opportunity is not offered at any other facility in the state.

2. **What were the primary goals of the project?** *(150 words or less.)*

The primary goal of this program was to connect groups of people that typically are not offered the opportunity to fish and get outdoors the chance to do that for free in a controlled environment. This program requires nothing of the group that wants to participate except that they have to be willing to come cast a line and enjoy being outdoors.

3. **Describe the project:** *(200 words or less.)*

The First Hole Program provides a fishing experience to wounded veterans, veterans with PTSD, at-risk kids, foster kids, home schooled children, school groups, disabled children and adults, and nursing home patients at

Roaring River State Park. Groups of children from as far away as Kansas City, Saint Louis, and Springfield travel to Roaring River to experience this unique fishing opportunity. The daily tag and fishing licenses for the groups are waived. The poles, bait and nets are provided free of charge and volunteers are provided to help assist the group as needed. The poles and tackle are donated from local business and community members that want to help support this program.

4. What technology, if any, was used in the development, implementation, maintenance or measurement of the project? (150 words or less.)

5. Explain how the accomplishment of the team exceeds its regular duties and responsibilities. (150 words or less.)

The regular duties of the team at Roaring River are to produce over 500,000 fish annually and stock the river nightly from March 1st to October 31st. All other job duties revolve around this one objective. The first hole program was developed by employees that saw a need to provide a special experience to the most vulnerable stakeholders of our great state. This program was developed at a local level by a group of concerned employees. They have gone above and beyond to make this program a success.

6. Which of the following describes the intended benefits of the project? (Check all that apply and provide an explanation. - 150 words or less)

- Cost Reduction Time Savings Increased Effectiveness
 Improved Process Other: Describe

Explain the intended benefits: The intended benefit of this program was to help those who might not have anyone to help them. This program allows at-risk groups the chance to use nature and fishing to build relationships and improve mental and emotional health.

IV. RESULTS / MEASUREMENT

1. Explain how the success of the project was measured and what outcomes were achieved. (Explanation should not exceed 300-500 words.)

The success of this program was measured by the number of participants it was able to reach. The program has reached over 4,000 people annually. There are countless testimonials that leaders of the groups will pass along to hatchery staff about the positive impact the program has had on its members physically and emotionally.

2. Are the benefits derived from this project: (Check only one.)

- Recurring One-time

3. If recurring, how will the benefits be sustained? (Explain in 150 words or less.)

The benefits from this program will continue year after year as long as the hatchery staff are able to maintain the volunteer staff and the donations for the poles and lures. The hatchery staff put in many hours every year to make sure the program is successful and plan to continue the program indefinitely.

V. RECOGNITION / AWARDS

1. Has this project previously been nominated for the Governor's Award for Quality and Productivity? If yes, when?

NO

2. If yes, for which category was it nominated?

n/a

3. Has this project received any other awards or recognition? If yes, describe.

NO

VI. NOMINATOR'S INFORMATION

Nominating Department: Conservation

Name: Brad Farwell

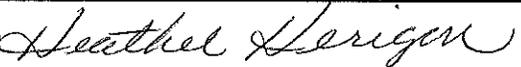
Signature: 

Telephone Number: 417-847-2430

E-Mail Address: brad.farwell@mdc.mo.gov

VII. DEPARTMENT COORDINATOR'S INFORMATION

Name: Heather Herigon

Signature: 

Telephone Number: 573-522-4115 ext 3687

E-Mail Address: Heather.Herigon@mdc.mo.gov

VIII. DEPARTMENT DIRECTOR APPROVAL

Department Director's Name:
Sara Parker Pauley

Signature: 

Nomination must be signed ONLY by the Department Director to be eligible for consideration. Nominations not signed by the Department Director will be returned to the agency coordinator.