On Wednesday, October 24, 2012, four state employee work teams were awarded the prestigious Governor’s Award for Quality and Productivity (GAQP) during a special ceremony held in the Rotunda of the State Capitol Building in Jefferson City.

This is the 24th year the GAQP has been awarded to state employee work teams whose accomplishments serve as an example of continuous improvement, quality and productivity in Missouri State Government.

This year 25 state employee teams applied for the GAQP in the categories of: Customer Service, Efficiency/Process Improvement, Innovation, and Technology in Government. In a continuing effort to improve the intent of this unique program the nomination process was recently revised to create the Pinnacle Award that is awarded when, in the opinion of the Selection Committee, one nomination clearly encompasses multiple award categories in a manner that exemplifies the spirit of the GAQP or exceed all other nominations.

In a news release dated October 23, Governor Nixon issued the following statement: “The four teams that are being presented with this year’s Governor’s Award for Quality and Productivity represent the best in innovative thought, and serve as examples for all of us in maximizing our limited taxpayer resources.” Governor Jay Nixon said. “These teams of remarkable and creative individuals are improving the lives of Missourians every day, and I laud their tremendous accomplishments and contributions to the state of Missouri.”

For more information on this event please contact Denise Osborne, the Program Coordinator, at Denise.Osborne@oa.mo.gov or at 573.526.4554.

The Office of Administration, Division of Personnel’s Center for Management and Professional Development is proud to provide the following information about the winning team in each award category.
Missouri Storm Aware
Department of Public Safety and the Office of Administration

The Department of Public Safety (DPS), State Emergency Management Agency (SEMA), and the Office of Administration Information Technology Services Division (OA-ITSD) partnered to create the Missouri Storm Aware Web site [http://stormaware.mo.gov] to better educate Missourians about tornadoes and severe storms. The team set out to rethink the way tornado and severe weather safety information is communicated to the public. For instance, the National Weather Service Central Region Service Assessment [report] following the May 22, 2011 EF-5 Joplin tornado included:

- For the vast majority of surveyed Joplin residents, the first risk signal for an imminent severe weather threat came via the local community siren system.
- Several of those interviewed expressed confusion associated with the single 3-minute siren alert, thinking the threat was over once the sirens had ceased.
- The majority of surveyed Joplin residents did not immediately go to shelter upon hearing the initial warning.

The team also researched existing online tornado safety information and found it very limited and unlikely to stimulate viewers’ interest. As a result, the Storm Aware Web site includes unique and professional quality videos that demonstrate the best way to take shelter in specific structures – houses, mobile homes, schools, etc. Videos feature experts that clearly explain why certain locations within a structure are safer than others and also point out common misunderstandings about tornado sirens and the importance of using weather alert radios to receive initial severe weather warnings and to understand when the threat has passed.

The team also wanted to ensure Missourians are aware of free severe weather alert services available across the state so that they will be more prepared as storms approach. Through collaboration with local safety agencies and media outlets, a database of free severe weather alert services was developed and appears on the web site. The site also makes it easy to distribute the valuable information presented on the web site across the internet. The project uses social medial platforms allowing anyone to embed Storm Aware Web site content. Many organizations, including media outlets and emergency management agencies, have already embedded content.

In less than three months, there were more than 25,000 visitors to the Storm Aware site, the emergency alert texts data set have been accessed almost 60,000 times and the videos have been viewed more than 17,000 times. Hopefully the success of Missouri Storm Aware will result in fewer lives lost and fewer injuries suffered as a result of severe storms.

For more information on this team’s accomplishment contact Mary Beckwith at 573-751-5424 or Mary.Bbeckwith@dps.mo.gov.

Emergency Action Planning for High Hazard Potential Dams in Missouri
Department of Public Safety and Department of Natural Resources

Dams and reservoirs play an important part in enhancing the quality of life in Missouri and often serve multiple functions for communities such as flood protection, water supply, irrigation, erosion control, and recreation. For these reasons, many of the reservoirs in Missouri are located in or adjacent to populated areas where they can provide citizens with a number of the benefits mentioned above. The Department of Natural Resources recognizes these needs and is committed to helping ensure the integrity of these structures and the safety of nearby residents. For this reason the Department’s Water Resources Center is leading an effort to develop Emergency Action Plans, or EAP’s, for all regulated high hazard potential (HHP) dams in Missouri by 2014.

Approximately 470 of the 681 regulated dams in Missouri are classified as HHP dams. HHP dams receive this designation due to the potential for significant loss of life and/or property and infrastructure damage if the dam were to fail and release a floodwave downstream. An EAP is a written plan that provides guidance for evaluation of potential dam safety emergencies, emergency response activities, and potential evacuation of downstream dwellings and facilities. EAP’s contain critical information such as emergency call lists and notification procedures, lists of downstream residents, structures and infrastructure, a flood inundation map, and a list of available resources to draw upon during an emergency.

A critical component of an EAP is a flood inundation map that depicts the downstream area of flooding, arrival time of the floodwave, and the locations of dwellings and other critical infrastructure that would be impacted if a dam were to fail. Project team engineers develop inundation maps using Light Detecting and Ranging (LiDAR) data that represents the best available topographic evaluation data [i.e. a highly accurate map of the landscape]. LiDAR data is managed with Geographic Information System software [ArcView] where stream cross sections are constructed at key locations such as bridges, culverts, and at numerous locations along the steam profile. Results are then transferred back into ArcView where the maximum water surface elevation [the zone inundated by the floodwave] is mapped on both a topographic map and an aerial photograph.

EAPs are presented to dam owners and county emergency management officials during regional workshops. Dam owners verify the accuracy of the information in the plan and complete the EAP in cooperation with the county Emergency Management Director. This project exemplifies a successful working partnership that has raised awareness of dam safety issues while enhancing emergency preparedness and response capabilities.

Contact Jennifer Terry at 573-751-6788 or Jennifer.Terry@dnr.mo.gov for additional information on this team’s accomplishment.
Following the Award Ceremony a reception for team members, their invited guests, and dignitaries was held on the 3rd Floor of the Capitol Rotunda.

The DM 3700 project saves lives and reduces Medicaid costs by improving the quality of health care of Missouri HealthNet (MHN) participants with serious mental illness and multiple medical conditions. The Department of Mental Health (DMH), in partnership with the MHN, and through its administrative agents and six affiliate agencies, reaches out to Medicaid recipients who have a serious mental illness but are not clients of DMH and are high-cost Medicaid recipients with chronic medical conditions.

These high cost/high risk individuals are enrolled in the Community Psychiatric Rehabilitation (CPR) program and are referred to a substance abuse treatment program if appropriate and receive care coordination and disease management services for both their behavioral health and medical conditions. Every four months DMH analyzes MHN claims for any new patients meeting the enrollment criteria and selects a new group of high cost/high risk individuals to target outreach and engagement in DM 3700.

The strategies used for improving their care and reducing their costs are:
1. Obtaining a “healthcare home” - a primary care or behavior health provider responsible for overall coordination;
2. Health screening for common chronic medical illness and risk factors;
3. Assisting in scheduling and keeping medical care appointments;
4. Prevention and wellness services;
5. Facilitating adherence to medications; and
6. Using Health Information Technology (HIT) to coordinate care, identify care gaps, and manage chronic illnesses.

These services and interventions have:
Improved Health Outcomes – The Healthcare Status Screening found 89.8% with physical needs, 74.8% with dental needs, 75.4% with vision needs, and 55.9% with emergency needs. Case managers and nurse care managers work to meet those needs.

Reduced the state’s overall costs for providing care and treatment to these MHN participants. Preliminary estimates of cost savings are $345 Per Member Per Month (PMPM) actual cost savings for clients enrolled for over 6 months. If adjusted for projected trend, the savings may exceed $1,000 PMPM.

DM 3700 is making a real difference for real people.

For additional information on this team’s accomplishment contact Janet Gordon at 573-751-8067 or Janet.Gordon@dmh.mo.gov.