



2016 GOVERNOR'S

*Award*

For

**Quality**

And

**Productivity**

CUSTOMER SERVICE

EFFICIENCY/PROCESS IMPROVEMENT

INNOVATION

TECHNOLOGY IN GOVERNMENT

Governor Jeremiah W. (Jay) Nixon

Coordinated By:

Office of Administration

Division of Personnel

Center for Management and Professional Development

<http://training.oa.mo.gov>

# 2016 GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY

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## 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 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. 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, nominations were received for consideration representing six (6) state agencies and several community partners. Today we recognize and congratulate each winning team.

# 2016 GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY

## SCHEDULE OF EVENTS

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### WELCOME AND RECOGNITION OF DIGNITARIES

#### EMCEE

*Doug Nelson, Commissioner, Office of Administration*

#### PRESENTATION OF COLORS

*Central Region Color Guard – Department of Corrections*

#### SINGING OF THE NATIONAL ANTHEM

*E. Gary Demsko – Department of Health & Senior Services*

#### KEYNOTE SPEAKER

*Governor Jeremiah (Jay) Nixon*

#### AWARD PRESENTATIONS

*Doug Nelson, Commissioner, Office of Administration*

*Nancy Johnston, Director, Office of Administration/Division of Personnel  
and Department Executives*

### AWARDING OF WINNING TEAMS

***Efficiency/Process Improvement***

***Technology in Government***

***Technology in Government***

#### SINGING OF GOD BLESS AMERICA

*Cari Collins – Department of Corrections*

#### Reception

*3<sup>rd</sup> Floor Reception hosted by the Office of Administration/Division of Personnel  
Music by the Jefferson City High School String Trio*

*Members of the Office of Administration/Division of Personnel staff have graciously donated their time today to assist with the 2016 GAQP. Volunteers are wearing their "Volunteer" badges on bright orange lanyards, and are here if you need assistance or have questions at any time throughout the ceremony.*

# 2016 GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY

## SELECTION COMMITTEE MEMBERS

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***Cari Collins***

Director, Division of Human Services  
Department of Corrections

***Tim Decker*** Director,

Children's Division  
Department of Social Services

***Allan Forbis***

Director, Center for Management and Professional Development  
Office of Administration/Division of Personnel

***Shari LePage, CPA***

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

***Karen Miller***

Organizational Performance Specialist, Transportation Planning  
Department of Transportation

***Mike O'Connell***

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

***Darlene Robinett***

Director of Human Resources  
Department of Revenue

***Wanda Seeney***

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

***Tuck Van Dyne***

Chief, Office on Women's Health  
Department of Health and Senior Services

***Debra Walker***

Director, Office of Public and Legislative Affairs  
Department of Mental Health

# 2016 GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY



WINNING TEAMS

# EFFICIENCY/PROCESS IMPROVEMENT

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*Department of Public Safety (DPS), Missouri State Highway Patrol (MSHP)*

## **Team Members**

Pam Aberle (MSHP)	Ryan Badresingh (MSHP)	Sandy Bexten (MSHP)
Howard Carter (MSHP)	Kerry Creach (MSHP)	David Donaldson (CPI)
Lt. Steve Frisbie (MSHP)	Holly Haarman (MSHP)	Valerie Hampton (MSHP)
Carol Kampeter (MSHP)	Michael Khan (CPI)	Tim Love (MSHP)
Linda Lueckenhoff (MSHP)	Maria Martinez (CPI)	Capt. Larry Plunkett (MSHP)
J.D. Reece (MSHP)	Greg Roberts (CPI)	Erik Snyder (CPI)
Kevin Thurman (MSHP)	George Wang (CPI)	

Each year, the average person puts their life, or the lives of those they love, under the responsibility and care of countless strangers whom they have never met. Positions of trust such as nurses, teachers, foster parents, pharmacy technicians, and police officers all have a powerful influence over our lives and many times have access to our personal data. Due to these factors, timely and accurate background checks of those in position of trust have become as important as ever.

Prior to the MACHS Fingerprint Portal, agencies and applicants had to wait ten days or more to receive the results of their fingerprint background checks. This wait time delayed all hiring/licensing decisions for these agencies and thereby reduced the effectiveness of applicant processes. With the implementation of the MACHS Fingerprint Portal, agencies and applicants may now receive background check results in a greatly expedited manner.

Very few states have the ability to electronically return fingerprint-based background check information due to the unique challenges it presents, and the MACHS Fingerprint Portal team had to create a new system from the ground-up while modifying and enhancing functionality of existing systems. All work was performed in combination with contract personnel.

This process improvement has led to an increase in efficiency that has not only saved the state countless man-hours due to the automated nature of the system, it also ensures that positions of trust can be cleared in a timely manner, thereby making Missouri a safer place to live, work, and visit.

*For additional information on this team's accomplishment contact Mary Beckwith at [Mary.Beckwith@dps.mo.gov](mailto:Mary.Beckwith@dps.mo.gov) or 573-751-5424.*

# EFFICIENCY/PROCESS IMPROVEMENT

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*Department of Public Safety (DPS), Missouri State Highway Patrol (MSHP)*

## **Team Members**

Pam Aberle (MSHP)	Ryan Badresingh (MSHP)	Sandy Bexten (MSHP)
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Lt. Steve Frisbie (MSHP)	Holly Haarman (MSHP)	Valerie Hampton (MSHP)
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# TECHNOLOGY IN GOVERNMENT

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## **FIELD TRAFFIC ALERT SYSTEM**

*Department of Transportation (MoDOT)*

### **Team Members**

Brandon Bell (MoDOT)

Chris Engelbrecht (MoDOT)

Stuart Harlan (MoDOT)

Jon Nelson (MoDOT)

Raymond Shank (MoDOT)

Mark Sommerhauser (MoDOT)

Julie Stotlemeyer (MoDOT)

For more information on this team's accomplishment contact Brittany Goetz at



*2016 GOVERNOR'S AWARD FOR  
QUALITY AND PRODUCTIVITY*



**NOMINATED TEAMS**

Teams nominated for the 2016 Governor's Award for Quality and Productivity by category.

# 2016 GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY

## *Nominated Teams*

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### CUSTOMER SERVICE

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#### **STRIPED MINI-ROUNDBOUT TEAM**

Department of Transportation (MoDOT)

**Contact:** Robert C. Brendel – 573-751-8717 / [Robert.Brendel@modot.mo.gov](mailto:Robert.Brendel@modot.mo.gov)

Jamey Asahl, Terry Blankenship, Kent Bohon, Trent Brooks, Bruce Green, Dirk Honeycutt, Cindy Kremer, Ryan Libbert, Bob Lynch, John Patterson, Jacob Ray, Danny Roeger, Erica Ross, John Schaefer

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#### **TROOP A MOTOR VEHICLE INSPECTORS**

Department of Public Safety (DPS)

**Contact:** Mary Beckwith - 573-751-5424 / [Mary.Beckwith@dps.mo.gov](mailto:Mary.Beckwith@dps.mo.gov)

John Albin, Bradley C. Nathan, Tony Caudle, Mike Dale, Donna Fields, Beth Manley, Robert Polen, Tobi Vance, Dave Vandemark, Kelly Weissinger

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### EFFICIENCY / PROCESS IMPROVEMENT

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#### **MODOT MOTOR CARRIER SERVICES GROUP SAFETY AUDIT TEAM**

Department of Transportation (MoDOT)

**Contact:** Robert C. Brendel – 573-751-8717 / [Robert.Brendel@modot.mo.gov](mailto:Robert.Brendel@modot.mo.gov)

Steff Copeland, Rod Harpenau, Matt Kiefer, Houston Schooler, Cody Wilson

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#### **POST DATABASE SECURITY AND CONSOLIDATION – TIGER TEAM**

Office of Administration Information Technology Services Division – Tiger Team, Department of Public Safety's Peace Officer Standard and Training Program

**Contact:** Sara Vanderfeltz - 573-751-0337 / [Sara.Vanderfeltz@oa.mo.gov](mailto:Sara.Vanderfeltz@oa.mo.gov)

Roseann Boehm, Nathan Bisges, Rashad Cleveland, Laura Eisterhold, Tyler Heinrich, Lukas Helmers, Gayla Kempker (DPS), Cheryl Nott (DPS), Christina Snodgrass (DPS), Jeremy Spratt (DPS), William Plate (DPS), Tammy Prater, Matt Prenger, Eveleen Stevens, David Veit, Nikki Veit, Derrick Youngblood

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#### **RESTRAINT REDUCTION INITIATIVE**

Department of Mental Health (DMH)

**Contact:** Janet Gordon – 573-751-8067 / [Janet.Gordon@dmh.mo.gov](mailto:Janet.Gordon@dmh.mo.gov)

Julie Bernstein, Terra Buzzanga, Machele Cleaveland, Shehnaaz Danak, Donna Delia, Anna Drexelius, Lisa Ellis, Christine Foster, Jenessa Jackson, Manisha Lele, Jim Mitchell, Crista Montgomery, Kathryn Mozley, Brandi Peoples, Amy Ramirez, Blake Schneider, Roy Wilson, Cate Woody

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# 2016 GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY

## *Nominated Teams*

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### EFFICIENCY / PROCESS IMPROVEMENT

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#### THE LEARNING CENTER

Department of Corrections (DOC)

**Contact:** Mary Ann Reeter – 573-526-6553 / [Mary.Reeter@doc.mo.gov](mailto:Mary.Reeter@doc.mo.gov)

Matt Raymond, Matt Short, Ian Wallace

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### INNOVATION

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#### MATERIAL LOAD INDICATOR LIGHT

Department of Transportation (MoDOT)

**Contact:** Robert C. Brendel – 573-751-8717 / [Robert.Brendel@modot.mo.gov](mailto:Robert.Brendel@modot.mo.gov)

James Bradford, Greg Buckner, John Caldwell, Stoney Dailey, Brent Grandstaff, David Ledgerwood,  
Troy Myers, Anthony Nichols, Jason Norris, Tom Osburn, Tom Rutledge

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#### DIVISION OF DEVELOPMENTAL DISABILITIES FEDERAL PROGRAMS UNIT

Department of Mental Health, Developmental Disabilities Federal Programs Unit (DDFPU)

**Contact:** Janet Gordon – 573-751-8067 / [Janet.Gordon@dmh.mo.gov](mailto:Janet.Gordon@dmh.mo.gov)

Rhonda Allen, Ron Berg, Angela Brenner, Melissa Knipp, Cory McMahon, Kathy Schafer, Shelly Summers

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#### MISSOURI STATE HIGHWAY PATROL IN-SERVICE TRAINING

Department of Public Safety (DPS)

**Contact:** Mary Beckwith – 573-751-5424 / [Mary.Beckwith@dps.mo.gov](mailto:Mary.Beckwith@dps.mo.gov)

Sgt. Charles J. (Joey) Day, Sgt. Kirk Davis, Sgt. Eric Keim, Jeanne Livers, Cpl. Trois Maloney,  
Sgt. Ken Robinson, Sgt. Brandon White

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# 2016 GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY

## *Nominated Teams*

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### TECHNOLOGY IN GOVERNMENT

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#### COMMISSION MEETING EBOOKS

Department of Transportation (MoDOT)

**Contact:** Robert C. Brendel – 573-751-8717 / [Robert.Brendel@modot.mo.gov](mailto:Robert.Brendel@modot.mo.gov)

Pamela Harlan, Debbie Jaeger (BoardVantage), Jennifer Jorgenson, Melinda Stumpe, Todd Walters

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#### EGD PORTAL

Department of Public Safety (DPS)

**Contact:** Mary Beckwith – 573-751-5424 / [Mary.Beckwith@dps.mo.gov](mailto:Mary.Beckwith@dps.mo.gov)

Kelly Allen, Tina Amick, Melissa Backues, Drew Biermann, Nikhil Deshpande, Kelly Florea, Cody Hanavan, Jim Horrom, Anthony Linhardt, Jared Looser, Todd Nelson, Rick Reynolds

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#### ELECTRONIC HEALTH RECORDS IMPLEMENTATION

Department of Public Safety (DPS)

**Contact:** Mary Beckwith – 573-751-5424 / [Mary.Beckwith@dps.mo.gov](mailto:Mary.Beckwith@dps.mo.gov)

Shirl Andre, Tom Baldwin, Tony Coco (BlueStrata Software), James Dennis, Joan Elwing, Eric Endsley, Brenda Ezell, Patty Faenger, Mark Fontana, Rob Gourley [DPS/OAITSD], Brad Haggard, Cathy Haynes, Jennifer Jeffers, Viviane Rains, Chanda Saultz, Jean Sherrill, Patrick Stevenson, Kim Taddeucci, Debbie Woirhaye

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#### GEOGRAPHIC INFORMATION SYSTEM (GIS)

##### MAPPING FOR HCBS SETTINGS ANALYSIS

Office of Administration (OA) / Department of Mental Health (DMH)

**Contact:** Sara Vanderfeltz – 573-751-0337 / [Sara.Vanderfeltz@oa.mo.gov](mailto:Sara.Vanderfeltz@oa.mo.gov)

Jane Perry (DMH), Tracy Schloss (OA), Cathy Solomon (OA), Kim Stock (DMH), Arnold Williams (OA)



*The 2016 Governor's Award for Quality and Productivity  
Coordinated by Center for Management and Professional Development  
Office of Administration, Division of Personnel*

<http://www.training.oa.mo.gov/>

*Find out more about the Governor's Award for Quality and Productivity by visiting:*

<http://www.training.oa.mo.gov/erp/index.htm>

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