# Governor's Award

## for Quality and Productivity

**Categories Include:**
Customer Service, Efficiency
and Process Improvement,
Innovation and
Pinnacle Award

*Governor of Missouri*

Coordinated By:
Office of Administration
Division of Personnel
Center for Management and Professional Development
http://training.oa.mo.gov

# 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.

19 nominations were received for consideration representing nine state agencies. Today we recognize and congratulate each winning team.

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# GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY
## SCHEDULE OF EVENTS

### WELCOME AND RECOGNITION OF DIGNITARIES

**EMCEE**
*Drew Erdmann, Chief Operating Officer*

**SINGING OF THE NATIONAL ANTHEM**
*Ashton Kever and Andrea Arwe, Department of Economic Development*

**KEYNOTE SPEAKER**
*Governor Michael L. Parson*

**AWARD PRESENTATIONS TO WINNING TEAMS**
*Drew Erdmann, Chief Operating Officer*
*Casey Osterkamp, Director, Office of Administration/Division of Personnel*

## Winning Projects

**Customer Service**

Unemployment Insurance Claims Intake
Cross-Training Initiative
*Department of Labor and Industrial Relations*

**Innovation**

Discover Nature Schools Team
*Department of Conservation*

**Efficiency/Process Improvement**

SLPRC - Nursing Recruitment and Retention
*Department of Mental Health*

Road to 100%
*Department of Revenue*

**Pinnacle award**

TMA (Truck Mounted Attenuator) Flagger
*Department of Transportation*

## Reception
*Reception on the Third Floor of the Rotunda hosted by the Office of Administration/Division of Personnel following award presentation*

# GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY
## SELECTION COMMITTEE MEMBERS

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**John Mosley**
Deputy Director, Division of Probation and Parole
Department of Corrections

**Sheila Tannehill**
Deputy Director, Children's Division
Department of Social Services

**Kerri Tuttle**
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

**Debra Walker**
Acting Deputy Director
Department of Mental Health

**Michelle Hallford**
Human Resource Manager
Governor's Office

# GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY

## WINNING TEAMS

# CUSTOMER SERVICE

## Unemployment Insurance Claims Intake Cross-Training Initiative
## Mo. Division of Employment Security
*Department of Labor and Industrial Relations*

### DOLIR Team Members

| | | |
|---|---|---|
| Amber Bicker | Matthew Hankins | Cassie Peterson |
| Jared Brockman | Ryan Hickey | Jason Pinkston |
| Amy Brune | Patty Loehr | Scott Stimson |
| Holly Bruno | DeSheila Milton | Anthony Vaughan |
| Robert Creek | Ron Miller | Candace Williams |
| Patrick Curry | JoAnn Molden | Darcy Woerner |

**The Challenge:** Every winter unemployment claims increase to account for seasonal layoffs predominately in the construction and tourism industries. It is not uncommon for nearly 25% of an entire year's initial Unemployment Insurance (UI) claims workload to occur during the winter months of December and January. This annual increase in claims regularly outstripped the capacity of full-time staff serving in the Unemployment Insurance Benefits Section resulting in more unanswered calls, increased average phone wait times, increased claims inquiry calls to the agency helplines, and increased time in resolving claims issues that may directly impact the claimants' timely access and receipt of benefits.

**The goal** of the project was to significantly improve responsiveness and customer service in processing UI claims. Primary target improvements were lower average wait times for customers, an increase in the number of calls answered, and a reduction in deflected calls effectively resulting in the timely processing of UI claims, quicker resolution of claims issues and ultimately greater customer satisfaction.

**Project Implemented:** The Employment Security Division leadership created a vision to handle the spike in initial UI claims. Management executed an agency-wide workforce development initiative and assembled a cross-divisional team for intensive initial claims intake cross-training.

Employees from every section of the Division of Employment Security received classroom simulation-based training and were then paired with experienced claims staff to both observe and put their training to use in a controlled setting. Over 100 staff members rose to the call, spending a portion of each week away from their regularly assigned duties to staff the front lines of the agency's claims center during the winter months.

This assistance not only assured a higher number of answered calls, but it enabled the more experienced fulltime Unemployment Insurance benefits staff to focus efforts on working more complex cases and issuing eligibility determinations in a more timely fashion.

**Results:** The initiative has had a measurable positive impact on the quality of services the agency provides its customers, which has resulted in the development of a stronger agency workforce with a greater understanding of the Division's mission and values. Comparing a five-week period ending the week of January 20, 2018, to the same period one year earlier, calls answered increased by 29%, average wait time decreased by 41%, and the total number of unanswered calls decreased by 72%.

This project has produced a sustainable model for quick deployment of resources to meet spikes in workload. Cross-trained staff are regularly engaged in claims intake to maintain skills for future use and to eliminate the need for retraining. Due to the success attained, plans include an expansion of cross-training to include other areas of the Division that experience seasonal fluctuations. Balancing the workload in these units will increase the quality and service for Missouri's workforce and businesses while creating growth opportunities for Division staff through expanded knowledge and experience.

Promoting the economic stability, employment, and fairness for Missouri businesses and workers while maintaining the integrity of the Unemployment Insurance program is the core mission of the Division of Employment Security and the Department of Labor and Industrial Relations. The Unemployment Insurance cross-training initiative is an exceptional example of the State of Missouri employees' commitment and dedication to public service and continuous improvement.

# EFFICIENCY/PROCESS IMPROVEMENT

## SLPRC - Nursing Recruitment and Retention
*Department of Mental Health*

### DMH Team Members

| | | |
|---|---|---|
| Cheryl Anderson-Hawkins, RN | Yvonne Finch | Jan Randazzo |
| Aaron Atkins | Jim Hanson, RN | Blake Schneider, LCSW |
| Bary Barham | Shaunte Harris, MSN | Nichole Scroggins |
| Gwen Boyd, MSN | Sherry Hill | Maggie Shepherd |
| Cathy Brown | Brittany King | Mary Steinhoff, MSN |
| Dakota Dancy | Michael McFarlane | Felix Vincenz, Ph.D. |
| Lisa Ellis, Ph.D. | Jim Mitchell, LCSW | Demetrius Wilson |

**The Challenge:** The St. Louis Psychiatric Rehabilitation Center (SLPRC) has been continually challenged with high turnover among its nursing ranks, regardless of skill mix, with unacceptable turnover in Psychiatric Technicians (PTs), Licensed Practical Nurses (LPNs), and Registered Nurses (RNs). In the course of two years, the entire population of PTs would be replaced more than twice over, with less than a fifth of the professional nurses remaining to provide the supervisory oversight and direction needed by a group of paraprofessionals that comprised 37% of the entire SLPRC workforce. This turnover of staff led to difficulties in continuity of care, staff and client safety concerns, and large supplemental overtime requests.

**The Goal**: Reduce the average number of PT, LPN, and RN vacancies, and reduce the annual turnover percentages of these classifications. For RN's alone, the goal was a 20% reduction in the turnover with a cost avoidance of $112, 872.

**Project Implemented:**
- Adopting a private sector schedule for RNs and LPNs
  - Conversion of RN/LPN shifts from 8 hours to 12 hours
  - Provision of the option for 0.9 FTE employment
  - Development of a Preceptor program
  - Conversion of vacant LPN positions to RNs
- Use of Robust Process Improvement to reduce costs, errors, and inefficient processes
- Commitment to Trauma Informed Care, recognizing pervasive chronic stress and trauma exposure in behavioral health settings
  - Adoption of an Assaulted Staff Action Program
  - Utilization of Alive and Well training provided by the St. Louis Regional Health Commission to mitigate the toxic health effects of chronic stress
  - Utilization of training adopted from the Racial Equity Learning Exchange
- Commitment to the enhancement of staff satisfaction for Direct Care Staff through the
  - Use of listening sessions
  - Movement away from a punishment/investigation model for staff discipline toward a system improvement model. This includes a commitment to
    - Career progression opportunities for PTs
    - Peer mentorship program for PTs
    - Commitment to hiring in anticipation of attrition

**Results:**
- Highlights of these efforts for FY18 were:
- For Psychiatric Technicians
  - 60.1% decrease in vacancies to a rate 1.3 % below the statewide benchmark for the Missouri Hospital Association (MHA)
  - 16.7% decrease in turnover
- For Licensed Professional Nurses
  - 40% decrease in turnover
- For Behavioral Health Registered Nurses
  - 54.2% decrease in vacancies to a rate 9.1% below the MHA benchmark
  - A 25% decrease in turnover, exceeding the hospitals initial cost avoidance of $112,872

**Impact on facility culture:** These accomplishments were exceptional in transforming the hospital's organizational culture and the safety of its environment for both patients and staff.

# EFFICIENCY/PROCESS IMPROVEMENT

## Road to 100%
*Department of Revenue*

### DOR Team Members

| | | | | |
|---|---|---|---|---|
| Jackie Bemboom | Karen Dudenhoeffer | Jamie Knipp | Ruth Otto | Ken Zellers |
| Alicia Carpenter | Mark Godfrey | Zachary Kueffer | Brooklyn Wasser | Emily Parks |
| Mike Davis | Steve Hoskins | Kayla Kueckelhan | Susan White | |
| Cindy Doss | Laci Haymart | Joey Plaggenberg | Dave Zanone | |

**The Challenge:** The Taxpayer Assistance Call Center (CATA) was answering an average of 29% to 33% of calls during the peak tax season (February to April). Call overflows also impacted the percentage of calls answered by the Motor Vehicle and Driver License Bureaus.

**The Goal:** For CATA and the call centers in the Motor Vehicle and Driver License (MVDL) Bureaus was to answer 100% of incoming calls, dramatically improving the customer experience for citizens and establishing a model as to how government can work better by establishing success measures, metrics and accountability.

**Project implemented**

- Department staff approached improving the CATA and MVDL answer rates from four directions.
    - Create analytical tools that would provide critical information on call center operations performance and use the information to improve performance
    - Motivate call center employees to increase their performance
    - Develop strategies to reduce the number of incoming calls to the call center
    - Increase the number of calls answered
- Data collection began regarding "why" callers were calling. The data was continually added into an Excel dashboard and was tracked over time.
- A **Comparison Report** was developed that tracks calls received, abandoned, or deflected, and the percentage of calls answered from one fiscal year to another.
- An **Incoming Call Type Report** was developed that compared the number and call types for any selected period. The collected data enabled the Department to identify trends by creating data points, rather than relying on anecdotal evidence.
- A **Daily Interval Report** was created showing call center performance intervals. An example of improvements made with this report was employee lunch schedules were restructured to ensure better call center coverage which led to fewer abandoned calls during lunch periods.
- The **Online Individual Income Tax Return Tracker** was revamped to clearly show where a return stood along the process and to allow customers to receive texts or e-mails to let them know when the return reached a new stage of processing.
- An **Employee Dashboard Report** was developed that
    - Enabled the department to collect performance information on individual agents
    - Enabled supervisors to share employee performance measures with agents during their Monthly Engage evaluations (Twenty three agents improved their dashboard measures)
- Call center improvements required commitment, dedication, and hard work by front line agents, their unit leaders, and their supervisors. Storyboards and other displays were introduced to show employees results and provide motivation.
- Strategies to reduce the number of incoming calls into call center included taxpayers being given the option of being informed via text or email when their return moved from one step to the next (over 53,000 took advantage of this option).
- Both process improvements and additional cash flow during the early portion of calendar year 2018, helped the Personal Tax Bureau reduce the number of days to issue refunds from 37.8 days in FY 2017 to 14.36 days in FY 2018 helping reduce refund inquiry calls.
- Enhancement of the **Call Center Interactive Voice Response System.**
- The Personal Tax Bureau reduced returns flagged for additional manual review, resulting in quicker processing times.
- Reduced handoffs by taking more information over the phone.
- In order to increase the number of calls answered when call volumes spiked, agency staff from other areas supplemented call centers.
- Peak season temporary employees were increased from 13 to 22,

**Results:**

- In FY 2017 -- 796,206 calls were received
- In FY 2018 -- 495,451 calls received (37% decrease)
- In FY 2017 -- an average of 29% to 33% of calls were fielded during peak season (February to April)
- In FY 2018 -- 81% to 89% of calls were fielded during peak season (February to April)

**Impact on agency culture:** While the initial focus of The Road to 100% was the Taxation Call Center, the Tax Division staff began sharing ideas across the department in weekly meetings. As the Road to 100% initiative ramped up, the Department's Driver License Call Center followed suit -- and reached 100% multiple times for the first time in recent history.

# INNOVATION

## Discover Nature Schools Team
*Department of Conservation*

### MDC Team Members

| | | |
|---|---|---|
| Stephanie McKinney | Lynn Goggins | Kevin Lohraff |
| Libby Block | Shawn Gruber | Marci Porter |
| Chris Cloyd | Carol Harris | Mark Raithel |
| Jeff Cockerham | Steven Juhlin | Matt Seek |
| Les Fortenberry | Kevin Lanahan | Cliff White |
| | | Regina Knauer |

**The Challenge:**  The Missouri Department of Conservation (MDC) for decades produced educational resources widely embraced by educators and enjoyed by students across Missouri, but its educational products (magazines, posters, publications, CDs and books) were often utilized as supplemental materials by educators.  As educational standards have become increasingly rigorous, the margin for supplemental or discretionary educational materials used by educators has narrowed.  MDC was faced with transforming its approach to education from producing supplemental educational materials, "a la cart items", into complete stand-alone curricular units that met strict state and national standards or risk losing its educational relevance.

The MDC Outreach and Education Division was tasked with addressing the challenge.  The pivot in educational program development required a sea change in thinking, creation of a curriculum development unit, partnership with the Department of Elementary and Secondary Education (DESE), and systemic feedback from science teachers across the state which ultimately led to the decision to attempt to create fully developed curricular units.

**The Goal:**  Develop an education program based on Missouri specific science curricula that met strict state and national standards for educational rigor and content that would be embraced by educators and ultimately students across Missouri.

**Project Implemented:** MDC developed the Discover Nature Schools (DNS) program for Pre-K through 12th grade.  DNS is a Missouri specific science curricular approach/educational framework that meets Missouri learning standards, national science standards, and the needs of students regardless of educational level or ability that fit the needs of teachers across the state and simultaneously fulfill the mission of MDC.  DNS components include:
- Provision of science education that fosters inquiry into nature-based education.
- Provision of financial assistance to schools for field trip reimbursement through non-competitive grants to engage students in the outdoors.
- Provision of field experiences that connect students with hands on, inquiry-based science instruction.
- Training to teachers via education consultants, who offer free grade level appropriate teacher workshops based on national and state science standards.
- Provision of curricular units that meet all diverse learners' needs including those with disabilities and Individualized Education Plans (IEP's).
- Provision of online Teacher Portal-discussion boards with equal access including remediation of publications to allow for Braille-to text reading and screen readers for the visually impaired.
- Provision of DNS workshops for Missouri teachers that provide curriculum for differentiated instructions strategies for nature-based education.
- Inclusive to all students including those with diverse educational and physical accommodation needs.

**Results**:  Missouri has become the first state to create such a comprehensive nature-based education curriculum.  The Department of Conservation's Discover Nature Schools Program was created utilizing groundbreaking partnerships with DESE and national teacher's organizations.
- Over half a million students have completed DNS units, of which the majority have re-enrolled for consecutive years.
- Approximately 90% of Missouri School Districts have used DNS curriculum.
- Showcased at National Science Teachers of America (NSTA) State and National conferences and in publications as inquiry–nature based educational model.
- DNS now serves as a model to numerous state conservation and natural resource agencies for educational curricular standard of excellence.

# PINNACLE AWARD

## TMA (Truck Mounted Attenuator) Flagger
*Department of Transportation*

### MODOT Team Members

Travis Teeter       David Eppright       Russell Fisher       Chris Zurn

Two MoDOT maintenance crew leaders were impacted when a MoDOT flagger and a contractor flagger were killed by motorists. They decided to come up with a way to get all flaggers off the roads to prevent future heartache.

With the help of two other employees, the team sketched some ideas and started fabricating and putting together an automated flagger mounted on a trailer which could be pulled by a MoDOT tractor.  After much trial and error, a prototype was created with a request to Federal Highway Administration (FHWA) to test this on a two-lane road.  The FHWA initially said no, but the team was persistent in addressing each of FHWA's concerns and received permission to do a pilot on an outer road. FHWA requires formal third party testing so the team met with the University of Missouri and FHWA to develop rigorous pilot testing criteria. The University of Missouri tested the automated flagger independently in a live work zone.  Test results showed motorists stopped sooner and further back.  Drivers also moved slower around the work zone when it was their turn to pass the TMA Flagger. The University of Missouri also created a simulator with computers and 3D imaging which produced the same test results – the TMA Flagger is more effective than a human flagger.

**The Challenge:**  Two individuals were struck and killed by motorists while on duty flagging traffic in a period of less than six months.  In response to these tragedies, a small but extraordinarily dedicated team of employees began developing a concept that evolved into the TMA Flagger.

Initially, the goal was to create a safer work environment for MoDOT employees, but the team evaluating the flagging process saw other opportunities.  The team working on this project quickly realized they might be able to create an automated flagger that would not only save lives but also benefit MoDOT customers by making different elements of traffic and traffic control safer and more effective while making MoDOT more efficient.

**Project Implemented:**  By rethinking the *flagging process* from the ground up, the MoDOT team began designing a completely automated flagger using equipment in a completely new and innovative way that drivers would instantly recognize.  What evolved was an automated flagging device that:

- o Completely removed MoDOT employee flaggers from the road's surface;

- o Used signage/equipment drivers often encountered including:
    - slow/stop paddles similar to signage on the sides of school buses,
    - flashing red and yellow signals similar to what drivers encountered at intersections with "lights", and
    - a three-color variable message board that could display large electronic signage such as stop signs;

- o Continued to work in harsh weather conditions when extreme heat or cold sometimes required human flaggers to postpone work or to move traffic along with frequent interruptions.

MoDOT combined all the equipment with an air horn and panic lights (used only when necessary) to signal motorists to either stop or move forward on a boat-style trailer pulled by a heavy-duty fleet vehicle.

Because MoDOT is a pioneer in the development of this type of vehicle, FHWA had to certify the TMA Flagger for road use before road testing could begin.  Following numerous mandated modifications, FHWA permitted road testing but also required independent testing by a third party, which was conducted by the University of Missouri.

**Results:** Since November 2016, MoDOT has utilized TMA Flaggers on the roadways of Missouri. Successful utilization of the prototype TMA Flaggers has led MoDOT to recently issue a request for proposal for the purchase of 44 TMA Flaggers that will be deployed across the state.  The TMA Flagger has drawn the attention of industry leaders, the Federal Highway Administration, and other state highway departments around the country.

While the TMA Flagger was initially designed to save the lives of MoDOT employees, it will also make MoDOT road work operations more efficient by facilitating the continuation of road projects when human flaggers would be removed from work zones due to extraordinarily hot or cold weather.

The creation of the TMA Flagger illustrates how a small team of MoDOT employees, motivated by a commitment to save the lives of their coworkers, invented a completely new device. They took responsibility for shepherding their creation through a complex federal certification process, prototype testing and, ultimately, adoption by the U.S. Department of Transportation for use on roads across Missouri.

FOR MORE INFORMATION ABOUT THIS PROJECT AND TEAM, PLEASE CONTACT PAIGE M. KEMPKER:
Paige.Kempker@modot.mo.gov OR *(573) 526-4142*

# GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY
## NOMINATED TEAMS BY CATEGORY

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## CUSTOMER SERVICE

### COMMUNICATING WITH CAMDENTON
Department of Natural Resources

**Contact:** Ed Galbraith / Ed.Galbraith.dnr.mo.gov

DNR/DEQ: Amanda Branson, Keith Brown, John Jurgensmeyer, Christine Kump-Mitchell, Jennifer Lamons, Eric Medlock, Chinwe Ndubuka, Amy Poos, Michael Stroh, Valerie Wilder;
DHSS/BE: Michelle Hartman, Lorena Locke;
Camdenton Industrial TCE Contamination Advisory Team;
Other Members: Pam Holley, United Technologies Corporation; Phil Morgain, City of Camdenton; Jesse Nickrand, Americas Modine Manufacturing Co.

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### GLOBAL LEADERSHIP SUMMIT/SECC
Department of Corrections

**Contact: Alana Boyles** / Alana.Boyless@doc.mo.gov

DOC: Mark Bartlett, Omer Clark, Allen Hughes, Steven Johnson, Melissa Lancaster, Matt Raymond, Bill Stange;
Southeast Mo.University: Raleigh Blasdell, Laura Krieger,
LaCroix Church: Willie Cunningham, Adam Newman, John Wade, Ron Watts

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### MISSOURI GAMING COMMISSION RULES REVIEW PROJECT
Department of Public Safety

**Contact: William K. Seibert, Jr.** / Bill.Seibert@mgc.dps.mo.gov

Terri Hutchison, Jennifer Hemmel, Melissa Stephens, Cheryl Alonzo, Ed Grewach, Carolyn Kerr

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### NATURAL BRIDGE SAFETY INITIATIVE
Department of Transportation

**Contact: Paige Kempker** / Paige.Kempker@modot.mo.gov

Jeffrey Bohler, Stephen Bushko, Michelle Forneris, Andrew Gates, Cathy Morrison, Shirlyn Myles, Eddie Watkins, Jr.

# NOMINATED TEAMS BY CATEGORY

## EFFICIENCY / PROCESS IMPROVEMENT

### PREVENTIVE SERVICES PROGRAM TEAM
Department of Health and Senior Services

**Contact**: **Julie Boeckman** / Julie.Boeckman@health.mo.gov

Jeffrey Bellamy, Julie Boeckman, Beth Cameron, Susie Connell, John Dane, DDS, FAAHD, DABSCD, Audrey Hendee, Ann Hoffman, Kally Kline, Molly McBride-Mooty

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### SUNSHINE LAW REQUESTS BACKLOG REDUCTION AND PROCESS IMPROVEMENT
Department of Natural Resources

**Contact: Dru Buntin** / Dru.Buntin@dnr.mo.gov

Stuart Baker, Helen Branch, Dawn Brooks, Candace Buford, Ronald Conley, Charlene Fitch, Jenny Gunier, Scott Huckstep, Jeff Huff, John Jurgensmeyer, Laura Luther, Angie McMichael, Amber Werdehausen

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### BUSINESS TAX REGISTRATION BACKLOG ROAD TO ZERO
Department of Revenue / Collections and Tax Assistance

**Contact: Natasha Prenger** / Natasha.Prenger@dor.mo.gov

Mallory Backman, Heidi Brake, Dorothy Brunk, Amanda Burkett, Kim Chambers, Steve Clark, Cindy Doss, Bryana Francis, Brittany Kandlbinder, Gary Miller, Stacia Nelson, Justin Nilges, Lisa Ordway, Samantha Phillips, Natasha Prenger, Madison Reynolds, Cheryl Stroup, Corey Tipton, Ruby Willmeno

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### AGENT INCIDENT REPORTING SYSTEM
Department of Conservation

**Contact: Cassey Kuester** / Cassey.Kuester@mdc.mo.gov

MDC: Randy Doman, Dean Harre, Joe Kirby, Cassey Kuester, Travis McLain;
Timmons Group: Stephanie Giovannetti, Jemima Johnson, Chris Lutz, Travis Walters

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### THE LOG BUSTERS
Department of Conservation

**Contact: Cyndi Voss** / Cyndi.Voss@mdc.mo.gov

Vernon Archer, Don Arnold, Jeff Arnold, Nathan Bess, Kevin Brunke, Bryant Chilton, Thad Holtsclaw, Pam Porting, Chris Scheppers, Ginny Wallace

# NOMINATED TEAMS BY CATEGORY

## INNOVATION

### COMMUNITY HEALTH WORKER PROJECT
Department of Health and Senior Services and Department of Social Services

**Contact: Kerri Tesreau** / Kerri.Tesreau@dmh.mo.gov

DHSS: Barbara Brendel, Steve Cramer, Sandy Hentges, Jennifer Hunter,
DSS: Kathleen Brown; Samar Muzaffar, Elizabeth Sissom, John Schneider;
Bill Dent, The Family and Community Trust; Dr. Jodi Heaps-Woodruff, Missouri Institute of Mental Health

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### OPIATE REDUCTION TEAM
Department of Health and Senior Services

**Contact:  David Lanigan** / David.Lanigan@health.mo.gov

Michael Boeger, Ryan Dooley, Christina Duncan, Terry Ellsworth, Samantha Farthing, Shane Gooden,
E.J. Jackson, Aaron Parks, Jeff Prosser, Craig Schnieders, Jeannine Thigpen, Karen Wallace

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### MISSOURI STATE HIGHWAY PATROL DIVE TEAM
Department of Public Safety

**Contact:  Lieutenant Mike Petlansky** / Michael.Petlansky@mshp.dps.mo.gov

Corporal Dean Bartlett, Trooper Billy Cole, Trooper Rob Garrett, Sergeant Charles Hoff,
Sergeant Kurt Merseal, Corporal Logan Monahan, Master Sergeant Chris Patton, Trooper Steve Peterson,
Corporal Adam Smith, Trooper Andy Ward, Lieutenant Mike Petlansky

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### MISSOURI STATEWIDE ALERT SYSTEM
Department of Public Safety/Missouri State Highway Patrol

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

Lori Bielawski, J. Corey Chaney, Hope Copas, Travis Grant, Jacob Hendrix, James Parks, Chris Parr,
J.D. Reece, Todd Schneider, Drew Wansing, Steve White, Harley Wilkins

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### SOUTHEAST MISSOURI STREET CRIMES TASK FORCE
Department of Public Safety

**Contact: Captain Jeffrey N. Vitale** / Jeffrey.Vitale@mshp.dps.mo.gov

Timothy J. Akers, Franklin C. Adams, Rodney W. Barker, Aaron A. Bennett, Billie L. Duckett,
Joshua S. Golightly, Perry C. Hazelwood, James E. Henry, James W. McDermott, Jacob Monteith,
Anthony D. Moody, Brent W. Mullin, Percy Owens, Martin G. Simmerman, Bradley P. Smith, Josh R.
Stewart, John M. Tomaszewski, John J. West, James E. Williams, Ryan J. Windham, Blake D. Wunderlich

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### JAWS (JULIE'S AUTOMATED WASTE-REMOVAL SYSTEM) DEBRIS REMOVER
Department of Transportation

**Contact: Paige Kempker** / Paige.Kempker@modot.mo.gov

Marcus Slaughter, Charles Zurn, Benjamin Sudheimer, Douglas Parson

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

**training.oa.mo.gov**

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*training.oa.mo.gov/erp/index.htm*

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