Governor's Award for Quality and Productivity

June 10, 2025

Michael Kehoe
Governor of Missouri

Welcome

Keynote Speaker

Award Presentations

Closing Remarks

GOVERNOR'S AWARD
QUALITY AND PRODUCTIVITY

The Governor's Award for Quality and Productivity (GAQP) is a team award that recognizes service excellence, efficiency/process improvement, and innovation in Missouri State Government. All winning projects must satisfy established requirements of effectiveness, responsiveness, and efficiency, achieving a quality that positions the project as a model of excellence in state government on a national level.

GAQP History

The GAQP was originally established in 1988. At that time, nominations for a completed project could be submitted and were then reviewed by a selection committee based on a set of criteria. Award winners were identified, and sometimes, multiple winners were recognized in one criteria area. Over the years, improvements have continued and in 2001, the use of specific award categories was introduced.

In 2010, the Pinnacle Award was implemented. This award is only recommended by the selection committee if, in their opinion, the nomination encompasses multiple award categories in a manner that exemplifies the spirit of the Governor's Award or exceeds all other nominations.

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

Missouri Disaster Medical Assistance Team 1 (MO DMAT-1)

Department of Public Safety - SEMA

Craig Armstrong, Matthew Aumiller, Sean Aylward, Deborah Baysinger, Stephen Beauter, Brad Berhorst, Scott Brasher, David Brown, Traci Brown, Sativa Chernicky, Collette Culver, Jason Gagnepain, Jeromy Geib, Timothy Hickman, Joseph Keary, Erin Keith, Kevin King, Lindsey Mericle, Marta Norman, Kevin Oliver, Kyler Oliver, Anthony Ramirez, Trisha Ruth, Thomas Sanders, Jim Smith, Troy Stottlemyre, Michael Updegrave, Jennifer Watts, Benjamin Whited, Beverly Winkert

When shots rang out and gunshot victims cried for help at the Kansas City Chiefs Super Bowl celebration on February 14, 2024, the State Emergency Management Agency's Missouri Disaster Medical Assistance Team (MO DMAT-1) was pre-positioned to respond thanks to in-depth planning and strong local partnerships. At the request of the Kansas City Fire Department, MO DMAT-1 had set up mobile medical units both inside and outside Union Station as part of the advance operational plan for the event. When violence erupted, DMAT team members worked jointly with KCFD, law enforcement and local medical personnel to quickly retrieve victims from the crowd and get them to the nearest medical tent where they were triaged, treated and stabilized for transport to the nearest hospital.

The team's lifesaving work that day was one of many successful outcomes because of MO DMAT-1's increased capacity and capabilities to respond to myriad medical and health care needs on an expedited basis. Since 2020, particularly because of the COVID-19 pandemic response, MO DMAT-1 has transformed into a rapidly deployable, fully equipped unit capable of providing highly specialized medical personnel for a multitude of mission assignments. MO DMAT-1 response teams have been configured to provide relief for overwhelmed hospitals and nursing homes, monoclonal infusion clinics, medical testing and vaccination assignments as well as first aid and higher levels of care at major public events – from Super Bowl parades to large concerts.

Nominated Teams

License Offices Bureau (Central Branch)
Department of Revenue

Taylor Duncan, Jennifer Hall, Melissa Harrell, Kendra Hemmel, Shelby Holtschneider, Nikki Kleffner, Trisha Likes, Gavin Magers, Aiden Miller, Dennis Newman, Missy Pyatt

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Survey Says, Feedback is a Gift
Department of Revenue

Cheryl Bosch, Heidi Brake, Alicia Carpenter, Cindy Doss, Cory Eikermann, Katie Hilkerbaumer, Elijah Hodgen, Zachary Johnston, Kristin Kempker, Jennifer Martin, Alissa Perkins, Natasha Prenger, Katie Rodriguez, Marina Sallas, Rhonda Schmitt, Sam Swoboda, Fernando Tascon, Katie Werdehausen, Susan White

One Team, One Bill
Department of Revenue

Elia Martinez, John McCarty, Stephen Odarczenko, Marina Sallas

The Missouri Department of Revenue's audit team is tasked with conducting compliance audits on businesses. Through a survey initiative to seek feedback referred to as the "Voice of the Customer" the audit team received valuable insight indicating the need to streamline billing notice issuance post-audit.

The term "audit" often induces stress, which contradicts the department's commitment to customer service. The department's auditors work hard to gain client trust and assist them in statutory compliance. However, once the audit was closed, the feedback we received noted customers faced confusion and stress from receiving multiple costly certified letters containing lengthy assessment notices. Previously, the department sent separate notices for each period with a liability. Since audits review a 3-year period, it could result in 36 periods—subsequently resulting in a flood of costly assessments. In 2021, 13,590 certified letters were sent for just 923 audits completed. Additionally, many customers believed they needed to pay multiple payments with added "convenience fees" for each submission.

The main goals of this initiative were to reduce customer frustration and financial burden to the department, while streamlining the assessment notification process and improve the customer experience without additional technology costs.

The One Team One Bill initiative transferred final billing responsibilities to the client-facing auditor allowing for personalized assessment delivery. This redesigned process included creating a consolidated billing notice, instituting quality checkpoints, conducting customer testing, revamping documentation, and educating staff on the new process. A phased rollout was completed by December 1, 2022.

In 2023, by utilizing this new consolidated billing method, the team reduced total costs, for customers and the department, from a projected $328,699 to $174,544, achieving a first-year savings of over $154,000. These ongoing savings will increase as material and postage costs continue to rise. Feedback indicates customers are less frustrated not having multiple billing notices at the close of an audit. The initiative has proven successful, with future savings opportunities on the horizon.

Efficiency and Process Improvement

Nominated Teams

Construction Project Unit (CPU)
Office of Administration

Shane Adams, Keith Bonnot, Rudolph Dallmeyer, Gary DeGraffenreid, Aaron Dunn, Zachary Eggen, Norbert Eisterhold, Wade Farris, Anthony Fisher, Luther Harley, Aaron Hutson, Craig Lepper, Angela Martin, Sam Massman, Steven Nix, Doug Patterson, Josh Ritter, John Ruppel, Joe Sanning, Eric Schollmeyer, Kevin Schulte, Greg Smith, Tammy Turner, Mark Turner, Brian Wilbers, John Wilson

Grants Transformation Team
Department of Health and Senior Services

Erin Corum, Misty Dennis, Gabrielle Hodges, Laura Kliethermes, Danielle Lehman

License Office Bureau
Department of Revenue

Madison Block, Taylor Boessen, Erin Elder, Jessica Fleaher, Alan Freeman, Sandy Gutshall, Connie Hunter, Kayla Kehl, Jonathan Magers, Amy McLain, Misty McManis, Linda Owens, Lisa Owens, Julie Powell, Missy Pyatt, Jennifer Roberson, Lewis Sheppard, Lesa Tenguma, Brian Terry, Brie Wells

Missouri Prison Research and Innovation Network (PRIN)
Department of Corrections

J Arends, Dana Cafourek, Dr. Kelli Cananda, Tara Derboven, Jason Gammon, Dr. Janet Garcia-Hallett, Ashley Gittemeier, Dr. Ashley Givens, Dr. Beth Huebner, Shayla Kennedy, Jason Morrison, Eljay Noel, Noemi Padilla-Nova, Charles Peeper, Jenni Rash, Lizzie Roberts, Josh Sullivan, Alex Wegs, Craig Wheeler

MOREuse Project
Office of Administration

Mike Adams, Leslie Berhorst, Lee Ann Blythe, Rob Didriksen, Cindy Dixon, Trevor Hosch, Lynn Ratchford, Rodrigo Ribeiro, Phil Seeley, Aaron Stalter, Leah Strid, Tim Townsend, Nikki Veit

Opioid Settlement Funds Reporting Website Team
Department of Mental Health (with OA-ITSD)

Logan Dunn, Kim Gerling, Bill Grant, Cindy Hassler, Richard Kliethermes, Aaron McKenzie, Jeff Ogden, Maria Saunders, Christine Smith, Lori Strong-Goeke, Adam Wilbers, Rikki Wright

Quick Reference Guide
Department of Corrections

Kimberly Bowers, Bill Bowyer, Marvin Brannum, Alan Butterworth, Ken Hovis, Nicki Perry, Christopher Probst, Chris Skaggs, Robin Thomas, Zackary Whitehead, Jamie Williams

Residential Services Unit Gaining Capacity to Better Serve Youth
Department of Social Services

Amy Clarridge, Michelle Govro, Derek Hill, Amanda Kroner, Sadonya LaBonte, Jodi Lodewegen, Angela Martin, Anna McAdoo, Robin Meadows, Katelyn Mertensmeyer, Keri Morrow, Charlene Neptune-Holmes, Kimberly Pearson, Dawn Rector, Jennifer Richter, Catherine Sims, Sara Smith, Elizabeth Steinmeyer, Laura Tibbets, Julie Wilbers

ShowMe Your ID—Missouri's Okta Implementation
Office of Administration
Office of Administration

Cory Anderson, Greg Augustine, Aiden Beer, Austin Carrier, Greg Colvin, Isaac Hayes, Kyle Heidlage, Shawn Ivy, Alex Kumwenda, John Laurent, James Maloy, Kevin Mengwasser, Paula Peters, Caleb Plemmons, Jared Schmidt, Tammy Sommerer, Blade Wood, Renee Wright, Jennifer Zimmerman

Fraud Finder Data Analytic Application

Department of Social Services

John Allute, Patrick Ashley, Justin Barbosa, Lora Brown, Dana Carrington, Matt Dudzik, Richard Ferrari, Kerry Howren, James Hutinger, Bridget Jackson, Magnus John, Julie Kendle, Sarah Kent, Laura King, Jimmy Maloy, Ian McClaflin, Eric Muenks, Girish Pillai, Raghavendra Pula, Kenneth Rhoads, Jay Robertson, Randy Shultz, Jordan Snyder, Michelle Vieth, Neefa Wilfred

The Welfare Investigative Unit (WIU) plays a vital role in addressing federal benefit fraud, particularly in the Supplemental Nutrition Assistance Program (SNAP). Initially relying on tips from the public and the Family Support Division, the WIU recognized the need for advanced data analytics due to increasingly sophisticated fraudulent activity.

To enhance its capabilities, the WIU launched a project to create an application that would search multiple databases for indicators of fraud and identity theft related to SNAP benefits. A significant $415,025 grant from USDA's Food and Nutrition Services facilitated a partnership with the Information Technology Services Division (ITSD), resulting in the timely development of the Fraud Finder Data Analytic Application.

By December 2023, the program had initiated 1,065 investigations, uncovering over $1.4 million in fraudulent claims and saving Missouri more than $2 million. This effort disqualified 623 SNAP beneficiaries and led to 37 criminal prosecutions.

The Fraud Finder application, designed for analyzing diverse data sources, effectively identified potential fraudsters, using tools such as Visual Studio and the Global Information Tracker for project management. Its implementation tripled investigation numbers and significantly improved WIU's standing, prompting increased training requests from neighboring states and greater opportunities for conference presentations.

Fraud Finder comprises five modules that collectively produce actionable fraud reports and has proven to be a success, backed by a dedicated team committed to mitigating identity theft and preserving the integrity of public assistance programs.

Nominated Teams

Behavioral Health Intellectual Developmental Disabilities Integration Efforts

Department of Mental Health

Jessica Bax, Nora Bock, Jessica Bounds, Tim Dygon, Rhi Evans, Lucas Evans, Rachelle Glavin, Nicole Jones, Julia LePage, Brent McGinty, Jennifer Munroe, Brad Ridenour, Noble Shaver, Angeline Stanislaus, Amber Stockreef, Amy Volkart, Wendy Witcig

Empowering Dads

Department of Corrections

Spencer Colliattie, Stanley Knipp, Lisa Maher, Justin Page, Andrew Poet, Ashley Wells

ITSD Onboarding Program

Office of Administration

Angela Anderson, Michelle Buechter, Teresa Byrd, Tara Dampf, Christian Henley, Zach McDaniel, Kimarley Mowatt, Jeff Patridge, Travis Rehagen, Cally Vandegriffe, Starr Zahner

Missouri Citizen Journey Mapping

Office of Administration

Angela Anderson, Dana Augustine, Kyle Bisges, John Ferrier, Cynthia Hassler, John Laurent, Erin Lepper, Bobby McKee, Kimarley Mowatt, Rebecca Moyers, Brandon Ousley, Eric Pahl, Paula Peters, Ben Reinkemeyer, Aaron Stalter, Doug Starr, Steven Tackett

NECC Dynamo Community Experience

Department of Corrections

Larry Allen, Ashlie Brooks, Heather Cartwright, Kristie Cutt, Ricky Hays, Chris Powell, Sara Ream, Sandra Sheppard, Clay Stanton, Kim Weatherford-Williams

Peer Specialist Initiative Team

Department of Corrections

Heather Albach, Danielle Bellamy, Melissa Boss, Lynnette Creed, Kristin Cutt, Taylor Hagenhoff, Annie Herman, Scott O 'Kelley, Shari Lockett-Hamilton Amy Parkhurst, Jennifer Payne, Jasmine Yoder

Transformation of Rural Community Health

Department of Social Services

Debbie Anderson, Abigail Barker, Tim Braun, Tony Brite, Rachel Butler, Justin Clutter, Jana Cook, Alex Daskalakis, Kathryn Dinwiddie, Tara Dull, Dianne Heffron, Jenna Hicks, Melissa Hope, Christina Jenks, Kim Johnson, Kirk Mathews, Michael Mitchell, Tabitha Stanfast, Leslie Stevenson, Jodi Woodruff

SHARE MO

Office of Administration (with DCI, DED, DHEWD, DHSS, DOC, DOLIR, DOR, DPS, DSS, and MDA)

Danielle Briot, Cara Burrows, Erin Center, Brenna Davidson, Mychal Graham, Matt Hankins, Bobby McKee, Rebecca Moyers, Millie Plunkett, Heather Rhodes, Rachelle Sharpe, Toni Sneller, Leah Strid, Dylan Whitlock, Ashley Woodruff

Statewide Sequential Intercept Model (SIM) Mapping

Office of Administration

Nora Bock, Rachelle Glavin, Patricia Joyce, Kathy Lloyd, Gary Lynch, Brent McGinty, Angie Plunkett, Roger Prokes, KC Rafferty, Jeanette Simmons

Thank You to the GAQP Selection Committee

Bill Foster
Department of Revenue

Shartina Campbell
Department of Social Services

Rick Kuttenkuler
Department of Corrections

Karen Miller
Department of Transportation

Mike O'Connell
Department of Public Safety

Adam Perkins
Department of Health &
Senior Services

Tyler Trusk
Department of
Economic Development

Debra Walker
Department of Mental Health

Colette Weckenborg
Department of
Natural Resources

The Governor's Award for Quality and Productivity is coordinated by the Office of Administration Division of Personnel