

January 2017

Sergeant Jason Glendenning

Trooper Tyler Zimmerman

Troop I

Missouri State Highway Patrol

Department of Public Safety



Sergeant Jason Glendenning and Trooper Tyler Zimmerman were chosen due to their heroic actions on the waterways of the Niangua River. Following a flood event they deployed their jet boat proactively searching for trouble areas. They located an area where the river flow was sweeping into a larger tree, creating a strainer. Strainers are formed when an object blocks the passage of larger objects, but allows the flow of water to continue. These objects can be very dangerous for individuals floating into the area because the force of the water can pin a body against the strainer and eventually push the body under the water.

Before Sergeant Glendenning and Trooper Zimmerman could even attempt to reduce the strainer by cutting tree limbs, multiple individuals on the waterway were put in harm's way at this location. Sergeant Glendenning and Trooper Zimmerman went above and beyond to save the lives of multiple individuals. They maneuvered their boat into the dangerous area on multiple occasions, entered the water, and placed themselves in harm's way to protect the lives of the citizens in danger.

February 2017

Randall Willoughby

Water Pollution Permitting and Assistance Unit Chief
Department of Natural Resources



Randall Willoughby's co-workers say he "respects time as though it were a natural resource." Since accepting the position of Southwest Regional Office Water Pollution Permitting and Assistance Unit Chief with DNR, Randall has made a significant impact to the unit, leading to an increase in office efficiency.

Beginning his first week, he generated a myriad of template changes that enhanced the clarity of letters sent to facilities reducing the time spent dealing with contradictions in wording which generates calls from constituents. He implemented the use of electronic signatures on form letters, cutting the processing time in half for the technical support staff.

His philosophy is doing something correctly and building on it. His willingness to innovate, exceptional trouble-shooting skills, ability to foster a receptive attitude of cooperation and brainstorming among his employees further improves his impact on office efficiency. The value he places on his employees is just one of the reasons he is so respected among his peers.

March 2017

Brent Willeford

Environmental Engineer
Department of Natural Resources



Brent Willeford is a creative environmental engineer with a pleasant demeanor who is highly skilled at relaying technical information in terms anyone can understand. His ability to work with the EPA, local land owners, local governments, and the general public along with his skill as an engineer has led to his work on several high profile projects involving the Hazardous Waste Program Superfund Section and the Land Reclamation Program's Abandoned Mine Land Unit.

He completed the design for two separate projects associated with the West Ken mining site in Jasper County. His work allowed the designs to be completed in a short time frame, which minimized the engineering cost and provided more funds to be used on the West Ken site cleanup.

He also provided engineering assistance to the Superfund Section and Missouri State Parks for ongoing cleanup actions at the St. Joe State Park at Park Hills related to the historic lead mining that occurred within the park boundary.

Due to erosion issues that occurred in 2015, he determined a design error had contributed to the problem. Discovering the error allowed the parties to begin a redesign effort and to determine what corrective actions needed to occur. He also assisted the Superfund Section by completing a design for a maintenance problem that had persisted for several years on the Annapolis Lead Mine site in Iron County.

April 2017

Tina Brooks

Eligibility Specialist
Department of Social Services



Recognizing the impact that the Department of Social Services makes on the lives of others, Tina Brooks made building office morale in her work unit her mission. Using her own time and funds, Tina came up with an innovative way to encourage her coworkers and make them aware of the impact they have not just in the office, but also in community. After receiving approval, Tina began leaving anonymous gifts on desks to help her coworkers realize that their hard work was making a difference. She felt it was important for everyone to be aware that having a good attitude can make all the difference, and she developed a slogan: “Change your atmosphere.” Her hope was that this would have an impact on office morale and would contribute to an all-around positive atmosphere.

As part of her effort, Tina also organized “National Gratitude Day” within her office, a day where she offered her coworkers a small gift in recognition of their hard work and dedication. Her kind gesture had an immediate impact, and her idea quickly spread to three additional offices.

Tina also created “giving trees” for each office, a place where employees could make tags to hang from the tree and state what gift they brought to their job, as well as gift bags to place under the tree stating what gift their job gave them. These trees are now a staple in the office and are used year-round, serving as a reminder of the great work each employee is doing and keeping the spirit of gratitude alive.

May 2017

Rebecca “Becky” Cantrell

Nursing Assistant
Department of Public Safety



Rebecca “Becky” Cantrell has worked the overnight shift from 11:00 p.m.-7:00 a.m. at the Missouri Veterans Home in Warrensburg for 12 years where her commitment to caring for Veterans transcends all normal expectations. She is often called in on very short notice to serve Veterans by covering shifts. When on duty, her kind heart,

contagious laugh, and sweet smile have a big impact on the Veterans she serves.

Becky is a highly skilled caregiver and is vigilant regarding the prevention of contractures with proper positioning during the night and is careful to quickly share important information about Veterans with other nurses. She is not just an exceptional caregiver, she is also a leader. Serving as a mentor for new employees, she plays an important role training new Certified Nurse Assistants, even if that means working several shifts in a row. She is also there for her co-workers on a personal level who may be having a rough day and is always there to lend an ear in their time of need.

Working for Veterans in her community, Becky works with other Certified Nursing Assistants at the Warrensburg Veterans Home to purchase gifts for all 50 veterans in her neighborhood during the holidays.

June 2017

Kindra Beiseman

Correspondence and Information Specialist
Department of Social Services



Kindra Beiseman finds herself connected to many people in the community through her position with the Department of Social Services. She makes it her mission to be as helpful as possible, and she tries to make herself accessible to anyone who may need help.

Over time, Kindra became connected to an elderly individual who called her for help frequently, and she was always eager to help them in any way she could. After not hearing from this individual for a while, Kindra became concerned. Soon after Kindra learned that this client had been seriously injured and was receiving treatment at a local hospital. Through contact Kindra learned that their injuries were the result of abuse.

Kindra was faced with a difficult decision. The elderly client she wanted desperately to help was concerned about reporting the true cause of their injuries. Kindra knew how important it was for this individual's safety to report the abuse, and after much consideration she made the call to report it.

Kindra's decision, although a difficult one, reflects her great character. While she didn't want to go against anyone's wishes, she knew that not reporting the abuse could potentially leave the individual exposed to future abuse and more serious injuries. Kindra's willingness to help others potentially saved this client from future harm and abuse. Her actions truly illustrate that caring for others sometimes involves making hard choices.

July 2017

Trooper Robert North

Troop C

Missouri State Highway Patrol

Department of Public Safety



Trooper Robert North is being recognized for his involvement with a case that demonstrated his continued initiative and self-motivation in removing illegal narcotics from society. Trooper North arrived at the scene of a motor vehicle crash to find EMS personnel treating a male driver for a drug overdose. Due to Trooper North's initiative

to investigate further, multiple police agencies, including those in Illinois, solved burglaries and pending criminal cases in their jurisdictions. A consensual search of the driver's residence led to the seizure of over 100 wholesale prescription pill bottles containing 13,358 pills, numerous syringes, smoking pipes, and a bag of marijuana. Trooper North assisted in determining that the wholesale prescription pill bottles were linked to a recent pharmacy burglary in DeSoto, MO. While searching the residence, several components of automated teller machines were located. They were later linked to several recent ATM machine thefts in the surrounding area. The driver and his wife confessed to multiple crimes.

The commitment to removing illegal narcotics from society is reflected in Trooper North's outstanding record of drug arrests over the course of his career with the Missouri State Highway Patrol.

August 2017

Clifton Parker

Investigator

Department of Social Services



Clifton Parker's hard work and dedication helped him thoroughly investigate and uncover a long-term welfare fraud conspiracy scheme. Clifton tracked three people acting to defraud the state and the U.S. Department of Agriculture (USDA) for years. He found that these individuals were using 233 different EBT cards

belonging to other individuals to unlawfully purchase more than \$145,000 worth of merchandise from numerous retailers.

Over time he developed leads, tracked purchases, collected evidence, interviewed witnesses, watched countless hours of video surveillance, and issued subpoenas. Clifton was able to pull all of the information together in a comprehensive report, which the United States Attorney's Office then acted on.

Clifton's tireless work ethic, attention to detail, and ability to work with multiple federal, state and local agencies led to federal indictments of the three people involved. These individuals were arrested by the USDA and the U.S. Marshall's office for Supplemental Nutrition Assistance Program (SNAP)/Food Stamp Fraud and Conspiracy to Commit SNAP Fraud. Once the suspects were in custody, Clifton completed the interviews that allowed investigators to obtain confessions.

September 2017

**Sergeant Kurt Merseal
Corporal Bryan Silverthorn**

Troop I

Missouri State Highway Patrol

Department of Public Safety



Sergeant Kurt Merseal and Corporal Bryan Silverthorn are being recognized for their actions in rescuing individuals captured by the unprecedented flooding which occurred in late April 2017. On April 30, 2017, they responded to the Meramec River which had reached a record flood stage. The river had risen to a level where it was several hundred feet wide. They responded to a report of an adult and two juveniles in the water and clinging to trees. They located the victims but due to the extraordinary width of the river it was impossible to reach the three victims by boat because they were in the trees 45 feet from shore.

Thus, Sergeant Merseal and Corporal Silverthorn relied on their rescue swimming training. They entered the extremely swift water, which was swift and littered with floating debris and swam a rope and lifejackets to each of the victims. Before they could secure all three victims the youngest lost her grip and fell into the water. Sergeant Merseal dove into the river and retrieved her before she could be swept away. They then

October 2017

Nathan Koffarnus

Epidemiology Specialist
Department of Health and Senior Services



Nathan Koffarnus, in response to the Zika virus outbreak, helped develop and implement a process to ensure Missouri residents had access to Zika testing. A primary component of the testing process is prior approval from an epidemiologist. This must be acquired before a medical provider can submit specimens for testing to the Missouri State Public Health Laboratory. To ensure accurate tracking, he facilitated a highly effective specimen submission process by volunteering to be available anytime a call for Zika testing was received. He became the "go-to" epidemiologist to assist in conducting screenings, ultimately approving approximately 20 percent of all those being tested for Zika at the state lab.

Nathan also used the insight he gained from medical providers across the state to improve the Zika screening process. He created fillable forms and continually updated these forms used to track Zika investigations in order to avoid transcription errors. Nathan became an essential part of the Department of Health and Senior Services response to Zika.

November 2017

Democrito “Crito” Saberon

Custodial Worker
Department of Public Safety



Democrito “Crito’s” infectious, positive personality has won over Veterans, co-workers, and visitors of the St. James Veterans Home. One example illustrates the impact he has had on the St. James Veterans Home. There was a Veteran who seldom interacted with others and routinely preferred to not participate in routine care.

Crito developed a great relationship with the Veteran who came to really enjoy interacting with Crito. This relationship lead to a transformation in the care the home was able to provide due to the Veteran’s willingness to embrace the care. Crito’s capacity to connect and ability to care transcends all his job responsibilities at the Veterans Home.

December 2017

Adam Crouch

Fire Investigator
Department of Public Safety



Adam Crouch's outstanding investigative work, determination in solving arson cases, and identifying arson suspects is reflected in the results he produces. He continues to impress colleagues with his drive, expertise and professionalism. Adam also generously embraces opportunities to support other agencies in any way possible.

His commitment to serving others transcends his dedication to his assigned workload. While off duty he helped someone needing medical assistance he encountered on the river. Adam is also a community leader. He volunteers to organize events involving police officers and firefighters in an effort to raise money for the YMCA Back Pack Buddies Program which benefits lunch programs for school children. Adam works tirelessly to make communities safer and improve the lives of those less fortunate.