

2017

Missouri State Employee Award of Distinction

Jacinda Thudium

Category: Human Relations

Nominated by:

Shay Bond, Dianna Clark-Chapman, DeeDee Balch, Megan McCarty,
Shelly Abbett, Merry Lawson, Kim Boessen, Amanda Goeller,
Katie Gilbert, and Angela Johnson-Townsend
Office of Administration



Jacinda Thudium

*Risk Manager
General Services*

Jacinda Thudium is the State Risk Manager in the Office of Administration, Division of General Services. She manages the Central Accident Reporting Office, which self-insures most State of Missouri employees for workers' compensation purposes. Additionally, she also manages a claims unit that processes claims filed against the State Legal Expense Fund and oversees the state safety, loss control and prevention coordinator.

Nominated by her entire team, Jacinda is a leader and teacher who during her first year as Risk Manager has dramatically improved employee morale and increased productivity by empowering and inspiring co-workers.

Jacinda increased morale by promoting from within the office, instituting flexible work schedules and increased communication. She instituted creative brainstorming sessions to develop new ideas to improve the work flow. She carefully listens to suggestions, is inclusive, gives everyone the opportunity to share their talents and gives excellent feedback to her team. When working on projects, she reaches out to employees for their input and ideas.

Jacinda increased productivity among claims adjusters by reassigning their clerical duties like filing and copying which allowed claims adjusters more time to concentrate on complex claims activities. Jacinda is a strong leader that has transformed the work environment in a very short period of time.