

# 2009 Governor's Award for Quality and Productivity

## Missouri State Employee Work Teams Recognized for Innovative Processes to Maximize Taxpayer Resources

On Thursday, October 15, Commissioner of Administration, Kelvin Simmons, awarded the prestigious Governor's Award for Quality and Productivity (GAQP) to four state employee work teams in a ceremony held in the Rotunda of the State Capitol Building in Jefferson City.

This is the 21st year the GAQP has been awarded to state employee work teams whose accomplishments serve as an example of continuous improvement, quality and productivity in Missouri State Government. Governor Nixon issued the following statement: "As we strive every day to serve the citizens of Missouri, the challenges we face mean that we constantly have to figure out how to do more with less," Gov. Nixon said. "The four teams that are being presented with this year's Governor's Award for Quality and Productivity represent the best in innovative thought, and serve as examples for all of us in maximizing our limited taxpayer resources."

This year, 25 state employee teams applied for the GAQP in the categories of: Customer Service, Efficiency, Innovation, Process Improvement, and Technology in Government.



Above Keynote speaker Commissioner Kelvin Simmons gives remarks on the winning teams accomplishments.

For more information on this event, contact Denise Osborne, the Event Coordinator at 573-526-4554 or at [Denise.Osborne@oa.mo.gov](mailto:Denise.Osborne@oa.mo.gov).

The Office of Administration, Division of Personnel is proud to provide the following information about the winning team in each award category.



### CUSTOMER SERVICE

*Traveler Information Map [TIM]*  
Department of Transportation

The Missouri Department of Transportation's Traveler Information Map has revolutionized online communication with Missouri travelers. Now there is a one-stop information location for weather-related road conditions, work zones, flooding and incidents on major routes. No such information tool existed in one location before and hundreds of thousands of Missouri travelers are using it regularly.

The Traveler Information Map [TIM] has solved problems, increased efficiency, improved the customer experience, and upgraded communications with Missouri travelers by using cutting-edge online technology. TIM also added new layers of previously unavailable information not available on previous maps which now includes flood conditions and incidents on major routes. The map, launched in September 2007, uses Google technology resulting in no additional cost to the taxpayer.

Since its inception more than 1.5 million individual visitors have turned to it for road information. During inclement weather and flooding it is common for map to break 100,000 visitors per event. Several television stations have fed the map directly to their own web sites and the link to the map is often displayed during live weather reports.

TIM lets Missouri travelers look at highway conditions before they ever leave their home or offices. They can make informed decisions on travel and detours before they drive into a snow-covered road or find a low water bridge unexpectedly closed.

Not only does TIM save travelers time and inconvenience, but the map may also be used as a public safety information tool in saving lives of Missouri citizens.

For additional information on this team's accomplishment contact Troy Pinkerton at [Troy.Pinkerton@modot.mo.gov](mailto:Troy.Pinkerton@modot.mo.gov) or at 573-526-0123

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### **INNOVATION**

#### ***Missouri Show Me Bright Futures Project***

Department of Health and Senior Services / Department of Mental Health / Department of Elementary and Secondary Education / Office of Administration / Georgetown University / University of Missouri-Columbia Missouri Student Success Network / Practical Parenting Partnerships / Missouri School Boards Association Missouri Head Start / St. Louis University

The Missouri Show Me Bright Futures' vision is that every child deserves to be healthy, experience joy, have self-esteem, have caring family and friends, and believe that he or she can succeed in life.

Approximately 20 percent of children and adolescents suffer from mental health problems that result in mild functional impairments and an estimated 10 percent have moderate to severe impairments. Only a fraction of these children receive adequate services. To address this public health crisis, the departments of Health and Senior Services and Mental Health invited local leaders from mental health, schools and public health to common tables in regional settings.

The Missouri Show Me Bright Futures Project sought to engage communities to implement a public health model to prevent mental illness and plan for the healthy physical, social and emotional development of their children. The Missouri Show Me Bright Futures goals are to promote mental health in children, adolescents and their families; provide prevention, early recognition and intervention strategies in health and education settings, and encourage partnerships and collaboration between professionals, families, and communities.

Eight-hundred Missouri citizens met in regional seminars over a two-year period to discuss children's mental health and to learn from each other. At the state level, additional partners were identified and state planning team was developed. Currently, the state planning team is working intensively with three communities in a training academy. These three communities will be the first Missouri Show Me Bright Futures communities. The communities will then become mentors to the next communities.

Missouri has a new paradigm: A Public Health Approach to Mental Health. We are focusing on promotion of mental health, prevention and early recognition of psychosocial problems and mental disorders.

Contact Sharmini Rogers at [Sharmini.Rogers@dhss.mo.gov](mailto:Sharmini.Rogers@dhss.mo.gov) or at 573-751-6266 for additional information on this team's accomplishment.



### **PROCESS IMPROVEMENT**

#### ***Offender Finance Office***

Department of Corrections

The Missouri Department of Corrections (DOC) releases over 18,000 offenders annually and the offenders were given up to \$200 from their personal account and additional funds for transportation if needed, all in the form of cash. Remaining balances of their personal accounts were provided to the offenders in the form of a check. Institutional couriers picked up offender release funds from Central Office then transported the funds back to the institution. Petty cash funds were utilized when offender releases were processed with short notice.

To address the inefficiencies of this process the Offender Finance Office (OFO) launched a pilot Debit Card Program for offenders released from the DOC. The resounding success of the pilot program has been implemented at all DOC institutions, and has also been duplicated by several companies now offering a similar service to state departments of corrections nationally.

The offender Debit Card Program has allowed the DOC to process offender releases more efficiently, timely, and most importantly, securely. Below are just a few of the benefits resulting from the implementation of this program, both for the department and the offender.

- Eliminates the need for release cash
- Releases are processed more quickly and efficiently
- Releases can now be processed after 5 pm and on weekends
- Virtually eliminated the theft or loss of cash assets
- Offenders have instant access to all of their funds
- Offenders do not have to locate a place to cash
- Offenders do not have to absorb check cashing fees
- Offenders are able to recover their funds if the card is lost or stolen
- Offenders have a private PIN number to access their funds
- The cards are good at any business that takes debit /credit cards
- Customer service is available 24 hours a day, 7 days a week via a toll-free number and a website provided by the issuer of the cards

The offender Debit Card program highlights the DOC's commitment to the Missouri Reentry Process to increase public safety and decrease victimization by preparing offenders to be productive, law-abiding citizens.

Contact Lenard D. Lenger at [Lenard.Lenger@doc.mo.gov](mailto:Lenard.Lenger@doc.mo.gov) or at 573-526-6441 for additional information on this team's accomplishment.

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### TECHNOLOGY IN GOVERNMENT

I-70 Online Public Meetings Team  
Department of Transportation (MoDOT) / HNTB Corporation

The I-70 Online Public Meetings were held in support of the I-70 Supplemental Environmental Impact Statement. This innovative public involvement tool collaboratively created by MoDOT and HNTB Corporation was Missouri's first-ever electronic public meeting and is believed to be only the second such online meeting in the country.

The tool was developed to engage motorists, travelers, and other I-70 stakeholders across the state. The project stretched over a 200 mile corridor snaking through rural and urban regions. In such an environment, the difficulties of organizing, publicizing, and implementing multiple meetings needed to reach across the state would have been enormous.

MoDOT and HNTB moved the update meeting to the Internet to take advantage of convenient features such outreach offered stakeholders. The online meeting could be accessed 24 hours a day, seven days a week at [www.improvei70.org](http://www.improvei70.org). A video simulation and electronic versions of informational displays regarding important data and concepts could be replayed or downloaded by stakeholders to absorb at their own pace. A survey and study team contact tools enabled people to get specific questions and concerns addressed immediately, ensuring stakeholders had full access to the process, and the online meeting was supplemented with informal listening sessions at three locations within the corridor.

Due to the innovative approach, up to 10 times as many people attended the online public meeting as had attended previous physical meetings at a cost comparable to or less than onsite meetings. More than 525 participants accessed the online meeting, and 87 completed the survey. The associated listening sessions at O'Fallon, Columbia and Oak Grove resulted in the study team interacting with another 65 people.

Since this first effort at holding a public meeting online, a number of other MoDOT projects have utilized the technique, not as a substitute for a traditional, face-to-face meeting, but as a way to broaden the agency's reach and incorporate more opinions into the decision making process.

*For additional information on this team's accomplishment please contact Gloria Andrews at 573-526-3637 or at [Gloria.Andrews@modot.mo.gov](mailto:Gloria.Andrews@modot.mo.gov)*

### RECEPTION

Following the Award Ceremony a reception for team members, their invited guests, and dignitaries was held on the 3rd Floor of the Capitol Rotunda

