

2012 Governor's Award for Quality and Productivity

Missouri State Employee Work Teams Honored for Creating Ongoing Processes to Enhance State Government Services for Missouri Citizens

On Wednesday, October 24, 2012, four state employee work teams were awarded the prestigious Governor's Award for Quality and Productivity (GAQP) during a special ceremony held in the Rotunda of the State Capitol Building in Jefferson City.

This is the 24th 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.

This year 25 state employee teams applied for the GAQP in the categories of: Customer Service, Efficiency/Process Improvement, Innovation, and Technology in Government. In a continuing effort to improve the intent of this unique program the nomination process was recently revised to create the Pinnacle Award that is awarded when, in the opinion of the Selection Committee, one nomination clearly encompasses multiple award categories in a manner that exemplifies the spirit of the GAQP or exceed all other nominations.

In a news release dated October 23, Governor Nixon issued the following statement: "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." Governor Jay Nixon said. "These teams of remarkable and creative individuals are improving the lives of Missourians every day, and I laud their tremendous accomplishments and contributions to the stat of Missouri."



Above: Keynote speaker, Doug Nelson, Acting Commission for the Office of Administration, gives remarks on the winning teams accomplishments.

For more information on this event please contact Denise Osborne, the Program Coordinator, at Denise.Osborne@oa.mo.gov or at 573.526.4554.

The Office of Administration, Division of Personnel's Center for Management and Professional Development is proud to provide the following information about the winning team in each award category.

EFFICIENCY / PROCESS IMPROVEMENT State Parks Youth Corps Team

Department of Economic Development and Department of Natural Resources



Above far left and center — Julie Gibson, Director of the Dept. of Economic Development's Division of Workforce Development, and Bill Bryan, Director for the Dept. of Natural Resource State Parks give remarks on the accomplishment of the State Parks Youth Corps Team. Above far right Bill Bryan and Sara Parker Pauley [Director of the Dept. of Natural Resources—pictured left], Doug Nelson [Acting Commissioner of Administration—center] and Julie Gibson and Chris Pieper [Director of the Dept. of Economic Development—right] pose with winning team members.

The State Parks Youth Corps [SPYC] is a cooperative effort between the Department of Economic Development's Division of Workforce Development and State Parks, a Division of the Department of Natural Resources. Using a variety of federal funding sources, the program has provided summer jobs for Missouri youth within state parks and historic sites. These jobs give youth the opportunity to gain valuable work experience and introduce them to possible future careers in state parks and natural resources.

The first two years were funded by Workforce Investment Act Discretionary Funds and the 2012 program is supported by Community Development Block Grant funds and Neighborhood Assistance Program tax credits.

Since SPYC was a new program in 2010, many details and processes needed to be worked out by both agencies to ensure it was a productive and effective program; this required cooperation from all levels of both agencies. The result has been a very positive experience for all involved, especially the participating youths, the state parks, and their visitors.

Staff from both agencies worked together to make several improvements to the program to help alleviate some of the initial challenges. The total hours a youth could work was increased from 240 to 400 so that productivity could be increased and less time was spent on training. A statewide consistency in the hiring process and associated paperwork was also implemented. Funds in 2012 were also set aside to hire former SPYC to help supervise the new crew, thus helping with the shortage of full-time staff to do so.

The program was renewed for 2011 and 2012 and the positive response to the program continues. As a result of SPYC, Missouri's state parks and historic sites have been enhanced and improved. In a time of budget cuts, SPYC program has provided resources to complete projects that may have never been possible otherwise. In turn, the youth have been provided work experience and the opportunity to learn new skills while being introduced to possible careers in natural resources and state parks. Ninety-three percent were unemployed when they were hired. Local economies also benefit from the youth being employed and the enhanced state parks continuing to draw visitors to the area.

Positions and responsibilities varied from routine maintenance and trail construction to interpretation and social media skills. In the first year alone more than 25 structures were reroofed, 650 miles of trail were signed and blazed and 145 videos were developed for the Missouri State Parks website.

For additional information on this team's accomplishment contact Laura Hoskins at 573-522-6371 or Laura.Hoskins@ded.mo.gov or Jennifer Terry at 573-751-6788 or Jennifer.Terry@dnr.mo.gov.

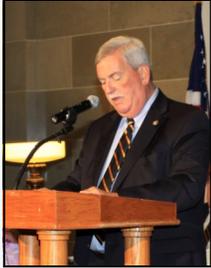
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INNOVATION

Missouri Storm Aware

Department of Public Safety and the Office of Administration



Above left— Jerry Lee, Director of the Dept. of Public Safety gives remarks on the accomplishment of the Missouri Storm Aware team. Right, Doug Nelson [Acting Commissioner of Administration] and Jerry Lee [left] pose with winning team members.

The Department of Public Safety [DPS], State Emergency Management Agency [SEMA], and the Office of Administration Information Technology Services Division [OA-ITSD] partnered to create the Missouri Storm Aware Web site [<http://stormaware.mo.gov>] to better educate Missourians about tornadoes and severe storms. The team set out to rethink the way tornado and severe weather safety information is communicated to the public. For instance, the National Weather Service Central Region Service Assessment [report] following the May 22, 2011 EF-5 Joplin tornado included:

- For the vast majority of surveyed Joplin residents, the first risk signal for an imminent severe weather threat came via the local community siren system.
- Several of those interviewed expressed confusion associated with the single 3-minute siren alert, thinking the threat was over once the sirens had ceased.
- The majority of surveyed Joplin residents did not immediately go to shelter upon hearing the initial warning.

The team also researched existing online tornado safety information and found it very limited and unlikely to stimulate viewers' interest. As a result, the Storm Aware Web site includes unique and professional quality videos that demonstrate the best way to take shelter in specific structures – houses, mobile homes, schools, etc. Videos feature experts that clearly explain why certain locations within a structure are safer than others and also point out common misunderstandings about tornado sirens and the importance of using weather alert radios to receive initial severe weather warnings and to understand when the threat has passed.

The team also wanted to ensure Missourians are aware of free severe weather alert services available across the state so that they will be more prepared as storms approach. Through collaboration with local safety agencies and media outlets, a database of free severe weather text alert services was developed and appears on the web site. The site also makes it easy to distribute the valuable information presented on the web site across the internet. The project uses social medial platforms allowing anyone to embed Storm Aware Web site content. Many organizations, including media outlets and emergency management agencies, have already embedded content.

In less than three months, there were more than 25,000 visitors to the Storm Aware site, the emergency alert texts data set have been accessed almost 60,000 times and the videos have been viewed more than 17,000 times. Hopefully the success of Missouri Storm Aware will result in fewer lives lost and fewer injuries suffered as a result of severe storms.

For more information on this team's accomplishment contact Mary Beckwith at 573-751-5424 or Mary.Beckwith@dps.mo.gov.

TECHNOLOGY IN GOVERNMENT

Emergency Action Planning for High Hazard Potential Dams in Missouri

Department of Public Safety and Department of Natural Resources



Above left Ryan Mueller, Director of Water Resources for the Dept. of Natural Resources, gives remarks on the accomplishment of the Emergency Action Planning for High Hazard Potential Dams in Missouri team. Right—Doug Nelson [Acting Commissioner of Administration / left in photo], center—Ryan Mueller and Sara Parker Pauley [Director of the Dept. of Natural Resources], right—Jerry Lee [Director of the Dept. of Public Safety] pose with winning team members.

Dams and reservoirs play an important part in enhancing the quality of life in Missouri and often serve multiple functions for communities such as flood protection, water supply, irrigation, erosion control, and recreation. For these reasons, many of the reservoirs in Missouri are located in or adjacent to populated areas where they can provide citizens with a number of the benefits mentioned above. The Department of Natural Resources recognizes these needs and is committed to helping ensure the integrity of these structures and the safety of nearby residents. For this reason the Department's Water Resources Center is leading an effort to develop Emergency Action Plans, or EAP's, for all regulated high hazard potential [HHP] dams in Missouri by 2014.

Approximately 470 of the 681 regulated dams in Missouri are classified as HHP dams. HHP dams receive this designation due to the potential for significant loss of life and/or property and infrastructure damage if the dam were to fail and release a floodwave downstream. An EAP is a written plan that provides guidance for evaluation of potential dam safety emergencies, emergency response activities, and potential evacuation of downstream dwellings and facilities. EAPs contain critical information such as emergency call lists and notification procedures, lists of downstream residents, structures and infrastructure, a flood inundation map, and a list of available resources to draw upon during an emergency.

A critical component of an EAP is a flood inundation map that depicts the downstream area of flooding, arrival time of the floodwave, and the locations of dwellings and other critical infrastructure that would be impacted if a dam were to fail. Project team engineers develop inundation maps using Light Detecting and Ranging [LiDAR] data that represents the best available topographic evaluation data [i.e. a highly accurate map of the landscape]. LiDAR data is managed with Geographic Information System software [ArcView] where stream cross sections are constructed at key locations such as bridges, culverts, and at numerous locations along the steam profile. Results are then transferred back into ArcView where the maximum water surface elevation [the zone inundated by the floodwave] is mapped on both a topographic map and an aerial photograph.

EAPs are presented to dam owners and county emergency management officials during regional workshops. Dam owners verify the accuracy of the information in the plan and complete the EAP in cooperation with the county Emergency Management Director. This project exemplifies a successful working partnership that has raised awareness of dam safety issues while enhancing emergency preparedness and response capabilities.

Contact Jennifer Terry at 573-751-6788 or Jennifer.Terry@dnr.mo.gov for additional information on this team's accomplishment.

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PINNACLE AWARD DM 3700

[nominated in the Innovation Category]

Department of Mental Health and Department of Social Services



Above left — Dr. Keith Schafer, Director of the Dept. of Mental Health [left in picture] and Brian Kinkade, Interim Director of the Dept. of Social Services, give remarks on the accomplishment of the DM 3700 team. Right - Doug Nelson [Acting Commissioner of Administration], center, Brian Kinkade and Dr. Keith Schafer pose with winning team members

The DM 3700 project saves lives and reduces Medicaid costs by improving the quality of health care of Missouri HealthNet [MHN] participants with serious mental illness and multiple medical conditions. The Department of Mental Health [DMH], in partnership with the MHN, and through its administrative agents and six affiliate agencies, reaches out to Medicaid recipients who have a serious mental illness but are not clients of DMH and are high-cost Medicaid recipients with chronic medical conditions.

These high cost/high risk individuals are enrolled in the Community Psychiatric Rehabilitation [CPR] program and are referred to a substance abuse treatment program if appropriate and receive care coordination and disease management services for both their behavioral health and medical conditions. Every four months DMH analyzes MHN claims for any new patients meeting the enrollment criteria and selects a new group of high cost/high risk individuals to target outreach and engagement in DM 3700.

The strategies used for improving their care and reducing their costs are:

1. Obtaining a "healthcare home" - a primary care or behavior health provider responsible for overall coordination;
2. Health screening for common chronic medical illness and risk factors;
3. Assisting in scheduling and keeping medical care appointments;
4. Prevention and wellness services;
5. Facilitating adherence to medications; and
6. Using Health Information Technology [HIT] to coordinate care, identify care gaps, and manage chronic illnesses.

These services and interventions have:

Improved Health Outcomes – The Healthcare Status Screening found 89.8% with physical needs, 74.8% with dental needs, 75.4% with vision needs, and 55.9% with emergency needs. Case managers and nurse care managers work to meet those needs.

Reduced the state's overall costs for providing care and treatment to these MHN participants. Preliminary estimates of cost savings are \$345 Per Member Per Month [PMPM] actual cost savings for clients enrolled for over 6 months. If adjusted for projected trend, the savings may exceed \$1,000 PMPM.

DM 3700 is making a real difference for real people.

For additional information on this team's accomplishment contact Janet Gordon at 573-751-8067 or Janet.Gordon@dmh.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



Reception attendees enjoyed petit fours, cookies, pimento cheese and pimento cheese filled philo cups, brownies, nuts, mints and punch.



Attendees at the reception enjoyed music provided by Jefferson City High School String Quintet members:

- Andrew Bailey—Violin
- Breanna Bursmyer—Violin
- Latricia Hardin—Viola
- Patrick Ordway—Cello
- Bass—Alex Bennett

