Jay Nixon

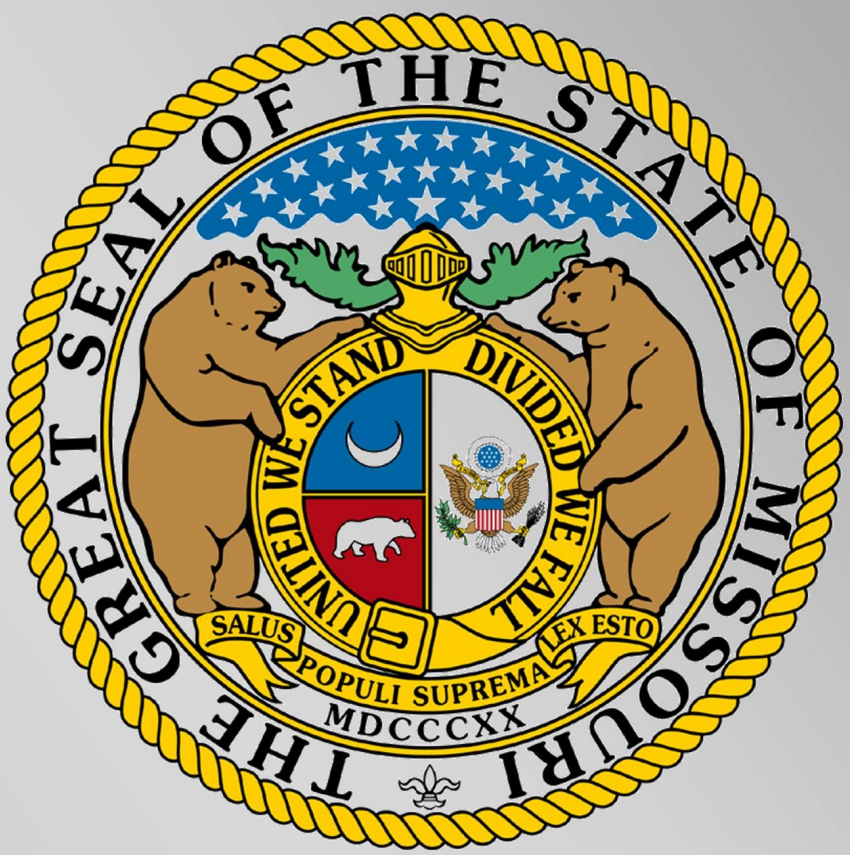
Roger Wilson

Matt Blunt

Mel Carhahan

Bob Holden

John Ashcroft



the

Governor's Award

for

Quality

and

Productivity

2014

2014 GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY

Program Description

The Governor's Award for Quality and Productivity (GAQP) is a team award recognizing service excellence, efficiency, innovation, technology, process improvement, and employee development in Missouri State Government. Teams employed by the State of Missouri, who successfully complete a project with another section, division, department, agency or community organization, are eligible to submit a nomination.

Nominations must provide documentation which may include, but is not limited to, background information, procedures, and measurable impact of the project nominated. All winning projects must meet established requirements of effectiveness, responsiveness, and efficiency of such quality that would make the project a model of excellence in state government nationally.

The GAQP Through the Years

The GAQP was originally established in 1988. At that time, nominations could be submitted for a project that was completed and received department/agency approval. The nominations were reviewed by a Selection Committee based on a set of criteria. Award winners were identified, and sometimes multiple winners were awarded in one criteria area.

Improvements continued to be made to the GAQP over the years. In 2001, the use of specific award categories was introduced. Although this change enhanced and strengthened the GAQP process, more than one team could still be selected as a winner in each category. In 2005, the Selection Committee revised the selection process to only select and award one team project per category. The most recent enhancement to the GAQP program was the implementation of the Pinnacle Award in 2010. The Pinnacle Award is not available for nomination. It is only used (recommended) by the Selection Committee if, in their opinion, the nomination clearly encompasses multiple award categories in a manner that exemplifies the spirit of the Governor's Award, or exceeds all other nominations.

Today the GAQP may recognize one winning team in the categories of: Customer Service, Efficiency/ Process Improvement, Innovation, and Technology in Government, to serve as a model of efficiency, quality, and effectiveness for other work teams in Missouri State Government to follow.
This year 20 nominations were received for consideration representing eighteen (18) state agencies and several community partners. We recognize and congratulate each winning team.

THANK YOU!

2014 GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY

SELECTION COMMITTEE MEMBERS

Andrea Beck
Chief Financial Officer, Division of Accounting
Department of Elementary and Secondary Education

Mara Campbell
Former Director, Customer Relations
Department of Transportation

Cari Collins
Director, Division of Human Services
Department of Corrections

Tim Decker
Director, Division of Youth Services
Department of Social Services

Allan Forbis
Director, Center for Management and Professional Development
Division of Personnel
Office of Administration

Mary Hoskins
Chief, Office of Human Resources
Department of Health and Senior Services

Mike O'Connell
Director of Communications, Director's Office
Department of Public Safety

Rachel Potts
Director, Division of Administration
Department of Economic Development

Wanda Seeney
Public Information Officer/Community Outreach and Marketing Director
Commissioner's Office
Office of Administration

Debra Walker
Director, Office of Public Affairs
Department of Mental Health

The 2014 GAQP Awards Ceremony

Winning team members and guests gather in the Capitol Rotunda for the 2014 GAQP.

On Thursday, October 30th, winning team members and their guests, along with state officials and dignitaries gathered in the Capitol Rotunda for the 26th Annual Governor's Award for Quality and Productivity.

Ceremony Emcee, Nancy Johnston, Director of the Missouri Division of Personnel, gave the opening remarks and welcomed team members, state officials, dignitaries and guests. Johnston's remarks included acknowledgement of the 20 teams who submitted nominations, and the commitment this shows to the State of Missouri. She then introduced Keynote speaker, Doug Nelson, Commissioner of the Office of Administration.

Commissioner Nelson remarked on the accomplishments of the winning teams, stating that the winners of the 2014 GAQP prove that producing quality work is no accident.. It results from a deep appreciation of the public trust; and a commitment to provide the best value for the resources entrusted to us.

Following Commissioner Nelson's remarks, each winning team's department or division director was introduced to talk briefly about their team's accomplishment, the team's contribution to the State of Missouri, and then to introduce each team member by name. Following this, Commissioner Nelson returned to the stage to give each department or division director their own agency award, and then joined each agency director or division director to personally congratulate each winning team member with their own individual award. Each winning team also had the opportunity to have a picture taken with their department or division director, and Commissioner Nelson.

2014 GAQP Emcee, Nancy Johnston, Director, Division of Personnel/Office of Administration.

2014 GAQP Keynote Speaker, Doug Nelson, Commissioner, Office of Administration

For more information on this event please contact Ashley Brown, Event Coordinator, at Ashley.Brown@oa.mo.gov or 573-526-5320

For more information about the Governor's Award for Quality and Productivity Click on the following link:

Missouri Governor's Award for Quality and Productivity

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.

2014 GAQP Award for Efficiency and Process Improvement

Digital Forensic Investigative Unit—DFIU

The Digital Forensic Investigative Unit (DFIU) - made up of members of the Division of Public Safety, Missouri State Highway Patrol, Division of Drug and Crime Patrol - investigates crimes facilitated by digital devices and the Internet, as well as recovers data from digital devices in support of criminal investigations. The proliferation of digital devices and exploding use of those devices by children and adults has led to an increase in the number and severity in child exploitation complaints and offenses. In the past three years, DFIU has taken significant steps to redirect its focus on an investigation of offenses involving the sexual exploitation of children.

Colonel Ron Replogle, Superintendent, Missouri State Highway Patrol, introduces the award-winning DFIU team.

In 2011, the DFIU began to take a more aggressive and holistic approach to reducing Internet facilitated child sexual exploitation cases with the primary goal of investigating child pornography file sharing networks and the enticement of children on social media. Another major objective of any State program is to work within existing budget constraints. Therefore, it was determined that a collaborative effort with other state agencies, in addition to applying new investigative techniques using existing hardware and software whenever possible, would lead to greater efficiency and cost reduction to the program in general.

Task force officers from the Department of Revenue and State Technical Assistance Team were brought into the unit based on their specific skills. Surplus state computers were used to download child pornography files to advance investigations, and a case tracking database was developed in-house using existing software, saving over $30,000 in what a commercial product would cost. In addition, the unit used grant money from Internet Crimes Against Children (ICAC), to convert an existing crime scene van, first purchased in 1997, into a mobile forensics laboratory. By using the DFIU to develop leads and initiate investigations, unit members can leverage the numerous local law enforcement agencies across the state to complete the investigation, execute search warrants, and affect suspect arrests.

Since initiating this program there have been several direct and measurable outcomes. The DFIU has initiated 49 child pornography investigations, ten arrests and other indictments are anticipated or pending. In 2014 alone, DFIU officers have arrested three local classroom schoolteachers for child exploitation offenses. DFIU was nominated for the 2014 GAQP by Capt. Sarah L. Eberhard.

Commissioner Doug Nelson, John Mollenkamp, Acting Director of Dept. of Revenue, Director Brian Kinkade, Dept. of Social Services, and Col. Ron Replogle, Superintendent, Mo. State Highway Patrol with members of the award-winning Digital Forensic Investigative Unit Team.

2014 GAQP Award for INNOVATION
Missouri Eat Smart Child Care

Gail Vasterling, Director of the Dept. of Health and Senior Services, presents the MESCC team.

In January, 2010, the Department of Health and Senior Services, Bureau of Community Food and Nutrition Assistance (CFNA) launched its obesity prevention project titled Missouri Eat Smart Child Care (MESCC). The project aims to improve the health and preschool readiness of Missouri's children by encouraging child care providers to meet the Missouri Eat Smart Guidelines, which provide nutrition and nutrition policy recommendations that exceed the minimum standards set by the U.S. Department of Agriculture (USDA) and state licensing requirements.

There is no state or federal mandate for this project, and participation by child care facilities is voluntary. The guidelines were developed by a team of nutrition and child care specialists who wanted to be proactive in preventing childhood obesity. The guidelines are based on the 2010 Dietary Guidelines for Americans, USDA's MyPlate, and the Institute of Medicine recommendations. Child care facilities that improve the nutritional quality of their meals and adopt practices that promote healthy eating are recognized as MESCC facilities.

Throughout Missouri, there are currently 135 child care centers and three family child care homes that have received recognition as Missouri Eat Smart Child Care facilities serving a combined 7,345 children, of which 76 percent are from low-income families

MESCC has fostered collaborations between internal and external partners, built networks and brought funding opportunities to the state that have broadened the project's impact. The collaborations that have developed create an innovative model of program outreach and implementation that has reached a far greater number of individuals and child care facilities than could ever have been reached by just one organization and one that can be followed and utilized by other state agencies and organizations. MESCC was nominated for the 2014 GAQP by Ann McCormack.

Commissioner Doug Nelson and Director Gail Vasterling shown with the Missouri Eat Smart Child Care team.

2014 GAQP Award for TECHNOLOGY IN GOVERMENT

FREQUENCY ACQUISITION TEAM, MISSOURI STATEWIDE INTEROPERABILITY NETWORK

MOSWIN

As the 9-11 attacks demonstrated so dramatically in New York, first responders to emergencies are often hampered by using completely different communications systems that do not allow responders from different disciplines to communicate with one another (e.g. police, fire and EMS.) The Missouri Statewide Interoperability Network (MOSWIN) is a land mobile radio communications system that provides interoperability among state, local, and federal public safety agencies, and is the product of ingenuity and creative partnerships to accomplish a major technological advance in public safety communications across Missouri.

Andrea Spillars, Deputy Director, Department of Public Safety, presents the MOSWIN team.

The state MOSWIN team, consisting of skilled individuals from Department of Public Safety, the Missouri State Highway Patrol, and The Missouri Office of Homeland Security with management and oversight from the Department of Public Safety Office of the Director, had to develop creative strategies to overcome the major technological hurdle created by a very limited number of available radio frequencies necessary to complete the system. To build MOSWIN, the team had to develop a strategy to acquire and allocate VHF High Band Frequency spectrum differently than ever before. The strategies developed, which included incentives and partnerships with other public safety agencies to contribute frequencies, have resulted in the system exceeding usage expectations within the first 12 months of operation and enhanced collaboration among state and local public safety agencies.

Since MOSWIN became operational in January 2013, the system has over 19,000 individual public safety users and is used as the primary day-to-day radio communications system for more than 100 local public safety agencies around the state. In addition, over 700 law enforcement agencies currently utilize MOSWIN for interoperable communications with any one or all of the other 700 agencies across the state.

While other states have implemented similar systems, MOSWIN is a model for creating local/state partnerships and effectively using existing assets to overcome technological and financial challenges. MOSWIN was nominated for the 2014 GAQP by Andrea Spillars.

Commissioner Doug Nelson and Deputy Director Andrea Spillars, Dept. of Public Safety, with members of the award-winning MOSWIN team.

2014 GAQP Award Reception

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

Reception attendees were treated to a delicious assortment of finger foods, fine cheese and fruit, along with the delightful melodies of the Jefferson City High School String Quartet.

This annual event is made possible through the efforts of the winning teams, their department coordinators and directors, and numerous volunteers whose selfless assistance creates a memorable experience for some very deserving individuals and their guests.

If you would like to know more about the
Governor's Award for Quality and Productivity
please visit our website:

http://www.training.oa.mo.gov/erp/index.htm

A Very Special

Thank You!

For many years, Denise (Osborne) Ferguson, Personnel Analyst in the Division of Personnel's Center for Management and Professional Development, has coordinated the Governor's Award for Quality and Productivity, along with many other State of Missouri employee recognition programs. Her passion for people, and dedication to her job was a catalyst in making the GAQP what it is today.

This year, Denise will be retiring from state government, after leaving her "mark" on this critically important program.

To commemorate Denise's tireless efforts, at the conclusion of this year's ceremony, Nancy Johnston, Director of the Division of Personnel, surprised Denise with a framed certificate, signed by Governor Jeremiah (Jay) Nixon. The certificate stated:

"The Governor's Award for Quality and Productivity extends great respect and appreciation to Denise Ferguson for her years of unswerving dedication, commitment, coordination and leadership in the ongoing success of this prestigious employee recognition program." Jeremiah W. (Jay) Nixon, Governor.

Please join us in wishing Denise the happiest of retirements, and the best in the years to come.

Denise, thank you for your service. You will be missed.

Denise Ferguson, Personnel Analyst II, proudly shows her Certificate of Appreciation during the 2014 GAQP Awards Ceremony.

Denise accepts her certificate from Nancy Johnston, Director, Division of Personnel.