



# 2015 GOVERNOR'S *Award* for Quality and Productivity

CUSTOMER SERVICE

EFFICIENCY/PROCESS IMPROVEMENT

INNOVATION

TECHNOLOGY IN GOVERNMENT

Governor Jeremiah W. (Jay) Nixon

Coordinated By:

Office of Administration

Division of Personnel

Center for Management and Professional Development

[www.training.oa.mo.gov](http://www.training.oa.mo.gov)



# 2015 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, nominations were received for consideration representing six (6) state agencies and several community partners.



# 2015 GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY

## SELECTION COMMITTEE MEMBERS

**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  
Office of Administration/Division of Personnel*

**Shari LePage, CPA**

*Chief Budget Officer, Division of Accounting  
Department of Elementary and Secondary Education*

**Karen Miller**

*Organizational Performance Specialist, Transportation Planning  
Department of Transportation*

**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*

**Tuck VanDyne**

*Director, Office on Women's Health  
Department of Health and Senior Services*

**Debra Walker**

*Director, Office of Public Affairs  
Department of Mental Health*



# The 2015 GAQP Awards Ceremony

On Thursday, October 29th at 1:30 p.m., winning GAQP team members and their guests, along with state officials and dignitaries gathered in the Capitol Rotunda for the 27th Annual Governor's Award for Quality and Productivity.

This year, additions were made to enhance and emphasize the importance of the GAQP Awards Ceremony. The ceremony began with the Presentation of the Colors by the Department of Corrections Honor Guard. In addition, two singers, Carey Cossey and Nakisha Blankenship, both employed by the Department of Corrections, were chosen through a statewide audition process, to individually open the ceremony with the National Anthem and close with God Bless America.

Ceremony Emcee, Nancy Johnston, Director of the Missouri Division of Personnel, then welcomed GAQP Award winners, dignitaries and guests and acknowledged the 15 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, and the results come 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.



Honor Guard Presenting the Colors.



Carey Cossey sings The National Anthem.



Nakisha Blankenship sings God Bless America.



Ceremony Emcee, Nancy Johnston, Director, Division of Personnel/Office of Administration, welcomes everyone.



Commissioner Nelson presents Col. J. Bret Johnson, Superintendent, MSHP and Lane Roberts, Director, Dept. of Safety with 2015 GAQP Awards.



Commissioner Nelson presents Conservation Director, Robert Ziehmer with a 2015 GAQP Award.



# 2015 GAQP Award

## Efficiency and Process Improvement

### *MISSOURI AUTOMATED CRIMINAL HISTORY SITE (MACHS) FINGERPRINT PORTAL*

*Department of Public Safety [DPS], Missouri State Highway Patrol [MSHP]*

Each year, the average person puts their life, or the lives of those they love, under the responsibility and care of countless strangers that they have never met. Positions of trust such as nurses, teachers, foster parents, pharmacy technicians, and police officers all have a powerful influence over our lives and many times have access to our personal data. Due to these factors, timely and accurate background checks of those in position of trust have become as important as ever.

Prior to the MACHS Fingerprint Portal, agencies and applicants had to wait ten days or more to receive the results of their fingerprint background checks. This wait time delayed all hiring/licensing decisions for these agencies and thereby reduced the effectiveness of applicant processes. With the implementation of the MACHS Fingerprint Portal, agencies and applicants may now receive background check results in a greatly expedited manner.

Very few states have the ability to electronically return fingerprint-based background check information due to the unique challenges it presents, and the MACHS Fingerprint Portal team had to create a new system from the ground-up while modifying and enhancing functionality of existing systems. All work was performed in combination with contract personnel.

This process improvement has led to an increase in efficiency that has not only saved the state countless man-hours due to the automated nature of the system, it also ensures that positions of trust can be cleared in a timely manner, thereby making Missouri a safer place to live, work, and visit.

*For additional information on this team's accomplishment contact Mary Beckwith at [Mary.Beckwith@dps.mo.gov](mailto:Mary.Beckwith@dps.mo.gov) or 573-751-5424.*



#### **MACHS Fingerprint Portal Team Members**

|  |                                      |   |
|--|--------------------------------------|---|
| <b><i>Pam Aberle (MSHP)</i></b>        | <b><i>Ryan Badresingh (MSHP)</i></b> | <b><i>Sandy Bexten (MSHP)</i></b>         |
| <b><i>Howard Carter (MSHP)</i></b>     | <b><i>Kerry Creach (MSHP)</i></b>    | <b><i>David Donaldson (CPI)</i></b>       |
| <b><i>Lt. Steve Frisbie (MSHP)</i></b> | <b><i>Holly Haarman (MSHP)</i></b>   | <b><i>Valerie Hampton (MSHP)</i></b>      |
| <b><i>Carol Kampeter (MSHP)</i></b>    | <b><i>Michael Khan (CPI)</i></b>     | <b><i>Tim Love (MSHP)</i></b>             |
| <b><i>Linda Lueckenhoff (MSHP)</i></b> | <b><i>Maria Martinez (CPI)</i></b>   | <b><i>Capt. Larry Plunkett (MSHP)</i></b> |
| <b><i>J.D. Reece (MSHP)</i></b>        | <b><i>Greg Roberts (CPI)</i></b>     | <b><i>Erik Snyder (CPI)</i></b>           |
| <b><i>Kevin Thurman (MSHP)</i></b>     | <b><i>George Wang (CPI)</i></b>      |   |

# 2015 GAQP Award

## Technology in Government

### *MO HUNTING MOBILE APPLICATION*

*Department of Conservation (MDC)*

The Department of Conservation wanted to make it quicker, easier, and more convenient for existing hunters and anglers to interact with the Department for permit purchases and for the checking of hunter harvests.

The MO Hunting project developed a mobile application to be used by hunters and anglers when hunting or fishing in the State of Missouri. It provides hunters and anglers the ability to perform functions such as purchase and download permits, telecheck their harvest, and view their permit and telecheck history from their mobile devices.

In the past, obtaining these services would have necessitated either visiting a vendor to purchase and print their permit, or purchase their permit via the internet and print it at home. Also, it would have required them to call in their harvested animal, document all confirmation information, and retain that information for possible future needs.

Individual feedback for the MO Hunting Mobile Application has been tremendous, and in late 2014, it was the winner of the Innovation Award by the Organization of Fish and Wildlife Information Managers (OFWIM). Additionally, in March 2015, govloop.com named the MO Hunting Mobile Application one of the 19 coolest government mobile applications.

For more information on this team's accomplishment contact Bryson King at [Bryson.King@mdc.mo.gov](mailto:Bryson.King@mdc.mo.gov) or 573-751-4115 ext. 3231.



#### **MO Hunting Mobile App Team Members**

***Rob Denison (Timmons Group)***

***Grant Gelly (MDC)***

***Todd Houf (MDC)***

***Joe Kirby (MDC)***

***Aaron Pondrom (MDC)***

***Vince Sunga (Timmons Group)***

***Todd Holt (MDC)***

***Randy Doman (MDC)***

***Dean Harre (MDC)***

***Clark Jennings (Timmons Group)***

***Joe Martin (MDC)***

***Jonathan Pund (MDC)***

***Fran Bock (MDC)***

***James Estep (Timmons Group)***

***Chris Hooe (Timmons Group)***

***Greg Jones (MDC)***

***Travis McLain (MDC)***

***Vanessa Roberts (Timmons Group)***

***Kenny Haslag (MDC)***



# 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 Trio, directed by Ms. Aimee Fine Veile.

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>

