



2017 GOVERNOR'S
Award
FOR
QUALITY
AND
PRODUCTIVITY

CUSTOMER SERVICE
EFFICIENCY/PROCESS IMPROVEMENT
INNOVATION
GOVERNOR ERIC R. GREITENS

Coordinated By:
Office of Administration
Division of Personnel
Center for Management and Professional Development
training.oa.mo.gov

2017 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. Nominations were reviewed and evaluated by a Selection Committee using specific criteria. 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, not available for nomination, is only used (recommended) by the Selection Committee if, in their opinion, a 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 can recognize one winning team in the categories of *Customer Service*, *Efficiency/Process Improvement*, and *Innovation* to serve as a model of efficiency, quality, and effectiveness for other work teams in Missouri State Government to follow.

This year, 21 nominations were received for consideration representing many state agencies and several community partners. Today we recognize and congratulate each winning team.

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SCHEDULE OF EVENTS

WELCOME AND RECOGNITION OF DIGNITARIES

EMCEE

Sarah H. Steelman, Commissioner, Office of Administration

PRESENTATION OF COLORS

Central Region Color Guard – Department of Corrections

SINGING OF THE NATIONAL ANTHEM

Darin Stevens – Department of Public Safety

KEYNOTE SPEAKER

Governor Eric R. Greitens

AWARD PRESENTATIONS TO WINNING TEAMS

Governor Eric R. Greitens

Department Executives

CUSTOMER SERVICE

Signs of Safety Jackson County Practice Implementers

Department of Social Services

EFFICIENCY AND PROCESS IMPROVEMENT

Special Investigations Unit

Department of Health and Senior Services

RECEPTION

3rd Floor Reception hosted by the Office of Administration/Division of Personnel

Music by Jefferson City High School musicians

*Volunteers from the Office of Administration/Division of Personnel are present wearing nametags with "Staff" ribbons.
Please let them know if you have questions or need assistance.*

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SELECTION COMMITTEE MEMBERS

Cari Collins

Director, Division of Human Services
Department of Corrections

Tim Decker

Director, Children's Division
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 Financial and Administrative Services
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

Darlene Robinett

Director of Human Resources
Department of Revenue

Wanda Seeney

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

Debra Walker

Director, Office of Public and Legislative Affairs
Department of Mental Health

Michelle Hallford

Human Resource Manager
Governor's Office

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WINNING TEAMS

CUSTOMER SERVICE

SIGNS OF SAFETY JACKSON COUNTY PRACTICE IMPLEMENTERS TEAM

Department of Social Services

Team Members

Brittnee Backman
Devin Bruns
Christy Collins
Alisa Connelly
Andrew Couch
Laura Jerabek

Tanya Keys
Heidi King
Angela Mullins
Nathan Porter
Tara Beth Price
Cara Ramsey

Alison Smith
Jennifer Stults
Kelsey Vujnich
Brian West
Kara Wilcox-Bauer

Department of Social Services Children's Division staff are responsible for investigating allegations of child abuse or neglect, and for programs to achieve safety, permanency, and well-being for Missouri children. In addition to investigating allegations of abuse or neglect, the Children's Division provides services to families to prevent or eliminate the need to remove a child from his/her home, and for children in foster care.

Because the engagement of families and safety networks, such as extended family members, friends, and other natural supports, allows for long-term solutions while promoting child safety and well-being, there was a need to strengthen conversations with families about past harm, current safety risks, and behaviorally specific goals related to child safety.

In the spring of 2015, the Jackson County and Central Administration of Children's Division (CD) within the Department of Social Services commenced a transformative practice using the Signs of Safety model based on solution-focused casework that includes a clear identification of child safety risks, safety goals, the engagement of safety networks, and continuous reassessment with the use of critical thinking. This approach offers a range of tools for assessment and planning, extensive training, performance coaching, and technical support for frontline child welfare practitioners.

This child welfare approach is new to Missouri and emerging. It brings forward deliberate, relatable, and appreciative techniques into conversations with families to focus on child safety. The core purpose is to learn from the family what's going well, and what concerns need to be addressed. The team carefully implemented a model approach.

In April of 2015, orientation and information sessions began for about 300 community partners and agency team members. A county implementation team created documents and training schedules and tested technology applications (apps) for iPads so workers had flexible resources to create, draw, color, or type their assessments and safety plans. Initial implementation training for 250 direct line workers and supervisors occurred over six weeks. To support transition and implementation, team members led personal outreach and informational meetings with multiple hospitals, law enforcement agencies, community service providers and family court.

By October of 2015 all Jackson County CD workers and supervisors completed Signs of Safety training and consistently used Signs of Safety methods in their work with families. The family court was supportive and recognized the value of the new approach. They implemented changes to allow teams to gather information from families using the new approach before entering afternoon court hearings.

In the past two years, team members dedicated themselves as ambassadors and catalysts of this approach through coaching, mentoring, scheduling, developing additional tools, presenting in panels or peer review locally and at state conferences and at a learning exchange with New York City child welfare officials. To phase in the approach across the state, Jackson County team members trained division employees in other regions. They traveled to Springfield and St. Charles to assist with implementation by accompanying staff in their work with families, accomplishing much of this work in addition to regular duties.

Feedback from the parent survey conducted in summer 2016 was positive. Benefits to families are clear in that this approach requires purposeful interactions that show appreciation for each family and their unique circumstances. This approach led to families being better connected to meaningful resources, and complements Children's Division efforts to safely reduce the need for foster care.

For more information about this project contact Tim Decker at Tim.Decker@dss.mo.gov

EFFICIENCY/PROCESS IMPROVEMENT

SPECIAL INVESTIGATIONS UNIT TEAM

Department of Health & Senior Services

Team Members

Greg Backers
Amy Beussink
Jerry Greene
Dixie Hall
EJ Jackson

David Lanigan
Jennifer Moppin
Marsha Patrickus
Sarah Pfitzner
Jessica Phelps

Julie Pleimann
Jamie Roe
Will Spencer
Mindy Sweezer
Christy Thorp

The Department of Health and Senior Services (DHSS) is responsible for provision of adult protective services to protect vulnerable adults who are elderly or disabled from abuse, neglect and exploitation. As more vulnerable adults become victims of abuse, neglect and exploitation by paid caregivers, there is an increased need to hold the perpetrators accountable for their actions. This critical task was added to the duties of adult protective services workers, who were primarily responsible for ensuring the health, safety and welfare of vulnerable adults. Adult protective service workers had the competing interest of focusing on a victim's needs while trying to prepare a complex criminal case for prosecution and/or an Employee Disqualification List (EDL) case.

Missouri was struggling to prepare investigations that would stand up in court or hearings to prevent perpetrators from continuing to work in the industry, victimizing Missouri's most vulnerable citizens. When providers and mandated reporters lose faith in the system, some of them may stop reporting problems because they feel that no action will be taken as a result of their report. This is especially concerning, given that perpetrators often work multiple jobs in the industry -- abusing, neglecting, or exploiting vulnerable adults in their own homes, nursing homes, or hospital settings.

The goal of this project was to improve the quality of the investigations; to improve efficiency of the investigative process by reducing redundant, unnecessary tasks; to build relationships with providers; to improve relationships with sister state agencies; to improve morale; and to ensure perpetrators were placed on the EDL to prevent further violations.

DHSS' response to these concerns was to develop specialized investigators to focus on EDL investigations. The process improvement included placing these investigators in the Special Investigations Unit (SIU) where the focus would be on the perpetrator rather than the victim. They were also supervised by staff that had extensive experience in criminal investigations. In addition, layers of reviewers were removed, and the experienced supervisor became the sole reviewer. Investigative processes were streamlined and updated to be in line with standard investigative practices, which ensured increased efficiency. On the job and outside training was also provided. By improving the process, DHSS could help ensure that perpetrators would be prevented from continuing to victimize elderly and disabled persons.

With the ability to focus solely on the perpetrators and experienced criminal investigators supervising and training the new investigators, the results were immediate. During the last full year of the old process, only 19 percent of investigations were deemed legally sufficient to act upon. However, during the first fiscal year of this new process, 99.5 percent of investigations were deemed legally sufficient to act upon. Moreover, the department has prevailed in every EDL case that has been appealed since the new process began. Further, relationships with providers, law enforcement, and other state agencies have improved. Team morale and turnover rates have also improved. Finally, these investigations have identified an estimated \$1 million dollars' worth of fraudulent Medicaid claims the state is eligible to recover.

For more information about this project contact David Lanigan at David.Lanigan@health.mo.gov

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NOMINATED TEAMS BY CATEGORY

CUSTOMER SERVICE

Citizen's Guide to Transportation Funding

Department of Transportation

Ben Reeser, Todd Grosvenor, Robert Brendel, Laura Seabaugh, Kellen Burns

Contact: Brittany Goetz Brittany.Goetz@modot.mo.gov

Medicaid Provider Screening and Monitoring

Department of Social Services

Office of Administration

WiPro Infocrossing, Inc ▪ LexisNexis Risk Solutions ▪ Cognasante LLC

Manohar Ambati, Gary Bagnull, Sandeep Bichkar, Ryan Blackwood, Roseanne Boessen, Laura Branstetter, Lisa Brolsma, Dale Carr, Kathryn Dinwiddie, Jessica Dresner, Darin Hackmann, Angela Heckemeyer, Sandra Knipker, Debra Legreid, Mary Lynn Ludwig, Nanetty Nancy, Amy Rademan, Sarah Sullens, Susan Wolfe, Barret Wolters

Contact: Sara Vanderfeltz Sara.Vanderfeltz@oa.mo.gov

Private Land Services Quail Partnerships

Department of Conservation

Private Land Services

Tim Kavan, Lee Metcalf, John Pinkowski, Brad Pobst

Contact: Bryson King Bryson.King@mdc.mo.gov

EFFICIENCY/PROCESS IMPROVEMENT

Construction Inspection Report Automation Team

Department of Conservation

Craig Bock, Kathy Burris, Jacob Careaga, Nelson Dunn, David Jones, Jeremy Kixmiller, Todd Larivee, Nickie Phillips, Allan Pollreisz, Benjamin Rankin, Greg Snelson, Rachel Vandelicht, Alicia Weaver

Contact: Bryson King Bryson.King@mdc.mo.gov

Division of Senior & Disability Services Hiring Improvements Continuous Quality Improvement Project

Department of Health and Senior Services

Senior and Disability Services

Jana Anderson, Patty Ankrom, Carrie Beck, Carey Boyer, Karl Dambach, Stacey Garner, Robin Hibi, Jenny Hollandsworth, Teresa Hilker, Tim Jackson, Mary Koch, Lindsay Luebbering, Anjail Salik, Joseph Salter, Kristi Siler, Ronda Sims, Nicole Wood

Contact: Susan Thomas Susan.Thomas@health.mo.gov

Missouri Air National Guard Tuition Assistance Application Management Project

Department of Public Safety

Office of the Adjutant General-MO Air National Guard

Sean Navarro, Janice Riley, Mitch Cochran

Contact: Mary Beckwith Mary.Beckwith@dps.mo.gov

Missouri Army National Guard Environmental Team

Department of Public Safety

Office of the Adjutant General

Miranda Brandt, Rebecca DeBrodie, Diana Dexter, Matthew Easton, Brandye Freeland-Riggert, Wiley Howell, Shane Kampeter, Nathan Kempker, Ken Marsch, Jody McCall, Andrew Meller, Regina Meyer, Angela Neal, Christopher Scheppers, Timothy Schulte, Lori Thornburg, Lisa Tyree, David Woolsey, Nicholas Young

Contact: Mary Beckwith Mary.Beckwith@dps.mo.gov

Missouri State AFIS Upgrade

Department of Public Safety

Missouri State Highway Patrol

Alexis Alvarez, Steve Frisbie, Holly Haarmann, Jake Hendrix, Dawn Kliethermes, Jacob Kliethermes, Rochelle Koetting, Joe Krumm, Julia Lam, Denis Limongi, Jessica Mayhew, Doug Meier, Brad Peters, Larry Plunkett, J.D. Reece, Rebecca Salmons, Adrian Smith, Corey Stephan, Robert Sypherd, Kevin Thurman

Contact: Mary Beckwith Mary.Beckwith@dps.mo.gov

Newborn Screening Sample Transit Time Improvements

Department of Health and Senior Services

Keith Bock, Darla Eiken, Patrick Hopkins, Jamie Kiesling, Tracy Klug, Mike Massman, Mary Menges, Laura Naught, Jackie Pfenenger, Michelle Rodemeyer, Dr. Sharmini Rogers, Dennis Schmitz

Contact: Susan Thomas Susan.Thomas@health.mo.gov

Private Land Mobile Workstation

Department of Conservation

Lucas Anderson, Seth Barrioz, Kevin Borisenko, Christin Byrd, Aimee Coy, Dave Darrow, Jan Dellamano, Lesly Holt, Andy Humble, Landry Jones, Tim Kavan, Randy Keeran, Todd Larivee, Dave Niebruegge, Brad Pobst, Allan Pollreis, Jeremy Pulley, Rick Rath, Cody Roberts, Ted Seiler

Contact: Bryson King Bryson.King@mdc.mo.gov

Southeast Correctional Center Food Service Team

Department of Corrections

Adult Institutions

Donna Ballard, Michael Byassee, Joseph Campbell, Christopher Green, David Maclin, Linda Manes, Amber McAllister, Romello Orr, Gary Perkins, Angela Rorer, Robbin Smith, Judy Watkins

Contact: Cari Collins Cari.Collins@doc.mo.gov

TMS Data Zone

Transportation

Kellen Burns, Tommy Caudle, Megan Denkler, Stuart Harlan, Brian Reagan, Myrna Tucker, Dianna Weber, James Whaley

Contact: Brittany Goetz Brittany.Goetz@modot.mo.gov

UI Modernization Team

Labor and Industrial Relations

Employment Security

Vikas Chandra, Lida Childs, Jennifer Crader, Moneen Gilleland, Jill Grimm, Matt Hankins, Ryan Hickey, Naveen Kumar, Patty Loehr, Darlene Loethen, Lauri Luebbering, Bob Markway, DeSheila Milton, Susan Poettgen, Ron Porter, Ralph Rivera, Visweswaran Rudhramurthy, Manoj Singh, Anthony Vaughan, Liz Wright

Contact: Dorothy Sessions Dorothy.Sessions@labor.mo.gov

Uniform Grant Guidance/Grants Management Training Series

Health and Senior Services

Pat Bedell, Caron Craig, Renee Godsey, Rick Kolb, Tammy Maasen, Marcia Mahaney, Lori Riehn, Jeff Zoellner

Contact: Susan Thomas Susan.Thomas@health.mo.gov

INNOVATION

Armadillo Speed Sensor

Department of Transportation

Leann Blankenship, Mike Bock, Lori Palmer, Eric Turner

Contact: Brittany Goetz Brittany.Goetz@modot.mo.gov

MDC Enterprise Geographic Information System Geospatial Coordination Team

Department of Conservation

Timothy Bixler, Nick Erlacker, Douglas Fees, Kristen Goodrich, Brad Hadley, Chris Haefke, Lee Hughes, Joshua Jacomb, George Kipp, Michael Klein, Deepti Manglik, Bradley McCloud, Alex Prentice, Dyan Pursell, Craig Scroggins, Tony Spicci, Alicia Struckhoff, Matt Vitello, Thomas Vought, Chris Wieberg

Contact: Bryson King Bryson.King@mdc.mo.gov

Missouri Two-Finger Fast ID Program

Department of Public Safety

Branden Coker, Steve Frisbie, Holly Haarmann, Joe Krumm, Jessica Mayhew, Doug Meier, Brad Peters, Katie Riegel, Corey Stephan, Drew Wansing, Calvin Yip

Contact: Mary Beckwith Mary.Beckwith@dps.mo.gov

Sex Offender Survey (SOS) Program by the Digital Forensic Investigative Unit

Department of Public Safety

Darron Blankenship, Justin Glick, Jeffery D. Johnson, Matthew Lindemeyer, Jeffery M. Owen, John Pehle, Jay A. Pragman, Cory Stoff, Patrick D. Sublette, Jeremy L. Weadon

Contact: Mary Beckwith Mary.Beckwith@dps.mo.gov

Troop C Special Operations Unit

Department of Public Safety

Jason A. Akers, Orry R. Baker, Kenneth R. Bechaud, Michael E. Broniec, Ryan A. Burckhardt, Jeffrey J. Burnett, Michael L. Crutcher, Gary T. Daniels, Eric D. Diaz, Trevor H. Elliston, Andrew D. Gadberry, James T. Hedrick, Adam S. Huskey, Dwade F. Isringhausen, Tyler R. Jenkins, Joseph A. Kuczka, Justin E. Lacy, Bryan W. Long, Travis L. Peters, Esteban M. Reynoso, Scott T. Roettger, William B. Sevier, Alex J. Shibley, Brock A. Teague

Contact: Mary Beckwith Mary.Beckwith@dps.mo.gov



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Learn more about the Governor's Award for Quality and Productivity by visiting:
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