



## Missouri State Employees of the Month

January 2008, State Employee of the Month

### Kristina Chamley – Department of Health and Senior Services



Governor Matt Blunt with Kristina Chamley,  
January State Employee of the Month

As a Social Service Worker II with the Department of Health and Senior Services, Ms. Chamley is a constant advocate for the rights of the clients she serves in northern Missouri communities. Daily Kristina (Kris) stays on top of critical cases and continually follows up with local law enforcement to assure the safety and well-being of her clients. In one case Ms. Chamley made multiple contacts with police and mental health professionals over a five day period to convey the seriousness of a potential suicide; and on the 5<sup>th</sup> day when officials went to the client's home they found her unresponsive from an overdose. Through Kris's persistence of the seriousness of this situation the client was transported to a hospital in time to save her life.

Ms. Chamley is a guiding force in protecting elderly farmers from exploitation in regard to their land and finances by unscrupulous people and three (3) times in 2007 successfully assisted elderly Missouri citizens. Corrupt and unprincipled people prey upon the elderly to try to gain control over their property. In each case Kris worked diligently to prevent unneeded guardianships from occurring, spent many hours securing legal assistance, located out of state family members, and talked to public administrators on behalf of these farmers. In the past it was very difficult to receive assistance from local authorities for psychiatric detentions and attention to abuse, neglect, and exploitation but through Kris's dedication, persuasiveness and determination she not only gained the respect of local authorities but has built a collaborative relationship with them. The result over the last year has been an increase on the part of local officials to participate in joint investigations, to assist in abuse, neglect and exploitation cases and to put greater emphasis on the rights and needs of the elderly and disabled in the community.

Determination, persistence, and dedication all traits possessed by Ms. Chamley which makes her an asset not just to the Department of Health and Senior Services, but also to the citizens of Missouri.

February 2008, State Employee of the Month

### Angela Sitzes – Department of Public Safety



Governor Matt Blunt with Angela Sitzes,  
February State Employee of the Month

As a certified Nurse Assistant II with the Department of Public Safety's Missouri Veterans' Commission, Ms. Sitzes continually and consistently provides Veterans in her care with the highest quality of care possible. Angie assists residents with activities of daily living; checks and records vital signs; prepares, administers and charts all needed and prescribed medications; observes, reports and records responses of residents to medications given and any potential side effects and continually acts as a preceptor for less-experienced nursing assistants.

While all these may be considered "normal" job duties, Angie take her responsibilities of resident care to a much higher level. One example of her compassion for these American heroes was demonstrated in December of 2007 when Ms. Sitzes made the decision to assist the family of a dying resident by volunteering her personal time. Angie willingly stayed by the bedside of this veteran for two nights to ensure that his family received some respite from their vigil and to give them peace of mind knowing that their loved one would not be alone during his last hours.

Not only does Angie work to make the Cape Girardeau Veterans' Home a positive place for the residents, she also strives to improve the quality of work life for fellow staff by organizing monthly socials and making herself available for assistance and guidance.

Staff residents frequently voice their thanks and appreciation for Angie's skill and compassion. It is her attention to detail and willingness to provide those little extra touches which not only brighten the residents day, but build a bridge of 'compassion in action' to make this a loving and caring home for Missouri Veterans'.

## March 2008, State Employee of the Month **Joe Dailey – Department of Public Safety**



Governor Matt Blunt and First Lady Melanie Blunt with Joe Dailey, March State Employee of the Month

In his job as a Veterans' Benefits Supervisor, Joe Daily distinguishes himself through his outstanding duty performance. Located in the Fort Leonard Wood office, perhaps the busiest in the Service to Veterans' Program, Joe provides vital services to the men and women whom are returning from serving in the Global War on Terrorism.

Mr. Daily was instrumental in identifying and implementing procedures to start early applications for the injured soldiers separating from medical hold at Fort Leonard Wood, which assured that these dedicated men and women start to receive compensation payments as quickly as possible. As the majority of injured veterans are citizen soldiers for the National Guard and Reserve many are not familiar with the benefit application process, are overwhelmed by what they have been through, what their families have been through and what the future holds. It is through Joe's competence and in-depth knowledge of the Veterans' Administration's disability system that helps the returning soldiers work through their fears.

Joe consistently sees more clients and prepares more claims than the average workload of two service officers, and still continues to produce exemplary work. His commitment to providing veterans with top quality service is reflected in the universally generous praise he consistently receives from the clients he assists.

Joe Dailey is an asset to the Department of Public Safety, the Fort Leonard Wood and Houston areas, and to Missouri Veterans'.

## April 2008, State Employee of the Month **Wendell Hall - Department of Natural Resources**



Governor Matt Blunt with Wendell Hall the April State Employee of the Month. Also pictured is Ms. Hall and their two children.

Employed as an Environmental Specialist III with the Department of Natural Resources' Southwest Regional Office, Mr. Hall continually provides outstanding service to all with whom he comes in contact with. This past January his exceptional talents were put to the test when the city of Noel, Missouri received approximately four to six inches of rain in a brief time period.

On January 8, at approximately 7:00 pm, Noel city staff discovered that heavy infiltration of rising floodwaters had caused the Noel lift station rate of flow to increase from a normal rate of 140,000 gallons per day to approximately one million. Shortly after 8 pm of that same evening city officials discovered that while the lift station was continuing to pump, no flow was entering from the lift station pipeline into the treatment facility. It was then discovered that the pipe in the Elk River had either broken or been swept downstream by the heavy current. This resulted in a continuous release of untreated wastewater into the Elk River.

On January 10, Wendell and Department of Natural Resources' Southwest Regional staff met with Noel city officials to discuss the situation. It was at this point that Mr. Hall stepped in assumed the lead role in not only managing the meeting and discussion between staff and city officials but also as lead at the lift station to evaluate the situation and determine possible solutions. Throughout the day's meetings Wendell took on key responsibilities in dealing with the city's wastewater operator, mayor, and engineers to discuss a three prong approach in dealing with the broken wastewater main.

Throughout that weekend – January 11 – January 12 – Wendell made himself available to assist the city and engineers to oversee the emergency response plan. By Saturday, January 12 the flow of wastewater into the Elk River was stopped completely, protecting the water quality of the river.

Throughout the emergency, Wendell exhibited a great deal of respect and courtesy to all members of the assembled team. His expertise and leadership led to achieving a timely, environmentally protective, and cost-effective solution to this emergency. The Department of Natural Resource and the citizens of Missouri are well served by Mr. Wendell Hall.

May 2008, State Employee of the Month

## Priscilla Kincaid – Department of Corrections



Governor Matt Blunt with Priscilla Kincaid the May State Employee of the Month.

Employed as a Probation and Parole Office II with the Department of Corrections District 22 in Cape Girardeau, Priscilla Kincaid continually maintains her demanding caseload with expertise and professionalism. In addition to her many duties and responsibilities Priscilla has attended extensive training regarding domestic violence and often steps up to lead classes on Anger Management, Impact of Crime on Victims, Employment and various Women's groups. Her commitment to staying abreast of the most recent knowledge of how to manage stressful situations was a valuable personal asset last December as she was leaving the Cape Girardeau County Sheriff's Department. As Ms. Kincaid was stepping off the elevator a woman in desperate need of help met her. The woman was bleeding heavily and had run to the sheriff's office after being shot multiple times by her husband. The woman told Ms. Kincaid that she had managed to escape from her home after the shooting to get help, but was extremely upset as she had to leave her children behind in the home. Priscilla's immediate calm and composed response enabled her to calm the woman enough to ask the questions needed to get assistance quickly. After quickly finding a Missouri State Highway Patrolman and verifying the identity of all persons to secure the building, Priscilla secured the assistance of the jail nurse and was able to obtain the woman's address, age and number of the children in home, type of weapons her husband had in his possession and then relayed this information to the responding officers.

Throughout the ordeal Ms. Kincaid's calm and reassuring manner managed to keep the woman reasonably calm helping to reduce the amount of blood loss, and kept the woman talking maintaining eye contact and anything else she could think of to keep the woman alert and focused until she received medical attention. It was through the work of Ms. Kincaid that the officers were able to locate the correct residence and be prepared for what they may find at the scene. Unfortunately when the officer arrived they found the husband had shot all the children and had fatally injured himself.

Although the situation had a devastating end, it was Ms. Kincaid's ability to think quickly, ask the right questions to assist responding officers, and maintain a calm and compassionate demeanor for the victim that makes her a shining example of professionalism for the corrections community.

Ms. Priscilla Kincaid is an excellent role model and an inspiration to Missouri citizens.

June 2008 State Employee of the Month

## Leslie Riney – Department of Social Services



Governor Matt Blunt recognizes Leslie Riney as the June State Employee of the Month.

As a Social Services Manager for Nodaway and Worth counties for the Department of Social Services' Family Support Division, Ms. Riney is responsible for the management and direction of all Income Maintenance Programs within her assigned geographic areas. On a daily basis she ensures that essential benefits are provided to eligible, low income Missouri citizens in a professional, accurate, and timely manner.

Another aspect of Ms. Riney's responsibilities is emergency management which includes working with the community, American Red Cross and other local resources to assist in the provision of emergency services for the residents of Northeast Missouri. Her skills played a key role when an ice storm swept across Northwest Missouri on the night of December 10<sup>th</sup> leaving thousands of citizens without the power needed to heat their homes. Without hesitation Leslie immediately took on the responsibility to establish general population emergency shelters in Nodaway and Worth counties and also worked to integrate a special needs shelter into the Maryville shelter.

Leslie established working relationships with officials in both counties, coordinated medical and transportation resources with three separate National Guard Units, made arrangements with local nursing homes and the county hospital for indigent care for disabled persons in the community, and also made arrangements within the community to provide food for people in the shelters until the Red Cross was able to step in and assume this responsibility.

Not only did Ms. Riney continue to maintain her day-to-day responsibilities as a Social Services Manager, but took time from her personal life and spent several days and nights at shelters to ensure that the operation continued to run seamlessly.

Leslie was presented with a proclamation from the city of Maryville in appreciation for service to the city and county during this event. The Department of Social Services and the citizens of Missouri are well served by Ms. Leslie Riney.

## July 2008 State Employee of the Month Torran Sayles – Department of Social Services



Governor Matt Blunt recognizes Torran Sayles as the July State Employee of the Month. Also pictured are family and friends

Torran Sayles, a Children's Services Worker for the Department of Social Services Children's Division, works to place children into foster care. The requirement is to match children with foster homes on paper, then once a potential match is made pre-placement visits are scheduled. Typically these visits are scheduled one per day. However, Ms. Sayles takes this responsibility very seriously and goes beyond the "normal" requirements and in one instance set up four pre-placement visits in one day. This extra effort allowed the child to meet with four potential sets of foster parents and gave the child a voice in where they were to be placed. Torran realizes that finding the best possible placement for a child is key to the success of family bonding, reduces the likelihood of a child having to be moved, and lessens the trauma for the child.

Torran evaluates placement options by reviewing foster parent licensing restrictions, assesses the foster parent's likelihood to be affectionate with the child, interaction of the potential foster parent with the child and how the child interacts with them, listens carefully to how the foster parents refer to the children to other family members, and tries to learn about how they speak of previous placements. She looks at every room in the home and especially evaluates the child's sleeping area.

Ms. Sayles continually helps others, especially when emergency placement is needed. It is not uncommon for her to respond to county wide requests for information on potential placement providers and takes the time from her hectic schedule to send resource information for possible placement options when requested. Attorneys, foster parents, other professionals, and many others have complimented Torran's proficiency, responsiveness, timeliness, and attention to detail. Ultimately Ms. Sayles strives to normalize the lives of the children for whom she is responsible, to impact and assist their parents and families, and to improve communities. Ms. Torran Sayles' dedication to the children and families she serves make her an invaluable asset not only to the Department of Social Services, but also to the citizens of Missouri.

## August 2008 State Employee of the Month Denise Osborne – Office of Administration



Governor Matt Blunt recognizes Denise Osborne as the August State Employee of the Month. Also pictured are family members.

Among her day-to-day duties, Denise Osborne is charged with the planning and administration of all the Division of Personnel state employee recognition programs including the Governor's Award for Quality and Productivity, State Employee of the Month, Missouri Relies on Everyone [MoRE] State Employee Suggestion Program, and State Employee Recognition Week/Day. Denise consistently demonstrates what can be achieved when you champion a work process with belief in the value to the state workforce, state agencies and the public; and also the understanding of the impact to each individual contributor. Few people realize the complexity and planning, down to the smallest detail that must accompany each of these programs if they are to be successful. Just as critical are the ability to communicate the importance and essential elements of these programs to agency liaisons, state executives and the general public. By knowing the right combination of planning and communication, Denise balances the two with focus, professionalism, good humor, and continuous customer care.

The program with the highest profile and largely attended event is the annual State Employee Recognition Week/Day celebration. For the past several years these two events have grown dramatically in size; from state employee attendance of just a few hundred to over 5000. The coordination required for an event of this size could potentially overwhelm even a small work team; however almost single-handedly Denise continues to make the best use of extremely limited resources to ensure that all employees who attend leave with a feeling of appreciation for their commitment to public service.

This year's State Employee Recognition Day was particularly trying due to ever changing weather conditions. Typically this event occurs on the south lawn of the Capitol Building, but at the last minute inclement weather forced the event indoors to the Truman Building. While arranging all aspects of this event, including a special employee award ceremony attended by state executives, placement of 60 vendors and food stands can be trying even at the Capitol, but relocating to an indoor venue on short notice and successfully making it work is an awesome feat. However, Denise's back-up plan for the Truman Building, pre-recorded voice-mails to participating vendors, on-air announcements by local radio stations, minute-by-minute consultation with Facilities Management staff and "rolling-up her own sleeves" to do what needed to be done, made this event one of the most memorable. While the weather may have been damp, Denise's work ensured that employees were greeted with a "sunny" outlook on their achievements.

Ms. Osborne exemplifies the true spirit of giving as she continues to help others take pride in what they do for Missouri citizens.

## September State Employee of the Month Hank Ma – Department of Agriculture



**Above:** Mr. Hank Ma – September State Employee of the Month  
**Below:** Dept. of Agriculture Director, Don Steen, accepts the September State Employee of the Month award from Governor Matt Blunt on behalf of Mr. Ma. Also pictured – are Mark Hitt and Deputy Director Matt Boatright

Employed by the Department of Agriculture as the Office Director for the Taipei, Taiwan's Agriculture Business Development Division, Hank Ma regularly displays exceptional management skills. Managing a busy office is difficult at best, but successful management of a business office from across an ocean provides its own unique responsibilities; yet Mr. Ma does this with style, grace, and professionalism.

In Missouri we find many "Made in Taiwan" labels on various goods, but on a growing basis Hank has made progress in getting "Made" or "Grown" in Missouri products exported to Taiwanese. A premier Missouri product in Taiwan is food-grade soybeans used to make soymilk and tofu. Hank's leadership and cooperation with the Missouri Soybean Association and Neco Seeds has resulted in an unbelievable success. Of all the countries in the world, and the entire soybean producing states here in the United States, Missouri's market share surpasses 70% of the food-grade soybean market.

But Hank has not limited his skills to marketing soybeans – his efforts have also resulted in sales of Missouri hardwood lumber, animal feed ingredients, fish, pet foods, veterinary products, and many types of processed foods. He assists Missouri companies traveling to Taiwan and has recruited Taiwanese buyers to travel to Missouri. However one Taiwanese businessman was not a buyer but an investor.

A Taiwanese firm, Tai Shin, approached Mr. Ma about investing in a pork processing plant in southern Missouri and with Hank's encouragement; they traveled to Pleasant Hope, to investigate the opportunity. The result was the purchase of an abandoned beef processing plant which they converted and expanded, hired 70 local citizens and plan to hire an additional 140 employees. The intent is to expand processing and pork exports from this facility to Japan. It is the only pork processing facility in southern Missouri and provides Missouri's pork producers with a new and closer market.

Hank's vision of increasing exposure of Missouri made products has led to the expansion of marketing to Vietnam. Today, Vietnam has the second fastest growing economy in Asia; and Missouri companies are benefiting from Hank's insight. Missouri's agricultural-related sales to the Vietnam market have increased 139 percent from 2006 to 2007; largely due to Hank's assistance. A recent and impressive success has been the sale of Missouri's hardwood lumber to Vietnam's furniture factories. Through cooperation with Missouri's forestry trade association and private business, approximately \$400,000 hardwood lumber sales have been made to Vietnam.

Mr. Hank Ma is without question a very valuable asset to not only the Department of Agriculture but also to Missouri citizens.



## October State Employee of the Month Kimberly Chastine – Department of Health and Senior Services



Governor Matt Blunt recognizes Kimberly Chastine as the October State Employee of the Month.

As a Social Services Worker II, with the Department of Health and Senior Services, Ms. Chastine works to provide assistance to the elderly. She answers hotline calls takes reports and relaying information to the appropriate personnel, and investigates reports of neglect, abuse, or exploitation. However, one hotline call of abuse resulted in Ms. Chastine going "above and beyond" normal job requirements.

Ms. Chastine received two separate hotline call of abuse of an 86 year old woman. She immediately began an investigation and became instrumental in assisting law enforcement in, what turned out to be, a case of felony elderly exploitation. Kim's investigation substantiated that this elderly woman's 51 year old son was systematically victimizing his mother in several ways: physical abuse; verbal abuse; harassing her into signing blank checks; and exploiting her out of her home and property, incurring more than \$100,000 in debts.

Ms. Chastine filed a petition for guardianship in order to ensure the safety of her client, who was mentally incapacitated. Once the order was secured Ms. Chastine was then able to successfully place this elderly woman in a protected residential care facility. The investigation also revealed that the perpetrator was actually sending money to incarcerated prisoners throughout the country.

The jury found this 51 year old man guilty of a Class A Felony Charge of Financial Exploitation of an Elderly or Disabled Person in Excess of \$50,000 and received the maximum sentence of 30 years in prison.

Ms. Chastine's persistence and willingness to "go the extra mile" was a key element in this perpetrator going to trial and receiving the maximum sentence. Her actions had an immediate and long-lasting positive impact on her client and other vulnerable adults in the community she serves.

The Department of Health and Senior Services along with Missouri citizens are well served by Ms. Chastine's dedication and service.

## November State Employee of the Month Bridgett Henderson – Department of Health and Senior Services



Governor Matt Blunt recognizes Bridgett Henderson as the November State Employee of the Month.

As a Health Representative III with the Department of Health and Senior Services' Woman, Infants and Children's [WIC] Program, Ms. Bridgett Henderson is constantly striving to improve customer satisfaction while still maintaining the high standards of the WIC Program. On a daily basis the WIC program serves over 700 approved vendors [grocery stores and pharmacies] who offer nutritional foods to many lower income Missouri citizens. Ms. Henderson continually works with vendors to assure they have supplies, tools and guidance needed to accept, account for, and cash WIC approved checks properly.

Ms. Henderson recently organized the development, printing, and mass mailing of notices and educational materials about food cost containment. Due to rising food and participation costs the WIC program is taking measures to reduce the cost of WIC food packages through eliminating some of the higher cost food items, thus making the food dollar for the program go further. This required the advance notice to all vendors to allow them adequate time to obtain additional stock of approved food items and an opportunity to reduce amounts of foods no longer approved. Through Ms. Henderson's organization all vendors received detailed instructions and placards for cashiers to use to ensure that only approved foods were obtained and charged to the WIC program and that shelf notices were placed to alter the WIC shoppers of which food items were no longer WIC approved. This intense mailing required sorting, collating, and packaging materials – this was all accomplished in half of the original estimated timeframe.

Additionally, on her own initiative, Ms. Henderson developed a new and useful online vendor training proposal and a back room cashier training module for the WIC website to assist office managers in processing the WIC checks. She also developed a laminated checklist procedure card to assist the office manager with this task and continued to modify and update the website cashiers training manual to assist retail vendors with training for cashiers. Vendors have expressed appreciation for these two training programs as they know the information is accurate and can be used "within house" to schedule cashier training at their convenience. Additionally Ms. Henderson had her standardized her annual vendor training recorded, and DVDs were sent to district offices for WIC staff use. This saved the program travel costs, standardized the message, and significantly reduced the time vendors had to spend in training.

Ms. Bridgett Henderson is an asset to Missouri's WIC vendors, participants and invaluable to the Department of Health and Senior Services.

## December State Employee of the Month Marty Bird – Department of Corrections



George Lombardi, Director of the Missouri Department of Corrections, recognizes Marty Bird as the December State Employee of the Month

In her role as an Office Support Assistant for the Department of Corrections Division of Human Services; Ms. Bird provides assistance to the Diving with a cheerful and positive attitude and willingly takes on tasks that are above and beyond her normal working duties.

Almost immediately upon her arrival at the Central Office location, Ms. Bird took on several major projects that had been started, but were left uncompleted. A previous employee has begun the project of purchasing new file cabinets for the official files; Ms Bird stepped in, and with little direction and supervision, completed the purchasing procedure, arranged the cabinets and coordinated the transfer of files to the new cabinets. However, Marty did not stop there.

She noticed that an excess of 50 boxes, waiting to be archived, were cluttering hallways needing to be labeled and accepted to Archives. She took it upon herself to learn the archive and rules procedures, had the boxes labeled correctly and then transferred to Archives – all within the first month of her employment.

Ms. Bird also found the time to organize and file PerFORM appraisal forms for all employees. During this procedure it was discovered the active official files were not current. Ms. Bird suggested an audit of the active official files, approximately 12,000, to ensure a file existed for each current employee; this involved going through and comparing each file to a list of current employees. During the process Marty determined if some files were missing or filed in the active file in error. She then developed a procedure to divide the missing files and inactive files by worksite so the worksite could be notified of required items. Through the process, she has developed a filing procedure that will allow the Department to know exactly the file status which will help expedite the file location.

Ms. Bird's diligence, initiative, and motivation have reduced the chance for error or incorrect information being reported which impacts the areas of legal, unemployment, investigations, and employment verifications.

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