



JANUARY 2022

ERIKA BURNS

PARK RANGER

DEPARTMENT OF NATURAL RESOURCES

Erika was traveling to McBaine Trailhead when she observed water covering the roadway on Highway K when she saw a partially submerged vehicle and a person in the water yelling for help. With the assistance of a local resident, Ranger Burns rescued the person from the water using an inflatable raft and personal floatation device.





FEBRUARY 2022

DANNY COUNTS

ASSISTANT SUPERINTENDENT
DEPARTMENT OF NATURAL RESOURCES

Ranger Counts assisted a campground host in identifying a strange smell that seemed to be coming from his RV. After checking several sources with no success, Ranger Counts didn't give up and through his diligence, identified the RV battery as the source as it was hot and a severe fire hazard. Unchecked, this posed a major threat to the RV and others in the area.





MARCH 2022

FRED PURVIANCE

CASE MANAGER
DEPARTMENT OF MENTAL HEALTH

Fred prevented a client with a disability from being released from a shelter for individuals experiencing homelessness without a plan of action. The client had temporarily been missing for three days when Fred was able to locate them at the shelter in St. Louis. He then went to the facility himself, brought the client lunch, got minutes on their phone, and found a provider that would be able to care for them appropriately. Had Fred not been there to assist with this client's crisis, they would have been left in a disastrous situation.





APRIL 2022

HEIDI RICE

WEBSITE COORDINATOR
DEPARTMENT OF NATURAL RESOURCES

Heidi led the initiative to develop and deploy the new public-facing website for DNR. The project began in May 2019 and was completed in August of 2021. She helped keep over 80 DNR team members on track for developing the new site during the multi-year process. Because of her attention to detail, ability to coordinate, and proficiency in training team members on the new system, the revamp and roll-out of the new DNR site was, according to ITSD, “one of the smoothest deployments the ITSD has ever been a part of.”





MAY 2022

PATRICIA GIBBENS

SOCIAL SERVICES SPECIALIST
DEPARTMENT OF SOCIAL SERVICES

Patricia had a challenging case of eight siblings that needed to be placed into permanent homes. The children had multiple placement changes while in the care of Patricia, but she always went out of her way to ensure they were placed in a safe environment.

She often worked late and on the weekends to assist the children, often giving up time with her family to ensure they were taken care of. Patricia is an incredible advocate for children and a tremendous team member who goes out of her way to help others with their cases and build a friendly environment where people enjoy working.





JUNE 2022

NOLAN BAX

CORPORAL
DEPARTMENT OF PUBLIC SAFETY

Nolan worked a multiple vehicle crash that involved several fatalities. During the investigation, it was discovered that the vehicle's driver was both underage and intoxicated. Nolan's detailed investigative work led to identifying the store which sold the individual the liquor and made it possible for the ATF to hold that retail licensee accountable for their actions.





JUNE 2022

JOSEPH MATHERNE

ALCOHOL AND TOBACCO CONTROL AGENT
DEPARTMENT OF PUBLIC SAFETY

Joseph worked a multiple vehicle crash that involved several fatalities. During the investigation, it was discovered that the vehicle's driver was both underage and intoxicated. Joseph's detailed investigative work led to identifying the store which sold the individual the liquor and made it possible for the ATF to hold that retail licensee accountable for their actions.





JULY 2022

STEVE JABBEN

PARK RANGER

DEPARTMENT OF NATURAL RESOURCES

Steve saved two individuals who had attempted to end their lives. Because of his extensive knowledge of the park system, Steve and the Missouri State Highway Patrol, were able to locate the first individual on a remote road. There, he pulled them to safety, resuscitated them, and arranged for hospital transport. Several months later, Steve was informed of an unresponsive person on a trail in the park. He quickly located the person and performed life-saving measures before getting them transported to a hospital. Because of Steve's knowledge of the park system and quick thinking, he was able to save both people.





AUGUST 2022

TRACY PARKER

SENIOR LOAN SPECIALIST
DEPARTMENT OF NATURAL RESOURCES

Tracy was responsible for developing and launching the \$3,000,000 Energize Missouri Agriculture Program (EMAP) and its overwhelming success. Tracy invested several months in creating program guidelines, forming application documents, obtaining the U.S. Department of Energy and DNR permission to proceed, etc. She reviewed documentation for 416 of the 443 applications received by the Division and also prepared corresponding encumbrance documents for the same. Tracy is passionate about helping citizens cut through the red tape and understand how to utilize available programs.





SEPTEMBER 2022

SAMANTHA BROWN

SOCIAL SERVICES UNIT SUPERVISOR
DEPARTMENT OF SOCIAL SERVICES

Sam inherited a complicated case that had been open since 2012 involving the placement of multiple children. She worked endlessly to get the remaining children in care or assigned a guardian and was ultimately successful. Sam is very dedicated to the families she works with, always making sure their needs are met. She is a tremendous help around the office; mentors new hires, assists with on-call investigations when needed, comes in early, and stays late, all while always completing her work promptly and efficiently.





OCTOBER 2022

MELISSA FRIEL

STATE VOLUNTARY AGENCY LIAISON
DEPARTMENT OF PUBLIC SAFETY

Melissa went to work leading ESF #6 (Mass Care, Emergency Assistance, and Temporary Housing & Human Services) in response to the Amtrak derailment in Mendon, Missouri.

Her deep experience working in disasters was apparent. She was able to identify gaps and address them through focused collaboration and communication. Melissa also worked on the flash flooding incident in St. Louis last summer. She quickly convened calls with the partner organizations to assess damages and needs. Quick planning, collaboration, and communication were vital to getting this done in a timely manner and the deployment of the Multi-Agency Resource Center to assist citizens affected by the flooding.





OCTOBER 2022

TIMMY SHOOP

SERGEANT

DEPARTMENT OF PUBLIC SAFETY

Timmy was one of the first people on the scene of the Amtrak derailment in Mendon, Missouri last June. Shoop immediately jumped into action by climbing into one of the derailed train cars and started helping the passengers. He continued to provide assistance and support by acting as the liaison between the Missouri State Highway Patrol and the National Transportation Safety Board (NTSB). Because of Shoop's quick thinking and determination, he was able to help make the response to the Amtrak derailment smoother and more effective.





NOVEMBER 2022

VICKI VOIGT

ENVIRONMENTAL PROGRAM SPECIALIST
DEPARTMENT OF NATURAL RESOURCES

Vicki planned the USGS Digital Mapping Techniques (DMT) Workshop in Rolla for several years in a row. In 2020 and 2021 the event was initially planned as an in-person workshop, but because of COVID-19, it had to be moved to a virtual platform. In 2023 the DMT was host in-person. Her dedication to ensuring a successful event was evident throughout the planning process, ensuring every detail was taken care of, from coordination with partners, planning lodging and catering, to highly coordinated open house events and the swag participants got. Vicki and her team's work to guarantee a successful event was tremendous and has made a lasting impact on all those who attended.





DECEMBER 2022

ED RANDOLPH

MAINTENANCE WORKER
DEPARTMENT OF TRANSPORTATION

Ed and two others were working on a mobile patching operation on Route 5. From behind an adjacent house, approximately 50 yards away, they heard distinct cries for help and found a dog attacking a grandmother and her grandchild. The three team members were able to subdue the dog with physical restraint and contact emergency services. The three gentlemen stayed with the family, helped direct emergency personnel onto the property, ensured the emergency helicopter had a place to land, and comforted the family throughout the process.





DECEMBER 2022

HUNTER WISSBAUM

MAINTENANCE WORKER
DEPARTMENT OF TRANSPORTATION

Hunter and two others were working on a mobile patching operation on Route 5. From behind an adjacent house, approximately 50 yards away, they heard distinct cries for help and found a dog attacking a grandmother and her grandchild. The three team members were able to subdue the dog with physical restraint and contact emergency services. The three gentlemen stayed with the family, helped direct emergency personnel onto the property, ensured the emergency helicopter had a place to land, and comforted the family throughout the process.





DECEMBER 2022

WYATT THOMPSON

MAINTENANCE WORKER
DEPARTMENT OF TRANSPORTATION

Wyatt and two others were working on a mobile patching operation on Route 5. From behind an adjacent house, approximately 50 yards away, they heard distinct cries for help and found a dog attacking a grandmother and her grandchild. The three team members were able to subdue the dog with physical restraint and contact emergency services. The three gentlemen stayed with the family, helped direct emergency personnel onto the property, ensured the emergency helicopter had a place to land, and comforted the family throughout the process.

