

*2020 Show Me Excellence Summit  
How we ARE “Better Together”!*



**“By focusing on root cause of a problem and not just immediately jumping to solutions we were able to identify the cause of an increase in IT tickets by 10,000 in 1 month. This resulted in reduction of tickets back to the normal amounts the next month.”**

***Travis Rehagen***

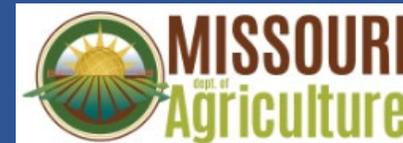


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**“65 % of my staff have been working on a COVID relief project in some capacity. Some on the Fusion Cell, some on micro cell's and 3 have been on COVID grant review teams.”**

***Jill Wood***



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**“We are working to eliminate redundancies: duplicate work, extra copies, multiple tracking methods. By making better use of the tools we already have, we have been able to be more responsive to situations based on real data rather than just opinions.”**

***Janet Wilhelm***



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**“A software solution to manage construction projects - increased awareness of our construction workload, served as a foundation for priority project approval decisions, established workflows for design staff, and will streamline the budgeting process.”**

***Jennifer Warren***



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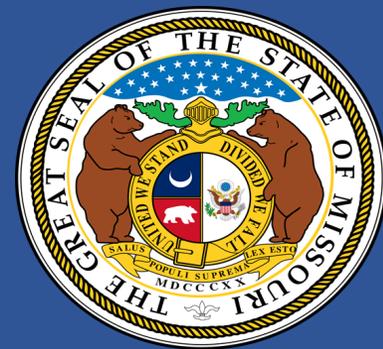
**“My team has been remarkably embracing remote work implementation and drastic policy expectations in a very short period of time.”**

***Eric George***



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**“Streamlining our grant approvals to accommodate virtual review and processing.”**

***Kristie Davis***



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**“Our team has developed a series of project calendars and procedure documents to ensure that, in the loss of institutional knowledge through turnover or emergency, we can continue to run our programs seamlessly.”**

***Megan Wadley***



**“Open communication and process improvement. 98% paper elimination from our process.”**

***Alison Dorge***



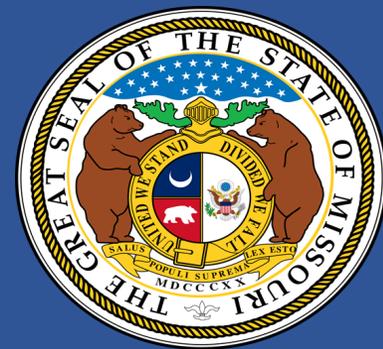
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**“The MDHEWD was able to pivot quickly to help DOL with unemployment claims, launch the Return Strong workforce initiative and communications campaign to help Missourians return to work, and help colleges respond to COVID and best serve students.”**

***Jessica Duren***





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**“As a team we have been able to drive the number of deflected calls to zero, meaning we are able to serve everyone that calls!”**

***Delores Rose***



**“My Intake/Assessment team has been working better together in resourcing families with agencies that have been networked with via conferences, community inquiries, previous job connections. Families have at least a handful of possible resources.”**

***Lilah Brevik***



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**“The Division of Environmental Quality has analyzed it's field inspection and reporting processes and is developing new processes to implement a mobile tool and increase efficiency by over 20%.”**

***Erin Lepper***



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**“Improved project management skills through managing several projects.”**

***Kelly Mottaz***



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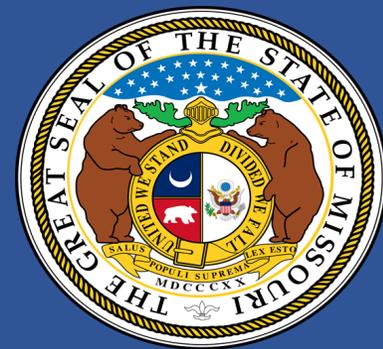
**“The creation of the Situational Awareness Planning Committee at the Department to deal with COVID-19!”**

***Roxy Antonio***



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**“Revised scheduling process so people receive notice of their child support hearing more quickly.”**

***Michelle Coleman***



**“We have streamlined our plan for remote working due to COVID concerns and been able to keep our traffic management center operating 24/7.”**

***Jamie Rana***



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**“I was able to go on a week long vacation a couple weeks ago and was able to rely on my staff to complete a key internal rule review and submit the drafts ahead of the deadline.”**

***Greg Snellen***



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**“Cross collaborative team to launch MoCareers online application technology in January 2020, with a major expansion planned for November 2020!”**

***Dawn Sweazea***

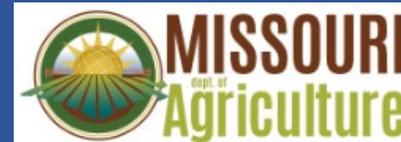


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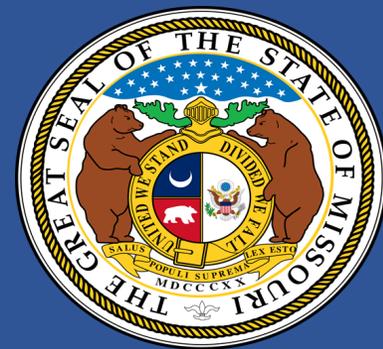
**“Electronic Content Management Looking into  
paperless processes Unitizing technology  
better Analyzing processes to take out  
unnneeded steps.”**

***Jennifer Hentges***



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**“The team assisted in making temp licenses available during the pandemic. They also prepared a promotional video & participated in an online outreach event.”**

***Carrie Couch***



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**“The exhibit team has excelled in adapting exhibits and fabrication methods to providing safe interactions with the public in light of COVID.”**

***Susan Wachowski***



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**“My team has supported each other and worked together with one mission in mind. They have been able to see past "caseloads" and look at the bigger picture, adapted and stepped up to get the work done, regardless of who was getting credit for it.”**

***Sharon Myler***



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**“Since the onset of the pandemic, our division has created stronger working relationships with other divisions across the department and across state government, and has gained a better understanding of the challenges our colleagues face.”**

***Stephen Foutes***



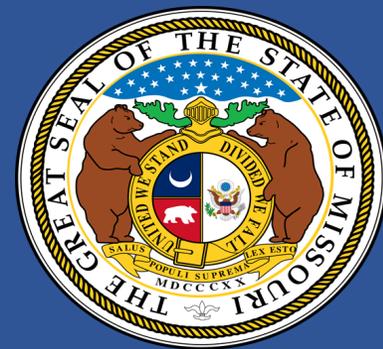
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**“Increased organization and alignment in priorities.”**

***Chris Clause***





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**“The Division of Senior and Disability Services at DHSS has initiated multiple operational excellence initiatives including improving the call handle rate at the adult abuse and neglect hotline.”**

***Jake Luebbering***



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**“Our Job Centers of the Future initiative, designed to transform the way we serve Missouri job seekers.”**

***Yvonne Wright***



**“Our External stakeholders are able to submit all forms and documents online during this challenging time.”**

***Bela Malhotra***



**“My nursing education team has worked to establish an evidence based novice to expert training model for newly hired direct care staff and is currently working toward developing a clinical ladder program to improve nurse retention.”**

***Cassandra Radford-Galbreath***



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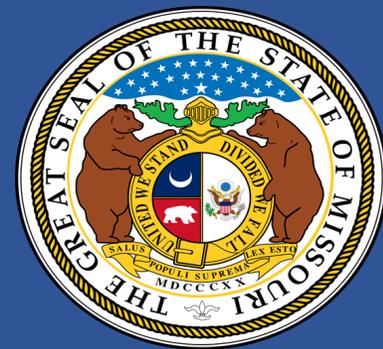
**“The flexibility staff demonstrated with all of the changes COVID forced upon us showed a true desire to support and protect the citizens and the environment of Missouri.”**

***Joe Stoops***



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**“ATC continuously evaluates division practices to make the best use of our limited resources, to ensure our customers are getting the best possible service. This includes reallocating staff and responsibilities in order to best serve our clientele.**

***Christin Templeton***



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**“During the COVID Stay in Place Order, the DOR Field Compliance Bureau shifted their focus from their own work to help clear Sales & Use Tax Exceptions. Working together, with others, we were able to clear a backlog of over 40,000 Suspensions.”**

***Karen Scoles***



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**“The ability of the team to move quickly and respond to constant change during the pandemic.”**

***Vitale Desiree***



**“Mine is a brand new team as of a couple months ago. I haven't met either of them in person, but we have done a good job beginning to work together virtually. I'm proud of our efforts to build a team virtually.”**

***Stacey Smith***



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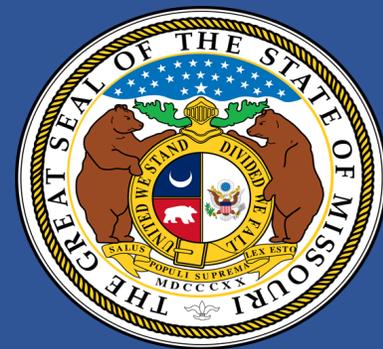
**“We have been working on ways to make the citizen experience & DOLIR's end processes better through communication methods and automation. Creating better outreach as workers are able to group work items and address citizen needs all at once.”**

***Angela Anderson***



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**“COVID-19 not only created many challenges and hardships for Missouri, it also created opportunities for Missouri to improve. My team has embraced these opportunities by evaluating our processes and finding better ways to serve our customers.”**

***Danielle Sweeney***



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**“We have had several teams work together to accomplish things such as: Website content redesign, procedure improvement, shared drive file structure cleanup/improvement.”**

***Jacob Fleig***



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# **“Temporary Insurance Producer License process (see poster walk!)”**

***Grady Martin***



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**“Currently chairing a DOC Process Improvement Team. We are trying to improve CSC Transition and Discharge Process.”**

***Don Arias***



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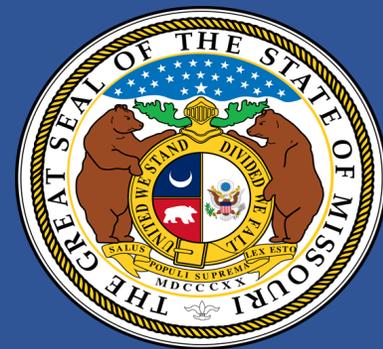
**“In 2020, departments were challenged to work “Better Together.” By doing so, knowledge was gained of what state employees do in Jeff City! I was, for example, then able to direct the owner of one of our state's wineries to the right person of DED.”**

***Deanne McKinney***



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**“It is a continuation of a recent push in School Finance to collect expenditures from LEAs at a building and source level. We continue to utilize project codes to help roll data downstream to other systems eliminating duplicate data collections.”**

***Tammy Lehmen***



**“Our team is working with various divisions to stream line the grants process.”**

***Mindy Rustemeyer***



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**“The ability to transition smoothly to remote work.”**

***Travis Lewis***



**“With the pandemic, I believe celebrating continued communication is important.”**

***Jennifer Terry***



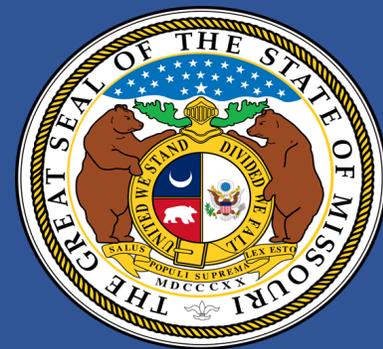
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**“We have gone through our administrative rules regulation and operatizing procedures and applied the lean principles.”**

***Dan Gier***





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**“With a sudden onset of telecommuting we have been able to develop new systems that have eliminated many paper processes, while streamlining processes for both staff and community members.”**

***Angela Gomez***



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**“Tremendous teamwork helped my team to quickly transition from in person training to virtual training via WebEx. We achieved substantial savings in time and expenses, and training participants appreciated the convenience.”**

***Darlene Fritz***



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**“Being able to adapt to the Pandemic of 2020.  
Learning new ways to work together from afar.  
Helping each other learn our new systems and  
work together to keep our 100 goal.”**

***Kolleen Crider***



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**“COVID has made us all think and work outside the box. The Children’s Division has implemented many strategies and policies to ensure worker safety during this time.”**

***Yvette Collins***



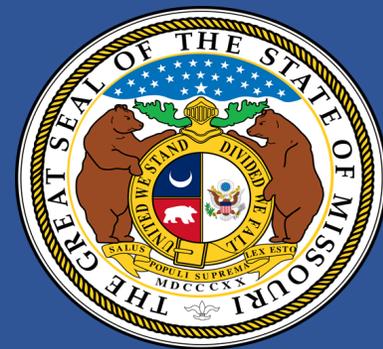
**“Better communication - COVID has helped  
“push” us to have better inter and intra agency  
communication/information sharing.”**

***Elizabeth Weyrauch***



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**“Learning how to readjust to do business from working from home and keeping strong communication. Though the world may be a little different, we still have a job to do and customers to serve.”**

***Kate Bax***



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**“With the struggles that COVID brought our team came together quickly to develop strategies in which we could serve our clients and keep staff safe quickly and effectively.”**

***Jessica Bloch***



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**“We not only encourage health safety, but also psychological safety for team collaboration. Without fear, teams are more likely to interact and contribute to projects and tasks. Teams are encouraged to share ideas, mistakes, risks, and opinions.”**

***John Ferrier***



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**“The Missouri Wine and Grape team put together a weekly a quick tip sheet to go out to the wineries on CDC updates, safety tips, federal and state programs to assist the wine industry during this pandemic.”**

***Jim Anderson***



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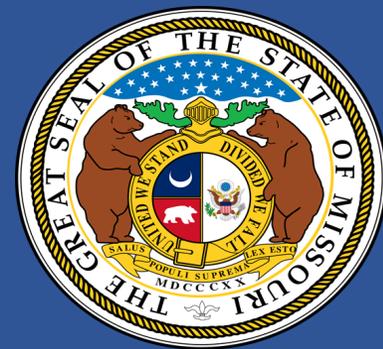
**“Continue to celebrate the services we have provided to insurers, financial institutions, credit unions, professional licensees and public services while minimizing our exposures and guarding our collective health.”**

***Chlora Lindley-Myers***



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**“I am currently an ambassador in my region with regard to the corrections way. We are working together to help staff navigate through the pandemic and stay focused while alleviating stress associated with the job.”**

***Jennifer Clyburn***



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**“MoOption staff worked hand-in-hand with staff from Adult Education to ensure that Missouri high school students participating in the program continued to have an opportunity to participate in the HiSET assessment.”**

***Jocelyn Strand***



**“Through my team's (Molecular Unit, MSPHL) continuous strive to improve communication, workflow, and training procedures, we have been able to get COVID PCR testing up and running and exceed all of our previous goals for volume!”**

***Mary Barrioz***



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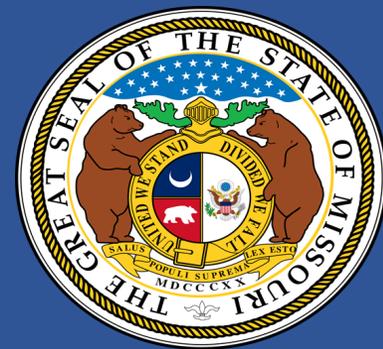
**“Our ability to move to remote work quickly while continuing to provide consistent and high quality service to our customers.”**

***Leroy Wade***

**“HR has been working to streamline processes to make our work more efficient and effective for the agency. We have been faced with many challenges during COVID, and we have worked together to overcome.”**

***Christina Rusk***





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**“Currently working on improving onboarding external candidates at Fulton State Hospital. Currently working with fellow Division of Behavioral Health BBs to build the infrastructure and grow the RPI program within the Division of Behavioral Health.”**

***James Busalacki***



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**“Improving processes through better collaboration.”**

***Patricia Fischer***



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**“Our grant unit recently joined with another unit. We have been reviewing the procedures that both units have been using and are then streamlining the procedures so that we are able to work as a fluid team with less staff.”**

***Michelle Branson***



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**“The DOR's Aspiration is: To provide every customer the best experience every time. To achieve this aspiration and vision, we must embed continuous improvement into our day to day operations.”**

***Lynn Kemper***



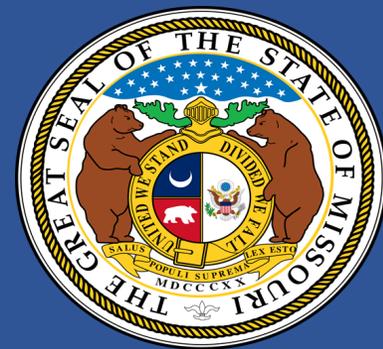
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**“The DSS and Children’s Division has Rocked in 2020. The Child Abuse and Neglect Hotline moved to telework seamlessly. This was great partnership with ITSD. St. Louis County closed hundreds of reports and has created sustainability.”**

***Sara Smith***





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**“We are constantly adapting to find new ways of doing things better due to COVID.”**

***Shay Medley***



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**“We have had great collaboration and team unity during the work from home stage since COVID.”**

***Benjamin Burgett***



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**“I am so incredibly proud to have been a part of the COVID-19 Fusion Cell responding to the pandemic this year. The level of inter-departmental coordination to respond to the crisis and serve our citizens has been unprecedented. Better Together!”**

***Cindy Dixon***

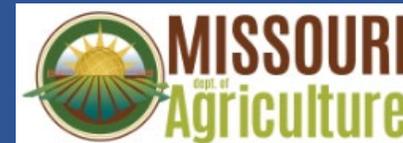


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**“We are working to streamline processes throughout our department in all divisions.”**

***Chris Chinn***



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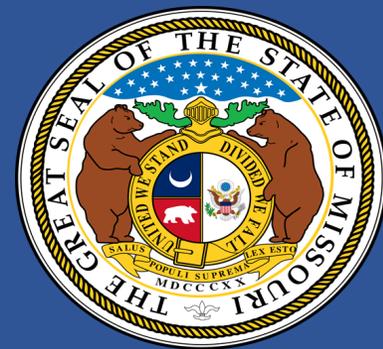
**“Our team has met our examination mandates, despite the pandemic and the absence of cooperation from our "hands-tied" federal counterparts.”**

***Dave Doering***



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**“With the sudden shift to remote work, we have been able to utilize the technologies that are available to us to assist in tracking, allowing us to transition to an almost paperless work environment.”**

***Ryan Halbert***



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**“Our team was tasked with new initiatives this year amidst a pandemic. We tried different management techniques, improved facilitation of virtual meetings and scheduled weekly standing meetings to ensure we stayed connected and our work was on track.”**

***Pam Thomas***



**“I would like to celebrate that our DHSS Lean Six Sigma Team has continued to put in the work on their projects despite being limited to virtual meetings over the last few months.”**

***Adam Perkins***



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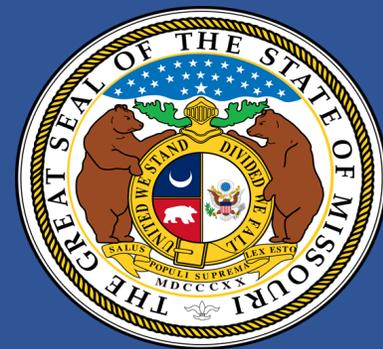
**“My team has done really well at adjusting to working remotely and communicating in the remote environment.”**

***Amanda Jones***

**“I am very happy with the group of people that I have working with in 2020. Everyone has been flexible on working remotely to be able to help/assist citizen of Missouri in this time of need.”**

***Brittney Rollins***





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**“SLPRC Nursing Recruitment and Retention,  
recognized in 2018 with The Governor's Award  
for Quality and Productivity,  
Efficiency/Process Improvement.”**

***Michael McFarlane***



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**“Using the Trello board for managing permitting actions while being a distributed team.”**

***Ashley Harrison***



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**“Engaged staff in the update of SEMA's Strategic Plan to identify the vision and activities of each program over a five-year planning period.”**

***Brenda Heidbreder***



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**“During the pandemic, we were staff allocated to help tackle backlogs in another section while audit services were briefly suspended in order to relieve our customers. We learned a lot and helped out the citizens and our team members in other bureaus!”**

***Rachelle Forbes***



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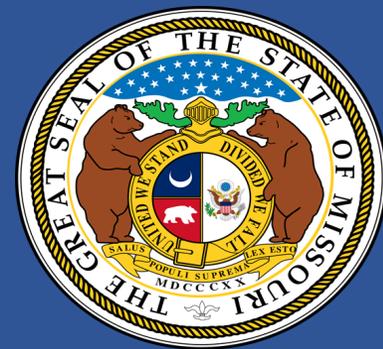
**“Yellow belt certification is all about teamwork and this is the year that my team completed our project and were recommended for our yellow belt. This was especially challenging because our due date was in the heart of the pandemic but we did it!”**

***Stephanie Fowler***



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**“The pandemic has forced everyone to find ways to work more efficiently from home It takes focus, determination and open communication to continue delivering results under these conditions, but we have done it Working Better Together.”**

***Melissa Wilbers***



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**“Launch of MoCareers and ENGAGE 2.0.  
Implementation of a new compensation and  
classification system.”**

***Casey Osterkamp***



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**“We are working to convert all hard copy files to electronic format. Our initial volume of hard copy files was over 100 linear feet of cabinet space. We're only ten percent complete, but still we're celebrating.”**

***Matt Rold***



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**“We have come together due to COVID-19. We were able to work remotely and be very successful at it. We have been able to remain in contact and still celebrate everyone's successes. I am pleased we were able to problem solve and make this work.”**

***Samantha Henson***



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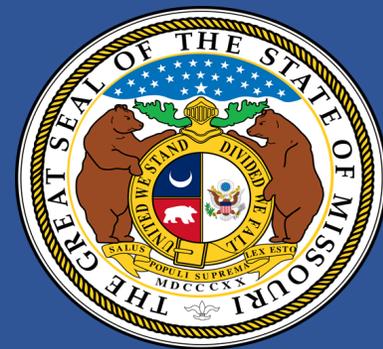
**“Appreciate my ability and purpose to be able to ensure delivery of health care.”**

***Adrienne Hardy***



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**“I'm proud of my coworkers for adapting and adjusting. No one could have predicted how crazy this year would be but people came together and did what it takes to get the job done, no matter the challenges. It's been quite a ride!”**

***Sara Hagenhoff***



**“We centralized to a State-wide PCCP team instead of 5 Regional PCCP teams. With standardization we improved our State-wide average for "number of days to complete orders" by 58% (5 month avg.), with the Regional impact improving by 72% (5 month avg.)!”**

***Jessica Bateman***



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**“During a 6 month period of 2020, my team (ETT) was able to serve more than double our yearly average by streamlining our processes and revising our delivery methods. Workforce Development is continuing to evolve to meet changing demands.”**

***Lisa Marshall***

**“In 2020 I have worked outside of my regular job duties to assist the regional claims center with the backlog from the COVID-19 situation. I have aided in filing unemployment claims, adjudicating issues, and answering questions on unemployment claims.”**

***Brian Walters***



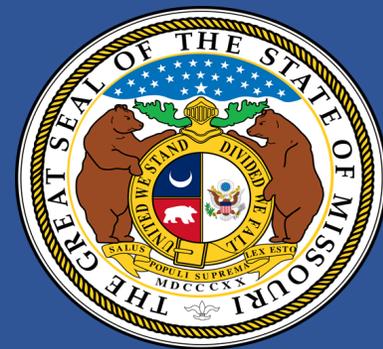
**“We have implemented more consistent training for our new frontline staff to ensure that our program is being implemented effectively.”**

***Alicia Pardee***



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**“We have been extremely resilient, adaptable, innovative, and proactive facing the challenges this year has brought.”**

***Justin Buckler***



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**“Celebrating my teams ability to continue on the mission regardless of the obstacles before us. My team works better together with insight on improvements to daily mission as well as brainstorming the improvements to possible future missions.”**

***Kelly Welschmeyer***



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**“We have been updating some of our processes and procedures to eliminate unnecessary steps and save time.”**

***Becky Foster***



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**“There is a lot I am proud of from my team from 2020. Currently I am most proud of the amount of communication that has increased during our COVID 19 responses and that we have continued to focus on retention and team building in our agency.”**

***Megan Fisher***



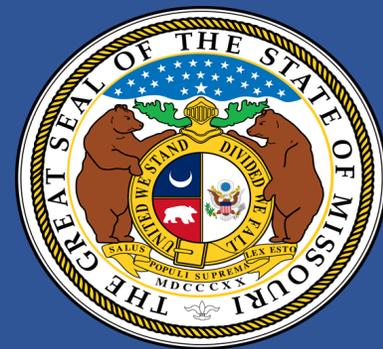
**“We continue to provide good service to the traveling public during this pandemic during 2020. It hasn't been easy, but with good collaboration, creative ideas, and focusing on the priorities, we have continued to provide this good service.”**

***Phil Hamilton***



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**“The MSECC was able to partner with ITSD to create an online platform for this year's charitable campaign, so employees working remotely had the same access to complete a pledge card as those in the office every day.”**

***Leah Strid***



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**“We have been working with a partial remote schedule, due to this change communication has improved significantly. All staff is submitting a weekly summary of work. We are having weekly staff huddles, increasing efficiency and overall morale.”**

***Laura Barry***



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**“Allowing for electronic filings by insurance companies that has allowed our own processes to be virtual and work from home as needed. Still need - laws to be modernized to continue to allow for such.”**

***Debbie Doggett***



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**“Our Institutional Treatment Centers are actively working together to screen and place offenders in treatment who are overdosing and using substances in the institutions. We have been going strong with providing treatment services even among COVID19!”**

***Ashley Battles***



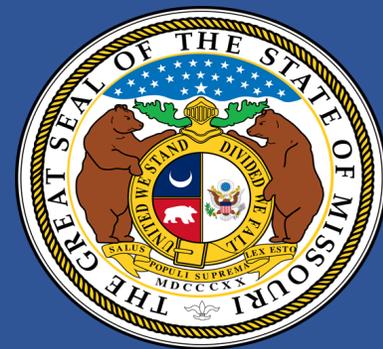
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**“My team and myself successfully completed a project to ready the Drupal 8 website for Special Education for publication.”**

***Lori Ambercrombie***





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**“Our team has shifted to live, virtual process mapping since COVID-19 hit. In-person process mapping is not possible right now, but we've shifted to be able to continue our projects online.”**

***Brenna Davidson***



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**“We are in the process of unifying our program systems to present our end users with one link/portal to enter their program data for all higher and workforce program systems (ETPS, MoJobs, MoSCORES, EMSAS, etc.). I am excited to be moving forward.”**

***Tracy Otto***

**“DOLIR has truly worked Better Together by uniting as a Department to assist with the high volume of unemployment claims through intake, call handling, creative and technical solutions, and many other ways.”**

***Ben Terrell***



**“DMH has prioritized Lean training for our Behavioral Health division specific to healthcare settings, creating an internal capability to continuously train more green belt and black belts.”**

***Katie Thumann***



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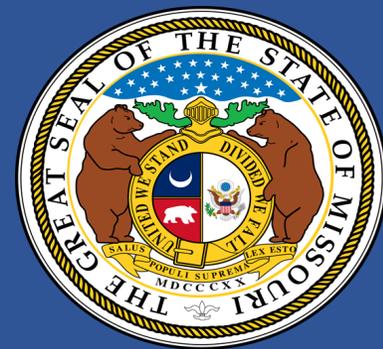
**“Moving training experiences from in-class to virtual learning.”**

***Tracy Wilfong***



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**“Our team has been working on communication. Both up and down. It has changed how we operate for the better!”**

***Courtney Kawelaske***



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**“We have been working hard on improving our work load in terms of accepting technology in our work. With an office (one of many) that is not in Jefferson City, we are working in ways to reduce postage and paper usage.”**

***Jason Nguyen***



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**“We continue to look for ways to get identified information that might benefit or help another unit from one place to another. I think there are opportunities for various units to share information and help each other more.”**

***Dawn Pehle***



**“We have been working “better together” by keeping up communication despite working from home.”**

***Adam Wood***



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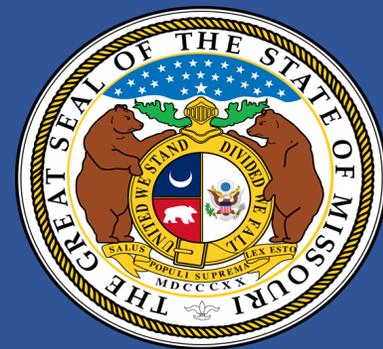
**“As a new office, the Intake Office has worked together to produce processes and procedures that assist all consolidated departments with IT Project charters that go before CITGC.”**

***Cody Eidson***



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**“Efforts are currently underway to promote and implement Lean 5S in all grain inspection offices and labs around the State.”**

***Jimmy Williams***



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**“I am part of a team that is always ready to fill in when needed, during COVID we have had many days where we only had a few people in the office and everyone pulls together to get everything done.”**

***Kim Landers***



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# **“Implementing Remote Work for the Division of Probation and Parole.”**

***Sharon Dunn***



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**“It is like they say, when one of your senses goes away, the others get stronger. Since our daily interactions have morphed into a new 'normal' we are realizing how we communicate is more critical than ever.”**

***Angela Riner-Mooney***



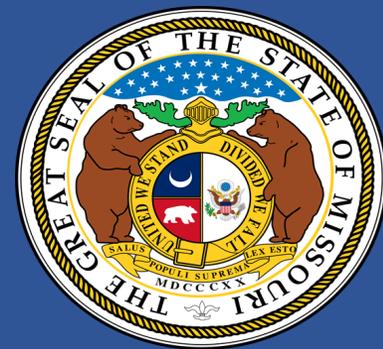
**“We have all had to increase our flexibility in our normal job duties, workload, and skill set due to the COVID-19 pandemic. I think that my team and I have really increased our flexibility and have grown as DHSS employees.”**

***Elizabeth McCarthy***



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**“The Division of Workers' Compensation CARE Unit has worked together utilizing industry best practices and agile methodologies to identify and develop processes to allow us to better serve the citizens of Missouri.”**

***Robert Smith***



**“Shortly after COVID began, we bought a mask oven to be able disinfect & reuse our N95's due to the PPE shortage. We have many people from different departments helping disinfect the masks. Many have pitched in to help keep our staff and clients safe.”**

***Holly Coil***



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**“I think all of us have had some challenges in 2020! Our team has been able to digitize files, upgrade our online application, and create a process for improved remote work. We’re still working on it, but efficiency has definitely improved!”**

***Kirsten Schaefer***



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**“I would like to celebrate the Preparedness Team (SNS) I have never met people that our so dedicated, its not a job to them its much more. The endless hours they have worked at the warehouses to send out PPE to protect the citizens of Missouri.”**

***Gretchen Werner***



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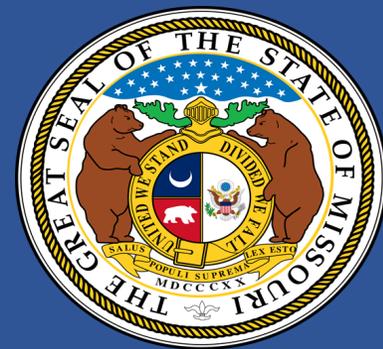
**“Our office has begun the use of metrics and is currently designing a dashboard to display and use these metrics to make data driven decisions in the future.”**

***Maria Sanders***



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**“Our team has adapted to the ever-changing needs of Missourians throughout 2020 with continuous work on the frontlines to make our program the Best in Class to the citizens we serve and to each other as we navigate through unprecedented times.”**

***Tameka Whitney***



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**“Our office employees are still working remotely and we survived Shared Work. It's been a strange ride this year but we have managed to be successful despite the pandemic by helping each other and staying focused.”**

***Deborah Sartin***



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**“My team helped re-write the budget in response to the pandemic, produced a good budget, and did it all in a new remote work environment.”**

***Robert Bryant***



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**“All program web-ex on Fridays to coordinate and collaborate between inspectors and laboratory.”**

***Stan Cook***



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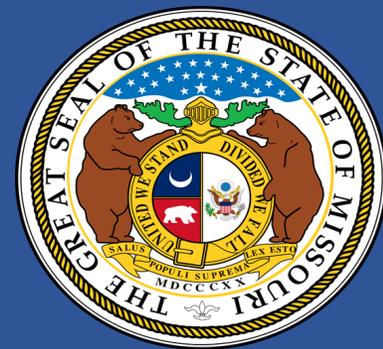
**“Moving our paper processes into  
online/electronic processes.”**

***Susan Cardwell***



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**“We are more organized, and our projects are more defined, credit to a better understanding of setting SMART goals.”**

***Angelee Mitchell***



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**“We approach new and old processes alike from a Lean perspective, working to eliminate waste of time and effort.”**

***Alicia Hunt Ketterman***



**“I would like to celebrate my team working to implement three new federal programs in a very short time period this year. These programs helped pump billions of dollars into the economy to help Missouri citizens.”**

***Patty Loehr***



**“We created temporary fieldwork procedures so our investigators could safely continue completing state-wide investigations during the pandemic at entities that are contracted, licensed, or funded by the Department of Mental Health.”**

***Lesley Miles***



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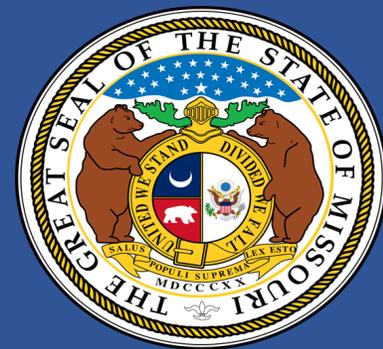
**“Working remotely certainly has its challenges, but it feels like we are better at sharing information lately, from the Department level all the way down to front line staff.”**

***Sheri Fry***



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**“My team has worked diligently to continue to bring emergency management training to the state of Missouri in virtual formats for local, regional and state staff since in seat training has not been an option due to COVID.”**

***Michelle Nienhuis***



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**“My team pulled together to address our backlogs. We moved every backlog to a 'work in progress' by cross educating team members within our area to assist each other. This allowed the team to help other bureaus and learn new processes.”**

***Alicia Carpenter***



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**“The transitioning from working in an office environment to working remotely due to COVID. We worked as a team to get this accomplished and did so in a small amount of time.”**

***Toni Nichols***



**“Since COVID-19 we adjusted the way we plan, communicate and assess our operations in General Services. Incorporated weekly teleconference meetings, which encouraged better communication and team bond working through the changes that we have faced.”**

***Justin Hills***



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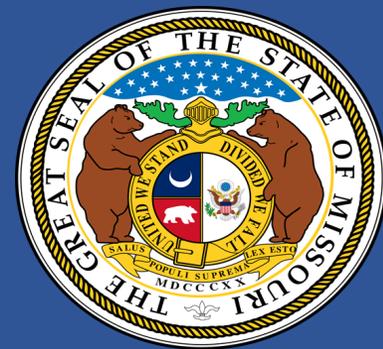
**“Like many others, my team was sent home to work remotely in March. The team collaborated and found new ways to communicate and successfully work with our customers remotely. The team also stepped up with help DHSS with COVID related efforts.”**

***Lisa Glasgow***



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**“We have been communicating much more frequently and effectively with all staff and we have provided the platform for more feedback from employees. We have also streamlined some of our processes recently.”**

***Jamie Sanning***



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**“The amount and quality of work that we have continued to produce during the pandemic!”**

***Jennifer Shankle***



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**“While teleworking, we communicate through emails or have a virtual meeting to make sure our work goes smoothly as well as help each other.”**

***Seunghee Han***



**“With the historic number of unemployment claims filed, the volume of phone calls were more than could be handled. Through several improvements, the DOLIR team was able to reduce call deflections from a high of 130,000 to zero!”**

***Tammy Cavender***



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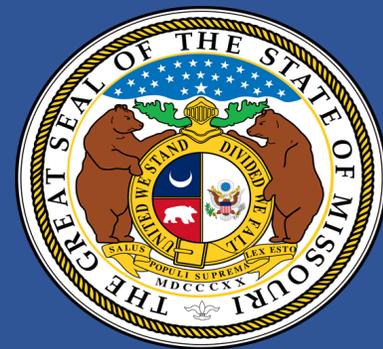
**“DMH hopes to celebrate 100 Robust Process Improvement trained team members by the end of 2020.”**

***Lisa Franz***



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**“I am brand new to continuous improvement work and am excitedly looking forward to this summit as a way to prepare to serve on a future continuous improvement team.”**

***Jennifer Lamons***



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**“More open communication.”**

***Gretchen Werner***



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**“We have utilized Tableau to create a way of tracking the types of cases we work and how long they take to better prioritize and assign workloads. It also allows agents to assist each other and reassign cases to best fit the division's needs.”**

***Chenae Marble***



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**“Positive feedback, supportive comments, and focus on team has become common place in 2020. As a team, we have worked together to achieve outcomes we didn't think were possible prior to the pandemic, with minimal, if any, impact to service.”**

***Beverly Struempfler***



**“With working from home since early spring our team has done a great job of consistently adapting to changes and brainstorming new ways to increase the level of communication within our group.”**

***Jenna Keyes***



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**“MoOption staff worked hand-in-hand with staff from Adult Education to ensure that Missouri high school students participating in the program continued to have an opportunity to participate in the HiSET assessment.”**

***Jocelyn Strand***

