

**United States Government
Distinguished Administrative/Professional Service Award**



Julie Vosilus

***Consumer Safety Officer-State Liaison
U.S. Department of Health and Human Services—
Food and Drug Administration***

FDA's mission to protect the health of American consumers is accomplished in part by inspections of food establishments and by responses to foodborne outbreaks. FDA collaborates with states to accomplish this mission. The State Liaison position was established by FDA in 2011 to improve the relationships among the states and districts, but few guidelines or details

were provided.

Julie Vosilus was one of the first hired. She has been instrumental in developing and refining the duties, methods and responsibilities of the position on a national level. This past year, the local FDA office hired an Emergency Response Coordinator and two additional State Liaisons. Julie was instrumental in their training and formation as a team to efficiently utilize the assets of both state and federal resources.

Our local office has one of the best state/federal relationships within FDA. Much of this can be attributed to the development of the liaison position by Julie and as taught to her fellow liaisons by her. Julie's performance far exceeds that expected of a State Liaison. She is a recognized subject matter expert in state relationships, state contracts and partnerships between FDA and the states. Ms. Vosilus is well versed in responses to foodborne outbreaks, with a background in FDA investigations and in the Incident Command Structure. She advises states during responses. She was integral in responses to recent outbreaks involving caramel apples, ice-cream, and avian flu.

Representatives from our states are prone to bragging about their relationships with our local office. This occurs not only in discussions with them, but also publicly. Ms. Vosilus is primarily responsible for this.

**United States Government
Distinguished Clerical Service Award**



Frances (Fran) Herrera
Administrative Assistant
National Simulation Center at Fort Leavenworth

Mrs. Fran Herrera has distinguished herself over the last 30 (+) years as an Administrative Professional. While assigned to the National Simulation Center over the last 20 years, she has provided travel orders and voucher support for an estimated 6,825 Temporary Duty (TDY) trips supporting both military and Department of the Army (DAC) Civilians. Her diligence and dedication to duty provided unparalleled travel support and contributed immensely to the success of the organizational mission. On many occasions, Mrs. Herrera stayed late or dropped whatever she was working on to help a traveler who needed travel assistance. She always ensured that every trip was able to be completed as seamlessly and smoothly as possible.

Mrs. Herrera was key to the implementation of a new travel request system that streamlined the travel operations. Her attention to detail and professionalism resulted in high customer satisfaction as evidenced by excellent evaluation reports on an annual basis and numerous awards and recognition for her accomplishments and achievements. She helped the organization successfully transition from an outdated manual travel orders system to the Department of Defense, Defense Travel System (DTS). As a Subject Matter Expert on DTS, she is relied on and sought out for her knowledge and advice to travelers. She is an excellent steward of government resources and her compliance with DTS mandates has undoubtedly saved thousands of travel dollars. Her quick processing of traveler vouchers has prevented excessive credit card interest charges and supported all organizational goals for timely processing.

Mrs. Herrera has stepped in during a recent critical shortage of Administrative support. She willingly assisted when others were absent and never complained while cheerfully filling in. She has faithfully discharged her duties so that no traveler would be impacted by lack of support, often including late notification of emerging trip requirements. Mrs. Herrera is known for creating a wonderfully caring, hospitable work atmosphere. She is a silent professional that has earned a reputation for efficiency and effectiveness while providing excellent customer service. Ms. Herrera is truly an “Unsung Hero” and representative of the great support Administrative Professionals provide on a daily basis.

United States Government Distinguished Community Service Award



Janice Bell
Accounting Clerk
Internal Revenue Service

Janice Bell recently received the President's Award for Community Service. Last year, she volunteered more than 450 hours performing community service in our area. Her efforts range from providing healthy meals for the homeless to comforting babies of moms with drug addiction.

She spent her 2015 holiday season performing volunteer work. At Thanksgiving, she helped feed hundreds of homeless and needy people. "They come from living on the streets and from homes with no food to eat," she said. At Christmas, Janice was a bell ringer and an Angel Tree volunteer at local shopping malls. Her Salvation Army activities also include raising donations, such as children's clothing and kitchen items, for their children's shelter.

Janice is an on-call fire responder for the American Red Cross. In this role, she directs victims to temporary shelters and gives them personal care kits. She also helps administer the ARC credit card program. Victims use the cards to pay for temporary personal living expenses.

She organized clothing drives for homeless families to transition into homes at Community Linc and worked in the food pantry for Catholic Charities. Earlier this year, when national media broke the story about the contaminated drinking water supply for Flint, Michigan, residents, Janice spear-headed a bottled water drive at the IRS KC Campus. A local television news station interviewed her about her efforts. Because of the publicity, an area business offered to become a drop off point for Kansas Citians to leave donations, and a freight company agreed to deliver everything free.

Janice's efforts take much personal time and sometimes even some of her personal resources. She says that these activities have helped her to become a more humble and caring person. "They have given me the opportunity to have a lasting and fulfilling achievement and have shown me that my greatest success in life is helping others."

**United States Government
Distinguished Leadership Award**



Angela Bye
*Manager Post Office Operations
United States Post Office*

Angela Bye oversees all postal operations in ZIP Areas 640, 644, 646, 647, 648. Ms. Bye began her postal career in 1996 in Cabool MO as a Rural Carrier. She has continually been selected for key leadership positions within the Postal Service, and her leadership skills are appreciated by all on the Mid-America Postal team.

Angela is an important asset to the US Postal Service. As our Manager, Post Office Operations, Ms. Sikeston oversees all operations in Northwest MO and Central MO. The performance of the team she leads is exemplary. She serves as a mentor to many, and she personally ensures all leaders on the team she manages support and training to strengthen their leadership and operational achievement. Ms. Bye is Lean Six Sigma trained, and uses the tools and principles with her team. Her commitment to customers, service and organizational achievement is outstanding. As a champion of lead generation programs, Ms. Bye has been recognized for sales in excess of \$500,000, and is a driving force behind October Breast Cancer Awareness Campaigns in all communities she serves and supports.

**United States Government
Distinguished Lifetime Achievement Award**



Chris Cockrill

***GSA Region 6 Energy Program Manager
U.S. General Services Administration***

In a career spanning several decades of civil service, Chris Cockrill has consistently contributed leadership, passion, and enthusiasm to numerous programs and initiatives -- always producing positive results.

Since 2006, Chris has served as GSA's Energy Program Manager for the Heartland Region. During that time, he has been the visionary, strategist, and professional guiding the region's successful efforts to reduce energy usage by 32.81 percent for the 10-year period ending Sept. 30, 2015. This surpassed the federally mandated goal of 30 percent reduction. As a result, utility energy costs for federal buildings and U.S. Courthouses in the states of Iowa, Kansas, Missouri and Nebraska were reduced substantially, saving taxpayers an estimated \$12 million.

In 2010, Chris was selected to be the Department of Energy (DOE) Federal Energy Management Program's National Energy Champion. That award was presented for his development of innovative tools and techniques for measuring and reducing energy consumption. Earlier he forged a strategic alliance with the Pacific Northwest National Laboratory to conduct Energy Efficiency Expert Evaluations in GSA buildings. This approach was so effective that it was adopted as a GSA national energy program initiative.

In recent years, Chris' influence and leadership has resulted in a long list of awards and special recognition for GSA energy teams, including:

- 2014 Federal Energy and Water Management Award for the Wichita U.S. Courthouse, selected for a 20 percent energy reduction in fiscal year 2013
- Four finalist buildings for the DOE's 2013 Better Buildings Federal Award
- Two finalist buildings for DOE's 2012 Better Buildings Federal Award

From the beginning of his civil service career as Institutional Program Section Manager for the Missouri Department of Natural Resources to his current role as a GSA expert on energy usage and conservation, Chris has been an exemplary model for colleagues and agency partners to emulate. His legacy of personal dedication and excellence is truly noteworthy and hereby recognized.

**United States Government
Distinguished Lifetime Achievement Award**



Cathy Marshall
Compliance Officer
U.S. Department of Labor-
Office of Federal Contract Compliance Programs

Cathy Marshall began her Federal career on December 30, 1979, as a Clerk-Typist with the Department of Housing and Urban Development. Thirty-six and 1/2 years later, through deserved promotions, Ms. Marshall continues her Federal career as a Compliance Officer with the U. S. Department of Labor, Office of Federal Contract Compliance Programs, which she joined in March of 2007. As a Compliance Officer, Ms. Marshall proudly achieves and has exceeded the Department of Labor's mission of promoting the welfare of job seekers in the United States by uncovering and resolving discriminatory hiring practices in Federal contractors' employment practices.

In addition, Cathy Marshall began her long military career on June 22, 1982 when she joined the U.S. Army Reserves. During her 28 years of service, Ms. Marshall was deployed to Operation Desert Shield/Storm and to two tours of duty in Operation Iraqi Freedom. As an honored member of the U.S. Army Reserves, Ms. Marshall received many awards during her service. Among the prestigious medals and commendations she received, Ms. Marshall is most proud of the Legion of Merit Award, the Bronze Star, three Meritorious Service Medals, and the Meritorious Unit Commendation that her unit was awarded on her final deployment to the Middle-East. At the time of her retirement in December 2010, Ms. Marshall was a Sergeants Major (E-9).

United States Government Distinguished Lifetime Achievement Award



Paula Schwach
Attorney- Advisor
Federal Transit Administration

Ms. Paula Schwach is the recipient of the Public Employee Recognition Day's Lifetime Achievement Award due to her many exemplary accomplishments throughout her 39 year career in public service at the Federal and local level. Ms. Schwach has over 26 years of Federal service most recently as the Federal Transit Administration's legal counsel for the U.S. Department of Transportation's Infrastructure Finance and Innovation Act (TIFIA) direct loan program. Ms. Schwach's exceptional contributions to this \$23 billion portfolio of funding have helped create transit infrastructure that is utilized by transit passengers across the nation and advanced the U.S. Department's key strategic goal of increasing mobility and developing and improving infrastructure in local communities.

Ms. Schwach is also the Mayor of the City of Westwood Hills KS, the most beautiful little city in Kansas. She was re-elected in 2015 and previously served as a three-term councilwoman. She is the former President of the Johnson County, Kansas League of Women Voters in 2013. Prior to becoming a lawyer, Ms. Schwach worked as a senior housing and community development officer for the City of Kansas City, Missouri, a loan officer for Jackson County State Bank and a development officer for affordable housing with the Missouri Housing Development Commission. Ms. Schwach graduated Cum Laude from Missouri State University with a B.A. in Political Science. She holds a Master's Degree in Urban Affairs from St. Louis University's Center for Urban Programs where she was a HUD Fellow and holds a J.D. from University of Missouri at Kansas City.

Throughout her career, Ms. Schwach has followed a simple philosophy: the goal of work is to leave behind tangible product that meets the needs of its users and which will outlast an individual's short stay in a given position. Whether working on the first housing finance agency loan-to-lenders programs for the State of Missouri or the unwinding bond deals held by savings and loans in receivership or demolishing a major public housing project which had long-since ceased to be habitable or being part of a TIFIA project team, this philosophy is the thread that weaves together her career.

United States Government
Distinguished Military/Military Support Award



Christine Sanchez-Murphy
Deputy Human Resources Specialist
Mission Command Training Program-
U.S. Army – Fort Leavenworth

Ms. Christine Sanchez-Murphy, and the section she supervises, provides customer service to the 422 Officers and Soldiers of the Army’s Mission Command Training Program (MCTP), Fort Leavenworth, Kansas. She expertly manages the day to day functions of the S1 section as evidenced by the on-time evaluations turn-in rate of 99.9% and the submission of over 185 awards to higher headquarters. Ms. Sanchez-Murphy has categorically earned the Soldiers’ confidence and the reputation as the “Go-To” subject-matter expert within the S1 (Personnel) section.

Faced with significant personnel turnover and manning shortages, Ms. Sanchez-Murphy effectively analyzed and communicated personnel shortages and associated readiness impacts to leaders within the organization and to higher headquarters. In an effort to ensure the organization had “the right people at the right time,” she built a total of 319 officer/warrant officer requisition requests and made 152 slating recommendations in just the past year which cemented her reputation as a trusted agent for the command team. The commander and staff relied on her to give well-conceived, mature opinions and judgments. Additionally, she supervised the in and out processing of 324 Soldiers, ensured sponsorship was established and welcome letters were sent for inbound personnel, and counseled outbound Soldiers on clearing processes and requirements.

Ms. Sanchez-Murphy always took initiative and performed duties above standard. She was instrumental in the planning and execution the first ever MCTP Noncommissioned Officer (NCO) Induction Ceremony and MCTP’s Best Warrior Competition Ceremony. These ceremonies ensured proper recognition for the units’ NCOs and directly impacted the professionalism of the NCO Corps.

The Soldiers and Officers of the Mission Command Training Program benefit each day from the leadership, professional guidance, and advice Ms. Sanchez-Murphy provides. Her contributions have made a direct and lasting impact on both the Soldiers and the organization.

United States Government Distinguished Team Award

Kansas City Division of Medicare Health Plans Operations (DMHPO) Medicare and Marketplace Outreach Teams



The Kansas City Division of Medicare Health Plans Operations (DMHPO) Outreach Teams had a personal impact on over 24,500 beneficiaries and consumers in 2015. This personalized impact was made through outreach efforts by staff members in the division through in person seminars, webinars, phone banks, tele-townhalls, open Q&A, enrollment events, informational booths, and educational classes.

Group photo (sitting left to right): Natalie Duy, Donna Mayfield, Tammy Twait, Judith Flynn

Group photo (standing left to right): Catherine Rippey, Amanda Larigan, Joseph Sanchez, Johnathan Slade, CDR Amy Flynn, Karen Miller

Single photos (left to right): LCDR Matt Pettit, Ann Davis, Linda Tantillo, LT Francis Vu, Cynthia Neumann, Stephen Thomason

CMS beneficiaries received one-on-one counseling on how to maneuver through the Medicare Plan Finder to find the best Medicare Health Plan or Medicare Drug Plan for the upcoming year through enrollment and educational events that were staffed by DMHPO. This personalized customer service saved beneficiaries money, and it allowed an educational opportunity to inform Medicare beneficiaries about what resources are available to them for counseling, plan education, and Medicare benefits.

This level of customer service was extended with partner relationships through Congressional Offices that offered Medicare Open Enrollment Tele-Townhalls where more than 18,000 Medicare beneficiaries called in to listen to enrollment processes, have their personal questions answered, and discuss their Medicare benefits. These tele-townhalls were exclusively staffed by DMHPO and facilitated by the congressperson.

With the implementation of the Marketplace through the Affordable Care Act (ACA), DMHPO staff manned phone banks to answer questions, provide counseling on where to route and direct consumers to get enrolled and provide assistance and education about the ACA.

Marketplace Outreach teams worked diligently to provide information and resources to consumers during the third Marketplace Open Enrollment Period. This increased level of customer service directly impacted more than 2500 consumers.

The number of beneficiaries and consumers that were reached in 2015 is impressive and greatly exceeded the 2014 impact by 24%. Although we can tally the number of direct contacts, it is impossible to calculate the full effect of impact where thousands of beneficiaries and consumers are reached downstream as a result of these events. These Outreach teams have demonstrated dedication, hard work, and passion about the programs they provide to our beneficiaries and consumers that they worked to increase their visibility and assistance from 2014 to 2015, and they were successful by increasing their yield by 24%.

**United States Government
Distinguished Technical Service Award**



Beth Wilson

***Supervisory Government Information Specialist
U.S. Citizenship and Immigration- National Records Center***

Beth Wilson pioneered a highly effective new method of collecting, analyzing, and distributing information to her team that has become a model for U.S. Citizenship and Immigration Services (USCIS) supervisors throughout the agency's Freedom of Information Act (FOIA) program. Beth did away with the traditional method of returning work for correction to the employee with the errors marked up, and began hands-on review utilizing a variety of educational methods to teach and coach including one-on-one sessions, audiovisual engagement, team discussions, even including Jeopardy-style games as part of the improvement process. Beth's efforts have begun to bear positive dividends – her team's work analysis has shown a 50% reduction in FOIA cases that required re-work by her team over the past year.

FOIA processors maintain a unique skill set and a highly specialized knowledge of immigration and privacy law, coupled with the reality that most of the National Record Center's (NRC) FOIA processors work virtually; continuous learning and developing for FOIA and Privacy Act employees can be especially challenging. As the National Records Center's (NRC) resident FOIA expert and one of its prolific case processors, Beth conveys her technical expertise in a way that is highly conducive for learning and improvement for all experience levels. She continues to adapt her leadership and supervisory skills to the changing environment. Beth's efforts provide a great example for the USCIS and FOIA community to pursue.

**United States Government
Distinguished Trade/Craft Award**



Kevin A. Finch

***Utility System Operator – Clinton and Hillsdale Lake
U.S. Army Corps of Engineers***

Kevin Finch's position at the lake is similar to a public works superintendent of a small city – without him we wouldn't have potable water, sanitary sewers, or electricity. Kevin does an outstanding job operating and maintaining our water treatment, wastewater treatment, and electrical systems allowing us to serve over 1.6 million visitors each year who utilize the campgrounds and other facilities at Clinton and Hillsdale Lakes.

Mr. Finch also does an excellent job maintaining the Clinton and Hillsdale dams and control towers to ensure they perform as designed to provide critical flood control and water supply benefits for the people of the region (over \$1.5 billion in flood damages prevented since 1980 and over 3 billions of gallons of water supply per year).

This past year, in addition to his vital day-to-day duties, Mr. Finch planned, prepared plans and specifications, and oversaw contractors for several critical maintenance projects to upgrade antiquated systems and infrastructure in our 35 year old water plant. Specifically, he replaced the low service pump, the water supply intake pump, the effluent and raw water meters, much of the piping in the water plant, and the clarifier sludge valves and test ports. He also researched the best way to clean out the clear well and water tower to improve chlorination residuals in our water distribution system and researched a less expensive, safer way to treat our water that will save the government thousands of dollars each year and will improve employee health and safety as they run the treatment plant. Mr. Finch saved the government as estimated \$20,000 in emergency repairs and chemical costs this past year.

Team members like Kevin who wear multiple hats and are creative, motivated, and have a great work ethic are essential in these days of reduced staff and budgets. Kevin meets every challenge head-on to provide safe and reliable flood control, water supply, and recreation facilities for the public we serve. He exemplifies all of the best qualities of an outstanding Federal employee.