

UNITED STATES GOVERNMENT
DISTINGUISHED ADMINISTRATIVE/PROFESSIONAL SERVICE AWARD



WAYNE SMETANA
ACCOUNTANT
CENTERS FOR MEDICARE & MEDICAID SERVICES (CMS)
DEPARTMENT OF HEALTH AND HUMAN SERVICES

Wayne Smetana is a great asset to the agency and a dedicated civil servant. Wayne consistently provides high-level customer service and is not content with the status quo. Always looking for ways to improve processes and eliminate waste, Wayne asks the difficult questions leading to meaningful improvement.

Some of Wayne's recent contributions include the following:

- Assisting with the Comprehensive Primary Care Initiative (CPCI) Technical Review Panel: With minimal prior program knowledge and limited assistance, Wayne met extremely tight deadlines. The panel scored and summarized solicitations to test multi-payer initiatives fostering collaboration between public and private health care payers.
- Development and Testing Onsite and Desk Review Protocols: Wayne played a key role in developing and testing financial review protocols for testing the transition of Accounts Payable balances between Medicare contractors, desk review protocols for Accounts Payable trending analyses, and updating Standard Operating Procedures used by the Consortium for ongoing contractor reviews. These protocols will strengthen CMS' oversight of Accounts Payable and assist in the identification of potential misstatements in the financial statements.
- Ensuring Adherence to Internal Controls: Wayne acts as liaison for all CMS Consortia in coordinating and tracking the Federal Manager's Financial Integrity Act of 1982 self-assessment progress. Wayne provides exceptional technical assistance and training on internal controls. During the past two years, Wayne also successfully led the Kansas City Regional Office Division of Financial Management and Fee for Service Operations through A-123 reviews with no findings.

In these and so many other examples, Wayne has proven himself as an exemplary Federal employee. He exhibits an incredible work ethic while consistently providing outstanding customer service with impeccable integrity. Wayne has never sought public recognition for his service provided during his years of public service. Wayne is an unsung hero whose time has come to be publically recognized.

UNITED STATES GOVERNMENT
DISTINGUISHED CLERICAL SERVICE AWARD



SUSAN SIMMONS
SECRETARY
FEDERAL BUREAU OF PRISONS

As a secretary in the Regional Director's Office for the Federal Bureau of Prisons (BOP), Susan Simmons has made outstanding contributions and provided invaluable support to the efficiency of the Regional Office operations. Susan's outstanding commitment and efficiency deserves consideration for this prestigious award.

Ms. Simmons contributes and coordinates all office management and secretarial support services for the Senior Deputy Regional Director and Regional Director's office. Susan serves as one of the technical subject matter experts and provides oversight and guidance to secretarial staff at both the regional office level and at each prison within our region to ensure consistency and quality control. Ms. Simmons has held an administrative support position in our agency for nearly eighteen years and has consistently demonstrated sustained outstanding performance deserving of this recognition. Susan has excellent communication, time management, and computer skills and plays a major role in the daily operations of the office by coordinating all office management functions and fostering a climate that promotes intra-office cooperation and team work.

Ms. Simmons handles confidential and sensitive information on a daily basis. She answers phone calls received at the main switchboard, and she quickly ascertains critical information to ensure inquiries are handled properly, expeditiously, and in accordance with agency policy. Susan provides oversight, guidance, and review of responses for approximately 4,000 + Administrative Remedy appeals filed by the federal inmates within the North Central Region annually.

Ms. Simmons is a highly motivated employee. Her professionalism and dedication to the agency is admirable. Susan spent several months in a dual role, providing secretarial assistance for the Regional Director's Office and also assisting the Regional Office in other various duties without hesitation. She is a resource and role model for secretarial staff in our office as well as to the nineteen federal institutions throughout our region. Ms. Simmons is being recognized for her contributions and efficiency

UNITED STATES GOVERNMENT
DISTINGUISHED COMMUNITY SERVICE AWARD



JANICE BUTLER
SENIOR PROGRAM ANALYST
GENERAL SERVICES ADMINISTRATION

In July 1996, Janice Butler found herself in a horrific situation when her estranged husband held her hostage at gunpoint. Her freedom came after a five hour standoff, which resulted in him being fatally shot and killed by Kansas City police officers.

As a Domestic Violence Survivor, Janice now educates, empowers and encourages others to see themselves as God sees them and to realize their own value and self-worth. She is the author of a book, *Torn Between Religion and Relationship*, and is the founder of a non-profit organization, Woman of Character, Inc. (<http://www.womanofcharacterministries.com/AboutUs.html>), in Kansas City, Missouri. As a conference speaker, she shares her own personal experience with domestic violence and self-esteem issues with women across the nation. She also provides resource information so that women are better informed and will ultimately have the knowledge to make better decisions about the relationships they foster.

Janice primarily speaks to groups of women between the ages of 16 - 80, but about 10% of her audience is men. She has made over 50 appearances in six cities to schools, churches, shelters, workshops, conferences, panels, radio and television broadcasts. Janice was the recipient of the Rose Brooks Volunteer of the Year Award in 1998 for her substantial contribution to their women's support group in Kansas City. From 1998 to 2000 she was a speaker for the Missouri Probation and Parole program.

Janice is a member of Pointe of Faith, Lee's Summit, MO. She has served as a church leader, women's ministry director, and teacher. She is the proud mother of two adult children and one granddaughter. Janice is passionate about uplifting others through her God given abilities, and is gaining support for having her book turned into a movie in order to better spread her message to others.

Janice is very successful in her position at the General Services Administration (GSA) Public Building Service (PBS). She has been a federal civil servant for 31 years, the last six and a half years as a PBS Senior Program Analyst for the small construction projects funding.

UNITED STATES GOVERNMENT
DISTINGUISHED LEADERSHIP AWARD



KEITH DUPONT
CHIEF, FOIA OPERATIONS
U.S. CITIZENSHIP AND IMMIGRATION SERVICES
NATIONAL RECORDS CENTER

Keith Anthony Dupont is the Chief of FOIA Operations at the National Records Center in Lee's Summit, Missouri.

Keith takes great pride in his service to the nation and passionately cares for his team. He leads by example and has positively touched countless lives during his career.

Keith began his federal service January 1983 as a Soldier in the United States Army's 62nd Engineer Battalion, Fort Hood, Texas. He completed his military service 29 years later in January of 2012 as the Deputy Brigade Commander 4th Maneuver Enhancement Brigade.

His passion and desire to continue to serve the nation has led him to Federal Service with the Department of Homeland Security, United States Citizenship and Immigration Services, where he was selected to lead a diverse group of employees in the day to day operation of the largest Freedom of Information Act (FOIA) program in the federal government.

At the time Keith reported for duty the FOIA Program Branch had a backlog of FOIA requests which totaled in excess of 40,000. Fast forward one year and the backlog has been reduced to less than 1,300 requests. Keith led a multi-pronged approach to reducing the backlog which included increased hiring, the use of contractor employees to handle a large portion of the backlog, and a lean six sigma study to increase efficiencies. Perhaps Keith's strongest leadership skill is demonstrated in his day to day interaction with his team. Keith mentors his supervisors daily in an effort to improve their leadership skills. When one of the supervisors underwent major surgery, Keith visited her in the hospital on several occasions and assigned a point of contact to reach out to her and her family on a regular basis during her extended recovery period to make sure that her needs were being met. Keith leads by example expecting nothing but the best from his employees and modeling that behavior himself.

UNITED STATES GOVERNMENT
DISTINGUISHED LIFETIME ACHIEVEMENT AWARD



LYNN COOK
SPECIAL AGENT
OFFICE OF PERSONNEL MANAGEMENT
FEDERAL INVESTIGATIVE SERVICE

Lynn Cook has performed background investigations for the United States Government for nearly 39 years. He first began his career in 1974 with the Civil Service Commission, the predecessor to the Office of Personnel Management, and has continued to serve our Nation as an investigator within the personnel security investigations program since then.

When Lynn took the oath of office over 38 years ago he took on an enormous responsibility. In serving as a special agent with OPM, he is charged with carrying out a civic duty and mission that is unique within the Federal government. His dedication to the personnel security mission protects the public he serves, and it is through Lynn's diligent efforts that we're able to ensure only individuals suitably fit for Federal service or access to facilities and information are allowed those privileges.

No matter the source, we often hear words such as "courteous, professional and respectful" when others speak of Lynn. He treats everyone he encounters with the utmost dignity. It is unsolicited comments such as these that remind us that Lynn has continued to represent the U.S. Government with the highest level of professionalism.

Additionally, Lynn has served as a role model and formal mentor to many investigators over the years, encouraging the next generation through his positive nature, supportive and developmental character, and determination in conducting thorough investigations. Many of Lynn's colleagues know that their own success is directly attributable to the time and energy he spent guiding and coaching them through their careers. It is Lynn's servant leadership mentality that serves his team well, and he is always willing to go above and beyond to ensure the team's success. A humble public servant with no expectation of acknowledgement for his own long career in serving his community and Nation, Lynn is one of the biggest contributors towards nominating others for recognition. It is because of these actions that Special Agent Lynn Cook is very deserving to be honored by the Greater Kansas City Federal Executive Board for the Lifetime Achievement Award.

UNITED STATES GOVERNMENT
DISTINGUISHED LIFETIME ACHIEVEMENT AWARD



JOHNNIE TERRY-FLEMMING
HUMAN RESOURCE DIRECTOR
FEDERAL AVIATION ADMINISTRATION

Johnnie Terry-Flemming is a native of Pine Bluff, Arkansas. She graduated *cum laude* from Arkansas AM&N College/UAPB with a Bachelor of Arts in Education. She earned two (2) Masters, Counseling and Guidance, University of Missouri-St.Louis, and Business and Management, Webster University-Kansas City. She is a graduate of the Federal Executive Institute, Excellence in Government (DOT Fellow) and Women's Executive Leadership Programs.

Ms. Terry-Flemming currently serves as the Human Resources Director for the Federal Aviation Administration (FAA), Central Region. She served on extended details as the HR Director in Dallas/Ft. Worth and Chicago Regional Offices and National Motor Carriers' Policy Office in Washington, D.C. She led the National initiative to establish and implement a centralized Benefits Center in Kansas City to service approximately 48,000 FAA employees.

During Ms. Terry-Flemming's career she provided leadership for numerous assignments: Regional Representative-Secretary of Department of Transportation Leadership Initiative; Special Assistant to the Director; Regional Civil Rights Director, Disadvantaged Business Enterprise Program; Regional Child Health Initiative to establish Health Centers in Schools/Housing Projects; developed the first KC-wide Federal Executive Board Unity Day; the first IDP/Diversity Programs for FAA; and many other accomplishments. She is the recipient of numerous awards and commendations including National/Regional Senior Manager of the Year and FAA Central Region Lifetime Federal Career Achievement Award.

The hallmark of Ms. Terry-Flemming's long and illustrious career is the climate she fosters in the Human Resource Management Office, where she consistently demonstrates flexibility, innovation and resolve in creating an organization that values continuous learning; sharing of knowledge to leverage intellectual capital; conflict resolution and organizational change that determines positive results in the face of internal and external challenges. Not everything could be mentioned that she has accomplished during her tenure but the breadth of her experience has equipped her with a corporate perspective few can claim.

Ms. Terry-Flemming is a member of the Society for Human Resource Management and Founding member of Blacks in Government. She serves as FEB Mediator, Mentor/Coach for students/employees and supports many other initiatives representing diversity.

Ms. Terry-Flemming was married to the late Johnny L. Flemming and has two sons, Marcus and M. Phillip.

UNITED STATES GOVERNMENT
DISTINGUISHED PUBLIC SAFETY AWARD



TAMMY GILMORE
NATURAL RESOURCE MANAGER
U.S. ARMY CORPS OF ENGINEERS
HARRY S. TRUMAN PROJECT OFFICE

Ms. Gilmore works as a Natural Resource Manager at one of Missouri's key travel destinations – the Harry S. Truman Dam and Reservoir in the Lake of the Ozarks. Almost all of Ms. Gilmore's hobbies take place in the great outdoors. As a manager at one of Missouri's most visited lakes, it is Ms. Gilmore's primary mission to make sure visitors can share these same outdoor adventures.

In 2012, the Harry S. Truman Dam and Reservoir attracted 2 ½ million visitors to its over 300,000 acres of land and water comprised of twenty parks, campgrounds, full service marinas, swimming beaches, ATV areas, equestrian trails, and visitor center. Safety is a key component to making a visitor's stay enjoyable, and this can be challenging with the large variety of recreation opportunities combined with the volume of visitors.

Public contacts are critical in the U.S. Army Corps of Engineers Safety Campaign. In addition to scheduled park ranger patrols, Ms. Gilmore leads fifteen park rangers and utilizes a variety of creative approaches to make these contacts including radio interviews, safety booths at state fairs, life jacket loaner boards, safety presentations at schools, safety billboards and a traveling public safety trailer.

The past two years, Ms. Gilmore has submitted an award winning proposal to obtain a Student Conservation Intern funded through the National Operations Center for Water Safety. This intern was part of Ms. Gilmore's team and assisted in accomplishing over 4,400 direct public education safety contacts.

At Truman Lake, safety is a 24/7 job. Ms. Gilmore and her park rangers realize this and have worked to ensure that all of their visitors have a fun and safe recreation experience.

UNITED STATES GOVERNMENT DISTINGUISHED TEAM AWARD



RADIATION SITE CLEANUP TEAM U.S. ENVIRONMENTAL PROTECTION AGENCY

EPA's Radiation Site Cleanup Team served the best interest of its primary customer, the public, by addressing a significant threat to the health of the citizens of Wichita, Kansas. The actions of the team resulted in the removal of more than 2000 tons of contaminated soil and debris containing Radium 226, which can cause birth defects, cancer, and other health effects. In 2012, the team performed cleanup actions addressing six parcels of land.

Team members exhibited outstanding customer service by informing property owners of the work that was needed and making arrangements for restoration of the property following the cleanup. Examples include working with the affected neighbors to provide grading of the area to address a drainage problem, and taking extra precautions inside an affected residence to minimize dust generation.

Through effective coordination of site activities, the team saved a substantial sum of taxpayer dollars. By arranging for the contaminated material to be consolidated at one of the sites and then transported by rail to the disposal facility in Utah, the team saved an estimated \$500,000. In addition, at one of the sites, special efforts were employed to segregate out non-contaminated materials in order to save disposal costs. These efforts resulted in the segregation of 35 tons of non-contaminated material and a cost savings of approximately \$20,000.

One of the special accomplishments of the team involved the development, testing, and implementation of a field portable instrument shield which allowed for more precise excavations to be performed. Team members conceptualized the method, built it, tested it, and then employed it during the on-site cleanup actions. This innovation resulted in substantial cost savings by reducing excavated volumes and the associated transport and disposal costs.

Throughout the planning and implementation of this project, team members demonstrated exceptional competence, commitment, and professionalism.

UNITED STATES GOVERNMENT
DISTINGUISHED TECHNICAL SERVICE AWARD



TRINA MCCARL
IMMIGRATION SERVICES OFFICER
U.S. CITIZENSHIP AND IMMIGRATION SERVICES
NATIONAL BENEFITS CENTER

Trina McCarl, an adjudicator in the Orphan Adoptions Unit at the National Benefits Center (NBC), is well known throughout U.S. Citizenship and Immigration Services for her dedication and astute attention to detail, providing excellent technical guidance to prospective adoptive parents, adoption service providers, and colleagues

A good example of Trina's technical expertise, combined with her commitment to customer service is exemplified by her handling of a recent adoption case from Russia. The adoptive mother is a naturalized United States Citizen (USC) from Russia while the father is a native-born USC. USCIS and Russian officials agreed this was an international adoption. However, the prospective parents state of residence, Colorado, was unwilling to recognize the adoption, as they were uncertain whether the adoption met state laws. A determined Trina worked several weeks with Colorado adoption officials, citing state and federal statutes. Due to Trina's extraordinary efforts, the adoption was finalized with the Russian son moving to Colorado and joining the rest of his family.

Trina is a shining example of a federal employee who exemplifies efficiency, caring, and compassion. Her resilience and determination to utilize resources and creativity to serve U.S. citizens longing to adopt a child internationally without a doubt increases the confidence in the effectiveness and integrity of the federal service in the minds of the public.

Trina's commitment and attitude has a profound effect on applicants and changes lives forever. Her daily actions demonstrate the USCIS Core Values of Integrity, Respect, Ingenuity and Vigilance.