

UNITED STATES GOVERNMENT
DISTINGUISHED ADMINISTRATIVE/PROFESSIONAL SERVICE AWARD



NANCY RIOS
REGIONAL EXTERNAL AFFAIRS TEAM LEADER
CENTERS FOR MEDICARE & MEDICAID SERVICES (CMS)
DEPARTMENT OF HEALTH AND HUMAN SERVICES

As the Regional External Affairs Team Leader for the Centers for Medicare & Medicaid Services (CMS) in Region 7, Nancy Rios displays an unwavering commitment to public service. This commitment was exemplified by the manner in which she coordinated the Children's Health Insurance Program Reauthorization Act anniversary events in collaboration with the U.S. Department of Health and Human Services Regional Director's Office, Health Resources and Services Administration, Missouri Primary Care Association, and Samuel U. Rodgers Health Center. Through these successful events that included a TV phone bank, a community health and enrollment fair, and a partnership meeting approximately 453 families were educated about the Children's Insurance Program (CHIP) and 75 partners were brought together for a Connecting Kids to Coverage Call for Action.

Nancy Rios' outstanding leadership extends not only to the work she does as the Regional External Affairs Lead but also as the Regional Native American Contact. Her work has resulted in the development of working relationships and partnerships between States Medicaid Agencies and the Tribes which were non-existent before her efforts. Her knowledge on Indian Health and commitment to increase American Indian access to Medicare, Medicaid and CHIP has been recognized numerous times not only by the agency but also by Tribal Leaders in the Region.

Among the numerous awards received by Nancy are the Hubert H Humphrey Award for Service to America for Outstanding Design and Implementation of the Electronic Health Record Demonstration Project, the Administrator's Achievement Award for Outstanding Achievement and Leadership in the Development of a Regional Hispanic Outreach Program, Cesar Chavez Community Service Award in Recognition of and for Leadership in the Betterment of the Hispanic Community, and the National Indian Health Board Regional Impact Award in Recognition of her Outstanding Service to Advance American Indian and Alaska Native Health.

UNITED STATES GOVERNMENT
DISTINGUISHED CLERICAL SERVICE AWARD



RACHELLE SINDT
OFFICE MANAGER
U.S. ENVIRONMENTAL PROTECTION AGENCY

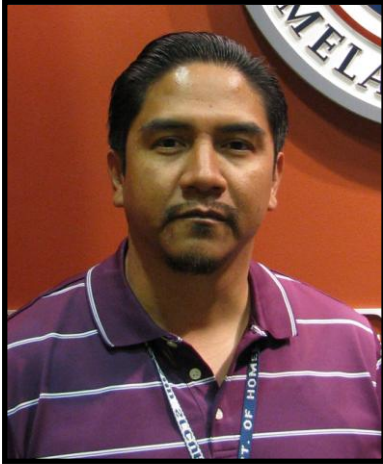
Rachelle Sindt joined EPA Region 7 in January 2008 as an Office Manager in the Office of Policy and Management. She quickly became known throughout the Regional Office for her cheerful willingness to take on new assignments and her ability to rapidly master each task, enabling her to consistently meet or exceed even the most stringent deadlines. The list of her contributions is extensive and spans across the programs and offices within Region 7. Rachelle's enthusiasm, competency and unparalleled professionalism have made her an invaluable asset in completing the multi-faceted mission of her branch as well as numerous other offices and programs within Region 7. Her assignments vary greatly, are often unique and support a highly diverse organizational structure.

As the Office Manager for the Safety, Infrastructure and Information Management Branch, Rachelle's work positively impacts employees and functions far beyond the Branch level. She has performed "double duty" by serving as the Officer Manager for two additional branches, and she also serves as the primary back-up for the division's Executive Office Manager.

Rachelle provided extensive full-time support to the region's legal office over a period of several weeks in response to a Class Action case. During this assignment, Rachelle meticulously safeguarded the information while rapidly and accurately processing massive amounts of documents. Her contributions, diligence and attention to detail were noted as the primary reason the Agency was able to meet extremely challenging external deadlines. Because of her reputation, expertise and attention to detail, Rachelle's assistance is frequently requested by management and staff whenever a unique project or critical deadline arises.

The special blending of Rachelle's strong work ethic, positive attitude and outstanding customer service go far beyond that which is expected, and her exemplary efforts have contributed to the successes realized by many of the managers, staff and programs within EPA Region 7.

UNITED STATES GOVERNMENT
DISTINGUISHED COMMUNITY SERVICE AWARD



VINCENT J. LOPEZ
IMMIGRATION SERVICE ASSISTANT
U.S. CITIZENSHIP & IMMIGRATION SERVICES
NATIONAL BENEFITS CENTER

In October 2007, Vincent applied for the high impact leadership position at the City Union Mission in downtown Kansas City. Vincent was selected as the Veterans Chaplain Service Leader to serve the homeless Veterans. Since that time, Vincent has made an impact in many ways.

Vincent currently supervises 7 high impact volunteers that were once homeless Veterans that had come to him in desperation to get their lives back on track after challenges they had been through. As a leader for this service, Vincent and his team have brought clear messages of Faith, Hope and Encouragement to over 1300 homeless Veterans who reside at or visit the City Union Mission.

Vincent has been awarded for his achievements and positive leadership abilities in the position with the “Messenger” Award from the City Union Mission. In August 2010, Vincent received the “Chapel Appreciation Event” Award for being an outstanding leader in giving hope to individuals.

In August 2010, Vincent launched a new organization, called; “Equipping Veterans for Life.” This organization is reaching far more homeless Veterans with its website. He also has an office that supports this organization and is an additional resource that places homeless Veterans with state and local agencies for counseling and supplies. This new organization partners with the Federal Employment Counsel to assist them in getting and obtaining jobs.

The NBC is proud of the hard work and dedication that Vincent has achieved and selected him to serve on the Federal Executive Board, Veterans Committee, representing NBC. His dedication to improving the quality of life of others truly goes “above and beyond,” and defines service to our community. Vincent says “that being a leader has shaped him into the person he is today and that every obstacle is an opportunity to grow and mature in life.”

UNITED STATES GOVERNMENT
DISTINGUISHED LEADERSHIP AWARD



CHRISTINE M. KLECKNER
NUTRITION AND FOOD SERVICE SUPERVISOR
VA EASTERN KANSAS HEALTH CARE SYSTEM

Ms. Kleckner was appointed Chief, Nutrition and Food Service, VA Eastern Kansas Health Care System in December 2002.

Ms. Kleckner's most recent assignments were at VA Eastern Kansas Health Care System where she served as the Acting Assistant Director from July 2010 to March 2011 and served as the Acting Manager of Clinical Support from September 2009 to July 2010. Prior to that, she served at the William S. Middleton Memorial Veterans Hospital in Madison, Wisconsin as a Clinical Dietitian for eleven years.

Ms. Kleckner received her Bachelor of Science in Community-Medical Dietetics from Viterbo College in LaCrosse, Wisconsin in 1991 and her Master's degree in Business Administration from Edgewood College in Madison, Wisconsin in 2002. Ms. Kleckner's VA career includes working in a variety of administrative and clinical management roles over the past 20 years. Ms. Kleckner completed the National VHA Coach Mentor Train the Trainer program in May of 2010. She is responsible for administering the VHA Mentor Certification Program at VA Eastern Kansas Health Care System. Ms. Kleckner was selected to be a member of the VHA Improvement Advisor Academy in January of 2011. The Improvement Advisor Academy is designed to expand the capacity for improvement in VHA by developing health care Improvement Advisors to be effective leaders and facilitators.

Ms. Kleckner is a member of the American Dietetic Association and the Kansas Dietetic Association.

UNITED STATES GOVERNMENT
DISTINGUISHED LIFETIME ACHIEVEMENT AWARD



RICKEY L. WALTON
SUPPLY MANAGEMENT SPECIALIST
GENERAL SERVICES ADMINISTRATION
FEDERAL ACQUISITION SERVICE

Over the course of 40 years, Rickey Walton has demonstrated his dedication to public service. The drive, knowledge, and willingness to share have led countless others throughout the Federal government to take notice of his impeccable standards. After serving his country in the Vietnam War, Mr. Walton returned home and continued providing service to his country through his work with the General Services Administration (GSA). Many of the GSA operational manuals regarding order processing are directly attributed to the contributions of Rickey Walton.

Mr. Walton was instrumental in updating the Order Processing Handbook. He went through this over 1,000-page document, reviewing the processes and adding significant portions to make the contents more inclusive of step-by-step instructions. His valuable input remains in place over 30 years later. This handbook has literally become THE reference manual for all of GSA regarding requisitions, because of its quality of information and the effectiveness in showing how to perform the actual tasks.

His insight and working knowledge are revered throughout GSA. He is frequently tapped by GSA representatives from across the nation to share his knowledge, which he freely does. As such, Mr. Walton has formulated long-lasting recommendations for projects, and forged long-lasting relationships through mentoring employees. His knowledge has also led the Federal Acquisition Service (FAS) become more effective by being able to clearly standardize processes.

Mr. Walton's commitment to public service drives him to uphold the highest levels of customer service. He does everything he can to support GSA's overseas customers, which is especially important during times of war. Mr. Walton has even received calls on his home phone from soldiers who need help placing an order in Afghanistan. He may often wonder how that Soldier got his home phone number, but the fact that troops know that they have an ally on the home front and is committed to getting them help speaks volumes to the quality of assistance he provides.

Even though Mr. Walton will retire in December, his legacy will live on through the countless contributions he has made within order processing for the Federal Government.

UNITED STATES GOVERNMENT
DISTINGUISHED PUBLIC SAFETY AWARD



JAMES J. DICKERSON
NATURAL RESOURCE PARK RANGER
U.S. ARMY CORPS OF ENGINEERS

James (Jim) Dickerson has impressed the importance of water safety to a number of schools during the past year and for many years before that. The testimonial below is from Ms. Sharon Patti a sixth grade science teacher at the Eastgate Middle School in the North Kansas City School District regarding Mr. Dickerson's work.

Every year he spends two mornings teaching our urban students the importance of keeping safe around Missouri's many lakes, rivers and ponds. He spreads his blanket on the ground and the students stretch out and learn about wearing life jackets, how to help a person who is drowning and how acting recklessly obscures your ability to react quickly. Jim teaches six thirty minute classes each day and the students always leave more informed and with a smile. Jim incorporates role playing in his lessons to ensure his students are always actively involved. Jim also shares his experiences of working at Longview, Blue Springs and Smithville Lakes and impresses upon the children how quickly a fun event can turn disastrous. When the students return to school the next day, we always talk about who drowned and who survived. They talk about what was wrong with the life jacket when they tried to put one on in one minute and that a Chris-Craft boat is a fancy boat that is like driving a 1962 Corvette.

UNITED STATES GOVERNMENT
DISTINGUISHED TEAM AWARD



2010 CENSUS AREA MANAGERS
U.S. CENSUS BUREAU

MICHAEL FERGUSON, ARTHUR JONES, SHERRI NORRIS, TERRI NORRIS, MISTY SKAFF, JESSIE WILLIAMS

The Area Managers for the Kansas City Region were instrumental in leading a massive workforce through a lengthy series of inter-related operations during the 2010 Census. This superhuman effort entailed several years of planning and implementation. During the full implementation of the Decennial Census in the Kansas City region, over 10 million households, thousands of group quarters and all non-traditional living arrangements were counted. The Decennial Census is a massive, complex operation involving millions of forms and over 60,000 census workers. The 2010 Census is a deadline driven operation that has crucial social, political and economic impacts for the next decade and beyond. Through the leadership of the Area Managers, the Kansas City Regional Census operations were completed on time and well under budget.

The efforts to get strong public cooperation, which significantly reduced the field operation costs, were largely successful due to the leadership and team efforts of the Area Managers. They provided multiple trainings and directives to 35 Local Census Offices and army of field workers which resulted in more efficient operations, cost reductions and exceptional quality. Managing the complexity of the Decennial Census in an ever changing environment was a phenomenal feat for the Area Managers. The outstanding quality of their work was due to the commitment and dedication of each individual Area Manager who made personal sacrifices to manage field staff through long hours; these included, weekend and evening work, extended travel periods away from home and family, and short and limited time off schedules to name a few.

The efforts, diligence and exceptional manner in which the Area Managers carried out this critical mission will effect representation and funding for our communities over the next decade, including the distribution of over \$400 billion annually. This funding is allocated to tribal, state and local governments programs for hospitals, roads, schools, libraries, federal grants, social security payments, assistance for the elderly, neighborhood revitalization and many other programs. Through the efforts of our Area Managers the 2010 Census was completed on time along with a return of \$1.8 billion to the U. S. Treasury.

UNITED STATES GOVERNMENT
DISTINGUISHED TECHNICAL SERVICE AWARD

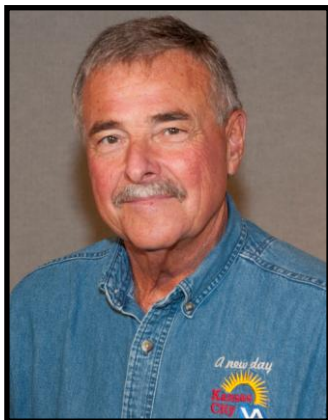


MARY DUGAN SPALDING
ELECTROENCEPHALOGRAPHIC TECHNOLOGIST (EEG TECH)
KANSAS CITY VETERANS AFFAIRS MEDICAL CENTER

No other electroencephalographic technologist in the Department of Veterans Affairs (DVA) has Ms. Mary Spalding's qualifications. In addition to her EEG registration, she has earned the advanced, Certification Examination in Neurophysiologic Long Term Monitoring (CLTM) as granted by the American Board of Registration of EEG and Evoked Potential Technologists (ABRET). Individuals with these qualifications may assist in monitoring data from electrodes placed in the depths of the brain or directly on the surface of the brain, as in preparation for brain surgery for treatment of epilepsy. Possessing unique and critical skills, she was named as a subject matter expert by the DVA Program Office of Neurology when revised their Standards for Hybrid Title 38 Medical Instrument Technician Classifications. With an intimate knowledge of these regulations and of the rationales behind them, she has since served on the Network Professional Standard Board with commitment, fairness, effectiveness and distinction.

Although her efforts may not be evident to the public eye, they are no less important to the quality of care provided to patients and to the effectiveness of the Neurology Department. She demonstrates unfailing dedication to patient services; sensitivity to the welfare of individual patients, which leads to speedy and appropriate medical intervention; makes recommendations for acquisition of and maintenance of state-of-the art instrumentation; conducts superb recordings; every-record QA activities; suggests methodologies to reduce the risk of infection; provides assistance in the EMG laboratory; and supports research efforts of other services. Her continued high productivity as well as her adaptation of selected research neurophysiology techniques to the standard repertoire of our laboratory has made the Kansas City VA Medical Center Neurology Departments one of the best in the DVA. No other clinical EEG lab in the region uses these methods (perhaps because they are so time-intensive), but they have meant more sensitive recordings and have enhanced our capacity to diagnose neurologic disorders with greater discrimination. Mary is also recognized as the authoritative resource of information for non-neurologic clinicians as well as Neuro-physiology fellows and neurology residents, which will continue to enhance neurology care for years to come. Her accomplishments clearly have far exceeded expectations and she is most deserving of this recognition.

UNITED STATES GOVERNMENT
DISTINGUISHED TRADE/CRAFT SERVICE AWARD



ROBERT CHEATHAM
MAINTENANCE SUPERVISOR, MECHANICAL, ELECTRICAL & OPERATIONS
KANSAS CITY VETERANS AFFAIRS MEDICAL CENTER

Mr. Robert “Bob” Cheatham is the consummate maintenance supervisor. During 2010, his performance was so outstanding that his supervisor not only didn’t flinch, but relished in the opportunity to double Bob’s span of responsibility at the Kansas City VA Medical Center (a tertiary care medical facility serving approximately 1900 outpatients and 187 inpatients per day).

For more than 20 years, Bob has helped shape the facilities he now maintains—supervising all mechanical and electrical operations. In 2010, Bob proudly, without hesitation and without additional compensation, accepted appointment over all HVAC operations as well as the central boiler and chiller plants—increasing not only his span of responsibility, but also his opportunity to serve the veterans to whom he has dedicated his life’s work.

A veteran of the US Navy himself, Bob is the epitome of a “veteran serving veterans”. Staff at the Medical Center has come to know, appreciate, and yes, love, Bob, for his tenacity in seeing to it that things are just right, in itself an extraordinary achievement given the age of some of our facilities and the continual need to upgrade clinical spaces.

Bob has improved efficiency, teamwork, and conditions under his responsibility; he has been personally responsible for forming and challenging cross-functional teams, where the results of his natural leadership are brought to bear, regardless of the task at hand. Some of those accomplishments in 2010 include a new state of the art blind rehabilitation clinic, patient lifts installed throughout the medical center, and a whole new generation of medical, electrical, and mechanical equipment installations.

Bob performs rounds early every morning long before most people are even awake, to ensure that he has a pulse on the needs of the staff. He then directs his efforts and those of his work crews accordingly. He arrives early, not because he has to, but because he knows the importance of doing hospital rounds, observing conditions first hand, addressing issues from the previous night and ensuring that the Medical Center is prepared to receive the huge influx of patients each day. Bob Cheatham is the truest of role models for anyone committed to public service.

UNITED STATES GOVERNMENT
DISTINGUISHED VALOR AWARD



REXFORD G. GOODNIGHT, JR.
CHIEF, ENGINEERING DIVISION
U.S. ARMY CORPS OF ENGINEERS

On 15 August 2009, a vehicle check point between the International Security Assistance Force headquarters and the United States Embassy in Kabul, Afghanistan was hit with a Vehicle-borne Improvised Explosive Device containing an estimated 1100 lbs of explosives. The blast location was approximately 300 meters from the Afghanistan Engineer District headquarters Qalaa House and less than 200 meters from the Kabul Area Office Sola House.

Rex, then serving as the Chief of Engineering and Construction Division, AED-North, was performing duties in a building near the check point when the windows were blown out causing him to sustain a concussion as a result from the blast. Rex was subsequently evacuated to the Camp Eggers / Camp Phoenix Troop Medical Clinic, and then flown to the area hospital at Bagram Airfield for further analysis and observation. Rex remained at the airfield overnight for observation and definitive analysis of the CAT scan results; Rex returned back to Kabul and continued his duties. His actions demonstrate his professionalism and continued dedication to duty and are a sterling example to his peers, subordinates and superiors in AED-N.

Rex chose to stay in the fight until he completed his brilliant tour of duty in Afghanistan. His contributions had a significant impact to the success of the AED-North mission. Rex continues to make significant contributions to the warfight through his work with AED-N through reach-back help from the Kansas City District.