

UNITED STATES GOVERNMENT
DISTINGUISHED ADMINISTRATIVE/PROFESSIONAL SERVICE AWARD



JENNIFER SCHRAG
SOCIAL WORK EXECUTIVE AND TRANSITION TEAM
SUPERVISOR
KANSAS CITY VETERAN AFFAIRS MEDICAL CENTER

Jennifer Schrag, Licensed Specialist Clinical Social Worker, serves as the Kansas City VA Medical Center's Social Work Executive and Transition Team Supervisor. She epitomizes the concept of servant leadership and is the consummate professional. She works tirelessly to ensure the availability of much needed resources for thousands of Veterans and oversees the professional practice of all assigned Social Workers. In addition, she supervises a group of dedicated and highly skilled Nurses, Social Workers, Chaplains, and administrative staff that focuses on discharge planning, care coordination, spiritual services, and long term extended care programs.

Ms. Schrag implemented the Homelessness Risk Screening Clinical Reminder, a new bus pass issuance procedure, and a standardized template and procedure for abuse/neglect reporting. She created a dedicated Palliative Care Team and initiated training in Palliative Care for all facility social workers. She authored and presented a plan for senior leaders in the VA's Heartland Network to effectively address healthcare reform through the maximum use of social work skill-sets. She worked closely with VA's Office of Regional Counsel and others to initiate major changes in the procedure of guardianship. She also worked closely with staff in Mental Health regarding the Veterans Justice Outreach program and collaborated with Regional Counsel in the creation of a Legal Aid Clinic for Veterans. She is currently in the process of completely revising and updating the Medical Center's policy on Advance Care Planning and Management of Advance Directives.

Ms. Schrag was part of a Heartland Network group of Social Work Chiefs and Executives who worked together on the development of an abuse/neglect template that is now being implemented in all eight of the network's medical centers. She built a strong Social Work Professional Practice Board, a Social Work Education Committee, and a much closer working relationship with Mental Health. She brought Chaplain Services and Social Work Services together and has undertaken efforts to integrate the Chaplain Service more fully with Mental Health operations.

As the Transition Team supervisor, Ms. Schrag was instrumental in streamlining the process for discharges to home or to other care facilities, increasing the enrollment in key non-institutional care programs such as Homemaker/Home Health Aide, Community Adult Day Health Care, Home Hospice, and Outpatient Respite, and expanding the availability of spiritual care services. Outcome measures demonstrate significant reductions in Emergency Department visits, hospitalizations and bed days of care and represent tremendous savings and cost avoidance. Thousands of Veterans and family members are benefitting from these services and accomplishments.

UNITED STATES GOVERNMENT
DISTINGUISHED CLERICAL SERVICE AWARD



LINDA DARNELL
ADMINISTRATIVE ASSISTANT
U.S. ARMY COMBINED ARMS CENTER - FORT
LEAVENWORTH'S MILITARY REVIEW

Linda J. Darnell is the administrative assistant for the Director of Military Review (the Army's Professional Journal) and the office manager for the entire organization. She excels at every task and enthusiastically seeks additional responsibilities. Her contributions far exceed the requirements of her position.

In addition to her routine administrative duties, Linda is the critical link in processing all manuscripts submitted to the journal for publication. She records, controls, files, and creates correspondence particular to every author whose article is a potential for publication. Linda surpasses expectations and proactively anticipates the needs of the managing and senior English editors. Her prompt and well-placed assistance in managing files reduces the often times overwhelming workload of management and production responsibilities of the editors, allowing them to produce a timely and quality product.

Linda is a valuable and steady member of the *Military Review* team. She assists in developing and executing internal policies such as expediting the editing process, categorizing articles, and author interaction. She responds to critical unexpected training requirements with equanimity and deliberation ensuring the Military Review team attends training and receives credit for all requirements. Linda also took on the responsibility as the Energy Conservation Officer, which helps the organization reduce its energy consumption and contributes to the cost savings of the Combined Arms Center.

Linda is always respectful to her fellow team members and loyal to the organization. She demonstrates a genuine willingness and initiative to learn about organizational missions beyond her own. She leaves everything she touches better than she found it—she has a natural capacity for seeing where improvement is possible and acting within her powers to enable that progress. She approaches all her work with this proactive posture of deliberate performance improvement, for herself personally and for the organization at large.

Linda is a superb office manager for *Military Review*, and she brings great credit to the organization and to the U.S. Army Combined Arms Center, Fort Leavenworth, Kansas.

UNITED STATES GOVERNMENT
DISTINGUISHED COMMUNITY SERVICE AWARD



BLAKE BURKHART
ACCOUNTANT
U.S. DEPARTMENT OF AGRICULTURE-
RISK MANAGEMENT AGENCY

Blake Burkhart exemplifies someone who is dedicated and passionate about giving back and this is demonstrated through his Community Service Efforts. Blake has volunteered for several years as a mentor and coach for the Big Brothers, Big Sisters Greater Kansas City and Operation International Children. Blake is passionate about helping children and his time and efforts have provided a significant contribution to the community.

Blake became a Big Brother to a young boy through his participation in the Big Brothers, Big Sisters of Greater Kansas City. The Big Brothers Big Sisters mission is to help children realize their potential and to empower them to succeed. Blake's Little Brother lives in a single parent home and is growing up in a low-income household. Blake has spent time with him mentoring, hanging out, reading, studying and being engaged in his life. Blake and his Little Brother will have their 4-year "match" anniversary this past August.

In addition, Blake has spent time with the Operation International Children. OIC's mission is to send school supplies to Afghanistan and other nations, where American troops are distributing them to children in need. Blake has spent time in the warehouse preparing school supplies kits for Iraqi children that will be delivered by US Troops.

Finally, Blake has volunteered as a basketball coach and has assisted teenagers who were required to complete court-ordered community service. Blake assisted these teens with trash clean-up and provided a ride to and from the site. Blake ensured that several of them met their commitment to the court system and did not get in additional trouble.

Blake's community service efforts exemplify a person that has made giving back to his community a priority in his life. Blake continues to lead by example and is an inspiration to others.

UNITED STATES GOVERNMENT
DISTINGUISHED LEADERSHIP AWARD



ROGER ANDOH
SUPERVISORY GOVERNMENT INFORMATION SPECIALIST
U.S. CITIZENSHIP AND IMMIGRATION SERVICES
NATIONAL RECORDS CENTER

Roger Andoh is a Supervisory Government Information Specialist with the US Citizenship and Immigration Services (USCIS), Enterprise Services Directorate, National Records Center. As a member of the Freedom of Information Act (FOIA) Branch, his work with the most sensitive and high profile FOIA cases has earned him the highest of praises from the top echelons at USCIS, the Department of Homeland Security (DHS), and the Department

of Justice (DOJ).

Roger led his Significant Interest Group (SIG) through the demanding challenge of processing multiple FOIA requests for information surrounding the suspects in the Boston Marathon bombing. In addition, his work handling highly sensitive information involving designated terrorist groups and individuals was cited as the benchmark in the FOIA world by the DHS Privacy Officer.

Roger has dramatically improved processing times and increased production within his team, cultivated strong working relationships with constituents, and decreased FOIA appeals and lawsuits filed against the Agency. Roger personally conducted numerous FOIA training sessions for agency senior leadership, supervisors, and staff throughout the country. He encouraged his team to be proactively engaged with members of the media, activist groups, attorneys, and special interest groups resulting in enhanced understanding and trust and contributing to a sizeable reduction in the number of FOIA administrative appeals and lawsuits filed against the agency. He charged forward to establish an innovative outreach program for his team that paved the way for their interaction with stakeholders and customers at unprecedented levels, increasing the unit's visibility both within and outside the agency and expanded significantly the knowledge base of his team.

Roger has led his team to new heights and ultimately guided them into a high spirited and hardworking juggernaut of a unit that has won well deserved praise throughout the government. Roger Andoh is a high octane performer and producer, a true modern leader with an inspiring vision to guide his team to be the best unit in the country in every respect.

UNITED STATES GOVERNMENT
DISTINGUISHED LIFETIME ACHIEVEMENT AWARD



DR. JAMES E. SANDERS
KCVAMC CHIEF OF STAFF
KANSAS CITY VETERANS AFFAIRS MEDICAL CENTER-
RETIRED

Dr. Sanders has provided the highest standard of care to Veterans as both physician and administrator as a leader in knowledge, capability, and proficiency in advancing Veterans Healthcare.

Dr. Sanders has always held service to this nation's Veterans in the highest regard. As the proud son of a decorated World War II Navy Veteran, Dr. Sanders encourages the principle that patient-centric care and every action taken or decision made is done with Veterans in mind. Dr. Sanders is the epitome of a selfless public servant, a dedicated physician, and a gifted leader.

As VISN 15 Chief Medical Officer he developed the VISN 15 surgical plan, including ongoing work with all VISN 15 facilities related to operative complexity and infrastructure issues. He chartered a workgroup and provided ongoing oversight for the implementation of a VISN wide initiative for Clinical Information Systems and Anesthesia Record Keeper (CIS/ARK) software. He was instrumental in the planning and development of the VISN 15 inter-facility transfer procedures in an effort to improve patient care while decreasing the need for non-VA care/purchased care.

As KCVAMC Chief of Staff, his keen intellect and discerning problem solving skills are displayed as a conscientious steward of limited taxpayer resources, providing both leadership and education to subordinates on balancing needs and resources to effectively carry out the missions of the organization.

He fosters a patient-focused environment that recognizes the importance of both clinical quality and customer service. He has had direct involvement in efforts to improve Veteran access including the ongoing development of a radiation oncology program, successful recruiting of a pain management specialist, gynecologist, neurosurgeons, and interventional radiologist, and increased oversight of fee basis referral process for Long Term Acute Care (LTAC). His initiative has also guided the development of new programs to support Traumatic Brain Injuries and Spinal Cord Injuries in Iraq and Afghanistan Veterans, expanded mental health programs to support the needs of homeless Veterans and those experiencing PTSD and substance abuse and expanded women's health programs and expansion of the Women's clinic.

UNITED STATES GOVERNMENT
DISTINGUISHED LIFETIME ACHIEVEMENT AWARD



JOHN WYKER
RAILROAD SAFETY SPECIALIST
FEDERAL RAILROAD ADMINISTRATION

John Wyker was born and raised in New York City. He graduated from St. John's University in Jamaica with a B.S. in Mathematics in 1968. He worked as an insurance adjuster, electrician and cab driver before working for the railroad. He started as a brakeman for the Baltimore and Ohio Railroad (B&O) in 1974. He has since worked as a switchman, brakeman, conductor, engineer, yardmaster and trainmaster for the B&O, MKT (Katy) and KCS in New York,

Kansas City and Louisiana.

John started working for the FRA in 1986 in Chicago as an Operating Practices Inspector (OP). He has been an O.P. Inspector, O.P./HazMat Specialist and Chief Inspector for the FRA in Chicago, Kansas City, Raleigh, NC and Atlanta. He is currently the Alcohol and Drug Specialist for Region 6 in Kansas City. John has been an active member of the FEMA COOP Working Group for the last 10 years.

He spent 30 years in the Naval Reserve starting as an Aviation Electrician's Mate at Floyd Bennett Field in New York and finishing as an Intelligence Officer and Commanding Officer of an operational intelligence unit in Glenview, IL.

John is also an active flight instructor. He started flying in 1961 in New York and currently holds instrument, multi-engine, and seaplane ratings on his instructor certificate. John volunteers on the FAA Safety Team, counseling and offering safety presentations to pilots in the Kansas City area.

UNITED STATES GOVERNMENT
DISTINGUISHED PUBLIC SAFETY AWARD



FRAN BORIN

GENERAL INVESTIGATOR

DEPARTMENT OF HEALTH AND HUMAN SERVICES

OFFICE OF INSPECTOR GENERAL, OFFICE OF INVESTIGATIONS

During calendar year of 2013, Fran Borin, General Investigator (GI) from the Kansas City Regional Office, U.S. Department of Health and Human Services, Office of Inspector General, Office of Investigations, was the lead investigator on two significant healthcare fraud investigations which led to the recovery and return to the Medicare trust fund of over \$52 million.

GI Borin investigated a durable medical equipment (DME) provider in the Kansas City area that was paying illegal kickbacks to telemarketers for Medicare referrals. As the lead investigator, Ms. Borin conducted critical interviews, analyzed data, and reviewed documentary evidence to uncover vital evidence leading to the successful conclusion of the case. Due to her investigative efforts, the subjects of this investigation agreed to pay the Federal Government \$11 million to resolve the allegations. The two principal owners also agreed to twenty year exclusions from participating in all federal health care programs.

GI Borin also led the investigation of a pharmaceutical company that violated the Federal anti-kickback and off-label advertising statutes. During this complex investigation, GI Borin reviewed thousands of emails and contracts in her efforts to uncover critical evidence. She conducted interviews of key witnesses who possessed intricate knowledge of the scheme. Her impeccable work directly led to the evidence used to prove the violations. The pharmaceutical company agreed to pay the Federal Government \$41 million to resolve the allegations.

GI Borin's investigative efforts returned over \$52 million to the Medicare trust fund in a single year. Her tireless efforts help ensure the solvency of our Medicare program and facilitate quality, legitimate services for Medicare beneficiaries.

UNITED STATES GOVERNMENT
DISTINGUISHED TEAM AWARD



HSOC – MAX TOOL PROCUREMENT TEAM
GENERAL SERVICES ADMINISTRATION

The HSOC- MAX Tool Procurement Team of Amy Stucker, Contracting Officer, and Stephen Arsenault, Supply Systems Analyst, needed to conduct a new procurement for a multi-purpose tool called “the MAX”, which is used on the U.S. Army’s vehicle commonly referred to as the Humvee. The MAX is particularly useful for military personnel in the field because the attachments can be easily stored and quickly locked onto the handle when needed.

The MAX tool was historically a patented product, which meant that it and its replacement parts was a “name brand” product — essentially eliminating any competition. During the team’s market research, they found that the patent for the MAX components had expired, and several other companies had reversed engineered the multi-purpose tool kit to offer similar products. Based on these new findings, the team revised the solicitation to change the item description to “name brand or equal.”

After exhaustive research, in-house product testing by Stephen Arsenault, and many phone calls with the manufacturer and their associates, the team addressed every concern posed by the manufacturer and the Department of Defense. The team went forward with the procurement, and opened the competition to all GSA Schedule vendors as a “brand name or equal” product.

As a direct result of the team’s endeavors, the Federal Government has achieved actual savings of over **\$485,000** during the year since award. GSA was ultimately able to save the taxpayer \$2.4 Million in cost savings over five years, which is an overall price reduction of 42% for this single acquisition. Additional cost savings were realized by reducing the acquisition cycle times with their choice of acquisition vehicle and leveraging private industry to eliminate duplication of efforts within the supply chain. This elimination of duplication also reduced delivery times by 70% for customers.

The MAX Tool Procurement Team’s efforts resulted in a unique combination - being able to satisfy military personnel across the world while still achieving substantial savings and improved customer service while supporting small business.

UNITED STATES GOVERNMENT
DISTINGUISHED TECHNICAL SERVICE AWARD



KENNETH RAUB
IMMIGRATION SERVICES OFFICER II
U.S. CITIZENSHIP AND IMMIGRATION SERVICES
NATIONAL BENEFITS CENTER

Officer Kenneth Raub is with the US Citizenship and Immigration Service at the National Benefits Center in the Overland Park office. He has demonstrated an ability to develop and modify computer database systems to improve the speed and accuracy of the background security checks made by officers processing immigration applications.

This past year, he modified existing data systems to meet the changing needs of the staff and he developed the new Public Safety Database (PSDB). This database does not just house data and generate reports; it actually manages workflow from start to finish. It creates documents inside the database and communicates with other agencies. It is substantially more complex than most Access databases.

The public benefits because they receive their benefits faster and the law enforcement branch of DHS benefits by receiving timely, accurate information about possible terrorists and criminals. Ken's co-workers benefit by meeting production goals for quality and quantity in part by reducing keystrokes and error returns. Officers have increased their production from 1.18 cases per hour to 4.33 cases per hour after implementation. The database has essentially eliminated the need to handle paper files; a step that was adding days to the processing time in the past.

Ken's work has also spurred a flurry of innovative suggestions from his team members and has influenced supervisors and staff to question and look for redundancies in the process that can be eliminated, saving even more time. As NBC initiates a telework program, Ken's database will facilitate the seamless movement to this program.

Ken is not deterred by routine setbacks such as migrations to new software that require additional modifications to the database. He is friendly and professional even in dealing with frustrated officers. He has a "can do" attitude and his innovative approach is contagious.