

United States Government
Distinguished Administrative/Professional Service Award



Erik Thompson

Immigration Services Officer

U.S. Citizenship and Immigration- National Benefits Center

Immigration Services Officer (ISO) Erik Thompson began working at the National Benefits Center (NBC) Background Check Unit (BCU) in May 2013. Since joining the agency, Erik's actions have been focused on improving the processes by which we communicate public safety concerns to the field offices nationwide. He has accomplished this in an official capacity, by improving upon the language and technical structure of the memoranda officers create. Erik also proved his ability to act quickly, coordinate with fellow employees, when aiding a coworker who was in need of emergency medical attention.

Erik was motivated to take on the enormous task after noticing inconsistencies and communication errors among TECS Resolution Memos. Because of Erik's dedication, he has advanced the communication NBC officers have with field offices around the country, and has fostered the desire to improve processes and work products among his peers.

Erik was also able to stay calm, collected and coordinated with multiple people during an emergency situation. He proposed changes to improve our emergency response at the NBC. Erik's commitment to professionalism, vigilance and technical skills stand out among his peers.

United States Government Distinguished Clerical Service Award



Brett Self

Consumer Safety Technician Food & Drug Administration

Brett has been with the FDA since 2012. Over the last year, Brett assumed increasing responsibilities which positively impacted not only KAN-DO IB, but the District, Region and ORA. Besides his routine CST support duties, Brett took on many unique projects and developed ways to significantly enhance operations. Examples of these include:

- Developing a SharePoint site dedicated to KAN-IB's CSO Hiring Initiative. Brett created this site as a collaborative space to upload and review relevant hiring documents, and maintain an interview calendar. He also created an interactive post-interview survey tool for Supervisors to use when reviewing and evaluating candidates. His development of this prototype now serves as the model for future KAN-DO hiring initiatives.
- Brett initiated the use of WebEx video-conferencing to enhance KAN-DO operations including internal meetings and external interviews. Conducting the interviews via virtual face-to-face allows the interview panel to more effectively assess the candidates by visual observation in addition to verbal answers.
- Brett contributes to ORA functions by providing critical support duties for the Regional Foreign Inspection Coordination Team (FICT). He has developed user friendly reports that outline Foreign Inspectional accomplishments for the Southwest Region. Additionally he has provided back up support by assembling listings of foreign inspection trip volunteers, prioritizing volunteer selections and providing employee data required for making trip selections.

Brett is unflinching in the acceptance of new duties and responsibilities. He eagerly takes initiative and is quick to develop tools that supplement, organize, and simplify work processes and planning. Brett is truly deserving of this recognition. The Kansas City District is extremely thankful and proud of Brett's accomplishments and congratulates him on a well-deserved award!

**United States Government
Distinguished Community Service Award**



Mary Lippe
*Immigration Services Officer
U.S. Citizenship and Immigration- National Benefits
Center*

Mary Lippe demonstrates in her daily life the kind of person that is all about the community and dedicated in helping others. Mary is both a giver at work and in her personal life. As a Department of Homeland Security employee since 2006, she has participated in several responsible steward activities including the Reduce, Reuse, and Recycle program. As part of this program, Mary and her team will often spend three hours along I-70 picking up trash to fill at least 20 plastic bags at one time.

She is a frequent volunteer at the Harvesters Community Food Network Volunteer Outreach Center, and continues in the fight against hunger by participating in events such as the United Way Day of Action and Day of Caring at Harvesters. Through her efforts at work she has organized multiple food drives that have donated thousands of pounds of food to Harvesters through the Feds Feed Families initiative.

In service to her local school community at Ott Elementary in Independence, Missouri, Mary shares her abilities to knit hats and gloves for children who are without during the winter months. Her “Thinking Caps” warm heads and hearts. For the patients at Truman Medical Center East Hospital, Mary sews robes and slippers that speak “someone cares.” And through the Lutheran Urban Mission Agency, Mary shares her handmade stocking caps, gloves and hygiene kits with the homeless.

A Mary Lippe achievement that keeps on giving is the donation of over \$20,000 in cash and equipment for the classrooms and library at the Ott Elementary School in her area. Computer equipment, SMART boards and a dye cut system for the teachers’ workroom are a few of the benefits for children and teachers provided by her efforts as coordinator for several fund raising events.

Mary Lippe has been the recipient of several honors and awards for her efforts to include a Letter of Recognition from President Barack Obama and a Letter of Recognition from the US Citizenship and Immigration Services Acting Director.

Mary is truly a community servant. Through her tireless service to others she has made a significant contribution to the needy in the Kansas City area.

**United States Government
Distinguished Leadership Award**



Alyson Dorrell-Ruhl

Transition Team Nurse Case Manager

Kansas City Veterans Administration Medical Center

Alyson Dorrell-Ruhl spent the last two years developing a diabetic education project and process improvement model that have significantly impacted nursing practice at the KCVA Medical Center. Alyson exhibited great initiative, intellect and courage in implementing a wide-sweeping and practice-changing process for educating patients diagnosed with diabetes. Underlying her attributes is a strong commitment to providing high-quality medical care to our nation's Veterans.

In working with hospitalized patients, Alyson identified a fragmented process of diabetic patient identification, monitoring and education. She recognized the implication of lack of diabetic teaching for newly-diagnosed diabetic patients.

Patients in inpatient and outpatient settings lacked access to needed education regarding their diabetic disease process, putting them at increased risk for poor long-term health outcomes. Excess medical costs and lost productivity associated with diabetes total more than \$1,000 for every American, including \$244 billion in medical costs and \$78 billion in lost work productivity.

Alyson collaborated with patients, physicians, pharmacists, nurses, diabetic educators and researchers in designing an improved process for diabetic patient education. Alyson developed a comprehensive diabetic education booklet, diabetic physician order set, and diabetic nurse education notes. She created a process for Veterans to practice self-administering insulin to ensure skills mastery and increase patient safety. She developed a pilot for educating rural Veterans regarding their disease process via telemedicine. She developed a hospital-wide policy to support the diabetic education project. She provided mandatory training to all hospital nurses regarding the new process of diabetic education. Finally, she developed a plan for monitoring the impact of her diabetic education project on long-term A1Cs for the hospital's diabetic population.

The possibilities for improving practice at the KCVA Medical Center are now endless, thanks to Alyson's process improvement model. Excellence in the provision of disease-specific nurse education will also support the KCVA Medical Center in controlling the cost of chronic disease management. Alyson is an engaged nurse who is driven to improve the care of her Veteran population. Being a Veteran herself, her dedication is rooted in the deep soil of ethical decision-making, shared respect and an expectation of high-quality healthcare.

**United States Government
Distinguished Lifetime Achievement Award**



June Teasley
Regional Communications Director
U.S. Small Business Administration

June Teasley joined the U.S. Small Business Administration's Region VII office in Kansas City, Missouri, in May 2, 1996, as its Regional Communications Director, where she has served 19 years.

Ms. Teasley provides communications direction for the regional office and to its regional administrators; plans and executes regional events and assists SBA district office public information officers - to whom she provides on-going training on SBA policies, procedures, press techniques and initiatives.

Ms. Teasley also assists the SBA Offices of Communications and Public Liaison and Marketing and Customer Services to promote SBA programs and services, national initiatives and associated press and field visits by SBA Administrators and program administrators.

During her SBA career, Ms. Teasley has provided communications support for a variety of local, regional and national events. She has served on SBA headquarters detail assignments to assist with National Small Business Week events on four occasions and recently coordinated National Small Business Week field events in St. Louis (2012) and Kansas City (2013.) Ms. Teasley coordinated the first Welfare to Work Symposium in Kansas City, bringing together local, state and federal agencies from Missouri, Iowa, Nebraska and Kansas. She coordinated, with the Eisenhower Foundation, the 50th National Anniversary Celebration of SBA's founding at the Dwight D. Eisenhower Library in 2005, bringing together more than 300 dignitaries and small business owners from across the nation for a banquet program. She also arranged with the National Archives for a special display exhibit of the SBA's enacting legislation, signed by President Eisenhower in 1955, at the Library for the year. Ms. Teasley has served twice on the FEB's Small and Diverse Business Committee.

Under the supervision of four Region VII SBA Administrators and through three Presidential Administrations, Ms. Teasley has received consecutive "5" overall ratings on her yearly federal work performance and was cited by a presidential press team for her skills in team leadership; event execution and press/social media generation.

She has raised five children during her tenure, now grown, and lives in Liberty, Missouri. She is a graduate of Fort Hays State University.

**United States Government
Distinguished Lifetime Achievement Award**



Jamison Milford
Senior Trial Attorney
U.S. Department of Labor- Office of the Regional Solicitor

Since joining the U.S. Department of Labor, Office of the Regional Solicitor in 1976, Ms. Milford has provided exemplary legal services for client agencies such as OSHA, MSHA, and Wage and Hour. Her work for Wage and Hour not only provided back wages for employees but also allowed workers to provide information in confidence to investigators without fear of reprisal, establishing the seminal precedent on the informer's privilege in the U.S. Court of Appeals for the 10th Circuit, *Brock v. R.J. Auto Parts and Service, Inc.* She brought one of the first successful litigations under the Service Transportation Assistance Act, *OSHA v. T.O. Haas Tire Company*, and in a single OSHA settlement obtained full protection for workers at 75 separate worksites.

Beginning in 1982, Ms. Milford became the Freedom of Information Act, Privacy Act, and Third Party Subpoena representative for the Region, serving as a resource not only for client agencies but for all of the Solicitor of Labor offices. In this capacity, she obtained an order affirming the department's Touhy regulations protecting departmental employees from the burdens of testifying in private litigation, *Herr v. McCormick Grain*.

Ms. Milford's diverse areas of expertise also include Whistleblower protection, the Federal Employees Compensation Act, Ethics, and most recently the Mine Safety and Health Act. Currently, Ms. Milford serves as the lead attorney for all MSHA work in Iowa, Kansas, Missouri, and Nebraska. She developed the office policies and procedures for handling this litigation and has taught the less senior attorneys about the program. She is recognized nationally as an expert in MSHA procedural issues and is a sought after instructor at the United States National Mine Health and Safety Academy in Beckley, West Virginia.

Ms. Milford mentors newer attorneys in the office, particularly in the areas of evidence and civil procedure. Her many years of teaching have established a cadre of highly competent investigators and lawyers who will continue to pursue the Department's mission for decades to come.

**United States Government
Distinguished Military/Military Support Award**



James Clary III

***Capabilities Developer and Military Construction (MILCON) Lead
Mission Command Training Support Division-
U.S. Army National Simulation Center***

Mr. James Clary III served in the active duty Army for over twenty-seven years, retiring as a Lieutenant Colonel and Army Aviator. He continued to serve his country and the U.S. Army as a contractor for fifteen years, and for the past six years has served as a Department of the Army Civilian. He has more than thirty-three years of public service. As the National Simulation

Center's Military Construction Lead for the Army's Mission Training Complexes, Mr. Clary led a diverse group of organizations from the installation to the U.S. Army Corps of Engineers to the Department of Army to achieve the current design. He tracked the lessons learned from every design and construction effort, ensuring each subsequent Mission Training Complex benefited the knowledge gained in previous efforts. Mr. Clary's experience, knowledge, and commitment to training soldiers has delivered multiple award-winning designs.

Army Mission Training Complexes serve as the nexus of home station training, ensuring America's soldiers are trained and tested in warrior skills. Using the Mission Training Complexes, the Army can distribute simulation training globally in a secure manner and allow the integration of multiple units and staffs at multiple locations to conduct exercises and training events around the world. The design allows the Army to take full advantage of current technology while allowing for incorporation of future technologies. Using technology to the Army's advantage in the design, more units and staffs can train simultaneously in a realistic and secure environment.

Mr. Clary's dedication to public service is the highest example of a Department of the Army professional and reflects great credit upon him, the National Simulation Center, Fort Leavenworth, the United States Army, and our great nation.

United States Government Distinguished Public Safety Award



Daniel Hays
Operations Project Manager
U.S. Army Corps of Engineers

Mr. Hays works as an Operations Project Manager at two Kansas projects, Wilson and Kanopolis Lakes. As the project manager at two diverse Kansas lakes, it is Mr. Hays's primary mission to make sure visitors can enjoy their outdoor adventures safely.

In 2014, the Kanopolis and Wilson Lake Projects attracted nearly 500,000 visitors to their over 40,000 acres of land and water comprised of five parks, numerous trails, swim beaches, access areas and marinas. Public 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 US Army Corps of Engineers Safety Campaign. Mr. Hays has a creative and innovative approach to make these contacts utilizing boat safety checks accomplished in coordination with local law enforcement and daily park patrols. Additionally, Mr. Hays ensures staff attendance at local events and schedules routine facility inspections, promptly correcting any deficiencies.

Next year, Mr. Hays plans to enhance his public safety program with the addition of a Student Conservation Association Water Safety Intern. This intern will focus on interaction with beach users and other shoreline "hot spot" areas, impromptu campground programs and offsite public outreach. This intern will allow licensed boat operators the opportunity to continue on water boat patrols and boat safety checks while improving land based outreach as well.

Mr. Hays and his staff realize that safety is a primary concern and have worked hard to ensure that all of their visitors have a fun and safe recreation experience.

United States Government Distinguished Team Award



Claudia Odgers & LeAnn Robinson

Centers for Medicare and Medicaid Services

LeAnn Robinson and Claudia Odgers have developed and refined a national customer service model to support over 360 Accountable Care Organizations (ACOs) consisting of hospitals and physicians serving over 5.6 million Americans. ACOs were established under the Medicare Shared

Savings program (MSSP) and represent a new type of partnership between the Centers for Medicare and Medicaid Services (CMS) and healthcare providers to deliver high-quality care and reducing unnecessary costs.

Claudia and LeAnn, working in the Consortium for Financial Management and Fee-for-Service Operations (CFMFFSO) in Kansas City, support national operations and are responsible for managing the day to day interactions of over 50 ACOs in 5 states, including those in Kansas and Missouri. They are the face of CMS to ACOs, hospitals, healthcare providers and other healthcare entities, as well as internal customers such as CMS Senior Leadership, Program Management staff and Regional ACO Coordinators. Claudia and LeAnn were instrumental in the development of the National Standard Operating Procedure outlining the responsibilities and interactions to facilitate regional support to ACOs in ten regions to deliver high-quality care and reduce unnecessary costs. Their efforts defined a new role for the CMS regional offices to better support national outreach and education, including weekly calls with ACOs and CMS Baltimore, outlined methods of responding to inquiries from providers, ACOs, and other stakeholders and conducting educational webinars and discussions.

The financial success of an ACO is shared by the ACO and CMS. ACO participation is incentive based and is not a requirement of Medicare participation. This presents unique opportunities and challenges for Claudia and LeAnn to assist the ACOs to best achieve the mutual goals of CMS and the ACOs of providing high quality care and reducing cost. Claudia and LeAnn know that CMS and American taxpayers get to share in the savings that are generated by the ACOs and their work to make the ACOs successful results in savings to the Medicare trust fund and better care to our beneficiaries. Claudia and LeAnn's efforts today are laying the foundation for the future of healthcare in America and have been recognized by CMS leadership.

United States Government Distinguished Technical Service Award



Justin Palmer

USDA Cloud Architect

U.S. Department of Agriculture- NITC

The U.S. Department of Agriculture began a new initiative to develop a state-of-the-art Cloud-based service offering for hosting mission critical systems at the National Information Technology Center (NITC) in Kansas City, MO. Mr. Palmer led these efforts to embrace technology and to leverage innovation in order to build this new Cloud Platform for all customers – for Agencies within the USDA, as well as for external federal Departments, thereby enabling the USDA to extend its cloud services as a Shared Service among all of the federal government. This cloud platform provides capabilities for self-service provisioning of virtual servers at a price less than what is found in the commercial market, yet provides the compliance and assurances that all security requirements of the federal government are met.

The scope and importance of this significant achievement of Mr. Palmer's, is that he was able to leverage innovation and technology for the benefit of all USDA customers, including both the federal workforce and the rural citizens that benefit from this new capability. The result has culminated in the creation of a new USDA IaaS Cloud offering with integrated Software Defined Networking (SDN), which integrates with all governmental security systems and is compliant with all security regulations – including the Federal Risk Authorization Management Program (FedRAMP) and the Federal Information Security Management Act (FISMA). This new Cloud platform significantly drives down costs, while providing greater features to all agency customers using the service and platform.

The effectiveness measures of this initiative include: 1) reducing network provisioning times by upwards of 90% compared to previous manual network provisioning practices, 2) reducing the associated operating expenses – specifically the number of labor hours by 150 hours per year, per engineer. Mr. Palmer's performance served as an example and as a catalyst to all of his peer information technology (IT) professionals that work with him in the NITC and at USDA.

Mr. Palmer's achievements significantly enhanced the public image of federal employees, increased productivity, improved program service delivery to the public, and are projected to save taxpayers millions of dollars over the life of this service.

Mr. Palmer has also been nominated for the FedScoop 50 Award, for both the "Innovation" and the "Disrupter of the Year" categories.

United States Government Distinguished Trade/Craft Award



James Iliff
Senior Scheduler/Estimator/Planner
General Services Administration

Jim Iliff brings a lifetime of experience in both the private and public sector as a licensed civil engineer and project manager to the General Service Administration's (GSA) Heartland Region Public Buildings Service (PBS) Design and Construction Division. Hired in 2007 as a scheduler-estimator responsible for the development of construction project scopes and budgetary estimates, he has brought an amazing level of industry knowledge and project management wisdom to the Planning and Support Branch.

In those seven years, Jim has developed hundreds of estimates and scopes of work for hundreds of millions of dollars of construction projects for GSA's four-state inventory of federal buildings, federal courthouses, and leased locations. This expertise and these contributions have had a positive impact on GSA's customers and operations across Iowa, Nebraska, Kansas, and Missouri.

In developing these planned projects, Jim has used his deep-level of understanding of the commercial construction industry, construction practices, cost estimating practices, and real property management to provide project scopes and estimates that accurately reflect the needs of GSA's buildings and customers. In doing so, he has crafted project strategies and plans that maximize the use of our limited project funding to best maintain, manage, and improve our buildings -- and to best meet the needs of our tenant agencies and the public at large.

Mr. Iliff also continually demonstrates a dedication to task, a commitment to looking at the larger picture, and a willingness to engage with the entire organization. He is a great example and inspiration for all of the newer engineers and architects within the Design and Construction Division.

He is regarded very highly by all of GSA's seven field offices, asset managers, and leasing specialists who rely on him for his insight, wisdom, and hard work in solving problems and coming up with creative solutions and plans.

United States Government Distinguished Valor Award



Charles Crum
Rural Carrier
Strafford Post Office

Charles Crum began his postal career on November 26, 1994. He is currently a regular rural carrier at Strafford, MO. He has received the perfect attendance award several years in a row. Charlie is a very conscientious carrier, has a very good rapport with his customers and an overall stand up individual. His ability to bring laughter and light heartedness as well as dedication to his job is a very well sought after trait for every individual.

Charlie is married to Susan, who is the Program Director of Cox Air Care. They have a daughter Megan, son-in-law John Hollingsworth and two beautiful grandchildren Maddie and Reid.

Charlie and his family love camping, fishing and spending time together.

On September 29, 2014, Charlie was delivering mail on his route, like any normal work day. First let me say he was delivering mail to my clerk's, Kim's house, on his route. When he pulled into the lane to deliver mail at the box, he saw her mom carrying a pane of glass through the yard. He heard the glass shatter as she dropped it and cut her arm. She ran to Charlie who had immediately gotten out of his vehicle to help her. She told him she was cut really bad and they decided to take her to the Clinic in Strafford right away. When he delivered her inside the clinic they then rushed her to the Emergency room at the hospital in Springfield, where Linda underwent surgery to repair the artery she had severed in the accident. The doctors later said it's very likely, had Charlie not been there when she cut her arm, she could have bled out. He arrived just in the nick of time to save her life.

We thank God he was there!