

United States Government
Distinguished Administrative/Professional Service Award



Matthew Sleeter
Recall Coordinator/Compliance Officer
U.S. Department of Health and Human Services—
Food and Drug Administration

Matthew Sleeter is a Compliance Officer and Recall Coordinator in the Kansas City District. He joined FDA as chemist analyst and his passion for public health protection led him to his current position. He has demonstrated through years of public service with the Food and Drug Administration (FDA) exceptional leadership, expertise, and collaboration.

He has successfully handled multiple consumer protection cases and recalls of dangerous adulterated and misbranded products. During the year 2016, Matthew was responsible for more than eighty recalls. Several of these recalls were related to foodborne illness outbreaks, including *Salmonella* Oranienburg in shell eggs, *Salmonella* in alfalfa sprouts, and *E. coli* O121 in flour, to name a few. Many times these recalls were just the proverbial tip of the iceberg leading to additional downstream recalls. During all of these volatile situations, Matthew worked quickly and efficiently to ensure consumers were informed and public health was protected. In addition, he serves as a mentor for many of his peers, state partners, and industry. Specifically, he has given a number of educational presentations about food safety and recall responsibilities.

Matthew has many skills and attributes which enable him to help FDA achieve its mission of consumer protection and public health. His patience, attention to detail, scientific knowledge, mentorship, and resiliency, are just a few of those attributes. If you surveyed his peers, they would all vow Matthew makes FDA a better place to work and his efforts help to assure a safer supply of food, drugs and medical equipment.

**United States Government
Distinguished Clerical Service Award**



Lorne Shafer
*Operations Support Assistant
Department of Homeland Security
U.S. Citizenship and Immigration Service*

Lorne Shafer is an Operations Support Assistant for US Citizenship and Immigration Services' District 15. He supports and accomplishes the administrative needs for the District's 190 employees in Kansas, Missouri, Iowa, Nebraska, Minnesota, North Dakota and South Dakota, allowing them to focus on their primary mission of providing valuable customer service to the immigrant communities across the Midwest. Lorne's calm demeanor, maturity and well-researched guidance always conveys confidence to the employees and eliminates any frustration that is sometimes common when dealing with clerical staff from "higher headquarters" offices. His involvement in an activity ensures that the federal government is well-respected and that all parties recognize that the proper and frugal stewardship of the taxpayers' dollars is being accomplished. When participating on a project, Lorne works actively with team members and looks at multiple scenarios and courses of action to develop several possible solutions for management to consider. When working with contractors and federal agencies regarding facility and safety issues, he is diplomatic, yet assertive and persuasive in getting things promptly repaired or replaced, which has directly contributed to the welfare, comfort and safety of the workforce.

In the past year, three of the District's six Field Offices lost their sole on-site operations support specialist. Without hesitation, Lorne stepped up to perform the administrative support duties at the St Louis and Des Moines offices, and conducted on-the-job training for a new operations support employee at the Kansas City office, all while continuing to perform his regular duties at the District Office.

Lorne's performance has set the standard which other Operations Support employees strive to meet. Lorne is always willing to quietly go the extra distance to get things done, and on the rare occasions when Lorne does not have the answer, he conducts diligent research to get the answer or identify someone who can provide the answer. He is an outstanding example of how to be a dedicated, conscientious, effective and efficient team player in the federal workplace, and he is well-deserving of the Clerical award.

**United States Government
Distinguished Community Service Award**



Tony Majors

***Training Analyst- Training Management Systems Division
Training Management Directorate
Combined Arms Center - Training
Fort Leavenworth Army Installation***

For the last five years, Mr. Tony Majors has served as Vice President of 'CHURCHES UNITED FOR OUR YOUTH' in Leavenworth, Kansas. Active in our community, this group has awarded over 10 scholarships totaling over \$5,000 to area youth to help them start their college dreams. They also provide free back-packs containing school supplies as well as free back-to school haircuts to disadvantaged youth to prepare them for a new year of learning.

Tony is also on the Board of Directors for the Leavenworth Interfaith Community of Hope's "SHELTER OF HOPE" whose purpose is to provide a place where homeless individuals and families can receive assistance, sometimes just a simple meal, to get back on their feet. Averaging over 330 beds per month, the shelter is blessed with over 70 volunteers who come together to make a difference. Tony is currently focused on helping the Community of Hope's goal to erect a 6,000 sq. ft. facility to house all three interfaith groups. For the last several years, he has participated in countless fundraising events, missions of mercy and overnight shifts at the shelter.

Since 2012, Tony has also volunteered as a Bible Studies Teacher at the Lansing Correctional Facility in Lansing Kansas, often speaking with groups of men often 15 to 80 at a time.

After serving in the United States Army and rising to the rank of Sergeant First Class, Tony retired in 2007. Since 2009, he has served as a Department of Army civilian at Fort Leavenworth, Kansas where he works as a training systems analyst helping to manage web-based tools that help Soldiers train for today's and tomorrow's challenges. Tony also serves as a Sexual Harassment/Assault Response and Prevention (SHARP) Program Manager and a trained Victim Advocate. Tony routinely volunteers as a mentor for other Federal Employees who are being or have been newly trained for these important responsibilities. When others are going home from their Federal job, Tony goes to work to improve the lives of countless others in our community.

United States Government Distinguished Leadership Award



Nikkola Monning
Program Analyst
U.S. General Services Administration

Ms. Nikkola Monning is a gifted and inspirational mentor, coach and leader for the U.S. General Services Administration. Possessing a sincere passion for developing the people around her, Nikki leads multiple projects, programs and teams to advance the organizational culture of Heartland GSA.

Last year, Nikki created and managed a formal mentoring program that served 75 Heartland employees across all levels, and this year 45 more participants joined. She identified a lack of growth opportunities for mid-career professionals, so she built, implemented and continues to manage two leadership development programs -- one for GS13s and the other for GS12s - that received 96 percent satisfaction ratings. She also sponsored the region's job shadowing program and provided executive coaching and self-assessment services to dozens of employees.

As Heartland GSA's resident change management expert, Nikki managed employee concerns throughout a massive organizational realignment in which more than 100 employees experienced a direct change to their chain of command. She also led a cross-divisional team to develop new guidance for transparent decision making and communication, then she trained more than 50 SES, GS15 and GS14 leaders on the strategies. The project made a significant impact on organizational culture, and it was selected as a model for other regions and national office.

On the national stage, Nikki served as assistant project manager for a Central Office initiative to bring consistency to service delivery -- an assignment through which she coordinated hundreds of employees over tens of thousands of hours. She also led employee engagement action planning for 280 leaders and employees in California and Arizona.

Business process improvement is another of Nikki's strengths. One project last year resulted in a 25 percent reduction in rent bill management processing errors. Another project reduced man-hours dedicated to real estate investment planning by an estimated 28 percent.

Nikki has the character and capacity to influence and motivate others. Her innate ability to develop relationships and build coalitions instills a foundation of trust among her peers and superiors and makes her leadership invaluable to the federal government and the public we serve.

**United States Government
Distinguished Lifetime Achievement Award**



Cesar Dela Pena
Supervisory Information Liaison Specialist
U.S. Citizenship and Immigration- National Records Center

For over 25 years, Cesar Dela Pena has demonstrated his unwavering commitment to the mission, employees, and customers of USCIS. His dedication to duty and high degree of technical proficiency led him to be selected as one of the first employees hired to stand up the National Records Center (NRC) in Lee's Summit, Missouri.

His expertise and leadership were critical in ensuring the successful migration of millions of immigration files from all over the world. He was also selected to help establish the Information Management and Field Services Branch (IMFS) at the NRC. This branch is responsible for responding to urgent requests for information and documentation to immigration adjudication and enforcement officers and on a 24/7 basis as well resolving complex issues with immigration files. They have helped tens of thousands of people, previously turned away, to receive immigration benefits to which they were entitled. Cesar's ability to perform even during times of great stress and uncertainty were no more apparent than during several instances of national crises: 9/11, the Virginia Tech Shooting, the Boston Marathon Bombing, the San Bernardino Shooting, the Orlando Nightclub Shooting, and numerous other events. During these events, Cesar worked directly with members of the Joint Terrorism Task Forces, law enforcement, investigators and others to ensure information vital to the apprehension of suspects, identification of potential intelligence sources, and protection of U.S. assets was available and accurate.

Cesar was awarded the USCIS Director's Supervisor of the Year Award in 2012 out of over 3,000 USCIS supervisors due to his sustained superior performance at every level. His technical proficiency, high ethical standards, leadership, and selfless desire to serve others directly contributed to the NRC's outstanding reputation not only for providing superior customer service but also for making the NRC a great place to work. Cesar is one of those rare federal employees that has distinguished himself in every facet of his professional life and, as a result, deserves the highest level of recognition and praise.

**United States Government
Distinguished Lifetime Achievement Award**



Bruce M. Miller
*Railroad Safety Inspector of Signal and
Train Control
Federal Railroad Administration*

Mr. Bruce Miller, although not born and raised here, has definitely claimed Kansas City as his Home and developed a desire to make Kansas City a safer and a better place to live. Graduating from the University of

North Dakota with a degree in Electrical Engineer, Bruce enlisted in the United States Department of the Air Force and later the Air Force Reserve Command, retiring as a Lt. Colonel. His 34 years of service as a 3-time veteran are filled with numerous voluntary deployments as well as multiple ribbons and medals. While still serving in the Air Force Reserve, Bruce joined the Federal Railroad Administration as a Signal and Train Control Safety Inspector, where he also volunteered as an Operation Lifesaver Presenter and speaker for the Garret Morgan Program. Mr. Miller's total combined Federal service spans of a course of 46 years.

Bruce's attentiveness to detail and safety over his many years of service consistently set him apart from his peers. As the Region's most experienced Signal Inspector the Agency has called upon him to share his extensive railroad knowledge and FRA experiences through mentoring the newest S&TC staff. This is a task eagerly accepted as he does not limit his thinking to the present but does whatever possible to ensure the efforts of the Agency will continue to protect for many years to come. Bruce not only works diligently to build a "team" environment within the signal discipline but he has also mentored inspectors from other disciplines at the request of their supervisors. Mr. Miller has dedicated his career to serving the people of this Country, His Region, and especially His City. That is why we feel Mr. Bruce "Barney" Miller deserves the Life Time Achievement Award.

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



Jeff Kent

***BSO Team Lead & NATO Proof Officer
Lake City Army Ammunition Plant***

Jeff leads the Ballistics Services Organization (BSO) on Lake City Army Ammunition Plant. Jeff Kent ensures the functionality and quality of ammunition through a myriad of scientific testing methods. Since recently taking over an organization that had previously been neglected and seen as an afterthought, Jeff has transformed it into a modernized, efficient, and reliable partner of the Army's Armament Research, Development, and Engineering Center (ARDEC).

Jeff actually performs three separate functions in direct support of the military. Jeff executes the Army's Small Arms Surveillance program, known as the Army Stockpile Reliability Program (ASRP). This annual program ensures the safety and suitability of aging munitions stored all over the world. Jeff's second function is as a member of the North Atlantic Treaty Organization's Small Arms Working Group, known as Land Capability Group – Dismounted Soldier Systems Sub-Group 1 (LCG-DSS/SG1). As a member of the NATO group, Jeff is the Test Director for the North American Regional Testing Center, which serves to ensure the battlefield interchangeability of both ammunition and weapons systems for coalition partners. Finally, Jeff's third function in support of the military is his work with multiple agencies, such as ARDEC to support numerous small arms projects, testing and evaluation of ammunition.

To improve the organizational effectiveness of the BSO, Jeff has learned and implemented several scientific testing and evaluation methods, never before used by the BSO, such as Doppler radar, high and low speed video, and portable acoustic targeting systems. Jeff designed and constructed specialized equipment for bipod and tripod testing and muzzle flash testing so both could be performed on site, thus keeping the enhanced performance round program (a very new and important small caliber project) on schedule.

**United States Government
Distinguished Public Safety - Award**



THOMAS FLYNN
*Manager Post Office Operations
United States Postal Service*

Tom Flynn has served the public and our government for over 20 years. Four years in the Army and 17 years with the United States Postal Service.

Reporting to District Manager, Gail Hendrix, Tom has administrative responsibility for delivery and collections for 660 and 667 in Kansas and 655 and 657 in Missouri.

Tom began his Postal career in Brockton, MA in March 2000 as a city carrier, and quickly became an acting supervisor at the same station. Tom completed the Associate Supervisor Program and began his management career as Supervisor in Foxboro, MA. He came to the Mid-America District in 2008 as Postmaster, Summersville, MO. Tom has assisted in many projects and assignments including District City Delivery Inspection, Pilot Lean Mail Delivery Team of Kansas City, and Lean Mail Delivery Coordinator for Area 6. He has also served as Office in Charge in Foxboro, MA, Fort Leonard Wood, MO, Rolla, MO and Sikeston, MO.

United States Government Distinguished Team Award

Kansas City Veteran Administration's Lab Autoverification Team



Team Members:

Kathy M. Breitenstein
Alfreda P. Gilmore
Brenda K. Hinck
Andrew D. Jamerson
Unchu Mast
Janet M. Morrison
Terry Obryan
Veta A. Robinson
Scott Simpson
Liesl T. Wilson

The Laboratory Autoverification team of the Kansas City VA laboratory staff (Medical Technologists) developed a computer software tool to aid the workflow of VA laboratories throughout the nation. The lab's existing computer system required a manual review of printed results from laboratory analyzers for all tests before releasing them to the patient's electronic medical record. This team developed a set of computerized rules that reviews all results and automatically releases acceptable results immediately to the patient's chart while holding results that are abnormal for medical technologists' review and release. This cuts down on the repetitive, time-consuming nature of reviewing and releasing results, while enhancing patient safety. And since the software presents the results that need further attention to the technologist on a computer screen, there is no longer a need to print all instrument reports. This system ensures that results are available faster and are of higher quality, which improves patient care. Repetitive tasks are eliminated and laboratory staff members devote more time to abnormal results, thereby increasing job satisfaction and patient safety.

Based on the pilot at the Kansas City VA, this computer program modification was released to all VA hospitals in the nation and is being implemented at multiple sites. Projected benefits include improved patient safety, consistency and accuracy of laboratory results, faster turnaround time of results, improved physician and staff satisfaction, and significant cost savings (staff and resources). This will help sustain VA laboratories with a growing shortage of Medical Technologists nationwide. Additionally, since the workflow shifts from being paper-based to electronic screens, there is an environmental benefit as well.

**United States Government
Distinguished Technical Service Award**



Terry Carr

Immigration Services Officer

U.S. Citizenship and Immigration- National Benefits Center

Immigration Services Officer (ISO) Terry Carr distinguished himself during FY2016 by providing superb technical support to the U.S. Citizenship and Immigration Services (USCIS) National Benefits Center (NBC). Terry was primarily responsible for the movement, inventory and assignment of over 790,000 I-765 “application for employment authorizations,” and I-131 “application for travel document” case files. The 120 division personnel rely on his organizational aptitude and unwavering attention to detail as thousands of applications move throughout the NBC daily.

Specifically, Terry’s division was tasked with consolidating operations between the NBC’s Overland Park, KS location and the main facility in Lee’s Summit, MO. All I-765 miscellaneous category applications had to be moved along with the adjudications staff, supervision, contractor support, office supply and file movement activities. In addition, the NBC implemented a voluntary reassignment opportunity to its staff which caused a 60 percent turnover rate within his division. The concurrent personnel and workload disruption created a monumental organizational challenge for Division 3 and multiple other divisions.

ISO Carr identified and implemented a process improvement for the daily file inventory. His expert information technology management was showcased by the development of spreadsheets, databases, flowcharts and graphical tools to support his division during this transition. These tools reinvigorated the process flow on tens of thousands of applications which were halted at Overland Park and were restarted in Lee’s Summit. Processing times for I-765 and I-131 applications were over 90 days at the end of the consolidation project. Terry’s attention to detail and proactive efforts enabled his division leadership with the information needed to accurately forecast work and personnel assignments bringing processing time down to less than 60 days for most product categories. The unprecedented 67% improvement in efficiency over a four month period could not have been possible without Terry’s technical expertise and influence.

Technical expertise is the keystone of any organizations success, but often goes unrecognized. ISO Carr exemplifies professionalism through a tireless work ethic, innovative spirit and commitment to excellence.

2017 Nominations

The Federal Executive Board, on behalf of the 2017 Public Employees Recognition Day Committee, would like to recognize everyone nominated this year. We salute you for a job well done. Keep up the great work.

United States Government Employees

Administrative/Professional

Cecilia Atherton, Kansas City Veterans Affairs Medical Center
Joel Carril, US Citizenship & Immigration Services - National Records Center
Joanne Cooke, Kansas City Veterans Affairs Medical Center
Heidi Cornell-D'Echert, Ft Leavenworth - National Simulation Center
Lindell Lindsey, US Citizenship & Immigration Services - National Records Center
Lindsay Mead, General Services Administration
Aimme Truetken, Kansas City Veterans Affairs Medical Center

Clerical

Robin Curfman, US Postal Service - Mid-America District
Jennifer Meile, Kansas City Veterans Affairs Medical Center
Sharon Olney, US Postal Service - Kansas City Processing and Distribution Center

Community Service

Deb Eglich, Lake City Army Ammunition Plant
Jamie Engelhardt, US Citizenship & Immigration Services - National Benefits Center
Monique Koger-Little, US Postal Service - Kansas City Processing and Distribution Center
Jeff Lindquist, US Postal Service - Kansas City Processing and Distribution Center
Mary Snodderly, General Services Administration
Lisa Williams, Internal Revenue Service

Leadership

Kerry Anderson, National Background Investigations Bureau
Deborah Anderson, US Postal Service - Mid-America District
Jo Ann Carter, US Postal Service - Mid-America District
Gwen Common, US Postal Service - Mid-America District
Ana-Maria Corcoran, Kansas City Veterans Affairs Medical Center
Robin Curfman, US Postal Service - Mid-America District
Robert Deen, US Postal Service - Mid-America District
Jeff Drake, US Postal Service - Mid-America District
Thomas Flynn, US Postal Service - Mid-America District

Leadership (Continued)

Thomas Gibson, Ft Leavenworth - Army

Gail Hendricks, US Postal Service - Mid-America District

Christopher Love, US Citizenship & Immigration Services - National Benefits Center

Mindy Mindrup, Environmental Protection Agency

Allen Mullinax, US Citizenship & Immigration Services - National Benefits Center

Joey VanNess, Kansas City Veterans Affairs Medical Center Lifetime Achievement

Lifetime Achievement

Robert Banning, Ft Leavenworth - Army - Training Management Systems Division

Dr. Douglas McGregor, Kansas City Veterans Affairs Medical Center

Scott Smith, National Background Investigations Bureau

Vicki Taylor, US Dept of Agriculture - Risk Management Agency

Military/Military Support

Jamel Carr, Ft Leavenworth - Army - Integrated Training Environment

Public Safety

Jeff Drake, US Postal Service - Mid-America District

Team

KC Center for Medicare Health Plans Operations Correspondence Team,

Centers for Medicare & Medicaid Services

FAA Central Region Airports Division

Federal Aviation Administration

Kansas City Accounting Control Services Operation

Internal Revenue Service

Kansas City Campus Examination

Internal Revenue Service

HAS Supervisors & MSA Leads

Kansas City Veterans Affairs Medical Center

Special Agents

National Background Investigations Bureau

FOIA Quality Assurance Team,

US Citizenship & Immigration Services - National Records Center

KC Federal Acquisition Forum ,

US Dept of Agriculture

Technical

Peggy Bradfield, US Postal Service - Mid-America District

Jason Clipperton, US Postal Service - Mid-America District

Joshua Curro, US Postal Service - Kansas City Processing and Distribution Center

Craig Kuznia, General Services Administration

Harold Martin, Kansas City Veterans Affairs Medical Center

Duane Novak, Transportation Security Administration

Robert Weigel, Internal Revenue Service

**Our sincere appreciation to all of our
Public Sector Employees
for your service to our community.**

