

The 36th Annual

Civil Servant



of the Year

Awards

2013

The Federal Executive Board of Minnesota

presents

The 36th Annual

Civil Servant of the Year

Awards

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The 36th Annual
Civil Servant of the Year
Awards Luncheon

Program

Opening Ceremony.....Robert DeWitt
Chair, Federal Executive Board

Banquet

Keynote.....Mark Ritchie
Minnesota Secretary of State

Awards Ceremony.....Joseph Schmitt
Director, Federal Executive Board

Presentation of Top Honors.....Joseph Schmitt
Director, Federal Executive Board

Closing.....Joseph Schmitt
Director, Federal Executive Board



About the Awards

This program honors outstanding Minnesotan
Federal employees who have demonstrated
exceptional performance and dedication
as public servants during Calendar Year 2012,
both in the workplace and in the community.

We should all be proud of the many contributions
to American society that these individuals have performed
in service to the Citizens of the United States of America.



Policy Board 2012

Robert C. DeWitt, *Chair*

U.S. Department of State, Passport Agency

Colleen Landkamer, *Vice Chair*

USDA, Rural Development

Joseph Schmitt, *Executive Director*

Federal Executive Board

Erika Cashin, *Treasurer*

U.S. Air Force, 934th Airwing

Alyssa Bryan, *Assistant Director*

Federal Executive Board

Col. Darrell Young

U.S. Air Force Reserve, 934th Airlift Wing

Lt. Col. Jon Lovold

MN Department of Military Affairs (National Guard)

Diane Rosen

DOI - Bureau of Indian Affairs

William Adams

U.S. Department of Homeland Security

Paul Labovitz

National Park Service

James Stark

Department of the Interior, U.S. Geological Survey

Nancy Libersky

Small Business Administration

Chris Warrenner

Department of Justice, Federal Bureau of Investigation

Mary Newcomb

Internal Revenue Service

Chester Slipek (Ex officio)

Farm Credit Administration

Col. Michael J. Price

U.S. Department of Defense, U.S. Army Corps of Engineers

Michael Johnson

Social Security Administration

Sam Schuth

Corporation for National and Community Service

Antione Waller

U.S. Department of Veterans Affairs, Regional Office

Barry Sharp

Veterans Affairs Medical Center Minneapolis

Sharon Lubinski

U.S. Marshal's Service, District of Minnesota

Scott Sweetow

Bureau of Alcohol, Tobacco & Firearms, St. Paul Field Division

Sue Schmidt

General Services Administration

Diane Langer (Ex officio)

Federal Aviation Administration, St. Paul

Capt. Jeff Davis

U.S. Naval Reserve

Gary Olsen

DHS Customs and Border Protection

Dexter J. Sidney

U.S. Department of Housing and Urban Development

Tom Melius

U.S. Fish & Wildlife Service Regional Office

Derrell Turner

DOT - Federal Highway Administration

Col. Charles Rodke

MN Air National Guard, 133rd Airlift Wing

Tom Grahek

U.S. Department of Veteran's Affairs, Debt Management Center

Barry Bahl (At large)

Veterans Affairs Medical Center, St. Cloud

Dan Luna (Ex officio)

Commerce/NOAA, National Weather Service

Blue Ribbon Panel

2013

Barbara Harper

Office of U.S. Congresswoman

Michele Bachmann

Clara Haycraft

Office of U.S. Senator

Amy Klobuchar

Chaz Johnson

Office of U.S. Congressman

John Kline

Dave Kelley

American Red Cross

Shawn Schloesser

Office of U.S. Congressman

Tim Walz

Shelly Shafer

Office of U.S. Senator

Al Franken

Sara Thingvold

HIWAY Federal Credit Union



The Federal Executive Board of Minnesota
proudly presents the

2013 Finalists

for the



Civil Servant of the Year

Awards



Jaime Renner

Program Specialist

Corporation for National and Community Service

Jaime Renner is a Program Specialist for the Minnesota Office of the Corporation for National and Community Service (CNCS), the nation's largest grantmaker for service and volunteering. Jaime provides leadership to 200 AmeriCorps VISTA members who last year created and expanded programs to support 100,000 low-income Minnesotans working to escape poverty. Additionally, Jaime leads a national work team helping more than 200 community organizations develop capacity to serve their communities' needs. Jaime facilitates a four-state collaborative supporting an organization that last year helped 8,700 promising, low-income high school students earn admission to and succeed in college. Jaime's high degree of integrity and her commitment to effective management of federal resources make her an excellent representative of the federal government in general and CNCS specifically.



Thomas Hultquist

Science and Operations Officer

Dept. of Commerce (DOC), Ntl Oceanic and Atmos. Admin. (NOAA), National Weather Service

Thomas Hultquist provided exemplary leadership by furthering science while enhancing NOAA's NWS mission. Tom began the quest of developing a local meteorological model. He creatively pieced together old computers in order to run the model. The model, known as the MPXWRF, was very successful with thunderstorm forecasts during the severe weather season. He went further collaborating with the Information Technology Department at the Hopkins School District obtaining computational resources for further research on local modeling. This collaborative effort culminated this past fall with four local Weather Research and Forecasting (WRF) models being run every three hours. The WRF models have shown great skill this winter not only for the onset of precipitation, but also with the precipitation type, improving forecast information for Minnesotans.



Nancy Libersky

District Director

Dept. of Commerce (DOC), Small Business Administration (SBA)

Nancy consistently "walks the talk" and earns the respect of her subordinates, colleagues and community business leaders. On a day-to-day basis, she exemplifies those cherished qualities that make an individual a great leader: integrity, humility, courage and vision. She leads by example and not only emboldens and challenges her staff but also seeks their ideas and contributions and recognizes their hard work. As a result, under her leadership, the Minnesota SBA District Office has consistently placed in the top 10% among all SBA District Offices in the nation, in terms of loan volume.



Samuel W. Baty

Base Operating System (BOS) Supervisor

Dept. of Defense (DOD), Air Force Reserve, 934th Airlift Wing

Mr. Baty orchestrated the successful execution of over 3,000 work orders last year, expertly allocating \$365,000 in funds and managing 47,000 labor hours for 22 employees, including 2,300 hours in emergency OT. One-Team/One-Fight; Sam worked with Reserve leadership to set aside work that would provide broad hands-on training for Engineering troops as well as benefit the Wing, and then partnered civilian Master Craftsmen with young troops to facilitate training/mentoring. Last year over 45 work orders were completed, providing 2,000+ in training and saving over \$60,000! In addition, his leadership and innovative solutions to solving retrofit problems is a key component to the Wing's energy reduction efforts, far exceeding federal energy goals, saving over \$150,000 and reducing energy consumption a WHOPPING 45.2% compared to the baseline.

2013 Civil Servant of the Year Awards



Devin B. Heldman

Aircraft Electrical/Environmental System

Dept. of Defense (DOD), Air Force Reserve, 934th Airlift Wing

Mr. Heldman developed and implemented real world C-130 troubleshooting scenarios for his section, which provides a valuable training program. Devin utilized available aircraft assets by enhancing operating stock, creating a savings of four valuable man hours per isochronal inspection. In order to streamline scheduled maintenance downtime, he instructed his section to build up wire harnesses. This saved six man hours for each aircraft. Being extremely resourceful, Devin researched a lens assembly repair option for the Master Caution Warning panel. This resulted in a savings of \$12,892, the cost of a new panel. He organized the newly expanded shop area, arranging equipment and parts, which increased work efficiency by 25%. As a result of these actions, the fix rate capabilities of the section have been enhanced.



Nicole C. Silverthorne

Squadron Aviation Resource Manager

Dept. of Defense (DOD), Air Force Reserve, 934th Airlift Wing

Ms. Silverthorne is responsible for flight documentation, payroll, corporate reporting, employee training, and crewmember validation for all missions flown by eight C-130s assigned to the 934th Airlift Wing. Nicole manages three personnel and during 2012, she created over 700 flight authorizations and certified crews for combat operations. Additionally, she repaired the agency's flight database management system and rebuilt a year's worth of lost training records in only three days. Upon release of new guidance, Nicole led her office in the implementation of 25 new database profiles and successfully tracked unit flying operations ensuring 100% accuracy. As a reservist, she deployed to the Middle East supporting combat operations for four months. During 2012, Nicole exemplified the contributions of civil servants to the U.S. Air Force.



Timothy L. Stansbury

Quality Assurance Inspector

Dept. of Defense (DOD), Air Force Reserve, 934th Airlift Wing

Consistent fundraising advocate for Concordia Academy Preparatory College; volunteered to assist in 3 major activities geared towards generating funds to aid IT upgrades, family scholarships, and alternate learning center renovations. Activities raised 50k towards school quality of life initiatives. Volunteered over 208 hours towards academy after school program; "Bridge 121" designed to get students proactive and engaged in well-being activities. The program provided food, video games, and other events. It also provided mentoring, tutoring, and counseling to aid students with social issues. Contributed over 16 hours a month towards his community church program in coordination with Refugees International; aided refugee families relocating to the Minneapolis metro area. Solicited donations, assisted in furnishing residences, assisted efforts in tutoring and helped families assimilate into American culture.



Douglas S. Yocum

Supervisory Environmental Engineer

Dept. of Defense (DOD), Air Force Reserve, 934th Airlift Wing

Mr. Yocum led his Flight to its best performance in over 17 years, validated from a July inspection by a seven-person assessment team from HQ AFRC/A7. Only six compliance findings were identified, compared to an average of 39 findings at other Wings! His hard work ensures that our local ecological environment and those who work and live within it are well protected. Doug led the Environmental Compliance portion of the Mission Beddown for a new Explosive Ordnance Disposal (EOD) Flight, resulting in the construction of a new training site and storage facility. His contribution helped to drastically improve EOD mission effectiveness, validated by EODs performance in ensuring the personal safety of POTUS during four Secret Service missions and the explosive free certification of five events.



Kevin Duban

Contract Administrator

Dept. of Defense (DOD), Defense Contract Management Agency – Twin Cities

Kevin Duban’s dedication to excellence and teamwork is truly representative of the Defense Contract Management Agency’s values. Kevin demonstrated initiative by reducing canceling funds on Rolls Royce contracts (England) by \$3M. Kevin showed outstanding teaming skills by assisting DCMA discussions with the Army Executive Director of Contracting and writing a report on SAAB Group (Sweden) for DCMA HQ Portfolio Management and Integration Directorate, detailing obligated funding of over \$100M and participating in a \$300K source selection for the M142 Multi-Purpose Firing Device. Negotiating a profit reduction of 33% with a major contractor, Kevin saved taxpayer dollars. Kevin served as officer and chairman on multiple MWR committees and volunteers at Pillsbury Elementary. It is with great pride that DCMA recognizes Kevin as an exceptional Civil Servant.



Jim Larson

Process Improvement Officer

Dept. of Defense (DOD), Defense Contract Management Agency – Twin Cities

Jim Larson’s contributions to the successful completion of our mission included oversight of performance management metrics for our contract administration services on 7,386 contracts totaling \$30B with 420 contractors across 7 states. Jim’s monthly analysis enabled the CMO to assess performance and make real time adjustments. His indepth understanding of our measures allowed him to support the process owners and lead them in developing internal measures to provide insight into their performance and facilitate their strategic planning. Mr. Larson’s corporate knowledge was instrumental in the transition of the Mission Support Office from one leadership team to another. Jim provided the leadership and continuity that was critical to ensuring constant, top notch support. Mr. Larson’s commitment to public service is an example for all to emulate.



Jonathan Highness

Regional Special Security Officer – Minneapolis / 19-State Central Region

Dept. of Defense (DOD), Special Security Office Navy, Office of Naval Intelligence

Mr. Jonathan Highness distinguished himself through sustained superior performance while serving at Joint Reserve Intelligence Center, Minneapolis. His dedication, perseverance and professionalism make him an invaluable asset to our nation’s security. Mr. Highness’ responsibilities doubled in 2012, yet he provided critical security support and oversight to 19 states and 57 facilities, including 1600 Navy Intelligence Reservists and 1300 inter-agency customers. His effective leadership, ingenuity, and innovative policies are instrumental in making this command a key enabler to several Intelligence Community Elements and their vital missions. He has improved national security and increased the capabilities for Military Reserve members deployed in support of real world operations. Mr. Highness’ outstanding accomplishments are in keeping with the highest traditions of the United States Government.



Tim Smith

Technical Services Section Chief

Dept. of Defense (DOD), U.S. Army Corps of Engineers (USACE)

Tim Smith is recognized both locally and nationally for his leadership in the area of aquatic resource management and environmental protection. In addition, he brings the highest caliber technical skills to the U.S. Army Corps of Engineers regulatory program. Tim has made significant improvements to our program in the areas of wetland protection, compliance and enforcement. He invests a great deal of time mentoring and guiding junior staff and advising them regarding challenging permit evaluations and jurisdictional determinations. His investment will ensure that the St. Paul District will continue to provide fair, timely and technically-proficient permit evaluations. He has been instrumental in furthering coordination with our state and federal resource agency partners in the shared objective of preserving the integrity of the nation’s waters in Minnesota.



Scott Tichy

Park Ranger

Dept. of Defense (DOD), U.S. Army Corps of Engineers (USACE)

Scott Tichy is an outstanding park ranger for the U.S. Army Corps of Engineers. Scott possesses excellent community relations skills as seen in his involvement with his church, interpretation of Corps Water Safety messages and working with various community groups providing expertise in trail maintenance, construction, forestry and recreation. As chairperson of the local Ducks Unlimited chapter, he took an almost defunct organization to the level designated as "Elite Status." As president of his local park board, he created a walking trail, playground and a community ice rink and helped raise more than \$90,000 for the effort. A passion for the outdoors, a strong commitment to community and family and outstanding leadership skills are hallmarks of Scott's career in the Army Corps of Engineers.



Gary Wolf

Civil Engineer

Dept. of Defense (DOD), U.S. Army Corps of Engineers (USACE)

Gary Wolf, P.E., is an exceptional civil engineer specializing in the design of all aspects of the Corps' civil works projects. He is a model of professionalism; he has an outstanding ability to communicate and coordinate technical aspects of projects at a level that is audience appropriate. His technical leadership on major flood damage reduction projects has been exceptional. He has been commended by project managers, project sponsors, and his own peers for the technical leadership and guidance he has provided. He consistently exhibits a drive for excellence not only in the design and function of the overall project, but also in the quality of the plans and specifications that are produced, and the overall cost effectiveness of the projects that he is associated with.



Johnny Maxon

Senior Intelligence Analyst

Dept. of Defense (DOD), U.S. Pacific Command Joint Intelligence Operations Center (USPACOM JIOC)

Mr. Maxon serves as the critical conduit between USPACOM Joint Intelligence Operations Center (JIOC) and Joint Detachment Minneapolis. Under his dynamic leadership, the unit provided unprecedented support to the JIOC. He supervised the production of two daily products utilized by USPACOM and National level commands and agencies, 21 percent of all JIOC target materials, 70 percent of Northeast Asia intelligence reporting and coordinated 24/7 reserve augmentation during real-world/crisis events in the Northeast Asia Area of Responsibility. He spearheaded an historic first with US Forces Korea to fund three reservists on full-time orders and saved over \$200K by maximizing service funding. The unit was recognized by the USPACOM Intelligence Director as the JIOC's "gold standard" Reserve Unit, and Mr. Maxon is the key to this success!



Calvin D. Baas

Lead Consumer Safety Officer

Dept. of Health and Human Services (HHS), Food and Drug Administration (FDA)

Calvin D. Baas is a Lead Consumer Safety Officer with the Food and Drug Administration with over 40 years of service. He has proven himself to be a dedicated, hard-working employee who is routinely relied upon to independently manage the official establishment inventory, travel schedule and branch-wide quality reviews. He has been invaluable in these roles, substantially adding to the effectiveness and efficiency of branch operations. In addition to Mr. Baas' accomplishments and contributions, his friendly, cooperative and helpful demeanor makes working with him a delight. He is eager to please and finds a way to provide timely, accurate reports that always meet the need.



Kristine E. Zuroski

Recall Coordinator

Dept. of Health and Human Services
(HHS), Food and Drug Administration
(FDA)

Ms. Zuroski coordinates the FDA Minneapolis District Recall Program. Her efforts ensure that FDA-regulated companies effectively remove or correct marketed products that are in violation of the Food, Drug, and Cosmetic Act. Ms. Zuroski diligently communicates with industry representatives and FDA investigators to obtain recall information, compiles and enters data into FDA's monitoring system, assesses risk, evaluates the adequacy of recall strategies, and determines the effectiveness of recall actions. This is a monumental task, as the District processed over 165 recalls in 2012, which is substantially above the average for a recall coordinator. Her continued dedication and hard work coordinating the Recall Program for the FDA Minneapolis District Office play a very important role in the protection of public health and meeting our Agency's mission.



Tracy Cherne

Human Resource Assistant

Dept. of Homeland Security (DHS), Customs and Border Protection

As the Human Resources Assistant for the Frontline Servicing Branch (FLS), Ms. Cherne is an extremely resourceful and enthusiastic employee. With a workload that included approximately 16,000 applicants in the pre-employment process during 2012, Ms. Cherne excelled in her role in providing customer service en masse on a daily basis, responding to inquiries respectfully and clearly. As the provider for mission critical positions in securing our nation's borders within the Office of Human Resources at Customs and Border Protection (CBP), Ms. Cherne worked tirelessly to ensure that we achieved our goals in 2012. Ms. Cherne can be relied upon to accept additional duties and new job assignments willingly and eagerly while displaying a strong sense of loyalty to her superiors and to the CBP mission.



Margie Swenson

Human Resource Assistant

Dept. of Homeland Security (DHS), Customs and Border Protection

As the sole organization responsible for securing the nation's borders, Customs and Border Protection and the Office of Human Resources is essential in ensuring a mission-ready workforce into the future. In 2012, Ms. Swenson worked effectively with the Human Resource Specialist on her team to ensure that the approximate 1500 new hires for the positions of Border Patrol Agents, Customs and Border Protection Officers and Agriculture Specialists had their pay set correctly and timely. Ms. Swenson plans, organizes and completes her tasks in the shortest and most efficient manner possible. As a dependable and conscientious employee Ms. Swenson has been essential to the Branch in meeting goals and hiring initiatives, assisting where needed in a genuine spirit of cooperativeness.



Colleen Belian

Program Assistant

Dept. of Homeland Security (DHS), Transportation Security Administration (TSA)

Colleen Belian began her employment with TSA in 2009 as an administrative assistant. Since that time she has taken on increased roles to oversee our FedTravel program, electronic time and attendance system, served as the national deployment officer point of contact, airport information management system administrator, purchase card holder, and participates with local hiring by interviewing prospective applicants. Colleen completes all of this very significant volume of work without complaint and does not seek attention. Each of these roles at times could easily be a full time position. Ms. Belian's professionalism and willingness to volunteer for increased responsibility is humbling. She has the admiration and respect of our workforce and we are blessed to have her on our team.

2013 Civil Servant of the Year Awards



Denise Meinstad

Training Administrative Assistant

Dept. of Homeland Security (DHS), Transportation Security Administration (TSA)

Denise Meinstad is an outstanding asset to the federal government in the administrative support role. She is flexible, detailed, team oriented and always puts others' needs in front of her own. Denise has the ability to manage her time and use her expertise to support the voluminous training requirements of TSA Minnesota. Her accomplishments are oftentimes behind the scenes and not apparent to the people she supports. She unselfishly works on her scheduled days off and during evening hours to support our mission, and continues to be an optimistic team player in support of the counter-terrorism mission.



Valerie Rankine

Program Assistant

Dept. of Homeland Security (DHS), Transportation Security Administration (TSA)

Supervisory Transportation Security Officer Valerie Rankine is a consummate professional. While serving as a detailed transportation security manager at terminal 2 of the MSP airport, she had management oversight of two terminal evacuations in April 2012 as a result of suspected pipe bombs in checked baggage. The Bloomington bomb squad assessed the threats as real. As the incident commander, she coordinated actions between the TSA, airport police, Bloomington bomb squad, CBP, and the transportation security operations center in Washington, DC. Supervisor Rankine calmly directed passenger evacuations to the airport flight line, outside of the ticketing and baggage areas, and restored order when both threat devices were removed and neutralized by the Bloomington bomb squad. Her actions proved decisive and reflective of a true counter-terrorism professional.



Mark Starkey

Transportation Security Inspector

Dept. of Homeland Security (DHS), Transportation Security Administration (TSA)

In addition to his regularly assigned duties, Mr. Starkey has been requested by TSA Headquarters to participate as an agency instructor for multiple training courses. He frequently travels to various destinations to assist as a subject matter expert, and also serves as an on-the-job mentor. What is unique about Mr. Starkey's role as a trainer is the feedback received from his students. According to course critiques, trainees describe him as a role model of excellence, a very effective instructor who has a passion for training that is evident during his presentations. One comment stated that Mr. Starkey inspired confidence in the student to take on additional responsibilities and to someday aspire to be an instructor. Mr. Starkey is well deserving of this recognition.



Sara Bergen

Community Planning and Development Representative

Dept. of Housing and Urban Development (HUD)

While Sara Bergen only has a four day a week work schedule, she completes as much work, if not more, than many staff working full time. Most recently she completed a very sophisticated analysis of a grantee's use of HOME funds and discovered that the investment of the funds was inappropriate. Sara is never afraid to tackle complex issues and takes the time to research topics she's not as familiar with. In the example just mentioned, Ms. Bergen contacted TA providers, and both local and headquarters staff to gain the technical knowledge necessary to be able to compare two conflicting property appraisals. As a result of Ms. Bergen's efforts, \$300,000 in HOME funds will now be put to proper use to benefit low-income families.



Laura Simpson

Director, Project Management, Multifamily
Dept. of Housing and Urban Development (HUD)

Ms. Simpson, 21 years of service, is the Director of Project Management for the Minneapolis Multifamily office and supervises staff having oversight responsibilities for 900+ properties. Total outstanding insured, unpaid principle is in excess of \$2 billion with annual subsidy payments of almost \$200,000,000. In addition to regular duties, Ms. Simpson demonstrated collaborative skills by implementing the White House Domestic Policy Council initiative coordinating with USDA/RD and MN Housing to develop a comprehensive physical inspection strategy resulting in sharing of results/significant cost savings. Developed/presented training to Minnesota USDA/RD staff on the areas of overlap between to two Departments. The training improved inter-Departmental coordination and communication. Oversaw the development/presentation of a round-table/informational training for multifamily stakeholders/staff to facilitate the preservation of affordable housing.



Scott Doig

Environmental Protection Specialist
Dept. of Interior (DOI), Bureau of Indian Affairs (BIA), Midwest Region

Scott Doig, the Midwest Environmental Protection Specialist, contributed to the President's Initiative to Cut waste by taking leadership in developing a national data tracking system with the DOI SharePoint Portal. Scott, as Regional SharePoint Administrator and technical lead, worked with Bureau leadership to develop a comprehensive single point tracking system that provides the Department with real time data for the Bureau's national fee-to-trust land acquisition cases. His efforts directly resulted in systematic efficiencies and a more competent organization that now better serves the Department and tribal constituents needs in land acquisition processing. Scott's efforts went above and beyond his core duties within the Bureau and contributed to a more efficient government by streamlining government operations, improving government performance and management.



Lance L. Hanson

Program Analyst
Dept. of Interior (DOI), Bureau of Indian Affairs (BIA), Midwest Region

Lance has shown his wiliness and dedication to providing the best service to his fellow co-workers and to the people that he services outside the office. He is willing to take on additional projects and duties and complete with little or no supervision. He has performed his regular duties as the program analyst for the Division of Probate and Estate Services and achieved reducing cost and finding ways to increase performance. He has been a resource for Executive Direction and other programs for special projects and other duties, he has learned a new budget system, has assisted with the annual conference (planning and room monitoring), and is one of the primary requisitioners for the region.



Michelle McCormick

Self-Determination Officer
Dept. of Interior (DOI), Bureau of Indian Affairs (BIA), Midwest Region

Michelle made exceptional contributions of her time, talent, and knowledge throughout 2012 in leading our Agency's successful implementation of the Financial and Business Management System. Serving as a Subject Matter Expert for the Financial Assistance Team, her dedication and hard work contributed greatly to the success of the implementation effort both regionally and nationally, and enabled us to maintain the continuity of vital services to Indian Country. Michelle did an exceptional job of leading the coordination and dissemination of communications from FBMS project team to staff and management within the Region. She also led teams that responded to FOIA and IG requests. She is an exceptional and talented employee that dedicates many hours to improving the delivery of services to our Tribes and Tribal Organizations.

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Mary Balogh

Regional GIS Coordinator

Dept. of Interior (DOI), U.S. Fish and
Wildlife Service (USFWS)

Mary Balogh, as Regional Geographic Information Systems (GIS) coordinator, interprets her position as one of service to others. She responds to hundreds of requests for GIS assistance from field station staff each year and has trained hundreds of employees in the use of GIS related software and hardware. She has sought out promising university students with GIS skills and has advised and nurtured them to the benefit of the Fish & Wildlife Service as student workers and eventually assisted them in securing permanent positions with the government or private industry. Mary's service oriented approach has defined her as an outstanding professional who puts people first as she contributes significantly to the conservation mission of the U.S. Fish & Wildlife Service.



Laura Ragan

Fish and Wildlife Biologist

Dept. of Interior (DOI), U.S. Fish and
Wildlife Service (USFWS)

Laura Ragan served as the lead biologist for the U. S. Fish and Wildlife Service in writing the rule that removed the gray wolf in the Midwest from the Federal list of Endangered and Threatened Wildlife. Laura coordinated with all Regional Offices of the Service in the 48 coterminous states; obtained agreement on the status and approach for removal; wrote the rule; received approval from the Director of FWS; and published the rule in the Federal Register. Laura's perseverance in working with states and fellow Service biologists speaks to her talents and qualities as a Federal employee. It is Laura's diligence and professionalism that resulted in this great achievement for the Endangered Species Act, the U. S. Fish and Wildlife Service and the American People.



Chris Ellison

Hydrologist

Dept. of Interior (DOI), U.S. Geological
Survey

Chris has tirelessly transformed a sediment data collection program from a small scale short term project into a statewide interpretative program; expanding the program to include four full-time and two part-time employees. Chris encourages his staff to think of new ways to expand the scope of the sediment program. He began a Sediment Bedload Analysis lab at the University of MN and a geomorphology project with the city of Duluth. Chris has also developed partnerships and projects with MN DNR and PCA. Chris maintains a positive attitude regardless of the situation, motivating those around him. He is always willing to help others even if it means working late on a Friday or on the weekend, rain or shine.



Nicole Delahanty

Investigator

Dept. of Labor (DOL), Wage and Hour
Division

Investigator Delahanty successfully investigated many complex cases such as her investigations of four large ethnic grocery stores and a food distribution center operating as one enterprise. Employees were denied the minimum wage and overtime pay, and the employer did not keep adequate records in violation of the Fair Labor Standards Act. These investigations involved low-wage vulnerable workers and resulted in 175 employees due back wages. Her expertise in record analysis, dealing with employers, and interviewing workers, both English and Spanish-speaking, has been crucial in obtaining necessary information. Investigator Delahanty has also provided valuable assistance to other investigators. She enthusiastically takes on challenging assignments and enjoys learning and applying new laws and methods.



Jeffrey A. McCarter

Adjudication Manager

Dept. of State (DOS),
Minneapolis Passport Agency

Jeff McCarter has distinguished himself through outstanding performance at the Minneapolis Passport Agency. He is a stellar mentor, helping line workers and first-line supervisors to improve their performance and develop their skills. The Agency has experienced a 30+% increase in passport applications over the last 12 months, and Jeff had to handle the increase without out additional staff; in fact, with the loss of two employees. Jeff is consistently praised by his subordinates and colleagues for his approachable manner, team spirit and subject-matter expertise. Need to know whether someone born aboard a U.S. vessel at sea is a U.S. citizen at birth? Jeff is your go-to guy. I heartily nominate him as Civil Servant of the Year and for consideration as an overall award winner.



W. Bernie Getman

Frontline Manager

Dept. of Transportation (DOT), Federal
Aviation Administration (FAA)

Mr. Getman is the lead management representative on the Service Review Team (SRT) at ZMP. He has continued to implement the collaborative process into the way we review services rendered at the service delivery point. ZMP ARTCC is the first facility to attain this level of compliance with the ATO QC Order. This process has highlighted systemic risk in the system, and with recommendations from the SRT, mitigation plans have been implemented, making our processes at ZMP ARTCC even safer. Over the last few years, Bernie has championed change in our equipment and processes by guiding our controller workforce through the testing and implementation of ERAM. In addition, Bernie serves as the ZMP Chapter ARTCC FAAMA President.



Michael Howard

Air Traffic Manager

Dept. of Transportation (DOT), Federal
Aviation Administration (FAA)

Michael ("Mike") Howard has served as the Acting Air Traffic Manager at the St. Paul Downtown Airport Traffic Control Tower (STP ATCT) for approximately 19 of the past 36 months. Without hesitation, Mike steps up to any task put before him, always demonstrating effective leadership skills and a genuine concern for the facility personnel. Mike served as a positive role model for Technical Operations personnel and for supervisors and air traffic controllers at STP ATCT. He is committed to providing excellent customer service and achieving agency goals. Mike is recognized for his extra efforts and hard work to successfully lead and manage the facility during these challenging times. Michael is an avid volunteer at his church as well as for the Loaves and Fishes organization.



Jenny Mensing

Air Traffic Control Specialist

Dept. of Transportation (DOT), Federal
Aviation Administration (FAA)

As an Air Traffic Controller, Jenny focuses on safely and efficiently serving aviation customers. As a civil servant, Jenny extends her passion for excellence and service into the lives of many others. Having attended the Aviation Career Education (ACE) Camp as a student, Jenny serves year-round on the planning team for the ACE Camps, and was a significant contributor in the 20 year ACE Camp reunion. Jenny has been an Internship Program mentor since 2006. One intern commented that Jenny's never-ending support and willingness to teach are inspiring. She is an articulate and skilled organizer. Jenny played a major role in starting a Minnesota chapter of Women in Aviation, and she currently heads a team that is researching the establishment of a nearby day care center.



Tammy Takacs

Management Assistant

Dept. of Transportation (DOT), Federal Aviation Administration (FAA)

Tammy Takacs, Management Assistant at the Minneapolis Airport Traffic Control Tower, is a dedicated FAA employee with 28+ years of government service including an exemplary career with the U.S. Navy. Tammy is energetic, highly organized, and extremely motivated. In addition to expertly performing the tasks associated with her position, Tammy routinely volunteers to take on extra assignments. Volunteer activities include coordinating numerous meetings and events within the District, serving as Combined Federal Campaign Coordinator, participating on the Federal Employee's Education Fair and Government on Display Exhibit teams. As the Internship Program Coordinator, Tammy provided leadership and direction to more than 15 Air Traffic Control interns. Tammy's contributions help the District meet its goals and ultimately helps the Agency achieve its mission.



Richard Grundman

Operations Safety Inspector

Dept. of Transportation (DOT), Federal Aviation Administration (FAA), Minneapolis Flight Standards District Office

Rich Grundman has displayed great commitment, leadership, and dedication to the FAA. Rich has been very instrumental in ensuring the success of the Flight Simulator program utilized at Government on Display and the FAA Career Fairs. Rich has donated countless hours making certain the equipment is in top working order. He advocates for funding for upgraded computers as this outreach program flourishes. Rich has devoted many service hours to Government on Display, developing a new Education Station this year. It is through his efforts, that FAA Career Recruitment is a vital part of the event. Many of Rich's ideas have been brought to fruition with the FAA Employee Sunshine Fund as well, allowing the program to grow and provide support and benefits to FAA employees.



Romeo R. Garcia

Bridge Engineer

Dept. of Transportation (DOT), Federal Highway Administration (FHWA)

Romeo Garcia promotes harmony and teamwork in others through his calm, even temperament, even in challenging circumstances. Mr. Garcia consistently seeks opportunities to promote teamwork and a collaborative environment among Division staff, State DOT personnel, and contractors. Serving as the Division's Bridge Engineer, he has been an active participant in the design and construction of numerous historic and complex bridges in Minnesota. Romeo demonstrates leadership and a passion for innovation by supporting the agency's Every Day Counts (EDC) initiative through his role as a member of the national team promoting accelerated bridge construction (ABC) techniques and prefabricated bridge elements (PBES) throughout the country with Peer-to-Peer Exchanges. Romeo Garcia is the quintessential FHWA employee and civil servant because, personally and professionally, he makes every day count.



Stacy A. Orlett

Operations Research Analyst

Dept. of Treasury, Internal Revenue Service

Stacy Orlett is an Operations Research Analyst for the IRS in St. Paul, MN. She provides leadership and support to colleagues at all levels. She is involved in research, testing and policymaking and provided leadership and support in standing up a new workgroup. She led analysis on collection operations that helps IRS's top leaders better evaluate performance and collaborated on a project that showed how alternative reporting methods can reduce taxpayer burden and improve compliance. Stacy furthers her dedication to public service through community involvement while pursuing graduate studies. Stacy is active in several support organizations for parents of multiple-birth children. Stacy excels in whatever she does and her actions help others excel; her commitment to service clearly sets her apart.

2013 Civil Servant of the Year Awards



Alicia F. Lerum

Supervisory Contracting Officer

General Services Administration (GSA),
Public Buildings Service

Alicia demonstrated professionalism and leadership as Acting Supervisory Contract Specialist. She managed her own substantial workload as well as additional duties of supervisor and lead contract specialist for a team consisting of her peers. The team was composed of Contract Specialists, Program Analysts and trainees. She had the added complications of working under a continuing resolution and facilitated project team meetings composed of her staff, Property Managers and Engineers/Architects. She exhibited grace, skill and patience throughout the detail, working at her current pay grade without the benefit of a temporary promotion. Then when selected as Supervisor for a team with members in Chicago, Milwaukee and Bloomington, she transitioned without hesitation. Both teams performed successfully to meet project deadlines and award schedules under her professional leadership.



SMSgt Donald J. Lang

Ground Safety Manager

MN Air National Guard, 133rd Airlift
Wing

Donald Lang, Safety Manager for the 133rd Airlift Wing, was singularly recognized in a major inspection and he initiated a fundamental shift in unit safety culture. The USAF inspected the Environmental, Safety & Occupational Health – Compliance Assessment Management Program. All programs achieved highest overall scores, and Weapons Safety was noted as a model “Best Practice”. He also leads phased implementation of the Voluntary Protection Program (VPP). This partnering program improves involvement at all levels of employment in identifying, analyzing and reducing workplace hazards. It moves from an oversight approach to one more voluntary and inclusive. Mr. Lang’s work ensures we will be ready to respond to our state and nation. He is a superior and inspirational leader whose daily effort truly makes a difference.



CPT Christopher Bingham

Administrative Officer

MN Air National Guard, 133rd BSB

CPT Bingham came to the 134th Brigade Support Battalion in June of 2012 and his impact on the organization was immediate and irreplaceable. Despite no prior training or experience in administrative work, CPT Bingham excelled as a personnel officer and leader of Soldiers. He simultaneously improved customer service through reduced response time while also significantly reducing backlogs. CPT Bingham was directly responsible for substantial improvements in personnel readiness and end strength maintenance. His great attitude and work ethic are contagious and evident in his subordinates. CPT Bingham is a shining example of how one person can make a tremendously positive impact on an organization.



SFC Christopher S. Senger

Surface Maintenance Mechanic

MN Air National Guard, Camp Ripley

SFC Senger’s dedication to public service is exemplified through his work with the Eagle’s Healing Nest, a veterans home in Sauk Center, MN. Through his coordination of resources and countless volunteer hours, the home was able to start up this past year and continues to provide veterans who are in need a source of help. He serves on the Board of Trustees as well as the Board of Advisors. In addition to this he is the current Commander of VFW Post 1140 Long Prairie MN, and serves as Commander of the ALR (American Legion Riders) Post 12 Long Prairie MN. The ALR raised \$3,000.00 this past year which was presented to (R) Major General Shelito for the Gold Star family kids program.

2013 Civil Servant of the Year Awards



SPC Kathryn Waldvogel

Lead Defense Travel Administrator

MN Air National Guard, Comptroller Section, USPFO

Since October, Specialist Katherine Waldvogel has served the Minnesota Army National Guard as the Lead Defense Travel Administrator. In less than four months she has corrected over twenty Line of Accounting errors that caused travel authorizations to reject. These corrections significantly reduced the error rate, resulted in a direct cost savings to the MN ARNG and improved the overall Service Member travel experience. Katy is an active member of Little Falls American Legion Post 46. As the chairperson of the Children/Youth Committee, she participated in “Kid’s Day” at the Morrison County Fairgrounds. In October, she assisted with the Chamber of Commerce “Trick or Treat around Town” event. In December she purchased six “red tags” to support the gift giving program for less fortunate children.



Diane Kammeyer

Investigative Assistant

Office of Personnel Management (OPM),
Federal Investigative Services (FIS)

Diane Kammeyer is being awarded for her exceptional meritorious service as Investigative Assistant from October 1, 2012 to July 1, 2012. Diane's exemplary leadership, inspiring devotion to duty and administrative prowess epitomized the highest standards of Civil Service. Diane proactively brought innovative ideas that increased the productivity of the field office by 23% and implemented paperless initiatives that reduced paper usage by 30%. Diane is a leader and a role model. Her infectious enthusiasm allowed for the quick buy-in of the tenured Special Agents and her Special Agent-in-Charge. As a direct result of her untiring efforts, the field office increased productivity and streamlined processes. Today she is called upon to train new Investigative Assistants across the central US. Thanks for a job extremely well done.



Amanda Bodenheimer

Claims Representative

Social Security Administration (SSA)

Amanda proves herself to be an exemplary employee. Each day she greets all coworkers with a cheerful “good morning” which promotes strong relationships and teamwork within the office. She maintains commitment to quality, provides outstanding public service, and displays unselfish performance in hectic and transitional times. Amanda exhibits superior work ethic, positive attitude and compassion that make her a leader and an example to follow among her peers.



Steven J. Clausen

Contact Representative

Social Security Administration (SSA)

Steven J. Clausen is a great example of a dedicated public servant. As a Contact Representative with the Social Security Administration, Steve is continuously on the front lines of our telephone service taking calls from members of the public each and every day. In the last 14 months, Steve answered 12,045 phone calls, where he assisted Social Security applicants and beneficiaries with their questions and concerns. In our current economic climate, demand for SSA’s services has increased, and the need for stellar public service is great. Steve is reliable and knowledgeable, approaching each interaction with patience, courtesy, respect and competence. Steve is an excellent public servant, and is very deserving of the Civil Servant of the Year award.

2013 Civil Servant of the Year Awards



Waymond Graham

Personal Assistant

Social Security Administration (SSA)

The Bloomington Social Security Office is pleased to select Waymond Graham as this year's Civil Servant of the Year. Waymond is usually the first contact for the public when they come to our office, he has exceptional customer service skills and he always displays a positive and helpful attitude with the public and his peers. Waymond projects the professional image that makes the Bloomington Office and the Social Security Administration proud.



Marlene Haider

Technical Expert

Social Security Administration (SSA)

Marlene Haider has been a dedicated employee of the Social Security Administration for over 34 years. In her role as a "Technical Expert", she tirelessly shares her knowledge and experience. In addition to handling the most complex and high profile cases, Marlene spends countless hours adjusting training methods to the needs of each employee. She conducts training at the local, regional and national levels. Marlene shows endless dedication to workload accuracy including her collaboration in the rewriting of Supplemental Security Income Offset Policy for the Agency. She volunteers personal time in the community assisting various local and national organizations. She is a true leader! We are honored to have her on our team. We proudly select Marlene Haider as the "Civil Servant of the Year."



Louise Lindgren

Technical Expert

Social Security Administration (SSA)

Louise Lindgren is a fitting nominee for this award. Ms. Lindgren emerged as a leader in the district during her career with SSA. Her interaction with the public is always professional. She is compassionate, and she provides outstanding service to the public. Her capacity for learning and teaching allowed her to quickly master various workloads and then train others. This aptitude helped lead to a promotion to technical expert and a transfer from the Duluth to Superior office. Her general knowledge was quickly challenged in the new office, and Ms. Lindgren definitely rose to meet that challenge; she gained the respect and support of her colleagues. Ms. Lindgren embodies this award, and is truly deserving of the designation of civil servant of the year.



Ashley Miller

Technical Expert

Social Security Administration (SSA)

Ashley Miller proves to be an excellent Technical Expert. She is recognized for her dedication to training, developing and mentoring trainees. She exemplifies the ideal public servant serving the unique and diverse public we serve with empathy, dignity and efficiency. Ms. Miller is an outstanding Program Technical Expert and contributes a great deal to the District Operations. She is flexible, effective and eager to take on new tasks, putting the needs of the public before her own. She maintains a positive attitude and strives to improve our customer's experience in receiving a stellar and quality public service.



Michael Ott

Claims Representative

Social Security Administration (SSA)

Providing outstanding service is central to everything Mike does on a daily basis as a Generalist Claims Representative. Whether he is working with the public or with his co-workers, Mike can be relied upon to go the extra mile. He has excellent technical skills and is able to transfer that knowledge to the public in a clear and concise manner, always ensuring that all their options are clear and all their questions answered. The volume of work that Mike produces while maintaining the highest level of quality and accuracy is invaluable to the public, the Rochester District and the Agency.



Heidi Pirie

Claims Representative

Social Security Administration (SSA)

An outstanding example of professionalism, Heidi Pirie determines the needs of the public and meets those needs to the best of her ability. She is “a voice of calm in the midst of a storm” when dealing with angry or upset individuals who already mistrust government entities. Her dedication to her casework is a glowing example of how government should work as she completes each claim with timeliness, accuracy, and a great attitude. Heidi’s wonderful sense of humor and teasing manner add to her leadership skills, easing the way through “scratchy places” when dealing with her co-workers or with the public. She has a great way with people and she is a tremendous asset to the Social Security Administration.



Eric Platt

Senior Case Technician

Social Security Administration (SSA)

Eric Platt is a Senior Case Technician in the Minneapolis Office of Disability, Adjudication & Review and has been a dedicated employee for 25 years. Eric is an excellent employee who has a positive attitude and has taken on a role of quiet leadership with his experience and knowledge. He analyzes disability files, exhibits files, communicates with representatives, serves as a hearing monitor and works to provide service to those seeking disability benefits. This involves pre-hearing development, post-hearing review and the ability to work simultaneously on a large volume of cases. Eric was chosen to support one of our new Administrative Law Judges because of his knowledge, professionalism, dependability and timely handling of his work. Eric is a team player, who voluntarily supports team members when absent and consistently gives them the recognition they deserve. We are proud to have Eric serve as our Civil Servant of the Year.



Scott Heffelbower

Claims Representative

Social Security Administration (SSA),
Mpls Field Office

Scott Heffelbower, a Claims Representative for the Social Security Administration, is an outstanding public servant. Each day he works with the public to ensure that they receive courteous, accurate and timely service. He is approachable and generous with his peers. Scott has a special talent for bringing humor and fun to the workplace. His creativity and enthusiasm helps make an often stressful environment light and enjoyable. We are proud to honor Scott Heffelbower as the Minneapolis Social Security Administration’s Civil Servant of the Year.

2013 Civil Servant of the Year Awards



Jay Hanson

Physical Science Technician

US Dept. of Agriculture (USDA), Agricultural Research Service (ARS)

Mr. Jay Hanson played a critical role in performing advanced chemical analyses for USDA-ARS in Morris, MN. In addition, he accepted the challenge to conduct analyses for ARS, Brookings, SD, when they were unable to fill their chemist vacancy. As a result, this strengthened our inter-lab and stakeholder collaboration. Using his expertise, he engaged with the location scientists to develop and implement many highly specialized chemical analyses. He maintained the chemistry lab supplies and maintained all the lab equipment. For example, Mr. Hanson repaired and recalibrated a specialized instrument, which saved a service call, thousands of dollars in repairs and down time. Mr. Hanson is a talented and dedicated employee. We are happy to have him on our research team.



Jerry L. Johnson

Biological Science Technician

US Dept. of Agriculture (USDA), Agricultural Research Service (ARS)

Dr. Jerry L. Johnson has been a Research Technician at the USDA ARS Cereal Disease Laboratory since January 2004. He has distinguished himself by his sustained superior service on the St. Paul Location and Cereal Disease Laboratory Safety committees. He has taken a leading role in safety training of all new employees for the Cereal Disease Laboratory, as well as, improving the safety awareness. In addition, Jerry has provided excellent technical skills to the wheat stem rust pathogen research project through his knowledge of bioinformatics and his diligence and hard work. The CDL is fortunate to have Jerry, who is not only dedicated to the wheat stem rust research program, but also the making the CDL community a better place for everyone in the unit.



James Dusek

Area Engineer

US Dept. of Agriculture (USDA), Natural Resources Conservation Service (NRCS)

Jim provided outstanding leadership in coordinating the agency's response to the devastating flooding that occurred in Duluth and the surrounding area in June, 2012. He worked with local NRCS staff and multiple federal, state, Tribal and local agency representatives to identify assistance sources and prevent further damage. Jim also is a long time Board member on the Floodwood, MN School Board, and currently sits on the Curriculum Committee for the Board. He is also an active member of the American Society of Civil Engineers, and mentors several younger colleagues.



Scott A. Smith

Area Engineer

US Dept. of Agriculture (USDA), Natural Resources Conservation Service (NRCS)

Scott Smith, Area Engineer in Fergus Falls served as Acting Assistant State Conservationist – Field Operations (ASTC-FO) in FY 2012. While serving as Acting ASTC-FO, he was responsible for the development of the Reinvest in Minnesota/Wetlands Reserve Program (RIM/WRP) Partnership Business Plan which will be used for statewide training. With a loss of nearly 5,550 staff hours due to retirements, he was able to manage staff, and make timely and effective decisions. Smith successfully filled six vacancies during this time period using a team approach. He played an integral part in the RIM/WRP partnership by working closely with the Board of Water & Soil Resources (BWSR) to develop agreements for restoration surveys, design and construction on 48 sites in 10 counties.



Duane Voy

Director

US Dept. of Agriculture (USDA), Risk Management Agency

Duane Voy has served the agriculture community by exceeding standards as an honest, compassionate, accomplished leader for 25 years. Duane supports Risk Management Agency's mission above and beyond responsibilities as Director of the St Paul Regional Office, such examples are processing the RMA Escrow and serving simultaneously as Deputy Director and Director. Duane strives to reduce costs and improve efficiency in government as a member of the Federal Executive Board and as a mediator for the Minnesota Federal Executive Board Shared Neutrals Program. Duane works to improve cross agency communication as a member of the Wisconsin, Minnesota and Iowa Food and Agriculture Council (FAC). Duane is a model citizen, demonstrated by his volunteer work at homeless shelters and service to his community through church activities.



Patty Langer

Area Technician

US Dept. of Agriculture (USDA), Rural Development

Throughout her career, but particularly in the past year, Patty has exemplified what it means to be a team player with a can-do attitude. Patty willingly assumed the duties of three former support staff employees for much of 2012 and supported eight fellow specialists in all aspects of Agency program work. Patty was instrumental in ensuring all customers were served promptly. To get the job done and without fanfare or expectations of special recognition, she altered her work schedule, put in many extra hours, and successfully juggled often-competing demands. Patty truly kept the office running in an efficient manner by doing the work of four.



Drew Dickenson

Postmaster

US Postal Service (USPS), Colfax, WI

Drew Dickenson, Postmaster, Colfax WI 54730 and the owner of the Iron Horse Saloon in Spring Valley, Wisconsin. Drew has hosted fundraisers for Dick Hiley St. Jude Children's Research Hospital at the Iron Horse Saloon for the last 7 years and has raised between \$35,000 to \$40,000. Drew raised over \$7000 in 2012 and hopes to raise over \$10,000 in 2013. The fundraiser is held the first weekend of April and attracts hundreds of people. Drew works hundreds of hours year round to raise funds for this event. He hosts bingo and raffles in order to raise money for prizes which are awarded at the fundraiser. He solicits businesses for raffle items and donations, usually spending every weekend to raise money. Drew's contributions to this great cause and his community are exceptional.



Jim Raynes

City Letter Carrier

US Postal Service (USPS), Nokomis Station

Jim Raynes has done outstanding work in a number of roles for the U.S. Postal Service. A letter carrier at the Nokomis Station in Minneapolis, he has also excelled in several temporary administrative assignments. His work for the Northland District Video Unit has really shined. He is skilled at all aspects of video production, including scripting, shooting, editing, graphics and sound. His creative eye and commitment to quality has resulted in finished projects that are effective and entertaining. He embraces new challenges and creates messaging that employees want to pay attention to. He's patient, personable, and works well with both craft and management. Jim's work is exceptional.



David Allmann

City Letter Carrier

US Postal Service (USPS), Normandale Station

Dave Allmann stepped up and volunteered to be the Customer Connect coordinator in our Post Office in an effort to generate new revenue for the Postal Service. He also stepped up and volunteered to be the Safety Liaison for our Post Office creating an atmosphere of awareness and a heightened focus on performing every days tasks safely. Outside of work, Dave volunteers within his Bloomington community to coach youth Volleyball and Softball. Almost any night of the week Dave has some sort of community volunteer activity to participate in and he loves the opportunity to coach and mentor the young participants. He also spends his volunteer time with his local church teaching Confirmation and youth religion classes. He is an extraordinary contributor, on and off the job.



Beverlyn Wagner

Lead Sales and Service Associate

US Postal Service (USPS), Normandale Station

As the lead SSA for Normandale Station, Beverlyn has a great deal of financial accountability and responsibility in ensuring financial compliance. During her 28 year career she has helped train more than 25 employees into positions as an on the job trainer. Outside of work, she has been a volunteer for Meals on Wheels beginning over 25 years ago. When she first began this volunteer work she would bring her young daughter along with her. Her commitment to serving people in need has never wavered. During 2012 she helped delivery meals to Seniors over each of the Holidays and whenever she could help out. Beverlyn is an outstanding employee and exemplary person in the community.



Karla Bogucki

Transitional Coordinator

US Postal Service (USPS), Northland District

Karla is the District Coordinator for the Marrow Donor Program for the Northland District also known as The Gift of Life Campaign. Karla took on this role and has demonstrated exceptional leadership qualities. She established a new communication process and brought new life and attention to the postal employee involvement in the campaign. Her efforts resulted in Northland District as the top performer in gaining new potential donors on the list for the Marrow Program far exceeding any other postal district in the country. She continues to lead the way by designing new methods to reach postal employees as donors and supports for the program. Karla's efforts are remarkable and we are fortunate to have her continue to lead the way!



Brian Haydysch

Rural Route Letter Carrier

US Postal Service (USPS), Stoddard, WI

Brian has been a member of the Stoddard-Bergen Volunteer Fire Dept since June 1975. Brian was one of two individuals from the department that saw the need for medical care for the community before an ambulance arrived. He helped organize fundraisers to purchase the equipment and training for the department to be one of the first organizations to have 1st Responders/Fire Departments in the State of Wisconsin. Brian has served on countless committees purchasing equipment and vehicles along with serving in volunteer positions for the "annual Big Walleye Tournament", the main fundraiser. Brian won the local "Outstanding Firefighter" award in Dec 2012 sponsored by the American Legion. In Feb 2013 he won the Veronon county District level award. Brian's leadership contributions to his community are extraordinary and commendable.



Kenneth Foster

IT Specialist

Veterans Affairs (VA), Debt Management Center

Mr. Foster's dedication to continuous improvement and his professional skills have substantially impacted our organizational effectiveness and efficiency. Ken has developed an in-depth understanding of the myriad processes within the DMC and parlays this knowledge into developing software that enhances the efficiency of the center in serving hundreds of thousands of Veterans. Among his many accomplishments, Ken recently developed software that allows our staff to process refunds to Veterans ten times faster than previously possible. This example is indicative of his many contributions which enhance Veterans' customer experience while increasing our ability to serve more veterans as a result of his increased efficiency initiatives. We are honored to have Ken Foster as a colleague and our Civil Servant of the Year.



Noah Swerin

Financial Administrative Specialist

Veterans Affairs (VA), Debt Management Center

Mr. Swerin's professional demeanor and team spirit have contributed significantly in moving the VA Debt Management Center toward the goal of being a world class service provider. In 2012, Noah personally assisted over 14,800 Veterans repeatedly being recognized for exceptional service, while simultaneously mentoring over 20% of the Phone Unit employees. His leadership stresses building each agent's skills and confidence in the stressful role of providing debt resolution services for Veterans who have a wide range of personal and financial challenges. Noah's initiative is evident in his volunteering as the agency's PKI Manager where he ensures all center employees' certificates are updated, maintaining security over sensitive information. Noah is a great asset to our agency and is proudly nominated as Civil Servant of the Year.



Karen Coakley

Dental Lab Technician

Veterans Affairs (VA), Minneapolis VA Health Care Center, Dental Clinic

Karen Coakley has been an exemplary and invaluable employee to the VA Dental Clinic for the past 35 years. She is always willing to take on any task at any time in order to ensure that our Veterans do not have to go without their dentures and partial dentures. In addition to being a phenomenal Dental Lab Technician, Karen has been a mentor and leader to all of the VA's Dental Assistants and Resident Dentists by taking the time to demonstrate and teach. All of this is accomplished while cutting down on waste and excessive use of materials! The Dental Clinic would be lost without her. Karen is the perfect example of what a Federal Civil Servant should aspire to be!



Trina Avery

Beneficiary Travel Supervisor

Veterans Affairs (VA), Minneapolis VA Health Care System

As the Beneficiary Travel Supervisor for the Minneapolis VAHCS, Trina Avery has established herself nationally as a leading authority on travel operations. She serves as a co-chair on a VHA committee dedicated to developing and implementing software improvements. Her efforts have been instrumental in the training and execution of the national rollout of a standardized claims processing platform that enhances accuracy and timeliness. Trina took the lead in VISN 23 implementing a cashless claims payment system that simplifies the payment process and reduces veteran wait times. Her leadership in the VHA in a program that has grown over two hundred percent in four years has made her a national standout and she was selected as the Business Office Supervisor of the Year for 2012.



Kim Bielicki

Non-VA Care Coordination Team Lead
Veterans Affairs (VA), Minneapolis VA
Health Care System

Kim’s superb leadership played a critical role in the implementation of the nationally mandated Non-VA Care Coordination (NVCC) program. Over the course of one year, Kim has brought the department from scheduling no appointments to scheduling up to 600 appointments per month. Her success was achieved through tirelessly integrating and training new staff while following NVCC-mandated procedures and guidelines. In addition, she has developed processes so non-VA medical progress notes are received in a timely manner, guaranteeing continuity of care between the non-VA provider and VA referring provider. Her positive attitude has contributed high employee morale during a time of rapid transitions and changes. These efforts have led to significant improvements in customer service by providing guidance to veterans through the Non-VA Care process.



Nicholas D. Clubb

Supervisor, Medical Supply Technician
Veterans Affairs (VA), Minneapolis VA
Health Care System

Nicholas Clubb has worked tirelessly to improve all aspects of Medical Supply Distribution system at the Minneapolis VAHCS. He is a Member of the Wound Care Committee and the Commodity Products Review Committee. His input on these Committees is invaluable. He ensures we are not duplicating products and that we have what the staff need in a timely manner. He has coordinated with Pharmacy to ensure the products we both use match to improve patient care. This has streamlined and standardized the Wound Care products used by Medical Staff. Nicholas has also been very instrumental in ensuring the Patient Handling equipment is on hand and distributed so Staff have access to the equipment when needed. Indirectly he has improved patient care at this Medical Center.



Nancy Feroe

Medical Support Assistant (MSA)
Veterans Affairs (VA), Minneapolis VA
Health Care System

Nancy has been a dedicated Medical Support Assistant (MSA) at the 2J clinic for over 5 years. Working at the front desk of a busy clinic can be an overwhelming and exhausting position, but Nancy consistently cares for our veterans with the warmth, dignity and respect that they deserve. She is very proactive in addressing issues by ensuring that patients’ questions and concerns are handled as expeditiously as possible and always takes time to follow-up and ensure that everything has been appropriately addressed. Despite the care she provides our veterans, she also works intricately with the medical staff of doctors, nurses and pharmacists helping to ensure that patients receive the best care possible. Our patients and staff appreciate her hard work and attention to detail.



Therese Hausladen

SPS Quality Assurance Coordinator
Veterans Affairs (VA), Minneapolis VA
Health Care System

Therese Hausladen has exhibited superlative leadership and sustained performance of her duties while serving as the Sterile Processing Service (SPS) trainer and Quality Assurance Coordinator. Therese used her exceptional knowledge and vast experience to train SPS employees in Sterile Processing. Therese has been instrumental in writing and spearheading all SPS SOPs/competencies, the testing, maintaining, reviewing and revising SOPs on a daily basis. Therese is a key team player for writing and input to the ISO-9001 Quality Manual and SPS protocols. Therese is respected by many and proved to be a vital part of SPS and the “Go to” person concerning processes, SOPs, and equipment and is a vital part of the inspection teams not only for SPS but also for the Veterans Integrated Systems Network.

2013 Civil Servant of the Year Awards



Susan Hickel

Registered Nurse

Veterans Affairs (VA), Minneapolis VA
Health Care System

Ms. Hickel is a Registered Nurse who has worked at the Minneapolis VA more than 30 years. Ms. Hickel provides outstanding service to patients with kidney disease. She brings humor, fun and laughter into the daily interactions of her work environment, decreasing the stress and apprehension of patients with chronic illness. She serendipitously established a helping relationship with a gentleman outside her work environment and when his health deteriorated and his family was unable to fully advocate for him she became his primary healthcare advocate and guided him gracefully through terminal cancer, hospice and end of life care. Ms Hickel provided a significant contribution to this individual's life and the lives of her patients, and colleagues; she is a role model in all her interactions.



Stephanie Loegering

Pharmacist

Veterans Affairs (VA), Minneapolis VA
Health Care System

Stephanie is very professional. Always looking out for the best interest of veterans and is available anytime she is called upon to assist in complex medication management of veterans we serve here in CLC. She gives clear medication instructions to our veterans on discharge. This continues to make our transition of care from CLC to the community error free. Stephanie's contributions to our weekly CLC interdisciplinary care team meetings and discharge rounds are indispensable. She is a champion in CI project of CLC. She serves on many committees including Unnecessary Medication Committee and Pain management committee which she Co-chair. Stephanie's dedication to the education mission of VA is top notch, an important part of the Minneapolis Pharmacy residency training program. She is a dedicated teacher.



Peter Marshall

MD

Veterans Affairs (VA), Minneapolis VA
Health Care System

Through extraordinary leadership, visionary purpose, and apt attendance of micro and macro factors, Dr. Peter Marshall has been instrumental in implementing the VHA pain initiative at the local level. His efforts strengthened collaboration among service lines and across disciplines. He provided, directly or by oversight, pain education to providers and patients. These are a few of his actions in 2012 leading to improved pain care. His VISN-wide efforts helped secure funding making Minneapolis a hub in the provision of secondary level and specialty tertiary care. Through implementation of opiate safety measures, the VA ensures a measure of health for veterans and safety for the larger community. Dr. Marshall's concerted efforts to expand pain care will benefit veterans and the community for years to come.



Patricia Meisner Stitzel

MSA

Veterans Affairs (VA), Minneapolis VA
Health Care System

Our clinic received a gem when Pat was assigned to the area. Pat goes above and beyond her duties. She took initiative to develop a fax filing system and the office has noticeably cut down on duplicate faxes and search requests. She institutes improvements in the waiting room – making it a nicer place for veterans. She works well with staff and treats veterans with great respect. Pat is a member of the Patriot Guard which attends funerals at Ft Snelling – protecting mourners and deterring anti-war rallies during funerals. The group also participates in many fundraising activities for charity. She volunteers at the Veterans nursing home – facilitating Bingo Night. She is indispensable in the care and well-being of her 2 daughters and 5 grandchildren.



Karen Rafter

Registered Nurse

Veterans Affairs (VA), Minneapolis VA
Health Care System

Ms. Rafter is instrumental in the development, implementation, and expansion of the VISN 23 Tele-ICU. She is instrumental in elevating the professional practice of the RNs at the remote sites, assisting them in providing excellent care. She helps push the VA into the future and ensures all veterans receive excellent, safe care. She attends national calls, makes site visits, and assists the program implementation nationally. She volunteers as an Assistant Scout Master and Camping Chair for Troop 9626. She is a medical officer, camps one weekend a month, and does weeklong campouts twice a year, helping scouts with disabilities participate in these programs. She mentors eight different merit badges. She is active in her parish community, with Totino-Grace High School, and High View Middle School.



Jud Wingo

Bedmaker

Veterans Affairs (VA), Minneapolis VA
Health Care System

I have worked with Judd for many years. I have found him to be hardworking, thorough, and aware of his co-workers. He is respectful to the patients and their families. Jud is conscientious and ensures patient safety. I find him to often go beyond his call of duty. He will do things beyond his job responsibilities and help out wherever he is needed.



April Eilers

Photographer

Veterans Affairs (VA), Minneapolis VA
Medical Center

You see her at all VA special events. She's visited every CBOC. Her name appears in small print beneath photos in local VA publications and national VA publications (Vanguard and Research Currents). Her security clearance allows her to be part of the VA Secretary traveling party when he's in town. The person is April Eilers, photographer in Medical Media. Her work is known throughout the VA, resulting in her being assigned to national VA events such as the wheelchair games and winter sports. Her unique blend of professionalism and positivity puts her subjects at ease. Her energy is contagious. Her commitment to her work and Veterans is deep and profound. The Minneapolis VA Medical Center is fortunate to have Ms. Eilers on its staff.



Ken Parsley

Privacy Officer

Veterans Affairs (VA), Minneapolis VA
Medical Center

Ken Parsley served in the U.S. Marine Corps so he knows how to be assertive. However, as the Minneapolis VA privacy officer he prefers to use other skills – diplomacy, respect and personal communications – to make sure the organization complies with federal policies regarding privacy. Ken prefers to educate staff on the importance of preserving our patients' privacy. But there are times when he must serve as disciplinarian. He always does it in a professional, respectful manner. In addition, Ken serves as the FOIA Officer (freedom of information act). He works with attorneys, veterans and the news media seeking information. He screens what is appropriate and responds in required timeframes.



Michael Vanberkom

Medical Supply Aide

Veterans Affairs (VA), Minneapolis VA
Medical Center

Mike plays a vital role for the Safe Patient Handling team by sorting and folding all the launderable slings used at the Minneapolis VAMC. Mike is a team player and does what needs to be done to make the program successful. His role is critical in the distribution process of reusable slings and we are grateful to have him in this role. He is an example of the "I CARE" values, demonstrating integrity and commitment to create a safe environment for both our patients and our staff. He is respectful in all his interactions and does his job with a smile on his face. He is a delight to work with and I believe deserves the Civil Servant of the Year award.



Diana Berberich

Support Services Supervisor

Veterans Affairs (VA), St. Paul VA Regional
Office

Ms. Berberich provided outstanding leadership to the St. Paul VA Regional Office's Mailroom and Publications section during a turbulent period of procedural change, building renovation, relocation of facilities and personnel turnover. Despite a personnel shortage, Ms. Berberich implemented a plan to cross-train her employees and managed the workload to meet all missions. In addition to her regular duties, Ms. Berberich is also the Regional Office's Safety Officer and Office Evacuation Plan Manager. In this secondary role, Ms. Berberich maintains these programs in an exemplary manner, plans and conducts exercises ensuring all requirements are met. Ms. Berberich's continuous performance of duty and commitment to excellence contributes directly to the success of the St. Paul Regional Office.



Lisa Reineck

Vocational Rehabilitation Counselor

Veterans Affairs (VA), St. Paul Vocational
Rehabilitation and Employment Division

In addition to maintaining her own caseload, Lisa Reineck is frequently called upon to assist with training, mentoring and special projects. In a Division that has experienced frequent changes in management, Lisa has taken on many duties normally associated with a manager's position. Lisa is widely respected for her technical and leadership skills. She is results driven and always maintains high expectations for herself, her peers, and her Veterans. While Veterans may not be aware of all the work Lisa does behind the scenes, it is because of her leadership and endless support Lisa provides to her colleagues that Minnesota Veterans continue to receive the exceptional level of service the St. Paul Vocational Rehabilitation and Employment Division provides.



David Gary

Claims Assistant

Veterans Affairs (VA), Veterans Benefits
Administration (VBA), Pension Manage-
ment Center

David Gary is a tireless servant of Veterans, inside and outside the St. Paul VA Regional Office. He served as 2012 VFW Commander being involved in numerous ceremonies, coordinating organizational leadership, and speaking at various schools and programs. He was also a VFW Chaplain, facilitating graveside services, funerals, weddings, and offering counseling. As a Knight of Columbus, Mr. Gary provides counseling and meals for the indigent. He volunteers with Beyond the Yellow Ribbon, supporting families of deployed troops, and served in the Coast Guard Auxiliary, responding to flooding in Minnesota. At work, he answers technical questions from his peers while taking on a number of special responsibilities. David displays all of the qualities of a model Civil Servant.



Rhonda Evenson

Instructional Systems Specialist/Program

Veterans Affairs (VA), Veterans Health
Administration (VHA), Mpls Employee
Education Resource Center

Rhonda is an innovator utilizing cutting-edge modalities and solutions to benefit caregivers and other professionals in the health care environment. She is extremely cost effective and results oriented. In FY12, she completed 34 programs while leveraging accredited content into multiple re-accredited "on demand" products including video, satellite, Live Meeting, Adobe and Blackboard. In FY13, she has 101 programs scheduled with no product funding required. The complexity of these programs is 58% higher than last year. Participant survey data related to these clinical and non-clinical programs show very high confidence in directly improving job performance. As a decorated Lieutenant Colonel in the Minnesota Army National Guard, her service to both Veterans and the Nation are exemplary.

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