



COLORADO

Department of Public Safety



**2017
Director's Awards**

Sept. 6, 2017





COLORADO

Department of Public Safety



Mission:

**Engaged employees working together
to safeguard lives and provide diverse public safety
services to local communities.**

Vision:

**Creating safer and more resilient communities
across Colorado.**

Core Values in Action:

**Unity: Reach Out.
Honor: Speak Up.
Service: Pitch In.**



Letter from the Executive Director

The members of the Colorado Department of Public Safety deliver a wide variety of services in pursuit of our mission to safeguard lives in Colorado. Although the work that each of you carries out on a daily basis may vary, we are united by our common mission and our shared vision and values.

The Executive Director's Awards were created to recognize and honor the individuals and teams who exemplify our shared values and who live the CDPS mission on a daily basis. These awards do not replace or replicate division awards, but rather offer a unique opportunity for members of all of our divisions to come together to celebrate outstanding service, character and accomplishments throughout our department.

The awards highlight those who shine through their leadership as well as those who pave the way for our collective success by getting "stuff" done. We have included an Engagement award to reflect the critical role that having an engaged workforce plays in our mission. The "Ride for the Brand" award represents engagement in action, with a nod to our Western heritage: those who truly believe in the vision will go to great lengths to poignantly bring that vision to reality. The Innovation award recognizes our commitment to continually improving to be more efficient and more effective. And finally, public service is at the heart of everything we do at CDPS; the Superior Service award recognizes efforts that go above and beyond.

Every day, I am grateful and honored to be at the helm of an organization filled with so many talented, honorable, service-oriented, exceptional people. This reality is reflected in the fact that we received nearly 70 nominations for this inaugural year of the Director's Awards. I would like to congratulate each and every one of our winners as well as our nominees, and THANK YOU for all that you do.

Sincerely,

Stan Hilkey
Executive Director





2017 Nominees

Individual

The following individuals were nominated in one or more award categories:

Brenda Alderman	Debbie Kasyon
Terri Anderle	Scott Krebs
Major Jon Barba	Mary Kyler
Ronda Bonfield	Kirby Lewis
Electra Bustle	Ashley Lopes
Brooks Day	Laurence Lucero
Kellie Dunlap	Janel Lyons
Alison Elfering	Mike Morgan
Steve Ellis	Trooper Nathan McDowell
Kim English	Josh Mosher
Angelica Esquer	Kevin Rants
Kristen Foust	Beth Roome
Trooper Nathan Garard	Richard Ryberg
Amanda Gaya	Hilary Schwindt
Sgt. Joy Grissom	Linda Stehle
Cpl. Mike Honn	Glenn Tapia
Master Trooper Maurice Harris	Joe Thome
Cathleen Hophan	Micki Trost
Chaunci Hutchison	Maria Trujillo
Alice Huyler	Angela Walraven
Jason Jones	



2017 Nominees

Team

The following groups or teams were nominated in one or more award categories:

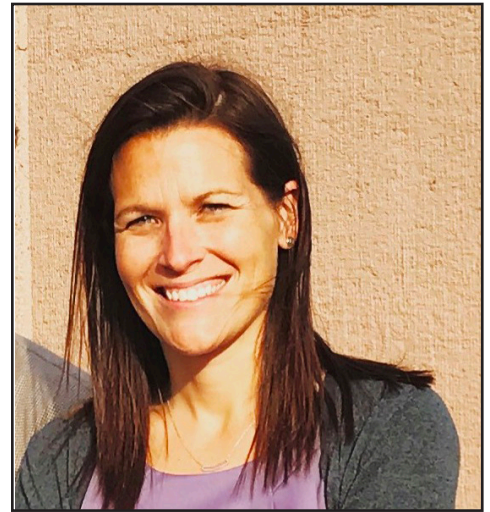
- Auto Theft Intelligence Coordination Center Team (CSP)**
- Background Investigation Unit (CBI)**
- CBI Pueblo Team**
- Central Records Unit (CSP)**
- Continuity of Operations Event Activation Team (DHSEM)**
- DFPC Fort Collins Team**
- DHSEM Operations Team**
- Las Animas State Troopers (CSP)**
- Mitigation Team (DHSEM)**
- Office of Emergency Management Field Managers (DHSEM)**
- Office of Emergency Management Recovery Team (DHSEM)**
- Subrecipient Monitoring Team (DHSEM)**
- Trinidad Port of Entry team (CSP)**

Engagement Award

Melissa Lineberger

The CDPS Mission specifically references “engaged employees” because an engaged workforce is critical to our ability to deliver services. The Engagement Award recognizes someone who creates an engaging and rewarding working environment. The winner of this award fosters an environment that promotes collaboration, communication, trust, and respect for differences. They contribute towards collective efforts to achieve departmental goals and they place team goals above personal goals.

Melissa Lineberger is the Director of the Center of Excellence for Advanced Technology Aerial Firefighting (CoE) within the Division of Fire Prevention and Control. She leads a small team charged with researching, testing, innovating and reporting on a variety of technologies. They also partner with and educate with various community agencies.



According to her nominators, Melissa is an “amazing encourager, who shines with her positive, can-do attitude. She is always friendly, while also pushing us to be our best.” Melissa deftly balances effective delegation with an open-door availability that enables her staff to feel empowered and autonomous as well as supported. She fosters an environment of positivity, gratitude, creativity, collaboration and mutual respect.

“Melissa not only stood up an innovative new program, she built a team focused on customer service, engagement, innovation, and respect for each other. She encourages, and expects, team members to support and rely on each other and to step up to the plate in an encouraging, open manner,” wrote one nominator.

Melissa encourages and pushes her team to excel in everything they do, from launching new projects to helping fire departments when they are in need. She encourages the personal and professional growth of her team. Her staff feel challenged by their work and appreciated for their efforts.

Finally, Melissa injects a sense of fun and family into the workplace environment. She kicks off staff meetings by asking what people are grateful for (and expresses her gratitude for her team members); she launched a “waffle Wednesdays” tradition to encourage team building; and she regularly finds opportunities for her team members to build stronger relationships with each other.

Excellence in Leadership Award

Jesse Sloan

This award recognizes a leader who paves the way for others to shine. The recipient serves as a mentor and helps others strive to meet their goals and achieve success. This member establishes a vision for others follow, seeks challenging opportunities, and inspires others to share those challenges.

Jesse Sloan's leadership has literally saved lives. As an Engine Captain with DFPC, Jesse must effectively lead, support and interact with firefighters from various agencies with a wide range of experience. He may find himself mentoring firefighters whom he has never met before, and he must approach the task with tact— all while operating under the intense pressure and long hours that accompany wildland firefighting.

Stories submitted by his nominators illustrate Jesse's outstanding leadership style. In one case, Jesse had deployed multiple times to the enormous Beaver Creek fire. One day an engine crew arrived that seemed isolated from the rest of the crews. Rather than making assumptions, Jesse studied the situation and then walked over to the engine crew to strike up a conversation. He learned that the engine crew was completely new to the wildland deployment, led by a new engine boss on his first major roll by himself. They had little experience and were likely nervous. Jesse asked incident leadership to put that lone engine with his engine so they could train together; over the next two weeks, Jesse and his more experienced team went over everything the new crew needed to know, including chainsaw operations, engine operations, engine tactics, house protection methods, and logistics.

“Not only did the Engine captain of that lone engine get something out of Jesse helping them, but that whole crew did. They were able to go back to the volunteer department that they came from and share the knowledge and tactics passed down from Jesse. We still keep in contact with that engine crew and they are way more confident in the wildland side than they were when we first met them,” said Assistant Engine Capt. Josh Mosher.

On a different fire, Jesse and his team witnessed a saw crew struggling with a large juniper during mop-up operations. After observing for a couple minutes, Jesse identified safety concerns that needed to be addressed. He handled the situation in a non-threatening, non-judgmental way that was well-received by the firefighters. Later, they saw the same saw crew working on another large tree. “Something I will not soon forget was watching this saw team use the exact techniques Jesse had previously shown them earlier in the day to drop the tree in a safe manner,” wrote firefighter Chad Drott.

In another instance, an individual firefighter wrote: “Being brand new to the wildland side of firefighting, I did not know what to expect this summer. Arriving on the first day for my first shift, I had a nervous feeling that I did not have much to offer the crew and felt I would be more of a hinderance than an asset to the crew.” However, Jesse quickly alleviated his anxiety by training, coaching and mentoring the firefighter. “From that moment on I have trusted Jesse with my life,” he said.



“GSD” Award

Adrienne Loye

The “GSD” Award recognizes an individual or team for their outstanding ability to Get “Stuff” Done in order to make a significant impact towards helping move initiatives, goals, and objectives of the organization forward.

Adrienne Loye is a Program Manager within the Logistics Services Section of the Executive Director’s Office. In the past year, Adrienne has managed and coordinated 14 construction or renovation projects worth more than \$445,000. One of these was the remodel of the 4th floor of 700 Kipling, a complex project with tight deadlines. Despite these challenges, Adrienne completed the project on time and within budget.



Whether it was upgrading the access-card security system, re-working the Chief’s conference room to make space for the new Deputy Chief, working with DPA on a facility maintenance issue or facilitating the removal of the awful cloth wallpaper in 700 Kipling, Adrienne has taken on challenges with patience, composure, creativity and a focus on customer service. For example, the 4th floor remodel required managing a construction project with extremely short deadlines while simultaneously orchestrating the temporary move of dozens of staff—and all of the contents of their offices—into and out of a temporary leased space. She built relationships, expertly communicated throughout the entire process, and developed solutions for every changing requirement.

In the midst of this major project, she also shepherded a facilities space needs assessment for all divisions in the Kipling complex, revised the Department’s COOP plan, helped train a new executive assistant and participated in a program management working group with other Logistics Services project managers. In the project management working group, she developed an innovative project tracking form to provide a quick status update on her ongoing projects, integrated the State Architect’s project checklist into five basic project management phases, and spearheaded the effort to develop common request forms and processes that will be key to establishing a robust capital project process.

The physical work environment plays a subtle but critical role in any employee’s ability to get work done efficiently and effectively. Adrienne’s contributions directly impact the success of multiple public safety programs and support the comfort, safety and engagement of countless CDPS members.



“GSD” Award

Lindsey Shaw

It’s an unfortunate reality that emergencies occur that can disrupt work and potentially threaten workers’ safety. Whether it’s a troublesome inconvenience like a network outage or a life-threatening situation like a tornado or active shooter, tens of thousands of state employees are now more prepared for emergencies thanks to the work of Lindsey Shaw and the team she led to implement a statewide emergency alert system.

Lindsey Shaw is a Risk Analyst within the Division of Homeland Security and Emergency Management. The State of Colorado selected Swift911 as the tool we are using statewide to alert employees of emergency situations; Lindsey was the lead for the roll-out of this system.

This was no small effort – in fact, it was so important that its successful rollout was selected as a “wildly important goal” for both the Division and the Department. Director Hilkey committed to the Governor’s office to meet a Strategic Policy Initiative (SPI) goal of achieving implementation of Swift911 across at least 75% of State Executive branch agencies by June 30, 2017. Lindsey achieved 94% implementation by June 30 and is on track for 100% implementation by the end of September.



This project involved multiple facets including crafting policy, engaging stakeholders, delivering training, setting up the system, and providing technical assistance to each department’s point of contact. Lindsey listened to stakeholders’ concerns and applied her problem-solving skills to overcome barriers to participation in the program. She worked with SwiftReach & OIT to develop a bridge to enable automatic data updates so that large departments would implement the system (this alleviates manual updates when employees leave, onboard or change phone numbers).

Once you have a system, you have to ensure participants know how to use it and have proper procedures and policies in place. Lindsey set up multiple training sessions, including on-on-one training, to ensure users from 18 separate departments were competent in using the system. She also navigated sometimes competing concerns both internally and externally to develop a CDPS Policy and a Working Governance document for all departments to use.

Lindsey’s ability to *Get Stuff Done* directly allowed both DHSEM and CDPS to achieve a wildly important goal. More importantly, the achievement of that goal allows us to notify employees, our most precious resource, about emergencies so that we can ensure their situational awareness and safety. Implementation of this system supports our departmental vision, “creating safer and more resilient communities across Colorado,” because promoting safety and resiliency begins internally with our own staff.

“GSD” Award

Office of Community Corrections



The Office of Community Corrections (OCC) is a unit within the Division of Criminal Justice charged with enforcing community corrections standards, distributing state and federal monies to local boards and programs, providing technical assistance and specialized training programs, performing audits, and more.

In addition to carrying out their typical workload, last year the OCC launched three new initiatives from the Commission on Criminal and Juvenile Justice. These new

initiatives comprised the largest and most complex change in OCC history, with the potential for unprecedented reform of community corrections.

Throughout 2016, the OCC worked to overhaul the entire body of its 125 standards for community corrections. This constituted the most comprehensive and research-informed revisions in the 40-year history of Community Corrections. The OCC also developed, validated, and launched a new evaluation tool that is supported by 422 studies on recidivism reduction and effective implementation. The third major new initiative launched by the OCC in 2016 was an intensive Cognitive Behavioral Treatment pilot project in Denver. This program transforms the typical community corrections program into an intensive therapeutic program for the high-risk, high-needs and criminally-oriented population. The nationally unprecedented program synthesizes the most important research on offender risk reduction. Since there was no template for a Cognitive Behavioral Treatment pilot program, the OCC and its partners had to start from scratch.

Each of these three initiatives involved immense amounts of research as well as community outreach and engagement. The OCC recruited dozens of key stakeholders from the field to develop the new standards and the evaluation tool. Team members collaborated through an arduous and highly challenging task that came with heavy levels of conflict, controversy, and mixed perspectives from a very nervous and often resistant community corrections field.

Finally, 2016 was a record-setting year for the OCC, as the audit team completed 19 audits compared to a normal annual average of 14. In addition to juggling regular duties and these three major initiatives, the OCC staff stepped up to maintain their momentum when their unit manager was absent due to serious illness.

The OCC staff truly delivered proactive, research-informed, innovative work to advance criminal justice in Colorado and the public safety goals of the Department.



Innovation Award

Larry Brown

The Innovation Award recognizes someone who successfully implements a cutting-edge and creative solution that provides new benefits to the department, the public safety community or the people of Colorado. This award may be for a single, significant service, program or product or a series of contributions in support of the CDPS mission and vision.

In October 2014, the Denver Joint Terrorism Task Force (JTTF) received information indicating three girls from Aurora were in transit to Syria to join ISIL. As a member of the JTTF, CBI Agent Larry Brown and fellow investigators responded and conducted a comprehensive investigation. The investigation prevented the girls from reaching Syria; the girls were intercepted by officials in Frankfurt and eventually returned to Colorado.



Upon their return to Denver, Agent Brown obtained parental consent to interview the girls, who admitted to their attempt to travel to join ISIL and indicated that about 20 other students had similar intentions. Review of seized electronic devices revealed significant contact with known ISIL members and facilitators within Europe, Syria, and Iraq, as well as online searches pertaining to mass shootings conducted within the U.S.

After consulting with federal prosecutors, Agent Brown and the team determined existing federal statutes were ill-equipped to deal with the three juveniles. Using his experience in the state system, Agent Brown and other investigators worked with the District Attorney's Office for the 18th Judicial District to develop a unique and innovative program that issued alternative penalties for the three teenage girls. This program was the first of its kind designed for juveniles attempting to support terrorist organizations. The purpose of the juvenile diversion plan was multi-fold: attempt to reform the juveniles from their support of ISIL; re-integrate the juveniles into school and their communities; and prevent recidivism of the juveniles.

The actions taken by Agent Brown and the team resulted in the repatriation of the girls to the U.S. and saved them from physical and psychological harm, up to and possibly including death. Agent Brown's innovative solution also led to increased cooperation between law enforcement and the Colorado Muslim community. This included community awareness briefings using examples from the investigation to teach the community how to identify and prevent other juveniles and young adults from engaging in violent extremism.

Overall, Agent Brown's work significantly advanced the CDPS vision of making Colorado communities safer by employing a unique prosecutive and community engagement approach to address an emerging terrorism threat in the heart of our state. As for the girls, a summary of the impact can be found in a recent letter to investigators: "Thank you for thinking of us as American citizens who needed help ... Thank you to Larry Brown specifically who was the agent assigned to my case and being the man who put all the pieces together with my dad."

“Ride for the Brand” Award

Executive Security Unit

The “Ride for the Brand” Award recognizes an individual or team for their poignant commitment to the CDPS mission, vision and values. The recipient consistently takes a stand on behalf of the department’s core tenets, and is passionately motivated to make a difference on behalf of the organization as a whole.

The Executive Security Unit (ESU) is a special unit of the Colorado State Patrol that has existed since the State Patrol was created in 1935. The unit consist of troopers, civilian security guards and a command center work force. The ESU provides 24-hour security at the State Capitol complex and for the Governor and First Family.



This group of individuals collectively embodies the CSP motto of “Our Family Protecting Yours” and the CDPS Mission of engaged employees working together to safeguard lives and deliver diverse public safety services.

At the Capitol and its surrounds, they are the face of public safety in one of our state’s most high-profile settings; whether safeguarding Legislators and visitors to the Capitol or supporting Denver Police in maintaining peace and safety during protests and events on the Capitol grounds, members of ESU must maintain a high level of vigilance while delivering flawless customer service in a courteous, efficient and professional manner. The task of guarding the Governor and First Family is a high-profile, 24-hour duty that involves travel, discretion and flexibility. Finally, the communications and command responsibilities of ESU affect a broad audience beyond the Capitol walls to include hundreds of State employees working in facilities near the Capitol. When threats, emergencies or disturbances arise in the vicinity, ESU members ensure that state employees, legislators and more are alerted, informed, and kept safe.

The members of ESU embody CSP and CDPS values not just with the public they serve, but among their team as well. Recently, ESU dispatcher Kerrie Young became unexpectedly ill and thus transferred to Montrose to be closer to her parents. ESU members including Capt. Darce Weil, Sgt. Shawn Dominguez, Sgt. Robert Juchem, Trooper Jay Hemphill and Trooper Brad Rhodes joined forces to help deliver her belongings to her new home. Using their personal funds and vehicles, they all made the trip from Denver to Montrose to pick up Kerrie’s belongings. Captain Weil payed for the U-Haul out of his own pocket. Communications supervisor Heather White, Dispatcher Rece Tafoya, Trooper Chris Tafoya, Trooper Gabe Velasquez, Communications Supervisor Stephanie Chataignier, Master Sgt. Ernie DiFulvio, Trooper Stacey, and Operations Manager Zuel William Kulp all joined the effort to help their coworker during her time of need.

On a daily basis, this team demonstrates their commitment to the CDPS mission and to each other.



Superior Service Award

Magda Serna

The Superior Service Award recognizes an individual or team that provides excellent customer service, either internally or externally. Superior service ensures that customer requirements are handled quickly and efficiently. These nominees find answers, handle issues, and resolve problems to keep customers satisfied—and they do so with enthusiasm.

Magda is a victim advocate for the Colorado State Patrol, covering southern Colorado. She serves people when they are at their most vulnerable.

According to her peers, Magda goes above and beyond to assist victims of crashes. In addition to being caring and compassionate with victims and their families, she is very knowledgeable about the rights of victims and makes sure they are informed of court proceedings and outcomes.

She assists Troopers with death notifications, which is one of the most difficult parts of the job. Magda is always available to answer questions and find help for families in need, and she often travels significant distances to bring her kindness and expertise to victims across the broad geographic area of southern Colorado.

“Magda is a huge help to the Victims of Crimes Unit (VCU) as well as to the Troopers in Troop 2A, 2B, 2C, 2D and 2E and to all the victims she assists,” her nominator wrote.

A recent incident in July 2017 is illustrative of Magda’s commitment to providing superior service. Magda was called to assist with Spanish interpretation for a family whose vehicle was hit in Huerfano County. The family’s daughter was flown to Denver for treatment of a serious injury. The family was from Mexico, and their relatives in northern Colorado were unable to drive to Walsenburg to retrieve them. Magda drove from her home in El Paso County to Walsenburg to assist. She was able to get the family’s belongings from the tow company and helped them get a bus to Denver to be with their injured daughter. Magda could have simply provided interpretation, information, and some words of comfort to the family, but instead she provided problem-solving and assistance that greatly relieved the burden on a family that just suffered a traumatic experience.

The mission of the Colorado State Patrol is to utilize the strengths of our members to ensure a safe environment while reflecting our core values of Honor, Duty and Respect. Magda is a vital part of our CSP and CDPS team. She works tirelessly for the organization and the victims of crimes. When the families whose lives she has touched look back on their experience, they may not have positive memories of a terrible moment in their lives, but they will know they were treated with dignity and respect by a member of the Colorado State Patrol.



Superior Service Award

Fleet Management Branch

The Fleet Management Branch of the Logistics Services Section is responsible for every aspect of managing the Department's 936-vehicle fleet, from developing the specs and ordering the vehicles to maintenance and disposal. As crucial as special-purpose vehicles are to the public safety mission, the Fleet team has the great responsibility of producing the highest quality product for the CDPS members who are on the front lines on a daily basis.



When you step into the garage at Camp George West, it's apparent that this small team of 11 people takes pride in their work and is committed to providing an excellent customer experience. A lot can go wrong across the fleet when more than 18 million miles are driven annually, and when something does go wrong, this team is ready and willing to do everything it takes to complete a repair or quickly perform a service.

In addition to meeting the needs of CDPS, the Fleet team services more than 360 vehicles from other state agencies, donates more than \$200,000 worth of used equipment to small county and city police agencies, and recycles over 5,000 lbs of scrap metal and wiring – ensuring the by-product of their work has a minimal impact on the environment.

They never fail to produce the highest quality product and they never fail to treat each customer as if they are the most important person they are servicing. Whether it's coordinating a repair solution for a vehicle that is disabled hours away from the Golden garage, or shuttling a tire/wheel combination to the eastern plains, or coordinating the repair of 275 storm-damaged vehicles across the entire state, they always find a solution to the myriad of challenges presented.

The motto of Logistics Services is "We empower the members of the Department to safeguard lives." The Fleet team is the embodiment of this mission – they select, build, and maintain the finest special-purpose and administrative vehicles to the highest standards so that the users of these vehicles have the capabilities they need to perform their vital mission, with confidence, of safeguarding lives. One of the principal core values of Logistics is "We do everything it takes to exceed our customer's expectations." This team strives every day to demonstrate these commitments, and in so doing they live the CDPS values of Unity, Honor and Service.



COLORADO

Department of Public Safety