

Customer Service and Staff Compliments

Jayne Horne from LINC-MWA –

Jayne is an awesome case manager. She always has a positive spirit every day she is in the office and is always willing to assist with any task. Jayme helps bridge the gap between our refugee partners and refugee population to ensure those clients receive services they need that can help them on their path to self-sufficiency.

Aaron Bond, LINC-MWA

Lakita Oates from Central Missouri Foster Care & Adoption Association (CMFCAA) –

Lakita is the Adoption Programs Manager at CMFCAA. Not only does Lakita have those programs in outstanding working order but has organized promoting all the agency programs to our coverage area and represents the agency at community functions with civic and partner agencies. Lakita is not the diamond in the rough, she is the diamond in the tiara.

David Bruno, CCO, CMFCAA

Errol Bush from Better Family Life –

I would like to present a compliment to Mr. Errol Bush. You light up every room you enter, and everyone can sense it. I appreciate how you support others. It means the world to all of us, even if we don't say it often enough. Thank you for being a great person to work with every day. You are truly an inspiration.

Brehyl Taylor, BFL



The link to submit a compliment is <https://riskanalysisunit.wufoo.com/forms/yay-u/>

Patti Custer from OWCI –

Patti Custer, Victims of Crime Act (VOCA) Unit Program Coordinator, has always gone above and beyond to ensure the program is functioning at its absolute best. VOCA recently released an Invitation for Bid (IFB) for the upcoming FFY25 VOCA Grant in the new MissouriBUYs Powered by MOVERS system, and Patti has far exceeded expectations when delivering Technical Assistance to the current VOCA Providers. Patti has spent countless hours offering guidance to Providers via Webex, phone calls, and emails on how to submit their VOCA bids. The VOCA providers feel at ease when Patti provides them with the information they need to move forward, and without her constant communication and support, the Providers would not be as successful as they are today. Patti is a role model to her team and should feel proud of the work she does not only OWCI, but for all victims. From the VOCA Unit and OWCI, thank you, Patti, for your continuous hard work to protect Victims of Crime in the State of Missouri!

Taylor Ogletree & Renee Goepfner, OWCI

Data Team (Marty, Keyuri & Fatema) from OWCI

Marty and the Data Team are awesome with gathering data and can explain the data they are presenting. We can rely on you to get the job done. It is inspiring to see how much extra effort you put into your work, and you make sure the data is accurate. The MWA team truly appreciates all you have done thus far to help us with our data needs.

JaCinda & the MWA Team, OWCI



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Steven Gentry from OWCI –

Steven, we appreciate your proactive approach in helping our staff learn the new TEAMS app. Your concise and informative training sessions during our OWCI team meetings have been incredibly helpful. Your willingness to answer questions and provide ongoing support has ensured a smooth transition for everyone. Thank you for your dedication to sharing your knowledge and expertise with the team!

John Melzer, OWCI



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