

## Customer Service and Staff Compliments

### **Andrea Thurman from Community Action Partnership of Northeast Missouri –**

Andrea goes above and beyond to live the CAPNEMO mission every day and the community mission. She works hard to go to our rural counties each month to bring services to them through the MOU van and work with each community to develop new things for those in need. Last year she worked hard to partner with several community businesses to give children a first-day-of-school outfit. This was the first time some of the students had a new outfit to start school. She traveled to some of the families to meet with them and even delivered the clothes. She is already working with schools and local businesses to make the back-to-school outfit project even bigger this year. There is so much she does that I can't thank her enough each day.

Edna Whitlock, CAPNEMO

### **Melanie Chandler from Better Family Life –**

Ms. Chandler has been amazing with assisting clients, she is also an even better person to work for. I would like to commend her for all of her hard work and dedication. Ms. Chandler is a great teacher, motivator, and a wonderful supervisor.

Brehyl Taylor, BFL

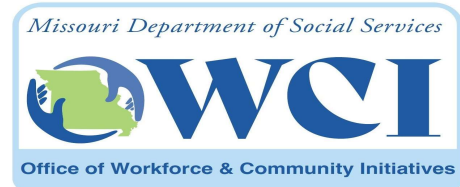
### **Justin Logan from DSS – Office of Workforce and Community Initiatives –**

Justin is a fantastic representative for DSS, an amazing person, and an incredible father. He deserves to be highlighted for these traits.

Ben Bostic, CPSEMO



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



### **Phyllis Gross from Full Employment Council –**

Phyllis is a supervisor at the Missouri Job Center and has gone above and beyond to help staff and clients get their needs met. She treats every person with genuine concern, attention and subsequent action. No matter what a client or staff member is struggling with, she is always on their side to support and lift up.

Sam Kingsley, FEC

### **Jami Kallenbach from DSS – Office of Workforce and Community Initiatives –**

Jami did a phenomenal job helping our central office staff move to our new building. She worked diligently for months to ensure everyone/everything was ready for the move at both the new and old buildings. Her preparation and coordination efforts allowed the move to go as smooth as possible. Jami always goes above and beyond with her work and ensures everyone is taken care of and has what they need. We appreciate you, Jami!!!

Camryn Heimericks, OWCI

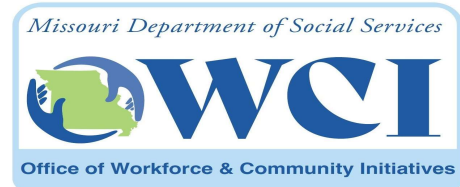
### **Megan Moore from New Madrid County Human Resources Council –**

Megan has been consistent with the SkillUP program and helps families by going above and beyond to help address their needs to assist families in building healthier lives.

Tonya Vannasdall, NMCHRC



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### **Andrea Zeiter & Jill Viehman from DSS – OWCI**

Both Andrea and Jill with the State of Missouri have been awesome partners and resources for our organization (FWCA) and the St. Louis community. Recently, through their efforts, they posted a career fair event on the DSS Worksite Initiative site. This resulted in an overwhelming number of calls from candidates wanting to know more about the event. Thank you Jill and Andrea!

Joel Reinert, FWCA

### **Deana Dumers from Office of Workforce and Community Initiatives –**

For years Deana has provided exceptional service and support to not only Ozarks Food Harvest, but our sister food banks across the State of Missouri. Deana's knowledge of federal programs is unsurpassed, and she goes the extra mile anytime we need her expertise. We are very fortunate to have her as a resource for our work!

Bart Brown, Ozarks Food Harvest

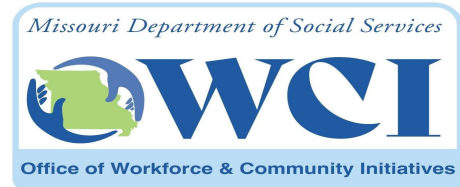
### **Lindsey Thomas from Office of Workforce and Community Initiatives –**

Shout out to Lindsey for going above and beyond supporting Jobs for America's Graduates. Lindsey has visited multiple schools and worked with JAG specialists across the state to ensure the work they are doing to enrich kids futures gets done and government barriers to the hard work they are doing are removed.

Jennifer Heimericks, OWCI



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### **Whitney Davis from Central Ozarks Private Industry Council –**

As our subcontractor that operates WIOA, SkillUP, and Summer Jobs League in the Central Missouri Area, the CWDB relies on COPIC to provide the best service possible to our customers. As a supervisor for COPIC, Whitney goes the extra mile in not only ensuring we provide assistance to those who qualify, but also making sure all paperwork and all data is entered correctly – something necessary with public funding. She keeps a watchful eye on the work of multiple staff across mid Missouri as well as performance. She tracks data on her own spreadsheet so she can provide me/the Board whatever we need as quickly as possible. Performing this work, which sometimes can be thankless, tedious and not exactly in the highest paying industry, for the sake of helping others, and is doing it as a single mother herself, is why Whitney is Amazing!

Amy Sublett, Central Workforce Development Board

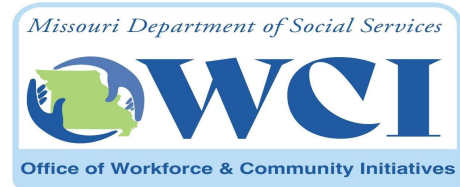
### **Jessica Southard from Educational Data System, Inc. –**

Ms. Southard is an amazing co-worker! Her positive attitude, her excellent work ethics along with her contagious personality has proven her abilities to be a great case manager! She always stays positive and helps every customer. She actively listens and becomes part of the solution to her customers. She truly lives to serve others. Passionate about her community and seeing others build successful lives. She enjoys working directly with customers and building relationships with all. She recently shared that throughout her career she has met some amazing people. She will forever be grateful to Ben Thatcher for guiding her and showing her what a true leader is. She is also indebted to Denise Clay for being her mentor. Ms. Clay taught her SkillUP program and has given her the confidence to grow and achieve her dreams.

Gretchen Morse, Workforce Development Board of Southeast Missouri



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### **Fiona Stewart from LINCWorks –**

Fiona is a diligent worker and goes above and beyond to get clients to self sufficiency. When Fiona faces a challenge, she finds a way to navigate that challenge to keep moving forward. Her passion to help people has never wavered and deserves to be recognized.

Aaron Bond, LINCWorks

### **Leslie Nyirenda from LINCWorks –**

I spoke with a participant this morning to go over information about her TA benefits and the MWA program. The participant immediately recalled her previous MWA case manager's name and was absolutely ecstatic to learn she'd be working with her again. She was grateful for the previous support and stated it was a blessing to have Ms. Leslie as her case manager again!

Kristen Smith, OWCI



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