

2016 DMH Overall Outstanding Employee of the Year

Christopher Carlton - Physical Plant Services



Mr. Christopher Carlton is the leader of the Heating, Ventilation and Air Condition (HVAC) Shop, where his employees are responsible for maintaining a comfortable work environment for patients and staff on the campuses in the Columbia area. Mr. Carlton was promoted into the shop supervisor position on a permanent basis in the early 2016. Despite being an inexperienced supervisor, Mr. Carlton had to overcome numerous internal personnel conflicts and recovering from the death of one of its employees in 2015. Mr. Carlton rapidly and equitably addressed a number of disciplinary issues by working closely with other team members to establish a much more cohesive approach to addressing issues internally and externally in the shop. The results have been spectacular. Morale has significantly improved, the

safety practices within the shop have improved dramatically and the work order completion rates and associated customer satisfaction has skyrocketed. Not only has Mr. Carlton impacted his own shop, but as an active member of the Department's Leadership Team, he has helped improve communication and collaboration with other shops and advocated for the needs of individual employees. Mr. Carlton has a tremendous work ethic and routinely arrives early each day to organize the work for his team and will stay as long as it takes to accomplish the tasks at hand in order to provide the best possible environment for the patients and staff at DMH. Mr. Carlton is a strong believer in leading by example. Some of which are:

- .. In less than a year he has dramatically reduced the average completion time for HVAC work orders, from an average of 30 days to complete, to less than 7.
- .. There have been no work related injuries in the shop since May 2015.
- .. The rapid response of Mr. Carlton and his team to a hot water leak at Roddey led Ted Jones to say; "I would like to give a note of appreciation for the prompt action... in finding and shutting down the major water leak that occurred... We are fortunate to have all of you in these times of crises!"

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