

Efficiency and Innovation



STEVE MAYNOR

Department of
Administration,
Commission of
Indian Affairs

In his work as a community development specialist for the Commission of Indian Affairs within the Department of Administration, Steve Maynor is tasked with managing the commission's Section 8 Housing Choice Voucher covering seven counties in eastern North Carolina. Maynor has gone beyond his role's responsibilities and has demonstrated a strong sense of innovation and initiative through the numerous improvements he has spearheaded to better the commission's overall operations.

Maynor developed an electronic processing system that enables staff to efficiently process grants, contracts and travel reimbursements. His newly implemented system saves processing time, reduces the risk of lost information, reduces paper use and provides an electronic means of tracking, locating and storing files. While his colleagues consider it impossible to quantify the time and money saved by his innovations, the new system's impact on employee job satisfaction and morale is apparent.

Maynor also used his technological expertise to make the commission run more smoothly during the COVID-19 pandemic. He proactively recognized the commission's need to contact multiple program clients, participants and tribal leaders simultaneously and researched existing options to find and implement a solution to send automated calls, text messages and emails that the commission has continued to utilize due to its increased efficacy and efficiency. Additionally, Maynor extends his innovative mindset to external partners by frequently offering technical assistance to housing authorities and organizations across the state to help them improve operational efficiency.



Steve Maynor's commitment to streamlining processes for improving day-to-day operations within his own agency as well as other organizations is worthy of recognition. The State of North Carolina thanks Maynor for his contributions and for going above and beyond his job responsibilities.