



The Governor's Service Award

Connecticut State Capitol
Old Judiciary Room
August 8, 2008
11:00 a.m.

Governor M. Jodi Rell

11:00	Guests arrive
11:05	Welcome and Introduction by Governor M. Jodi Rell
11:10	Governor presents awards
11:30	Light refreshments served

Award Recipients

Michael-Folly Amouzou	Cesar Kloss
Abedin Balanca	Fred Levesque
Jackson Batista	James Lipke
Rev. Anthony J. Bruno	Michele Lizotte
James Bucko	James MacIntyre
Wanda Bullock	Jon R. Mahoney
Mary Cannici	George Marasco
Michele N. Cone	Montgomery Marks
Daniel Czaja	Christopher McKim
Devandir deBarros	Jose Morais
Antonio DeMoura	Bridget Moran
Scott Elliott	John B. Novick
Francis J. Evon	Bryan Pavlik
Raymond Filip	Laura Piechota
Charles Fuller	Dermot Randall
Joaquim Gaspar	Darryl Reome
Manuel Gomes	Victor Rodriguez
Mark Hordeski	Maureen Smith
Sheron E. Jennings	Ronald Tulsidas
Lauren Katusha	Bhagavat Upadhyay
Dr. Kerin R. Kelsey	Lora Wymer

The Governor's Service Award program was established to reinforce the importance of quality customer service by recognizing the achievements and successes of state employees. Any state employee can be nominated including managers, supervisors and staff, full- or part-time, individually or in teams. Awards are presented at a reception hosted by the Governor.

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Department of Correction

Reverend Anthony J. Bruno joined the Department of Correction (DOC) in 1987 and was appointed to Director of Religious Services in April of 1999. This year will mark his 40th year as a Roman Catholic priest.

Through innovative management and oversight he has ensured that worshippers of five major religions, as well as smaller denomination members, are provided with spiritual services and guidance. His faith-based Chrysalis Program at York Correctional Institution, the state's only women's facility, has shown dramatic results. Open to any faith, the recidivism rate for offenders in the program has been in the single digits.

Father Bruno has also served 21 years as a chaplain with the United States Army Reserve. His grace and tireless contributions to his country, state, and community justly qualify him for this year's Governor's Service Award.

Training Program Specialist **Raymond Filip** is considered an "icon" at the Department of Correction.

His candor and down-to-earth humor have captured the attention and respect of his many DOC students for the past 32 years. Virtually all correctional staff have been inspired by Ray – including the agency's wardens and directors, all of whom applauded his selection without hesitation. Last year he was chosen to receive the highly prestigious "Commissioner's Award" at the agency's annual award ceremony.

Ray's accomplishments are not limited to training. During his earliest DOC assignment, he earned the Department's Medal of Valor for defusing a hostage situation while functioning as the primary crisis negotiator. His commitment to the agency mission, his fellow staff members, and his willingness to "go the extra mile" are admired and emulated by all. Ray truly epitomizes the values and integrity of the Department of Correction.

Offender Classification and Population Management Director **Fred Levesque** has been responsible for managing the agency's bed space since 1995, developing and implementing solutions for a fluctuating population. He has also been instrumental in the development of housing strategies to address overcrowding issues.

He is also responsible for the assessment, classification and record keeping for all offenders, for counselor training across the department, and is a primary resource for the agency's re-entry strategy.

His commitment is evidenced by an impressive resume of achievements that have improved the criminal justice policy across the state. From developing the Sex Offender Registry and improving DNA sampling, to sitting on the Governor's Task Force on sentencing, he has applied his broad knowledge of correctional practice and agency directives to implement new incentives and projects in a manner that is both cost-effective and efficient.

Gateway Community College

Michele N. Cone began her career at Gateway Community College in 1981 and is the Emeritus Director of Library Services. She provided outstanding leadership to the library staff and extraordinary service to the college community during her career. She increased the library collection from 4,000 volumes in 1982 to 53,000 in 2004, participated in several college accreditation processes, and led the library in numerous projects to improve the overall services and functionality of the library. Also, she successfully wrote several grants bringing in more than \$56,000 to the college. She played an active role in the establishment of the shared Connecticut Community College library system resulting in a savings of more than \$200,000 per year over the previous multiple vendor contracts. During her tenure, Michele received several merit awards and two Educational Excellence and Distinguished Service Awards for her continued and repeated excellence and dedication to the school.

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During her tenure, **Dr. Kerin R. Kelsey**, Professor of English at Gateway Community College, has consistently performed above and beyond the call, creating courses and programs designed to stimulate enrollment and showcase the college in the community. She has developed drama programs for senior citizens, literacy programs, and volunteers her time teaching a special topics class at no cost to area high school students. Two other notable projects for which she is responsible are the Women's Center, which offers special programs and seminars for women, as well as the Women's Forum designed to help women in transition for whom she offers seminars each semester. Her continued and repeated excellence in products and services to the college community has not gone unrecognized. She has received several merit awards and two Educational Excellence and Distinguished Service Awards during her tenure.

Judicial Branch

Probation Officer **Sheron E. Jennings** of the Norwalk Juvenile Probation Department has set the bar for reaching beyond expectations of what Court Support Services Division policy requires of a probation officer in terms of assessment and supervision of clients. It is common place for her to assist parents not only in understanding parenting styles, but in addressing everyday-life concerns such as housing, employment and the parents' own mental health and well-being. She frequently has taken clients on her own time to social activities including plays, meaningful educational opportunities, or simply taking them to lunch to acknowledge the progress they have made. The response from clients has been remarkable. Female clients who were highly aggressive and substance abusers, often running away from home, are now stable, doing well in school, living in a home setting, as well as setting and achieving goals for themselves.

Since his arrival at the Child Support Call Center at its inception in 2005, **Jon R. Mahoney**, a Support Enforcement Officer II, has exhibited a strong commitment to his clients, his co-workers and other agencies, and has had a direct, positive impact upon the delivery of customer service. Jon consistently performs his job with quality, integrity and respect for clients as well as for the child support program. He has made numerous contacts with other agencies including the Child Support Payment Processing Center.

Due to his personal efforts with the payment processing center staff, many of the cases involving misapplications of child support money are resolved quickly. Through his initiative to develop work relationships with other agencies, as well as employers, many of the more troublesome cases are also quickly settled. The overall client satisfaction has increased because his interactions with those that use the service provide them with a positive experience and lasting impression.

For the last two years **John B. Novick**, Building Supervisor II, has been an active member of a process improvement committee that recommends protocols for enhancing building cleanliness and safety. Chief among the committee's recommendations, and with John's strong urging, was the decision to purchase only environmentally-friendly cleaning materials. This particular recommendation anticipated the recent "green" legislation by nearly a year.

At his urging, and with his mechanical expertise, he was instrumental in getting a special handicap ramp and elevator installed adjacent to the Putnam Courthouse. Through energy-saving measures he adopted and monitored, John was also personally responsible for lowering the courthouse oil consumption from 7,795 gallons for the winter ending 2004, to 6,254 gallons for the winter ending in 2006; a savings of 1,541 gallons (a decrease of 25%).

John is never content with the status quo, and he is constantly looking for ways to improve service, quality and delivery.

Middlesex Community College

The Middlesex Community College **Admissions Office** and **Financial Aid Office** have been operating shorthanded for the past five months. This vacuum has created additional work for the remaining staff members in each office. The staff has been required to take on new roles and learn new responsibilities which, alone, have been extraordinarily time-consuming. However, they have consistently maintained the level of service the offices have always provided to students and staff. This has occurred during a particularly busy time of year when students are submitting college applications and completing financial aid applications, processes that generate additional phone calls, emails, and in-person requests for information and assistance from our

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enrollment management staff. Working together, the enrollment management team has continued to provide quality service - working longer hours without complaint to fulfill all of their responsibilities and smiling throughout. They are truly deserving of this prestigious award.

Michael-Folly Amouzou, Associate Director of Financial Aid
Lauren Katusha, Admissions Office Secretary
Darryl Reome, Associate Director of Admissions
Lora Wymer, Financial Aid Office Secretary

Office of Healthcare Advocacy

When a 39-year old father of two suffered a stroke and insurance options became limited, it was recommended to the family he be placed in permanent convalescent care. When all seemed lost, the family called the Office of Healthcare Advocacy. **Maureen Smith**, Director of Consumer Relations, quickly became the family's life support and advocate. She was able to secure four months of intensive medical and rehabilitation services as well as negotiate the insurance maze.

The patient's condition has continued to improve, and he has made major strides in walking, speech, and self-sufficiency. He is at home with his family, involved in his community and working toward his goal of returning to work.

The nominator wrote, "It is impossible to imagine how our family would have endured this ordeal without her help and assistance. Connecticut citizens are very fortunate to have the Office of the Healthcare Advocate as a resource during such difficult times and especially the dedicated services of an employee like Maureen Smith. She is truly an asset to state government and an exemplary role model in her profession."

Department of Public Safety

The Office of Statewide Emergency Telecommunications of **Daniel Czaja**, **Bryan Pavlik** and **Charles Fuller** displayed dedication, teamwork, leadership and a tremendous work ethic while working on the Local Update of Census Addresses project. That information is critical to the process of making sure that all Connecticut residents are surveyed and counted; the project is the cornerstone of the Federal 2010 decennial census. They surveyed and updated information of 101 communities in just ten weeks, learned how to use federally provided software, trained contract employees, and reviewed all data. Failure to complete this task would have resulted in the loss of federal funds and the loss of a congressional seat if an undercount of the population occurred. By exhausting countless hours, the team provided the address data to the Federal Census Office. This team excelled in its efforts to complete the task accurately and on time, and showed a commitment to deliver high quality service to the State of Connecticut.

Southern Connecticut State University

Mary Cannici, a Secretary II with the SCSU Theater Department, is an exemplary state employee. Not only has she provided continued and repeated excellence in products and services to customers, she has become the channel of communication to students and a true supporter for the arts. Whether she is helping a student register for classes, facilitating documentation and transcripts for transfers, or giving students tours of the Theatre Department, she facilitates every transaction with efficiency and ease. She goes the extra mile to assure that customers and students in her department are satisfied. Her favorite quote is, "I'm here for the students and it's all about the students," and she exhibited that commitment when she discovered a student had stopped coming to school. Mary took it upon herself to contact the student and convinced her to come back. For Mary, it's not just about the job, but about transforming lives and encouraging students to be the best that they can be.

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Western Connecticut State University

During each and every semester there are many events that are held at the WCSU Ives Concert Hall, from concerts, to guest speakers, and other various functions. Every event that is held runs perfectly. This is due to the tireless efforts of **Laura Piechota**, a Musical Arts Assistant. She always assembles a team of hardworking students each semester, who, through her guidance, are able to assist her in the operation of the Ives Concert Hall. All outside agencies re-book year after year because they know their events will run perfectly with Laura there. She runs the summer band camps which parents send their children back to summer after summer because of Laura's ability to have the children trained, yet have fun and be safe.

The Western Connecticut State University **Environmental & Facilities Services 2nd Shift Custodial Staff** take great pride in the campus; their tireless efforts are constantly evident. They have the daunting task of preparing all of the buildings for the opening of the academic year. Because they work the second shift, there are many times when the crew is the only staff on campus. On many occasions it means that they need to help visitors with various requests that are outside of their normal job duties. Also, during the winter months, there are nights that the crew assists in snow removal to make sure that both campuses are safe for students, staff, and the public. Lastly, there is an enormous amount of preparation work that takes place prior to the annual undergraduate and graduate commencement ceremonies. The Environment and Facilities Services team does so without thinking twice, knowing that it is the showcase event for students and their university experience.

Abedin Balanca
Jackson Batista
James Bucko
Wanda Bullock
Devandir deBarros
Antonio DeMoura
Scott Elliott
Joaquim Gaspar
Manuel Gomes
Mark Hordeski
Cesar Kloss

James Lipke
Michele Lizotte
James MacIntyre
George Marasco
Montgomery Marks
Christopher McKim
Jose Morais
Dermot Randall
Victor Rodriguez
Ronald Tulsidas
Bhagavat Upadhyay

Governor's Office

Francis J. Evon has been a member of Governor Rell's staff for nearly three years, serving as the Executive Assistant to the Governor. His primary directive has been to accompany Governor Rell to public events, tours and meetings. This requires the highest degree of professionalism, planning and preparation as well as communication. He is also a Lieutenant Colonel and Battalion commander in the Connecticut National Guard commanding seven Companies and over 130 soldiers. His quiet leadership and extraordinary attention to detail day in and day out encourages many around him to follow in his footsteps. His devotion to the state and the Guard has earned him the utmost respect from state and local officials, office co-workers and more importantly Governor Rell. His outstanding degree of patience and overall willingness to go out of his way to help others has set a high platform, allowing him to stand out amongst the Governor's staff and indeed many state employees.

Bridget "Bridie" Moran has dedicated 16 years of service to the Office of the Governor. She is often referred to as the "first line of welcome" answering the Governor's Office main telephone line and assisting state agencies and constituents with a vast array of issues and concerns. She is known for her kind demeanor, valued words of wisdom, and quiet leadership and is admired by all for her unwavering service to the State of Connecticut and extraordinary efforts she brings to the job each and every day. Bridie's devotion to the state has earned her the utmost respect from state and local officials, office co-workers, and more importantly, the people of Connecticut. Her diligence, rigorous work ethic and attention to detail make her a role model to her fellow staff members. For these reasons and more, Bridie Moran defines excellence and what it means to deliver the highest quality service to the citizens of Connecticut. She is well-deserving of the Governor's Service Award.