
Military Department

John Raphael is a Military Administrative Officer who is responsible for the Historical Department for the Military. For the past three years, John has been the sole person in the office. His vast responsibilities include handling all the paper work for retiring National Guard personnel; the hiring of State Active Duty persons; processing State Active Duty payroll; handling research and preparing written responses for requests pertaining to historical data and record verification. John has demonstrated a dedicated commitment to delivering a consistently high quality of product and services. He goes the extra mile to assure that his customers are satisfied and is a fine example of responding to customers' needs with quality service.

These **Air National Guard State Firefighters**, with guidance from their Captains, have become a cohesive team that began to take on projects well above and beyond that which was tasked. Building inspection programs came online, identifying fire safety deficiencies; newsletters were designed to communicate ideas and inform military members; the base's alarm room was rebuilt and refurbished to better facilitate operations; new work centers were built and organized and station deficiencies were reported or repaired. The Air National Guard State Firefighters should be recognized for their dedication to their profession, the State of Connecticut, and the Air National Guard.

Air National Guard State Firefighters

Captain David Deskis

Captain John Gwiazdowski

Firefighter Douglas Caron

Firefighter Jason Caron

Firefighter Eric Clarke

Firefighter Brian Ellis

Firefighter Matthew Jamieson

Firefighter Carl Oltsch

Office of Protection and Advocacy for Persons with Disabilities

Barbara L. Roy is an extraordinary employee with more than 15 years of dedicated service. In addition to assisting the Executive Director, she has repeatedly volunteered for additional tasks and eagerly accepts new challenges to improve the quality of services and information for clients. As the Information and Technology Specialist, Barbara has dedicated herself to mastering the technology that operates the agency's computer system. She also researched and implemented several major projects including development and upkeep of the agency's server and LAN. Her willingness to learn about the technology, repair hardware problems, patch software and answer employee inquiries has been vital and invaluable to the operation of the agency.

Southern Connecticut State University

Cassandra Lang was nominated by her supervisor, Dr. Joseph C. Manzella, who describes her as an essential ingredient to their department. She has made the Major and the Department grow and thrive over the past few years. In addition to regular duties, she has arranged numerous events, created brochures and recently began work on a newsletter for the department. She has been a vital link between the full-time faculty, adjuncts and students. "Cassandra has pulled the program together to the point that we have become a well-oiled professional organization."

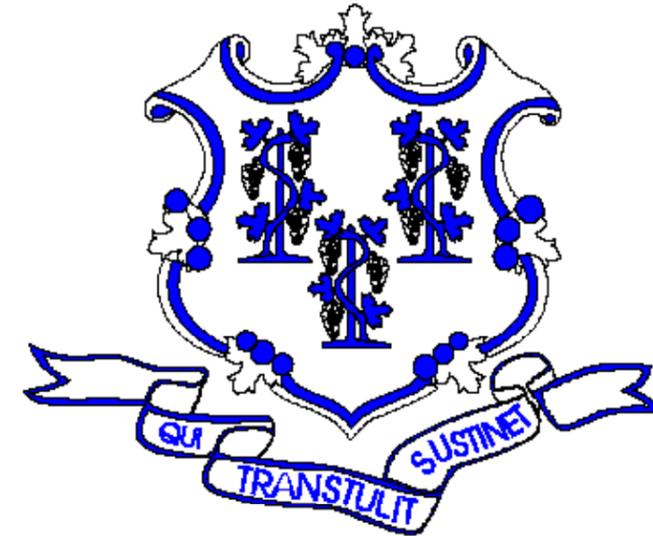
The Vice President for Student and University Affairs describes **Jack Mordente** as "uniformly heralded by the veterans of the SCSU community for having provided them with invaluable support, both in helping them to understand and negotiate their way through the labyrinth of requirements and regulations governing veterans' benefits, and in assisting them in making the successful transition into university life. The success stories of the vets are endless, and though they often try to give him credit for their achievements, he humbly turns all the credit for their achievements back to them. He serves his community of the university and his community of fellow veterans in exemplary fashion."

Anthony Mauro has worked at SCSU and the Bursar's Office for over twenty years and is described as an example of how competent SCSU employees can be. His responsibilities focus on working with students with special needs, and for years he has gone above and beyond the call. He follows through with all requests and questions from students and seems to know or anticipate issues and obstacles that may arise. He never lets a student leave his office without the student's issues resolved or a plan of action in place to resolve the issue. He is well-informed on the function of each university department, effective in problem solving and adept at alleviating stress in others.

Western Connecticut State University

Dr. Linda Vaden-Goad began working for Western Connecticut State University as the Dean of Arts and Sciences in August 2002. Some comments from her nominators are as follows: "Linda is absolutely an amazing person. She deals with difficult issues all day long and makes everyone feel that they are important...WestConn's luckiest day was the day they hired such an outstanding individual...She has brought a new spirit of intellectual excitement and innovation to the School of Arts and Sciences and is a positive person who combines a cheerful optimism with a discerning intelligence. She solves problems and finds ways to facilitate the work of others...Her commitment, expertise, judgment and sense of humor are stellar."

Scott Volpe began working for Western Connecticut State University as the Assistant Director of the Media Center in August of 2001. Some comments from his nominators are as follows: "Scott will do anything in his power to help you with your project. He will give you time to help you understand the technology as well as give you management and creative ideas. Scott will also extend his normal day to assist you in your endeavors. Scott is also a wonderful role model for the young students who assist him in the Media Center. He shows them patience, problem solving, and people skills. I'm always impressed by Scott's customer focus, his willingness to help, his positive attitude, and his friendliness."



The Governor's Service Award

Connecticut State Capitol
Old Judiciary Room
December 7, 2007
11:00 a.m.

Governor M. Jodi Rell

11:00	Guests arrive
11:15	Welcome and introduction by Governor M. Jodi Rell
11:30	Governor presents awards
12:00	Light refreshments served

Award Recipients

Steven Anderson
John Bruder
Firefighter Douglas Caron
Firefighter Jason Caron
Firefighter Eric Clarke
Robert Cox
Captain David Deskis
Salvatore DiBenedetto
Firefighter Brian Ellis
Joseph Garcia
Dr. Linda Vaden-Goad
Winston Greenwood
Captain John Gwiazdowski
Ernest C. Henderson, Sr.

Richard Hurlburt
Firefighter Matthew Jamieson
Thomas Johnson
Tadeusz Korzep
Cassandra C. Lang
Anthony Mauro
Giacomo “Jack” Mordente III
Firefighter Carl Oltsch
John Raphael
Myrna Rodriguez
Barbara L. Roy
Scott Volpe
David A. White

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.

Governor’s Service Award December 7, 2007

Department of Consumer Protection

The nomination for **Richard Hurlburt**, a director at Consumer Protection, read: “I have been impressed by Mr. Hurlburt’s commitment to his job and the way he has worked with me. He promptly returned my phone calls, took time to meet with me and dealt with my issues in a professional, efficient manner. His office was also efficient. Everything was done in a prompt manner, and Mr. Hurlburt followed up to make sure things were completed properly. One of the more impressive aspects of dealing with Mr. Hurlburt is that he took the time to help me through the process of completing the materials I had to submit. If I made an error, he helped me correct it and explained everything in a straightforward, easy-to-understand way.”

Department of Developmental Services

Ernie Henderson and **Bob Cox** are both supervisors at the Woodbridge Project in East Hartford, a transitional program that supports 12 individuals who are dually diagnosed with mental retardation and mental illness. The home itself is an old convent purchased by the state many years ago, and has been in need of cosmetic work for quite some time. However, because the department’s priority is health and safety first, remodeling was not at the top of the list. Beginning in July of this year, Ernie and Bob took on the task of transforming the home. They purchased window treatments, wall hangings, and even some furniture. They spent their own time and resources to make the 12 bedrooms, halls and dining rooms, a comfortable, warm and inviting home for the residents, working countless hours to improve the living environment. Clearly this is not in their respective job specifications, but because of their commitment and dedication to the individuals they serve, they felt it had to be done.

Department of Transportation

For the past eight years, **David White** has been the primary liaison between the State of Connecticut at Bradley International Airport and the Federal Aviation Administration (FAA) regarding Bradley’s compliance to its Airport Operation Certificate. He also has the primary responsibility of preparing for the annual FAA certification inspection. This preparation is a year-long process to ensure that Bradley’s operations and firefighting personnel receive their annual training, that the airport’s fueling facilities and fuel trucks are inspected on a regular basis and in full compliance, and that the condition of the runways, taxiways, safety areas, etc. are in full FAA compliance. Because of David’s outstanding dedication and meticulous attention to detail, the successful completion of these inspections is what keeps Bradley in business as a public airport.

The DOT’s **Connecticut Highway Assistance Motorist Patrol (CHAMP)** has assisted countless numbers of stranded motorists in need of aid. These employees drive the service patrol vehicles on a daily basis and have constant and direct contact with the public. Whether it involves changing a tire, offering use of a cell phone, or calling for a wrecker, they manage to put at ease the fears of numerous motorists by providing professional and courteous service that makes a stressful situation a little more bearable. Customer feedback cards read everything from “lifesaver” to “I was immediately relieved when he said he was here to help,” “keep up the great work,” and of course, “thank you.”

Service Patrol Unit

Steven Anderson
Salvatore DiBenedetto
Joseph Garcia
Winston Greenwood
Thomas Johnson
Tadeusz Korzep

Division of Special Revenue

In his 17 years at the Division of Special Revenue, **John Bruder** has been assigned to many gaming facilities including: Bridgeport Jai Alai, Hartford Jai Alai, Milford Jai Alai and currently as a Lottery Floater. Mr. Bruder has always carried himself with professionalism, dedication and respect for the office for which he works and the State of Connecticut which he represents with great pride. His attendance record has been exemplary, with at least one perfect attendance award. He has always worked well with staff and association personnel and has earned a friendly reputation among patrons. Mr. Bruder is most deserving of this award for his outstanding work and dedication throughout his state service.

Myrna Rodriguez provides excellent service to the public. She is the first point of telephone contact in her section for the public, and some of the customers calling in with complaints can be challenging. Yet, she always handles callers in a professional and helpful way. Her attitude reflects well on both her division and the state. She went the extra mile when she filled in for an employee in the human resources section while simultaneously handling her own work for which she received a letter of commendation. Contributing beyond her normal workload, Myrna serves on the Connecticut Employees Campaign for Charitable Giving and was coordinator for the 20th Annual Governor’s Care and Share Food Drive.

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