
Department of Public Works

Donna Baisley is the Assistant Administrator of Facilities Management and has been with the Department of Public Works for almost ten years. Donna is instrumental in communicating issues between DPW's facility tenants and DPW's facilities management division. She works to resolve issues consistently, fairly and with the utmost respect for DPW tenants. In the last few years, facilities management's reputation for service has been consistently improving due to her efforts. Donna's level of responsibility and caring as well as her commitment to service has - and continues to be - inspiring to her co-workers.

Marisol Gonzalez is an Administrative Assistant in the Design and Construction Division of the Department of Public Works. Marisol has served with the state for over 22 years, all at Public Works. She is an energetic and hard-working employee who has demonstrated a consistent and conscientious concern for the best interests of the state. She expects high performance from all, including supervisors, and is always willing to take on additional work and be of assistance to fellow employees. Marisol is the "go to person" and has been a keystone for DPW's project management team and an asset to the agency.

Department of Revenue Services

Robert Cormier, a Tax Appellate Officer in the Appellate Division, was nominated after receiving glowing letters of appreciation and recommendation from taxpayers. An attorney wrote to comment on how competent Robert was and how he was able to explain the position of the Department in a way that was understandable and convincing. Once a case has gone to the Appellate Division the taxpayers involved are not the happiest. One taxpayer wrote to compliment on how he put a competent, human face on what had seemed a daunting and unresponsive bureaucracy. Robert continuously reflects the best of public service.

Matt Douglas, a Revenue Examiner in the Taxpayer Services Division, continuously receives letters of praise for his knowledgeable and informative service to the taxpayers. Recently a taxpayer complimented his service, indicating that Revenue Services doesn't have the best of reputations among those who have to pay; yet his encounter with Matt has changed his opinion of Revenue Services. Matt is definitely an asset in assisting the DRS with its continued success in excellent customer service.

Josee Jovin, a Unit Supervisor from the Records Unit of the Administration Division, was nominated by a fellow peer for her cooperative and dependable service in times of immediate assistance on high priority cases. The Penalty Unit of Accounts Receivable has been able to uphold many penalties due to her diligence in locating various needed documents.

Brenda Lauzier, a Tax Unit Assistant Manager from the Operations Division, played a major role in the Cigarette Project involving the rate increase. The project was to get information out to every cigarette vendor in the state that the tax on cigarettes, coupled with a special stamp, was to take place in a very short amount of time. She built the process used to record and reconcile stamp sales and revenue. Due to Brenda's dedication, the process went smoothly and not one legitimate complaint was received regarding the administration of this program.

Division of Special Revenue

Bob Moore, a DP Tech Analyst 1, has been with the Technical Services Unit of the Division of Special Revenue for 22 years. Over that time he has steadily taken on new duties that have required increasing levels of technical knowledge. He never hesitates to assist anyone who asks and is one of the most personable people at the division and was selected the division's 2001 Employee of the Year by his fellow employees.

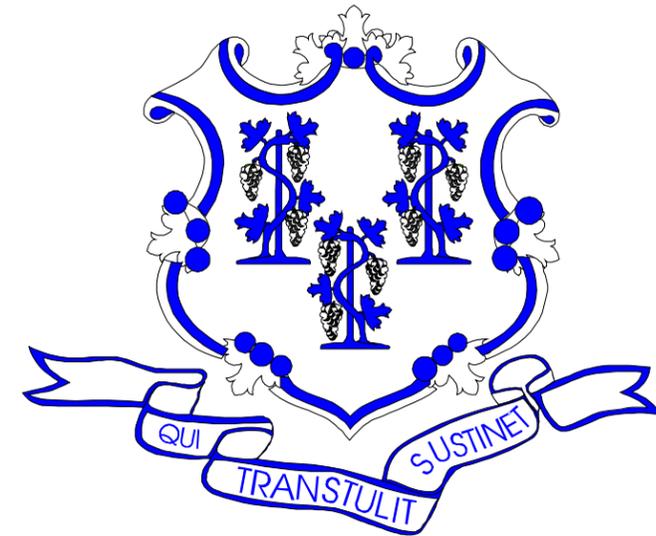
Western CT State University

The responsibilities of this maintenance team of 55 range from maintaining grounds on two campuses, to snow removal and building renovations. But it was their ability to rise to the challenge for this year's Centennial celebration that earned them their nomination.

The Maintenance supervisors, secretary, and staff deserve to be recognized for their tireless efforts and hard work. Besides the numerous daily requests for work above and beyond their normal duties, this year's Centennial has added many more projects for them to complete. Their organizational skills and willingness to get the job done in a short amount of time are exemplary. Without their dedication, the Centennial events would not have gone so smoothly. It is their behind the scenes work that makes this University look so great for the community, alumni, faculty, and staff.

Everton Anderson
Michael Andreycak
Thomas Beardsley
Winston Blake
Daniel Breton
Robert Brought
James Bucko
Wanda Bullock
John Butkus
Emperatriz Cadme
Eugene Cardwell
Paul Collins
Frank Conte
Antonio Cunha
Angela Ebron
William Eschner
Karl Faulkner
Paul Faulkner
Donald Gage
Mark Gage
Manuel Gomes
Bienvenido Hernandez
Hugo Hernandez
Carl Hill
Robert Jasinski
Marco Jimenez
Andrew Jurgens
Walter Kauer

Thomas Ledan
Robert Lewis
Thanh Lieu
James Lipke
Jean MacIntyre
Montgomery Marks
Rafael Martinez
Carl Mason
Michael Matusevice
William McDevitt
Thomas Millard
Richard Mirabito
Kent Mitchell
Steven Mitchell
Robert Mustin
Juistino Ottavio
Fernando Pichardo
Lisa Plumer
Fernando Ramos
Robert Rogers
Lester Terrill
Rocco Toce
Eugene Tosetti
Eleanore Vitale
Leslie Wallin
Ruth Watson
Frank Weddell



The Governor's Service Award

Connecticut State Capitol

Old Judiciary Room

October 22, 2004

10:00 a.m.

Governor M. Jodi Rell

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| 10:00 | Guests arrive |
| 10:15 | Welcome and introduction by Governor M. Jodi Rell |
| 10:30 | Governor presents awards |
| 11:00 | Refreshments served |

Award Recipients

Cecile Ames
 Everton Anderson
 Michael Andreycak
 Donna Baisley
 Donald Bartley
 Thomas Beardsley
 Winston Blake
 Daniel Breton
 Karen Brooks
 Robert Brought
 James Bucko
 Wanda Bullock
 John Butkus
 Emperatriz Cadme
 Eugene Cardwell
 Ronna Cannata
 Paul Collins
 Frank Conte
 Robert Cormier
 Helen Crane
 Antonio Cunha
 Sandra DeJesus
 Matt Douglas
 Angela Ebron
 William Eschner
 Gayle Esidore
 Karl Faulkner
 Paul Faulkner

Karen Flanagan
 Donald Gage
 Mark Gage
 Manuel Gomes
 Marisol Ganzalez
 Bienvenido Hernandez
 Hugo Hernandez
 Carl Hill
 Robert Jasinski
 Marco Jimenez
 Josee Jouvin
 Andrew Jurgens
 Walter Kauer
 Brenda Lauzier
 Thomas Ledan
 Robert Lewis
 Lan Liu
 Thanh Lieu
 James Lipke
 Jean MacIntyre
 Montgomery Marks
 Rafael Martinez
 Carl Mason
 Michael Matusevice
 William McDevitt
 Thomas Millard
 Richard Mirabito
 Kent Mitchell

Steven Mitchell
 Bob Moore
 Robert Mustin
 William Newport
 Juistino Ottavio
 Anne Paluck
 Roger Persson
 Fernando Pichardo
 Lisa Plumer
 Fernando Ramos
 Robert Rogers
 Kevin Soucy
 Robert Sylvester
 Lester Terrill
 Marie Thompson
 Rocco Toce
 Eugene Tosetti
 Eleanore Vitale
 Leslie Wallin
 David Wanczyk
 Ruth Watson
 Frank Weddell
 Aleksandra Widomski
 William Womack
 Priscilla Williams
 Jianxin Yang
 Alma Zyko

Governor's Service Award October 2004

Department of Banking

Helen Crane currently serves as the only administrative support staff to a division including a director, two assistant directors, three managers and 16 staff members. She manages to accommodate everyone's needs with professionalism and courtesy. She is the "go to" person for the division and its customers, including the rest of the Department, licensees and registrants, and the public. Her day is constantly interrupted by telephone calls, staff questions, and the many other matters needed to run an office, yet she is always pleasant and helpful. Her co-workers sum it up best by saying, "Every organization has one person who truly makes a difference, who everyone feels comfortable with, who you trust to get the job done right, who greets you each and every morning, and who is always willing to go the extra mile. In the Securities and Business Investments Division of the Department of Banking, that one person is Helen Crane."

Board of Education Services for the Blind

Priscilla Williams is an exceptional person and coworker. She independently leads a support group for senior citizens that is always proactively seeking new members. She also regularly schedules speakers who impart both valuable information as well as inspiration to these seniors. Many times, Priscilla is the first person a blind person speaks to when contacting BESB for help. Some of these people have recently become blind; they feel helpless, and may be having a difficult time accepting their condition. Priscilla voluntarily shares the fact that she herself is legally blind and relays to them how she received help from BESB, overcame some of the same obstacles they face, and is very successful and happy in her life. She gives blind people a most valuable commodity...hope...hope to be independent and useful members of society. Priscilla is an incredible asset to the BESB program.

Department of Education

Attorney **Karen Flanagan** of the Office of Legal and Governmental Affairs at the State Department of Education is highlighted for the multitude of tasks she performs on a daily basis. Karen consistently serves not only the school communities statewide, but also other state agencies and municipalities, arbitrators and mediators. Superintendents and other school officials seek her advice daily regarding school construction matters, teachers and administrators, contract negotiations, the No Child Left Behind program, graduation requirements, Freedom of Information, teacher tenure, health standards in schools and more. She is always ready, willing and able to help. She puts her work first at all times and is a true example of what customer service is all about.

Department of Labor

"High quality service and delivery for both customers and staff." That is the motto Computer Operations Supervisor **Kevin Soucy** brings to the job in addition to a consistently outstanding job performance. During his 12 years at the Department of Labor, Kevin has always made it his goal to find a solution by breaking potential problems down into pieces and quickly finding a resolution. Working with the Department of Labor and the Department of Information Technology, Kevin played a pivotal role in planning and ultimately moving the agency's mainframe environment to the East Hartford data processing center. Under his guidance, the transition was so smooth that many employees at the Labor Department experienced no impact at all. Kevin's ability to utilize resources, combined with creativity and outstanding dedication to teamwork, has resulted in a successful partnership between agencies and most importantly, exemplary service to the residents of Connecticut.

Middlesex Community College

The **Jean Burr Smith Library Staff** at Middlesex Community College has been nominated for the prestigious Governor's Service Award for their outstanding contributions to higher education. Among the Library's accomplishments is the Library Advisory Committee, providing user input concerning library policies, procedures, services and facilities; including implementing numerous web-based forms to facilitate communication and feedback. The library recently adopted a new philosophy of focusing on providing access to information rather than being a repository of materials, enabling users to easily access a wider range of information. The Library instituted a "Community Over Coffee" initiative during the College's Community Period, to bring students, faculty and staff together to share ideas.

Gayle Esidore **Anne Paluck**
Lan Liu **Jianxin Yang**
William Newport **Alma Zyko**

Military Department

Cecile Ames, Karen Brooks, Ronna Cannata, Sandra DeJesus, Roger Persson, Robert Sylvester, Marie Thompson, David Wanczyk, Aleksandra Widomski and **William Womack** began working on CoreCT from its inception. Their willingness, dedication and ability to work as a team provided the successful transition to the CORE environment. The Military Department is grateful to them for the professional manner in which a difficult job was well done.

Donald Bartley delivers high quality service to the Connecticut Army National Guard and Connecticut State Military Department through his work as an architectural designer. Don's work consistently shows his integrity and high work ethic through drawings and designs for Military Construction Projects. Through fourteen years of service to the Military Department, Don's work has always resulted in a repeated and consistent high quality service and job performance. He has earned several awards from the Military Department for exceptional service and excellence in customer relations.

continued

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 quarterly at a reception hosted by the Governor.