



The Governor's Service Award

Connecticut State Capitol
Room 310
April 21, 2006
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

Monica Allen
Peter Babey
Katerina Baitinger
Carol Baranowski
Kevin Blinn
Donna Bontatibus
Jacquelyn Brown
Trevor Burke
Felicia Canty
Pam Casiano
Eleanor Chance
Roger Connor
Jeffrey D'Alusio
Joseph Delehanty
Lori DelGaudio
Joan Donati
Damon Dent
Luis Dos Santos
John Doucette
Joe Dudra
Efrain Escobar
Raniero Ferrante
Jose Ferrer
Jonathan Field
Jeffrey Hamel
Shirley Hatch
Patricia Hawkins
Herline Hill
Meg Hooper
Peter Jackson
Ignacy Kapalczynski
William Kasbarian
Joseph Kingston

Deb Koval
Marlo Lewis
Mary Ann Libera
Edward Martinoli
Richard McGrath
Cornelius McLaughlin
Dennis Mitchell, Ph.D.
Ralph Miller
Janet Montague
Richard Montefusco
Carmel Motherway
Jeffery Mould
Joseph Nash
James Nealy
Mauro Ongaro
Michael Polansky
Jennifer Proulx
Michelle Provost
Travis Rose
John Rossi
Barbara Roy
Llewellyn Rowe
Michael Ricci
Christina Ruggiero
Therese Servas
Arthur Shannonhouse
Edward Stephens
William Strickland
Ann Tetreault
Andrea Wadowski
Guy Williams
Charles Wellner
Jason Zullo

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

April 21, 2006

Department of Banking

Herline Hill is an outstanding employee in the Department of Banking. She serves as administrative assistant to the Division Director of Financial Institutions, and a point of contact for the examination staff of both the banking and credit union units. On any given day, Herline is found processing examination reports, receiving or sending documents to the Banking Panel, answering consumer calls, or cordially referring inquiries to the proper party. She is always available to her staff and willingly teaches them new tasks or assists them when they need the help. Herline Hill represents the Department of Banking, the Banking Commission and the State of Connecticut with professionalism, a positive outlook, and high energy.

Michelle Provost, an Associate Accountant, has distinguished herself as an excellent employee, deeply committed to serving the department by consistently providing outstanding service to both internal and external customers. She is an extremely knowledgeable employee; her technical background in accounting and payroll were invaluable in helping to successfully install and test the state's new financial management system – Core-CT. Michelle is a deserving candidate who, by her work ethic and task achievements, fittingly merits both the honor and recognition conveyed by the Governor's Service Award.

State Department of Education

"Committed, passionate, and diligent." These are the words that best describe the State Department of Education's (SDE) **Web Management Team**. Since the posting of the department's first website in 1996, the team has worked tirelessly to implement a variety of technology initiatives that have had a significant impact on the way the State Department of Education communicates to internal and external customers. Last year, Commissioner Betty J. Sternberg recognized the importance of technology in relation to SDE's website when she merged this group with the office of communications. This reorganization sent a clear message about the importance of communications and how vital it is for constituents to obtain information on the web quickly and efficiently.

Felicia Canty
Pam Casiano
Deb Koval
Janet Montague
Travis Rose
Andrea Wadowski
Guy Williams

Judicial Department

Joseph Nash, a certified independent social worker and family relations supervisor for the Windham Judicial District, has been helping families and children in a variety of capacities within state government for more than 40 years. During this time he has provided families with compassionate, intelligent, and practical solutions for their family problems. He has also been credited with being directly responsible for making the lives of many children safer and more productive, and has contributed significantly to the statewide implementation of many community and family relations services. In addition, he is a founding member of the Quinebaug Valley Child and Family Service, Inc., and served as a member of Windham's pretrial Special Master's Panel. Joe's work ethic and compassion for others represent the finest Connecticut has to offer, and he is a deserving recipient of the Governor's Service Award.

Thanks to the efforts of the **E-Filing Business Process Analysis Team**, attorneys and firms may now file motions, initiate cases, and pay filing fees in tort cases over the Internet. During the past two years, this team has met for two to three days a week while maintaining their busy schedules as chief and deputy chief clerks at individual courthouses. Their analysis of the diverse current business practices of the civil and family courts has resulted in the creating of business process specifications. These specifications enabled personnel from Judicial Information Services to develop database and web applications that benefit attorneys, law firms, and court staff. The team's efforts have laid the groundwork for the expansion of e-filing and, by the summer of 2006, the system will be expanded to include contract and property cases. The system leverages technology to increase public access to the courts while conserving judicial resources.

Joseph Dudra
Jonathan Field
Therese Servas

Department of Labor

In **Jennifer Proulx's** nomination, newcomers to Connecticut in search of better employment wrote: "Though job searches are often taxing and solitary, one always hopes- usually in vain, that an angel will appear. And for us, that's Jennifer!" The nominators said how impressed they were with Jennifer's *Job Search Strategies Workshop*. "...a charming blend of warmth, pertinent anecdotes and information. Her candor and experience also prompted many questions that she invariably answered. The close of her workshop explored many useful tools available via the Internet. We left feeling empowered – and this from two former job coaches. We'll be back for refreshers, and tell our friends about this great resource."

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Middlesex Community College

For more than 20 years **Mary Ann Libera** has tutored students in the writing/reading lab at Middlesex Community College. Her students include those who need help with writing, reading, and English as a second language. Mary Ann is an expert in her field and her students respond to her coaching by learning what they need. What makes Mary Ann an outstanding tutor is her nonjudgmental acceptance of every student's abilities and background, and her heartfelt encouragement for every student's endeavors. With unwavering persistence, Mary Ann responds to each student. Her students return again and again to show her their improvement and to thank her for all her help and caring.

In college teaching, products and services translate to the consistent delivery of high quality courses and related activities to students. The English Department faculty members, **Professors Katerina Baitinger, Donna Bontatibus, Joan Donati, and Christina Ruggiero**, strive for excellence in their teaching. They teach a wide variety of courses. Each time they find ways to renew their course content in an attempt to engage their students in learning and community involvement. All the English faculty members hold memberships and seats on many state and national organizations related to teaching. This is to keep up with current research on their fields and with current teaching theory. The focus of the English Department is servicing students. With the student always in mind, these professors participate in a variety of activities within their division and throughout the campus-wide community to ensure students are supported in the attainment of their educational goals.

Office of Protection and Advocacy for Persons with Disabilities

Barbara Roy is an extraordinary state employee with more than 15 years of dedicated service. Her primary role is as Executive Secretary to the agency's Executive Director. In addition, Barbara has repeatedly volunteered for additional tasks and eagerly accepts new challenges to improve the quality of services and information for clients. She has dedicated herself to learning about the technology that operates the agency's computer system and has researched and implemented several major projects including development and upkeep of the agency's server and LAN. It is not unusual to find Barbara working on a holiday or weekend to complete a project, or upgrade technology without disturbing the workflow of the agency. She is dedicated to her work, to the staff of the agency and to the persons with disabilities that the agency serves on a daily basis

In addition to her regular duties, **Lori DelGaudio** coordinates the leave programs for the agency. This involves all types of leaves, including State and Federal Family Medical and Leave Act (FMLA). The handling of FMLA requires not only a thorough knowledge of the regulations, statutes and bargaining unit contracts, but also a compassion and understanding to guide individuals who may be requesting information concerning maternity leave, leave to care for a family member, or leave for personal illness. DOL can readily calculate the number and types of leaves; however, all of our employees would agree that the service Lori provides is truly immeasurable. We hope that such things as compassion, caring and concern will never be quantifiable, but if they ever are, we are certain that Ms. DelGaudio will be the example against which everyone else is measured.

Department of Mental Retardation

Southbury Training School's **Peter Jackson** actively and respectfully advocates for individuals and takes initiatives that enhance the quality of his patients' lives. He organizes annual vacations for the men of the Southbury Training School that may include deep-sea fishing expeditions, museum tours and community theater performances. His attention to detail has constantly ensured safe trips and optimal enjoyment for all participants. Through his own quiet self-confidence and dedication, Mr. Jackson serves as a role model and helps to create positive experiences and memories for the men whom he supports.

DMR North Region's **Ann Tetreault**, a 27-year veteran with DMR, co-facilitates a bereavement support group for adults with developmental disabilities. The group was established because beyond well-meaning family and friends, there was no organized program, and several individuals with developmental disabilities who had experienced a loss of a loved one needed support to cope with their grief. In addition to facilitating the support groups, Ms. Tetreault uses techniques such as creating memory boxes to honor the memory of a loved one and candle ceremonies to assist people in sharing their feelings. Her willingness and ability to deal with this very difficult topic with gentle honesty has made a positive difference to many in times of loss.

Department of Public Health

Meg Hooper is currently the Chief of the Planning Branch in the Department of Public Health. She was the lead public health planner on the state level in Connecticut for the recent federal Top Officials (TOPOFF) Terrorism/Public Health Disaster full-scale exercise. This very high-profile event received both international coverage and the attention of the highest levels of government, in particular, the Governor's Office and the White House. Also, Meg spends a lot of time in the field working directly with regional and local customers including: local first responders, medical, elected, and public health officials. Her dedication to the health of Connecticut and its citizens is second to none, and her pride and excitement about her job are visible to everyone who meets her.

Department of Public Safety

State Police Firearms Training Unit

Annually, the **Firearms Training Unit** trains over 3,000 law enforcement officers. The Unit provides training, technical assistance and firearm repairs for department members as well as for other state, municipal and federal agencies including the FBI, Secret Service and Homeland Security. Not only do these individuals provide outstanding service, but also take personal interest and ownership of their assignment. Through the course of the year, they perform non-routine tasks that are clearly outside the scope of their duty assignments to provide the best possible training facility for members of the department.

The members of the Firearms Training Unit continually excel in their area of expertise and service to department employees as well as to the citizens of Connecticut. Their continued exemplary performance is a true source of pride for Public Safety and the State. These individuals have blended into a superior team and are truly worthy of the Governor's Service Award.

Sergeant Llewellyn Rowe
Trooper First Class Joseph Delehanty
Trooper First Class James Nealy
Trooper First Class Michael Polansky

Crime Analysis Unit

Dennis Mitchell, Ph.D., has provided the Department with an outstanding new tool for providing information on law enforcement activity and investigations to headquarters, districts, and troops. What started as a statistical project to document troop activity developed into a real-time, state-of-the-art information reporting system. This unique system called "DPS Reports" is a union of the academic and technological worlds. Within seconds, the department knows how many tickets, accidents, crimes, services, etc., were provided in the last hour, day, month and year. It effectively keeps track of people, places, vehicles and investigations, and is instrumental in providing

information to determine hot spots of criminal activity, accidents, and traffic enforcement. Dennis' Herculean effort has provided Public Safety with an agency-wide solution for information sharing that has expanded to include all users of criminal justice/law enforcement data and the public at large.

State Fire Marshal's Office

When the Town of East Haven was building a new 300,000 square foot high school, East Haven Fire Marshal Anthony Moscato relied on help from the **Field Services Unit** in the **State Fire Marshal's Office**. Whether is was assisting in code review and compliance issues, or plan review and inspections, the Field Services Unit was invaluable to the project's success. According to the nomination, Mr. Moscato wrote: "I have received assistance, allowing for another set of eyes, and expertise in the field of hydraulic engineering, thus finding issues or improper designs, and correcting a system that may not have operated properly due to mistakes or missed information, only proving that plan review is extremely important and requires a team effort. With the assistance afforded me, many code issues were identified and corrected, providing a safer building for the occupants."

Carol Baranowski
John Doucette
Ignacy Kapalczynski
Joseph Kingston
Ralph Miller
John Rossi

Department of Public Works

A Supervising Project Manager and Architect, **Peter Babey** has written – or rewritten – all of DPW's construction specifications and contracts. He has also made significant and positive contributions relative to the legislation concerning ethics and the reforms of how DPW conducts business. Peter has contributed to the development of all those who have worked for him and with him. He has done so as a leader, not as a manager. He has also donated hundreds of hours of his own time for the betterment of his unit, the agency, and the taxpayers of Connecticut. Peter continues to lead not only those he works with, but also many others, with his insights and remarkable and unique sense of humor.

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Jacquelyn Brown, Environmental Protection Specialist 1, was hired by DPW to develop a “best in class” environmental and safety department. Her depth of knowledge and energy resulted in compliance with regulations for both environmental and safety requirements. Files and data are now centralized and auditable, and she has voluntarily assisted many other agencies that do not have her environmental expertise. Jacquelyn has handled numerous concerns with Indoor Air Quality issues and has been very successful in resolving problems and establishing guidelines and policies. She is reliable, knowledgeable and has an uncompromising zeal to make sure that the rules and regulations are strictly followed. Her hard work and ability to tackle any problem are to be commended.

Western Connecticut State University

The nominator of **Western’s Campus Police Department** said, “Over the years, I have found the Police Department to be the unsung heroes at the University. We often take for granted our safety and security without ever thinking of all of the work and activity that goes on behind the scenes. Our officers work with persistence and diligence and take their job of protecting us very seriously. They have pulled together, worked long – and at times hard – hours, and have successfully carried out their mission to provide a safe and secure campus for all of our students, staff and faculty. To maintain a safe environment for each person on our campuses and secure University property and buildings 24/7 is a daunting task; yet our officers do this efficiently and effectively with dedication and resolve.”

Monica Allen
Kevin Blinn
Trevor Burke
Eleanor Chance
Roger Connor
Jeffrey D’Alusio
Damon Dent
Luis Dos Santos
Efrain Escobar
Raniero Ferrante
Jose Ferrer
Jeffrey Hamel
Shirley Hatch
Patricia Hawkins

William Kasbarian
Marlo Lewis
Edward Martinoli
Richard McGrath
Cornelius McLaughlin
Richard Montefusco
Jeffery Mould
Mauro Ongaro
Michael Ricci
Arthur Shannonhouse
Edward Stephens
William Strickland
Charles Wellner
Jason Zullo

Attorney General’s Office

Assistant Attorney General **Carmel Motherway** has had a tremendous impact on the Attorney General’s office and the citizens of Connecticut. She was nominated for the Governor’s Service Award by an Animal Control Officer for the Dept. of Agriculture, who, in 2003, had to seize a number of horses and farm animals from neglect and malnutrition. Carmel was assigned to the case. “Through her diligence and hard work she has proven on numerous occasions that she is willing to go above and beyond the call of duty for each and every case that she is involved in,” her nomination read. She spent extra time tracking down information that would further strengthen the case, and the state prevailed. “Above and beyond does not begin to describe her dedication to her job.”