



Governor John G. Rowland invites you to the

*Governor's Service Award
February 1998 Ceremony*

Connecticut State Capitol
Room 310
February 10, 1998
10:00 a.m. - 12:00 noon

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| 10:00 a.m. | Guests arrive
Refreshments served |
| 10:15 a.m. | Welcome and Introduction by
Governor John Rowland |
| 10:30 a.m. | Governor presents awards |
| 12:00 noon | Reception concludes |

February 1998 Governor's Service Award Recipients

DEPARTMENT OF MENTAL RETARDATION

Teresa Coco is a Spanish interpreter for DMR's Early Connections program in the North Central Region. She has repeatedly demonstrated her commitment to children with mental retardation through her knowledge of child development, ability to work with families, and her willingness to educate staff on the Spanish culture and language. Her unique talents and her dedication have contributed greatly to the success of the Early Connections program.

Jo-Ellen Wickwire is a member of the Quality Enhancement Unit for the North Central Region. She provides various training offerings to staff at all levels, and is always willing to accommodate both schedule and learning needs. One of her most recent accomplishments is the development of a Staff Development User Directory, a significant resource tool for both management and line staff. She is considered an integral part of the staff development function.

Christine Rich is the Education Program Supervisor for the Individual Resources and Development Team in the Eastern Region. She has demonstrated a commitment to people with mental retardation with a caring and professional manner, always considering their needs first and foremost. She has been described as an exceptional employee; her vision is credited as the driving force in creating fresh alternatives in the provision of day services.

Dr. Daniel McLennon is a dentist in the DMR Eastern Region who is truly an exceptional service provider. He not only provides professional dental care for people with mental retardation, but also is known for going to people's homes who, for reasons of illness or disability, cannot get to his office. Dr. McLennon always makes sure his patients and their families are comfortable with, and informed of, all procedures for maintaining good dental care.

Quality Enhancement Team - Southbury Training School

The Quality Enhancement Team was established in 1995 to evaluate services and develop responses to a variety

of issues. It has been noted by recognized experts that the Q.E. system is truly "quality management in practice" and is an excellent addition to traditional clinical and operational departments. The team's commitment to people with disabilities is evidenced by the positive staff response to the program and by the proven increase in client services.

Walter Baker

Luvenia Brooks

Thomas Carpenter

Elizabeth Gallagher

John Howard

Michael Kaklamanos

Linda Lillie

Cynthia Miller

Darlene Napoletano

John Shea

Mary Sandy Votto

Robert Weinstein

Terry Cote, Director of Family and Individual Support, and **Beth McArthur**, Director of Planning and Development, are being recognized for the professional manner in which they developed program plans for a grant to afford people with disabilities the opportunity to direct their own lives and determine their own futures. Their proposal of a Connecticut Self Determination Initiative was awarded a \$200,000 grant from the Robert Wood Johnson Foundation. The thoroughness of their proposal and grant award itself attest to their achievement and to the professional effort they exhibited.

WORKERS' COMPENSATION COMMISSION

Nancy Cowell is the Executive Secretary in the Office of the Chairman. She deals with all internal and external customers, from claimants and attorneys to insurance representatives and legislators, with "a courteous word, a helpful suggestion and a smile for all." Described as always going above and beyond the call of duty, she received several nominations for the Governor's Service Award, all focusing on her abilities to work with people in a professional and caring manner.

DEPARTMENT OF EDUCATION

Janice Dinnall is a secretary in the Office of Legal and Governmental Affairs at the Connecticut State Department of Education. Her excellent communication and problem-solving skills have enhanced her effectiveness in working with attorneys, management, and union advocates representing public education employees. She exemplifies the best in customer service and has worked to promote the Department's goal of quality customer service.

DEPARTMENT OF ECONOMIC AND COMMUNITY DEVELOPMENT

Michael Regan is the lead staff person for the Business and Housing Development Division's Finance Team. He is credited with developing client tracking documents for field staff to improve customer responses which he then placed in an electronic directory for easy access. With teamwork and customer satisfaction as the foundations of his professional philosophy, he is considered a central source of timely and reliable information.

Robert Damroth joined the Office of Tourism five years ago and immediately made customer service his top priority. Dealing with a wide range of issues that may be the source of visitors' questions, he independently researches subjects to increase his own knowledge. Described as helpful and friendly, he also displays an eagerness to explore new areas. This year he has taken on the responsibility of developing the Office of Tourism website home page, always helping Connecticut put its best face forward.

DEPARTMENT OF ADMINISTRATIVE SERVICES

Aaron Barksdale of DAS' Print, Mail, Courier Office was nominated for his outstanding performance to the Connecticut National Guard in the daily accomplishment of his duties. Known in the State Armory as "The Mailman," he constantly goes out of his way to ensure customer satisfaction and delivery, always putting the welfare and concerns of his customers first. He demonstrates keen understanding, humor, wit and a "wonderful attitude that brings a smile to everyone that comes in contact with him."

DEPARTMENT OF MENTAL HEALTH AND ADDICTION SERVICES

Karen Kangas has always had a passion for championing the rights of people with psychiatric disabilities. DMHAS' Director of Communications, she has devoted energy to create hope for those with mental illnesses by overcoming barriers and associated cultural stigmas. At DMHAS, she developed an employment policy for hiring people with psychiatric

disabilities and has always challenged common assumptions about mental illness, replacing negative images with those of hope and possibility.

Nancy Brayman has over 20 years of state service. An Administrative Assistant in the Norwich Court Clinic, she was responsible for tracking statistics on the overall cost to manage the Court Clinic Program, measuring and interpreting facts and figures in order to reduce costs. She keeps abreast of changes in the system, services, and programs and effectively serves as liaison to other departments. She exudes energy, diligence and a "contagious laughter which is an asset to her office and clients."

Employee Recognition Committee

The Employee Recognition Committee has made great efforts to enhance the work environment. They plan activities and fund-raisers to boost staff morale and employee recognition; they manage the "Employee of the Quarter," "You Count Days," and "Blue Ribbon" ceremony. They also coordinate a "Day of Caring," raising proceeds for the Capitol Region Mental Health Center. The committee, composed of support, line, and medical staff, is energetic, willing, creative, and always striving to make their workplace a happier and healthier environment.

Jamie Acevedo
Lori Campbell
Patty Guire
Erin Leavitt
John Minter

Susan Richardson
Janet Theriault
Anthony Valentin
Gloria Williams

MILITARY DEPARTMENT

Stephen Niemitz deals with organizations across the state in leasing armories for various functions. As the Fiscal Administrative Officer in the Property and Procurement Division, he has coordinated lease agreements for such events as *Mark Twain the Musical*, Bob Dole's presidential campaign rally, inaugural balls, antique shows, dog shows, and various athletic activities. Since his enlistment in 1971, he has represented the state and the Military Department with outstanding professionalism and courtesy.