



The Governor's Service Award

**Connecticut State Capitol
Old Judiciary Room
February 28, 2002
10:00 a.m. to 11:00 a.m.**

Governor John G. Rowland

Ceremony Program

10:00	Guests arrive
10:15	Welcome and introduction by Governor John G. Rowland
10:30	Governor presents the awards
11:00	Refreshments served

Award Recipients

John Aceto	Joseph J. Dentamaro	Mark Liano	Elinor B. Rosenbaum
Rick Aresco	Sheri L. DeVaux	Diane Lindsay	James Santacroce
Frank Arute	Edward C. DiLorenzo	Stephen C. Lynch Jr.	Julie Scribner
Richard R. Bailey	Philip A. DiLorenzo	Paul Martin	Elizabeth Shabarekh
Al Becker	Kimberley B. DiPietro	Daniel L. Martineau	Sherman Sizemore
Gregory L. Bereski	Janet D'Onofrio	Ronald Macchiarolo	Ray Stanio
Kathleen G. Bevans	Judy Dowd	Dennis Main	Mark Stankiewicz
Germain M. Blais	Karen Dziarkowski	Richard J. Malek	Rosanne Stavola
Jacques A. Blais	Salvatore Efici Jr.	John Matteis	Michael D. Steinson
Luis Boria	Nazar Eltahir	Tony Matthews	Paul P. Stevenson
Leo J. Boulanger Jr.	Brian Emanuelson	Carmelle McArdle	Valerie Strong
Mark S. Bozzuto	Mark S. Fanelli	Mary Ann McCabe	William Sullivan
Valerie Bryan	Michael Federici	Michael McCann	Jim Swo
Henry Burgos	Christine Fisch	Jim McGill	Dawn Taylor
Sarah J. Bywood	Brenda J. Gaffey	Steven Messer	Ryan Tetreault
Deborah A. Caputo	Marion Gartrell	Mario Mezzio	Danilo Torres
Mauro Carducci	Elaine Glaski	Deborah L. Miggins	Michael D. Varney
Vicky Carrier	Teresa Gonzalez	Robert A. Mitchell	Gloria L. Viel
Sharon Chamberland	Erik Gothberg	Ronald D. Mitchell	Andrew J. Vincens
Jeff Chandler	Mayra Granillo	Craig S. Mollison	Cameron Walden
Marc Cheney	Renee Guilmete	Lawrence E. Morse	Jean A. Weidemann
Richard Ciasullo	Carols Guzman	Gayle Murphy	James H. Wells
Hal Clark	William Halibozek	Patrick J. Novak	Mathew Williamson
John R. Clayton	Tammi T. Harris	Bernard O'Donnell	Ronald Wofford
Brian Clonan	William Hegene	Jim O'Neil	Christine Yankowski
Michelle A. Cormier	Louise Herron	Warren J. Packer	Ben Yorke
Robert K. Cosgrove	Philip L. Hurley	Matthew Pawlik	Jianguo Zhu
Brian Coss	Mark Jacques	Margarita Perez	Charles Ziemiński
Diane M. Dalo	Tricia Johnson	Dawn R. Percoski	
Gregory A. Daraskevich	Robert A. Johnston	Elizabeth D. Petroni	
Mark D'Avignon	Mark Kirschner	Joseph Pizzoni	
Maurice R. Davis	Richard LaRose	Peter Polanski	
Mark DeCaprio	Kenneth LeClerc	Craig Potterton	
John L. DelGrego	Kirby A. Lewis	Frank Provensano	

The Governor's Service Award program, "Customers Count," was established by **Governor John G. Rowland** 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.

Governor's Service Award

February 2002

Connecticut Community Colleges

Sharon Chamberland began working in the System Office of the Connecticut Community Colleges in January 1998. Since then she has developed a state-of-the-art training program that has resulted in close to 380 courses being available to state employees each semester. She communicates with course participants, as well, fielding their suggestions and complaints. The Community Colleges are fortunate to have her outstanding services, and her commitment to quality and customer service assures an exceptional in-service training program for state employees.

Department of Banking

Hired as a temp in 1998, Banking Commissioner John P. Burke quickly recognized **Tamie Erhardt** as an asset to the agency. She independently performs a full range of tasks in the receipt, processing and distribution of mail. On average she processes 6,300 pieces of outgoing mail a month and expeditiously delivers the mail to all units. Tami also serves as the agency's official courier responsible for the personal delivery of confidential documents. She accepts these assignments that take her out of the office environment willingly, and represents the agency in a professional manner.

Department of Children & Families

Frank Provensano works as a Plant Facility Engineer at High Meadows in Hamden. He has consistently worked at a high level of performance with a very positive attitude. He recently updated the inventory system from an outdated, incomplete system to a fully computerized one. This was not an easy task, but as he would say, "It was not a problem, but a challenge." His dedication and attitude toward his work is exactly what the Governor's Service Award program is all about.

Dawn Taylor, School Psychologist at the Walter G. Cady School in Middletown, is a positive leader who leads by example and possesses a thorough knowledge of state and federal mandates, school district policies, and best practices in the area of school psychology and pupil services. It is, and always has been, apparent through her approach and manner that she cares deeply for the children she serves and is passionate about her work. She is a true advocate for children and helps to restore hope and dignity within them. She is both a role model and a mentor to her students. Her boundless energy, enthusiasm, and work ethic are goals that all workers should strive to achieve.

Department of Correction

Over the last four years, Correctional Food Services Supervisors **Al Becker**, **Sherman Sizemore** and the Café 24 staff have catered the food service needs for numerous state functions including the Governor's award ceremonies, Commissioner's staff meetings and emergency situations. Café 24 immediately implemented food services to emergency centers for several hundred emergency personnel during both the 2001 nursing strike and September 11. In addition to these duties, Becker and Sizemore provide hands-on vocational training and education in food service for countless of inmate students who learn about food preparation, safe food handling practices, and career readiness for successful community reintegration.

Correction Officer **Valerie Strong** is a 7-½ year veteran of the Department of Correction. In this time she has stood out as a friendly, caring and confident individual. Her ability and willingness to work with individuals of all socio-economic backgrounds is refreshing. Valerie always gives 100 percent and functions with a great deal of integrity and has gained respect from both peers and the public. If performance reflects leadership, Valerie truly outshines the rest.

State Board of Education

Janet D'Onofrio has worked for the State Department of Education since 1986. Her consistent record of service, professionalism, and commitment to the general public has been outstanding. For the past 10 years, Mrs. D'Onofrio has worked in the Office of the State Board of Education as Administrative Assistant. She has responsibility for compiling all materials for the Board, working with the office of cabinet members on Board business, and providing the public with responses to requests for information about the Department and Board. She is an outgoing, personable individual, and knows most of the Department's employees and their jobs.

Department of Environmental Protection

The work the **DEP Emergency Response team** performs on a day-in and day-out basis demonstrates a true commitment to excellence. While their work before September 11 was always exceptional, since then, they have handled themselves in a manner that has been nothing short of exemplary. Their response to over 700 emergency calls and their ability to calmly defuse many unknown and especially tense situations has proven exemplary. Specifically, in a customer service sense, this group has treated each situation respectfully and seriously while carefully addressing the concerns and fears of the citizens of this state.

John Aceto
Michael Capuano
Jeff Chandler
Richard Ciasullo
Brian Coss
Mark DeCaprio
Brian Emanuelson
Marion Gartrell
Erik Gothberg
Mayra Granillo
Carols Guzman

William Hegener
Kenneth LeClerc
Mark Liano
Michael McCann
James Santacroce
Rosanne Stavola
Danilo Torres
Mathew Williamson
Ronald Wofford
Ben Yorke
Charles Zieminski

Department of Information Technology

Mary Ann McCabe began state service in 1976 and is currently serving as Acting Director of the Department of Information Technology Fiscal Services Unit, which is responsible for all of DOIT's financial activities, including payroll, rate development, purchasing, and budget. Her deft handling of the complexity and scope of the unit's responsibilities, and her commitment to delivery quality fiscal services and excellent customer service earned her this unanimous nomination from her staff.

Over the past 18 months, the **DOIT Relocation Team** has planned and executed the creation of a new world-class consolidated Data Center and office space to serve state agencies and the citizens they serve. Tasks included the construction of a new core network, planning the route and location of fiber optic cable, scheduling system and data migration, exhaustive testing and retesting, security procedures, and continually planning for upcoming services. The end result is a Data Center second to none in terms of the capacity it provides to protect, process, store, and transmit valuable data agencies need to serve their customers and the state of Connecticut. All 79 winners of the team are listed in the next column.

Frank Arute
Rick Aresco
Richard R. Bailey
Gregory L. Bereski
Kathleen G. Bevans
Germain M. Blais
Jacques A. Blais
Luis Boria
Leo J. Boulanger Jr.
Mark S. Bozzuto
Gary R. Clauss
Mauro Carducci
Robert K. Cosgrove
Brian Clonan
Deborah A. Caputo
Marc Cheney
Michelle A. Cormier
John R. Clayton
Hal Clark
Diane M. Dalo
Joseph J. Dentamaro
Maurice R. Davis
Sheri L. DeVaux
John L. DelGrego
Edward C. DiLorenzo
Kimberley B. DiPietro
Gregory A. Daraskevich
Philip A. DiLorenzo
Salvatore Efici Jr.
Nazar Eltahir
Mark S. Fanelli
Christine Fisch
Brenda J. Gaffey
Elaine Glaski
Renee Guilmete
William Halibozek
Tammi T. Harris
Louise Herron
Philip L. Hurley
Mark Jacques

Robert A. Johnston
Tricia Johnson
Mark Kirschner
Diane Lindsay
Stephen C. Lynch Jr.
Kirby A. Lewis
Dennis Main
Richard J. Malek
Tony Matthews
Ronald Macchiarolo
Jim McGill
Carmelle McArdle
Ronald D. Mitchell
Paul Martin
Daniel L. Martineau
Craig S. Mollison
Deborah L. Miggins
Robert A. Mitchell
Mario Mezzio
Patrick J. Novak
Bernard O'Donnell
Jim O'Neil
Craig Potterton
Joseph Pizzoni
Warren J. Packer
Elizabeth D. Petroni
Dawn R. Percoski
Peter Polanski
Elinor B. Rosenbaum
Paul P. Stevenson
Michael D. Steinson
Julie Scribner
Jim Swol
Michael D. Varney
Gloria L. Viel
Andrew J. Vincens
Jean A. Weidemann
James H. Wells
Christine Yankowski

Department of Motor Vehicles

Karen Dziarkowski is a valued asset to her colleagues and customers. She dedicates her efforts to assisting customers with difficult situations. She aides her coworkers by traveling together DMV service locations to help with bookkeeping and other operational activities. Both pleasant and resourceful, she also frequently offers ideas for improving customer satisfaction in DMV offices.

Through her efforts in reviewing DMV information and checking on the protection of that information from unnecessary disclosure, **Gayle Murphy** works to protect the privacy of Connecticut's citizens. She keeps a watchful eye on companies that legally obtain DMV information to ensure that they use it only for lawful purposes. Her accomplishments include spearheading the task of removing Connecticut data that was illegally displayed on several Internet websites. As one coworker noted, "her service to both internal and external customers has been consistently outstanding."

Department of Public Health

Valerie Bryan of the Behavioral Health Unit at the Department of Public Health (DPH) is recognized for her dedication, professionalism and loyalty to the residents of Connecticut. She is a Supervising Nurse Consultant who is a kind, compassionate, and intelligent person. No matter how difficult the situation, she handles it with grace and style. She is a positive example of customer service and DPH is proud to have her on its team.

The Water Supplies Non-Community Program is recognized for perseverance, an extremely friendly attitude to the public, and dedication to protection of public health for all citizens in the state of Connecticut. This team works diligently every-day to educate a business-driven portion of society that is unfamiliar with the drinking water industry in regard to the many potential health concerns, both acute and long-range, associated with unsanitary drinking water. The Non-Community Program is the regulating entity in charge of water quality and water systems at schools, day care facilities, businesses, state parks, private campgrounds, restaurants and rest stops that are served water by onsite supply. This group of dedicated engineers is outstanding in their dedication, knowledge of their work, and the level of customer service provided.

Vicky Carrier
Steven Messer
Matthew Pawlik
Elizabeth Shabarekh
William Sullivan
Ryan Tetreault
Cameron Walden

Department of Revenue Services

Lawrence E. Morse, a Permanent Intermittent Clerk in the Appellate Division was the recipient of the Department of Revenue Service Customers Service Award for the quarter ending June 30, 2001. Lawrence's supervisor was one of many that stated how he has proven to be an asset to the Appellate Division and boosts the morale of the entire division. The appeals process can be quite confusing to taxpayers and Lawrence ensures they have a complete understanding of the appellate process before ending any of his conversation. One taxpayer stated, "He goes the extra mile," and another said, "He went well beyond the call of a state worker." Lawrence continually gives outstanding customer service to both taxpayers and to department employees.

For the past several years **Richard LaRose** has been the chairperson of the International Fuel Tax Agreement (IFTA) Audit Committee. The committee appreciated DRS and the state of Connecticut making him available for this commitment in terms of both time and resources. A member of the IFTA Industry Advisory Committee wrote to say that they appreciated the commitment and leadership Richard gave to this committee. He went on to say, "You may find it surprising that Industry would support an effective audit program. You should not be. A fair and effective audit program ensures that all taxpayers, regardless of size, are on a level playing field with respect to compliance with IFTA." His dedication and knowledge helps to portray a positive image for state government.

Department of Labor and Department of Mental Retardation

These two state agencies pooled resources, experience and creativity to develop a statewide workforce development initiative that has resulted in a pool of job-ready applicants for the more than 175 private sector health care providers that contract with the Department of Mental Retardation. This effort, making use of the Department of Labor's online Job Bank, allows registered employers to access the resumes of qualified health care workers. By combining existing resources, DMR and DOL have created an innovative system to solve recruitment issues in this state's nursing home and hospital industry.

Department of Labor
Mark D'Avignon
John Matteis
Mark Stankiewicz

Department of Mental Retardation
Henry Burgos
Teresa Gonzalez

Eastern Connecticut State University

Although **Jianguo Zhu** is an Associate in the Office of Human Resources at Eastern Connecticut State University, to many faculty and staff he is much more. He exemplifies what service is all about and serves as a model for others within state government to emulate. He derives a great deal of satisfaction from working with faculty and staff to help them resolve issues surrounding their employment at the University, most notably serving as an informational resource on the visa application process for foreign born faculty and staff. Zhu is truly dedicated to Eastern's faculty and staff, and exemplifies the qualities of superior service and commitment that this award recognizes.

Judicial Branch

Margarita (Mimi) Perez has devoted herself to ensuring that the mission critical functions of the Judicial Branch work properly. During the Y2K preparation, she spent many evening and weekend hours testing hardware and software to ensure that all systems were Y2K compliant. During a recent staff shortage Mimi took the extra initiative to familiarize herself with other areas of the job she was not originally responsible for. Her dedication and professionalism have kept Judicial up and running with little downtime all thanks to her innovations and commitment to excellence.

Michael Federici has been a juvenile probation officer for seven years. During that time he has lent his expertise and talents to enrich the lives of his clients. He provides each client with individualized supervision, care, and treatment while still holding the client accountable for his or her unlawful behavior. Along with interviewing and seeking services for juveniles, he interacts with the community to foster good relations with the members of the public. Because of the high standards he sets for himself and others, he is an effective role model and trainer. The juvenile who comes in contact with Michael gets more than just a ride through the system, they get a community leader and role model to look up to.

Military Department

After the events of September 11, many Connecticut military personnel were called to duty flooding the Military Department's Payroll office with questions. **Ray Stanio** distinguished himself and continues to be the primary point of contact for all payment and inquires. He is accountable for ensuring that all members are paid accurately and in a timely and efficient manner. This is extremely important because many guard members were called to duty and this has become their single source of income for themselves and their families. In a time of do more with less, Ray has maintained a high level of quality job performance and commitment while performing the intricacies of his job.

Office of Policy and Management

Judy Dowd of the Office of Policy and Management is recognized for her leadership role in managing Connecticut's health care strike. Judy was able to work with many different types of personalities, could handle multiple tasks, and had the rare capacity to take all that was said and done, reduce it to its essentials, and capture it in her many reports. In the end, not only was it evident that the trust was well placed, but that Judy's work made a difference in the way state government performed.

Western Connecticut State University

Sarah J. Bywood began working for Western Connecticut State University in November of 1997 as the assistant to the Director of Fiscal Affairs and since then the positive comments haven't stopped. "Sarah is very knowledgeable of her job and always has a pleasant attitude," also, "Sarah is a valuable part of the Banner Human Resources team and brings great experience and knowledge to the team as well as having a positive attitude." Winner of Western Connecticut State University's Employee of the year, Sarah's commitment and dedication are an example for all to follow.