



The Governor's Service Award

Connecticut State Capitol
Hall of Flags
July 6, 2000
9:00 a.m. to 11:00 a.m.

Governor John G. Rowland

Program

- 9:00 Guests arrive, refreshments served
- 9:15 Welcome and introduction
by Governor John G. Rowland
- 9:30 Governor presents the awards
- 11:00 Reception concludes

Award Recipients

Doug Allardice

Edward Collins

Tamy Quispe

Donna Baisley

Maxine Lewis

Clifford Slicer

Joel Baranowski

Olivia Martinchek

Alan Spaulding

Jude Breidenbach

Josie Priester

Joanne Turschman

Diane Colangelo

Charlene Puska

Daniel Veronick

Shun Zhang

The Governor's Service Award program 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.

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Department of Consumer Protection

Edward Collins works as an Inspector for the Occupational and Professional Licensing Division. He works well with others and extends a friendly disposition and warm welcome to all new employees. He works hard to help new employees understand the department's policies and procedures during their training. Ed was a major peacemaker and mediator during a mobile home park sale and subsequent consumer-tenant backlash when the department was inundated with complaints. Ed continued his professional work ethic even when under heavy stress. He is a true gentleman, scholar, and a friendly, personable, well-liked individual.

Olivia Martinchek is a Consumer Information Representative in the Trade Practices Division. She has been a dedicated DCP employee for 16 years, and continuously goes above and beyond the call of duty to assist consumers in resolving their issues. She strives for excellence everyday and works hard to ensure that the job gets done properly. Olivia has also taken advantage of the online system in order to resolve complaints quickly and more efficiently, saving the agency copy and mailing costs.

Tamy Quispe is an Office Assistant in the Occupational and Professional Licensing Division. She is a true professional who always brings an attitude of caring and diligence to her work. Her quality of work and service to the community are outstanding. Her efforts in solving consumer complaints and her efficiency in the office and on the job are the qualities great leaders such as Tamy have. With her pleasant manner, strong work ethic, and professional knowledge, the job always gets accomplished.

Department of Insurance

Program Manager **Clifford Slicer** is a dedicated insurance professional responsible for supervising the review of all life, accident, and health complaints that consumers file with the department. He is also involved in the agency's Outreach Program to educate senior citizens on health insurance matters. Clifford investigated a complaint from a group of Connecticut farmers who purchased what they thought was a pension plan. When they did not receive the expected benefits, they filed a complaint. Through Clifford's determined investigative efforts over two years, he was able to recover all the moneys invested plus interest. Mr. Slicer is truly committed to his profession.

Middlesex Community-Technical College

A work/study student, **Doug Allardice** graduated from Middlesex Community-Technical College in May with an Associate's Degree in Broadcast Communications. Over the past three years, he devoted many more hours to the work/study than was required. His industriousness was rewarded as he has become a working professional doing media work and working as an audio technician and steadicam videographer on an independent production.

Jude Breidenbach's interest in video production began at East Haven High School, serving as part of the production team to help film activities at the 1996 Special Olympics. As a work/study student, Jude received an Associate's Degree in the Arts and Media Program from Middlesex Community-Technical College in May and plans to continue studies in that field at Emerson College in Boston.

Alan Spaulding comes to Middlesex Community-Technical College after earning a Master of Arts in School Psychology from the University of Connecticut and is currently an adjunct faculty member in the Social Sciences department. Concurrently, Alan is taking classes in Broadcast Communications and Multimedia: he tutors beginning students and is a producer and director in the college's Corporate Medial Center.

Military Department

Josie Priester, a Processing Technician, provides services to retired and active national guard personnel and their families. When called upon, she at times must research files dating as far back as World War I. She is also responsible for providing the payroll department the names of individuals who participate in firing squads for deceased veterans of the armed forces.

Department of Public Safety

Charlene Puska has made selfless contributions to the department on a multitude of initiatives directed at achieving the strategic goals set by the agency. Her personal resolve to provide the best product and solutions to projects is exceeded only by her personal standards, often elevating results far above reasonable acceptability levels on projects. Recently, she developed a program to collect racial profile statistics on motor vehicle enforcement by State Police personnel and the consolidation of resources and information, thereby eliminating redundant systems, utilizing her thorough knowledge of various "stand alone" data bases.

Daniel Veronick, a Building Construction Specialist, is being recognized for his administration of the 1988 Public Act mandating licensure and education of building officials, assistant building officials, electrical inspectors, plumbing inspectors, construction inspectors, and other inspector license categories in Connecticut. In 1996, DPS benefited from a \$250,000 grant he authored for the education of building officials in energy conservation; his administration of it assured that all awarded moneys were utilized through 1999. He is especially cited for being a professional, conscientious, caring, honest, and knowledgeable gentleman.

Department of Public Works

Donna Baisley, Assistant Director of Facilities Operations, administers the property management contracts for 2,148,832 square feet of State of Connecticut facilities under the control of DPW. She treats vendors and customers with the utmost respect and is responsive to all. She is on call 24-hours a day and responds to myriad demands quickly and professionally. Donna exemplifies "customer focus," is an ideal civil servant, and is a credit to DPW and to the State of Connecticut.

Joel Baranowski is a Project Manager who manages over \$110 million in fast track construction projects for the Community-Technical Colleges Team at DPW. He has taken on such projects as the Babbidge Library and the UConn Health Center and brought them to successful completion. He works tirelessly to solve any problem that arises and strives to complete his projects on time and under budget. He consistently provides quality service for DPW's client agencies and to the general public.

Diane Colangelo's contributions to DPW go well beyond the scope of the Human Resources unit where she is an Administrative Assistant. She has willingly and enthusiastically taken on many IT tasks including installing e-mail user IDs and passwords, maintaining e-mail user lists, instructing agency personnel in using e-mail, Outlook Express, and various other Microsoft applications. Her human resources tasks are handled with sensitivity, confidentiality, and compassion.

For many months at DPW, **Maxine Lewis**, a DP Technical Analyst I, served as the single point of contact for IT services for a department of 200 computer users. In addition to serving as the help desk for those customers, she also addressed programming needs, installed hardware and software, and acted as development consultant with aplomb. She has a unique ability to bring structure and focus to every task and she is undaunted by the many responsibilities that confront her everyday.

An employee at DPW for just a year, **Shun Zhang** has welcomed every challenge and exhibited an exceptional work ethic. As a DP Technical Analyst 3, he has assumed a leadership role in the IT Unit and the responsibility for overseeing the administration of DPW's local area network and the installation and configuration of related hardware and software. He has also developed and presented a curriculum for DPW employees in Microsoft Windows and the Internet. He supports 200 PC users with exceptional efficiency, professionalism, and good humor.

State Library

Joanne Turschman of the Library's Law and Legislative Reference Unit was recommended by a patron for the Governor's Service Award. Despite ever increasing volumes of work, Joanne responds to each request with enthusiasm, interest, dedication and patience. Her professional knowledge, reference skills, willingness to accept new challenges, and above all, her unfailing personable approach to her work make her one of the Library's most valued employees.