



The Governor's Service Award

Connecticut State Capitol
Hall of Flags

October 27, 2000

9:00 a.m. to 11:00 a.m.

Governor John G. Rowland

Ceremony Program

9:00	Guests arrive
9:15	Welcome and introduction by Governor John G. Rowland
9:30	Governor presents the awards
10:00 - 11:00	Refreshments served

Award Recipients

Michelle Abrahamson
Dr. Karen Andersson
Dr. Lou Ando
Cindy Babbitt
Randolph Baker
Todd Bentsen
Dr. Gary Blau
Douglas Bok
Daniel Brady
Deborah Buckley
Steve Casey
Mauro Carducci
Eileen Cronin
Diane Dalo
Janak Dave
Ruth DeAmicis
Marybeth Dean
James DeNigris
Stephen Dodge

Carol Driscoll
David Epply
Anne Fairbanks
Linda Fessler
Scott Finch
Ed Fitch
Barbara Friend
Beth Geiger
Debra Genca
Michael Generis
Paul Guerra
Kevin Johnson
Robert Klaneski
Michael Krochmalny
Tony Krulic
John Kulhawik
Sally Larkin
Mattie Lovejoy
Michael Lynch

David Maestrini
Karen Jo Marcolini
Susan Martin
Charles Matchen
Bob Mitchell
Elizabeth McCue
Elaine McDougal
Dawn Monczka
Sharon Moore
Tracy Morin
David Ostafin
Franny Oviedo
Amy Peckham
Gary Pescosolido
John Pierce
Patricia Piscottano
Vanita Ratti
Anthony Ruggiero
Cindy Rusiniak

Marie Russo
Lorraine Salkauskas
Sheila Salzarulo
Scott Schwerdtfeger
Mark Silbo
George Skiles
Mel Smith
William Stortz
Peter Sullivan
Stephen Thal
Alan Treiber
Patricia Tower
Thomas Welch
Cheryl White
Chuck Young
Cynthia Zuerblis

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.

Governor's Service Award October 2000

DEPARTMENT OF BANKING

Deborah Buckley serves as a consumer information specialist for the Department of Banking. In her position, she is the agency's primary phone, mail, and e-mail contact for persons with inquiries or complaints relating to banking issues. In making the nomination, Commissioner John Burke praised Deborah's friendly, unwavering "customers-come-first" attitude. "It is not unusual for her to be the last person out of the office, as she stays late to answer one more call, respond to one more letter, or assist a last-minute visitor to the agency's office," he said.

BOARD OF EDUCATION & SERVICES FOR THE BLIND

Marybeth Dean has dedicated her entire professional life to the betterment and education of children who are blind and sight-impaired. For the past 33 years, she has shaped the vision and direction for children with special needs, and encouraged them to dream of the possibilities open to them. After a well-earned promotion three years ago, she now oversees the daily operation of the education consultants who deliver specialized instruction to blind children across the state. Her enthusiasm and commitment to this profession are of the highest standards.

Tracy Morin is a marketing representative for the Board of Education and Services for the Blind (BESB). Her professionalism, charisma, and enthusiasm have helped to promote BESB's existing products and services. She has shown great innovation in recommending and seeking out the development of new product lines. She was integral in showcasing BESB at this year's Big E and expanding BESB's exposure to thousands of people. Tracy's dedication, dependability, and efficiency are an inspiration to all BESB employees. Her commitment to excellent customer services, both internally and externally, is to be commended and reflects great credit upon BESB and the State of Connecticut.

Stephen Thal has been at BESB for 22 years and remains because of his altruistic desire to change peoples' lives for the better. Each day he tackles his job with enthusiasm and an energy that makes him stand apart from all others. He has worked during and beyond normal working hours to better peoples' lives. Demonstrated by his dedication, he has been an exemplary role model for not only his peers but for the people he serves.

DEPARTMENT OF CHILDREN AND FAMILIES

The Department of Children and Families is especially proud of **Dr. Karen Andersson**, **Dr. Lou Ando**, and **Dr. Gary Blau** for their significant roles in developing the landmark report, *Delivering and Financing Children's Behavioral Health Services in Connecticut*. Their roles both in this report and in the Governor's Blue Ribbon Commission on Mental Health will shape the future of children's services in Connecticut for years to come.

DEPARTMENT OF ECONOMIC AND COMMUNITY DEVELOPMENT

DECD webmaster **Todd Bentsen's** creativity, ingenuity, and technical prowess have transformed DECD's website into a sophisticated, user-friendly site that provides DECD's customers with important information in a comprehensible format. Todd willingly solves computer software and hardware problems, and at a moment's notice designs and develops marketing and presentation materials such as brochures, posters, charts, and publication covers. Todd was chosen to represent DECD on the ConneCT Management Advisory Committee, a planning and development group responsible for the state's collective presence on the Internet. He consistently demonstrates exemplary customer service qualities and is a model public servant.

DEPARTMENT OF INFORMATION TECHNOLOGY

The Year 2000 Program Office Team successfully managed the state's Y2K preparation efforts. Over a three-year period, the team worked with 70 state Y2K coordinators in all state agencies to ensure technology operations would remain intact after the rollover to 2000. The end result was an extraordinary example of the benefits achieved through multi-agency collaboration and statewide funding and management of IT initiatives. More than 100,000 computer programs and 74 million lines of computer code were remediated. The model that they worked by is now being used to overhaul the state's core financial systems.

Steve Casey
Janak Dave
Linda Fessler
Ed Fitch
Paul Guerra
Michael Krochmalny

Karen Jo Marcolini
Bob Mitchell
Scott Schwerdtfeger
Peter Sullivan
Alan Treiber

In addition to referring callers to state agencies to help determine what agency would best be able to respond to the caller's needs, **Dawn Monczka** and **Mattie Lovejoy** of the state telephone operator team perform an amazing job for the state of Connecticut. Calls come in at a rate of about four per minute. Even at half that rate, there would be on average 120 calls per hour, and 960 per working day. They approach the job with a sense of humor, dedication to good service, and making sure no call goes unanswered. For serving as the State of Connecticut's front line they are worthy of recognition in this awards program.

Cindy Babbitt not only helps agencies with questions and problems they have over the phone, she also trains them on a one-to-one basis or in training classes. She organizes the weekly team meetings, the quarterly user group meetings, documentation for the intranet site, and additional documentation training. When not working on the State Agency Appropriation Accounting System, she assists staff in training and documenting the Business Office Support Systems Equipment Inventory System. Cindy is always willing to take on new responsibilities and remedies problems quickly and accurately.

Mauro Carducci was integral in converting and updating non-Y2K compliant tracking software to meet the technical needs of the changing millennium date. This included product customization, testing, modifying, and problem management procedures. He worked long and hard to meet the December 31 deadline to insure the product was flawlessly completed.

Diane Dalo from DOIT's operations has been responsible for coordinating activities associated with the numerous physical moves of personnel that have taken place over the past year; specifically, DOIT's reorganization that relocated personnel from 340 Capitol Avenue to 99 - 101 Riverview Street in East Hartford. Her work ethic and performance have been outstanding, and she has worked long and hard to coordinate these activities. She is a credit to the agency and is a fine example of a dedicated public servant.

DOIT's **Susan Martin** supervises a team of system developers that have been assisting agencies in automating attendance, payroll, and longevity processing. Some of the agencies that have already benefited from her work include: the Department of Public Safety, Department of Correction, Department of Children and Families, and currently in process is the Veterans Home and Hospital. She is a good example of a bright, dedicated employee working within DOIT to improve data processing services to all of Connecticut's state agencies.

Cindy Rusiniak is a veteran state employee who has given customer support in a friendly and caring manner for years. DOIT receives numerous calls daily and at fiscal year end is inundated with calls from customers. She makes sure all calls are answered, and is competent in handling both technical and accounting questions quickly and accurately.

When DOIT was formed, **Patricia Tower** single-handedly gathered the forms and documents necessary to collect the proper information from vendors to give DOIT comprehensive and accurate bid packages in their procurement endeavors. She was relentless in creating all the miniscule details that make the difference between success and failure. Her coworkers refer to her as the glue that holds everything together and the energy that makes it work.

DEPARTMENT OF LABOR

The Veteran's Employment staff from three eastern Connecticut Department of Labor (DOL) Job Centers provides outstanding teamwork and service in presenting the Transition Assistance Program. A program was developed for men and women who are leaving the armed forces and moving into civilian careers. DOL team members provide information and assistance ranging from career and skills assessment to mock interviews, resume preparation, and effective utilization of the Internet for job searches. The team's knowledge, professionalism, and commitment to customer service have resulted in a valuable employment tool for the separating service members and their families that attend the workshops each month.

Randolph Baker
Charles Matchen
John Pierce
George Skiles
Chuck Young

Barbara Friend, a business service specialist in the Department of Labor's Hamden office, has been with the agency for 24 years. Her career is marked with dedication to helping the public – both employers and individual job seekers. Barbara's enthusiasm and expertise have earned her the respect and thanks of various personnel managers who have come to count on her for recruiting and training assistance. Her desire to go the extra mile has resulted in appreciation from area schools and job fair planners who have benefited from her work. Her warm and friendly manner has helped to encourage job seekers, and she always treats every client with professionalism and respect.

STATE LIBRARY

In his work assignment to locate and retrieve archival, manuscript, newspaper, and other special collections from the library's vaults, **Kevin Johnson** is tireless, thorough, and takes great pride and pleasure in his ability to satisfy a patron's needs. He is unfailingly helpful, and cheerful in his activities. He takes true delight in his role and his smiling, pleasant personality is enjoyed and treasured by patrons and staff alike. The Library is indeed fortunate to have Kevin Johnson on its staff.

Mel Smith truly personifies what public service is all about. He takes true delight in assisting patrons in their research needs. He has the unique ability to convey his excellent knowledge of the State Library's books, manuscripts, archival materials, and newspapers to patrons. His cheerful disposition and helpful manner have brought compliments from many library patrons.

DEPARTMENT OF MENTAL RETARDATION

Marie Russo has over 22 years of dedicated service to people with developmental disabilities. Most recently, her efforts in supervising the South Central Respite Center has brought tremendous assistance to individuals and families in need of such services. Her accomplishments include creating a model respite center for families, providing quality services for family networking, systems to increase communication with families, quality service to individuals, and ongoing improvement to the program. Her tireless dedication, hard work, and perseverance make her a deserving recipient.

Thomas Welch of DMR's eastern region is recognized for his ongoing advocacy for individuals with developmental disabilities. He helps people realize a greater level of independence and a strong sense of self while building mutual respect. He goes the extra mile in advocating for persons with developmental disabilities, communicating with individuals and families to better meet their needs, and helping people realize their full potential.

DEPARTMENT OF MOTOR VEHICLES

Elizabeth McCue is widely respected by her colleagues for providing extraordinary customer service. "There should be one like her in every office," commented one coworker, describing her many contributions to customers' needs. Another customer praised the attention she received from Elizabeth saying, "This pleasant, efficient, service person caters neatly to your needs and expectations...I felt good about my experience."

Michelle Abrahamson is known for her quick and efficient service, positive outlook, and commitment to helping customers. She deals with a variety of customers who daily display a wide range of temperaments, however, Michelle keeps a steady and pleasant demeanor even under the most trying circumstance. She exceeds the customers' expectation and tackles any problem brought to her with professionalism and enthusiasm.

Through her many projects in the DMV Corporate and Public Relations unit including researching press questions, running numerous fundraising campaigns, and keeping the daily administrative traffic running smoothly, **Debra Genca** brings an enthusiastic and optimistic "can-do" attitude to her office. She has an unquestioning desire to help customers and never gives up until the customer is satisfied.

The DMV website team ensures that the information found within their site is timely and accurate. Customers tap into the site around the clock and expect that the information will be there to help them transact business easily when they come into a DMV office. Because of this responsibility each member takes a personal interest in the work, as well as the continuing development of the site. More than 21,000 people per week visit the site to peruse the more than 800 pages of information as they seek the specific details that will make their visit to the DMV quick and easy. The DMV team goes more than the extra mile - they go the distance to meet customers' expectations.

Douglas Bok
Daniel Brady
James DeNigris
Stephen Dodge
Carol Driscoll
Anne Fairbanks
Scott Finch
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Michael Generis
Robert Klaneski
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David Ostafin
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QUINEBAUG VALLEY COMMUNITY-TECHNICAL COLLEGE

The Library/Media Services at Quinebaug Valley Community-Technical College is a team that works extremely well together. They provide the best possible library/media services with cutting edge information technology to students, staff, and the community at both the Danielson campus and at the Willimantic Center utilizing the mission of the college, "Learners First." Hyunyong C. Kim, director of Library Services said, "Each member is unfailingly courteous, helpful, cooperative, and unflappable, as well as eager to learn and be innovative. I have also watched with pride as, working together, they have developed a unique synergy that has animated the team effort to provide the best services, bar none."

Eileen Cronin
Ruth DeAmicis
David Epply
Tony Krulic
Sally Larkin

Michael Lynch
Sharon Moore
Amy Peckham
Cheryl White

WESTERN CONNECTICUT STATE UNIVERSITY

John Kulhawik began working for Western Connecticut State University in 1985 and in 1999 became Director of Information Systems. He has also been awarded Western Connecticut State University's Employee of the Year. Coworkers continuously praise his work and breadth of knowledge of the University's computer systems and comment on how he usually stays late at least one night a week to get the job done. He is helpful, courteous, and doesn't stop until the job is completed to the customer's satisfaction.

DEPARTMENT OF REVENUE SERVICES

Beth Geiger is a Tax Corrections Examiner II for the Operations Division of the Department of Revenue Services and was the recipient of the DRS Customer Service Award for the quarter ending March 31, 2000. Beth continually receives letters complimenting her efficiency and professionalism. One taxpayer wrote a letter to Governor Rowland stating, "It is people like her that dispel the negative stereotypes many people have of government employees and organization." Her record of dedication and enthusiasm helped make another successful tax season at the DRS.

Gary Pescosolido is a Revenue Examiner in the Audit Division of the Department of Revenue Services (DRS). He was the recipient of the Department of Revenue Services Customer Service Award for the quarter ending June 30, 2000. He has continuously received compliments from taxpayers noting their positive experience dealing with the Department of Revenue Services. One taxpayer wrote to say he was pleased with the very "customer oriented approach that was afforded him." DRS strives to continually provide excellent customer service, and Gary's dedication to the taxpayers of Connecticut, helps meet this demand.