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Gnazzo To Retire at Month's End

By Donna Micklus



DAS Commissioner Anne D. Gnazzo announced her retirement from state service

"He had been commuting home only on weekends from his job on Long Island, so now we'll actually be able to live together," Gnazzo laughed. "Anyone want to buy a house in West Hartford?" she joked.

She said she has many mixed feelings about such a major move.

"We have loved living and raising our family in Connecticut. But life is about changes and new beginnings, and sometimes you just have to seize the opportunity when it presents itself."

The Gnazzos are not strangers to the greater

See Gnazzo on next page

Governor Rell Taps Sisco, Anderson



See Governor's Announcement, page 2

"It must be about the budget and belt-tightening," Cathy Daly and I mused as we walked into what was described as a "short Division Directors' meeting" convened by Commissioner Anne Gnazzo on January 4.

After all, it was a logical assumption, since Governor Rell had just issued a call for agencies to cut costs.

Our guess wasn't even close!

Commissioner Gnazzo entered the room and said, "I have just one item on the agenda today. I'm retiring from state service at the end of this month."

You could hear the proverbial pin drop.

Followed by everyone's jaws.

Once we all managed to catch our collective breath and regain a normal myocardial rhythm, the room broke into a spontaneous round of applause in recognition of Gnazzo's time at DAS.

She then filled us in on the background behind her decision.

She said that she and her husband, Patrick, will be moving to McLean, Virginia where they have bought a home in anticipation of Patrick's new job.

Gnazzo, cont. from p. 1

Washington, DC area. Anne received her law degree from American University in DC in 1989. "A big plus is that we'll be living just five minutes from our daughter and her husband," she added.

"I will truly miss all of you at DAS. It takes a little while for a new commissioner to learn the ropes, so to speak, but I felt as though we were all really hitting our stride together. In just a year I think we can point to some really significant accomplishments, particularly in terms of im-

proving our customer service to our sister agencies... basically by making sure that things are done right and completely out

in the open," she said.

Gnazzo has been in state service since 1991, serving first as Associate Attorney and then Senior Attorney in the Legislative Commissioner's Office.

In 1999 she moved over to the Office of Policy and Management (OPM), rising to the position of Deputy Secretary in 2003. She assisted the Secretary in administering and directing the activities of OPM, developed the Governor's recommended budget, and on behalf of the Governor, participated in budget negotiations with members of the General Assembly.

In December of 2006 Governor Rell appointed her DAS Commissioner.

"It's been a wonderfully rewarding experience," Gnazzo said.

DAS wishes you the best!



January 29, 2008
FOR IMMEDIATE RELEASE

Governor Rell Names New Commissioner, New Deputy at Department of Administrative Services

*Deputy Commissioner Brenda Sisco To Take Top
Job on February 1st*

Governor M. Jodi Rell today announced that Brenda L. Sisco of Ellington will become the new Commissioner of the Department of Administrative Services (DAS), effective February 1st. In addition, the Governor announced that Martin W. Anderson of Durham has been named Deputy Commissioner. Commissioner Sisco will succeed Anne Gnazzo who will retire on January 31st.

Sisco, 49, has served as the DAS Deputy Commissioner since June 2006 and formerly served as Director of the Governor's Office of Legislative Affairs, an office in which she worked for more than 10 years. Anderson, 54, has held a number of positions during his nineteen years at DAS and is currently the agency's Director of Administration. His responsibilities have centered on performance and accountability measures, productivity enhancement and strategic planning.

"Brenda has earned tremendous respect during her career in government and as Deputy Commissioner at DAS, she knows that building a responsive and effective state government depends on talented, well-trained employees in all positions and at all levels across our state agencies," Governor Rell said. "Her experience at DAS will help us continue to get the best from our state employees and effectively serve those who seek to do business with the state."

"These individuals bring a wide range of government experience and personal excellence to their new positions," Governor Rell said. "We are putting a strong leadership team in place in order to continue to improve the business practices of every state agency. Brenda and Martin share this goal and both our government and our taxpayers will be well-served by these appointments."

"I look forward to this new challenge and want to express my deep appreciation to Governor Rell for her confidence in me," Commissioner Sisco said. "I look forward to continuing my work with the talented, dedicated employees of this agency to achieve the Governor's vision of bringing the very best management practices to government."

"But life is about changes and new beginnings, and sometimes you just have to seize the opportunity when it presents itself."

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M. Jodi Rell
Governor

Anne D. Gnazzo
Commissioner

Donna J. Micklus
Editor

Visit our website at
www.das.state.ct.us

Anne's Great Retirement Party!

January 29, 2008
Union Station, Hartford



It was a blast!



DAS HR Hosts Chinese Delegation

By Nina Ritson



The world just keeps getting smaller as the Connecticut-China connection gets stronger.

At the invitation of a Quinnipiac University professor, DAS hosted 17 human resource professionals and their interpreter from the province of Jiangsu, China, on December 21.

They came to Connecticut as part of a developing international exchange program of civil servants and government officials. Traveling to Connecticut may not have meant a huge climate change as Jiangsu was seeing temps in the 30's with lots of snow, but certainly a huge contrast in population. Jiangsu Province has a population of about 70 million, which dwarfs Connecticut's population of some 3,400,000.

Deputy Commissioner Brenda Sisco welcomed the delegation and talked about DAS' role in state government.

"DAS is a Jack-of-all-Trades, and we work very hard to make government work," she said. "Other agencies are tasked with a specific function such as Motor Vehicles and Social Services, but at DAS, we have many functions and we meet the needs of state government and the people of the state with a staff of under 400 people."

The 21-day training program included lectures, seminars and visits to the HR operations of a number of Connecticut companies in higher education, private industry and government. DAS Statewide Human Resources Management and OPM's Office of Labor Relations had the honor of being selected as the state government representatives.

Through a PowerPoint presentation, Susan Pawloski-Burke and Francine Dew presented a brief

history of the Merit system and an overview of the hiring process – covering everything from exams to the selection process.

Linda Yelmini, of the Office of Labor Relations, gave a brief history of government labor, issues of safety

and practical exams.

Each visitor was presented with a folder containing brochures from the various DAS divisions.

Grateful for the opportunity to learn more about government in Connecticut, the Chinese visitors presented



Susan Pawloski-Burke and Francine Dew discuss the HR process

and the beginning of unions or bargaining units for employees. She also described the process of arbitration and talked about Connecticut's rank in terms of employee rights and labor resolutions compared to the other states.

"Alone employees had no power, so they joined together to bring safety and better benefits to the workplace. Currently in the executive branch we have 30 bargaining units," Yelmini explained.

The Chinese were particularly interested in employee classifications and compensation of government workers in the same class statewide. They were very surprised to learn that state government employees are not classified with municipal employees and that municipal employment is separate from state employment. Dew also discussed the different exam modes – written, physical and essay, experience and training, oral,

gifts from their homeland to their HR hosts and to Deputy Commissioner Sisco.

Pawloski-Burke aptly described DAS' role in the event. "We are very proud and pleased to be selected to participate in this opportunity to share our knowledge and resources and further the growing cooperative relationship between the State of Connecticut and China."

She then closed the presentation with a graphic in PowerPoint that was written in Chinese, and drew smiles and applause from our visitors.

It means Guanxi Forever. Guanxi is a Chinese term for a type of positive business relationship developed based on trust, understanding and personal knowledge.



关系永

Electricity Contracts Save Another \$2 Million

By John McKay

The second and final round of reverse auctions to procure electricity for state buildings resulted in additional savings of approximately \$2 million. In total, the state anticipates a cost savings of more than \$20 million with the new contracts which run through June, 2009.

"The fact that so much of the electricity under these contracts is clean and renewable – as well as cheaper – is a win-win for Connecticut," Governor Rell said. "This is a success story for our taxpayers and our environment."

The Office of Policy and Management and the Department of Administrative Services, with the assistance of World Energy Solutions, Inc., of Worcester, MA, conducted an innovative and open online "reverse auction" to procure power for state buildings. The auction process placed qualified bidders in competition with one another. The lowest bid

at the close of the auction won the contract award. This auction process allowed the state to drive down its costs by using competition to its advantage.

DAS' Deputy Commissioner Brenda Sisco and Procurement's Paul Greco were instrumental in setting up the auction. "We had done one earlier this year so we knew what kind of savings were available to the state," said Sisco. "Paul's been working with World Energy Solutions, Inc. and we think we've accomplished something really big here – keeping the price of electricity in check, while staying green, all at a significant savings."

The latest auction covered electricity needed to supply power to facilities not included in the September auction, including the State Capitol Building, the Legislative Office Building (LOB), LOB parking facility and the State Office Building. These



Paul Greco and Deputy Commissioner Brenda Sisco sit with OPM's Raymond Wilson, Director of Energy Research and Policy Development, as she signs the state electricity contract.

facilities use some 65,000,000 kWh of electricity per year, which is enough electricity to power approximately 7,700 homes. By "bundling" the state government contracts, the state maximized its purchasing power because the per-unit price per kilowatt goes down with the more electricity purchased.

Online Ethics Training Mandatory for DAS

By Donna Micklus

The Office of State Ethics has recently designed an online ethics training course that serves as a helpful reminder of the ethics laws that pertain to all state employees.

While not statutorily mandated for all state employees, it has been deemed mandatory for all DAS employees!

The training takes only about 30-45 minutes to complete and can be completed at your own PC. To access the training, go to the Office

of State Ethics website, <http://www.ct.gov/ethics/site/default.asp> and click on "ONLINE ETHICS TRAINING" in the left-side column. Move through the training by clicking on the play button at the bottom of each slide after reading the slide.

After completing the training, print out the certificate, sign and date it, and give it to your supervisor to sign and date. The original signed certificate goes to the Commissioner's Office, so that the employee will be credited with completing the course. The original certificates will then be placed in the employees' personnel files.

Andrea Keilty, DAS Ethics Officer, also reminded folks that DAS updated its Ethics Policy in November, and urged everyone to be familiar with its provisions.

"The policy doesn't impose any new rules on DAS employees, it

simply summarizes the Code of Ethics for Public Officials and State Employees and other ethics rules applying to DAS employees in more detail. We hope this new policy will help employees to better understand the applicable rules so that we can all continue to observe the highest ethical standards," Keilty said.

The new Ethics Policy is posted on the DAS website, DAS Central and on bulletin boards throughout the agency.

Governor M. Jodi Rell has made ethics a cornerstone of her administration.

"I hope you take the time to become familiar with Connecticut's ethics laws so that we may all maintain the highest standards of ethical conduct. As public servants, it is our duty to obtain and preserve the public trust. Our citizens deserve no less," the Governor said.

Where Are They Now?

By Nina Ritson



From managing property to insuring it, Dan Donahue, (former Assistant Chief, Financial Services Center) is certainly not fading into that retirement sunset.

"I keep very busy with my second career, co-owner of the Blumenthal & Donahue

Insurance & Real Estate Agency. My partner, fellow DAS retiree Bernie Blumenthal and I have grown our agency into a full-time operation. We are licensed in four states, specializing in farm insurance, and we are currently expanding to insure funeral homes. It is a different world when you work for yourself out of a home office!"

"It is so true that you miss the people, not the place. I was fortunate to work with some wonderful people in Property Management and the Business Office. I actually miss the work...I loved my job."

Donahue's wife, Diane, still works part-time as a nurse and his daughter, Allison, just received her Masters' degree in Italian Studies from Middlebury College. "Our daughter spent a lot of time in school in Europe, so we have been fortunate to be able to visit her in Italy, Germany, France and Switzerland. We have also visited Ireland every year since I retired!"

In his spare time, Donahue says he dabbles in antique farm tractors, reading, kayaking and hiking with his English springer spaniel, Rocco. Always thinking from the perspective of a property insurer, Dan advises, "If you have antique furniture that you use in your everyday living it would be covered in the event of fire or theft. If you have antiques that are just "to look at", they would have to be appraised and scheduled on any policy you have. Make a video narrative of every room in the house and save receipts of big ticket items. Remember, in the event of a claim, it is up to you to provide evidence of what was lost."

Donahue served nearly 35 years in state service, the bulk of which was in Middletown at the former Bureau of Purchases, and the last seven years were at the SOB. "I truly enjoyed those years, particularly the renovation of the 5th Floor and moving Collections from Newington. It was an educational experience. I made many friends at DAS and I stay in touch with a lot of them."

"Retirement is great, I recommend it for everyone. Next week I am off for the Bahamas!!" He also wanted to add, "I can be reached toll-free at 877-267-8323."

Here They Are Now!

By John McKay

DAS' Workers' Compensation unit has new employee, Kelly Dillon, to help with the everyday workings of their office. Dillon is the new secretary who comes from the Springfield Western Massachusetts Kidney Center.

"This is my first job with the State of Connecticut. It's different - but in a good way. Everyone is much more relaxed, friendly, and willing to help out," she said.

"I was with the Kidney Center for about 13 years and needed a change. My friend from DAS, HR's Heather Berte, advised me to try and work for the state. So I took the Secretary test and passed," she said.

On their daily commute into work together, Heather and Kelly argue over who has the better boss.



"Doug is great," said Kelly. "He's fun to work for, manages the office well, and has a great relationship with all his staff."

Kelly is looking forward to a cruise this summer to the Caribbean, and reminisced about a trip to England she took a few years ago.

"I had a great time and saw a lot of the touristy things like Buckingham Palace. We even went into a Christy's auction in London, it was fascinating."

A big Boston Red Sox fan, Kelly's excited for the baseball season to start again. Unfortunately her favorite player Bronson Arroyo was traded to the Cincinnati Reds.

"I met him once at a publicity event and had my picture taken with him (see photo). Plus the Patriots are doing unbelievably well this year - it's a great year for Boston sports," she added.

In her spare time, Kelly volunteers at the Massachusetts Society for the Prevention of Cruelty to Animals (MSPCA). I am an animal lover, but I do have my limits - no spiders and no snakes! But there are no limits with her 13 year old cat Lincoln. "She's your typical cat - pet her when she wants, and leave her alone otherwise - typical cat."

“The Graduate”



The latest session of the New Manager’s orientation Program opened on January 17 in Room G38, with 37 managers attending from agencies throughout the state. During the introduction, Dr. Martin Anderson presented Commissioner Anne Gnazzo (who will retire from state service on January 31) with her own “graduation” certificate in gratitude for her tenure as Commissioner of DAS. Anderson reminisced of other New Manager’s course introductions by noting, “I was so honored when Commissioner Gnazzo would speak to the New Manager classes and refer to me as the model manager. Then I looked up the definition of model and realized it meant small replica of the real thing.” The audience chuckled, and the Commissioner accepted her certificate laughing, “Martin you are an exemplary manager!”

The Commissioner and Deputy Commissioner “would like to thank both **Sue Pawloski-Burke** and **Francine Dew** for their hard work to prepare and present information on human resources in state government to the Chinese Delegation of Human Resource Professionals during their recent visit to DAS. We appreciate the time and research that

hats off

By *Cindy Rusczyk*

went into preparing for the presentation. Francine and Sue were, as always, professional in their presentation and were mindful of protocol. We’re sure the delegation left with a wealth of knowledge that will benefit them when they return to China!”

Stephen Caliendo congratulated **Penny Davis** “for receiving an MBA in Management from the University of Hartford and **Carolyn Underwood** on completing the Management Certificate Program at the University of Connecticut. Way to go!”

John McKay has been working on a PDF application for state employment that can actually be filled out

online and emailed to the appropriate person or agency. He sent a test version to Pam Libby who said “Thanks, John. I will get back to you shortly. This is the best New Year’s gift I could have imagined!!”

Nina Ritson commended **Dan Sears** and **Ed Kane** “for dropping everything they were doing to assist me with problems I was having with the blotter printer. The Governor’s Office had requested a job with a rapid turnaround, and without hesitation they immediately began troubleshooting and searching the print queue to find the problem. Thanks to you – the job was delivered on time!”

The following message was sent to Commissioner Gnazzo from Sales Director Gil J. Rodrigues from NC4 – Public Sector LLC praising the work of **Melissa Christensen**: “I would like to complement one of your staff for the excellent support she has provided trying to help us with obtaining information about past RFP’s and Awards issued by the Department of Emergency Management and Homeland Security. While we have yet to identify exactly how my company would obtain such information, Melissa Christensen of DAS Procure-

ment has done a terrific job in helping us find our way through this process. To often we forget to compliment those who do their best to help when things do not turn out the way one wishes. In this case Melissa continues to try to help us by her professional approach and commitment to satisfying her clients. Please extend our compliments to Melissa for a job well done. Thank you.”

“Thanks to **Mike Cosgrove**” from Patsy McLaughlin “for fixing my computer keyboard, which allowed me to continue to work on a project without any time loss.”

Recovery Unit Accident Team Leader Chris Fons thanked Reimbursement Analyst **Jennifer Reid-Williams** for her excellent work on a difficult case with Assistant Attorney General Barbara Sperber, “who wished to thank Jennifer particularly for assistance provided. Great job, Jenn!” “I would also like to thank **Dick Omohundro** for his great service and work on our Access based projects, particularly our latest, the Attorney General referral letter. Your efforts are really appreciated, Dick! “

Workers' Comp Manual Highlights CORE-CT Training

By *Nina Ritson*

If it's not broke, don't fix it! But if it's not working as well as you like, take the bull by the horns and overhaul it!

That was the approach, DAS Workers' Compensation Program Manager Doug Rinaldi took to rebuild, rewrite and publish a new Workers' Compensation manual for workers' comp professionals in state service.

A major chapter of the manual is being dedicated to CORE-CT claim processing. The complete manual is scheduled for distribution the end of this fiscal year but the chapter on CORE-CT is ready for use.

About a year ago, Rinaldi attended the existing course on Workers' Compensation training in CORE-CT and realized, "there had to be another way. So Bill Donnelly and I met with Lina Simonu and Don Kruk of CORE-CT to discuss an alternative method that would better benefit users. What Workers' Comp professionals really needed was sort of a CORE-CT textbook specifically for workers' compensation," Rinaldi said.

With the help of Kruk and Simonu, along with Peggy Zabawar, Dave Ward, Donnelly and Nina Ritson of DAS Communications, they spent the next several months developing the material.

To begin this task, Donnelly was charged with outlining all the functions and how-to instructions within CORE-CT. Next, Peggy Zabawar, the 'Associate Dean' of the DAS Learning Center, with support from Ward, organized the information to create the PowerPoint tutorial that would be the instructional framework authoring the manual. Rinaldi assembled a super user group of

various agency workers' compensation professionals to review and pick apart the presentation.

"The user group was great. They really understood the mission and afforded us the best opportunity for a successful product," Rinaldi said.

At this point, Ritson was recruited to shift the focus from an audio/interactive presentation to print/visual publication; a task not as easy as it sounds. The document had to be written so that the reader could easily navigate the CORE-CT screens to process a claim whether or not they had attended training.

Rinaldi is proud to say, "We now have a product that I believe is not only user-friendly, but all-inclusive with a manual in textbook format and workbook tutorial for those employees in state service that have WC CORE-CT claim processing responsibilities."

Rinaldi estimates around 150 people will be trained. Pilot training was scheduled twice but postponed because of poor weather.

"We want to test the training internally and have the super users plus Don and Lina present to take one last look for subject matter content issues before we say the textbook manual and workbook tutorial are free and

clear of any issues," he explained.

After attendees complete the course, they will take back with them a CORE-CT manual chock filled with information that examines frame-by-frame claim processing within CORE-CT.

Future supplements to the manual textbook and workbook tutorial are



The WC Manual Crew of (L to R) Lina Simonu, Peggy Zabawar, Don Kruk, Bill Donnelly, Martha Gallagher, Doug Rinaldi, Kelly, Dillon, Dave Ward and Bob Giuditta. Missing is Nina Ritson who took the photo!

currently being authored by Donnelly, Zabawar, Ward and Ritson that will offer additional details on how-to examples for various claim scenarios within CORE-CT.

"We are trying something new; computer training without computers. We put our emphasis on delivering to users a textbook and tutorial which acts as a step-by-step reference guide for use at their own desks."

Rinaldi credits the success of the project to the joint efforts of those involved.

"This is a perfect example of tremendous DAS teamwork," Rinaldi exclaimed.

And another Rinaldi makes headlines

By Nina Ritson

The apple may not fall far from the tree...or in this case, the pen.

Workers' Compensation Program Manager Doug Rinaldi is a proud father indeed!

His daughter, Kayla, wrote a winning essay in the 14th Annual Secretary of the State Essay Contest held on January 17, in the Old Judiciary Room of the State Capitol.

Representing Connecticut's Fifth Congressional District, Kayla, a student at St. Mary's School in Waterbury, was one of 25 chosen out of 1,000 fifth graders statewide who responded to the question, "Who do you think should be the next President of the United States and why?"

The winning essays supported numerous presidential candidates from John Edwards to Rudy Giuliani as well as non-candidates from Bill Gates to one young lady's great-grandmother who "works hard, is kind, and gives things to many people."

Kayla not only wrote on her choice for president, Barack Obama, but she also researched the qualifications for the office.

She wrote: "The qualifications for President are spelled out in the Constitution. Article II specifies that the President must be at least 35

years old, born a U.S. citizen and lived here for the last 14 years. It also specifies that the oath of office must be taken before the duties can be assumed."

Secretary of the State Susan Bysiewicz touted this event as a highlight of the year for her office, and commended parents for encouraging their children to be skilled writers.

Guest speaker Diane Smith of the WTIC Morning Show with Ray and Diane and author of the book "Absolutely Positively Connecticut" was also on hand to congratulate the winners.

"We believe every boy and girl in this country has the chance to be president," Smith said.



Kayla and Dad

She went on to urge the young writers to continue in the field.

"My career as a writer began when I won an essay contest in the fifth grade, just like you!"

Rinaldi sat

proudly in the front row with his wife Lisa, Kayla, and her grandmothers, Mary Rinaldi and Teresa Killian.

"I am very honored to be here for Kayla – I think what she wrote showed incredible interest at such a young age and insight into the upcoming election," Rinaldi added.



Kayla and Grandmas at Gov. Rell's desk!

DAS Blood Drive Draws Praise from American Red Cross

Red Cross Representative Elsie Melita writes:

"Many thanks for all of your help with the recent blood drive. We had a great response from employees within the building.

Over 60 presenting donors resulted in 49 productive units of blood. Great job!

Thank you again for helping to meet patient needs in Connecticut. Look forward to working with you in the spring.

Thank you!"

