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Big 8 Projects top DAS agenda for 2003

By Donna Micklus



With the New Year upon us, our focus now shifts to the new goals that we have set for DAS. But I'd like to take a last look at 'What Can We Do in 2002?' and talk about what we accomplished," said Commissioner Barbara Waters.

"With so much uncertainty around us, I know it is often difficult to focus on the business of the day, let alone muster enthusiasm for the projects ahead. But business doesn't stop...and we still have customers to service. If we are to continue as a leading agency in state government we really have no choice but to move forward despite the difficulty of the times," Waters said.

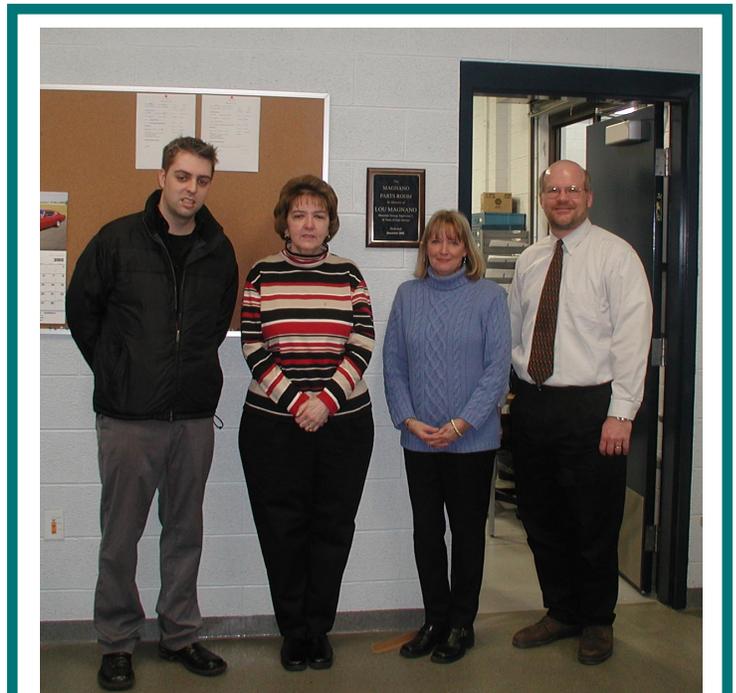
Just as a quick recap, as of today, 25 major projects have been completed.

The remaining projects have either been discontinued, many for budgetary reasons, or are being carried over to 2003; some in their original form, some rolled into other initiatives for the coming year.

"That brings us to Project 2003, which we call 'Progress in Motion', and we're hoping that it will be an even better planning model," Waters said.

"As you know, we've been working since August to better communicate and involve you, soliciting and integrating your ideas in planning sessions that link us to our agency's ultimate direction," she explained.

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Commissioner Barbara Waters, Steve Dygus (r) join Lou's son Brent and wife Judy Magnano at the dedication of the Lou Magnano Parts Room in the Norwich Fleet Garage

story on next page

Remembering a dedicated public servant

By John McKay

Family, friends and co-workers gathered together recently at a dedication ceremony at the Norwich Fleet Garage to honor Lou Magnano, who passed away on November 9, 2002.

Steve Dygus, Director of Fleet Operations, unveiled the plaque now mounted in the new parts office and declared it the “Magnano Parts Room” in Lou’s memory.

“Lou was one of the most dedicated employees I’ve ever known and he was very instrumental in the development of the new parts room,” Dygus said in his remarks. He then thanked Lou’s wife Judy, son Brent, sister Maryann and the many friends attending the ceremony.

Commissioner Barbara Waters said, “Lou Magnano was truly a dedicated

career public servant who will be missed by all who knew him.”

Judy Magnano thanked everyone for the ceremony and gave a special thanks to the parts room supervisor Norm Townley for guiding and training Lou while at Fleet Operations.

Townley thanked Mrs. Magnano for her kind words, but added that there really wasn’t a lot of training needed since Lou learned much on his own and worked independently.

“To me he was a dedicated co-worker and a good friend,” said Townley.

In remembering Magnano, Tom Yuhas, Fleet Repairs Supervisor, spoke of his theory that one must first know a few things about cars in order to successfully run a parts room operation.

“Lou was the first to prove my theory wrong,” said Yuhas.

Others in attendance were Roy Dion, Steve Perruccio, Dennis Heffernan, Michael Gosselin, Carol Biernacki, Bob Chausse, Kevin Backman, Robert Negri and Dave Lynn.



L to R - Lou Magnano’s sister Maryann Reid, son Brent and wife Judy at the dedication



L to R - Kevin Backman, Dennis Heffernan, Robert Negri, Norm Townley, Arthur Hastings, and Ed Kane.

DAS Times

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Executive Director Angela Ross from the Guilford Housing Authority applauded **Bernie Blumenthal** and the **MOCIP Staff** for “all their hard work with the Master Insurance Program. His services are invaluable to us, as he procures the best insurance at the best price and we are always assured that we are covered properly. We recently had a fatal fire at our Guilford court site. Bernie replied immediately and put me in touch with the right people and also followed up with us and has helped make a very difficult situation easier.”

Director of Business Services and Purchasing Bob Ficeto and Director of Building and Grounds Fred Bushey from Hartford Public Schools, who are taking advantage of the state contract for food and janitorial supplies, commended **Jim Gotta** for “the great job that he has done at our meeting today. He is very complete in what he does and also always returns a call. He is a pleasure to work with. Thanks.”

Chairman Mary S. Wilcox and the Board of Commissioners from the Berlin Housing Authority expressed their appreciation for “the presentation of the Master Insurance Program. **Bernie Blumenthal** and **Carlos Velez** were very informative. Mr. Blumenthal assisted our Housing Authority on several occasions on claim processing and insurance procedures. Your cooperation is greatly appreciated.”

Carol Wilson praised **John Kearney** and **Matt Shea** for the new legislative application loader on her computer. “What a great

way for the business units to stay proactive with proposals affecting their business. Thank you for this innovative easy-to-use product!”

Linda Shackett-Blue thanked **Sue Cieniewicz** and Tammy Kowalski from OPM/OLR “who helped me out so much with the new Union database. Tammy provided me with the Union and OLR information, and Sue designed the database. Without their help this information would not have come together. This database has received a very positive response and will definitely be used in HRBC.”

Donna Wadhams thanked the **Diversity Council** for “sharing the excellent documentary ‘Understanding the Divide’. The key word in the title is ‘understanding’. I’m looking forward to your next presentation.”

Food Donations Coordinator Maurice D. Casey from Foodshare commended lead coordinator **Mike Felix** for “all of your hard work promoting the Governor’s Care and Share Program, contributing greatly to the success of this year’s campaign. DAS collected 3,121 pounds of food and \$597. Thank you for caring, sharing, and helping bring joy to others. I look forward to working with you in the future.”

Greg Foran of Glastonbury writes: “This morning I attended a presentation by **Lydia Rosario-Almodovar** about DAS services at the Glastonbury Town Hall. It was very informative and well

presented. Most refreshing was her positive attitude and the way she represented the department. She certainly left the impression of a service-oriented group... Thank you and congratulations!”

Hats Off

By Cindy Rusczyk

Dave Swenson had words of praise for **Nina Ritson**:

“I just received 250 copies of the information sheet on the “Connecticut Police Corps” from Budget Printers that will be distributed at the Job Fair in Mystic on February 24.

I want to commend you on what a great job you did to pull this all together in a short period of time! Your eagerness to help, creative spirit, follow-up and professionalism speaks highly of you and your team! Thanks so much. I look forward to working with you in the near future as we refine our marketing techniques and develop new materials.”

HR’s Heather Tweeddale thanked **Bill Skyrme** for his help in getting the Virtual Nursing Career Counseling project up and running on the DAS website. “Thank you, Bill, for all of your help. You have been so patient and wonderful to us! I greatly appreciate all of your work and help on our project.”

Progress, cont. from p.1

Waters said that there are 29 initiatives/projects slated for Project 2003, centering on DAS' theme of being a *Leader* in government by operating *Better*, *Cheaper*, and *Quicker*.

The initiative lists have been sent to Core Managers who will be sharing them shortly with staff throughout the agency, if they have not already done so.

And watch for new posters in the hallways serving as a visual reminder of the initiatives which have been bundled broader headings known as the "Big 8".

"In the upcoming weeks, we will be forming the Project Teams...they will be the very foundation of our efforts and hopefully, eventual success. I urge each of you to volunteer to team up with us as we craft the goals and guideposts for the coming year," Waters said.

DAS***"What Can We Do in 2002?"***

- ◆ Redesign DAS Home Page
- ◆ Develop New Advisory Forms
- ◆ Nursing Project
- ◆ Online Fed Foods Ordering
- ◆ Implement Avatar Billing System
- ◆ Automate Time and Attendance
- ◆ Legislation for CoreCT
- ◆ New survey for MBE/WBE compliance
- ◆ DAS Mail Reduction
- ◆ Property Distribution Center Improvements
- ◆ Paperless Billing System in Fed Foods
- ◆ Create Diversity Plan
- ◆ Design and Pilot Leadership Development Program
- ◆ Implement Leadership Development Program
- ◆ Develop HR Planning Model in agencies
- ◆ For DAS' "What Can We Do in 2002?" *Make It Real*
- ◆ Implement Fleet Scorecard
- ◆ Complete Baldrige Assessment
- ◆ Complete Organizational Assessment Survey
- ◆ Develop Role of Account Manager
- ◆ Develop Fleet Customer Use Manual
- ◆ Grow Orderlink
- ◆ Renovate the Norwich Garage
- ◆ Complete Scope and RFP for Wethersfield/Hartford Garages
- ◆ Emergency Response Team

- Develop and/or provide information for the implementation of Core-CT in the areas of HR, Procurement and the Business Office
- Implement Fleet Cost Reductions
- HR Strategic Management
- Reduce Workers' Compensation Costs
- Reduce mail costs and print/distribution costs through on-line publishing
- Research best practice for implementing the Asset Management Project
- Further develop and improve state contracts to achieve maximum cost savings and price reductions
- Identify new Collections revenue

***The "Big 8"
for 2003***

Zalucki strikes out Giambi...it's true!

By Mayme Casady

“Spring training has already started for Major League Baseball around the country. Players have reported to camp and articles are starting to come hot off the wire. I stumbled onto this unique story by accident and can't wait to share it.” **Mayme Casady**

Guest *DAS Times* reporter Mayme Casady of FSC asked Procurement's Rob Zalucki if she could interview him for an ice hockey article.

Feeling awkward but settling in, he waited for her to start asking questions then quietly suggested, “You might be more interested in my baseball background.” He later acknowledged he thought Casady knew about his baseball background because of her devout interest in the game.

Zalucki grew up in Simsbury with his four sisters, started playing ball with the older kids on the block and later joined Little League. He credits his father's influence on his baseball career right from the beginning.

“As a little kid I'd go watch my Dad play and that got me hooked on baseball. I can't tell you how many hours we've played catch together.”

Zalucki played several sports including hockey, but baseball was his favorite – taking the outfield, the pitcher's mound, and D.H. (designated hitter) position in the lineup.

Along the way, he attended the Five Star Invitational Camp run by Coach Fontana in Southington. Coaches from all over the Northeast would come there to scout players, and Zalucki was offered a full baseball athletic scholarship to the University of Hartford.

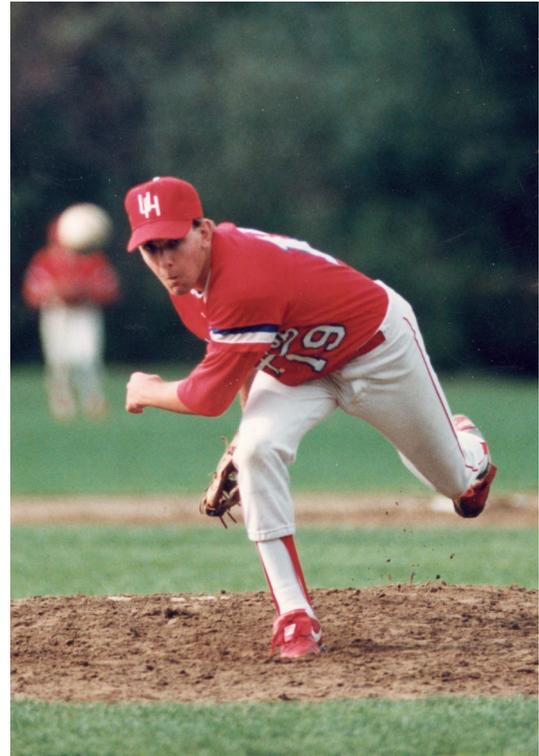
At U of H, Zalucki, a southpaw or left-handed pitcher, recalls such highlights as another U of H athlete Jeff Bagwell, who had been drafted by the Boston Red Sox (now with the Houston Astros) coming back on occasion to practice with Zalucki's Division One team.

During two spring breaks, the U of H team traveled to southern California.

“We were coming right out of the gym because of the weather, while the west coast teams were twenty to thirty games into their season,” said Zalucki. They played Pepperdine, who later went on to win the Collegiate World Series in 1992.

On the West coast, Zalucki played against future greats who had already started to make names for themselves: Phil Nevin, an All American from Cal State in Fullerton, and Jason Giambi, then from Long Beach State, whom Zalucki actually struck out!

“All caught on video tape,” said a proud Zalucki. “Of course you don't realize what's happening until you see the guy on national TV.”



Then U of H pitcher Zalucki on the mound

Giambi is currently playing for the NY Yankees, and won the All Star Homerun Title in 2002.

Zalucki modestly adds, “I wish I could say our team beat his.”

Rob graduated from U of H, and started his career with the State of Connecticut over eight years ago.

Today, he still remembers fondly his brush with today's millionaires in the game.

Quick Quiz, Rob....

Favorite team?

“Yankees.”

Favorite player growing up?

“Thurmon Munson.”

First time at Yankee Stadium?

“The day after Munson died.”

Who did you go with?

“My Dad.”

That's about as American as apple pie!

Up Close

In his senior year Simsbury High School won the State Championship.

“It was the crowning achievement of my senior year,” said Zalucki, “All the hard work and effort had finally paid off.”

Always focusing on the customer

By John McKay

They're *still* minding our business. And that's a good thing. "We have long enjoyed a high level of customer satisfaction, but we realize that in today's business environment there is no room for complacency," said FSC's Dan Donahue.

That's why the management team of Jim McKenna, Jean Michael, Kathy Sobieski, Dave Swenson and Dan Donahue has implemented an initiative to revitalize and transform the overall perception and level of service provided by the Business Office.

The Business Office's customers include DAS as well as several external agencies: the Governor's and Lt. Governor's offices, Judicial Selection Commission, Police Officers Standards and Training, Board of Firearms, Consumer Counsel, State Marshall Commission, OPM and the Comptroller.

Donahue said that while all customers work within the same mandated state processes and procedures, they all of have their own unique practices and requirements.

"Through the Account Manager program, we have attempted to tailor the provided services to meet the individual needs of each customer," Donahue said.

"But needless to say, the customization of service provision is an ongoing process, particularly in the current budgetary environment," Donahue said.

To further refine the value the Business Office provides, the team is seeking input from the most relevant source — customers.

With the professional assistance of Diane Mazar Roberts, two focus groups have been scheduled: one for their customers within DAS and the other for external customers.

The sessions will concentrate on the services

"No successful business can allow itself to stagnate. The DAS Business Office is constantly striving to provide services 'better, quicker, cheaper.'"

-DAN DONAHUE

currently provided by the Business Office, as well as the need to develop new services. The format will be casual with open exchanges encouraged.

"No successful business can allow itself to stagnate. The DAS Business Office is constantly striving to provide services 'better, quicker, cheaper,'" said Donahue.

"The upcoming focus groups are an integral facet of our ongoing efforts to be the best business office in Connecticut state government."

DAS



DAS, in conjunction with the American Red Cross will be hosting a Winter Blood Drive on March 5 from 9:00 a.m to 2:00 p.m. In the Fifth Floor North Mechanical Room.

For more information call Julie Ahlstrin at 713-5426

Energy documentary on CPTV looks at DAS Fleet vehicles

By John McKay

Connecticut Public Television (CPTV) is making a five part documentary entitled "Connecticut's Energy Future."

For part three of the series which will air in April (at a date and time to be announced), CPTV stopped by DAS' Fleet Hartford garage to shoot some footage of the state's alternative fuel vehicles.

"DAS is committed to a cleaner environment and complying with the EPA Act of 1991," said Business Enterprise's Director Roy Dion. The Energy Policy Act (EPA) requires alternative fuel vehicles to be integrated into state automobile fleets.

"We're right on target with the program's requirements by including alternative fuel vehicles like the Ford Taurus, Chevy Cavaliers, and Ford S-10 electric pickup trucks."

Fleet's Steve Dygus said, "Connecticut is taking an active role in exploring other sources of fuel for state vehicles."

We currently have 725 natural gas cars and a total of 1500 alternative fuel vehicles in the state's fleet of cars."

The CPTV series is examining the current state of energy in Connecticut and its possible future resources.



Fleet Operations Head Steve Dygus (above right) shows the CPTV film crew the alternative fuel vehicles at the Hartford Garage.



Help Fight Cancer... Buy Daffodils!



The American Cancer Society is sponsoring its annual Flower of Hope drive. The DAS co-chairs, Kate McCabe and Juanita Lentocha, will remind you when it's time to order the First Flower of Spring. Individual bouquets with 10 daffodils are \$6; six-inch glass vases (holds one bunch) are \$6 each; and the Gift of Hope – a bouquet in a vase delivered as an anonymous gift to a cancer patient (or others in need) by American Cancer Society volunteers is \$15.

The last day to order is Wednesday, March 5. Flowers/vases delivered March 25 – 26.



Happenings

...our strength is in our differences

CPTV's "Understanding the Divide" Premieres at DAS

By Nina Ritson

Eye-opening. Very informative. Fantastic. Awakening."

These were the frequently used words of DAS employees after viewing the CPTV documentary *Understanding the Divide*.

On January 29, Isabelle McKinney, Chair of the DAS Diversity Council, introduced the film, produced by CPTV and sponsored by DAS, Connecticut Commission on Human Rights and Opportunities, and a number of private businesses. McKinney thanked the Council for their work in making the screening possible.

Understanding the Divide offered snapshots into the lives of ten different Connecticut people, their families, and their personal stories about diversity here in Connecticut.

"I'm proud to have DAS' name associated with this production... the film itself is a rare experience, and one I hope each employee will share in," said Commissioner Barbara Waters.

The one-hour feature was followed by a discussion facilitated by Marcia Smith-Glasper, Ph.D., administrator for the Office of Diversity Programs at the Department of Public Works.

One employee said, "I think we all felt closer to each other and saw how much we are all alike. Very unifying."

Although most people entered the room believing they carried no biases, many said they left feeling humbled, having recognized some of their own human prejudices and how such dynamics impact fellow employees.

"Acceptance is a hard concept for some... this will awaken some people to the ideal of change in the work place community," commented another attendee.

Peter Kerensky thanked McKinney, "It was a moving experience for me as the film had many elements I had never considered... everyone went away with a new understanding of themselves as well as others."

McKinney reports that there will be another opportunity to view this film followed by a group discussion on March 18 from 1:00 – 3:15 p.m. in the North Mechanical Room.

"The movie and discussion were very moving and uplifting. I hope every employee at DAS would view this presentation," McKinney said.

Taste of DAS The Sequel

Get out the old family recipes and put on an apron!

The DAS Diversity Council is excited to offer the second annual *Taste of DAS* on May 8 at the State Office Building, 5th floor, from 11:00 a.m. to 1:00 p.m.

The first luncheon was so successful the Council has decided to hold a repeat performance. The floor will be transformed into an international

gourmet delight, with appetizers served down the East aisle, entrees in the South Mechanical Room and desserts in the North Mechanical Room.

This is a celebratory luncheon for employees by employees, so please bring your favorite dish representing your ethnic background or culture (or your favorite take-out).

Please contact the following coordinators with the name of your dish and they will provide you a recipe card to fill out for display. Let them know if a sterno pan will be needed to keep food heated!

Ann Galbert x5224
 Laura McNelly x5258
 Sonji Fonseca x5492
 Bettye Bishop x5105
 Mike Owsianko x5174
 Dave Lynn x5107
 Cathy Abadom x5476
 Jane Gore x5144
 Jose Rivera 566-2720
 Carla Kushin x5193
 Julie Bernosky x5065
 Mary Stubbs x5100

A Taste of Diversity!