



And the winners are...

ERP ceremony recognizes employee excellence

(story on page 6)

Extra Mile: Lina Simonu with David Krayeski



Extra Mile: Kim Shepard (c) with Diane Preble and Deborah Jeanfaivre

Team Excellence: Henry Jovanelly, Doug Belli, Kim Shepard



Customer Service: Front (l-r): Kathleen Kabara, Carla Martin, Patsy McLaughlin, Ann Galbert, Jeannette Rheame, and Nancy Jones. Second Row (l-r): Robin Riddlesworth, Jeanne Gray, Debby Hearl, Sue Turko, Shanta Kumar, Diane Mazar Roberts, Lois Johnson, and Martin Anderson. Back Row (l-r): Pam Libby, Diane Fitzpatrick, Deb Atkinson, Bill Skyrme, Lionel Corbin, and Heather Tweeddale.

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Remembering our friend

Janis Nome lost a hard-fought battle on Monday, January 19. Saying good-bye is hard. Saying good-bye to one so young and vital is even harder. But we need to remember that Jan's life was a bountiful mosaic of family, home, friends, music, poetry, career and adventure. Special people leave special legacies.

This profile of Jan was written by John McKay in 1998 for the DAS Times. It so beautifully captures her optimism, her humor, and her irrepressible zest for life, that we wanted to again share it with you.

That's how we will always think of her...and we will think of her often.

Janis

The public persona of attorneys often isn't that great. They are at times stereotyped as being aloof and unapproachable.

Nothing could be farther from the truth when describing Janis Nome, Director of the Business Advisory Group and the Legislative Liaison for DAS.

Her contagious laughter and upbeat personality lets you know immediately that she's down to earth and has a great, self-effacing sense of humor, especially when she recounts some of the recent events in her life. In short, Jan can be a riot.

"I've been on a kick lately of getting involved in social activities and sports," said Nome. "I really enjoy these things and it's an opportunity to meet new people. Of course, they do backfire sometimes."

Nome recalls the time when she signed up for sailing lessons.

"I showed up for my lesson and everyone there was ten-years old or younger."

Not to be discouraged, Nome continued with her lesson and was paired up with an eight year old. It was a frantic scene when the two accidentally sailed into the swimmers only area and her eight-year old co-pilot informed her, "I think we're doing something terribly wrong!"

"You got to look on the bright side," laughed Nome, "not only can I sail but I can sail under a tremendous amount of pressure."

Another funny anecdote Nome tells is when she and her brother took up mountain biking. After getting side-tracked onto an expert trail and crashing, Nome suffered from a one-day-only case of amnesia.

"Unfortunately, I was hosting a dinner party that night," said Nome. "Don't ask me how it was. I don't remember."

"Cooking was the next activity I decided to try," said Nome. "What harm could come from that? Boy was I wrong."

Nome was in the middle of preparing a pork loin roast when it slipped out of her hands and fell right down the garbage disposal.

Upon returning home the next day, Nome found a fire truck and plumbing service van parked outside of her house pumping water out of the neighbors basement.

"The pork loin really did a number on the plumbing that day. The plumber and I had a long talk on what can and can't go down the garbage disposal," said Nome.

"My latest attempt is fly-fishing," said Nome. "I find it to be very relaxing and I've had some success with it."

Nome has already caught a number of fish including a trout. "Of course when the whole trout ended up in the garbage disposal I had the plumber's number handy," said Nome.

"I don't see these events as set backs," laughed Nome. "They're



definitely learning experiences. I still mountain bike with my brother when I can, and I'll go sailing whenever I get the chance."

When asked what she likes most about her job, Nome replied "I like the variety. I can be discussing catalytic technology with people from Fleet one day, and then be looking up legal information for the Americans with Disabilities Act the next. I also enjoy working with the non-profit agencies that benefit from DAS' work. That gives me a great deal of satisfaction."

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remembering...



Contract Specialists **Paul Greco** and **Pam Anderson** met with the Department of Mental Retardation as well as the nonprofit organizations that represent hundreds of Group Homes throughout Connecticut on December 1. "As you are all aware, the message to get out was use of our contracts to increase volumes and reduce costs that are billed back to the State. Although a majority of Group Home expenses are staff related, the Group Home Representatives found that our contracts online will be very helpful and the overall feeling was very receptive. I found the group to be genuinely interested given all the questions they posed and their willingness to save dollars even where it is passed through made me feel that we reached a good customer."

Commissioner Peter O'Meara from the Department of Mental Retardation wrote to Commissioner Barbara Waters to commend "**Barbara Moser** and **Paul Greco** from your staff who did a presentation for our non-profit providers this morning on consolidated purchasing etc. They did an outstanding job!"

Pamela Anderson wanted to thank "all the folks from **Grainger** for putting together a successful training session that was held at the Maloney Training Center in Cheshire on Wednesday, December 10. I also want to thank **Joann Bellamo** who was there in the morning to review the Core CT/PeopleSoft requisition fields... It was a great success and well worth the time and effort. We hope to have more of these training sessions in the future."

Reimbursement Analyst **Donna Wadhams** received the following message from O'Brien, Shafner, Stuart, Kelly, & Morris, P.C.; "With appreciation for your help throughout

2003, and with warmest wishes for a happy and prosperous New Year!"

Kathleen Kabara applauded **Billy Skyrme** "for getting the HR Learning Center catalog linked with our website - I think this will make it much easier for our customers to access and still keep with our paperless initiatives. And especially thanks, as always, for getting it done so quickly. I really appreciate all your help with the HR Learning Center."

Recruitment Manager Patsy McLaughlin sends "kudos to **Adam Liegeot** for obtaining such great press coverage for the DAS/DMHAS Hiring Day for Nurses on January 16. Adam's press release made the front page of the Middletown Press! Way to go, Adam! Also, thanks to **Bill Skyrme** for his expertise in developing a DMHAS Hiring Day website. Bill was always available and responded so quickly to the changes that were needed and the many adjustments applicants requested for their interview times. Thanks, Bill!"

Meg Yetishefsky was pleased to report to Commissioner Waters the following:

"The Business CONNecTion Team has made tremendous achievements in the Contract Compliance Procedures. The 100 percent submittal rate for FY 2002-03 Annual Reports and Quarterly Reports is a testament to the hard work and dedication of the **Business CONNecTion team**, specifically, **Mark Carroza**, who has held the leadership role on this project. Business CONNecTion had a mission to 'not just get compliance with the state agency, but also to ensure that the agencies have a knowledge and understanding of the Small Business Program. This has led to agencies setting firm but realistic goals.' The Business CONNecTion Team offered a point of

contact for the agency to discuss and evaluate the procurement needs of the agency and how those needs would affect the Small Businesses. This process was by no means easy but effective. The efforts of the Business CONNecTion Team will allow the Commission on Human Rights and Opportunity (CHRO) the ability to review and analyze complete data for Fiscal Year 2002-03. Thanks to Mark Carroza, the data collection and the sharing of information with CHRO is now in electronic format! As we move forward into Fiscal Year 2004, the Business CONNecTion Team has met with all agencies and will continue to monitor and assist the agencies to ensure the facilitation of Small Businesses in their procurement process."

hats off

By **Cindy Rusczyk**

Commissioner Barbara Waters responded by offering her "heartiest Congratulations to the entire **Business CONNecTions staff** and especially to **Mark Carroza** as this project leader! We have just begun our Fiscal Year 2005 planning process and what you have accomplished here is well ahead of the curve. Good business decisions depend on accessible and accurate data and our goal for our next planning cycle will be to move all of our data to electronic format available to users and customers. This is just terrific. THANKS!"

It takes a lot of energy to “keep up with Jones”

“I came to state service fresh out of high school, as a clerk typist in the State Purchasing Mail Room in Middletown,” recalls Nancy Jones with disbelief in her eyes that the years have flown that quickly.

“That was 29 years ago!”

She is now the administrative assistant for the office of Dr. Martin Anderson and Dr. Pamela Libby in Strategic Services/Human Resources.

When she is not fielding personnel calls, she finds herself immersed in her many roles as chairperson to DAS events. A true saleswoman at heart, Nancy is a diligent, devoted



Nancy Jones

spends hundreds of savored hours maintaining, and a huge vegetable garden.

If she is not in the garden she is in the kitchen baking.

A few years ago, she tackled the all-too-familiar kitchen renovation project. The Joneses contracted an addition built off the back section of their home, upholding the integrity of its 19th century facade. She blushes with the confession that she recently had to *restore* the restoration, however, when one of her baking

projects left her new countertop torched.

When she is not refinishing hardwood floors, out planting bulbs, prepping cookie sheets, or off to BJ's buying goods for a DAS event, she tries to get in 18 holes.

“My husband recently retired from the state and now works for Quarry Ridge Golf Course in Portland, which works out well for us. Even the kids love to golf” says Nancy, “especially Eddie!”

It's exhausting to interview Nancy Jones...but it's easy to conclude one thing about her full plate of activities ...always being on the go keeps her young!

up close

By Nina Ritson

organizer of several DAS employee campaigns.

She chairs the State Employee Campaign for Charitable Giving at DAS, which raises money for the United Way, and is currently working on the “Hearts in Bloom” campaign to raise money for The American Heart Association. She also organizes and promotes internal activities such as the holiday party, the summer picnic, and the annual Take Your Kids to Work Day.

After hours, when she is not selling DAS employees on DAS events, she is engaged in her hobby-turned-business – selling Avon products.

“I love doing this. It teaches you many things besides beauty consulting - it teaches leadership skills.”

Jones delights, “I spend most Sundays doing this - it is quite a bit of work.”

Her love of selling is no competition for her love of home and family, however. Influenced by her many summers spent in Chatham, Cape Cod, Nancy has devoted the last two decades to transforming her circa 1870 Middlefield house into a picturesque gem right off the pages of *Country Living*.

A Middletown native, Nancy says she “discovered this diamond in the rough in 1986 and it was love at first sight.”

When her children, Katy (18) and Ed (13) were young, her energy was divided between keeping up with the kids, working part-time and wallpapering here and there.

Now, with more time to devote and a seasoned sense of fine restoration, her renovations include a cobblestone walkway leading to a back yard pool screened for privacy by manicured flower boxes, annual and perennial gardens which Nancy

Let the accolades begin!

By John McKay

“Congrats!” was the mantra of the day as co-workers and family gathered at a festively decorated Solomon Wells House in Wethersfield to salute the latest ERP winners.

There was a first-time tie for the “Going the Extra Mile” Award.

Recognized for her excellence in MIS, Kim Shepard’s nominator wrote, “Kim is always pleasant, helpful, and willing to stay with me for as long as I need her. Without her, I know that this job that I have taken on would have been in serious trouble. She is awesome.”

Lina Simonu from HR is also a “Going the Extra Mile” award winner. The praise, “Lina has maintained a positive attitude and been a champion of change through the entire process (CORE-CT). She has put in

countless nights and weekends to provide support to the project and its users. Without her tireless efforts the HR component of CORE-CT would have never come to completion,” was emphasized in her nomination.

The Team Excellence award definitely lives up to its name! This cross functional team (FSC/Collections with SLC/MIS) worked together and launched the Avatar Claims System that collects over \$700 million per year. When the vendor failed to get the system operational, this team decided to take it over; instructing the vendor on how to make their product function, and getting DAS back in business. This saved the state over half a million dollars. Congratulations to Henry Jovanelly, Doug Belli, and two-time winner Kim Shepard.

The Customer Service Award went to an amazing team of individuals. The well-publicized shortage of social workers at the Department of Children and Families called for a special SWAT team of DAS experts to advertise, screen, interview, and hire

professionals for DCF. The team mobilized in just a few days to accomplish what others could not. So successful was their action that it is being modeled over and over for specialized recruiting and hiring. The team consists of: Keith Anderson, Deb Atkinson, Lionel Corbin, Diane Fitzpatrick, Ann Galbert, Jeanne Gray, Dale Greenwood, Nancy Jones, Carla Martin, Diane Mazar Roberts, Patsy McLaughlin, Susan Pawloski, Jeannette Rheäume, Robin Riddlesworth, Heather Tweeddale, Andrea Yurcak, Sue Turko, Kathleen Kabara, Lois Johnson, Shanta Kumar and Bill Skyrme.

“All of you, in your own unique ways, have contributed to the success of this agency,” said Commissioner Waters. “You use the resources you have, and partner with other areas of the agency when you need more expertise. What more could a Commissioner ask for than an agency that works as well as ours. Thank you for your efforts. You all truly deserve this recognition.”

Vehicle Auction Nets \$500,000 for State Coffers

By Adam Liegeot

December’s state vehicle auction raised \$500,555 to be deposited into the State’s General Fund.

DAS’ Linda Hubeny said that 252 vehicles were sold at the December 13th auction in Wethersfield.

Among the vehicles that generated heightened public interest included a 1998 Ford Expedition that sold for \$8,200, a Chevy dump truck that sold for \$6,750, a 2000 Ford Crown Victoria that sold for \$5,300, and a 1974 Boston Whaler boat that sold for \$4,000.

DAS held eight vehicle auctions in 2003, selling off 1,234 vehicles and bringing over \$2,670,000 to the state’s General Fund.

Hubeny said that the vehicles are designated for auction for a number of reasons: vehicle depreciation, costly repairs or maintenance, or confiscation.

In April, Governor John G. Rowland announced a reduction in the state’s fleet of vehicles that will eventu-

ally save the State of Connecticut over \$20 million.

“DAS identified vehicles throughout state government that could be turned in without impacting services to clients and taxpayers,” Commissioner Barbara Waters said.

“As of last month, 630 vehicles —over fifteen percent of the entire state fleet — have been turned in.”

As part of the Governor’s savings initiative, DAS cancelled the purchase of new vehicles for Fiscal Year 2002-2003.

DAS also cancelled at least half of the state’s new car buy for FY 03-04.



Government Moving Paperless \$1 Million Saved So Far

By Adam Liegeot

The state has reached the \$1 million mark in terms of savings realized from a move toward e-publishing and print reduction in state government. Total savings to date among all state agencies amounts to \$1,054,308.

Governor John G. Rowland issued Executive Order #30 in October, urging state agencies to do all they can to reduce the amount of material they print and to continue to increase the amount of work they publish online.

“Agencies both small and large are doing an excellent job complying with the Governor’s Executive Order,” Commissioner Waters said. “We want our state government to ‘Think Digital Ink,’ and that’s exactly what’s

happening. We are becoming more efficient and saving taxpayers a lot of money.”

As state agencies publish information on their websites and reduce their printing volumes, they report the resulting savings to DAS Communications. Examples of notable achievements among state agencies include:

- The Workers’ Compensation Commission saved \$310,047 in combined print and distribution costs by posting its Compensation Review Board Opinions online.

- The Teachers’ Retirement Board saved \$13,487 by posting its TriB newsletter online.

- UConn Health Center saved \$31,300 by posting its Medical School Syllabus online.

- The Department of Special Revenue saved over \$5,000 in printing costs by posting regulations and statutes online.

- The Department of Education used to spend over \$86,000 to print and distribute a 16-page Back-to-School Newspaper. By posting the document online and directing students and parents to the agency’s



website, the Department saved over \$58,000.

- The State Comptroller’s Annual Report is now posted online, saving \$30,000 in printing costs.

- The Department of Revenue Services saved over \$51,000 by reducing printing and distribution costs on its Form CT-1040 EZ.

- The Department of Labor posted its Connecticut Economics Digest online, saving \$40,000 in printing costs.

- The Department of Mental Retardation posted materials related to its Birth-to-Three program online, saving over \$57,000 in printing and distribution costs.

“DAS Communications has done an excellent job working with state agencies, boards and commissions to promote ‘Think Digital Ink,’” Waters said.

DAS lends a hand to Agriculture and DPW, Saves \$220,000

By Adam Liegeot

Some quick thinking by DAS and agency teamwork just helped save the state’s taxpayers a tractor full of money.

The Department of Agriculture’s move to the State Office Building is scheduled for next week. Forty-seven Agriculture employees will be coming to the S.O.B., and most will set up in Room G-8A.

But moving is never an easy process.

To make the move, Agriculture had two unappealing options:

Option #1 would have required Agriculture to dismantle all its systems furniture, transport it, and reassemble it, causing delays and a huge inconvenience.

Option #2 would have required Agriculture to buy new or refurbished furniture and phones. The price tag would have been about \$220,000.

Here’s where DAS rode in to the rescue:

Linda Hubeny pointed out that DAS has a surplus of systems furniture and Fujitsu phones.

Commissioner Waters then authorized DAS to give the systems furniture and phones to DPW.

A happy ending!

Commissioner Waters said Linda Hubeny deserves the credit for this big save. “Linda saved the state a ton of money,” she said. “It’s great when agencies can work together!”



Fifth floor moves are complete and here is what the folks are saying about their new digs.....

EAST



SOUTH
Buckingham



"I definitely have more room now, it is much brighter, too!"

"Thank you Dan Sadowski for the corner piece you made for my work station. It has made all the difference in comfort."



"Everyone loves it in our new digs..... really need to give credit to Linda Hubeny for making it smooth and relatively painless."





Happenings

...our strength is in our differences

Accomplishments and Plans

“The mission of the Diversity Council is to lead DAS towards conducting business better internally and externally by integrating diversity into all business practices.”

The role of the Diversity Council is to find ways to achieve this mission. It is not an easy task and it takes the dedication and creativity of the council members to integrate diversity into our lives at work. Here are some examples of the council’s accomplishments during the past year and plans for 2004:

2003 Accomplishments

- Diversity Film Screening and Discussion Series, *Understanding the Divide* and *A Tale of “O”*
- Diversity Bulletin Board located on the ground floor across from G-1
- “Taste of DAS” featuring ethnic and cultural dishes provided by and shared with the entire department
- “Sweet Taste of DAS”, cultural desserts and sweets representing the diverse background of DAS employees
- The Diversity Calendar, an online calendar in DAS Central within Lotus Notes. Anyone can enter a cultural celebration to share with the entire DAS community

The Diversity Council is proud of these accomplishments and have more planned for 2004!

Plans for 2004

- New Films for the Diversity Film Screening and Discussion Series; the first, a PBS documentary called *A Class Divided*, is scheduled to be shown on January 13, 2004
- A Diversity Library containing pamphlets, booklets and videotapes on diversity subjects will opening soon on the 5th floor
- “Lunch and Learn” informal discussions about diversity; topics slated for 2004 include, “Mental Disabilities in the Workplace” and “Multi-Racial Children Facing the 21st Century & How it Affects the Workplace”
- Diversity Program Web Page
- 3rd annual “Taste of DAS”
- 2nd annual “Sweet Taste of DAS”
- Guest Speakers

As you can see, this is an ambitious group! One last piece of information you may want to review is the Diversity Council By-Laws. All of the information about the council’s objectives, council membership and meetings is contained in this document. (See following page)

Sweet Taste of DAS Thanks!

November 20, 2003 was a wonderful day for all of you out there with a sweet tooth.

The “Sweet Taste of DAS”, sponsored by your Diversity Council, was a great way to treat the DAS community to the “sweeter” side of diversity. There were delicious desserts representing many different cultures, assorted coffees and teas and lovely music.

An event like this is not possible without hard work and dedication. I wish to thank all of the members of the Diversity Council that planned, organized and hosted the first ever “Sweet Taste of DAS”.

A special thank you goes out to Vin Lombardo. He was “sweet” enough to attend to the many details that made it a success!

Finally, thank you to the entire DAS family for taking the time out of your busy schedules to contribute and share in the success of the “Sweet Taste of DAS!”

*Isabelle McKinney
Diversity Council Chairperson*

DAS Diversity Council Bylaws

The mission of the Diversity Council is to lead DAS towards conducting business better internally and externally by integrating diversity into all business practices.

I. Objectives

The Diversity Council shall serve all employees of the Department of Administrative Services and shall strive to achieve the following goals:

- To promote an awareness of and to build enthusiasm for diversity throughout DAS in an effort to encourage respect for all people
- To celebrate diversity and to promote the realization that DAS, as an organization, is strengthened by the contributions of a diverse workforce
- To ensure all employees of DAS are trained in the area of diversity and that training remains ongoing to accommodate all newly hired employees
- To ensure that all activities and outcomes of the council are communicated to each employee of DAS in the most effective manner possible
- To address any diversity issues brought to the attention of the council by any employee or through individual member observation to effect the best outcome
- To serve as role models in our individual actions regarding diversity

II. Council Membership

Section 1. Council members, in total, shall represent a diverse cross-section of DAS employees, consisting of representatives from each business center.

Section 2. The term of membership shall be for two (2) years and shall begin on January 1st of each year. Membership may be extended in one-year increments at the discretion of the Diversity Council Chairperson. A DAS Affirmative Action repre-

sentative, the Diversity Council Chairperson and the Commissioner of DAS shall, however, remain permanent members of the Council.

Section 3. New members will be identified first from any existing waiting list maintained as a result of employees expressing an interest in serving on the Council. The appropriate Business Center Head must approve participation in the Council by any new member prior to their acceptance.

If no waiting list exists, or if the requirements of Section 1 cannot be fulfilled through use of the waiting list, the Diversity Council Chairperson shall be responsible for determining a replacement in cooperation with the appropriate Business Center Head.

Section 4. Should a member decide to resign from the Council, written notice of resignation shall be submitted to the Diversity Council Chairperson.

III. Meetings

Section 1. Meetings shall be held monthly for purposes including, but not limited to:

- To plan/coordinate diversity events and to review results and feedback of events already held
- To identify any diversity interests, opportunities or issues and to determine appropriate action to be taken.
- To continually plan for implementation of the communication plan
- To oversee and evaluate diversity training initiatives
- To determine any recommendations to be made to DAS management

Section 2. A quorum of members must be present at each meeting to conduct Council business.

Section 3. Members must attempt to attend all Council meetings. Any member who cannot attend the

scheduled meeting shall inform the Diversity Council Chairperson. If a meeting must be cancelled, the Diversity Council Chairperson shall notify all members. If a member does not attend three (3) consecutive Council meetings, they may be replaced at the discretion of the Diversity Council Chairperson. Active participation is encouraged at all Council meetings.

Section 4. All council members shall uphold the following ground rules:

- Any information deemed confidential shall not be discussed or documented outside Council meetings. The speaker is responsible for identifying any information determined to be confidential.
- Respect for all speakers shall be maintained with no interruptions when a speaker has the floor.
- Decisions shall be made through consensus. Consensus is defined as general agreement to support the group decision.

V. Modification to By-Laws

Section 1. Any council member can suggest changes to the bylaws. Any suggested changes will be announced and considered at the next month's Council meeting.

Section 2. Changes to the bylaws will be made by majority vote. Any council member unable to attend the meeting during which the vote will take place, can submit their vote to the Diversity Council Chairperson prior to the meeting.

Revision 1/10/03