



A Salute to Summer ERP Winners, Smith Receives Governor's Service Award

Honorees and their families join Commissioner and colleagues at luncheon ceremony

L to R: Aaron Barksdale, Noreida Lopez, Eileen Griffin, Angel Garcia, Willie Durant, Doreene Nadler, Lee Cusano, Omar Vaughn, Samuel Thompson, Terry Mitchell, Angela Fuggetta, Richard Gugliemino for Customer Service



L to R: Tina Costanzo, Jim Gotta, Linda LoSchiavo, Jill Belisle, Pam Anderson, Paul Greco, Joe Giliberto, Sue Thomas, Cindy Milardo for Team Excellence

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**Tony Smith
Governor's Service Award**



**Glenda Rollins
For Going the Extra
Mile**



**Matt Shea
For Remarkable
Innovation**

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Employee Recognition Awards Bring Out the Best!

By John McKay

Overcast skies couldn't dampen the pride and buzz of excitement in the air at this season's Employee Recognition Awards ceremony on July 28.

Commissioner Barbara Waters was thrilled with the turnout and thanked each group for their individual contributions to DAS' success.

"You guys make us look so good!" said Waters. "From individual efforts to teaming up to get the job done, you all contribute in your own way to make DAS the best agency to work for and I thank you for that," she said.

Honorees and guests enjoyed the pastoral surroundings of the Solomon Welles House in Old Wethersfield as they were treated to a summer barbecue lunch of hamburgers, hot dogs, chicken, salads, corn-on-the-cob and way too many desserts!

Emcee Cheryl Sawina introduced the winners and talked a bit about why their achievements were so special.

MIS' Matt Shea received the **Remarkable Innovation Award** for his work on the Contract Prequalification website. 'Prequal' is a new program legislated this spring which requires all contractors bidding on state construction contracts after October 1 to be prequalified. MIS set a very aggressive schedule to develop the site and have it up and running.

Procurement's "Buy Smart, Buy Together" Team won the **Team Excellence Award**. This team led the efforts of the Spend Management project in saving money for the State by leveraging the State's buying power resulting in nearly \$11 million

in cost-savings for state agencies who take part in this initiative.

The team consists of: **Joe Giliberto, Jim Gotta, Pamela Anderson, Tina Costanzo, Cindy Milardo, Jill Belisle, Paul Greco, Linda LoSchiavo, and Sue Thomas.**

FSC/ Collections' Glenda Rollins received the **Going the Extra Mile Award**. Glenda was cited for taking the initiative to help out, never waiting to be asked, and following through on cases and exhausting every avenue for answers. Her nomination stated that she goes the extra mile on a routine basis.

The **DAS Mail/Courier** received the **Customer Service Award** for their day-in and day-out dedication to making sure the state mail system continues to run flawlessly. "We simply assume our mail will be there in the morning, never understanding how much goes on behind the scenes," read Sawina.

The team consists of: **Aaron Barksdale, Willie Durant, Angela Fuggetta, Richard Gugliemino, Angel Garcia, Robert Warren, Nereida Lopez, Terry Mitchell, William Rubecka, Andrew Seegobin, Samuel Thompson, Lee Cusano, Richard Bellestrini, Eileen Griffin, Omar Vaughn, and Doreene Nadler.**

And on a very special note, **Tony Smith of the DAS Buckingham Garage** was recognized for winning the **Governor's Service Award**.

Due to conflicting schedules and vacations, Tony was not able to attend the last Governor's Service



ERP Committee Chair Cheryl Sawina introduces this round's winners at the July 28 ceremony.

Award ceremony to receive his citation for his quick action in reporting a building fire.

"He's such a great guy," said Waters. "He always greets everyone with a warm 'hello,' and is friendly and thoughtful towards others. He really deserves this award, and I thank him for his work ethic and outstanding service."

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Jean Michael thanked **Larry Gore** for “providing coverage in the Mail and Courier Operation. It was very nice of you and is greatly appreciated. Thanks Again!”

Isabelle McKinney commended **Nina Ritson** for her article in the DAS Times. “The DAS Times is a professional masterpiece but the “Taste” article is so well written that I’m lost for words. I cannot believe that with all the rambling that I did you still managed to capture such an articulate article. The photos are great too! You all are terrific!!”

Jeanne Gray commended **John McKay** and **Adam Liegeot** “for the complimentary, heartfelt and well-written article about the Donor Education Day. I was touched by your kind words and sensitivity to a very personal issue to Raymond and me, and I am sure Janis would also have appreciated such a fine tribute. Many thanks again for a great job.”

Patti Hyde from Countrywide Financial in Farmington commended **Sue Turko** sending “a quick note to tell you THANK YOU for being so helpful in assisting us when we are trying to do Verification of Employment. Doing these verifications can sometimes be difficult and frustrating, but anytime I have a buyer that works for the state I know it will be an easy one for me because of YOU. The other two people in my office that do verifications also want to say thank you. Thank you – you’re the best!”

Lisa H. Roberge from Roberge Painting Company in Bristol wrote a note to Meg Yetishefsky to let her know about the great service that she received from **Gregg Nome**. The note said, “I had signed up with the DAS vendor notification program and discovered I had problems with the information in my profile. As a result, I

was not receiving notifications from your program. I sent an email to the DAS with my problem and I was very surprised to get an immediate email and phone call from Gregg Nome. He was very helpful, and he agreed to look into things and get back to me. Shortly after, Gregg called me back. He had looked into the situation, found out the problem and told me how to rectify things. I was completely satisfied at that point. Still, he followed up with me later in the week to make sure things were going well. I just wanted to let you know how he handled my situation. I was struck by how professional, knowledgeable and rapid his response was.”

Suzanne Liquerman commended **Cheryl Sawina** and ‘e-mentee’ Lauren for their “participation and planning” of the 2004 Youth Summit. “Seeing you and Lauren co-facilitating the summit was truly wonderful; it shows the possibilities of what e-mentoring can provide when people are effectively matched...”

Director of Communications Nuala Forde from the Department of Information Technology (DOIT) commended **Nina Ritson** and Robert Gregson from DECD “for the new photo montage of Governor Rell that has just been placed on the front page of Governor Rell’s website (www.ct.gov/governor). I want to thank you both for lending your talents – Bob for the design layout and advice, and Nina for your graphic skills and advice as well! This work was accomplished between three agencies in three different locations – it just goes to show how much we need to tap into talent wherever it may be located to produce the best possible product. Thanks again for your willingness to pitch in under such a short timeline. You are super to work with and extremely talented.”

Spokesman Dennis Schain from the Governor’s Office also sends his thanks to **Nina Ritson** and Robert Gregson for this project. “Thank you all for your hard work on this...the Governor appreciates it and so do I.”

Shannon O’Brien applauded **Michelle Burns** “who helped me with an issue I had with exam results. I spoke to Michelle who was able to immediately resolve my problem. She should be complimented on her efficient manner. My thanks to Michelle!”

Congratulations to **Celeste Cashman** from Tina Costanzo “for working with the Department of Transportation (DOT) in implementing the RFP: Evaluation of Automation Technologies to Pedestrian Safety and Operations. It was a challenging and time-consuming project and she diligently worked with her DOT customers for a successful implementation. The case study details and article were published in the industry benchmark publication, the TSOP News Advisory. Thank you Celeste for a job well done!”

hats off

By **Cindy Rusczyk**

Lorraine Cloutier wrote to Tom Yuhas applauding **Mike Heneghan** from Fleet Operations “for the manner in which he handled my recent complaint. Mike answered the phone, was very courteous, assured me he would look into my complaint, and urged me to call back. I did, and he reported his investigation and resolution. I am quite pleasantly satisfied and confident that your department and employees are quite professional and quite capable. Thank you again.”

DAS employees were featured in two national publications this month. At right is an article which appeared in *Governing* magazine on DAS' prequalification program quoting Director Carlos Velez. The article places DAS ahead of other states in streamlining the process online.

Martin Anderson and Kathleen Kabara wrote an article for the *IPMA-HR News*, "The Results of Connecticut's 2004 Employer-of-Choice/Balance Work & Life Survey" (see following page).

Thank you Carlos, Martin and Kathleen for showcasing DAS in the national spotlight!



LIGHTENING THE LOAD

Connecticut Streamlines Construction Bids

Contractors hoping to work on projects funded by the state of Connecticut now travel a smoother—and nearly paperless—road toward prequalification.

As of July 1, a new state Web site automates most of the prequalification process. The program also consolidates prequalification since all projects funded by the state, with the exception of those of the Department of Transportation and the University of Connecticut, prequalify contractors through the new program.

Contractors register and log onto the Web site to begin filling out forms styled much like Turbo Tax, the Internet tax-fil-

ing service. The process can be lengthy, so the site allows users to print out the forms or save their incomplete forms and return to finish them at a later date.

In the initial months of the program, the state plans to hold classes for contractors to explain proper use of the site. According to Carlos Velez, director of the program, the online system will save resources once spent on filing paper forms and entering data. Velez also sees the automated process as a much-needed way to bring contractors up to speed with the information age. He tells potential Connecticut contractors, "If

you don't have Internet access, get access."

Connecticut's new process has already attracted attention from at least one neighboring tech-savvy state, Velez reports. Massachusetts hopes to adopt the Connecticut model to prequalify both state contractors and sub-contractors electronically. Massachusetts' application would be an ambitious step in e-filing as its expanded applicant pool would be more than twice as large as Connecticut's.

—Steven Weinberg



The Results of Connecticut's 2004 Employer-of-Choice/Balance Work & Life Survey

By Martin W. Anderson, Ph.D., and Kathleen Kabara, Strategic Resources Management, Connecticut Department of Administrative Services (DAS)

Connecticut state government has a statute requiring the Commissioner of Administrative Services to develop a human resources strategic plan. One component of that plan is to include "approaches for improving the image of state employment and state employees as perceived by the residents of this state, potential candidates for state employment and state employees" (Connecticut General Statutes Sec. 5-199c).

In 1999, the state embarked on addressing this component, in part, by benchmarking with other employers in two areas that were receiving popular attention in the human resources literature: organizational strategies to attain "employer of choice" (EOC) status and organizational strategies designed to help employees balance work and life (BWL). The benchmarking strategy was to conduct an Internet survey of private and public sector employees, using numerous list serves to distribute survey invitations. From the survey, we hoped to gain a sense of what was being done in the areas of EOC/BWL and to identify promising practices that we should consider adopting. We wish to share the results of the most recent survey in this article.

Balancing Work & Life

The Department of Administrative Services (DAS) used information from the HR literature (e.g., the practices of employers listed in annual "Best Places to Work" articles, and similar sources) to construct survey items. In the area of BWL, we inquired into 15 program or practice areas. These were 1) cafeteria insurance/benefits plans, 2) compressed work weeks, 3) flextime programs, 4) telecommuting, 5) on-site fitness centers or paid fitness memberships, 6) on-premises child care, 7) loan programs (e.g., student loans), 8) job sharing, 9) educational leave, 10) sabbaticals, 11) wellness programs, 12) EAP, 13) bring kids/friends/family to work day, 14) voluntary purchase of extra leave, and 15) voluntary reduction in work days/weeks.

Respondents were to choose among five forced-choice options regarding their involvement with these programs or practices. Their choices were a) they were never tried, b) they were tried/abandoned, c) they were experts at the program/practice, d) the program/practice was a part of their operations or e) the practice or program was "on the drawing board."

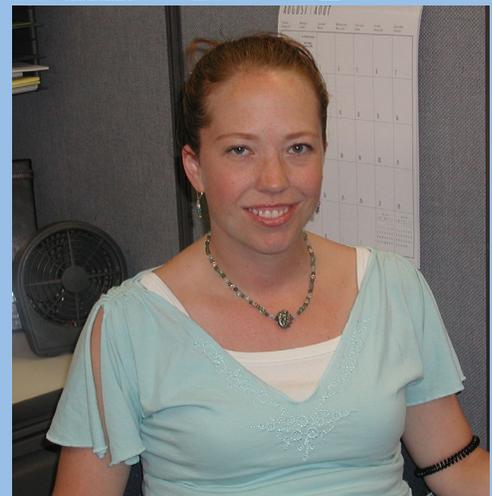
Knowing that programs and practices like these are sometimes controversial or are questioned on their ROI, we also asked what the effect of the program or practice was for the organizations that used them. This was operationalized by asking if there was a) greater customer satisfaction, b) greater profits, c) reduced unscheduled leave, d) attraction of high-quality employees, e) increased productivity, f) greater employee satisfaction and/or g) lower costs. We also asked for explanations and any details of allied programs or practices they used that were not asked about in the survey for BWL.

The results of the balancing work and life survey were not terribly surprising. Employee assistance programs, flextime, wellness programs, leave programs and compressed workweeks were the most prevalent. Less common were special loan programs, sabbaticals, on-site childcare facilities, and workday or workweek reduction programs. By far, the main effects of these programs were increasing employee satisfaction. Of course, this was assumed to be the principal reason for having the programs in the first place. However, a number of practices were reported to have resulted in reduced unscheduled leave and lowered costs for the organizations. Further, childcare centers, educational leave, cafeteria plan benefits, and flextime were attributed to be practices that attracted higher quality employees.

A notable percentage of respondents reported that they have "tried and abandoned" certain of the BWL practices. These were on-site fitness centers or memberships (9 percent), on-site childcare centers (9 percent), sabbaticals (7 percent), wellness programs (6 percent), bring family/children/friends to work day (10 percent) and the purchase of extra leave time (10 percent).

Becoming or Staying an Employer of Choice

The EOC section (Becoming or Staying an Employer of Choice) was more extensive respecting the number of activities that interested us. There were 24 in total. They were 1) distributing printed or electronic materials designed to present a positive image to potential recruits, 2) performing succession planning for hard-to-fill positions, 3) reducing the cycle time for filling hotly recruited positions, 4) building close recruiting partnerships with colleges and universities, 5) building internships or similar entry level programs for recruitment leverage, 6) increasing the visibility of the organization to potential recruits, 7) offering career development opportunities as a benefit to employees, 8) improving relations with and understanding the needs of applicants/recruits, 9) contributing to civic improvement and community involvement, 10) partnering with customers to evaluate and reform/revise recruitment strategies, 11) building a deserved reputation as a great place to work, 12) evaluating and correcting the reasons why valuable employees leave, 13) promoting employee celebrations and reward programs, 14) rewarding managers for increasing the value of their employees to the organization, 15) recruiting where applicants are located



A Big Man with a Big Heart and Big on Family

Ask Douglas Rinaldi of the Workers' Compensation Unit what he enjoys doing most outside the office and the answer is very simple, and VERY clear.

"I love my family and my home. Family is wonderful – very important to me!"

Rinaldi, a finance graduate of the University of Pennsylvania Wharton School of Finance, brings to DAS more than 20 years of experience in the insurance and loss control industry.

His wife, a 20-year state employee herself, is a nurse at the University of Connecticut Health Center. As he began to describe her, he said with such devotion, "I love my wife very, very much!"

A Waterbury native, he formerly ran

up close

By *Nina Ritson*

the Risk Management Program for the City of Waterbury, where he still serves as a Commissioner of the Finance Board.

"I love it here at DAS," Rinaldi cheers.

And Rinaldi fills his time outside the job creatively. Golfing, coaching, a trip to Disney, and he has even confessed to being the "Bingo caller"

on Wednesday nights at St. Mary's School, where his children attend.

Rinaldi prides himself on his children and cherishes his time with them, whether at their school, after-school sports or at their competitions.

A true sports-enthusiast, he now coaches youth baseball in Waterbury; and is extremely active in his children's activities at St. Mary's. He is looking forward to even more involvement when his oldest enters Holy Cross High School.

Without coaxing, he readily talked about the children in the Rinaldi clan with enthusiastic detail. He smiles with deep warm eyes when he mentions his son Christian, "He is the nicest boy I have ever been around, a heart of gold."

He chuckled as he described his middle son, Thomas, the athlete who recently was in the New England Swim Championships held at Brown University.

His usual blustery voice suddenly softened as he spoke of Kayla, his daughter, the gymnast, who he nicknamed at birth. "The minute I saw her when she was born, laying there so tiny and delicate, I called her 'Little,' and that has been her name since."

With school just weeks away, the Rinaldi's are squeezing in a family jaunt up to Cooperstown, New York to the Baseball Hall of Fame and perhaps the Howe Caverns.



What better way to correl an active family like the Rinaldi's than a large outdoor barbecue.

"I love cooking. We always have people over and I truly enjoy preparing meals." He is the master of the enormous gas grill at home - "over 600 square inches!"

When not off to a finance board meeting, at a meet, or coaching a game, he is as happy as a lamb at home, surrounded by his family.

Speaking of lamb - what's for dinner tonight? Marinated barbecued lamb fresh off the grill by Chef Rinaldi himself!

★
★ ★ ★
**Come to Employee
Appreciation Day**
★
August 23 ★
**and see the stars
come out!**



DAS Sponsors Law Enforcement Career Fair

By John McKay

DAS' Law Enforcement Career Fair extended the long arm of the law last month all the way to Cheshire. Close to 500 people interested in state law enforcement showed up throughout the day to learn about employment opportunities with the state.

"We're really pleased with the turn out," said DAS' Pam Libby. "We've had about 356 applications filled out and that's a solid number," she added.

Numerous state agencies set up booths at the Maloney Training Center to entice potential applicants. Attending agencies were the Departments of: Correction, Children and Families, Environmental Protection, Mental Health and Addiction Services, Public Safety as well as UConn and Central Connecticut State University Police Departments.

A real feather in DAS' cap is the new Law Enforcement Career web page. The site provides comprehensive information on law enforcement careers: State Police Trooper Trainee, Protective Services Trainee (Police and Conservation Enforcement Officer), Correction Officer, state benefits, information regarding the exam process, and instructions on how to apply on-line for the examination.

Another first was a PowerPoint presentation delivered by DAS' Diane Fitzpatrick and Heather Tweeddale.

"In the past there were a lot of questions about physical fitness regarding these positions," said Fitzpatrick.

"The presentation answered a lot of questions right away and saved everyone a lot of time. All the applicants knew what would be required of them if they decided to pursue a career in state law enforcement."

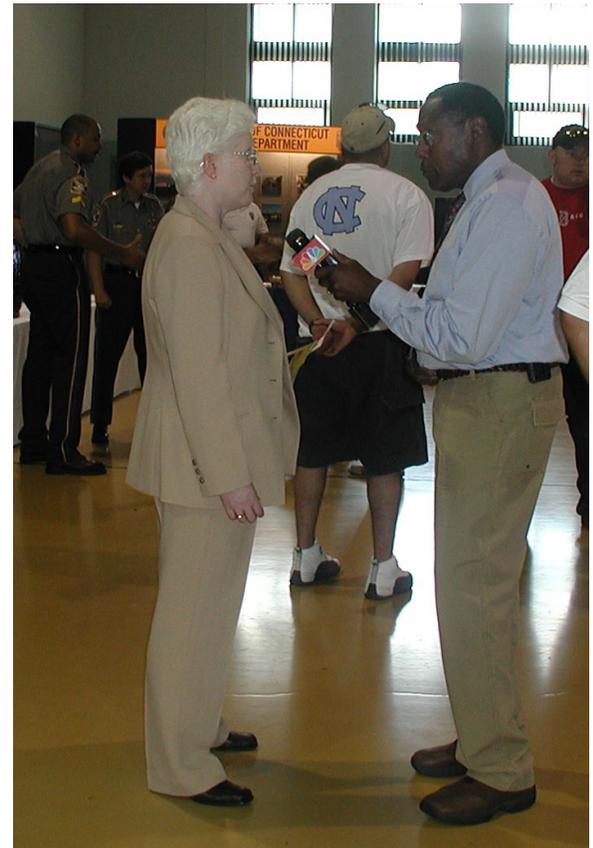


Diane Fitzpatrick and Heather Tweeddale gave a PowerPoint presentation to prospective law enforcement career candidates.

What's down the road?

The next event will be a Hiring Day career fair for RN's on September 21 at Riverview Hospital with the Department of Children and Families, a one-day hiring event where qualified applicants can receive an offer of employment that day.

Several of these events have already taken place this year to hire RN's, APRN's, and Social Workers. To date, 100 Social Workers and 92 RN's have already been hired.



Pam Libby is interviewed by Ch. 30 reporter John Sablon at the Law Enforcement Career Fair in Cheshire.

DAS Saves Millions on New Office Supplies Contract

By Donna Micklus

Keeping a close eye on what it spends on items like toner cartridges, legal pads, and staplers has paid off big time for the State of Connecticut.

Governor M. Jodi Rell and Commissioner Barbara Waters announced that when compared with the state's previous office supplies contract, a new three-year office supplies contract saves taxpayers between \$9.3 million and \$10.1 million. The new contract started on July 1.

The office supplies contract marks another success for the state's new "Buy Smart...Buy Together" program. The Buy Smart approach drives down costs by leveraging the state's full purchasing power.

In March, DAS announced that the cost of police cruisers on state

contract dropped by about \$3,000 per cruiser, without sacrificing cruiser quality. The state now saves over \$742,000 annually on its purchase of police cruisers.

"Just like any family on a tight budget, the state is monitoring how and what it spends on everything - - from police cars to paper," Governor Rell said. "It's common sense, and the proof of its effectiveness is in the bottom line. We're saving taxpayers millions of dollars. The state employees who implemented this program deserve our thanks. This is a nice shot in the arm for our budget."

Waters noted that towns, schools and qualified non-profits can save money by buying off the contracts, and she said that small and minority-owned businesses will benefit from the contract.

"It's not unusual for agencies to use this office supplies contract to help meet their supplier diversity goals, and 19 percent of this \$37.5 million contract has been awarded to Connecticut small and minority-owned businesses," Waters said.

The companies and the value of their contracts are as follows:

- A Naugatuck company, Boise Cascade Office Products, was awarded a \$30 million contract.
- A Fairfield company, Fairfield Stationers, was awarded a \$1.875 million contract. The company is a certified Small Business Enterprise.
- Suburban Stationers, Inc., of Middletown, was awarded a \$3.75 million contract. The company is a certified Small Business Enterprise.
- Aztec Technologies, LLC, of Middletown, was awarded a \$1.875 million contract. Aztec is a certified Minority-Owned Business Enterprise.



...our strength is in our differences

Remember years ago when movie theaters hosted "double features" and you got to see two great movies in one sitting?

The DAS Diversity Council is pleased to announce plans for a diversity double feature you won't want to miss!

The first movie is a 1990 Academy Award winning film for Best Short Film, Live Action called **The Lunch Date**. Stranded in a train station, a well-to-do white woman, through a series of events, comes face-to-face with her own prejudices and stereotypes as she navigates through a big-

city railroad station. This ten-minute film by Adam Davidson gently explores ideas about fear, prejudice and stereotyping. Interestingly, the entire film takes place without any spoken words.

The second film in our double feature is **Bill Cosby on Prejudice**. Bill Cosby, as the man on the street, systematically disowns the human race. He gathers all the typical clichés and stereotypes about particular groups of people into one long monologue. Cosby expresses just about every prejudice ever thought or spoken, creating a super-bigot who

doesn't like blacks, Mexicans, Jews, Japanese, Puerto Ricans, Indians, Irish, Scots, old people, kids, women, Midwesterners, Easterners - no minority group is left out. "Just get rid of them," Cosby says in this 24-minute film made in 1972.

After viewing the films, participants will have an opportunity to discuss their thoughts and feelings. Watch for our "Diversity Double Feature" announcements that will publicize the date, time and location for this diversity event!

Coming Soon to a Theater Near You!!

By Maureen Friedman