



Jovanelly, Fuggetta Honored by Governor Rell

By Donna Micklus

It was a day for accolades and acclamations as two of DAS' finest were honored in the state spotlight. Governor M. Jodi Rell presented Collections' Henry Jovanelly and Mail/Courier's Angela Fuggetta the prestigious Governor's Service Award at a morning ceremony at the State Capitol on June 3.

"As head of DAS Collections, he will bring in over \$800 Million in revenue this year alone. He exceeds the revenue target and breaks all records every year," Governor Rell said when introducing Jovanelly.

DAS Commissioner Linda Yelmini, who introduced the governor, also sang Jovanelly's praises. "He creatively generates new programs and expands others to maximize revenue. This is all possible because of his partnerships with every customer agency he serves; all have come to rely heavily on him," Yelmini said.

Governor Rell noted that Angela Fuggetta was nominated by one of her customers who said: "Angela can always be counted on for mail delivery and pickup regardless of the weather. She goes out of her way to make sure we have mail buckets and will even make a trip back to our agency on the same day to deliver them. This fine lady goes above and beyond the call of duty and I would like to see her honored for her hard work and dedication."

Yelmini agreed, saying that Fuggetta "is a dedicated worker who brings credit to state service."

The Governor's Service Award was established in 1996 and is held semiannually to



Angela Fuggetta, Governor M. Jodi Rell and Henry Jovanelly at the Governor's Service Awards Ceremony on June 3.

recognize state employees for providing outstanding customer service. Any state employee is eligible and can be nominated by a supervisor, peer or customer.

Both Jovanelly and Fuggetta said they were honored to have been selected.

"The personal recognition of the Governor's Service Award is incredibly gratifying, but the real recognition should go to the people that I have been lucky enough to work together with. Their hard work and support make us the best at what we do," said Jovanelly.

"I was absolutely surprised - my father is ecstatic. He is a WWII Pearl Harbor vet who is just thrilled about going to the Capitol for this award. I think he is more thrilled about going to the Capitol than about me getting the award," Fuggetta said.

At the end of the program, Governor Rell had one last surprise for the recipients when she told them to "take the rest of the day off!"

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ERP Winners, "Take a Bow!"



Customer Service
Isabelle McKinney, Lynn Peccerillo, Cynthia Shea, Peter Hunter: for the excellent service delivered to the public by the contractor prequalification team, giving presentations to educate both contractors and awarding authorities.



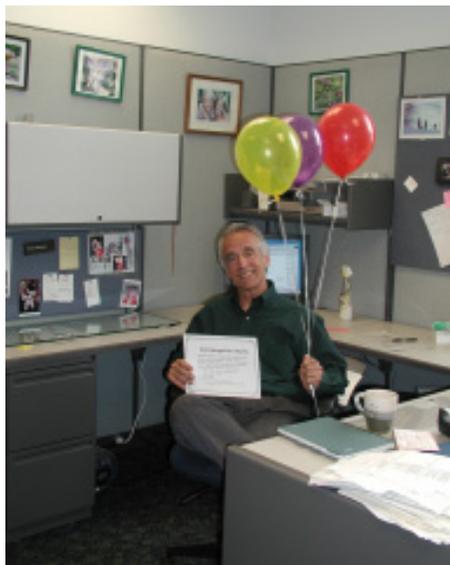
Team Excellence
Kathleen Kabara, Doug Belli, Cheryl Cepelak, Brian Halloran, Chris Smith, Anna Tara, Jose Baez: for the work done to migrate the DAS e-mail system to Outlook 2003.



Going the Extra Mile
Eva Merriman, Lori Coleman: for their consistent commitment to the department and the support they provide for the contracting staff, going above and beyond to ensure things are done quickly, efficiently and accurately.



Remarkable Innovation
Jean Michael: for her work taking over as head of the Business Office, restructuring operations and achieving great results in exceeding all goals and being a creative problem solver.



Going the Extra Mile
Henry Jovanelly: for his extraordinary work beyond required duties as head of Collections, exceeding revenue targets and breaking records every year. Jovanelly also won the Governor's Service Award last week.

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Tracie Knapsack commended **Mary Yabrosky** for the training session that she provided to the Business Office on the EPM Reporting module of Core-CT. "I just wanted to say thank you for spending time with us yesterday. Your knowledge of the EPM Reporting module was amazing! You passed on a lot of good information...we are all going to see what we can get into now! I thought that your presentation was extremely well put together and your delivery was very good. You did a great job! Thanks!"

Diane Donato sends "Kudos to my supervisor, **Sandra Sharr**, for all of her help, support, and back up on a very sensitive issue. You are the best, Sandee. Thanks so much!!!"

Dick Omohundro sent the following message to his fellow **MIS** staff members for taking care of a corrupt database problem: "Not just kudos but 'Hats Off' and ...MEGA KUDOS to those people from MIS Technical Support! They saved me again! Thanks guys!"

Henry Jovanelly received the following note from a very satisfied client applauding employee **Mary Purcell** from Collection Services: "The reason for my writing you is to let you know how helpful your employee was in informing me about the contents of a letter that I received and couldn't understand. Ms. Purcell was so polite, respectful, and knowledgeable and set my mind at ease after I spoke to her. Thank you."

Nancy Jones thanked all of the **DAS employees** that contributed to the success of Take Our Kids to Work Day on April 20. "Once again, you all did a terrific job. I really appreciate all of your hard work. Everything seemed to be a success. As I said before, you guys are the best!"

Carol Wilson praised all of the **DAS employees** for their efforts with Take Our Kids to Work Day. "It was well done! Speaking personally, this is the first year my child has walked away with a real idea of what we do here in DAS! I specifically want to thank the **Mock Bid Team (Teresa Anderson)** and all who assisted), the **Environmental Team (Barb Moser)** and anyone who assisted her) and the Flight Simulation (**Dan Sears**)! Those were the three events my son attended and they were all super! I extend Procurement's thanks to everyone else who helped coordinate and run this years event, and other events that other business areas conducted. All the extras--photos, food and smiling faces- made it all that much more enjoyable."

Commissioner Linda Yelmini thanked the **Take Our Kids to Work Day Committee** for putting on the event. "Thanks so much to all of you for your hard work. Everything went well and the kids really seemed to enjoy themselves. Truly, thanks again. It was a great job."

Douglas Buck from the Department of Social Services wrote the following note to Linda Hubeny: "I am writing to apprise you of the fine service we have received from **Wayne Stocking**, a new person to your unit. He is quick to perceive our needs, seems to know how to solve problems quickly and is willing to search a matter through to the end. We are very happy that he is aboard and willing to help us."

Carol Mauro from Ed-Mor Electric Co., Inc. wrote the following thank you message to **Cynthia Shea**: "I want to thank you for all your help with the prequalification for Ed-Mor Electric. Your help and direction is greatly appreciated. The process can be a little confusing and your

patience helped keep me sane. I am sure in your job, people do not say thank you for a job well done, often enough. I just want you to know this is one taxpayer who appreciates those who work for the state."

Carol Wilson sent the following message to **Barbara Moser** for the Climate Protection Award presented to the Governor's Steering Committee on May 4: "This award is awesome recognition of the Connecticut Governor's Steering Committee on Climate Change in which DAS's own Barbara Moser has played a major role. While I congratulate the whole committee, I personally want to acknowledge Barbara's tireless dedicated efforts and involvement in this committee, and commitment to environmental causes and promoting Environmentally Preferable Purchasing. Thank you Barbara and congratulations!"

hats off

By **Cindy Rusczyk**

Kudos to **Sonji Fonseca** and the Birth-to-Three Team, **Barbara Jenec**, **Lilka Vega**, **Doreen Kearney**, and **Eva Green** from Pietro Rosato of the Department of Mental Retardation regarding Early Connection Insurance Reimbursements. "Thanks for all the work that you've done so far this fiscal year. The dollar amount of receipts is exceptional at the least. We broke \$50,000 for last month and we have collected 90% of all of FY04. I think that we will most likely exceed FY04 amounts sometime in May. Thanks!"

More Kudos!

Dorothy Fandacone from the Department of Labor thanked **Laurie Melesko** for providing her with excellent customer service regarding the state contracting portal. "You have got to be the most pleasant person I have ever dealt with at DAS. Thank you."

Isabelle McKinney sent the following message to **John McKay** for his assistance with a diversity event: "John, again I thank you so much for assisting the Diversity Council in getting the diversity presentation communiqué out in a professional and timely fashion. Thanks for helping to make the event a success."

Heather Tweeddale thanked **Donna Micklus, John McKay,** and **Nina Ritson** for all of their assistance with the Nurse of the Year ceremony. "I just wanted to thank you for all of your help with the Nurse Award and for putting up with me! You are always there for us and we really

appreciate it. Only nine more months until I start bothering you all over again!"

"A huge thank you to **Jose Baez** and **Anna Tara**" from Maureen Friedman "for all their help to resolve a problem I had with my computer. The solution to my dilemma was not easy to identify but they never gave up. Because of their knowledge and dedication, I am happy to report that the problem is resolved! It is a pleasure to work with these two professionals."

Ginne-Rae Gilmore from the Department of Economic and Community Development praised **Nina Ritson** for her design of their agency slip-sheets. "I just wanted to thank you for all the work you did on our slip-sheets. They look great and will be a nice addition to our other marketing materials. Your suggestions really made an impact on the look. We have already sent them out to legislators. Thanks again, and I look forward to working with you in the future."

Team Leader Paul Felix praised the work of **Brenda Minter** stating that: "Due to Brenda Minter's good work in the Hospital Billing Unit of Collections Services, this claim cycle generated over \$1 million in Medicaid payments. She is really good at what she does."

Don Casella applauded **Brian Saczawa** for his assistance in retrieving information from CoreCT on the State Police Cruisers Spend Data. "I just wanted to mention how helpful Brian Saczawa was to me yesterday. I asked Brian for information from purchase orders issued over the last fiscal year. He came over immediately and showed me how to extract all the data I was looking for (and more) directly from CoreCT. I am always fascinated by how readily the various parts of DAS come together to help each other out, and this was an excellent example."

DAS Adds Alternative Fuel, Hybrids to Fleet

By Donna Micklus

DAS' purchase of 575 alternative fuel and hybrid vehicles will mean cleaner air for Connecticut.

"These new vehicles will decrease the air pollution that triggers unhealthy breathing conditions and cut down on the emission of greenhouse gases," said DAS Commissioner Linda Yelmini.

Yelmini said that government has a responsibility to both protect the environment and reduce dependency on foreign oil. "Some of these vehicles get 50 to 60 miles to the gallon, so this is clearly a step in that direction," Yelmini added.

Tom Yuhas, who heads up Fleet Operations, said that DAS chose models based on information published in the *Model Year 2005 Fuel Economy Guide* put out by the U.S. Department of Energy and Environmental Protection Agency. He said the alternative fuel vehicles DAS is buying include the Dodge Stratus, Ford Explorer, Dodge Caravan, Chevrolet Silverado 1500 and the Dodge Ram 1500. Hybrids include the Honda Civic (CVT), Toyota Prius (GY) and the Ford Escape. Yuhas said the vehicles range in price from \$11,000 to \$24,000.

Deputy Commissioner Anna Ficeto explained that



the new contract also benefits Connecticut's cities, schools and nonprofit organizations because they can purchase off state contracts and take advantage of the state's leveraged buying power.

"Having contracts for hybrid and alternative fuel vehicles will make it easier for towns to drive cleaner while also getting better pricing. Buying green also means saving green," Ficeto said.

Contracting Portal Grows Saves Time and Money

By Donna Micklus

Governor M. Jodi Rell recently announced that every state agency, along with 77 municipalities, 27 nonprofit organizations, and 34 public schools and Boards of Education have enrolled to post bid information on the DAS website for public contracts.

The move to online posting of contract information is expected to save taxpayers at least \$300,000 a year through reduced costs for copying, mailing and legal notices. The site was created by Governor Rell's Executive Order No. 3.



"We are making steady, solid progress toward transparency and fairness in government," Governor Rell said.

"Having contract details out in the open is critical if we truly want universal availability and accessibility.

What we are striving for is an even playing field for everyone. The bottom line: More bidders mean more competition and that means better prices for Connecticut taxpayers," the Governor added.

DAS Deputy Commissioner Anna Ficeto said that over 200,000 e-mail notices are sent monthly to the 17,000 suppliers registered to receive bid notifications.

"The previous process, which could take up to two weeks, is now accomplished in a mere 30 minutes," Ficeto said.

Carol Wilson, Director of Procurement Services, said that to date, DAS

has trained employees at all state agencies to post contract information online, including employees of the Department of Transportation, Department of Labor, Department of Public Health and the Department of Social Services.

Another feature, believed to be unique to Connecticut, is the promotion of the state's Supplier Diversity Program to newly registered bidders.

"When a new Connecticut vendor registers, they automatically receive an e-mail describing the Supplier Diversity Program and inviting them to certify," Ficeto added.

"Since we introduced the Supplier Diversity Program in January, more than 275 suppliers have requested application materials and many are in the process of becoming certified."

More than 200 entities, including state government agencies, municipalities, schools and not-for-profits, are currently using the portal for bid posting and notification.

We Hate to Ask, But Have You Expired?

By John McKay

DAS Procurement will let you know!

All vendors on State of Connecticut service contracts require some form of insurance. The DAS Procurement office is automating the vendor notification portion of the insurance certificate tracking process, which will increase the effectiveness and efficiency of the program as a whole.

When a contracted vendor's insurance is about to expire. DAS will provide the vendor with a 30-day, 14-day and 7-day reminder notice to supply DAS Procurement with an updated insurance certificate.

"Previously, the paper process involved was overwhelming," said Procurement's Meg Yetishefsky.

The notice will be through e-mail and will detail the requirements needed to continue to meet the insurance terms of the contract award.

"The real victory here is the continued use of automation to streamline processes and make it easier to obtain current information, reducing the manpower needed to maintain vendor insurance information," said Procurement Services Director Carol Wilson.



DAS Collections helps towns recoup expenditures

By Nina Ritson

It's that time of year again when tulips are blooming, May flies are biting, and rising costs are biting away at everyone's town budget.

But DAS has some good news for municipalities that are covering special education services in their budgets.

"We are able to recover far more costs now for many special education

be billed to Medicaid for children that are covered. "Our hardworking team enters data based on this submission and when all is processed, the Department of Social Services issues the reimbursement check to the town."

He has been working with Hartford, East Hartford, and Meriden to

mainstream the database process to make sure they are billing the correct charges and ALL the charges. The process was long and tedious and there was high incident of error because the L.E.A. would hand-enter data and the counselors

service information. An MSI is one item per student per discipline. Translated – one child could have multiple MSI's reflecting the many services they receive. "This information is even more secure than data covered by HIPAA requirements. We are covered by FERPA (Family Educational Rights and Privacy Act), a far more stringent regulation," Hauschulz explained.

Working with Hartford, he also piloted a project where he was able to cross-reference his Access database against the Title 19 database revealing even more children who qualify for coverage and thus more reimbursements for the town by the federal government. Before, many children were receiving resources, at the town's expense, without reimbursements, because of inconsistent, unreliable methods to capture information. In Hartford, 75 percent of the children receiving special education services are covered under Medicaid. Hartford was able to recoup \$70,000 by this pilot project alone.

Hartford has 3,500 children receiving special education services. East Hartford has another 800-900. This new billing system has saved them over 400 man-hours, thus freeing up teachers to spend more time with the students and less time on the paper work – and nothing is compromised.

Hauschulz said his co-workers deserve much of the credit. "All the members of Sonji Fonseca's team actually pitch in to get the MSIs entered in a timely fashion. My input is more troubleshooting and quality assurance, dealing with all the L.E.A.s, verifying information, etc." he said.



(L to R) Juanita Lentocha, Mary Ann Scotti, Adrienne Runowicz, Doreen Kearney, Will Hauschulz, Tomorra Williams, Tanya Grant, Lilka Vega, Barbara Jenec, Sonji Fonseca
Missing: Carlos Kebe, Eva Green

services, physical therapy and occupational therapy, social workers, psychologists, nurses and language and speech pathologists," explains Will Hauschulz of DAS Collections. He has been working on a pilot project that will help towns recoup more funds owed them from the federal government for special education expenses.

"There are 87 towns in Connecticut enrolled in the program. At one time it was mandatory for certain towns," Hauschulz added.

"I cover all towns but primarily Hartford and East Hartford."

The Local Educational Area (L.E.A.) sends Hauschulz the list of charges to

would record information via handwritten notes that were later transcribed by a data-entry person.

Then when Hartford and East Hartford went through a reorganization, Hauschulz seized the opportunity to intervene and help institute a process to capture data entered once, secured, and available only to authorized personnel.

Hauschulz revolutionized their system by spending several hours at their facilities pulling their info from random Excel files and handwritten notes into an Access database. From this database, they are able to produce MSI's or monthly



...our strength is in our differences

Happenings

Diversity Double Feature Draws Large Crowd

By Maureen Friedman

It was standing room only at the “Diversity Double Feature” hosted by the DAS Diversity Council on May 11.

The two films that were shown, Academy Award winning short film *The Lunch Date* and *Bill Cosby on Prejudice* drew nearly 100 people to

a 3rd floor conference room in the State Office Building.

What made this event truly diverse was the fact that people from other agencies in the building were invited to attend. Employees from Public Works, Education, Consumer Protection as well as Administrative Services viewed the films and participated in a lively discussion facilitated by Jack Hasegawa, Bureau Chief of Educational Equity from the Department of Education.

Participants were asked to consider and discuss whether or not prejudice continues to be prevalent in our state and in our workplace and to

suggest ways to help eliminate it. It was rewarding to see so many people freely express their thoughts and ideas.

Judging from the evaluations, this multi-agency event was a great success with many folks requesting that there be more in the future.

Have you ever considered being on the DAS Diversity Council? If so, watch for a Diversitygram announcing information about how you can become a Diversity Council member.

Also, remember to mark your calendars for our annual Taste of DAS event that will be held on June 8, 2005!



New Tenant?

She doesn't have voice mail or e-mail hooked up yet, but mom and baby are looking pretty comfy in their Capitol Avenue digs at the SOB.

Discovered and photographed by the DAS National Geographic Discovery Team of Mark Martinez and Franky Rivera. Named Dianna, Goddess of the Hunt, and baby named Daisy by Mayme Casady.