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Lydia Rosario honored by Lt. Governor Rell at award ceremony

By Donna Micklus

“Customers first” is a familiar refrain for Lydia Rosario. A contract specialist in DAS Procurement Services, Rosario received the Governor’s Service Award for outstanding customer service at the May 6 award ceremony at the State Capitol. Rosario was one of forty state employees from 15 agencies honored at the event. Lt. Governor M. Jodi Rell greeted award winners and their families, as well as commissioners and co-workers.

In presenting the awards, the Lieutenant Governor applauded the positive difference state employees are making in government today. “You are receiving awards today because you all have one thing in common: you put public service first.”

Rosario was recognized specifically for her efforts in promoting small businesses and for helping DAS meet its goals in contracting with minority-owned businesses.

“I feel very honored to receive this award,” said Rosario. “However, what really made me excited was to find out that a small

See Award, page 2



Lydia Rosario with Lt. Governor Rell and Commissioner Waters at the Governor's Award Ceremony.

Thanks, Wayne



Wayne Seabury shares a laugh with some of his many friends who joined him at a farewell luncheon in his honor. Seabury began his new position at DOIT on May 7.

See story on page 5

An informational feast

By Mike Mansfield

State school lunch personnel had a lot to digest at a recent DAS-sponsored meeting.

The concept of “food for thought” was never taken so literally as on May 6 when nearly 100 of the state’s sponsors of school lunch programs assembled at the Marriott Hotel in Rocky Hill to enjoy a unique and delicious new twist to the Child Nutrition and Commodity Processors’ Meeting.

“I thought the show was great!” exclaimed Doris Vieira, manager of the DAS Food Distribution Program, afterward.

“This was our first show and no one wanted to miss it. Our customers have been waiting for this

show, and we finally did it!”

The attendees from across the state were encouraged to come hungry for more than just information. The highlight of the day for many was the Commodity Processors’ Food Show and Taste Test. For the first time, participants could sample and vote on those foods they wanted to see available in their schools next year.

“We had 25 processors participating in the food processing show who are ready to do business with us,” said Vieira.

Commodity processing has become an increasingly hot topic among school lunch directors. While the USDA provides some food items ready-to-use, other foods come in forms or quantities that may not be easily used or stored.

In order to make efficient use of these foods, many school agencies have turned to the food processing industry to convert the USDA-donated products into more convenient and usable forms.



DAS Food Distribution Program personnel at their recent food expo.

“All of our customers thanked me, and even the processors that worked the show called the following day to tell me it was the best organized food show they had ever participated in,” said Betsy Galian, processing specialist for the group.

Vieira said that she, too, received “absolutely remarkable” feedback. “The school lunch directors were all very pleased,” she said.

“The Food Distribution Program has come a long way in doing business with its customers,” Vieira said, praising Galian and the rest of the staff for their hard work.



The *DAS Times* is published monthly by the Department of Administrative Services Communications Office
165 Capitol Avenue
Hartford, CT 06106

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Commissioner

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Contributions are welcome but may be edited for space and clarity.

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Awards, *cont. from page 1*

business vendor took the time to nominate me. Sometimes recognition goes to just one person, but I can assure you that these accomplishments are a team effort.”

DAS Commissioner Barbara Waters said she is proud of Rosario, adding, “Those of us who work with Lydia know full well her commitment to customer satisfaction.”

The Governor’s Service Award

was established by Governor John G. Rowland in 1998 to pay tribute to, and reinforce, the importance of quality customer service in state government.

Lt. Governor Rell concluded her remarks, noting, “Your efforts are being noticed by your co-workers, your commissioner, your lieutenant governor, and your governor. On behalf of your governor, I say, thank you for a job well done.”

Following in the tradition of Governor Rowland, Lt. Governor Rell then gave all awardees the rest of the day off!

Robin Tomkunas of A & A Pest Control praised **Roger Mansfield** for his time and assistance with the steps needed for the bidder notification system. "We are all set and online with your website!"

Kathy Carr of the Sodexo Marriott expressed her appreciation for the helpful service provided by **Jerry Santostefano** with commodity list offerings for their menus, serving suggestions, and product descriptions.

Eric Timms from Minolta commended the **Procurement staff** for their great presentation on the copier bid contract and for being "light years ahead in content, enthusiasm, innovation, and attitude."

Kudos to **MIS** and specifically **Bob Cosgrove's unit** from David Krayski for their timely solution to a possibly debilitating Y2K issue that could have prohibited inputting transactions into APS.

Paul Felix thanked **Devin Marquez** for his assistance on a particular Collection case. "His assistance and dedicated customer service is appreciated."

Commissioner Eugene A. Migliaro of the Dept. of Veterans' Affairs (DVA) praised **Henry Jovanelly** for the collaborative effort between DAS and DVA on the projected Medicaid and Medicare billing recoveries, saying "we fully expect continued success."

Marie N. Harb of Torrington sent her appreciation to **Phil Karas** for his assistance in locating examination information on the DAS website and for being "efficient and very courteous."

Maria Cardillo, owner of Food Brokers, Inc., commended **Betsy Galian** for her constant support with filling out their food processing agreement for the school year 2000. "I truly appreciate it!"

Compliments to all **DAS employees** who participated in business center relocations, particularly **Dan Donahue, Fred Ondevilla, Dan Sadowski, Peter Varhol, Linda Hubeny, Jose Baez, Chris Smith, and Kathy Valone.**

Cindy Brooks of the Seymour Schools Lunch Program applauded **Doris Vieira** on the improvements made with the Food Distribution Program during the past year, saying she is "looking forward to continuing to work closely with the department."

Patti Maneggia applauded the **Communications Office** for a "job well done" with *Take Our Kids to Work Day*. "It was the first time for my son and I, and we had a blast!"

Karen Rakowski extended her thanks to **Juliet Colebrook** and **Alice Hall** "for always going out of their way to help her with purchase orders and any other purchasing issues."

Heather Cavanaugh was commended by Mike Felix for the "great job" with *Take Our Kids to Work Day*. "Another successful program by DAS that has gone from good to great!"

John Pacholski and **Daniel Sears** were praised by Teresa Dupont for the new user-friendly streamlined procedure with PA applications. "I can't believe how quickly you responded and worked to get the new procedure up and running."

State Representative Elizabeth A. Boukus of Plainville commended **Jim Passier** for his

March article in *Purchasing Power* on "RFP's Revisited." "I could not agree with you more; ask the professionals for the solutions and then evaluate for your needs."

Hats Off

By Cindy Duberek

Abbie Wotkyns extended her appreciation to the FAR employees in Newington, **Frankie Rivera, Marisol Feliciano, Josephine Hedges, and Sherry Kellish** for their hard work and creativity with *Take Our Kids to Work Day* dispensing balloons, scooping ice cream, bubble-blowing, and face-painting.

Child Advocate Linda Pearce Prestley commended **DAS Print Reprographics** for their assistance in facilitating the printing of the latest children's reports issued by her office. "The printing was done expeditiously and was of high quality."

Roy Dion applauded **MIS** for helping the Food Distribution Program meet the May order forms deadline. "Once again, we are indebted to the MIS team!"

June A. Vizcaino from the Women's Center of Southeastern CT, Inc. was elated with **Gail Bienvenue** who was "very knowledgeable and courteous and answered a multitude of questions on the Food Distribution Program and how it will benefit their organization."

DAS surplus auction proceeds reach record levels

The news on the surplus program just keeps getting better. DAS' vehicle and surplus goods auctions held in April posted record sales.

"Kenn Stephenson and his staff have done an absolutely outstanding job in turning around the entire surplus program," said Commissioner Barbara Waters. Waters said that DAS entered into a pilot agreement in 1996 with Clearinghouse Auction Galleries of Wethersfield that has gone beyond all expectations.



"The April auctions were our most successful ever," she added. Gross sales for the April vehicle and surplus goods auctions were \$771,000.

"We have turned our program totally around, cutting administrative costs by nearly 50 percent and increasing sales by 52 percent," Waters added. Under the guidelines of the pilot program, DAS first offers state surplus goods to other agencies and then to municipalities. The remaining goods are offered to the public at auctions held at various state locations throughout the year.

Waters said that DAS has also vastly increased its auction advertising to include state, regional, and even national trade publications.

"As a result, attendance has more than doubled," Waters said.

DAS recently conducted a national survey to determine how other states dispose of surplus property.

"We were delighted to learn that Connecticut is so far ahead of the curve," Waters said. "Some states don't have any programs in place to bring money back into the state coffers from the sale of surplus property."

Waters said that since the pilot program has been in place, more than \$7.7 million was generated through public auction sales of surplus goods and equipment.

Take Our Kids to Work Day blends fun, education, and pizza

They're ba-ack!

Imagine over 70 kids touring the capital area without any catastrophes! That in itself is a victory.

On April 22, DAS once again sponsored "Take Our Kids to Work Day." Employees from all business centers brought their children, nieces, nephews, and grandchildren to learn about state government. Though participation seemed phenomenal last year with 55 kids, this year's attendance was at a whopping 77 - and that's not including parents!

For the third year in a row, the DAS Communications Office planned and organized the day's activities. In response to suggestions last year, the schedule was pared down to allow kids to visit their parent's respective work stations. Kids were able to hop on the computers and perhaps lend a hand with some light work.

The half-day activities began at the State Office Building. Deputy Commissioner Alan Mazzola graciously hosted "Doughnuts with the Deputy," shook every sticky hand that entered Commissioner Waters' office, and welcomed kids to pose for pictures in the big boss' chair. The crowd then ventured to the State Capitol with Janis Nome leading the tour. Nome and Joe Prevuznak of the Business Advisory Group pointed out some highlights in the building including the General Assembly and Hall of Flags.

The group continued on to the Legislative Office Building (LOB) where they were met by State Representative Dolly Powers who explained some of the ins and outs of the legislative process. A teacher and mother herself, she understood the kids' need to "test the microphones" during her speech!

Following the LOB, the crowd went to the Bushnell Memorial for a behind-the-scenes tour of the historic building. Kids were excited to see the "autograph room," (although they hadn't heard of a Jimi Hendrix) and the projection room.

The day wrapped up with a pizza and soda lunch in Room G-38A where kids scarfed down some hearty slices and left with a special DAS balloon to remember their visit. Plans have already begun for next year's activities - just kidding!

Definitely kidding.

A look at Wayne's world

By Heather Cavanaugh

Been there. Done that. DOIT. Who but Wayne Seabury would fit that professional profile? And on May 6, colleagues shared stories, smiles, and tears as they paid tribute to a man who for 27 years has been closely woven into the fabric of DAS.

Seabury's career embodies the working-up-the-ladder-of-success story. He began as a Connecticut Career Trainee in the former Bureau of Central Collections, which was then part of Finance and Control (which later became OPM).

He was promoted to an Investigator Supervisor in Delinquent Accounts, then to Estate Administrator for Claims, to Assistant Director of Collection Services, to Executive Director, to Director of Fiscal and Administrative Services in 1997.

Collections was his business from 1972 to 1996, and he explained how it has changed dramatically over the years, well, decades.

"In the beginning, 70 percent of my work was in the field," Seabury said. Much of his time, along with other Collections investigators, was literally driving door to door to obtain information needed for cases.

"Now, with the help of technology, most of the information is gotten at the click of a button on your PC," he explained.

Driving door-to-door was not only time-consuming, it was sometimes

dangerous, Seabury recalled. "We were showing up on the doorsteps of some people that weren't happy to see us. Luckily, now it's mainly a desk job."

Along with seeing changes at DAS, he has also witnessed changes in state government as a whole. "There is definitely more cooperation between agencies now, and technology has aided that," said Seabury. "Years ago, we didn't have things like email or Lotus Notes. Now everything is instantaneous," he added.

Throughout his many years at

DAS, Seabury has always been socially active as he participated on softball teams and helped organize DAS functions.

"I don't think I've missed a single party," he joked. "And working at Collections, I was lucky enough to go to *two* parties for most occasions."

Wayne's amiable nature has helped him to foster many friendships that he will always cherish.

"These people have helped to shape who I am today...you can't put a price tag on that," Seabury said at the farewell luncheon held in his honor.

Some of these folks in return remembered Wayne fondly. In a letter to Seabury, Commissioner Barbara Waters said, "Wayne has

always measured his work week not by hours or days...but by results. I don't know anyone who has brought more of a sense of dedication to his job."

"I'm going to miss his meetings," joked Dan Donahue. "I hope he remembers everything we have taught him."

V. Jean Michael offered words of encouragement in jest. "If he could deal with Dan, Jim, and me, he'll be OK. We've loosened him up a lot."

Jim McKenna was tasked with delivering a farewell speech. He first joked about Wayne being a "prankster" (anyone who knows him is aware this is far from the truth.) McKenna later used an analogy of how Wayne's position on the softball team is similar to his role at DAS.



Seabury's assistant, Lorraine Lombardi helps spiff him up for the occasion.

Up Close

"Wayne has always been the anchor of the team, on the field and at work. He has consistently shown strength, ability, honesty, leadership, vision, and courage," McKenna stated poignantly.

His leadership skills will serve DOIT well as Seabury takes on an integral position in shaping the agency for the future.

"I will work to lay the foundation to move into the future of post-privatization. I also hope to build the bridge between DOIT and other agencies," said Seabury.

"If anyone can handle it, it's Wayne," McKenna said.

Write right?

By Heather Cavanaugh

DAS does it with style. At least, we're trying to with the help of the new *DAS Style Guide*, which will be distributed to employees this summer.

The publication, compiled by the Communications Office, highlights most common questions, usages, and errors found in printed material, particularly in the vocabulary of state government.

The idea in using the style guide is to adopt a level of consistency, standards, and format throughout the agency, and of course, to use proper grammar and punctuation. It's easy to write *they're* rather than *their* or *capitol* instead of *capital*.

Spell check isn't always the answer!

"This guide is meant to serve, not dictate - so we hope that you will use it as a tool and a reference source," said Director of Communications Donna Micklus.

Because the lexicon of government is constantly changing, updates will be published as needed.



Business CONNections honored at Minority Supplier award event

By Mike Mansfield

DAS' Business CONNections unit received the very first Special Merit Award for the Connecticut Minority Supplier Development Council (CMSDC) at their 16th Annual Awards Banquet last month at the Aqua Turf in Plantsville.

Amid the awards for the year's most outstanding corporations and suppliers, Business CONNections Director J. Carlos Velez and Lydia Rosario, a contract specialist in Procurement Services, were cited for their exemplary efforts and accomplishments in supporting minority businesses. Also recognized in the banquet program was the "strong commitment and support" of DAS Commissioner Barbara Waters.

Elaine Thomas Williams, executive director of CMSDC remarked, "Congratulations on motivating your team towards building strong partnerships with minority-owned business, and for your continued success as a leader championing the merits of supplier diversity as a business necessity."

Velez said the award was a particularly special honor because it marks a significant, positive change in the perception of the CMSDC toward the state's outreach to minority-owned businesses.

"It was a terrific feeling being there," Velez recalled, adding that it was "nice to be recognized for heading in the right direction."

Velez said he is excited to continue expanding the mutual cooperation he and the CMSDC have established, remarking that while both his group and the CMSDC are in the business of certifying minority suppliers, the

two entities have recently begun working much more closely together to promote each others' services for the broader good of the minority business community.

Thinking out of the lunch box

By John McKay

Lunch-and-learn, two add-on sessions of CareerPower, were held in April to focus on the CareerPower development plan.

"They're great follow-up sessions," said Cheryl Welton, a CareerPower instructor. "It really allows one-on-one attention for all those taking part and helps them take a closer look at a particular area of career development."

Participants concentrated on writing and analyzing professional goals, and then developing professional plans of action for both long and short term achievements.

Other topics included networking, creating a training plan based on career goals, introduction to career information on the Internet, and resume writing. Participation in a one-day CareerPower session is a prerequisite to attending the follow-up course.

On Thursday, May 6, the training team took to the road and visited FAR Newington. "Everyone seemed very receptive to CareerPower and were really excited to learn more about it," said CareerPower's Nina Davit. This summer the CareerPower team will be visiting the Fleet garages and holding an open house in the State Office Building.

To find out more, go to DAS Central under Reference and Procedures for upcoming dates and the online registration form.

Take Our Kids to Work April 22



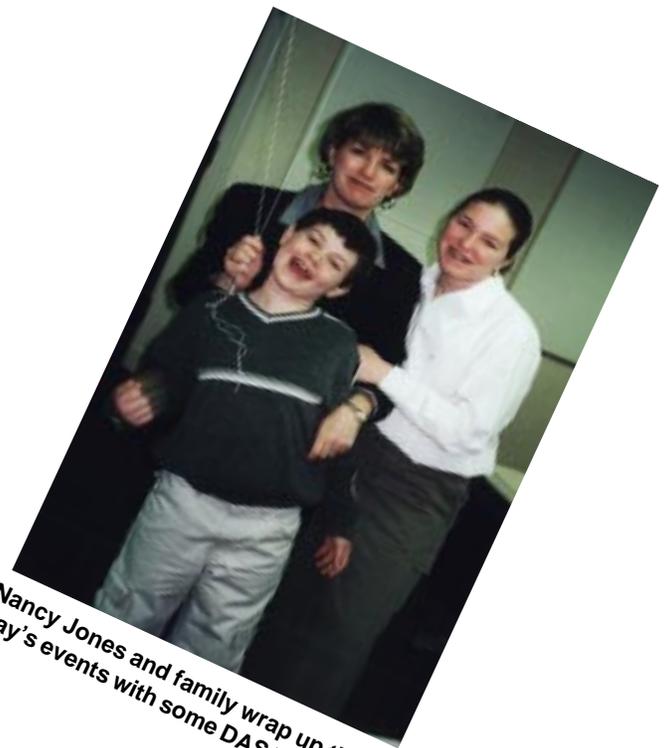
Three budding state senators get a lesson in state government from Suzanne Liquerman.



Move over Jodi Rell. Well, perhaps not yet. Joe Prevuznak's son is a politician in the making, as he gets the feel of the Lt. Governor's chair.



For once, Deputy Commissioner Alan Mazzola is NOT in the hot seat as he poses with perspective DAS commissioners.



Nancy Jones and family wrap up the day's events with some DAS balloons.



Pizza = Silence...at least for *some* kids on Take Our Kids to Work Day.

All the news that fits, we print

By Dana Citarella

DAS Annual Report praised in national publication

News about the 1998 DAS Annual Report to Employees is spreading fast. *Managing Administrative Services*, a national publication of the National Association of State Chief Administrators (NASCA), cited the annual report in their March 1999 edition. The newsletter described the annual report as “a cutting-edge piece to illustrate the vision and direction of the agency.”

Short takes

DAS to host regional procurement conference

DAS will host the National Association of State Purchasing Officers (NASPO) Northeast Regional Conference for the first time ever in July. Carol Wilson said the annual conference brings together procurement personnel from throughout the country to discuss topics pertinent to procurement and state government.

This year’s conference will feature guest speakers Commissioner Dr. Henry Lee and State Comptroller Nancy Wyman and will touch on topics such as e-commerce and training opportunities. The event will take place July 28 to 30 at the Water’s Edge Resort and Country Club in Westbrook.

Online exam application gets national recognition

Technological advances at DAS don’t go unnoticed. A national publication recently included an article detailing the benefits of DAS’ new online exam application for state police and correctional officers.

The publication, *Government Technologies*, described the online application process as “a valuable human resource tool” for tracking the demographics of applicants and increasing workplace diversity. The article also mentioned Procurement’s online vendor registration process as another customer-friendly innovation.

Communications intern winds up her stint at DAS

Communications Office intern Dana Citarella’s last day with DAS was Thursday, May 6. She graduated from the University of Connecticut on May 15 with a bachelor’s degree in journalism and English. A dean’s list student, Dana spent two days each week during her last semester putting her journalism skills to practical use at DAS, where she received her first introduction to state government as well.

“My internship with DAS has been a wonderful experience,” Citarella said. “There’s a real sense of community here that I’ll really miss.”

A pie in the sky idea?

Just crumbs left. Last week’s DAS pie sale was a big success for the DAS picnic committee. “We sold 64 pies all together,” said Patti Maneggia, committee head. “We had to turn people away because they were just walking by, saw the pies and thought they could buy them right there. People kept asking me, ‘If you don’t sell them all let me know and I will buy what’s left.’ ” The sale was such a success that the committee is considering doing the fundraiser again, possibly around the July 4 holiday. “This was definitely our biggest money maker so far for raising money for this year’s DAS picnic.”