



Malloy Taps DeFronzo to Lead DAS *Inside this Issue*

By Donna Micklus

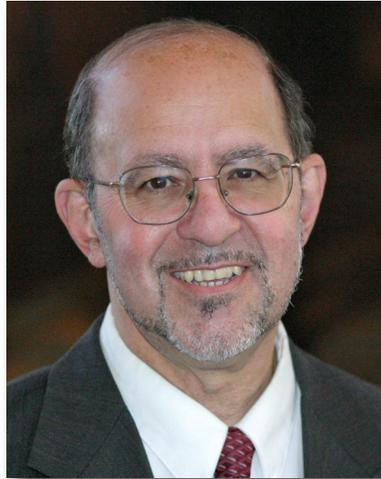
Donald DeFronzo, the former State Senator from New Britain, was chosen by Governor Dannel Malloy to be the new DAS Commissioner. In his December announcement, the Governor cited DeFronzo's experience as a key factor in his selection.

"I need his expertise, I need his relationships within government, I need his relationships within the not-for-profit community, and he will be someone who I will turn to on a repeated basis as we seek to reorganize government in the coming two years," Malloy said. The Governor called DeFronzo a "no-nonsense, nose-to-the-grindstone kind of guy." And added, "I like that."

DeFronzo has spent his entire career in public service. His distinguished record began in the late 1970's while he was a Community Organizer for the Connecticut Association for Human Services. He served as mayor of his native City of New Britain from 1989 to 1993, and served the citizens of Connecticut at the state's Office of Policy and Management for 13 years. He was the Executive Director of the Human Resources Agency of New Britain from 1995 through 2002.

DeFronzo was first elected to the Connecticut State Legislature in November of 2002 to represent the residents of the Sixth Senatorial District, which comprises New Britain, Berlin and a portion of Farmington. He was reelected in 2010 to a fifth term prior to assuming the position of DAS Commissioner.

While in the legislature, he served as chair of the General Assembly's Transportation Committee, sat on the Finance, Revenue & Bonding and Environment Committees and previously served as chair



Donald DeFronzo

of the Government Administration & Elections Committee.

In his first DAS staff meeting with Division Directors, the Commissioner emphasized that he welcomes new ideas and plans to meet with directors in the coming weeks on a one-on-one basis.

Following a brief self-introduction by each director, DeFronzo said he was impressed by the combined years of experience and institutional knowledge the staff offers.

He also expressed his appreciation to Dr. Martin Anderson, whom he succeeded in the front office, for his support and valuable assistance.

He said he is eager to be part of "what I think will be a historic effort in trying to reshape and restructure Connecticut state government. We've all come to the conclusion that Connecticut can do better, that we need to do better, and that we will do better."

On January 20, Commissioner DeFronzo testified before the Executive and Legislative Nominations Committee at the State Capitol.

In his concluding remarks (see next page for entire testimony text) he said, "I want to tell you that in the short time I have been at DAS, I have been deeply impressed by the professional attitude and constructive approach of the employees there. They all know, as we all know, that big changes are coming and, given the opportunity to be heard, I am confident they will be a great asset in our efforts to improve the operation of state government."

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Testimony of Don DeFronzo

Executive and Legislative Nominations Committee January 20, 2011

Good morning Senator Looney, Representative Janowski, Senator Fasano, Representative Piscopo and members of the Committee. It is an honor to be with you this morning, having been nominated by Governor Malloy to lead the Department of Administrative Services. Today I want to share with you a brief summary of my personal background and then talk a little about the DAS and my plans for the agency.

Immediately prior to my appointment, I was privileged to serve the people of the Sixth Senatorial District as their State Senator, an honor for which I will always be grateful. Importantly, during my first two terms here I chaired the Government Administration and Elections Committee, which has oversight responsibility for DAS and other administrative agencies. From 2003 through 2006 I had a direct role in developing the prequalification process and contracting standards now used by DAS.

From 1996 to 2002, I was employed as the executive director of the Human Resources Agency of New Britain, a large multipurpose non-profit social service agency with approximately 220 employees and an annual budget of about \$14 million. Before that, I spent a number of years as Planning Analyst and Supervising Analyst in the state Office of Policy and Manage-

ment, and from 1989 to 1993 I served as mayor of the city of New Britain, where I eliminated the city's deficit, balanced the budget four consecutive years, built the city's fund balances, reduced the size of local government and, in 1993, reduced property taxes for the first time in twenty years.

Along the way I helped organize a large state employee union, was elected as its president and after several successful terms in that capacity was chosen by the late Albert Shanker to be a national vice president of the American Federation of Teachers. Basically, my entire adult life has been in public service.

With respect to my education, I earned a B.A. from Fairfield University graduating in 1970 with the distinguished Majority Leader of the Connecticut State Senate. Later I obtained a Masters Degree in Public Affairs from the University of Connecticut in 1976. My wife Diane and I have been married for forty years and have two grown children.

Turning to the agency, DAS is a large diversified bureaucratic entity, operating under the authority granted by several different statutes. DAS employs 330 men and women with a General Fund Budget of \$43.2 million, and other program funds bringing the total to approximately \$100 million. While in terms of the number of employees and budget, DAS is a mid-sized agency, its administrative reach and impact is substantial with major functional responsibility in a number of areas including:

- Statewide fleet management;
- Procurement of goods and services for most state agencies (CGS 4a – 50);
- Statewide personnel recruitment and testing (Chapter 67);
- Maintenance and management of the state's classification system (Chapter 67);
- Collection services (CGS 4a-12);

- Operation of the Small Agency Resource Team (SmART), which embodies Connecticut's approach to the shared services model of government organization, involving services to more than 20 small and mid-sized state agencies and offices (P.A.05-251 Section 60 (c)); and

- Workers' Compensation Administration for state employees (CGS 31-284a)

In all these areas, cost containment, efficiency and improved services to state agencies will be our goal.

In the area of procurement, I want to re-evaluate the post Rowland era prequalification and contract requirements to attempt to make them more business friendly, while preserving the system's protection against potential misuse.

We also want to aggressively move forward and expand the state's use of cost-savings measures, such as reverse auctions, online bidding, cooperative buying and competitive negotiations.

We also want to take all possible legal measures to insure that Connecticut state businesses and employers of Connecticut residents have the greatest possible access to state-funded contracts. Today, fully one out of

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Dannel Malloy
Governor

Donald DeFronzo
Commissioner

Donna Micklus
Editor

Visit our website at www.das.state.ct.us

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three Connecticut contractors is an out of state business.

The DAS Collections Unit has recently broken the \$1.2 billion mark in federal reimbursements and from claims against individuals and estates. Here we need to continue to clarify our statutes to improve our ability to achieve collection goals and work effectively with all state agencies to maximize collection revenue.

State-wide Human Resources Management continues to carry out key components of the large scale assessment and selection of candidates for our various state public safety professions. We have reconfigured our job application to comply with last session's "ban the box" legislation regarding no longer asking for information on criminal convictions for most applicants, and we used that opportunity to transform that application to a form that can be completed, saved, and submitted electronically. Additionally, job seekers have been able to register themselves to receive e-mail notices of all state examination and job announcements the same day they appear on our website, which has been an extremely popular e-government application.

Fleet operations, often a target of criticism, has achieved some significant economies in recent years. The size of the fleet has been reduced from 4,576 vehicles in 2008 to approximately 3,500 today. Also the number of dedicated staff has fallen from 77 in 2003 to 43 today. Still we

will continue to search for additional savings in the areas of parts management, fuel usage, vehicle procurement and related activities.

The Workers' Compensation Unit processed more than \$109 million in state employee claims in 2010, with 6,699 new claims being filed last year. The unit conducts worker training

and safety programs designed to mitigate claims and in 2010 the number of new claims filed dropped by 13.9%. Other

initiatives in this unit resulted in savings and repayments of almost \$4 million. Moving forward, we want to increase prevention efforts, extend central processing services to many small state agencies to decrease error rates, and better coordinate the work of the Workers' Comp unit and the State Insurance and Risk Management Board.

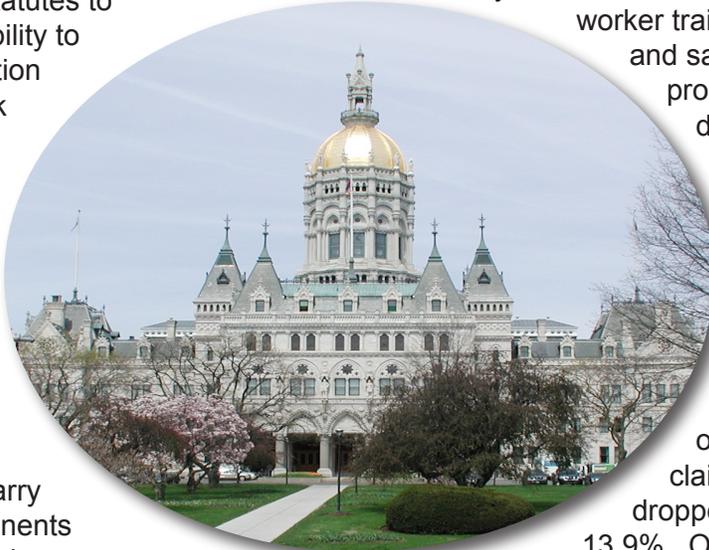
Perhaps the most rapidly growing unit in DAS is SmART (Small Agency Resource Team), which has grown to provide back office business office functions for 21 small and mid-sized agencies, and human resources, payroll and affirmative action services to 23 agencies. In the process, SmART has achieved significant economies in staffing and improved performance rates as measured by fewer processing errors. This unit embodies the state's effort to improve performance by

using the shared services model of government organization. Consistent with recommendations made in a recent OPM survey of agency practices and recommendations made by the Commission on Enhancing Agency Outcomes, I want to explore additional opportunities to expand the number of agencies participating in the SmART program.

In conclusion, I want to tell you that in the short time I have been at DAS, I have been deeply impressed by the professional attitude and constructive approach of the employees there. They all know, as we all know, that big changes are coming and, given the opportunity to be heard, I am confident they will be a great asset in our efforts to improve the operation of state government.

I am looking forward to working in Governor Malloy's administration; I am honored by the confidence he has placed in me and I am excited by the opportunity we have to work together, Republicans and Democrats, as we tackle the problems before us. As a member of the legislature I respected all of my colleagues, I sought out diverse opinions, worked for consensus and, in many cases, we achieved good results. I expect to take the same approach in this new job as Commissioner of the Department of Administrative Services.

Thank you for you for the opportunity to speak with you today and I look forward to your questions.



Behind the Scenes...the DAS Team

By Nina Ritson

Hail to the Chief was playing, as TV stations, Internet and newspapers were saturated with coverage of the Inauguration of the 88th Governor of Connecticut, Dannel P. Malloy. The actual and ceremonial transfer of powers from the Rell Administration to the Malloy Administration obviously required an immense amount of work behind the scenes, and what you may not know, is that many of those folks were DAS employees!

When it became apparent that then Governor-elect Malloy was being deluged with paper resumes and emails from prospective applicants for employment, DOIT asked Dan Sears of MIS to create an application as a special website for the transition team.

"They needed it rather quickly so I worked on it several nights and through a weekend so that it was up for the Monday deadline. They requested an application for the transition team to collect demographic information from people interested in appointed positions. The site also needed the ability for those seeking these positions to be able to upload a resume. They requested a search criteria, search results feature and detail results for specifics feature," Sears explained. The site is complete and it is up and running as www.JoinMalloy-WymanTeam.ct.gov.

As Connecticut was swearing in a new Governor, DAS was preparing for a new Commissioner, former Senator Donald DeFronzo and his executive assistant, Terrence Tulloch-Reid.

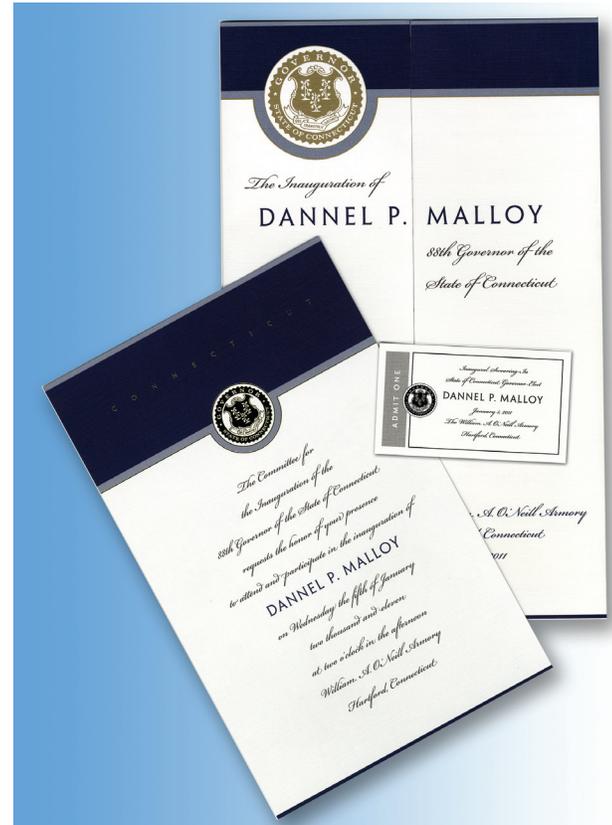
Jose Baez of MIS along with Brian Haloran, Anna Tara, and Chris Smith were given the task of coordinating efforts to setup and configure a laptop for Commissioner DeFronzo and a PC for Terrence. MIS got his workstation setup, worked with DOIT for activation and the Comptroller's IT staff for certain conversions.

Dr. Martin Anderson was moved to his former space –making the configuration an easy process.

"This was a collaborate effort where MIS rolled up their sleeves to make this transition and move a smooth one," Baez said.

Driving the new administration was also on the DAS "to do" list. Fleet Operations' Frank Sanzo and Jim Palmer were busy preparing vehicles for the incoming Governor, Lt. Governor, and the constitutional officers.

As the new vehicles arrive at DAS, Fleet mechanics will prepare them for their new drivers and then send them out to the Department of Public Safety for installation of emergency/safety options like two-way radios, strobe lights or sirens. Because these cars will be driven by state police troopers, they are prepared as emergency vehicles.



Carrying a large share of work was Tracie Knapsack of the Business Office, who was busy with the transition as soon as Dannel Malloy was declared the official winner.

Knapsack was the point person for much of the Governor's and Lt. Governor's transition office needs. She had to immediately begin crafting budgets, ordering the replacement of computer hard drives, installation of software, phone installation and cell phone/Blackberry assignments and activation.

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The transition team set up office immediately after the election – they needed temporary space until January 5,” she said.

Knapsack credited colleague Melissa Colonese-Scutt for coordinating the cell phone purchases and activations. Knapsack also partnered with Carolyn Kozak of the SmART HR team to process new hires and transition those employees separating from state service. Knapsack worked to coordinate vendors, other agency participation, and DAS teams to make certain all operations were complete and within budget.

Knapsack was also tasked with easing the Rell administration out of their tenure, which meant closing cell phones, blackberries, email accounts and computers, then cleaning the offices and the vehicles on the day before the inauguration.

Knapsack noted, “Everything had to be timed precisely; there was no room for error. One administration leaves on the morning of January 5 and the new administration is official by 2:00 p.m. that afternoon. It was a little nerve-racking, but it came together. People really came through!”

For transitioning employees who were employed by other agencies, Kozak worked with those agencies to coordinate the transfer as January 5 fell in a mid-pay period.

“Sue Cavanaugh of CORE-CT was a huge help overseeing this process!” Kozak said.

“For those employees being separated from state service, I met with them and went over the separation process, explaining the impact on benefits, preparing vest-

ed rights applications and discussing that information with them. I did a new hire orientation at the Governor’s Office covering state policies, pay, benefits, etc., and I am still working with individuals as they are getting their paperwork in.”

For Kozak, this process began at the end of November and should be completed shortly. She credits Mary Gugliemino for preparing payroll not only for the new employees, but for employees transferring agencies which required coordination with Core-CT for specific codings.

By late November, DAS Central Printing was also running full throttle with preparations for the Inaugural and Swearing In ceremonies.

Nina Ritson of Communications along with Central Printing’s Mike Guimond, Matt Costa, Alex Caceres, and Roy Wynne were deployed to prepare and print materials for the Inaugural ceremonies and for the new administration personnel.

For the Swearing In ceremony, the team coordinated with the designer to print, address, stuff, and mail the invitations, admittance breakfast tickets, maps, hangtags, volunteer, media and event staff ID tags as well as ceremonial packages.

As things got down to the wire they were aided instantly by coworkers, Cindy Rusczyk, Steve Dygus, and Fred Ondevilla. Then,

before the last bag of parade confetti hit the air, the print team was back on the presses designing and printing the new administration’s stationery, business cards and office materials.

Everything came together in an incredibly short period of time – from the official election results to Inauguration Day.

To be a part of this process was as exciting as it was stressful, but everyone involved viewed it as incredible opportunity to be a part of Connecticut history.



Nina Ritson received “A thank you to the **DAS Print Shop**” from Nan Peckham of DEP. “On Monday, we had a rush job to print some documents for a conference we held at the LOB on Tuesday. To make a long story short, we had copier problems and staff availability issues. **Mike Guimond** and **Alex Cacaes** came to the rescue! They were able to copy all our documents in the morning and the print quality was much better than we would have been able to produce with the DEP copiers. Mike and Alex are helpful and professional. It is always a pleasure to work with them. We are grateful to them for helping to make our event a success.”

HATS OFF!

By Cindy Rusczyk

John McKay “wanted to thank everyone who participated in this year’s Governor’s Care & Share food drive. **DAS** gathered about seven boxes of food donations. A special thanks to the ‘**Fred & Fred**’ team of **Fred Ondevilla** and **Fred Yopp** who coordinated the delivery of our donations to FoodShare on December 9. Such a great cause and such great support from everyone at DAS for their donations. Thanks again.”

Director of Port Services James Maes from ABS Consulting wrote a letter to Commissioner Peter Boynton of DEMHS “for the opportunity to work with the State of Connecticut and the Long Island Sound Area Maritime Security Committee on the Long Island Sound Marine Group Concept

of Operations and the Statewide Maritime Support Network Concept of Operations. This project was an extension of our previous efforts under RFP 08PSX0166. As the Project Director, I was pleased with the level of participation we enjoyed from various state agencies and stakeholders representing the Long Island Sound maritime community. This is the first project of its type that ABS Consulting has completed, and it may be the first of its type in the United States. Furthermore, it was a very complex project that could not have been accomplished without the proactive engagement and leadership of key individuals” of DEHMS employees and “**Pamela Anderson**, our Contracting Officer from DAS, are noteworthy for the high level administrative support they provided for this project... It has been a pleasure working with the State of CT, Coast Guard Sector LI Sound, and the maritime community in the LI Sound area.”

Carol Wilson commended her **Procurement Staff** for “doing such a tremendous job in 2010 and contributing to this ‘DAS/Procurement Story’ by your hard work! The New Year will be full of change, and I’m excited we will be a big part in making a difference. Streamlining and simplifying will still be a big part of our objectives, as well as making our processes more vendor/business friendly, assisting municipalities whenever we can, and providing superior customer service and outreach. Enjoy reading about your accomplishments!”

Nina Ritson “would like to thank **Mike Guimond**, **Matt Costa**, **Alex Cacaes** and **Roy Wynne** for all their

work, going above and beyond during the holiday weeks working round the clock to make sure all the Inaugural materials were ready for deadline. Also, thanks to **Steve Dygus** for jumping into action along with **Cindy Rusczyk** and **Fred Ondevilla** – when all hands were needed to make sure materials were mailed on time. I know these weeks have been extremely stressful – but I am very grateful for the work you have done.”

Every Pint Counts

By John McKay

DAS hosted another successful blood drive with the American Red Cross. The goal was 38 pints with 37 pints collected.

“Just one pint short!,” said organizer Teresa Dupont. “I encourage anyone who was considering donating, and didn’t, to reconsider for our next blood drive on March 11. Just like every vote counts, every donor counts and makes a difference,” added Dupont.

Agencies that participated were DAS, Department of Agriculture, Department of Public Works, Department of Consumer Protection and the State Department of Education.

DAS employees who helped by volunteering their time where: Mayme Casady, Quincy Cole, Eva Green, Will Hauschulz, Suzanne Hawkins, Doreen Kearney, Cindy Milardo, Fred Ondevilla, Marisol Rivera, Liika Valle, Madeline Vargas and Fred Yopp.



The Paperless P-Card

By John McKay

The State of Connecticut P-Card Program is the latest to convert from a paper-based application to an online process. New card requests, changes to cardholder information and account closures will all flow through the P-Card online system.

“Before requesting a card, however, it would be a good idea to review the Cardholder Workrules and the State of Connecticut Credit Card Use Policy since a short quiz is now part of the request process,” said DAS P-Card Administrator, Kerry DiMatteo. She explained that cardholders must first request access to the system via DAS’ secure Biznet

site, input a personal profile, and complete a simple card request.

All policies and procedures regarding card use remain unchanged. This system does not manage any requests for municipalities, schools, not-for-profit organizations or for the Voyager Fuel Card. This system will streamline the P-Card request process and make the data more accurate due to various system edits and verification steps. System reports will allow data to be summarized for member agencies quickly and easily. This system is ready for use and will be rolled out as agencies submit new requests or need changes to existing accounts.

The original request is forwarded to the agency coordinator who decides to approve or deny the

application. The Program Administrator takes the information from the application and forwards it to the bank. At each major step, the system generates an e-mail in order to keep the P-Cardholder and Agency Coordinator informed of the request’s status. At any time, the cardholder or coordinator may also enter the system to determine the status of a request. Coordinators may manage their agency’s portfolio of cards looking into past card or cardholder changes or modifying cardholder or card data including name, address, card properties, card replacements, card suspensions, reinstatements or account closures.

The P-Card program is co-sponsored by DAS and the Office of the State Comptroller. Questions can be directed to: Kerry.DiMatteo@ct.gov

Check Us Out On Facebook!

Keeping up with technical trends is the way to go to maximize the distribution of information and show customers that you’re in touch with 21st century technology.

In that effort, DAS Procurement Bids and RFP’s can now be found on Facebook. Search “DASProcurement” (one word) on Facebook and stay informed!





NEWS

By John McKay

...our strength is in our differences

How about some huevos? Tostada perhaps? You might get your chance to indulge at the next DAS Diversity Council event, a diversity breakfast.

“We thought we’d change things up a bit with our usual Taste of DAS food,” said CoChair Glenda Rollins.

The plan is to issue a ten question survey to employees ahead of time and have the results posted around the room for topics of discussion.

“Whereas the food will be typical breakfast food, we’ll focus on the conversation of exploring our agency’s diverse backgrounds.

An exact date and details are still being worked out but we’ll keep you posted,” added Rollins.

Remember, across from G-1 on the first floor is the Diversity Bulletin Board which posts interesting holidays and significant historical people and events for each month of the year. Check it out; you may learn something new every month of the year!

The DAS Diversity Council helps employees become more aware of, and respectful of, the diverse people in our agency and among our customers, so that the agency can create a welcoming and supportive environment, and just as

importantly, so that DAS follows the anti-discrimination laws, and all agency and statewide policies pertaining to diversity and discrimination.

For more information on the DAS Diversity Council please see any of the following members: Glenda Rollins (co-chair), Melissa Colonese-Scutt (co-chair), Peggy Zabawar (recorder), Cathy Abadom, Dr. Martin Anderson, Lorna Barclay, Donna Camillone, Quincy Cole, Jacqui Gelpi, Alina Kalisz, John McKay, Deborah Peterson, or Tara Talbert.

DAS Affirmative Action Plan Approved

By John McKay

DAS is pleased to announce that the Commission on Human Rights and Opportunities has approved the 2010 DAS Affirmative Action Plan at its December 8, 2010 meeting.

A full hard copy of the plan is available for your review in the Human Resources Office, Commissioner’s Office and/or by contacting the agency’s Equal Employment Opportunity Specialist, Alicia Nuñez.

The Affirmative Action Plan is a comprehensive look at DAS and its employment processes and opportunities. The plan illustrates the Department’s workforce diversity, hiring and promotion procedures, and career mobility services offered by DAS.

Alicia expressed her thanks to Eileen Morin, Sue Turko, Dave Lynn, Martin Anderson, Ph.D. and Peggy Zabawar for their time and contribu-

tions to the plan. “It’s an incredibly informative document and it takes many hands from throughout DAS to put it together. Thank you again for your time and efforts in assembling another successful Affirmative Action plan,” added Nuñez.

All employees and managers are encouraged to review the plan and submit any comments, suggestions, or questions to Alicia Nuñez, Equal Employment Opportunity Specialist at (860) 713-5317 or alicia.nunez@ct.gov.



Alicia Nuñez

ROOSTER RESCUE

By John McKay

This is a story about Rocky and Peggy....no, not Rocky and Adrian.

DAS' own Peggy Zabawar was featured in the *New Haven Register* when she took it upon herself to rescue a lost rooster just before the December blizzard.

"I would like to think anyone would do the same. It's like leaving a pet out in the elements. The rooster needed some help," she said.

The following is an excerpt from the New Haven Register article:

Rocky enjoys long walks on the beach and he doesn't seem to mind braving snowstorms, but he won't have to anymore now that he finally has a home.

Rocky is a rooster that began wandering around the Savin Rock neighborhood during the summer, and managed to evade capture by residents and animal control officers. He wasn't seen much after the beginning of September, but reappeared before the recent blizzard.

Resident Peggy Zabawar, who named him, was finally able to catch him and find him a home at Wheeler's Landscaping and Compoil in Northfield, a section of Litchfield.

There was evidence that people were feeding Rocky because of the corn and cereal-filled dishes scattered about the beach, but Zabawar became worried about Rocky with the looming snow storm. She was concerned he would not survive.

She went down to the beach at 9:30 a.m. and again at 4 p.m. Dec. 26 after the snow had started to fall and tried to catch him, to no avail.

"The wind was whipping all over the place and it was freezing," she said. "I went to warm up and came back at 5 and he was right where I left him."

Zabawar came up behind him, grabbed him and brought him home in a cage, where he slept until the next day when she built him a pen in the basement.

Animal control officers had tried to catch Rocky throughout the summer and fall, but Zabawar said that the trick is to catch them at night. She said that roosters get very slow at night because their sleep is so deep that it takes them a while to wake up, unlike humans.

Zabawar has a few chickens, so she had food supplies to care for Rocky; the only problem was that residents aren't allowed to have roosters as pets because of the noise they make.

But Zabawar said because fowl such as chickens and roosters are domesticated, she felt Rocky should not have to continue to face the elements. She also worried he could have become a target for a predator such as a hawk.

Rocky, who was given his name because he had been through so much, is now at the Litchfield farm.

