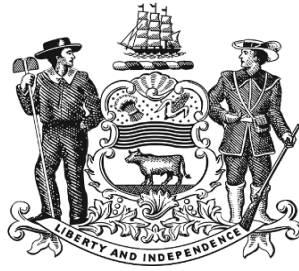


*The Delaware Governor's Awards  
Ceremony:*

*Recognizing State Employee  
Individuals, Teams, and Heroes*

*May 9, 2019*





**135TH GENERAL ASSEMBLY  
HOUSE BILL NO. 604**

**AN ACT TO AMEND TITLE 29 OF THE DELAWARE CODE BY  
PROVIDING FOR EMPLOYEE RECOGNITION PROGRAMS.**

- WHEREAS, in the name of service, State employees have made great contributions to every aspect of life in the State of Delaware serving in the Legislative, Executive, and Judicial branches of government; and
- WHEREAS, the effectiveness, efficiency and quality of State government depends in large measure on its employees who provide such a broad range of services that few citizens remain unaffected by their work; and
- WHEREAS, the importance of public services rendered by State employees and the exemplary manner of their performance are too often forgotten and ignored; and
- WHEREAS, that the Statewide Labor-Management Committee has recommended that State take proactive steps to recognize dedication, talents and contributions made by State Employees at all levels of government; and
- WHEREAS, the Recognition Umbrella Committee has developed procedures and guidelines for statewide and agency level employee recognition initiatives,

NOW THEREFORE: BE IT ENACTED BY THE GENERAL ASSEMBLY OF THE STATE OF DELAWARE:  
Section 1. Amend Chapter 59, Title 29 of the Delaware Code by adding thereto a new Section 5950 to read as follows:

§5950. Employee Recognition.

- (a) It shall be part of the function of State agencies to conduct employee recognition programs for Merit System employees and employees in positions that are assigned to comparable Merit System classes or pay grades. All such Employee recognition programs shall be approved by the State Personnel Director prior to implementation.
- (b) The first full week in May shall be designated Public Service Recognition Week. Employee recognition Programs shall not, however, be confined to this week.

This bill was passed by the House on June 26, 1990, by the Senate on September 25, 1990 and signed into law by Governor Michael N. Castle on October 15, 1990.

# 2019 Awards Recognition Ceremony

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## *Opening*

Saundra Ross Johnson  
Secretary  
Department of Human Resources

## *Presentation of Colors*

Department of Correction  
Honor Guard

## *Singing of the National Anthem*

Candyce Green, Deborah Hawkins,  
Valere Jones, and John Waymman

## *Remarks*

Amanda McAtee  
Past Recipient

Richard J. Geisenberger  
Secretary, Department of Finance  
GEAR Board Member

Representative Sherry Dorsey Walker  
House of Representatives

Senator David B. McBride  
President Pro Tempore

President Judge Jan Jurden  
Superior Court

## *Keynote Address*

John C. Carney  
Governor

## *Presentation of Awards*

Trudy Mifflin  
Deputy Secretary  
Department of Human Resources



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## *Making a Difference for Delaware*

The thousands of dedicated individuals who make up the State's workforce are state government's most important and valuable resource.

The effectiveness, efficiency and quality of state government depends on individuals providing a broad range of services. The dedication, talents and contributions of these individuals at all levels of state government are *Making a Difference for Delaware* everyday.

With pride and a commitment to public service, state employees strive for a standard of excellence which in turn enables the citizens to take pride in their state government.

The importance of public service rendered by state employees and the exemplary manner of their performance deserves recognition.

Acknowledgement of the efforts and accomplishments of those in state service is *Making a Difference for Delaware*.

# STATE OF DELAWARE



## OFFICE OF THE GOVERNOR

### *PROCLAMATION IN OBSERVANCE OF PUBLIC SERVICE RECOGNITION WEEK*

*Whereas*, millions of public employees at the federal, state, county and city levels dedicate their careers to public service by contributing to professional industries, such as health care, education, crime prevention, fire protection, conservation and national defense; and

*Whereas*, in the First State, public servants are the unsung heroes who perform the work that keeps our nation strong; and

*Whereas*, many of these public servants have taken an oath, swearing to uphold their commitment to improve the quality of life for others; and

*Whereas*, their devotion and commitment to public service often continues through volunteer activities outside of official business hours and into retirement years; and

*Whereas*, many public servants, such as military personnel, police officers, firefighters and health care professionals, put their lives at risk on a daily basis to serve their neighbor; and

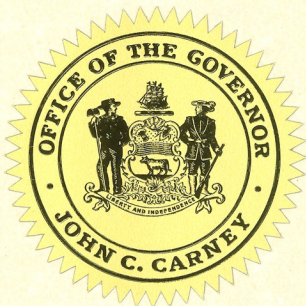
*Whereas*, the importance of public services provided by public employees and volunteers, and the exemplary manner of their performance, are too often forgotten or ignored; and

*Whereas*, designating a week to acknowledge these employees provides the opportunity to honor our public servants and remind the American public of their accomplishments and the importance of public service.

*Now, Therefore, We, John Carney, Governor,  
and Bethany Hall-Long, Lieutenant Governor,  
do hereby declare May 5<sup>th</sup> – 11<sup>th</sup>, 2019*

### *PUBLIC SERVICE RECOGNITION WEEK*

in the State of Delaware, and urge all Delawareans to recognize the achievements and contributions of public servants at all levels of government.



*John C. Carney*  
\_\_\_\_\_  
John C. Carney  
Governor

*Bethany A. Hall-Long*  
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Bethany A. Hall-Long  
Lieutenant Governor

# *Governor's Team Excellence Award*

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The Governor's Team Excellence Award is presented annually to a team of state employees whose work has demonstrated superior customer service and produced results that lead to a more effective and responsive state government. This award recognizes the use of continuous quality improvement tools, problem solving, teamwork, and communication skills to produce those results.

## **Commitment Award**

### ***Transit Mobile App and Fare Modernization Team***

Department of Transportation

**Team Leader:** Beverly Swiger

#### **Team Members**

Nicholas Gachahi, Paul Merrigan, Geri Smith, Doreen Thorn,  
Kim Townsend, Tara Tyre, Mary Wahl, Lisa Whisman

### ***Jury Improvement Innovation Team***

Superior Court, Judicial Information Center,  
Department of Technology and Information

**Team Leader:** Kenneth P. Creedon

#### **Team Members**

Brian Clairmont, Mei-Ling Cosgrove, Kristin Dangelo, Melanie Ewing-Lahutsky, Shawn Facen-Simmons, Ryan Fontello, Karen Horsey, Ann Hsu, Robert Jacobs, Paul Kanich, Kenneth Kelemen, Saoud Khan, Lisa Parker, Karen Taylor, Achille Tcheou, Amy Whitman, Nikia Wongus

# *Governor's Team Excellence Award*

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## ***Rehoboth Outfall Permitting Team***

Department of Natural Resources and Environmental Control

**Team Leader:** Greg Pope

### Team Members

Tricia Arndt, Bonnie Arvay, Brian Ashby, Kate Fleming,  
Bob Haynes, Virgil Holmes, Anthony Hummel, Keith Kooker,  
Robert Palmer, Jennifer Pongratz, John Schneider, Steve Smailer

## **Champions Award**

### ***Southern Health Services 3rd Annual Drive-Thru Influenza POD Leadership Team***

Department of Health and Social Services

**Team Leader:** Andrea Keen

### Team Members

Janet Bordley, Ray Brown, Denise Cooper, Richard Holaday,  
Erik Hochrein, Sue Kenton, Karen Long, Christa Mason, Anna Short,  
Holly Snowden, Lisa Trice, Gary Webb, Terrence Wilson

## ***Criminal History Unit Team***

Department of Services for Children, Youth and their Families

**Team Leader:** Beth Kramer

### Team Members

Ivonne Bernal, Laura Dennis, Ruth Hess, Suzanne Iverson,  
Patricia O'Rourke, Helen Spina, Kristen Travaglini

# *Governor's Team Excellence Award*

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## **GEAR-P3 Innovation & Efficiency Award**

### ***iVote Security Remediation Team***

Department of Technology and Information

**Team Leader:** Lisa Wragg

#### Team Members

Brad Anderson, Eric Austin, Robert Bell, Caleb Bontrager,  
Dominic Carretto, Tim Darcy, Brian Frey, Charlie Grimes,  
Francis Hala, Ron Jackson, Alicia Long, Hitesh Nariani,  
Chris Ramos, John Trabaudo, Johnathan Welch, Terry Wright

### ***Delaware Drug Monitoring Initiative Team***

Department of Safety and Homeland Security  
Department of Health and Social Services

#### Team Members

Kris Fraser, Diane Hainsworth, James Hulings,  
Nicole Sapp, Rebecca Walker

### ***Special thank you to...***

The Governor's Team Excellence Award Selection Committee:  
Cerron Cade, Jim Myran, Barbara McCleary, Annie Norman, Terry  
Vander Schel, Kat Caudle, Natalie Keefer, and Sarah Wahlig.

Our Private Sector Partners whose support helped make this year's  
GEAR Awards possible:

**WSFS**

**Bank of America**

**Delmarva Power**

**The Precisionists, Inc.**



# *Delaware Award for Heroism*

Employees receiving the Delaware Award for Heroism have demonstrated outstanding judgment, exceptional courage, extraordinary decisiveness and presence of mind, and unusual swiftness of action, regardless of their own personal safety, in the attempt to save or protect human life and/or property. Their acts have been deemed to be above and beyond the call of duty.

<b>Employee Name</b>	<b>Agency</b>	<b>Summary of Heroic Act</b>
Robby Brown	Department of Transportation	Assisted a woman in danger on Route 1 until first responders arrived
Robby Brown, Genevieve Haller, Kelly Katz	Department of Transportation	Responded to and comforted a pregnant woman in distress
Chelsea Chillas	Department of Natural Resources and Environmental Control	Risked her life to assist a man in danger of drowning
Chantel Collie	Department of Health and Social Services	Responded to a child having a seizure during a home visit
Richard Nichols and Robert Stevens	Department of Transportation	Witnessed and responded to a motor accident on I-95
Joseph Adkins Richard Donahue Scott Illian Travis Lowe Charles Moorefield Zachary Pettyjohn Adam Smith Joshua Wall and Scott Workman	Department of Correction	Worked as a team to respond to an offender who had overdosed. The offender was revived and sent for treatment
Marlowe Rhock Hodle Dorcin De'Quan Hickson Mali Lebron Kelly Lewis Denise Massey Ryan Stanard, and Syrita Williams	Department of Correction	Assisted the Delaware River and Bay Authority in taking several suspects into custody after they had fled on foot towards the correctional institute

# *Delaware Award for Excellence and Commitment in State Service*

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The Delaware Award for Excellence and Commitment in State Service is an annual statewide award given to employees who exemplify the highest standards of excellence and commitment in state service. Five awards are given annually to individuals or groups of up to five employees that have been nominated by their department.

With the Cabinet Secretary's endorsement, each department submits nominations for the Delaware Award for Excellence and Commitment in State Service. The Selection Committee reviews the nominations and selects five recipients.

The Governor presents the awards to recipients at the annual Recognition Awards Ceremony. This event is held during Public Service Recognition Week in the first full week of May. Nominees and recipients for the Delaware Award for Excellence and Commitment in State Service are presented with certificates and Tributes from the General Assembly.

Congratulations to all nominees and recipients of the Delaware Award for Excellence and Commitment in State Service.

*Delaware Award for Excellence and  
Commitment in State Service  
Nominees*

<b>Employee Name</b>	<b>Agency</b>	<b>Division</b>
Terri Arndt	Finance	Revenue
Ryan Bolles	Services for Children, Youth, and their Families	Management Support Services
Caleb Bontrager	Technology and Innovation	Telecommunications
Chris Ciecko	Correction	Probation and Parole
Tynietta Congo	Health and Social Services	State Service Centers
Susan Conley	Correction	Medical Treatment Services
Scott Figurski	Natural Resources and Environmental Control	Watershed Stewardship, Shoreline & Waterway Management
Justin King	Office of Management and Budget	Facilities Management
Samantha Mountz	Human Resources	Statewide Benefits
Dawn Pipkin	Health and Social Services	Services for Aging and Adults with Physical Disabilities
Danielle Stevenson	Services for Children, Youth, and their Families	ACCESS Unit

# *The Delaware Award for Excellence and Commitment in State Service Recipients*

**Kesha Braunskill**  
**Department of Agriculture**  
**Forest Service**

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Ms. Braunskill is a Senior Forester and directs the Delaware Forest Service's Urban and Community Forestry Program. She partnered with DNREC's Non-Point Source Pollution program this past year to offer free tree planting statewide. In the past few months, she successfully secured thousands of dollars in additional funding from the Delaware Office of Energy and Climate's Regional Greenhouse Gas Initiative (RGGI) program that will go directly to tree-planting grants in the First State.

# *The Delaware Award for Excellence and Commitment in State Service Recipients*

**Kenneth P. Creedon**  
**Superior Court**  
New Castle County Courthouse

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Mr. Creedon is a Judicial Case Processor Supervisor with the Superior Court. Among other accomplishments, he wrote the business plan, redesigned the questionnaire and assisted on reworking the webpage platform for the Web Solution Project, launched by Superior Court in 2018 . This program allows jurors to login online, fill out their questionnaires and request a postponement or excusal if needed. This platform saves Superior Court thousands of dollars, but most importantly, saves the jurors time and aggravation

*The Delaware Award for Excellence and  
Commitment in State Service  
Recipients*

**James Dowling**  
**Department of Health and Social Services**  
Public Health

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Mr. Dowling is a Health Program Coordinator with Public Health. He developed a statistical analysis program to outline all elements of the HIV epidemic in Delaware, and he was instrumental in bringing a new 5<sup>th</sup> generation Contact Activities Tracking (C.A.T.) system online for the HIV Surveillance Program. This particular version of CAT measures and reports on the success levels of efforts to return HIV positive persons to medical care with reports not seen in previous versions.

# *The Delaware Award for Excellence and Commitment in State Service Recipients*

**Christopher Gore, Robert Greybill, and William Kirsch**  
**Department of Transportation**  
Maintenance & Operations/Public Works

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Pictured: Christopher Gore  
(above) and William Kirsch  
(right)

Robert Greybill not pictured

Mr. Gore, Mr. Greybill and Mr. Kirsch work in the Public Works section of Maintenance and Operations. Together with a DTI consultant they created an internet-based software for the Entrance Permits System (EPS). The system allows external customers to use DeIDOT's website to apply and upload required documents. EPS is improving customer service, helping to alleviate the workload on Administrative Assistants, and is making it easier for applicants to provide the necessary documentation to apply for a permit.

# *The Delaware Award for Excellence and Commitment in State Service Recipients*

**Ivelisse Torres**  
**Department of Health and Social Services**  
Public Health



Ivelisse is an Administrative Specialist with Public Health. She recognized that Child Summary Outcome Forms (CSOF) were difficult to maintain and track, so she came up with the idea to scan them and then upload the information into the CDW data base. Ivelisse also speaks Spanish and voluntarily accompanies the Family Service Coordinator on home visits for Spanish-speaking families, and contacts Spanish-speaking clients by phone for Service Coordinators when needed, making families feel at ease when talking about concerns for their children.



# *Award Selection Committee*

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The committee reviews all nominations and convenes to select five recipients that are recommended to the Governor to receive the Delaware Award for Excellence and Commitment in State Service.

Dick Carter	Representing the Senate Pro Tem
Sean Finnigan	Representing the Speaker of the House
Trudy Mifflin	Representing the Department of Human Resources
Ray Fitzgerald	Governor's Cabinet Designee, Department of Health and Social Services
Valere Jones	Employee Representative Department of Human Resources
Angela LaManna	Union Official Council 81 AFSME
Mark Barrett	Past Recipient Department of Technology and Information
Ozden Basaran	Past Recipient Department of Technology and Information
David Nagy	Software CPA's Private Sector Representative

Thank you to the committee for carefully reviewing each nomination and coming together to select the award recipients.

## *We Would Like To Thank...*

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Saundra Johnson, Trudy Mifflin, Brenda Wyatt, Karen Smith, Jessica Borkey, Stacie Burton, Mary Thatcher, James Myron, Richard Puffer, Barbara McCleary, Tracey Connolly, Darlene Hicken-Gott, Ashley Kavanagh, Debra O'Neal, Michelle Potter, Jim Robinson, James Terry, and Larry Trunfio for supporting this event.

Aramark Catering and Delaware State University for assistance with event planning.

Warden Timothy Radcliffe, Department of Correction for coordinating the Honor Guard

***And a Special Thank-you to*** Statewide Recognition Coordinators who, in addition to their regular duties, make time to plan events and come up with unique ways to recognize the employees in their respective agencies:

Debbie Carey (Agriculture); Melissa Schenck & Shane Baker (Auditor's Office); Britta Strop & Roy Lawler (Correction); Sarah Bowers (Courts); Jacqui Thornton (Criminal Justice Council); Jennifer Dickinson (DELJIS); Jeanette Hammon (Education); Deborah Grier, Anthony Albence & Courtney Agee (Elections); Mona Abbott (Finance); Susan Givens & Tripp Wagner (Fire Marshall); Christine Murabito (Fire School); Wanda Spiering (Housing); Lisa Hale (Human Resources); Lori Watts (Health and Social Services); Roberta Jones (Insurance); Diane Haase (Justice); Stephanie Gaines & Tristan Press (Labor); Tamara Ben Adi & Trena Giddings (Office of Management and Budget); Leslie Reese & Dawn Budinger (Natural Resources and Environmental Control); Tamara Napier (Public Defender); Robin Harding, (Safety and Homeland Security); Ann Luciano (Services for Children, Youth and Their Families); Elizabeth Keller (Small Business Development and Tourism); Karen Klotz (State); Kimberly Thornton & Misty Reynolds (Technology and Information), and Janice Jordan & Robbie Weakland (Transportation).

## *Let them know you appreciate them!*

### **Benefits of Recognition include:**

- Building Relationships
- Improving Performance
- Increasing Retention
- Celebrating Achievements
- Improving Morale
- Creating a positive workplace culture which acknowledges the talents, skills and knowledge of our employees.

*“Brains, like hearts, go where they are appreciated”*

Robert McNamara, former U.S. Secretary of Defense and President of the World Bank.

### **Low Cost/No Cost Ideas for Managers and Supervisors**

- ~ During team meetings, have members share one thing they appreciate about each team member
- ~ Include kudos for teams or individuals in each weekly report
- ~ Send e-mails to upper management recognizing employees
- ~ Give Creative Awards - Best phone voice, PowerPoint designer, team player...

### **Low Cost/No Cost Ideas everyone can use to recognize anyone**

- ~ E-mail your thanks to your team
- ~ Make homemade awards
- ~ Keep a box of cards for different occasions or blank ones
- ~ Volunteer to coordinate a section/division/department potluck (Breakfast or brunch, afternoon snack, ice cream bar)
- ~ And of course a verbal "Great Job" or a simple "Thank you" is almost always appreciated!

*“Never miss an opportunity to say a word of congratulation upon anyone’s achievement.”*

President Lyndon Johnson

For More Information Contact  
**Tracey Connolly**  
(302) 577-8996



*Making a  
Difference  
★  
for  
Delaware*