

Awardee Accomplishments

Staff Professional Awardee: Wanda Chaney

She started TSR meetings with Systems Integrators and developed a "Tips & Tricks" sheet for TSRs. She uses her excellent communication skills to keep customers informed of new issues and policy decisions. She is sought out for her excellent working knowledge of software, hardware, and operating systems. Wanda's customers frequently praise her thorough and responsive support.

Staff Professional Awardee: Dan Ertel

He is a customer first purist who improved the mail delivery/pickup process; centralized "Dear Colleague" handling, learned new skills, and took on additional jobs. He initiated the coordination of the Postal Service, Capitol Police, Postal Operations and Pitney Bowes to assure a seamless transition for contracted operations. Dan reaches out to Member Offices and takes on any and all tasks to continually improve service.

Manager Awardee: Chris Naughton

He automated mail facing slip procedures cutting processing time from 6 days to one hour. On his own initiative, created Postal Primer, a CD-Rom instruction set for House offices. Cut mail list processing time. Chris coordinated with House staff to ensure that work was completed in the most timely and cost effective manner before and after the Folding Room closed.

Team Awardee: Legal Systems Team

They created the U.S. Code CD-Rom and the House Internet Law Library. The CD-Rom was cited by the *Federal Computer Week* as one of the most significant innovations in the Federal use of computers. It is estimated to save the American taxpayers \$1.1 million in the Federal Depository Library Program alone. The House Law Site has received rave reviews from around the world, including Australia and Canada.



Roll of Honor

1995-1996



For being nominated by their peers as role models for excellence.

| Name | Department |
|--------------------|-----------------------------|
| Tom Anfinson | Finance |
| Thornton Basmore | Media & Support Services |
| Pete Baer | HIR |
| Jerry Bennett | Publications & Distribution |
| Elliot Chabot | HIR |
| Wanda Chaney | HIR |
| Katie Coleman | Finance |
| Joan DeCain | Media & Support Services |
| Dan Ertel | Publications & Distribution |
| Doug Fehrer | Human Resources |
| Helene Flanagan | Media & Support Services |
| Kay E. Ford | Human Resources |
| Antoinette Freeman | Publications & Distribution |
| Gary Grasmick | HIR |
| Steve Kaeser | HIR |
| Tara Kelly | HIR |
| Tom Kimm | HIR |
| Randy Kiser | HIR |
| Bill Lewis | Publications & Distribution |
| Paul Lozito | Publications & Distribution |

| Name | Department |
|-------------------|-----------------------------|
| Rick McElheny | Finance |
| Kevin McGuire | HIR |
| Frank Milasi | HIR |
| Ken Miller | HIR |
| Bob Moncure | Media & Support Services |
| Ron Mullvain | Media & Support Services |
| Jim Murphy | Finance |
| Chris Naughton | Publications & Distribution |
| Michele Pendleton | Publications & Distribution |
| John Rudner | Finance |
| Stan Sechler | Publications & Distribution |
| Joe Simpson | Publications & Distribution |
| Susan Sneden | Media & Support Services |
| Lester Snyder | HIR |
| Art Smith | Finance |
| Andy Straughan | Media & Support Services |
| Kim Von Harders | HIR |
| Michael Williams | HIR |
| Greg Wills | HIR |
| Susan Zeleniak | HIR |



Roll of Honor



1995-1996 Teams

For assuring the perpetual success of the Chief Administrative Office.

| Team Name | Department(s) | Team Members |
|---|---|---|
| Communications Media | Media & Support Services | Mike Allen, Regina Allen, David Clipsham, Alex Cusati, Gary Denick, Pat Hirsch, Dan Hornak, Rick Hughes, Steve Johnson, Pat Kenealy, Wayne Myers, Art Nash, Todd Redlin, Patty Rouse, Mike Scott, Dan Tilson |
| Federal Financial Systems Implementation Team | Cross-cutting (Finance, HIR, ICCI, Media & Support Services, Printing & Mailing Services, Procurement & Purchasing) | Tom Anfinson, Chris Baptiste, Traci Beaubian, Donna Berry, Lisa Bowles, Barbara Buchanan, Mike Buckley, Kenny Burch, Sandy Calderon, Katie Coleman, Jennifer Combs, Shawn Cooper, Tom Coyne, Ed Craun, Mike Douglas, Frank Ellis, Helene Flanagan, Mike Frazier, Mike French, Ronnie Gosnell, Philip Hamner, Debbie Hansen, Lee Harrington, John Hodges, Eunice Jackson, Shelly Jennings, Shirley Jones, Mary Kelly, Phil Kiko, Tom Kimm, Stewart Knott, Carol Kresge, Ken Kubecki, Jerry Long, Tracy McAbee, Rick McElheny, Kevin McGuire, Wendy McMillan, Mike Mallon, Pearl Mangrum, Karen Marlo, Patti Mattimore, Beth Mean, Frank Milasi, Ken Miller, George Morgan, Gerry Murphy, Jim Murphy, Ron Mullvain, Russ Oechsner, Deborah Price, Don Rice, John Rudner, Stan Sechler, George Simlar, Tom Simon, Janet Smeltzer, Clyde Springfield, Larry Toperoff, Phil Weston, Brian Zimmer |
| House of Representatives Child Care Center | Media & Support Services | Sherleen Boyd, Kimberly Brown, Sharee Campbell, Sharon Campbell, Robin Coffman, Kim Collins, Contrinia El-Amin, Kathleen Fitzpatrick, Carolyn Gardner, Natalie Gitelman, Kim Grey, Jill Heim, Ethel Jones, Michelle Jones, Laure McNulty, Fareen Wu |
| House Messaging Project Team | HIR | Harold Blakney, Michael Botelho, Miriam Kinzhuber, Rodney Murphy, John Schnizlein, Kim Von Harders, Sandra Watkins, Mike Williams, Greg Wills |
| Legal Systems Team | HIR | Pete Baer, Jim Brady, Elliot Chabot, Su-Hwa Chang, Eric Loach, Cosette Mitchell, Mike Thompson, Laurice Walton |
| Member Mailing List Processing Team | Publications & Distribution | Trent Coleman, Christopher Naughton, Erich Seehafer, Donita Simpson |



Roll of Honor



1995-1996 Teams

For assuring the perpetual success of the Chief Administrative Office.

| Team Name | Department(s) | Team Members |
|--|---|--|
| Office of Human Resources | Human Resources | William X. Baranowski, Bernard E. Beidel, Sharon Ellis, Melissia Estep, Bernard Thaddeus Ficarra, Kay Ford, Debbie Frank, Theresa Gayza, Scott M. Granieri, Barbara Ann Holmberg, Joseph P. Horn, Estelle M. Jones, Lisbeth McBride, Ruby McCall-Bunch, Kristin R. McGrath, Susan Marone, Rebecca L. Miller, Catherine M. Mudd, Robert A. Myhill, Linda L. Ortega, Timothy S. Percival, Gladys E. Reid, Lori Ann Senft, Emmanuel O. Tettey, William F. Tierney, II, Terri M. Viers, Wendy S. Younk |
| Office of Photography | Media & Support Services | Dwight Comedy, Robert Lewis, Thoa "Peter" Ngyuen, David Roth, Stephen Rusnak, Bertha Selemeyer |
| Postal Implementation | Publications & Distribution, Procurement & Puchasing | Jerry Bennett, Dan Ertel, Phil Kiko, Paul Lozito, Brian Soika |
| Postal Operations Executive Committee | HR, Publications & Distribution, Procurement & Purchasing | Jerry Bennett, Jim Dehlinger, Scott Granieri, Paul Lozito, Brian Soika |
| Postal Operations Source Selection Panel | HR, ICCI, Furniture Resources, Procurement & Purchasing | Kay Ford, Paul Lozito, Brian Soika, Bill Sturdevant, Larry Toperoff |
| Telephone Operators | HIR | Cathy Bechard, Cookie Bresnahan, Martha Brick, Dotty Bright, Cheri Catanese, Randy Clemens, Gail Cobile, Joan Cooksey, Paula Davis, Martha Fletcher, Ellen Kramer, Barbara Loughery, Joan Sartori, Della Strait, Lisa Thompson, Patricia Tucker |
| The Training Team of HIR Client Services | HIR | Joni Bell, Chris Cakora, Lea Fowlie, Gail Hill, Edith Marrero, Alfreda Horton, Helen Sneed |



Accomplishments of Individual Nominees

- Procurement Desktop requirements and planning
- Developed inside mail system with 24-hour service
- Built Training and User Manual
- Technical support for Web site
- Wrote and implemented FFS interfaces
- Shared best practices
- Transition to 104th Congress
- Provides immediate response to customer
- Took cross training
- Developed personnel tools
- Streamlined property asset management process
- Established comprehensive HR operation
- Informs and empowers users in Hill offices
- Mentor relationship with staff
- Managed transition of Folding Room
- Excellent system for customer follow-up
- Innovations to eliminate waste



Accomplishments of Teams

Communications Media—Gives professional, prompt, courteous service

Federal Financial Systems Implementation Team—Auditable Financial Statements

House Messaging Project Team—Resolved technical issues to meet House E-Mail requirements

House of Representatives Child Care Center—Partners with Parents

Member Mailing List Processing Team—New services, increased volumes, processing time cut from days to hours

Office of Human Resources—Accountability Act, Outplacement, new record management system, Personnel Policies and Procedures

Office of Photography—Professional team providing quality service

Postal Implementation Team—Effortless transition

Postal Operations Executive Committee—Pioneered complex analysis and selection process with superior documentation

Postal Operations Source Selection Panel—Established formal final selection process

Telephone Operators—Handle high volume with positive and pleasant attitude

The Training Team of HIR Client Services—Reduced no-show rate; new training formats, media and venues