



The Research Bureau

**Thomas S. Green
Public Service Awards
2014**

*Assumption College
Wednesday, March 26, 2014*

Thomas S. Green
Public Service Awards
Recipients for 2014

Sandra Borbone

Worcester Technical High School

Kathleen Donovan

City of Worcester Inspectional Services

Paula Harrity

Worcester Public Schools

Jessica Jacques

City of Worcester Cable Services

Julie Lynch

Worcester Department of Public Works and Parks

Assumption College

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Thomas S. Green

The Research Bureau's annual awards to outstanding municipal employees are appropriately named in memory of Thomas S. Green who personified integrity, exceptional leadership, and remarkable commitment to voluntary public service on behalf of the City of Worcester.

Before joining Norton Company (now Saint-Gobain) in 1947 where he became Vice President, he earned a Master's Degree in Public Administration and worked for the Federal government as a regional coordinator of its housing program.

Although he held many important executive positions in Norton Company, both in this country and abroad, Tom Green had an abiding interest in Worcester's municipal government. During the course of his distinguished career, he served as a member of the City Civic Center Commission, as a Director of the Worcester Public Library, and as a member of the Advisory Committee to the Worcester Selective Service Board. The list of the City's civic and charitable organizations in which he actively participated is too long to enumerate, but it includes service as President of the Worcester Regional Chamber of Commerce, the Citizens' Plan E Association, the Social Service Planning Corporation, and the Worcester Historical Museum. Most appropriately, Tom Green was a founder and a very supportive Director of The Research Bureau.

Just as the recipients of the Thomas S. Green Awards serve as role models for municipal employees, Tom Green served as a role model of good citizenship for all of us.

Criteria for Public Service Award

This year, The Research Bureau honors five employees who have made outstanding contributions to public service. The Awards are made to publicly recognize the efforts of individuals exhibiting the following characteristics:

- Exceptional competence and efficient handling of all assigned responsibilities.
- Willing performance of tasks above and beyond the call of duty.
- Friendly, helpful, and cooperative attitude toward the public and fellow employees.
- Distinguishing himself/herself from other employees.

2014 Thomas S. Green Committee

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Program

Welcome and Presentation of Awards

Barbara Clifford

Chairman, Awards Committee

Remarks of Honored Guests

Reception

**La Maison Française Salon
Assumption College**

Sandra Borbone



Sandra Borbone has been a member of the Worcester Public Schools family for more than two decades. Starting as a secretary at the Worcester Technical Institute, she has served as head confidential clerk at Worcester Technical High School for the last fourteen years.

Sandy has been called exceptionally competent and efficient and a true asset to the school. She played a critical role in the relocation of Worcester Technical High School from Wheaton Square to Skyline Drive. She developed budgets, processed requisitions, and ensured a smooth transition in a complicated and sensitive process. According to one nominator, "There isn't a day that a student, staff, administrator, parent, or patron isn't seeking to tap the wealth of knowledge and experience she has honed over the past 20 years of devoted and caring service to Worcester."

While providing exemplary clerical support for Principal Sheila Harrity, Sandy has a 'can do' attitude that has drawn her to volunteer for numerous other roles at the school. According to her colleagues, "Sandy is the 'go to person' for all things great and small." She coordinates all events for Worcester Technical High School, including those booked by outside groups. She has provided staff and logistical support for such diverse activities as press conferences, trainings, conferences, and graduations. When no one was able to step forward, she volunteered as treasurer for student accounts, including those of the Student Council, Robotics Club, STEM Club, etc. She has expanded on that role ever since. She created a "Sunshine Club" for faculty and staff at the school, raising funds to recognize significant personal and family events like births, adoptions, marriages, and deaths.

As a result of her welcoming nature, Sandy has become a critical personal resource for many students at Worcester Technical High School. She is a compassionate listener and valued advisor and always an enthusiastic cheerleader. She connects with individual students and keeps them engaged and eager to stay in school. In an urban environment where school competes against numerous distractions, she plays a pivotal role providing students a personal support network.

According to one of her nominators, Sandy "embodies all that is Worcester. She shops, banks and dines locally." Since its opening, she has been an avid member of The Hanover Theatre for the Performing Arts and a regular presence at the city's many cultural happenings.

Kathleen Donovan



Kathleen “Katie” Donovan serves as the Land Use and Zoning Coordinator for the City of Worcester’s Department of Inspectional Services. Each day, Katie analyzes and interprets complex regulations and applies them to a wide array of proposed construction projects and real estate developments.

While a member of the City team since 1996, beginning with the Office of Planning and Community Development, Katie assumed her role at the Department of Inspectional Services only in the last few years. During that short time, she has been a key player with such important projects as CitySquare, Gateway Park, the expansion of the CSX terminal on Franklin Street, and the impressive growth of the MCPHS University campus. Ms. Donovan is known for her professionalism, enthusiasm, and positive attitude.

Katie is an important “face” for the City of Worcester. She interacts with residents, small business owners, real estate developers, and attorneys. She walks customers through a complicated system of rules, regulations, and approval processes. An admittedly difficult process, she works with individuals with various levels of expertise and understanding. She brings a considered review to each application, working with customers to explain ordinances, outline the regulatory board processes, and identify opportunities to avoid pitfalls and improve outcomes. She has personally staffed a number of public review boards, offering that same insight and advice to board members. According to one nominator, “Katie is extremely customer focused and regularly goes the extra mile to identify opportunities for a project to advance rather than be denied. In a role where it would often be easier to say no, she works above and beyond to help a worthy project go forward.”

While every project is important, two were highlighted by one nominator. Katie was an important ally in the effort to further the infrastructure and development work at Gateway Park. A joint effort of the Worcester Business Development Corporation, Worcester Polytechnic Institute, and the City of Worcester, Katie helped usher that project through the local permitting process and maintain State and local support. The result was a remediated brownfield, a new road network, and significant new development including laboratory and office space, residential redevelopment at the former Voke Lofts, and the new WPI Faraday Hall dormitory. More recently, and of smaller scale but equal importance, Katie assisted with a joint effort between Claremont Academy and National Grid to create a community mural at the corner of Main Street and Hawthorne Street in Main South, with themes of community involvement and sustainability.

Paula Harrity



Paula Harrity, a twenty-seven year veteran of the Worcester Public Schools, serves as the Coordinator of Volunteer Services. In this role, Paula has placed thousands of community volunteers in classrooms, as well as in after-school programs and in the Adult Learning Center. A one-woman shop, Paula's ability to organize and multi-task are

legendary. She manages hundreds of volunteers at a time in classrooms and programs across the city. One nominator called Paula the "best collaborator" in the city. She has built deep relationships between the Worcester Public Schools and residents, community agencies, colleges, and businesses.

Paula is known for her compassion and dedication to helping young children. Not content with the existing demands of her role, she is also an innovator, identifying issues, crafting plans, and implementing solutions.

A passionate advocate for literacy, she was a co-founder of Community Reading Day in the Worcester Public Schools, which brings volunteers into every elementary classroom in the city (and beyond) to read to young children.

Seeing the plight of low-income children, she founded Coats for Kids, which supplies new winter coats to needy children attending the Worcester Public Schools, Head Start, and Family Partnership programs, along with several area homeless shelters and the School-Aged Mother Program. Last year, over 2,200 children were offered warm coats through the program. Since Coats for Kids began 25 years ago, nearly 48,000 coats and jackets have been given to Worcester's neediest children. According to one nominator, "There is no doubt that the twenty-five year run of the "Coats for Kids" drive would not exist were it not for Paula's devotion to her simple but steadfast commitment that children should not be cold in our New England winters."

Paula also co-founded Books for Babies, which delivers a new book to each new baby born at UMass Memorial Hospital. In the spring, Books for Babies will begin a new partnership with Reach Out and Read to provide seamless support for early literacy. Paula's efforts are ensuring life-long access to books for the Worcester community. One of her nominators described her best: "Working with Paula Harrity is like working with velvet. Her soft touch is unmistakable in all of her endeavors...."

Jessica Jacques

Jessica Jacques has been a member of the City of Worcester's Cable Services Division team since 2006. As Operations Specialist, Jess assists in the management of the City's Government Access Channel (Charter Cable Channel 12) and the day-to-day activities of the division, including covering and editing events, programming videos and schedules, and uploading more than 700 messages a year on the electronic bulletin board. Her ability to accomplish all this work with laudable efficiency, but also creativity, has earned the Cable Services Division national and international awards and accolades.



Jess is truly the woman behind the camera. She has covered City Council and School Committee meetings, board and commission meetings, and numerous public events. Late into the night, after working a full day, Jess can be found sitting in the City Hall video control room ensuring that cameras and microphones are working, speakers are highlighted, and presentations, displays, and public speakers are visible and clear. Even during significant weather events, Jess has made herself available to provide continual updates to the Government Access Channel's electronic bulletin to ensure real-time information for residents about safety concerns and public response efforts. Jess is also a producer. She has been a critical resource in the creation of innovative public service announcements, presentations, and City programming. Her humorous Jet Blue video response, including the Mayor and City Manager, was a valuable part of the City's efforts to woo Jet Blue to Worcester Regional Airport. She has produced programs for the City's bond rating exercises, public health outreach, and emergency services.

One of Jess' key roles, however, has been her work with people. An important responsibility of the Cable Services Division is handling complaints about cable service providers in Worcester. Jess approaches this role with compassion and patience. She listens to complaints, works to understand the situation, and seeks a solution. In many cases, Jess must go above and beyond simple cable complaints and connect callers to broader public services.

As one nominator points out, Jess views her diligence and determination as "no big deal." Despite her claim, Jess' dedication, initiative, and work ethic are truly worthy of recognition.

Julie Lynch



Julie Lynch has been an Architect with the City of Worcester's Department of Public Works & Parks since April 2006. A consummate professional and dedicated public servant, Julie is viewed as a leading member of the Architectural Services Division, an arm of the City focused on the repair and replacement of nearly one hundred City-owned

facilities, including the Worcester Public Schools.

Julie has worked on diverse projects, from minor renovations on public buildings to the construction of new schools. She takes on any task necessary and works collaboratively with both colleagues and contractors.

One of Julie's most important projects to date was the construction of the new North High School. A daunting undertaking, the City replaced an aging facility by constructing a new, innovative learning environment immediately adjacent on the same parcel, without impacting either the existing school operations or the ongoing construction work. Julie was instrumental in the design and construction, meeting with Worcester Public Schools administrators and students to understand educational needs, attending design meetings, undertaking design work, meeting with bidders, and working directly with contractors to explain plan details and address construction issues.

Julie was lauded for her ability to interact with others at all levels. She has earned the respect of her co-workers and supervisors, as well as the engineers, developers, contractors, and tradesman that the Department of Public Works & Parks interacts with on the various projects. She is regularly assigned high profile projects as a testament to her character and work product. She is currently working on the renovation of the Department of Public Works & Parks headquarters facility at 50 East Worcester Street – another example of balancing ongoing operational and construction needs on a very visible initiative.

Julie offers a unique combination of big vision but attention to detail. It's a valuable combination for an architect. In the words of one nominator, Julie represents the best attributes of a public employee: dedication, competence, expertise, and professionalism.

Thomas S. Green Award Recipients

2013

Jenna Alimberti
Kevin Chviruk
CDR. Michael C. Masley, Jr.
USN.RET.
Patricia Ryan

2012

Donna Derrico-Sands
Lt. Annmarie Pickett
Jack Navin
Sgt. Jose Dingui

2011

Ronald K. Brown
Louise Clarke
John F. Mahan

2010

Brian Breveleri
Donald Brown
Ellen Dalbeck
Edward J. McGuinn
Judith Sikes

2008

Maureen Binienda
Donna Haran
Cindy Ide
Edmund Kochling

2007

Peter Crafts
Kimberly Holstrom
Patricia Johnson
Nancy Lucier

2006

Donald Abraham
Lee Hall
Thomas Pappas
Angel Rosario

2005

Mark Berthiaume
Jose Machado
Nathan Reando
Joel Wentworth

2004

Donald Chamberlayne
Stuart Howe
Robert Jennings, Jr.
Jody Kennedy-Valade
Sean Lovely

2003

David Crocker
Donna McGrath
Robert Sullivan

2002

Lt. John J. Beahn
Nathaniel Mencow
John Rodriguez

2001

Joseph W. Buckley
Gerald Creamer
Karen Greenwood
George W. Sanders

2000

Marianne Bourgault
Susan Elworthy
Deborah Steele

1999

Bruce J. Blanchard
John J. Germain
Eileen A. Gorman

1998

Robert A. Caldwell
Thomas R. Creamer
Donna M. Rodrigues

1997

Jill C. Dagilis
Philip D. Guerin
Dorothy Hargrove
Philip J. Jakubosky
Vinh D. Nguyen

1996

Alexander Donoghue
Robert J. Fiore
Nancy E. Gaudette
Karyn M. Wigren

1995

Walter C. Giard
Debra J. Miller
Roderick D. Riel

1994

Francis X. Birch
Daniel Curtis
Cynthia M. McMullen
Derмот F. Shea

1993

John G. Bierfeldt
Bruce L. Dahlquist
Charles E. Langelier
Patricia A. Seigh

1992

Janet Ginkus Allen
Clara I. Diaz
Lt. John J. McKiernan
Lisa Piehler-Jones

1991

Kevin J. Daley
Gary L. Hagenbuch
John F. Monfredo
Thomas W. Taylor

1990

Francis J. Foley, Jr.
Kenneth C. Henderson
Marjory Smith
Laurent E. Vigneault

1989

Alice Atanian
Irene Giarusso
Veronica M. Griffin
Paul J. Mahoney

1988

Richard J. Grant
Barbara J. McKeon
Donald J. Shea

The Research Bureau acknowledges with grateful appreciation the following organizations for their participation in sponsoring the Thomas S. Green Public Service Awards for 2014.

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The Research Bureau

The Research Bureau serves the public interest of Greater Worcester by conducting independent, non-partisan research and analysis of public policy issues to promote informed public debate and decision-making. Our goal is to educate citizens and public officials about local public policy issues and to suggest solutions that promote a healthier, more prosperous climate for the region's citizens and businesses and the prudent expenditure of taxpayer dollars.

The Research Bureau's Board of Directors brings together community leaders from diverse backgrounds in business and academia. The Research Bureau is guided by the policy-making Executive Committee. These civic-minded leaders support The Research Bureau's activities because of recognition of the need for in-depth analysis of public policy issues and solutions in Greater Worcester.

The Research Bureau's activities consist of research on municipal and regional issues, analysis and dissemination of the results, and the provision of opportunities for public education. The Research Bureau's reports, numbering nearly 300 to date, have covered diverse topics. They present detailed analyses of issues on which both citizens and public officials can base decisions that affect the welfare of the community. The reports are designed to stimulate thought and discussion among citizens inside and outside local governments.

In order to disseminate the results of its research, the reports are distributed electronically to more than 1,000 individuals including public officials and members of the media, and are also available on our website www.wrrb.org. The Research Bureau staff also maintains regular contact with public officials to keep them apprised of our work. We present testimony before City Council, committees of the City Council and State Legislature, and various boards and commissions. The Research Bureau's staff addresses civic organizations and community groups on various municipal and regional issues. The local media regularly solicits The Research Bureau's views, and comments favorably on Research Bureau reports, forums and other activities. Media coverage by the Telegram & Gazette, Charter Communications, Worcester Magazine, Worcester Business Journal, GoLocal Worcester, and WCRN Radio helps to disseminate The Research Bureau's work.

As part of our public education effort, The Research Bureau sponsors the "Francis A. Harrington Forums on Municipal Government," a series of public forums to highlight particular municipal and regional issues of current concern to the community. The more than 200 programs we have organized are free and open to all interested citizens and public officials. The panelists have included prominent individuals on both the state and local level who have expertise on the subject being discussed. Local-area colleges host the forums. All Research Bureau forums are available for viewing on our website www.wrrb.org.

The Research Bureau's budget is supported primarily by annual dues from businesses and individuals and grants from local foundations concerned about the welfare of the region and its people. Membership in The Research Bureau is less a contribution than an investment. The continued involvement of our Directors and supporters will enable The Research Bureau to maintain its distinguished reputation for service to the City of Worcester and the surrounding region.

The Research Bureau

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The Research Bureau

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