



The Research Bureau

Thomas S. Green
Public Service Awards
2016

Assumption College
Thursday, April 14, 2016

Thomas S. Green

Public Service Awards

Recipients for 2016

James Beauregard
Auburn Department of Public Works

Cathy Flink-Harrison
Worcester Public Schools

Patricia Hainsworth
Worcester Senior Center

Brian Hickey
Holden Municipal Light Department

Sgt. Miguel Lopez
Worcester Police Department

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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—a man who personified integrity, exceptional leadership, and remarkable commitment to voluntary public service on behalf of the City of Worcester.

Tom Green had an abiding interest in Worcester's municipal government. While he held many important executive positions in Norton Company (now Saint-Gobain) both in this country and abroad, Mr. Green served as a member of the City Civic Center Commission, a Director of the Worcester Public Library, and a member of the Advisory Committee to the Worcester Selective Service Board. The list of 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.

Prior to joining Norton Company in 1947, he earned a Master's Degree in Public Administration and worked for the Federal government as a regional coordinator of its housing program.

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 Thomas S. Green 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
- Enthusiastic performance of tasks above and beyond the call of duty
- Cooperative, helpful, and friendly attitude toward the public and fellow employees
- Community involvement outside the scope of job-related responsibilities

Thomas S. Green Committee 2016

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PROGRAM

Welcome

Todd Rodman, Esq.
Chairman, Awards Committee

Remarks of Honored Guests

- **Mayor Joseph Petty**
- **Worcester City Manager Edward Augustus**
- **Acting Superintendent of Worcester Public Schools**
Dr. Marco Rodrigues
 - **Holden Town Manager Jacqueline Kelly**
- **Auburn Assistant Town Manager Ed Kazanovicz**

Presentation of Awards

Reception

La Maison Française Salon
Assumption College



James Beauregard

A 20-year veteran of the Town of Auburn, Jim is the exemplar of the dedicated municipal employee. Following a life-threatening on-the-job injury, many would likely look for a quieter work environment. After a terrible incident in 2011, Jim refused to be cowed, working hard to regain

full health and get back to business in only a short time. His colleagues highlight this commitment as emblematic of Jim's love of Auburn and his job.

Joining the Town at the suggestion of his father-in-law, he has worn many hats over his career. A skilled craftsman and foreman, Jim maintains Auburn's many public facilities. His colleagues highlight Jim's enthusiasm and motivation, working around the clock (often to the chagrin of schoolchildren hoping for that elusive snow day) to ensure that buildings are open for business and sidewalks are clear. Five years ago, the Town of Auburn reorganized to appoint its first town manager with a focus on government efficiency and consolidation. Jim was right there to assist, leading the new DPW Facilities Division. During his tenure, the Town has saved hundreds of thousands of dollars by identifying in-house solutions that enable the municipality to avoid high-cost outside contracts. He oversaw the construction of many of Auburn's newest structures.

Jim's responsibilities do not end with Facilities. He is the type of employee who is never too busy to help out wherever and whenever needed. He serves as a staff role model, frequently offering insights into alternate ways to accomplish municipal initiatives more efficiently.

Jim is a humble man who takes pleasure and pride in his work. He says he simply enjoys "making people happy." The Town of Auburn and its residents are definitely happy that Jim is on the job.



Cathy Flink-Harrison

In her 31 years working for the Worcester Public Schools, Cathy has been an integral part of the system's adoption of and adaptation to technological change. As the Senior Information Systems Trainer, Cathy travels to schools and offices throughout the district to teach staff how to use the database systems that

have tracked hundreds of thousands of students over the years. Managing information for an urban school system with 25,000 students is no small task, yet Cathy's colleagues say she makes everything look easy. Her manager called her a "dream employee," joking that he could "vanish from this planet" and she would not only continue her work fully and efficiently, but would probably identify a few new initiatives as well.

Cathy began her work at the Worcester Public Schools as a secretary, attending school at night to earn a degree while raising a family. Upon the recommendation of one of her supervisors, she applied for a position in the new information technology division. After three decades, she still loves her job, mainly because of her role helping people. While she is now approaching retirement, she continues to learn and evolve. She is a "first adopter" – one of those people who always knows the best new way to get something done.

When Cathy is asked what she likes best about her job, without hesitation she replies "everyone is happy to see me." Considering she is clearly happy to see everyone as well, it's not too surprising. Her smile and enthusiasm are infectious. While we evaluate Thomas Green nominees on a scale of "1" to "10," one ardent supporter gave Cathy an "11."

As Cathy plans her retirement in the coming months, the WPS plans to keep in close touch with a great friend.



Patricia Hainsworth

Patricia Hainsworth brings order out of chaos. The Operations Director for the Worcester Senior Center, Patty is the consummate multi-tasker whose responsibilities include operations, programs, staff support, community relations, and so much more. With an ever increasing work load, Patty always

manages to get everything accomplished. Yet her focus remains the seniors, a vocation for her throughout her career. Even in high school, Patty worked in the kitchen at a nearby nursing home.

Patty began working at the City's Division of Elder Affairs in 2001, following more than a decade working for local elder service organizations. A part-time employee during her initial few years balancing career and family, she worked far more than her official hours to ensure that the newly established Senior Center was a rewarding destination for Worcester's elderly. In her role, she assisted seniors and their families accessing services such as social security, health insurance, housing, food stamps, legal assistance, and home care. Her efforts allowed seniors to remain in their own homes as long as possible. As the Senior Center grew, her role expanded, and as a result of her creativity, understanding, and organizational skills the Center was able to expand its offerings to hundreds of programs and services.

Patty has been lauded for her patience, her active listening, and her problem-solving skills. Her leadership has been critical to the success of the Senior Center. She has the rare ability to understand the broader institutional needs while personally engaging directly with the many seniors who attend the busy facility. Yet Patty's commitment to the elderly continues to extend well beyond her work life. She and her family support the Alzheimer's Association, organizing fundraising efforts to promote research to treat and prevent this difficult disease.

As we each get a little older by the day, we're lucky to have Patty Hainsworth thinking of future opportunities for us at the Senior Center.



Brian Hickey

For three decades, Brian has kept the lights on as a member of the Holden Municipal Light Department. A highly respected member of the staff, Brian has worked his way up over the years and currently holds the title of Service Foreman. He is a consummate professional – lauded by his peers and municipal leadership for

his knowledge, dedication, and ability to work with the public.

In his role, Brian oversees all new house connections, street light installations and repairs, daytime outages, and customer complaints. Yet he is also on call for some of the worst weather conditions. Regardless, he never complains. As one colleague said, he always has his “trademark smile” no matter the challenge and his sense of humor has been a “comfort” when dealing with difficult situations. A recurring theme in Brian’s nomination has been his kindness and respect. Whether working with town leaders or angry constituents, Brian is held in high regard by all who deal with him. He is a mentor – many of those who submitted letters on Brian’s behalf highlighted the important role he played in both their professional and personal development.

Brian’s work-life and home-life often overlap. He has lived in Holden throughout his career and is a regular participant at town meetings and other community events. He has a genuine love for his community. He and his family have been active in various sports and clubs over the years. He’s a great neighbor to his community.

Both literally and figuratively, Holden is truly a brighter place with Brian at the Municipal Light Department.



Sgt. Miguel Lopez

As a child, Miguel Lopez did not plan on becoming a Worcester Police officer. Graduating from South High Community School, he enlisted in the U.S. Army Reserves, which enabled him to enroll at Quinsigamond Community College. While at QCC, a professor encouraged him to consider criminal justice and upon graduation

Miguel found himself applying to the Worcester Police Department. In the early days, he was the only Spanish-speaking officer. Two decades later, he's the first Latino to be promoted to Sergeant in the history of the Worcester Police. Now, he assists the WPD with outreach and recruitment of others from diverse backgrounds.

Miguel oversees youth programs for the WPD and supervises the 12-person Gang Unit. In his role, he is heavily involved in the community serving as the liaison to the Worcester Public Schools and working closely with Worcester youth service agencies and other community-based organizations. He has acted as Camp Director for G.A.N.G. (Gang Awareness for the Next Generation) Camp – an initiative run by Worcester police officers who lead 300 young people annually in a three-week camp geared toward gang prevention, drug prevention, and positive adult role-modeling. Miguel has been hailed for being a “strong advocate for those less fortunate.” Colleagues praised him for his ability to embrace new ideas and responsibilities. In this vein, he has served on many local boards and councils, including the Boys and Girls Club of America, the Central Massachusetts Workforce Investment Board Youth Council, the Latino Education Institute at Worcester State University, and the QCC Board of Trustees.

This is not the first time Miguel is being recognized for his accomplishments, having received the WPD's Lt. Loman A. Rutherford, Sr. Award for his commitment to strengthening the WPD's relationship with the community and the Distinguished Alumni Award from the Worcester Educational Development Foundation. The Research Bureau is proud to join that company in honoring Sgt. Lopez.

Thomas S. Green Award Recipients

2015

Patricia Bruchman – Worcester Department of Public Health
Pamela Callahan – Worcester Department of Human Resources
Michael Ferguson – Worcester Department of Public Works & Parks
Michael Lyons – Worcester Public Schools
James Robbins – Town of Westborough Planning Department

2014

Sandra Borbone – Worcester Technical High School
Kathleen Donovan – Worcester Inspectional Services
Paula Harrity – Worcester Public Schools
Jessica Jacques – Worcester Cable Services
Julie Lynch – Worcester Department of Public Works and Parks

2013

Jenna Alimberti – Worcester Police Department
Kevin Chviruk – Worcester Public Schools, Custodian Services CDR.
Michael C. Masley, Jr. USN Ret. – Oxford High School
Patricia Ryan – Worcester Public Schools

2012

Donna Derrico-Sands – Worcester Department of Public Works & Parks
Lt. Annmarie Pickett – Worcester Fire Department
Jack Navin – Worcester Public Schools
Sgt. Jose Dinguì – Southbridge Police Department

2011

Ronald K. Brown – Worcester Department of Public Works & Parks
Louise Clarke – Worcester Public Schools
John F. Mahan – Worcester Police Department

2010

Brian Breveleri – Worcester Department of Public Works & Parks
Donald Brown – Worcester Public Schools
Ellen Dalbeck – Worcester Department of Public Works & Parks
Edward J. McGuinn – Worcester Police Department
Judith Sikes – Holden Town Manager's Office

2008

Maureen Binienda – Worcester Public Schools
Donna Haran – Worcester Public Schools
Cindy Ide – Grafton Town Manager's Office
Edmund Kochling – Worcester Department of Public Works & Parks

2007

Peter Crafts – Worcester Public Schools
Kimberly Holstrom – Worcester Police Department
Patricia Johnson – Worcester Assessing Department
Nancy Lucier – West Boylston Town Manager's Office

2006

Donald Abraham – Worcester Department of Public Works & Parks
Lee Hall – Worcester Department of Code Enforcement
Thomas Pappas – Worcester Public Schools
Angel Rosario – Worcester Housing Authority

2005

Mark Berthiaume – Worcester Public Schools
Jose Machado – Worcester Fire Department
Nathan Reando – Worcester Police Department
Joel Wentworth – Worcester Public Library

2004

Donald Chamberlayne – Worcester Police Department
Stuart Howe – Worcester Fire Department
Robert Jennings, Jr. – Worcester Public Schools
Jody Kennedy-Valade – Worcester Department of Code Enforcement
Sean Lovely – Worcester Police Department

2003

David Crocker – Worcester Department of Code Enforcement
Donna McGrath – Worcester Executive Office of Neighborhood Services
Robert Sullivan – Worcester Public Schools

2002

Lt. John J. Beahn – Worcester Fire Department
Nathaniel Mencow – Worcester Public Schools
John Rodriguez – Worcester Housing Authority

2001

Joseph W. Buckley – Worcester Department of Public Works
Gerald Creamer – Worcester Public Schools
Karen Greenwood – Worcester Division of Veterans Services
George W. Sanders – Worcester Public Schools

2000

Marianne Bourgault – Worcester Public Library
Susan Elworthy – Worcester Public Schools
Deborah Steele – Worcester License Commission

1999

Bruce J. Blanchard – Worcester Department of Public Works
John J. Germain – Worcester Police Department
Eileen A. Gorman – Worcester Public Schools

1998

Robert A. Caldwell – Worcester Public Library
Thomas R. Creamer – Worcester Fire Department
Donna M. Rodrigues – Worcester Public Schools

1997

Jill C. Dagilis – Worcester City Manager's Office
Philip D. Guerin – Worcester Department of Public Works
Dorothy Hargrove – Worcester Public Schools
Philip J. Jakubosky – Worcester Department of Public Health & Code Enforcement
Vinh D. Nguyen – Worcester's Executive Office of Human Resources

1996

Alexander Donoghue – Worcester Police Department
Robert J. Fiore – Worcester Department of Public Works
Nancy E. Gaudette – Worcester Public Library
Karyn M. Wigren – Worcester Public Schools

1995

Walter C. Giard – Worcester Fire Department
Debra J. Miller – Worcester Public Schools
Roderick D. Riel – Worcester Regional Airport

1994

Francis X. Birch – Worcester Department of Public Health & Code Enforcement
Daniel Curtis – Worcester Department of Public Works
Cynthia M. McMullen – Worcester Public Schools
Dermot F. Shea – Worcester Public Schools

1993

John G. Bierfeldt – Worcester Public Schools
Bruce L. Dahlquist – Worcester Office of Employment & Training
Charles E. Langelier – Worcester Public Schools
Patricia A. Seigh – Worcester Department of Parks & Recreation

1992

Janet Ginkus Allen – Worcester Public Schools
Clara I. Diaz – Worcester Department of Planning & Community
Lt. John J. McKiernan – Worcester Police Department
Lisa Pichler-Jones – Worcester Department of Parks & Recreation

1991

Kevin J. Daley – Department of Public Works
Gary L. Hagenbuch – Worcester Public Schools
John F. Monfredo – Worcester Public Schools
Thomas W. Taylor – Worcester Department of Parks & Recreation

1990

Francis J. Foley, Jr. – Worcester Public Schools
Kenneth C. Henderson – Worcester Fire Department
Marjory Smith – Worcester Department of Public Health
Laurent E. Vigneault – Worcester Public Schools

1989

Alice Atanian – Worcester Public Library
Irene Giarusso – License Commission
Veronica M. Griffin – Worcester Public Schools
Paul J. Mahoney – Department of Public Works

1988

Richard J. Grant – Worcester Department of Public Works
Barbara J. McKeon – Worcester Regional Airport
Donald J. Shea – Worcester Public Schools

**The Research Bureau acknowledges
with grateful appreciation
the following organizations for sponsorship of the
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The Research Bureau

The Research Bureau serves the public interest of Greater Worcester by conducting independent research and analysis of public policy issues to promote informed public debate and decision-making. We seek to educate both public officials and residents about issues to ensure informed, fact-based decisions on governmental policies of note. The Research Bureau's reports and forums address two large audiences: 1) public policymakers, both elected and appointed, to provide them with data and analyses to serve as a basis for decision-making; and 2) citizens of the region who are responsible for identifying issues of importance, advocating for issues of concern, and electing political leadership.

In order to fulfill this mission, the Bureau researches municipal and regional issues, disseminates the results, and provides opportunities for public engagement and education. Over the past 30 years, The Research Bureau has issued over 220 reports covering a wide range of topics. Many of the Bureau's reports contain recommendations that have been adopted by public officials. As part of our public engagement effort, The Research Bureau sponsors the Francis A. Harrington Forums on Municipal Government to highlight particular issues of current concern to a community or the region. Since 1985, we have organized almost 200 free programs open to all interested citizens and public officials. These forums are attended by up to 100 individuals and are taped for broadcast on local cable television and posted on The Research Bureau's website. Panelists have included prominent individuals at the national, state, and local levels with expertise on critical subject matters. The Research Bureau solicits suggestions for reports and forums from a wide range of individuals and constituencies including public officials, neighborhood associations, residents, and members of The Research Bureau Board. The Research Bureau's agenda is determined by our Executive Committee, a policy-making group of thirteen members of the Board that meets monthly.

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 an investment in the future of good governance in Central Massachusetts.

After more than 30 years, we are grateful for the continued involvement of our Board and dedicated supporters who 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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