



The DAS Star Awards Employee Recognition Team congratulates the following Star Award winners for the nomination period of Oct. 1 – Dec. 31, 2016.

Outstanding Customer Service: Acknowledges a DAS employee who goes above and beyond in delivering top-notch customer service.

★ Mary Sen, Administrative Support Division (ASD), Office of Finance:

“Mary is always available to answer questions and provide her knowledge to a topic. She gives every issue 100 percent of her time and effort and somehow balances each one. Mary is very resourceful at finding the right subject-matter expert for the area of concern and is very thorough at explaining the situation to all. She always provides excellent customer service and goes above and beyond to assist and involves my staff on topics to share information. Most recently, Mary helped OIT in getting non-agency customer invoices attached in OAKS which will be helpful in finding information for customers quickly. In addition, Mary and I were called upon to recall State-Wide Cost Allocation Plan (SWCAP) knowledge to pass down to new participants and she was able to give the background information needed for those new participants to gain an understanding. Mary is wonderful to work with and has been a great resource to DAS over the years!”

Extra Mile Award: Recognizes an employee who went above and beyond his or her regular responsibilities.

★ Shawn Ferriman, ASD Office of Finance

“Shawn is one of the most conscientious employees that I have worked with. In his role as a financial analyst, Shawn has been a real watchdog for the purchasing policies and rules of DAS and the state. He takes his job seriously and, more importantly, cares about how money is being spent on behalf of the taxpayers.”

Good Citizenship and Spirit Award: Recognizes an individual who makes the day-to-day work environment for those around them a great experience. This individual leads by example, has a positive attitude, and encourages excellence from others.

★ Cullen Jackson, Office of Collective Bargaining

“Cullen creates a sense of inclusion for everyone in his daily interactions. As someone who works with Cullen on a daily basis, I consistently feel that I can learn from Cullen’s example and his actions remind me that I can always do more. I have witnessed Cullen’s co-workers responding to his positive energy and this, in turn, contributes to positive morale in our work unit.”

Innovation and Process Improvement: Recognizes someone who has either created and implemented an innovative solution or recognized inefficiencies and made improvements to a process.

★ Crystal Rudy, ASD Office of Finance

“Crystal developed a new Cognos report that sourced the OAKS/FIN Purchase Order and A/R modules to linked transactions via a Project ID Code and Reason Code. This new report allows the Business Office to view where they stand on procurement/recovery agreements. This report is much more efficient than the previously maintained manual spreadsheet and effectively aligns the two financial sides so that the execution status of these agreements can be easily determined by management.”

Team Excellence Award: Recognizes a team or workgroup that successfully accomplished their objective(s), while furthering the mission of the Agency.

★ Sylvia Durham, Nicole Thompson-Mills, and Donald Zurface, ASD, Fiscal Services Team, Accounts Receivable:

“At the end of Fiscal Year 2017 (FY17) Quarter 1 (Q1), we had an 85 percent reduction in aged receivables compared to Fiscal Year 2016 (FY16) Q1. At the end of FY16 Q1, we had 399 open non-IT items. At the end of FY17 Q1, we only had 60. Well, at the end of FY16 Q1 we had over \$2.2M in aged non-IT receivables. At the end of FY17 Q1? \$115,453.95. That’s a 95 percent change. This is even more impressive given that this new process is in addition to all of their (Don’s and Nicole’s) other duties.”

“To date (as of Dec. 18, 2016) Sylvia has helped GSD receive a \$2.3M revenue share since July 1, 2016. Additionally, she has assisted OIT, which received \$2.46M for the same time period. Sylvia is constantly working with suppliers, tracking revenue share, working to resolve discrepancies, and contacting non-compliant suppliers. This can be especially tough given that she is working primarily with private companies who may be located all over the United States. Some companies are large and have accounting divisions with a lot of red tape and multiple contacts to get checks issued. Others are smaller and while they have less red tape, they may have other issues like only one accountant who is off for a couple weeks. Each company is so unique that Sylvia can’t apply a ‘one size fits all’ technique to her outreaches. Her familiarity with many of the hundreds of contract holders is truly impressive. Sylvia has built a professional relationship with many of them which is what DAS is all about.”

Nominees:

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| ★ Nassirou Babatounde | ★ Daniel Cornwell | ★ Sheneise Landrum | ★ Patricia Pleasant |
| ★ Shelby Banton | ★ Eric Hagely | ★ Erica McClue | ★ Susan Russell |
| ★ Lisa Barna | ★ Phillip Fitch | ★ Angela McIntosh | ★ Jencie Smith |
| ★ Bobbi Bell-Bartholomew | ★ Nancy Hite | ★ Nicholas McIntosh | ★ Shelia Smith |
| ★ Jeff Berry | ★ Paul Holliman | ★ Jessica Mitchell | ★ Dante Talley |
| ★ Marty Berkowitz | ★ Quantez Johnson | ★ Jackie Murray | ★ Matt Telfer |
| ★ Michael Buerger | ★ Dion Josey | ★ Molly O’Reilly | ★ Angie Weis |
| ★ Alicyn Carrel | ★ Andrew Keppler | ★ Hema Patel | ★ Shelly Williams |