

The Research Bureau

Thomas S. Green Public Service Awards for 2008

**Assumption College
September 24, 2008**

**Thomas S. Green
Public Service Awards
Recipients for 2008**

Maureen Binienda

Donna Haran

Cindy Ide

Edmund T. Kochling

Assumption College
Wednesday, September 24, 2008

Thomas S. Green

The Research Bureau's annual awards to outstanding municipal employees are appropriately named in memory of Thomas S. Green who for many years until his death in 1987 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 City 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 Area 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 four employees who have made outstanding contributions to public service. It is the second year we have opened the award to employees of contiguous towns, and a distinguished public servant from Grafton is our second regional winner. 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.
- Volunteer community service outside the scope of job-related responsibilities. (Important, but not required.)

2008 Thomas S. Green Awards Committee

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Karen Duffy

Robert Nemeth

Robert Anderson

Sandra Dunn

Francis Paquette

Fairman Cowan

JoAnne O'Leary

Harry Whitin

Barbara Clifford

Karen Ludington

PROGRAM

Welcome and Presentation of Awards

Demitrios M. Moschos
Chairman, Awards Committee

Remarks of Honored Guests

Reception

La Maison Française Salon
Assumption College



Maureen Binienda has worked as an educator in the Worcester Public schools for over thirty years, the last fourteen as Assistant Principal at South High Community School. Currently, she is serving as acting principal of the school. During her tenure, Maureen designed and implemented the Academy of Education, Service, and Government at the school and over the last five years, she has built the academy into a nationally-recognized model of Community Service Learning.

Maureen and her students have garnered numerous awards and recognition for their pioneering work in community service learning and have presented their model at both state and national education conferences. To date, the students have performed over 30,000 hours of community service as part of their education at

numerous sites in the City, including Mass Audubon, Worcester Historical Museum, Edward Street Daycare Center, Central MA Housing Alliance, Worcester Woman's Oral History Project, the Special Olympics, the American Red Cross, the Worcester Art Museum, the Blackstone Canal Committee, and the Worcester Regional Research Bureau.

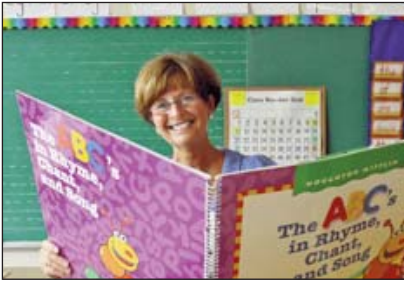
Since government is a primary focus of the academy, Maureen worked with Mayor Lukes to open the Office of Youth Philanthropy and Civic Engineering at City Hall where students work every Friday. One of the projects completed by that group was a city website titled "For Kids By Kids," which links all services for youth in the Worcester area.

According to South High's former principal, Maureen epitomizes the phrase "above and beyond." Dedicated to ensuring that her students continue their education beyond South High, she works to get financial aid for students who have earned admission to colleges yet cannot afford the astronomical cost. This year alone, she assisted at least ten seniors in her academy in completing college applications and spent at least four Saturday's taking those students on college visits. She has also helped her students and their families complete financial aid forms. When families are in financial distress, she assists them in finding food, clothing, and housing. She has also taken students shopping for prom and graduation attire and has convinced area opticians to provide free eye glasses for needy students.

For her work with the Latino Community in Worcester, Maureen Binienda was awarded the Salsa of Life Award in 2006; for her work with the children of the Main South neighborhood, she was given the Phi Delta Kappa Educator of the Year Award in 2005, and the Webster Square Educator of the Year Award in 2008.

In addition, Maureen has presented papers at various state and national education and youth-oriented conferences. She serves on the Board of Directors of the Webster Square Business Association, the Seven Hills Foundation, and the Audubon Society Broad Meadow Brook Sanctuary. She is also an active member of the United Way Grant Review Team and the Leadership Team for School Reform and Restructuring for the Worcester Public Schools.

The words of a former student express Ms. Binienda's role in showing her students the value of community service, "As a graduating senior, I now know that community service comes from the heart and can be done while having fun. You have pointed out to me what kind of effect my community service really has on the world. And by showing me how much my own personal skills mean to others, you have helped me gain a new sense of confidence."



Donna Haran has been a teacher in the Worcester Public Schools for more than 20 years. Her current position is that of a Grade One inclusion teacher at Tatnuck Magnet School. During her time at Tatnuck, she has been instrumental in the development and implementation of a successful inclusion program.

Several years ago, the school decided to eliminate its self-contained special education classrooms and to move its

special needs students into the mainstream of regular education. Donna enthusiastically and whole-heartedly accepted the challenge.

Donna was one of the first regular education teachers willing to leave the comfort of a self-contained classroom and implement an inclusion model. She believed that inclusion would require teachers to use only the most effective teaching strategies to build a supportive atmosphere and allow every child to access grade-level curriculum to demonstrate their strengths and knowledge in a variety of ways. Donna aggressively pursued training and exposure to all of the best teaching practices and convinced administrators to sponsor and plan building-wide workshops for all of Tatnuck's instructional staff. She demonstrated to her partner teachers and staff that they could use their classrooms to support and challenge all types of learners: disabled, at risk, regular education students, and accelerated learners. She helped everyone realize that inclusion does not require lowering standards or watering down curriculum.

The inclusion program required outreach to parents and colleagues. Donna participated in parent conferences to explain and reassure them of the systems that would be put in place to support their child. She also worked with administrators and partner teachers to identify the strengths and weaknesses of the program before designing staff development programs or purchasing new materials and equipment to support classroom instruction. She continues to work with staff to reflect on, evaluate, and recommend changes to the program.

Donna is also frequently asked to work with student interns from local colleges to reflect on their teaching experiences to determine what works or doesn't work, and why. She is also one of Tatnuck's demonstration teachers in its Professional Development Program with Worcester State College. In both of these roles, Donna enthusiastically shares her experience, knowledge, and understanding of effective teaching strategies.

Donna Haran's approach to education is to help her students become independent learners: conscientious, responsible, and accountable. She has helped her colleagues see and understand the need to provide every child with appropriate learning activities that keep students thinking, reflecting, questioning, and exploring. She also encourages her fellow teachers to talk with one another about "best practices," and observe each other's teaching to help each other become better. She has made them realize that by working together, they can provide a built-in support system that outlasts any workshop, conference, or staff development program. It is Donna's passion for, and true commitment to the education of all children that distinguishes her from other employees.

The principal of Tatnuck Magnet School captures Donna Haran's passion for, and true commitment to education. "Donna is a dedicated and talented educator who creates and nurtures in us all – students, parents, and peers – a sense of wonder, excitement, and curiosity about our world while building our individual capacity to access it, understand it, and appreciate it."



Cindy Ide has held the position of Secretary to the Town Administrator of Grafton for the past six years. In that capacity, she has worked with many elected and appointed town officials.

According to Grafton's Town Administrator, Cindy has exceptional administrative and professional skills. Her work assignments are never predictable and practically every day she encounters new and unique challenges. Cindy's position is at the hub of town activity, where

she is responsible for ensuring that the steady flow of information and requests is managed, whether from residents, elected officials, or town employees. She does this well and does not hesitate to stay late to complete her assignments. Cindy answers questions of the public, the selectman, and fellow employees in a professional and friendly manner. Grafton's Town Administrator emphasizes Cindy's exceptional attitude and demeanor when communicating with the public saying, "She has a considerate ear for those who are suffering and don't know where to turn. She helps so many citizens, and they often come to tell me how happy they are with her delivery of service."

Cindy has also worked to modernize the business practices of the town and train others in new techniques and management practices. She has been instrumental in the town's implementation of the DocuShare product to electronically archive town documents with the Town Clerk's office. Another major responsibility Cindy has taken on has been keeping the citizens of Grafton informed about the events and happenings in town. For example, she has been instrumental in the data collection, organization, and release of Grafton's Annual Town Report.

What distinguishes Cindy from others is her eager willingness to solve any matter that comes before her. She assists the town administrator by using her knowledge to resolve matters so that they do not have to come before the town administrator. She has a sense of humor when it comes to difficult clients, but she is never disrespectful of them. Cindy has taken time to learn things on her own. She is willing to take classes on her own time in order to improve her work product. She suggests solutions rather than accepting "that's the way things are." She is eager to do the job as efficiently and effectively as possible using new ways and learning new things. She has stepped up to be part of the volunteer staff committee to improve the town website. Cindy wants to continue to streamline and make more efficient all that the town does.

Cindy has also found time to be actively involved in community service in Grafton. She has been a volunteer to the Cultural Arts Council along with assisting in various town events sponsored by the recreation department, including road races and holiday events. She also assists the Arts Festival volunteers. She was instrumental in organizing the first annual Grafton Recognition Awards Night for local municipal service, and assisted with the annual Firefighters BBQ fundraising event. She also helps at the Senior Volunteers Recognition Dinner, the Volunteer Recognition night, and many other local events. As Grafton's Town Administrator sums it up, "Whenever a hand is needed, Cindy lends hers willingly and cheerfully."



Edmund T. Kochling has been employed by the City of Worcester in the Department of Public Works and Parks since 1998. He currently holds the position of Assistant Civil Engineer, Grade 4, in the Engineering Division.

Ed's first position was as a field inspector, responsible for verifying that the work being done on and around City streets by private contractors complied with all City regulations and specifications. In 2001, he became a construction inspector in the Engineering Division, responsible for inspecting the work of private contractors building housing developments within the City of Worcester. In 2005, he became

a construction inspector in the Water Operations Division with responsibility for monitoring any private work that was being performed on the City's water infrastructure.

Since May 2005, Ed has been the on-site inspector monitoring the recapping of the Greenwood Street Landfill, overseeing the work of private contractors. He is on-site daily to make sure that all work is performed in compliance with the City contract. He is also responsible for monitoring the quantity and quality of the fill material that the contractor is using and verifying contract payments.

In addition to these duties, Ed oversees the City's composting operations at Ballard Street and Worcester Airport. The City of Worcester operates the largest municipal composting operation in the Commonwealth of Massachusetts. Ed's careful and consistent monitoring of these sometimes-complicated operations helps to guarantee that this critical work is always done to the highest possible standard.

Friendly, helpful, and cooperative are three adjectives that are frequently used to describe Ed Kochling. He is always willing to take the time to answer questions and explain situations to any interested parties including contractors, administrators, and the general public. He frequently meets with neighborhood groups and citizens in the area of the composting operations, especially at Ballard Street, to address any concerns they have about ongoing operations. He has quickly developed a reputation in the community as an informed, open, and approachable expert on these matters.

Ed gives his time generously to his community as well, notably as coach and supporter of the Bay State Sharks Youth Hockey Program. Ed is also an amateur inventor who has developed some products and has patented several of his inventions, such as a pre-cast concrete handicap ramp that can be used in construction projects at road intersections.

Ed has also distinguished himself within his profession and has been recognized by his peers on several occasions. In June 1999, he was the recipient of the DPW Safety Award for the Engineering Division and in November 2005, he was recognized by the Massachusetts Water Works Association with the Water Works Pride Award.

According to the Commissioner of Public Works and Parks, "Ed Kochling is an exemplary public employee. His commitment to complete any tasks assigned to him is second to none. He has repeatedly demonstrated the required intelligence, diligence, and tact necessary to manage any of his often-challenging work assignments. He is frequently cited by the public as a trusted source of information and guidance on matters of great importance. He is a role model for his peers. He is a dedicated father and coach. Most importantly, he is an exceptional public servant."

*The Research Bureau acknowledges with grateful appreciation
the following organizations for their participation in sponsoring
the Thomas S. Green Public Service Awards for 2008*

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Checkerboard, Ltd. Arthur & Micah Chase

DCU Center

Ecotarium

Flagship Bank & Trust

Gaudette Insurance Agency

Grafton Suburban Credit Union

Higgins Armory Museum

Hilton Garden Inn Worcester

Mirick O'Connell, LLP

Music Worcester, Inc.

NSTAR

Saint-Gobain

Sharfmans

Sole Proprietor, Inc.

Tower Hill Botanic Garden

Webster House Restaurant

Worcester Art Museum

Worcester Credit Union

Worcester Historical Museum

Worcester Sharks

Worcester Telegram & Gazette

Worcester Tornadoes

The Research Bureau

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2008-2009

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The Research Bureau

The Research Bureau serves the public interest of the Greater Worcester region by conducting independent, non-partisan research and analysis of public policy issues to promote informed public debate and decision-making. Its goal is to educate both citizens and public officials about local public policy issues and to suggest directions toward their resolution that would ultimately contribute to greater efficiency and accountability on the part of local governments.

The Research Bureau is guided by an Executive Committee that sets policy for the organization. The Board of Directors brings to the organization diverse backgrounds from the professions, academia, and business. These community leaders support The Research Bureau's activities because of the benefits citizens receive from The Research Bureau's in-depth analysis of problems confronting the greater Worcester region.

The Research Bureau's activities consist of research on municipal and regional issues and dissemination of results. The reports, which cover a wide range of topics, are designed to stimulate thought and discussion by both citizens and public officials. They also present analyses of issues on which public officials can base discussions that affect the welfare of everyone in the community.

In order to disseminate the results of its research, the reports are distributed to about 1,000 individuals including public officials and members of the media, and are also available on our website www.wrrb.org where more than 100,000 pages were viewed in 2007. The Research Bureau staff also maintains regular contact with public officials to keep them apprised of its work. The staff presents testimony before the City Council, committees of the Council 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. The media coverage by the Telegram & Gazette, Charter Communications, WGMC-TV 3, Worcester Magazine, Worcester Business Journal, and WTAG and WCRN Radio helps to disseminate The Research Bureau's work and to educate citizens on matters of public policy. The President also appears weekly on the Hank Stolz Experience (WCRN), writes a monthly column for the Telegram BUZZ, and a quarterly column for the Worcester Regional Chamber of Commerce newsletter.

As part of its 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 programs 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.

The Research Bureau's budget is supported mainly 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.

Thomas S. Green Award Recipients

1988

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

1989

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

1990

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

1991

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

1992

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

1993

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

1994

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

1995

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

1996

Robert J. Fiore
Nancy E. Gaudette
Karyn M. Wigren
Jill C. Dagilis

1997

Philip D. Guerin
Dorothy Hargrove
Philip J. Jakubosky
Vinh D. Nguyen
Robert A. Caldwell

1998

Thomas R. Creamer
Donna M. Rodrigues
Bruce J. Blanchard

1999

John J. Germain
Eileen A. Gorman
Marianne Bourgault

2000

Susan Elworthy
Deborah Steele
Joseph W. Buckley

2001

Gerald Creamer
Karen Greenwood
George W. Sanders

2002

Lt. John J. Beahn
Nathaniel Mencow
John Rodriguez

2003

David Crocker
Donna McGrath
Robert Sullivan

2004

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

2005

Mark Berthiaume
Jose Machado
Nathan Reando
Joel Wentworth

2006

Donald Abraham
Lee Hall
Thomas Pappas
Angel Rosario

2007

Peter C. Crafts
Kimberly Holstrom
Patricia Johnson
Nancy Lucier

Mission Statement:

The Research Bureau serves the public interest of the Greater Worcester region by conducting independent, non-partisan research and analysis of public-policy issues to promote informed public debate and decision-making.



The Research Bureau

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