



CHATTER THAT MATTERS®

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Message from Interim President & CEO, Chelsea Turner:

Kudos to the Finance and IT Departments for a successful transition from Lawson™ to Great Plains™! It has been twenty years since our financial software system has been updated, and these Departments leaned in to make it happen without hardly a hiccup. Purchasing also deserves a nod for their patience and efforts. Ultimately the new system will be more efficient, more effective, more user friendly, and help make reporting much easier.

What many of you may not know about the new Great Plains software system is that it will also provide the Purchasing Department with the ability to track Tier II spend for our supplier diversity program. In other words, we will have the ability to capture the minority spend from our larger vendors. So, if one our larger vendors does business with a minority supplier, we can reflect this in our minority spend.

This enhanced tracking capacity will also lend itself to enhanced metrics, and provide us with a greater ability to monitor our progress in this area. Further, it will also help ensure that our supplier diversity program aligns with our overall diversity and inclusion strategy.

(Continued on page 6)

In This Issue

Message From Interim President & CEO	1
Customer Service Makes a Difference	2
Exciting News from MCCG	3
Becoming a U.S. Citizen.	4
2017 RG Survey Results.....	6
Surplus Success	7

Plus...

- In-service Training (2) • Upcoming Events (7) • The Corporate Responsibility Team (8)



What is Constitution Day? See Page 5.

Customer Service Makes a Difference

By: Sue Starkowski



In an emerging world where customer service seems to be a thing of the past, Advanced Office Systems (AOS) still shines through. Have you ever set out to get some questions answered on a prod-



uct and all you get is an automated menu of prompts to push, only to proceed to another list of options and so on, and so on? Today it seems, that is even a fading amenity. Shopping has been reduced to online chats or inquiries where someone will get back to you electronically within 24 hours.

AOS operates a modern industry with an old-fashioned twist a person on the other end of the phone line. We are fortunate to have worked hand-in-hand with AOS for well over 15 years.

Their commitment to service, while still providing the sharpest, most competitive price does not go unnoticed. AOS is a woman-owned, minority based enterprise located right here in Cromwell, CT. In addition, this company is a contracted vendor with the Department of Administrative Services for computers and related peripherals. This means that when we buy computers through AOS, we achieve several corporate objectives in one single purchase.

- State contracted products for the best price
- Corporate spend that contributes to our supplier diversity goals
- Plant-A-Tree certificates that contribute to our green initiatives program
- And superb customer service where someone always “answers the call”

AOS continually goes out of their way to provide CLC the most up-to-date systems and always delivers our products on time.

It is refreshing in this world of ever-changing communication to still be able to count on traditional customer service. AOS expedites our purchases and guarantees that we are getting what we want.

In-Service Training

It's not too late to enroll in an In-service training course for the Fall! Sign-up now until **August 4, 2017**.

In-service training is a great way to brush up and enhance your skills. Some of the courses offered are:

Essential Business

- Balancing Time, Priorities and Productivity
- Communication Skills a Must!
- Effective Business Writing

Technology Advancement

- Excel (Introduction, Intermediate & Advanced) courses
- Word 2013: Tips and Tricks, the Basics and Beyond
- Project Management

Developing Leadership Skills

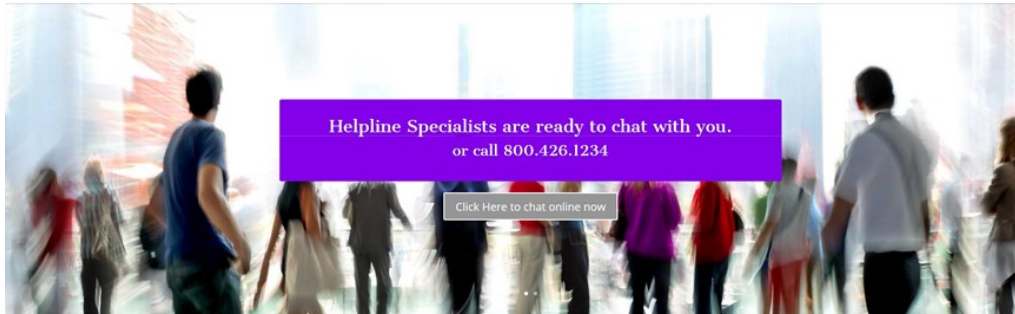
- First Time Supervisor – Management Training
- Project Management Essentials

A full listing of courses is available on the [State In-Service Training Program Website](#). See your supervisor for details and approval.

Exciting News from Massachusetts Council on Compulsive Gambling

By: Marlene Warner, Executive Director MCCG

We are very excited to let you know we have launched our newly designed website — masscompulsivegambling.org!



The site is designed - first and foremost - to make our help services more easily accessible to those who need it. Our 24-hour helpline and our live chat line are prominently featured on our homepage. People can also get information on self exclusion and find a self-help meeting or outpatient center near them.

The site also offers information to help families identify if a loved one may have a gambling problem, upcoming trainings for clinicians and other professionals and financial literacy tools that anyone can use.

We also hope that you will follow us on Facebook and twitter to learn the latest info on the Council.

We are committed to getting the word out about our services to as many people as possible. We hope that you will share this information with your friends and family, and across your social channels.



The site also offers information to help families identify if a loved one may have a gambling problem, upcoming trainings for clinicians and other professionals and financial literacy tools that anyone can use.

Becoming a United States Citizen through Naturalization

By: Jennifer Hunter



If you haven't heard the good news yet, guess who just got their U.S. Citizenship?

Nubia Morales Florez (formerly "Sanchez").

I recently learned this when I overheard the joyous "well done and congratulations" being said throughout the building in April. Have you ever wondered what it takes to achieve citizenship through naturalization? I became curious, so, I interviewed Nubia to more fully understand.

The Naturalization Process:

The naturalization process is lengthy. The process first starts by submitting an application with the U.S. Citizenship and Immigration Services (USCIS). The criteria consists of English literacy (through oral and written tests), having a good moral character (no criminal convictions), and taking a naturalization civics test to demonstrate an understanding of U.S. history and government. In addition, the United States allows an individual to legally change their name when they file for U.S. citizenship.

Why did you want to become a U.S. Citizen?

Nubia sat across from me in my office and with a smile, said she wanted be able to vote. In Nubia's own words, "I live and work in the U.S. and I love the U.S." "It is important to vote, and you need to be able to vote."

How did you prepare for the naturalization test and what was that experience like?

From start to finish, studying for the test took about a year. Nubia studied with her teacher (at night) for 4 hours twice a week, she also took an English course. She often listened to civics practice tests on YouTube in order to supplement her studies. This helped her get a feel for the randomization of the questions.

The test included speaking, reading and writing to determine her specific English language capabilities. And, a civics test, which was a randomization of 10 questions out of 100. (Out of the 10 questions, only 6 questions must be answered correctly to pass the civics portion). Nubia told me that the questions were presented to her as an oral test given by a U.S Citizenship and Immigration Service (USCIS) Officer. She aced the civics test!

Sample Civics Questions:

- 1) What is the supreme law of the land?
- 2) Name one state that borders Canada.

(Continued on page 5)

(Continued from page 4)

Following your ceremony, how did you feel when you became a U.S. citizen?

Nubia respectfully went on to tell me that she felt honored. In her words, “When I was congratulated at the ceremony I was overcome with too much emotion, I cried.” She went on to say it was an important achievement and honor to gain her U.S. citizenship. She is very proud.



~* Congratulations Nubia! Well done! *~

(Answers to the civics questions: 1) the Constitution, 2) Maine, New Hampshire, Vermont, New York, Pennsylvania, Ohio, Michigan, Minnesota, North Dakota, Montana, Idaho, Washington, Alaska)

Constitution Day or “Citizenship Day”



September 17th

This day commemorates the formation and signing of the U.S. Constitution on September 17, 1787, recognizing all who are born in the U.S. or by naturalization, have become citizens.

[\(http://www.constitutionday.com/\)](http://www.constitutionday.com/)

DID YOU KNOW . . .

On July 4, 1826, Presidents John Adams and Thomas Jefferson died 5 hours apart from each other! Although they were revolutionaries and contemporaries in America’s early history, and later served back-to-back as Presidents, they had somewhat of a falling out. In their later years, they rekindled their friendship through the exchange of letters. According to the History Channel, Adams’ last words were “Jefferson still survives.” Unbeknownst to Adams, however, Jefferson had just passed away mere hours before.

OTHER RANDOM PRESIDENTIAL TRIVIA:

JFK was the first President to hold a press conference on television.

Jimmy Carter was the first President born in a hospital.

Contrary to popular belief, George Washington never wore wooden teeth – they were animal teeth, ivory, or lead.

(Continued from page 1)

I am confident and excited about our new financial software system. I know this new software will help propel the CT Lottery's supplier diversity program forward towards "best in class" status, and I very much look forward working with you to ensure its success.

— Chelsea E. Turner

2017 Responsible Gambling (RG) Survey Results

March ~ RG Awareness Month



Over the course of these 31 days, the CLC presented a variety of Responsible Gambling initiatives. Included among these events were a Retailer and an Employee RG Awareness survey. Below are listed some of the survey results.

It is not surprising, yet always encouraging to recognize that CLC employees know the Problem Gambling Helpline number and its accessibility. We realize from the employee survey that participants aptly identified sensible ways to gamble responsibly. Those ways included: setting spending limits and using only discretionary income.

News . . . The average score on the Employee survey was 90%

The question that seemed to give staff the most difficulty was # 6

"The CLC contributes approximately _____ annually to the Department of Mental Health and Addiction Services' (DMHAS) Chronic Gamblers Rehabilitation Fund, and commits additional funding support in various ways including Public Service Announcements (PSAs)."

Answer: \$2.3 million

From our Retailer survey we learned that 99% of retailers also knew the Helpline number and that they had an overwhelmingly positive response to the NEW Responsible Gambling Button.

News . . . The average score of the Retailer survey was 89%

The question that gave retailers the most difficulty was # 10

"What is the theme of this year's Responsible Gambling Awareness Month?"

Answer: "Have the Conversation"

The response rate from each of these surveys was excellent and this overall participation revealed that our employees and retailers are engaged. Without a doubt, CLC's Responsible Gambling efforts matter.



By: Suzanne Colley

Reuse

“Reusing a material can imply a variety of uses. Technically any secondary usage would be reusing, but in the sense of materials conservation “reuse” is to use something in a manner similar to its original use. For instance, a soda bottle, once emptied can be filled with water and kept in the fridge as a quick refreshment. Same overall mission: different task.” [Source: Keep Coker County Beautiful, local chapter of Keep America Beautiful, posted by Douglas, April 25, 2015]

Knowledge

The success of a Public Surplus auction depends upon several things, not the least of which is awareness and participation.

Participation



A recent CLC item placed on surplus was a portable pocket printer. The use of this particular entry was obvious. What made this winning bid noteworthy was the bidder himself. This latest auction-goer was astute and articulate. That fact in-and-of itself is not unlike his auction winning predecessors however, this bidder’s uniqueness was youthful-maturity. He was over 18, yet under 21. A forward thinking recycler who represents the future. His presence of mind to utilize the state-wide Public Surplus system is encouraging and typifies the environmental benefits of “reusing” an items at its most vulnerable level ~ just before the landfill.

Examples of our ‘stuffs’ finding life anew through surplus.

If you would like to share some of your own recycle, upcycle, or repurposing ideas, please contact me.



Upcoming Events

Date	Event	Location
July 19 - 22	NCPG Annual Conference	Portland, OR
July 24 - 27	NASPL Professional Development Seminar	Nashville, TN
September 13 - 16	NASPL Annual Conference	Portland, OR
September 27	GNEMSDC Conference & Expo	Gillette Stadium, Foxboro, MA
October 24	CCPG Annual Conference	Radisson Hotel, Hartford, CT
November 9 - December 15	Do a Lotto Good, Give a Toy Not a Ticket	CLC Headquarters/Statewide

The Corporate Responsibility Team:

- Suzanne Colley
- Annmarie Daigle
- Fred DuPuis
- Kendra Eckhart
- Bryan Figueroa
- Rita Finocchiaro
- Steve Fox
- John Gasparini
- Wendy Gasparini
- Valerie Guglielmo
- Cindy Hadden
- Jessica Hayton
- Lori Hecht
- Jennifer Hunter
- Rebecca Lambert
- Violetta Lukin
- Francine Magnano
- Zuleika Mercado
- Bruce Morley
- Nikki Nearing
- Barbara Petano
- Robin Raboin
- Janet Rocco
- Jane Rooney
- Theresa Scott
- Maggie Slysz
- Susan Starkowski
- Linda Tarnowski
- Chelsea Turner
- Steve Wagner
- Andrew Walter
- Derek Wong
- Jeff Yue
- Sharon Zarotney



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