Honoring the best in public service

The 12th Annual Morris and Gwendolyn Cafritz Awards

for Distinguished DC Government Employees

Sean Murray Egan
DC Fire and EMS Services (FEMS)

Ingrid Gutierrez
Executive Office of the Mayor (EOM)

Cynthia L. Jones
Department of Public Works (DPW)

Michael Kharfen
Department of Health (DOH)

Demetrios Vlassopoulos
DC Fire and EMS Services (FEMS)

Cafritz Awards Gala
Wednesday, May 29, 2013
The Cafritz Conference Center
Third Floor, Grand Ballroom, 800 21st Street, NW, Washington, DC 20052
The Morris & Gwendolyn Cafritz Foundation Awards for Distinguished DC Government Employees is an annual program designed to recognize and reward outstanding performance and exemplary service by DC Government employees. Established in 2000, the Awards are presented generally to five individuals who play a critical, yet in many cases unseen, role in providing outstanding service to the residents of Washington, DC. The Awards honor individuals whose contributions have been exceptional and whose commitment and professionalism demonstrate the best in public service.

Winners receive a $7,500 cash prize and a trophy.

Any full-time employee of the DC Government with at least five years of continuous service is eligible for the award. Volunteers, temporary, or contract workers are not eligible to participate. Teachers and principals are also not eligible.

Anyone may submit a nomination.

The Cafritz Awards program is made possible by a grant from The Morris & Gwendolyn Cafritz Foundation. It was created by DC Agenda and the George Washington University Center for Excellence in Public Leadership (CEPL) and is currently managed by CEPL.
# Ceremon Y Program

## Welcoming Remarks

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<th>James Robinson</th>
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| *The George Washington University*

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| *Provost and Executive Vice President for Academic Affairs*
| *The George Washington University*

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<th>Calvin Cafritz</th>
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| *President and CEO, The Morris & Gwendolyn Cafritz Foundation*

## Closing Remarks

| Calvin Cafritz |

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THE 12TH ANNUAL MORRIS & GWENDOLYN CAFRITZ FOUNDATION AWARDS   ★   1
Awards Selection Process

Cafritz Awards winners undergo a rigorous and competitive screening process, and are selected by a panel that consists of local and national public administration professionals, and The George Washington University faculty. Given the number of outstanding nominees who submit their applications each year, the selection process is always challenging and requires careful consideration. The winners are chosen based upon demonstrated performance and excellence in one or more of the selection criteria.

Selection Criteria

Candidates must demonstrate excellence in one or more of the following areas:

- Solved an extraordinary problem or achieved a significantly difficult goal.
- Performed an outstanding act which brought positive recognition to the city.
- Successfully initiated and implemented an innovative idea that brought about dramatic results.
- Consistently achieved excellence in overall job performance that is “above and beyond the call of duty.”
- Demonstrated outstanding and inspirational leadership that dramatically improved employee morale and team spirit.
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Morris & Gwendolyn Cafritz Foundation
Awards for Distinguished DC Government Employees

Cafritz Awards Winners

Sean Murray Egan
Division of Homeland Security and Special Operations
District of Columbia Fire & EMS Department

Ingrid Gutierrez
Community Outreach Coordinator, Office on Latino Affairs
Executive Office of the Mayor

Cynthia L. Jones
Program Manager, Abandoned Vehicle Operations
Department of Public Works

Michael Kharfen
Bureau Chief, Partnerships, Capacity Building & Community Outreach
Department of Health

Demetrios Vlassopoulos
Deputy Fire Chief, Operations Division, Plt.2
District of Columbia Fire & EMS Department
May 29, 2013

Dear Friends,

Welcome to the presentation of the Morris and Gwendolyn Cafritz Foundation Awards for Distinguished DC Government Employees. As we celebrate the twelfth anniversary of this awards program, the George Washington University and our Center for Excellence in Public Leadership are delighted to host this event and express our appreciation for the continued, generous support of the Cafritz Foundation that makes this program possible.

Being in and of Washington, DC is at the very heart of the George Washington University's mission. As a symbol of our commitment to the city that is our home, all of us at George Washington are honored to support and collaborate with the many talented employees of the District of Columbia government who improve the quality of life for all of us. The energy, dedication, and enthusiasm that they bring to their work is indicative of their commitment to public service. As a university that is passionate about public service, we are pleased to be able to celebrate that shared value through this evening's program.

Congratulations to all the winners and finalists of the twelfth annual Cafritz Awards!

Sincerely,

Steven Knapp
President
Cafritz Awards Finalists

ANTONIAL ATKINS
Police Officer
Metropolitan Police Department

GERARD BROWN
Program Manager, Bureau of Community Hygiene
Department of Health

MARY E. CHAMBERS
Support Enforcement Specialist, Child Support Services Division
Office of the Attorney General

CLEVELAND H. DENT
Site Manager
Department of Parks and Recreation

CYNTHIA LOCKE HENDERSON
Clinical School Social Worker, Social Services
DC Public Schools

STELLA HODGE
Chief, Problem Resolution Office
Office of Tax and Revenue

ALBERTO JOVA
Police Lieutenant
Metropolitan Police Department

STEPHEN LYONS
Deputy General Counsel
Office of the Chief Financial Officer

CARL MATTHEWS
Heavy Mobile Equipment Repairer
Department of Youth Rehabilitation Services

DARLENE NOWLIN
Customer and Information Services Specialist
DC Office on Aging

SONDRA PHILLIPS-GILBERT
Social Service Representative, Economic Security Administration
Department of Human Services

LAVERNE D. PLATER
Nurse Consultant, Office of Chief Nursing Executive
Department of Mental Health

PETER BENEDICT SZEGEDY-MASZAK
Chairman, DC Rental Housing Commission
Department of Housing and Community Development

AZALECH TEGENE
Mental Health Specialist, Office of the Homeless
Department of Mental Health

LUCAS ZARWELL
Chief Toxicologist, Department of Toxicology
Office of the Chief Medical Examiner
Winner Profile

Sean Murray Egan
Division of Homeland Security and Special Operations
District of Columbia Fire & EMS Department

When asked to assess the impact Lieutenant Sean Egan has had on Washington, DC, and its residents during his 27 years with the DC Fire and EMS Department (FEMS), one of his colleagues said, “There is no doubt [that through] Sean’s leadership and insight, he has saved many lives, millions of dollars, and many National Treasures’ within this great city in which we live and work.”

Consider the following:

- In 2002, he developed and initiated the Toys for Tots campaign. In 2004 he expanded the campaign to the National Capital Region (NCR) Fire Departments’ Toys for Tots program, which included the ten largest fire departments in the region.

This program is now one of the
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largest humanitarian drives and logistical operations in this region. The NCR Toys for Tots program collects an estimated 80,000 toys annually, amassing an estimated value of $4 million and impacting more than 100,000 children.

★ In 2003 Lieutenant Egan identified the hazard of outdated and unrepaired fire hydrants here in the District. Out of service hydrants would remain broken for years, impacting the fire suppression capability of the agency and endangering the lives of firefighters and civilians.

Today Washington, DC, boasts of a fire hydrant modernization program that has been classified as the most aggressive in the country by the Insurance Service Organization, where less than one per cent of the fire hydrants in the District are out of service, pending repairs or replacement.

★ In 2008, Lieutenant Egan helped to develop Community Service Units (CSU) to support the Department’s Operations Division.

Over the years the CSUs were deployed to test the operability of the fire hydrants and worked with the DC Water and Sewer Authority to create a water supply strategy across various parts of the District, and assisting residents that were impacted by fires and other natural disasters.

Those he has worked with understand that his success in leading these initiatives comes from his deep commitment to improving the safety and quality of life here in Washington, DC.

“The Fire Department is not a job, it is a way of life for him,” one wrote. “While saving lives is his job, building community around him and the fire department is his passion.”
In 2009, after more than ten years working and volunteering to promote parent engagement, Ingrid Gutierrez decided to join the Mayor’s Office on Latino Affairs (OLA) for one reason – to improve the quality of life of the District’s Latino population.

She has succeeded beyond everyone’s boldest expectations.

As a community outreach specialist, her job is to identify the needs of the Latino community and establish relationships with government agencies, faith-based organizations, the private sector and nonprofits to meet those needs. Her work with Powell Elementary School in Ward 5 is a sterling example.

Powell Principal Janeece Docal spoke of her experience in working with Gutierrez in the following way: “When I got the keys to the
building and started as principal, I knew we had a lot of work to do to turn the school around and gain the confidence of the community. Yet Ms. Gutierrez gave me confidence."

In Powell Elementary Gutierrez had decided to start FLOR (For the Love of Reading) because of the need that she saw among some of the parents with low English language skills. “I knew I needed an innovative way to build trust and encourage them to be involved,” she said. “I chose the name FLOR because I saw that the parents needed to identify with something simple that, with care and love, can turn into something meaningful and beautiful.”

The program has paved the way for parents, teachers and students to become more involved in school and community activities, including tennis clinics, voter registration drives and flu immunization clinics. Gutierrez says that the main reason she was able to successfully initiate and implement her ideas is because she sees herself in the parents who participate in the programs.

“Twenty years ago, I could easily have gotten lost along with my children’s education unless someone had shown me the way for success.”

Those she has worked with on these activities laud her efforts.

One of her recommenders had said:

“The long hours of work and unconditional commitment to her community have demonstrated her dedication and true leadership to proudly serve the most vulnerable and needed people in our community,” said one.
It takes a special person to turn a person whose vehicle has been impounded into a satisfied customer. Cynthia Jones, who is a Program Manager for the Abandoned Vehicle Operations at the DC Department of Public Works (DPW), is that person.

As a co-worker who recommended her for the Cafritz Awards put it, “Ms. Jones has the ability to empathize with the motorist whose vehicle has been impounded, explain what is necessary to obtain the vehicle’s release, and at the end of the process, she has another satisfied customer.”

That focus on customer service was prominent when Jones oversaw significant improvements in customer service delivery, including the Auto Impound Management System (AIMS) that now allows customers to pay online in order to retrieve their vehicles. In 2009 she initiated the opening of
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the first Customer Service center at the City’s impoundment lot.

Jones, who was one of the first 50 parking enforcement control aides hired by the DPW in 1978, has risen steadily through the ranks of DPW throughout her career with the District. In all of her positions she has demonstrated a commitment to innovative thinking, technology and customer service.

One colleague had this to say:

“When given the challenge of reducing the cycle time between when a request is made to remove an abandoned or dangerous vehicle from public space and its removal, Ms. Jones chose a multi-disciplinary approach to achieve the goal. Through research she identified the impediments to reducing the cycle time, including resources such as limited personnel and high demand for the service. A number of measures were taken, which reduced the cycle time from complaint to removal of an abandoned or dangerous vehicle. The complaint process was fully automated to control, schedule, track, and prioritize all abandoned and dangerous vehicle requests. Mobile field computers were added to a number of Investigator vehicles to accelerate processing time of customer services requests.”

Jones has also demonstrated a commitment to professional development. She is a 2007 graduate of the Program for Excellence in Municipal Management (PEMM) administered by The George Washington University’s Center for Excellence in Public Leadership.
According to one of his colleagues, “During his tenure at the HIV/AIDS, Hepatitis, STD, TB Administration (HAHSTA), at the DC Department of Health, Michael Kharfen developed and implemented social marketing campaigns that have revolutionized the District’s public health messaging. His contributions are too numerous to detail and his impact on the HIV/AIDS epidemic are too powerful to put into words.”

Among some of the numerous initiatives that Kharfen undertook in his six years on the job:

• Leading the development of a five-year social marketing strategy to encourage the utilization of HIV testing and treatment in the District

• Overseeing the re-design and
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expansion of the Effi Barry Community capacity-building program of technical assistance and grants, and enrolling 70 local community organizations;

- Developing and implementing innovative partnerships, including with the MAC AIDS Fund and CVS for the expansion of female condoms; with the National Institutes of Health (NIH) for the DC-NIH Partnership for HIV/AIDS Progress and with Pfizer for the expansion of “offer the test” services among primary care physicians.

These campaigns, paired with the expansion of HIV services, generated a five-fold increase in HIV testing, a 50 percent increase in enrollment in treatment and insurance service, and the 10-fold expansion of District-wide condom distribution to 5 million in 2011. They have also been cited as national models and replicated by the Centers for Disease Control and other cities.

Working in the area of HIV/AIDS social marketing requires specific character traits, including open communication and feedback, willingness to take risks, and a spirit of collaboration. Kharfen possesses these in abundance, according to those that have worked with him.

The key to his successful collaboration is simple, Kharfen says:

“It is all possible through the teams I’ve fostered and encouragement by baking cookies. I’m known in the office as ‘the cookie man.’”
Since being sworn in as a firefighter on January 21, 1986, Deputy Fire Chief Demetrios (Jim) Vlassopoulos has distinguished himself at all levels of his career as someone who can develop and implement major technological advances.

For example, in 2007, Chief Vlassopoulos (otherwise known to his colleagues as “Chief V”) became the project manager for the installation and configuration of the Mobile Data Computers (MDC) installed in every emergency response vehicle in the DC Fire and EMS Department (FEMS). One of his colleagues called the effort simply, “the single biggest advancement (in the department) in the past 20 years.”

Of this effort, Vlassopoulos says proudly, “To this day the technology is part of our everyday business processes and is valued by
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all stakeholders. First responders maintain the most accurate Computer Aided Dispatch [CAD] incident information at their fingertips along with mapping and routing data that helps them to navigate to areas without delay.”

His most recent major initiative involved integrating the DC Google Earth Globe into the department’s mobile data computer project - providing first responders with city-wide public safety, demographic and dynamic live fire hydrant data. This information is used every day and has greatly enhanced FEMS’s operational abilities.

The project gained national visibility when it was highlighted in a CNBC documentary on Google.

Vlassopoulous has worked his way up through the DC Fire and EMS Department, serving as a company officer, Captain, Battalion Chief, and in his current role as the Deputy Fire Chief.

One of his colleagues summarized his career as such: “As a fireman, Jim was excellent. Then as a fire officer, once again he was excellent. I am sure that you can guess what was next; Jim goes on to be a brilliant Chief Officer!”

While recognizing his technical expertise, they also praised his people skills.

“While Jim has great ideas and an impressive working knowledge of firefighting and of the CAD system, his greatest attribute is his motivational ability. Jim inspired those around him to never stop improving and enhancing system functionality and individual technical skills. Jim was always first to recognize individuals for their contributions. Whenever Jim had a suggestion, you could be sure it was focused on providing better service to the citizens and visitors of Washington, DC.”
THE MORRIS & GWENDOLYN CAFRITZ FOUNDATION

The Morris & Gwendolyn Cafritz Foundation is the largest private, independent, local foundation focused exclusively on the Washington, DC metropolitan area. The Foundation is the legacy of Morris Cafritz, one of Washington’s leading commercial and residential builders from the early 1920’s to the mid-60’s. An outstanding civic leader known for his generosity, Morris Cafritz established the Foundation in 1948. His wife, Gwendolyn, one of Washington’s leading hostesses in the post World War II years, was President of the Foundation from 1964 to 1988. In December 1988, Calvin Cafritz was elected to the Board of Directors of The Morris and Gwendolyn Cafritz Foundation and, since February 1989, has served as Board Chairman. In July 1993, he was elected President and CEO of the Foundation.

Since 1970, when electronic record keeping was initiated, awards totaling more than $373 million have been granted. In the last 10 years, $195 million has been awarded to more than 934 organizations in the areas of Community Services, Arts and Humanities, Education, Health and the Environment.

The Foundation is committed to improving the quality of life for residents of the Washington, DC area. For more information, please visit www.cafritzfoundation.org.

THE GEORGE WASHINGTON UNIVERSITY CENTER FOR EXCELLENCE IN PUBLIC LEADERSHIP

The George Washington University Center for Excellence in Public Leadership (CEPL) is the result of an innovative public-private partnership established in 1997. The Center’s grounding premise is that the public sector needs strong leadership and management capacity within the ranks of government employees and service providers in order to meet the challenges of the 21st Century. The Center’s mission is to develop public leaders who make a positive difference in their organizations and the lives of the people they serve, by: 1) Providing leadership and management development experiences which inspire public leaders and are grounded in research and practical knowledge; and 2) Creating collaborative networks among public leaders to share resources, knowledge, and experience. Since its establishment, the focus of the Center has expanded from the District of Columbia government to include other local and regional governments, the federal government, and community-based organizations.
The 12th Annual Cafritz Awards Gala

Program Management

James Robinson
Executive Director
The George Washington University Center for Excellence in Public Leadership

Dr. Natalie Houghtby-Haddon
Associate Director
The George Washington University Center for Excellence in Public Leadership

Kate Pyatybratova
Program Director

Acknowledgements

The George Washington University Center for Excellence in Public Leadership would like to extend heartfelt thanks to the following individuals and businesses for their support and valuable contribution in making this year’s awards program a success.

- The Morris & Gwendolyn Cafritz Foundation
- DC Department of Human Resources
- Selection Panel
- Screening Committee
- Conceptual Genius
- House of Printing, Inc.
- Jason Dixson Photography
- GW Marketing and Creative Services
- OvalP, LLC

Former Winners

2012

Tameka Borges
Recreation Specialist, DC Parks and Recreation

José L. Colón, Jr.
IT Software & GIS Manager, District Department of Transportation

Jerry C. Crayton, Sr.
Dean of Students, Cardozo Senior High School

Marcia Harrington
Supervisory Education Specialist, District of Columbia Public Library Adult Literacy Resource Center

Christopher Yancey Holmes
Sergeant, District of Columbia Fire and EMS Department
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Former Winners (continued)

2009

Anita A. Chavis
Environmental Crimes Investigator, Department of Public Works

Roland F. Dreist, Jr.
Surveyor, Department of Consumer and Regulatory Affairs, Office of the Surveyor

Leola Jenkins
Program Manager/Supervisory Social Worker, Department of Mental Health, DC Community Services Agency/Northwest Child and Family Center

Dwayne A. Jones, Sr.
Director, Postsecondary Career and Technical Education, University of the District of Columbia

Kris B. Laurenti, MSW, LICSW
Special Assistant, Department of Youth Rehabilitation Services

2007

Johnetta Brower Bond
Director, Office of Pay and Retirement Services, Office of the Chief Financial Officer

Soumya S. Dey
Supervisory Civil Engineer, Department of Transportation

Sakina Khan
Senior Economic Planner, Office of Planning

Tracie T. Martin, MSW
Senior Fatality Review Program Specialist, Office of the Chief Medical Examiner

Gordon M. McDonald
Deputy Chief Financial Officer for Budget and Planning, Office of Budget and Planning, Office of the Chief Financial Officer

Marc Williams
Recreation Assistant, Department of Parks and Recreation

2010

Philip J. Heinrich
Program Manager, Office of the City Administrator

Maude R. Holt
Associate Director, Department of Health Care Finance

Rehva D. Jones
Director, Higher Education Financial Services and Preparation Program, Office of the State Superintendent of Education

Donna Tucker Sheler, RN
Assistant Coordinator, Woodson Adolescent Wellness Center, Community Health Administration, DC Department of Health

James Patrick Timony
Librarian, Adaptive Technology, DC Public Library

2011

Johnetta Brower Bond
Director, Office of Pay and Retirement Services, Office of the Chief Financial Officer

Soumya S. Dey
Supervisory Civil Engineer, Department of Transportation

Sakina Khan
Senior Economic Planner, Office of Planning

Tracie T. Martin, MSW
Senior Fatality Review Program Specialist, Office of the Chief Medical Examiner

Gordon M. McDonald
Deputy Chief Financial Officer for Budget and Planning, Office of Budget and Planning, Office of the Chief Financial Officer

Marc Williams
Recreation Assistant, Department of Parks and Recreation

2009 Winners were honored in 2010.
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Former Winners (continued)

2006

Inspector Patrick A. Burke
Third District Substation, Metropolitan Police Department

Dr. Tedla Giorgis
Program Manager, Multicultural Services Division, DC Department of Mental Health

Joy Phillips, PhD
Associate Director of State Data Center, Office of Planning

Anthony Pompa
Deputy Chief Financial Officer, Office of Financial Operations and Systems, Office of the Chief Financial Officer

Darryl Webster
School Social Worker, District of Columbia Public Schools

2005

2005 Meritorious Leadership Award

Dr. Natwar Gandhi
Chief Financial Officer for the District of Columbia

Inaugural Recipient

2004

Inspector Patrick A. Burke
Third District Substation, Metropolitan Police Department

Dr. Tedla Giorgis
Program Manager, Multicultural Services Division, DC Department of Mental Health

Veronica Lipscombe
Director, Citywide Technical Service, Office of the Chief Technology Officer

John McGaw
Special Assistant, Executive Office of the Mayor

Mehrnoosh Mostaan-Moradi
Health Management Officer, Bureau of Chronic Disease Control, Department of Health

Clarence Davis
Public Records Administrator, Office of Public Records, Office of the Secretary of the District of Columbia

Luther Ellis
Assistant Director for Consumer and Professional Services Division (CPSD), Department of Insurance, Securities and Banking

Estela Gonzalez
Psychiatrist, Multicultural Services Agency, Department of Mental Health

Kate Jesberg
Administrator, Income Maintenance Administration, Department of Human Services

Sargent Brett Parson
Gay and Lesbian Liaison Unit (GLLU), Metropolitan Police Department
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Former Winners (continued)

2003

Detective Mitchell Credle
Cold Case/Major Case Unit, Violent Crime & Homicide Branch, Metropolitan Police Department

Charles Reischel
Deputy Corporation Counsel, Office of the Corporation, Counsel

Richard Sella
Director, Returns Processing Administration, Office of Tax & Revenue

Douglas Stallworth
Senior Transportation Planner, Mass Transit Division, Department of Transportation

Officer Myra Wheeler Jordan
Police Officer & Coordinator, Deaf & Hard of Hearing Unit, Metropolitan Police Department

2002

Phyllis E. Anderson
Board of Education Liaison, Office of the Superintendent, DC Public Schools

Inspector Joshua A. Ederheimer
Director, Civil Rights & Force Investigations Division Metropolitan Police Department

Benjamin J. McCottry
Administrator for Special Populations, DC Parks and Recreation

Herman H. Rorie
Chief Engineer, Horace Mann School, DC Public Schools

Dr. V. Sreenivas
Deputy Bureau Chief for Hazardous Material & Toxic Substances, Department of Health

2001

Richard Albright
Environmental Specialist, Department of Health

Mildred Brown
Director of Consumer Employment Services, DC Commission on Mental Health Services

Irene Hall
Cafeteria Manager, DC Public Schools

Rita Thompson-Joyner
Assistant Director for Lifelong Learning, DC Public Libraries

Thomas Maguire
Machinist, DC Fire & Emergency Management Services Department

2000

Barbara Childs
Deputy Chief for Operations, Emergency Management Agency

Julia Friedman
Director of the Office of Tax and Revenue, Tax and Economic Policy Administration

Michael Hodge
Director of the Revenue Bond & Enterprise Zone Program, Office of the Deputy Mayor for Planning & Economic Development

Barbara Kamara
Executive Director, Office of Early Childhood Development, Department of Human Services

Gloria McGill
School Beat Police Officer, Patricia Roberts Harris Educational Center, Metropolitan Police Department
CELEBRATING THE CAFRITZ AWARDS