

State of Vermont



Executive Office of Governor Peter Shumlin Internship Manual

1.0 Summary

Welcome to the Executive Office of the Governor! As you begin your internship in the Shumlin Administration, the Governor and his staff are committed to making this a positive educational experience and will work hard to make sure you have the tools to succeed. If you work hard, this internship will give you the opportunity to help contribute to policy decisions that will affect Vermonters.

This manual will serve as a guide as you go about daily tasks and work with state agencies and will outline what is expected of the intern and the Governor's Office staff. Please know that if you ever encounter a problem, the Governor and his staff are here to help.

1.1 Office Hours

The Governor's Office is open Monday through Friday from 8 a.m. to 5 p.m. Intern hours are scheduled on an individual basis. While interns may be asked to attend night and weekend events, this is entirely optional.

1.2 Behavioral Guidelines

The Office of the Governor strives to be a relaxed but professional workplace. Interns and staff are expected to adhere to dress code and office guidelines.

Guidelines:

1. Uphold a calm, pleasant, and professional demeanor throughout all interactions with staff, state officials, visitors to the Governor's Office, and constituents.
2. Work to familiarize yourself with state officials including constitutional officers, cabinet members, legislators, and municipal leaders in order to address their needs appropriately.
3. Refrain from engaging in any political or business activities within the confines of the office.
4. Unless specifically authorized to do so, do not speak to members of the press or use social media outlets on behalf of the Governor, the office, or the state.
5. Maintain the Affirmation of Confidentiality—that you are obligated to respect the sensitivity and confidentiality of, among other things, personal communications from constituents, discussions and memoranda concerning policy development, phone messages, internal emails, and information about sensitive and private matters not known to the general public.

Dress Code

1. Interns and staff must be in business casual attire during normal business hours when working in fifth floor offices.
2. Interns and staff must dress in formal business attire when attending meetings in the state house during the legislative sessions or attending events with the Governor.

1.3 Basic Tasks

Although the Governor's Office will strive to make your experience worthwhile and educational, you will be called upon to assist the staff with basic tasks including but not limited to: reception duties, answering phones, checking voicemail, collecting mail, writing letters, and entering data into IQ. Detailed IQ training will be provided by the internship coordinator.

IQ: IQ stands for Intranet Quorum. It is browser-based communications management software that helps us keep track of all correspondence to and from the Governor's Office.

2.0 Covering the Front Desk

It is imperative that there is always someone covering the front desk of the Pavilion offices during normal business hours. Interns may be asked to cover the front desk on their own when staff members are unavailable or out of the office.

Often, people will come to the office for meetings in the Governor's offices or in the Secretary of Administration's hallway. It is the responsibility of the person covering to buzz them into the correct hallway:

1. If the person has a meeting with someone in the Department of Finance and Management, the Secretary of Administration's office, or members of the Health Care team, the intern should first verify the meeting with Harriet Johnson in the Secretary of Administration's office (828-3322) before buzzing them into the Admin hallway.
2. If the person has a meeting with the Governor or a member of his staff, you should contact the staff member directly (or contact Shana in case of a meeting with the Governor) to let them know their meeting has arrived. Generally, the appropriate staff member will come out to the reception area. Only let a visitor into the Governor's Office hallway on their own if specifically instructed.

2.1 Incoming Calls

Throughout your internship, you will undoubtedly have telephone conversations with a variety of people, from agitated constituents to cabinet members. It is imperative that you maintain a calm, pleasant, and professional demeanor throughout all of these conversations.

Below are basic guidelines for different types of calls you might receive:

Not recorded in IQ:

- Calls to a specific member of the Governor's staff should be transferred to that staff member.
- Scheduling requests for the 4th or 5th floor conference rooms should be transferred to Janis Carrier or Jessica Mishaan.
- Calls requesting contact information for a specific state employee, agency, or organization can be directly transferred if appropriate. If you get the sense that a constituent hasn't yet reached out to the appropriate agency you can transfer them directly as well.

Recorded in IQ:

- If constituents call to express an opinion or leave a message with the Governor, make note of it and enter it into IQ and mark as completed/report to Jessica Gingras for the Daily Report (see more details under section 2.5 Opinion Calls)
- If a constituent calls with an agency concern/request (in which a complaint has already been made to an agency and will require more follow up) :
 - Take the constituent's name, telephone number, and any pertinent information and email it to Jessica Gingras (see more details under section 2.6 Agency Requests).
 - Enter information regarding calls into IQ

If you are having difficulty with any constituent, or are unsure how to handle a constituent's concern, contact a member of the constituent team.

2.2 Transferring calls:

1. Ask the constituent to identify themselves.
2. Press the TRAN button to put constituent on hold. You will hear a dial tone.
3. Enter the staff member/agency's telephone number (if they are a member of the Governor's staff or have an 828 telephone number, you only need to enter the last four digits).

4. Wait for the staff member to pick up and ask if they are able to speak to the constituent.
 - a. If yes, press TRAN again to transfer the constituent to the staff member.
 - b. If no, press the blinking telephone line button to resume your conversation with the constituent. Ask the constituent if they would like to leave a message.
5. Email staff member with message and contact info if applicable.

Note: Most members of staff don't have voicemail boxes and prefer to receive messages via email. If the staff member is not available, you can take a message and email the staff member with relevant details regarding the call.

2.3 Outgoing Calls

To place outgoing calls (outside of 828 exchange), press 9 to dial out followed by the telephone number. Local calls (within Washington County) do not require an area code. Long distance calls (outside of Washington County and out of state) require an area code followed by a long distance code.

To dial long distance:

1. Dial 9 + 1 + area code + telephone number. You will hear a beep.
2. Enter long distance code **66465**

You are discouraged from making personal calls from the Governor's Office. However, if you must make a personal call you will be asked to pay for it when we do a call log review at the end of each month.

2.4 Checking Voicemail

It is important to check voicemail at least twice per day and whenever you step away from the phone for an extended period of time.

To check voicemail

1. Pick up phone, select 3345 line out.
2. Dial 3890.
3. Enter 3345#
4. Press 1 to listen to messages.
5. Take note of name and telephone number and return calls as necessary.

2.5 Opinion Calls

Often, especially during the legislative session, the office receives calls from constituents wishing to express an opinion regarding a certain policy or an initiative. Our office keeps close track of these calls and makes sure the Governor and Senior Staff are briefed on them on a daily basis. If you begin receiving multiple calls on the same issue (possible call campaign) you should notify a member of the constituent staff and keep close track of the calls you receive.

Procedure:

1. Although during busy call campaigns it is sometimes not possible, try to listen to the full opinion of every constituent that calls in. When they finish outlining their opinion on a particular issue, let that person know that you will pass their message on to the Governor.
2. If you are pressed for the Governor's opinion, and you have been briefed on his response, then you may give an answer to the constituent. By no means are you expected to know the Governor's position on every issue that comes into the office. Remember that if you aren't familiar with a specific issue, it is perfectly acceptable to let the constituent know that you are unsure of where to direct their issue but will follow up with them.
3. Ask if the constituent would like to leave their contact information, including name, address, and phone number.
4. Create an IQ mail record for each opinion call. This can be especially difficult during a call campaign but it is important for our record keeping.
5. For an opinion call, it is important to enter an *Issue Code* if applicable. If you believe a new issue code is warranted, please notify constituent services staff.
6. Add information to the *Comments* section as necessary. Most likely a constituent will not require follow-up from an opinion call and you can select *Complete with No Response* from the *Status* dropdown menu.

2.6 Agency Requests

The office often receives calls from constituents who have issues with state government. While the Governor does not employ caseworkers, members of the Governor's staff often get involved in helping the constituent contact the correct people within state government.

Procedure:

1. During the phone call, record the constituent's concerns and situation. Be sure to get as many details as possible. This includes phone number,

address, emails, names of all involved parties, and any relevant information about the conflict so far. Often constituents will call on behalf of a friend or family member, so be sure to record the name of the person you had contact with as well as those involved in the dispute.

2. Log the constituent into IQ and create a new mail record. In the comments section, include all details recorded from the conversation, including contact information.
3. In the “Assigned To” section, replace your own name with Jessica Gingras. Chose Jessica’s name from the dropdown box that appears. This will reassign the mail to Jessica.
4. Click **Add Workflow** on the menu to the left of the mail record.
5. Select **Agency Request** on the popup that appears.
6. In the **Codes** field, select the agency that would best serve the constituent.
7. Click on **Reassign** on the menu to the left of the workflow record.
8. Under the **User** section, write Jessica Gingras, and choose Jessica’s name in the box that appears below.
9. In Outlook, start a new email to Jessica with the full name of the constituent as the subject line.
10. Paste the comments from the mail record, which should include all relevant contact information.
11. Send email to Jessica.

NOTE: As you become familiar with the functions of the office, you will begin to take responsibility for Agency Requests directly.

2.7 Personal or Politically Sensitive Calls

Many constituents will begin their calls with “I’d like to speak to the Governor”. In many cases this is not necessary and the appropriate response is “I’m sorry he’s not available, but if you let me know why you’re calling, I’ll see how our office can help you.” Occasionally, however, people will call in to our central number who have legitimate personal or political business with the Governor. These may be elected officials, prominent business people, family member or old friends. If you think it is a possible that a call may be politically sensitive or personal to the Governor, please notify Jessica Gingras as soon as possible. You can also contact Lisa Kunin, the Governor’s Executive Assistant, who can close the loop on personal calls to the Governor.

2.8 Security Threats

Phone conversations can occasionally be difficult and stressful and it is important to understand the difference between an angry constituent and a threat to the safety of the

Governor or his staff. If you experience a threatening phone call, immediately notify a staff member.

3.0 Collecting Mail

Mail is delivered to the basement of the Pavilion every morning at 8:40 and should be collected as early as possible. The mailroom is accessible using your security badge. All mail must be opened and date stamped in the mail room before it is delivered to the fifth floor.

Get mail basket (located in bottom left mailbox) and head down to the basement. Swipe into the mail room with your badge.

- Sign in to mail room sign in sheet. Be sure to include date, name, extension (3333), and time in. When you leave the room, include time out.
- Keep door closed at all times while sorting and opening mail.
- Mail categories:
 1. Newspapers, magazines, reports, and other publications. Leave these spread out on the table in front of the mailboxes for staff to read.
 2. Letters addressed to or meant for specific members of staff. See “Staff Mail Assignments” below.
 3. Letters which you can log directly into IQ. These include constituent letters which can go directly to Constituent Correspondent staff, student letters, inmate letters, boy scout letters, autograph requests, and No Response Necessary letters.
 4. Letters which confuse you or don’t fall into any of the above categories, which should be taken to Jessica Gingras for review.
- Opening mail: all mail should be opened with letter openers where practical. Letter openers are located in the mail basket.
- Date stamper: all mail should be stamped with the date stamper, located in the mail basket. Each day before opening the mail, you should adjust the stamper to today’s date. Stamp the letter on a blank space, near the top of the page if possible.
- If an UNOPENED piece of mail seems suspicious (block lettering, no return address, fake return address, substances on envelope, wire sticking out of envelope) DO NOT OPEN IT. Put it in a plastic bag located in the big plastic bin under the sign in sheet. Label with following information
 - Your name
 - Date and time
 - Process Location: Pavilion
 - Reasons for making as suspicious.

It will then be scanned and opened in a secure facility.

- If you OPEN a piece of mail and find the **text** to be threatening or suspicious, bring it to the 5th floor and report it to a staff member.
- When you are finished sorting and opening the mail, stack the four categories in the box the mail came in.

- Sign out (write the time you leave on the sign in sheet)
- Turn off the lights in the mailroom and close the door behind you.
- Take the mail into the mail room. Place the box in which the mail came under the table beside the mailboxes.
- **Take question mail to Jessica Gingras for instructions.**
- Scan correspondence into your email, or equally into your and another intern's email, depending on if you're alone that day.
- Distribute staff mail, and lay out publications

Staff Mail Assignments: The following is a list of staff members and how to process their mail:

Shana Trombley: all invitations or scheduling related correspondence.

- Scan letter
- Leave hard copy in Shana's mailbox
- Enter into IQ. Mark in comments "Date – Sent to Shana"
- Change record status to "Completed"

Lisa Kunin: all personal correspondence, gifts, proclamation requests

- Scan letter
- Leave hard copy in mailbox
- Enter into IQ. Assign to Lisa
- Leave record status as "Approved"

Jessica Gingras: all Boards and Commissions related forms and correspondence

- Leave hard copy in mailbox

Jessica Mishaan: all pardons-relate correspondence

- Scan letter
- Leave hard copy in mailbox
- Enter into IQ. Assign to Jess
- Leave record status as "Approved"

Laura Gray:

- Scan Letter

- Leave hard copy in mailbox
- Enter into IQ as necessary. Assign to Jess.
- Leave record status as “Approved”

Janis Carrier: all office-related bills

- Leave hard copy in mailbox

Senior Staff: Darren Springer, Susan Allen, Sarah London, James Pepper, Scott Coriell

All mail directly addressed to senior staff members or that you are instructed by Jessica Gingras to assign to Senior Staff members

- Scan letter

- Leave hard copy in mailbox

-Email electronic copy to staff member

(for mail to Darren Springer or Sarah London, cc Jess Mishaan)

- Enter into IQ. Mark in comments “Date – Sent to _____” [staff member name]
- Change record status to “Completed”

4.0 Writing Letters

The Governor’s Office uses IQ to draft, review, save, and print correspondence written on behalf of the Governor.

Generally interns are responsible for responding via IQ to:

1. Student Letters
2. Inmate letters (use your discretion if you think the letter needs to be seen by a member of the constituent team)
3. In-State Boy Scout Letters
4. Autograph Requests
5. Letters of recognition (retirement letters, graduation letters, anniversary letters). Give any original draft to Jessica Gingras for review.
6. Other individual responses as requested by the constituent team

5.0 Individual Projects

The Governor and his staff will work to develop individual internship plans to meet the needs of the intern while meeting the needs of the office

The office's basic internship is catered to meet the needs of part-time interns, generally high school or college students that have 10-20 hours per week to volunteer in the office. This program is intended to expose interns to the basic functions of the Office of the Governor while allowing them to play an active role in the day-to-day operations of the office.

Interns may have the option of working with the Governor's staff to determine an area of interest on which they may work on small policy-related projects at the behest of the commissioner or secretary overseeing their policy area. These projects are entirely optional. If you are interested in taking on an additional project, please consult with your internship coordinator.

Morning Duties:

1. Retrieve the outgoing mail from copy room for pick up by BGS. Have in front of desk in reception area.
2. Turn on reception area lights.
3. Open glass doors.
4. Open conference room doors (keys in top drawer of small cabinet behind front desk). A separate key to the kitchen is also attached.
5. Turn on/ log into computer.
6. Take phone off night ring (**dial 73 and wait for dial tone**)
7. Coffee- make coffee in the morning. Grinder and coffee maker in large kitchen next to 5th floor conference room.
8. Turn on and fill Keurig
9. Pick up/ straighten reception area (arrange catalogs, pillows, wipe down counter) – keeping area kept up throughout day.
10. You will have access to the 4th and 5th floor conference room schedules on your Outlook. Look over both schedules each morning and set up conference room phone if necessary (4th floor conference room calendar will indicate if phone is requested).
11. Collect and distribute faxes that came in during the night. Also check throughout the day.
12. Read over Governor and Senior Staff schedules/calendars for important meetings/visitors throughout the day.
13. Check the voicemail
14. Turn on security monitor

Night Duties:

At 5:00, it is your duty to close up the office for the night. It is important that you leave the office looking presentable for the morning. Night duties include:

1. Promptly at 5:00, you may put the phones on night ring. To do this, you press the button on your phone that says Nite. After a pause, you will hear two beeps, and then the other phone will start ringing. Replace the phone on the receiver and the process is done. When constituents call overnight, they will hear a message with our office hours.
2. Every night, you should throw the old coffee out and put the coffee dispenser near the window in the large kitchen, with the other coffee equipment. Also clean the coffee counter, if necessary.
3. Turn off the Keurig and empty water at the end of the week.
4. Log out of computer and shut down.
5. Turn off security monitor.
6. Turn out the lights, which can be found behind the second desk on the wall.
7. Lock the 5th floor conference room and replace key in small bureau behind 1st desk.
8. Close the two glass doors at the front of the reception area.

Caller Cheat Sheet

You will receive a few types of calls.

➔ Callers can always write the governor at governorVT@vermont.gov

It's important to always take down contact information: Name, mailing address, phone number, email address, where the person is calling from, why they are calling, and any other relevant information.

1. Caller would like to speak to a staffer.
 - a. Make sure to ask for their name, where they're calling from, and "what the call is in regards to."
 - b. Option 1) Put the caller on hold. Pick up a new line, and call the staffer to ask if they would like to speak to the caller. If they say yes, go back to first line and transfer the caller. If staffer does not want to speak with the person, hang up, go back to caller's line and ask if you can take a message.
 - c. Option 2) From caller line, click transfer and dial staffers number. Let the staffer know who is on the phone and ask if they want to speak with them. If the staffer does, click transfer and you can hang up. If the staffer does not want to, go back to the caller by clicking on the original call and take down message for the staffer.
2. Caller would like to speak with the press secretary or Communications Director.
 - a. Give them Susan.Allen@vermont.gov and say this is the best way to make press inquiries.
 - b. If Scott Coriell is in the office (He returns October 1, 2016), give them his email instead.
 - c. If the caller insists on talking with someone immediately, you can call Susan Allen and see if she is available to speak. She can be reached at 279-8493. Her number is local, so you simply dial '9' then her 7 digit number. If she is not available, get back on the line with the caller and take down their information which you can email to Sue.
3. Caller would like to schedule an event, visit, or meeting with the Governor.
 - a. Give them Shana.Trombley@vermont.gov and say this is how she prefers to receive scheduling requests.
4. Caller would like to voice a complaint.
 - a. Take down callers concerns and their contact information. Ask if they would like someone to be back in touch with them. If so, log call in IQ.

Referrals

In addition to being the Governor's main office line, we are also a "referral and information hotline." This means people often call us looking for various phone numbers, both for government agencies and any other organization they may need to contact.

- For calls related to VT State Government, the State of Vermont online phone directory can be located here: <http://vermont.gov/phonebook/departments.php> . It is a

- good resource for looking up numbers in different departments and agencies in state government. You can also visit the website of any agency or department and they usually have their contact information listed on a 'contact us' page.
- For all other information, Google will be your best friend. 9/10 times, if you search exactly what the person is looking for it will come up within the first few inquiries (often people call simply because they don't have access to the internet and can't do this themselves). If you have trouble finding what they are asking for you can always take down their contact info and let them know someone will reach back out once they have more information.

Vermont Health Connect

Option 1) Ask to put the constituent on hold and get Jahala or Patrick to take these calls

Option 2) When you are comfortable, you can take down all details of caller's issue. Note to take as many details as possible, and specify the issue they are trying to resolve. Make sure to get their name, the name of the person who's account it is (referred to as the Head of Household), number, mailing address, and email address if possible. You can then Send the issue to AHS.DVHAVHCQualifiedSpecialCases@vermont.gov and CC Patrick. If the issue is a very time sensitive one, send message to Patrick, and Patrick will circulate the message higher up.

Food Stamps/ Benefits

If the someone needs help accessing economic benefits or is having an issue with food stamps, you can connect them with the Economic Services Division under the Department of Children and Families (DCF). Their phone number is 1 800-479-6151.

If someone simply wants to voice a complaint regarding one of the programs, check to see if the program is state or federal. If it is state, connect them with DCF. If it is federal, you should suggest they call a member of the Congressional Delegation (Welch, Sanders, Leahy).

Department of Children and Families

We do receive quite a few calls regarding DCF and family scenarios where children are in the custody of the state and parents or grandparents are working to get them back.

The best thing to do is to get down all their information and say you will pass it on to the right people who will be in touch regarding their concerns. Then you can write up the issue and send it to Patrick. Remember to get all their contact information (name, address, number, kid's names).

Sometimes, the issue that this person is experiencing will be in the middle of a court process. If that is the case, the Governor's office cannot get involved. At this point we can recommend to resources:

Option 1) The Vermont Bar Association (802) 223-2020 will assist the person in finding a lawyer that fits their needs.

Option 2) Vermont Legal Aide 1 (800) 889-2047 takes cases when an individual might face a civil legal problem that threatens their rights, shelter, job, health or well-being.

Did not receive Vermont State tax returns

Give them the Vermont Department of Taxes: (802) 828-5787. If they've already tried calling the Department of Taxes, take down all their contact information, the issue at hand, and let them know you'll get back to them. Draft an email and send to Patrick so he can send to Tax. Once you're more experienced, you'll be able to send this email yourself, and cc' Patrick.

Scams/Robocalls/'IRS' calls

People often call saying they are receiving calls from a company or organization they believe are scamming them. Often, it is related to the IRS (note: the IRS does not call anyone, ever). The way to report these types of fraudulent calls is through the Consumer Assistance Program at the Attorney General's Office. They can be reached at 802-656-3183 (or toll free at: 800-649-2424). The person will want to call in and report this themselves. The CAP is also a good resource if people have complaints about Vermont Business's or if they have questions related to Vermont's Lemon Law.

Campaign Calls

Although not often, we will receive calls that are part of an organized effort to contact the Governor's Office. You will often have prior notification that this is happening; however, if you do not and you notice it occur, please let Patrick, Jahala, or Jess G. know. These calls will vary depending on the subject, however it should become apparent if:

- You have 3 or more calls in one hour on the same subject
- The callers use the same language and say very similar things
- The calls are generally short and to the point, often beginning with "I just want to your office to know XXX and that I support/oppose this. Thank you"

Take down their concerns and let them know you will pass them along to the Governor for them. If possible, we will provide talking points or general information about the issue which you can relay to them as well.

Threatening Calls:

You will sometimes experience people who are very angry on the phone. Do your best to keep composure and remain as polite as possible. Often, the person is upset with someone else/some other agency, and is just venting their frustration; this means they often will be nice to you personally even in these situations.

If however, the person starts using inappropriate language or calling you names you can politely tell them that while you are happy to help them, they cannot use that type of language. If they continue or it escalates, you are allowed to end the call, letting them know you are happy to help if they would like to reach out and speak more appropriately in the future.

If the person threatens to physically harm you, a member of staff, or the Governor, make sure to write down as much contact information as you can gather (write down the number on caller id) and forward that information to Patrick, Jahala and Jess G. This will be passed on to VSP and Security.

If the person threatens to harm themselves or others in their vicinity, you can call the Vermont State Police. They can be reached at 802-241-5000. Be prepared to give as much information as possible to the dispatcher. Please also let Patrick, Jahala, or Jess G. know of this as well.

At any point during a call if any of this occurs, please also feel free to contact Patrick or Jahala if you are unsure of what to do or the situation becomes too difficult.

Executive Office of Governor Peter Shumlin



109 State Street, Pavilion
Montpelier, VT 05609
Phone: 802 828-3333
TTY: 800 649-6825
Fax: 802 828-3339

Agency of Administration - Secretary Trey Martin
www.aoa.vermont.gov | 109 State Street, Montpelier, VT 05609 | 802-828-3322

Agency of Agriculture - Secretary Chuck Ross
www.vermontagriculture.com | 116 State Street, Montpelier, VT | 802-828-1619

Agency of Commerce and Community Development - Secretary Lucy Leriche
<http://accd.vermont.gov> | One National Life Drive, Davis Building, 6th Floor, Montpelier, VT 05620 | 802-828-5204

Department of Economic Development - Commissioner Joan Goldstein
<http://accd.vermont.gov/business/> | One National Life Drive, Davis Building, 6th Floor, Montpelier, VT 05620 | 866 WE DO BIZ | 802-828-5765

Department of Housing and Community Affairs – Deputy Commissioner Josh Hanford
http://accd.vermont.gov/strong_communities/ | One National Life Drive, Davis Building, 6th Floor, Montpelier, VT 05620 | 1-802-828-3080

Department of Tourism and Marketing - Commissioner Megan Smith
www.vermontvacation.com | One National Life Drive, Davis Building, 6th Floor, Montpelier, VT 05620 | 1-800-VERMONT | 1-802-828-5774

Agency of Education - Secretary Rebecca Holcombe
www.education.vermont.gov | 219 North main Street, Suite 402, Barre, VT 05641 | 802-479-1030

Agency of Human Services - Secretary Hal Cohen
www.ahs.vermont.gov | 280 State Drive, Center Building, Waterbury, VT 05671 | 802-241-0440 / 802-241-0430

Department of Children and Families - Commissioner Ken Schatz
www.dcf.vermont.gov | 280 State Drive, Center Building, Waterbury, VT 05672 | 802-871-3390

Department of Corrections - Commissioner Lisa Menard
www.doc.state.vt.us | Physical Address: 426 Industrial Ave, Williston, VT 05495
Mailing Address: 103 South Main Street, Waterbury, VT 05671 | 802-871-3177

DAIL- Commissioner Monica Caserta Hutt
www.dail.vermont.gov | 289 Hurricane Lane, Williston, VT 05495 | 802-871-3350

Department of Health- Commissioner Dr. Harry Chen
www.healthvermont.gov | John J. Zampieri State Office Building, 108 Cherry Street,
Burlington, VT 05401 | 1-800-464-4343

Department of Mental Health - Commissioner Frank Reed
www.mentalhealth.vermont.gov | Redstone Office Building, 26 Terrace Street, Montpelier, VT
05602 802-241-2601

Department of Vermont Health Access - Commissioner Steven Costantino
<http://ovha.vermont.gov> | 312 Hurricane Lane, Suite 201, Williston, VT 05495 | 802-879-5900

SerVermont - Executive Director Philip Kolling
servermont.vermont.gov | 109 State Street, 5th Floor, Montpelier, VT 05609-4801 | 802-828-
6409

Department of Financial Regulation - Commissioner Michael Pieciak
www.dfr.state.vt.us | 89 Main Street, Montpelier, VT 05633 | 802-828-3301

Department of Labor - Commissioner Annie Noonan
www.labor.vermont.gov | 5 Green Mountain Drive, Montpelier, VT 05601 | 802-828-4000

Department of Public Safety - Commissioner Keith Flynn
www.dps.state.vt.us | 103 South Main Street, Waterbury, VT 05671 | 802-244-8727

Department of Public Service - Commissioner Chris Recchia
www.publicservice.vermont.gov | 112 State Street, Montpelier, VT 05620 | 802-828-2811

Agency of Natural Resources - Secretary Deb Markowitz
<http://anr.vermont.gov> | 1 National Life Drive - Davis 2, Montpelier, VT 05620-3901 | 802-
828-1294

Department of Environmental Conservation - Commissioner Alyssa B. Schuren
www.anr.state.vt.us/dec/dec.htm | 1 National Life Drive - Main 2, Montpelier, VT 05620-3520
| 802-828-1556

Department of Fish and Wildlife - Commissioner Louis Porter
www.vtfishandwildlife.com | 1 National Life Drive - Davis 2, Montpelier, VT 05620-3702 |
802-828-1454

Department of Forests, Parks and Recreation - Commissioner Michael Snyder
<http://fpr.vermont.gov> | 1 National Life Drive - Davis 2, Montpelier, VT 05620-3801 | 802-828-1534

Agency of Transportation - Secretary Chris Cole
www.aot.state.vt.us | One National Life Drive, Montpelier, VT 05633 | 802-828-2657

Department of Motor Vehicles - Commissioner Rob Ide
www.dmv.vermont.gov | 120 State Street, Montpelier, VT 05603 | 802-828-2011

Federal Delegation

Senator Patrick Leahy
www.leahy.senate.gov | 802-229-0569

Senator Bernie Sanders
www.sanders.senate.gov | 802-862-0697

Representative Peter Welch
www.welch.house.gov | 802-652-2450