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## ACKNOWLEDGMENTS

The San Francisco Bay Area Federal Executive Board wishes to acknowledge the contributions of the following people and organizations.

**COLOR GUARD** ★ United States Marine Corps, 23rd Regiment, San Bruno, California

**LEADERSHIP** ★ Maria Jauregui, FEB 2014 Chair, U.S. Immigration Court, DOJ  
Cathy Dunlap, FEYA Committee Chair, Internal Revenue Service  
James Wulff, US Dept. of Labor, OSHA  
Farley Howell, FEMA R9, DHS  
Karin Jurist, EPA  
Jessica Counts-Arnold, EPA  
Gail Castaneda, Federal Executive Board  
Kenesha Viser, U.S. Dept. of Labor, OASAM

**MASTER OF CEREMONIES** ★ John Sasaki, KTVU/Fox 2

**PHOTOGRAPHY** ★ Steven Roby

**PRINTING** ★ Schroeder-Dent, Alameda, California  
U.S. Dept. of Labor, OASAM, San Francisco

**PROGRAM DESIGN & GROUNDCREW** ★ Rand Careaga, U.S. Customs & Border Protection

**REGISTRATION TABLE** ★ NARFE Chapter 65

**RUDDER** ★ Francine Roby, Federal Executive Board

**VENUE** ★ Park 55 Wyndham Hotel, San Francisco CA

**VOCAL INSPIRATION** ★ Senen Bagos Jr., US Dept. of Labor, OWC



THE 34<sup>TH</sup> SAN FRANCISCO BAY AREA

# FEDERAL EMPLOYEES OF THE YEAR AWARDS PROGRAM

# FEDERAL ACES



HOSTED BY THE SAN FRANCISCO BAY AREA FEDERAL EXECUTIVE BOARD



SAN FRANCISCO BAY AREA  
**FEDERAL EXECUTIVE BOARD**

May 6, 2014

Dear Colleagues in Public Service,

On behalf of the San Francisco Bay Area Federal Executive Board and the entire federal community, it is my honor and pleasure to welcome you to our 34<sup>th</sup> Federal Employees of the Year Awards, during the 2014 Public Service Recognition Week.

This is the Bay Area federal community's opportunity to acknowledge the extraordinary accomplishments of our Nominees, as well as the dedication, hard work, and accomplishments of all our federal employees. Every day, federal employees derive rewards from knowing that they are making a difference in the lives of others and this great Nation. Today we celebrate them all.

I want to thank all the Agencies and Nominating Officials who took the time to nominate their employees, and who are attending this ceremony today. Congratulations to each of our Nominees and Award Winners—you truly are "Soaring to New Heights," and make a difference with your exceptional achievements in public service.

Best Regards,

*Cathy Dunlap*

Cathy Dunlap  
2014 FEB Chair

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**2014 BOARD OF DIRECTORS,  
SAN FRANCISCO BAY AREA FEDERAL  
EXECUTIVE BOARD**

**STANDING COMMITTEE CHAIRS**

**Executive Leadership Council: David Sayen**

Regional Administrator, Centers for Medicare and Medicaid Services, U.S. Department of Health and Human Services

**Human Resources Council: Vacant**

**Leadership Development Program: Andrew Adelman**

Special Agent in Charge, United States Secret Service, U.S. Department of Homeland Security

**Federal Employees of the Year Awards: Cathy Dunlap**

Senior Commissioner's Representative, Internal Revenue Service, U.S. Department of the Treasury

**Pathways Subcommittee: Vacant**

**Public Affairs Officers Council: Marlowe Schindler**

Public Affairs Officer, U.S. Small Business Administration

**Public Affairs Officers Council: Gene P. Gibson**

Regional Public Affairs Officer, U.S. Department of Housing and Urban Development

**Shared Neutrals Program Committee: Vacant**

**Training and Employee Development Subcommittee: Tomas P. Kaselionis**

Regional Training Manager, Federal Emergency Management Agency, U.S. Department of Homeland Security

**SAN FRANCISCO BAY AREA FEDERAL EXECUTIVE BOARD STAFF**

**Francine Roby**

Executive Director

**Gail Castaneda**

Program Specialist



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## 2014 BOARD OF DIRECTORS, SAN FRANCISCO BAY AREA FEDERAL EXECUTIVE BOARD

### APPOINTED MEMBERS

**Kathleen A. Roscher**

Federal Security Director SJC/MRY

**Fred Lau**

Federal Security Director SFO, Transportation Security Administration , U.S. Department of Homeland Security

**David Sayen**

Regional Administrator, Centers for Medicare and Medicaid Services, U.S. Department of Health and Human Services

**Gita Uppal**

Director , Strategy and Outreach, San Francisco Veterans Administration Medical Center

**Rafael Nunez**

Inspector in Charge, San Francisco Division, U.S. Postal Inspection Service

**John Kramar**

District Director, U.S. Citizenship and Immigration Services, U.S. Department of Homeland Security

**Robin Barrett**

Field Office Director, U.S. Citizenship and Immigration Services, U.S. Department of Homeland Security

### MILITARY CHAIRS

**RADM Karl L. Schultz**

Commander, Eleventh District, U.S. Coast Guard, U.S. Department of Homeland Security

**LTC John K. Baker**

Commander and District Engineer, San Francisco District , U.S. Army Corps of Engineers

### STANDING COMMITTEE CHAIRS

**Combined Federal Campaign: Jan Wright**

Manager, Customer Service Division, General Services Administration

**Diversity and Inclusion Council: Doug Betten**

Regional Administrator, Office of the Assistant Secretary for Administration and Management, U.S. Department of Labor

**Emergency Preparedness Advisory Council: Vacant**

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## MASTER OF CEREMONIES

**JOHN SASAKI** has been delivering the big news of the day to the Bay Area since 1996. He works primarily as a reporter for KTVU Channel 2 News at 5, 6, and 10, but also often joins the crew on Mornings on 2 and The KTVU Morning News as a fill-in anchor. Sasaki started his career in journalism as an associate producer at KNSD, the NBC station in San Diego. From there he traveled east to become a reporter at NBC's KYMA in Yuma, Arizona. After a short stint there he moved to Reno, Nevada to become the weekend anchor at CBS affiliate, KTVN Channel 2. Then it was time to come back to the Bay Area.

A native of the East Bay, Sasaki graduated from Berkeley High School where, he is proud to say, he founded the Men's Lacrosse Team. He even still plays in the school's annual alumni game. Later, he graduated from San Diego State University with a degree in psychology.

Since returning to the Bay Area, Sasaki has covered some of the region's biggest stories. He was one of the first reporters to cover the disappearance of Laci Peterson. He's covered countless major wildfires, including the Angora Fire at Lake Tahoe in 2007, and he was also KTVU's first reporter to cover San Francisco Mayor Gavin Newsom's decision to allow same-sex marriage. Sasaki has also covered countless major Bay Area sports stories.

He went with the Oakland Raiders to the Superbowl in San Diego, followed the San Francisco Giants to the World Series, and reported as the Warriors electrified the Bay Area with its playoff run in 2007.

Over the years, Sasaki has garnered a number of awards for excellence in broadcast journalism. But the one that's most important to him came in 2004. That's when the readers of Diablo Magazine voted him Best Reporter, in the magazine's Best of the East Bay poll.

In his spare time, Sasaki works closely with numerous charities including The Special Olympics, The Muscular Dystrophy Association, Comfort for Kids, The Ronald McDonald House, and The Berkeley Athletic Fund. In his spare time, you can find Sasaki snow-skiing, snorkeling, or eating sushi. You can follow another aspect of his work at KTVU by looking for his still photos on KTVU.com. He has shot concerts, including The Police and Billy Joel, and Mixed-Martial Arts fights. He also documents some of the major stories that he's covered, such as the Angora Fire.

Mr. Sasaki has very ably served at the Master of Ceremonies at the San Francisco Bay Area Executive Board's award ceremonies since 2003.



## KEYNOTE SPEAKER

**MR. JOHN KRAMAR** was sworn in as U.S. Citizenship and Immigration Services (USCIS) District Director for District 21, San Francisco, on March 10, 2014. The district has two field offices, San Francisco and San Jose, and serves 16 Northern California counties, from Monterey County to the south to Del Norte County to the north.



Mr. Kramer had been District Director at District 25, Phoenix, starting February 2008. District 25 covers Arizona and Nevada. While in that position, he served a four-month detail as the interim Deputy Director at the California Service Center in Laguna Niguel in 2010. In 2012, he served for four months as acting District Director for District 19, Denver, covering five Intermountain West states. Immediately prior to his duties in Phoenix, he served as the District Director in Honolulu, covering the State of Hawaii and the U.S. territories in the Pacific.

Mr. Kramer was the Acting Director of the Arlington Asylum Office in Arlington, Virginia, and the Deputy Director of the Arlington Asylum Office from April 2003 until October 2006. In

all of his leadership positions, Mr. Kramar has provided local stakeholders access to USCIS field leadership through regular meetings with local community groups, state and local government partners, and the private immigration bar.

Mr. Kramar joined the former Immigration and Naturalization Service in 1992 as an asylum officer with the Los Angeles Asylum Office, and worked on assignment at the USCIS Los Angeles District Office to adjudicate naturalization cases. He served with the American Federation of Government Employees for more than 10 years in various capacities, including as local president and a national vice president bargaining the national labor contract and numerous local agreements.

Prior to federal service Mr. Kramar worked for the San Francisco Bar Association Legal Services Office, taught public school in Apple Valley, California, and worked as a construction arbitration manager in Orange County, California.

Mr. Kramar is a third generation native of California. He graduated from the University of California Hastings College of Law in San Francisco, California in 1991 and is a member of the California Bar Association. He graduated in 1986 from Vanguard University (Southern California College) in Costa Mesa, California with a Bachelor of Arts degree in history, political science and mathematics. He completed Federal Executive Institute studies in 2009, and was awarded a graduate certificate in global migration from Georgetown University in 2012.

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## 2014 BOARD OF DIRECTORS, SAN FRANCISCO BAY AREA FEDERAL EXECUTIVE BOARD

### OFFICERS

**Chair: Maria Jauregui**

Court Administrator, San Francisco Immigration Court, U.S. Department of Justice

**First Vice Chair: Michael Baldonado**

District Director, Equal Employment Opportunity Commission

**Second Vice Chair: Cathy Dunlap**

Senior Commissioner's Representative, Internal Revenue Service, U.S. Department of the Treasury

### EX OFFICIO MEMBERS

**Doug Betten (Immediate Past Chair)**

Regional Administrator, U.S. Department of Labor, Office of the Assistant Secretary for Administration and Management

**Patricia Burgess**

Acting Manager, Office of Personnel Management, Agency Compliance and Evaluation, Merit System Accountability and Compliance

**Karen Armes**

Acting Regional Administrator, Federal Emergency Management Agency, U.S. Department of Homeland Security

**Ruth Cox**

Regional Administrator, General Services Administration

**Mario Canton**

Regional Director, Federal Protective Service, U.S. Department of Homeland Security

**David Johnson**

Special Agent in Charge, Federal Bureau of Investigation, U.S. Department of Justice

**(Vacant)**

Regional Director, Veterans Benefits Regional Office, Department of Veterans Affairs

### APPOINTED MEMBERS

**Andrew Adelman**

Special Agent in Charge, United States Secret Service, U.S. Department of Homeland Security

**Mark Roh**

Regional Food, and Drug Director, Food and Drug Administration, U.S. Department of Health and Human Services

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## 2014 FEYA BLUE RIBBON PANEL

These three members of the FEYA Blue Ribbon Panel were selected by the San Francisco FEB to review documentation submitted for the Nominees who were chosen as finalists by the FEYA Screening Committee, and to select the top candidate in each of the ten categories to be the 2014 Federal Employees of the Year.

### JOANNE C. HAGGERTY

*Manager, Federal Employees Health Benefits-California, Kaiser Foundation Health Plan Inc., Walnut Creek CA*

Ms. Haggerty is the Manager for Kaiser Permanente's Federal Business Line in California. Prior to joining Kaiser Permanente nine years ago, she was the Practice Lead for Municipalities, and has over 25 years in the healthcare industry. She is widely recognized for her dedication and commitment to the Federal Business Community, providing both tools and education about healthcare. Joanne served in the United States Air Force Pacific Command, stationed at Taegu-Korea, finishing her tour at Edwards Air force Base, CA. Born in Philadelphia, PA, she now resides in San Ramon CA.

### ANGIE GIBSON

*Director, Emergency Preparedness and Response, Pacific Gas and Electric Company, San Francisco CA*

Ms. Gibson is the principal member of PG&E's Incident Command System (ICS) team, responsible for the development of disaster management processes, training, and exercising, and supporting incident response for each line of business (Electric Operations, Gas Operations, Energy Supply, Information Technology, and Diablo Canyon Power Plant.) She is PG&E's liaison to FEMA, Cal OES, Cal Fire, California Public Utilities Commission, California Utilities Emergency Association, and Western Energy Institute. She was a member of the Hurricane Sandy Incident Management Team, and is certified as a Master Exercise Practitioner. She was a firefighter/EMT for seven years, and holds a BS in Public Safety Management.

### MICHELLE HECKLE, CHEP

*Emergency Management Officer, Children's Hospital and Research Center, UCSF Benioff Children's Hospital Oakland CA*

Ms. Heckle serves as Emergency Management Officer for Children's Hospital & Research Center Oakland, leading Emergency Management for her enterprise, which includes 54 Northern California locations in Alameda, Contra Costa, and Marin Counties. Outside of her role at Children's, she has served since 1994 as commissioner for the City of Lafayette's Emergency Preparedness Commission. Ms. Heckle spent nearly one-quarter of a century with Kaiser Permanente as Service Director in the East Bay Area. She and her spouse, John, share five children and live in the East Bay.



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## 34<sup>TH</sup> FEDERAL EMPLOYEES OF THE YEAR AWARDS CEREMONY AND LUNCHEON

MAY 6, 2014 ■ PARC 55 WYNDHAM HOTEL, SAN FRANCISCO, BALLROOM

### WELCOME

Maria Jauregui, Chair, San Francisco Bay Area Federal Executive Board



### PRESENTATION OF COLORS & PLEDGE OF ALLEGIANCE

United States Marine Corps—23rd Regiment, San Bruno, California



### OUR NATIONAL ANTHEM

Senen Bagos, Jr., US Department of Labor, Office of Workers Compensation Programs



### PROGRAM OVERVIEW

Cathy Dunlap, FEYA Committee Chair, Internal Revenue Service



### MASTER OF CEREMONIES

John Sasaki, News Reporter, KTVU Channel 2



### KEYNOTE ADDRESS

John Kramar, District Director, U.S. Citizenship and Immigration Services,  
Department of Homeland Security



### PRESENTATIONS TO NOMINEES AND WINNERS

"Federal Aces: Soaring to New Heights"



### FEDERAL GREEN CHALLENGE AWARDS

Jared Blumenfeld, Regional Administrator, Environmental Protection Agency,  
Pacific Southwest Region



### CLOSING REMARKS

Francine Roby, Executive Director, San Francisco Bay Area FEB



**AWARD  
CATEGORIES  
DEFINED**

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**THE FEDERAL EXECUTIVE BOARD'S** Federal Employees of the Year Awards recognize outstanding federal employees of the San Francisco Bay Area. The Nominees demonstrated exceptional and noteworthy performance and results, outstanding leadership, innovative approaches to assignments, and/or continuous improvement of procedures and processes in one of the following awards categories during the 24-month period, May 2012 through April 2014.

This year, we are again pleased to partner with the U.S. Environmental Protection Agency, Region 9, to recognize those federal agencies designated as "Champions of Green Government" in the Federal Green Challenge, a national initiative that challenged federal facilities to reduce their environmental impact.

**ADMINISTRATIVE AND CLERICAL** ■ For an individual or team who performs administrative professional or clerical duties, and has shown exceptional performance and/or results. Job series examples: Personnel Staffing/Classification Assistant, Budget Assistant, Administrative Assistant or Officer, Secretary, Clerk-Typist, Supply Clerk, or clerical support and equivalent positions, Administrative Assistant, etc.

**CIVIL OR CRIMINAL LAW ENFORCEMENT** ■ For an individual or team who performs civil or criminal law enforcement, and has shown exceptional performance and/or results. Job series examples: Civil Investigators, Civil Attorneys, Special Agents, Border Patrol Agents, Immigration and Naturalization Agents, FBI Agents, Drug Enforcement Agents, etc.

**CUSTOMER SERVICE** ■ For an individual or team in any category or position who has shown exceptional performance and/or results by demonstrating outstanding internal and/or external customer service.

**EQUAL EMPLOYMENT AND DIVERSITY** ■ For an individual or team in any category or position who has shown exceptional performance and/or results in promoting equal employment and diversity in the workplace, among these areas: civil rights, special emphasis, affirmative employment, and/or diversity and inclusion.

**MANAGEMENT** ■ For an individual or team of managers, supervisors, or team leaders, in any category or position who has/have shown exceptional performance and/or results using leadership skills, coaching, empowering, rewarding, and recognizing employees or teams.

**PROFESSIONAL** ■ For an individual or team employed in any of the professions and specialized fields who have shown exceptional performance and/or results. The absence of a degree will not disqualify a nominee in this category. Nominees may be employed at any level of professional work, but they will be compared, and should be nominated, based on their competence, efficiency, and accomplishments in their professional field. Job series examples: writer-editor, program analysts, program specialists, legal, social services, accounting, statistics, etc.



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## 2014 PEER SCREENING COMMITTEE

**DARRYL BURTON** ★ U.S. Department of Health & Human Services, CMS

**PAUL CARDENAS** ★ U.S. Department of Labor, OASAM

**LISA CARON** ★ Internal Revenue Service

**PATRICIA CHANG-LYNN** ★ General Services Administration

**JAN FAULKNER** ★ General Services Administration

**VICKIE MCALASTER** ★ Internal Revenue Service

**CELESTINA L. GILLOW** ★ U.S. Department of Labor, OASAM

**ROBERT MCMENOMY** ★ Department of Justice, Federal Bureau of Investigations

**ROSA MENGESHA** ★ U.S. Department of Labor, OASAM

**RAFAEL NUNEZ** ★ U.S. Postal Inspection Service

**MONIKA O'SULLIVAN** ★ U.S. Environmental Protection Agency

**SARA RUSSELL** ★ U.S. Environmental Protection Agency

**LATHA SESHADRI** ★ U.S. Department of Labor, Employment and Training Administration

**LARRY SOVINSKY** ★ U.S. Department of Justice, ATF

**GITA UPPAL** ★ Department of Veterans Affairs, SFVA Medical Center

**CARA WILLIAMS** ★ U.S. Department of Labor, OASAM





## CELEBRATE PUBLIC SERVICE RECOGNITION WEEK

Please join the Public Employees Roundtable in celebrating the 30th anniversary of Public Service Recognition Week (PSRW) 2014.

PSRW is time set aside to honor the women and men who serve our nation as federal, state, county and local government employees. Throughout the country, elected officials, agency leaders, communities and public service organizations participate by issuing proclamations, hosting tribute events and highlighting stories of excellence in government service.

The theme for PSRW 2014 is **Proud to Serve**. We hope public employees and leaders alike will take the opportunity to communicate the benefits and value of the work they do. To help spread the word, like us on Facebook and join the conversation on Twitter: **#PSRW** and **#Proud2ServeUSA**.

### PSRW INITIATIVES

#### I “Heart” Public Service Whiteboard

Join our whiteboard photo campaign to show the reasons you support public service and public employees. Images will be posted on Facebook (<https://www.facebook.com/PERoundtable>) and Instagram (<http://instagram.com/peroundtable>). To download a whiteboard template go to [http://publicservicerecognitionweek.org/celebration\\_toolkit/WhiteBoard.pdf](http://publicservicerecognitionweek.org/celebration_toolkit/WhiteBoard.pdf) and submit your photos using **#PSRW** and **#Proud2ServeUSA** or email them to [agensch@feea.org](mailto:agensch@feea.org).

#### Faces of Government

This year, PER is highlighting stories of the great work that government employees do for the public. These stories are also meant to show why government employees are proud to serve their country through public service. To submit a story, email [publicemployeesroundtable@gmail.com](mailto:publicemployeesroundtable@gmail.com).

### PSRW RESOURCES

**Celebration Guides:** Whether you're celebrating in a federal agency, on Capitol Hill, or at the State and Local level, we have a variety of how-to guides to encourage PSRW celebrations nationwide with little or no cost, including letter templates, sample proclamations and tips on organizing events.

For more information, visit [www.psrw.org](http://www.psrw.org).

**SCIENTIFIC OR TECHNICAL** ■ For an individual or team employed in any scientific or technical field who has shown exceptional performance and/or results. The absence of a degree will not disqualify a nominee in this category. Nominees may be employed at any level of professional work, but they will be compared, and should be nominated, based on their competence, efficiency, and accomplishments in their field. Job series examples: physical sciences, biological sciences, medicine, chemistry, architecture, mathematics, technology, engineering, technician, drafting, information technology.

**SERVICE TO THE COMMUNITY** ■ For an individual or team who, through volunteering services on their own time, has forged a bridge between federal employees and the service needs of their community in which they live. Examples: time and effort directed toward projects of civil betterment and/or voluntary organizations that serve individual or community needs.

**TRADES AND CRAFTS** ■ For an individual or team employed in Wage Grade positions, or equivalent military positions, related to a specific trade or craft, who have shown exceptional performance and/or results. Job series examples: Warehousing, Machining, Electrical, Catering, Custodial, Printing, etc.

**UNIFORMED MILITARY - REGULAR OR RESERVE** ■ For an individual or team of uniformed military personnel in any field who have shown exceptional performance and/or results for outstanding performance of duty. This category includes military officials who are based at any of the nine-county Bay Area installations.

**AWARD  
CATEGORIES  
DEFINED**

On the following pages the San Francisco Bay Area Federal Executive Board is proud to present the 2014 nominees for the



**FEDERAL EMPLOYEES OF THE YEAR AWARDS**



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## ADMINISTRATIVE AND CLERICAL

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### JEFFREY BRADSHAW

*United States Coast Guard, Training Center Petaluma, Facilities, Engineering*

Jeffrey performed the duties of two administrative personnel due to a vacant position. He was able to improve the efficiency of the engineering work order process by creating a weekly tracking report with a positive, direct impact on work order completion. This report allowed the Maintenance Branch to execute more than 4,600 work orders while reducing backlog by more than 500 work orders and improved on-time completion (from 84% in 2012 to 93% in 2013) for preventive and corrective maintenance. Additionally, he ensures superior customer interaction as the front line for receiving work order requests from on-base personnel.

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## CIVILIAN HUMAN RESOURCES BRANCH

*Department of Defense, Department of the Army, 63rd Regional Support Command, Directorate of Human Resources*

The Civilian Human Resources Branch team strives to provide the best human resources services to its customers by exploring ways to work more efficiently and improve the workplace climate. The team developed innovative HR initiatives that shaped the way the organization supports, recognizes, and cares for its employees. These initiatives included adding telework as a flexible work option, streamlining employee recognition programs, reducing personnel fill times, improving professional development opportunities, and managing the 2013 Administrative and Shutdown Furloughs. The team's accomplishments are a credit to the 63d RSC and are in keeping with the finest traditions of civil service.

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### LISA I. IP

*United States Corps of Engineers, San Francisco District*

Lisa provides valuable assistance with well written, sole source justifications, fair opportunity memorandums, cost and price analysis of proposals for negotiation objectives. In FY13, Lisa successfully processed, negotiated, prepared award documentation for 79 contract actions in excess of \$8+M. Nineteen of those contract actions were awarded in September 2013 alone, despite late receipt of work plan funding. Through her effective communication skills, Lisa successfully assisted district personnel, advising and assisting project team leads to acquire the most efficient and fastest contracting method to procure A-E services to meet fiscal year end execution obligations.

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## AUDRA JACQUES

*Department of Homeland Security, United States Coast Guard, Command*

Audra is a recognized expert in her field and is credited for the efficient and effective management of the Base Alameda Front Office. She is a multitasking master, works exceptionally well with all departments and commands, and exemplifies the Coast Guard core values of honor, respect and devotion to duty. Her personal demeanor and genuine customer service is an example for all to emulate. And while her performance alone would justify her selection as the Federal Employee of the Year, it is her volunteering and involvement that truly makes her deserving of this award.



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## USCG PORT STATE CONTROL

*Department of Homeland Security, United States Coast Guard, Sector San Francisco, Prevention*

The Sector San Francisco Port State Control Branch is committed to ensuring safe, secure, and environmentally sound transits of foreign ships within the Bay Area through enforcement of U. S. and International standards. Since 2012, this team inspected 825 ships, issuing over 2,800 safety, environmental, or security violations. The Port State Control Branch also detained 20 substandard ships, responded to 90 marine casualties, and worked diligently to strengthen partnerships with State agencies, ship owners, and industry stakeholders. The Port State Control Team also stays very active in their community by volunteering to work with numerous charities throughout the Bay Area.

## UNIFORMED MILITARY



## UNIFORMED MILITARY

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### CODY DUNAGAN

*Department of Homeland Security, United States Coast Guard, District Eleven*

Lieutenant Dunagan achieved remarkable results while assigned to District Eleven. As Command Duty Officer, he led numerous challenging Search and Rescue, and Law Enforcement cases resulting in multiple lives saved and thousands of pounds of narcotics seized. Additionally, as District Eleven's Living Marine Resources Officer, he partnered with the Fisheries Training Center to co-author its curriculum for teaching California-specific fishery, sanctuary, and marine mammal regulations. Cody's stellar leadership and interagency coordination produced three major operations that yielded hundreds of boardings, which enhanced the professional development of boarding teams while promoting both safety and fisheries compliance.

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### CWO KENNETH MILLER

*Department of Homeland Security, United States Coast Guard, Surface Forces Logistics Center*

Kenneth planned and executed \$18.7M of depot maintenance support during 12 drydock and dockside maintenance contracts. He spearheaded mission vessel repairs, critical to success across a broad range of missions, including navigation, ice operations, and maritime security. As a technical expert on the seagoing and coastal buoy tenders, he was handpicked for an evaluation team considering 21 technical proposals in a \$99M, multi-year contract for ship maintenance periods, improving efficiency and cost savings in ship repair contracts. He laid the groundwork for far reaching organizational improvements, creating standard shipboard maintenance packages, aligning logistics goals and technical standards. He coached youth softball, assisted in fundraising for the local library, and partnered with a local soup kitchen to serve over 400 meals to the homeless.

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### THOMAS MILLER

*Department of Homeland Security, United States Coast Guard, Training Center Petaluma, Facilities Engineering Motor Pool*

Petty Officer Miller is nominated for his leadership and initiative as interim shop supervisor of the Motor Pool facility during the furlough of federal civilian employees. During this period, he ensured that corrective and preventative maintenance was completed on Motor Pool vehicles and equipment. Additionally, he took over daily duties outside of Motor Pool including rounds and service calls of boilers, hot water systems, and heating units. In preparation for critical internal CG Finance/Administration Audit, developed qualification packages for Special Purpose Motorized Equipment and conducted inspections to ensure compliance with requirements, resulting in an inspection with no discrepancies.

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### GLENN J. SEYMOUR

*Department of Homeland Security, United States Coast Guard*

Chief Warrant Officer Seymour led Base Alameda's Maintenance Augmentation Team to complete 4,000 maintenance items totaling nearly 30,000 labor hours to keep the Coast Guard's largest and most technologically advanced cutters fully mission-capable. He planned the projects and led his team of five Chief Petty Officers and 29 Petty Officers to complete hull, mechanical, and electrical maintenance and repairs in Alameda and in foreign ports in the Atlantic and Pacific. Glenn also played an integral role in evaluating and organizing over 1,700 maintenance procedures, greatly improving the Coast Guard's ability to maintain these National Security Cutters.



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### MELVIN LUDACKA YNI

*Department of Homeland Security, United States Coast Guard, Pacific Area*

Melvin excels in his role as the aide to the Pacific Area Chief of Staff and teammate in the command suite. Absolutely all tasks, small or large, given to him are done with the utmost professionalism and practical perfection. He has a keen analytical mind that has enabled the front office to maintain and even gain efficiencies and effectiveness in our business practices, which enable to front office staff to provide the Pacific Area Commander what he needs when he needs it in order to keep him focused on Coast Guard operations in the Western Hemisphere.

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### SFVAMC SPARQ REVIEW TEAM

*Department of Veterans Affairs, San Francisco Veterans Affairs Medical Center*

SFVAMC SPARQ Review Team improved its ability to accurately depict its physician productivity and fulfill Specialty Physician Productivity Standards and Business Guidelines as set for by the ADUSHOM. After facilitating a Specialty Productivity-Access Report and Quadrant review across multiple disciplines and departments, the facility reduced its person class errors from approximately 50% to less than 10% on the VSSC Physician Productivity cube (report). Additionally, it reduced its "Resident Only" encounters errors from 8% (national average was 6%) to less than 1%. This enabled physicians to properly review their productivity and initiate actions to improve patient access and care.

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### ALICIA SIMON

*United States Department of Health & Human Services, Office of the Inspector General, Office of Evaluation and Inspections*

Faced with impending budget reductions and taking the initiative to help maintain staff efficiency and morals, Alicia worked closely with the Deputy Regional Inspector General to negotiate an affordable national training course in San Francisco for 25 staff at 50% of the normal cost. She negotiated a \$5,000 reduction in the cost of local training, increasing access to the training for all staff. She coordinated the reduction of facility space, which led to a savings of more than \$10,000 annually. While reducing costs, she helped to increase productivity by actively engaging in recruiting non-paid student interns who filled the void for non-replaced staff, due to budget freezes.

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### LASHAWN BLACKMON MEC

*Department of Homeland Security, United States Coast Guard, Eleventh District, Enforcement*

LaShawn distinguishes himself as a law enforcement specialist in the Eleventh Coast Guard District. He is the Non-Compliant Vessel (NCV) training coordinator for the entire State of California. LaShawn has worked diligently to improve training to maximize law enforcement efforts put forth by the Coast Guard. The NCV training and planning that he conducted contributed greatly to the interdiction of 41 drug smugglers and approximately 37,929 lbs of marijuana, with an estimated import value of \$33.8M. The support provided by LaShawn directly affected the Coast Guard's success in California.

## ADMINISTRATIVE AND CLERICAL

## CIVIL OR CRIMINAL LAW ENFORCEMENT



## CIVIL OR CRIMINAL LAW ENFORCEMENT

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### CGC ASPEN LAW ENFORCEMENT TEAM

*Department of Homeland Security, United States Coast Guard*

Coast Guard Cutter ASPEN's innovative law enforcement team is a tremendous resource for thwarting illegal maritime activity along California's coastline. Balancing the duties of operating and maintaining a 225 foot multi-mission buoy-tender and three small-boats, ASPEN's team delivered nine multi-week law-enforcement deployments, logged 51 vessel boardings, and marked security zones for the 34th America's Cup. Addressing California's growing smuggling threat, ASPEN's team pioneered use of an over-the-horizon interdiction boat and non-compliant vessel-pursuit tactics, a first for a buoy-tender and California's only asset with that capability. They detained 8 smuggling suspects and seized 9,960 pounds of contraband valued at \$9.1M.

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### CRYER BLIND INVESTIGATIVE TEAM

*Department of Justice, Federal Bureau of Investigation*

Operation Cryer Blind Investigative Team was an antitrust investigation, targeting bid rigging, illegal collusion, and fraud at real estate foreclosure auctions in the Bay Area. The Team worked to combine new and rarely used operations, enforcement mechanisms, and prosecutorial capabilities, such as undercover operations and forfeiture, to overcome the immense size and scope of the area. As the likely first use of an undercover operation in an antitrust case, the case was a landmark that served as a national FBI model. The investigation led to 74 simultaneous subject interviews, over 170 subject and witness interviews, more than 20 search warrants, operation of 8 sources, the disruption and dismantlement of over 8 conspiracies, 46 convictions, \$1.3M in restitution, and over \$500,000 in forfeiture seizures.

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### HHS OIG ACCESS TO RECOVERY

*United States Department of Health and Human Services, Office of Inspector General, Office of Investigations, Region 9*

The HHS OIG Access to Recovery Team, Office of Investigations, the Office of Audit Services, and the US Attorney's Office completed a grant fraud investigation of the California Rural Indian Health Board (CRIHB) mismanagement of the California American Indian Recovery Program that affected Native Americans and tribes throughout California and impacted Substance Abuse and Mental Health Services Administration (SAMHSA) grants of approximately \$18M. The investigation identified fraudulent activity by the grant recipient, including deception, attempted cover-up, grant mismanagement, and intimidation of tribes and tribal organizations participating in the CRIHB grant program. The protracted investigation identified commingled funds, lack of accountability, and misleading Federal grant funders.

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### LAW ENFORCEMENT DUTY OFFICER (LEDO) TEAM

*Department of Homeland Security, United States Coast Guard, Eleventh District*

The Law Enforcement Duty Officer Team demonstrated exceptional performance combating the flow of illicit narcotics off the California coastline. Highly deserving of the award, the Law Enforcement Team pioneered innovative, inter-agency methods to detect and interdict drug-smuggling vessels and over 230,000 lbs of marijuana over the past 24 months, more than double the amount recovered during the previous period. These officers breached interagency gaps by coordinating assets from Coast Guard, Customs and Border Protection, California Air National Guard, and numerous local law enforcement agencies to prevent over \$208M of marijuana from reaching the streets of California.



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### GAIL BENTON SHOEMAKER

*Corporation for National and Community Service, California State Office*

Many low-income children in Oakland have little-to-no access to books. Inspired by the President's "United We Serve" service initiative and its "Let's Read" campaign, Gail Benton Shoemaker worked outside her regular duties to create a Children's Book Drive to collect gently used books for local children. She involved federal, state, and city employees, as well as local businesses, to gather gently used books. She then organized a 9/11 Day of Service to sort the books for distribution. Thousands of books have been collected that will be given to children in housing projects, homeless shelters, doctor's offices, and schools.

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### TEAM REACCESS

*General Services Administration, Federal Acquisition Services, Utilization and Donation Branch*

In fall 2013, roughly 500 GSA Regional Office employees were relocated to offices with significantly less storage space per person. As employees pared down the items at their desks, many new or gently-used office supplies began to pile up for removal. Drew, Zachary, and Jessica not only saved these items from a landfill, but also they were able to work with the State of California to transfer \$25,000 worth of supplies to cash-strapped school districts across the State. The effort took countless hours of sorting, organizing and packing on the part of the team.

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### VETERANS OUTREACH PROGRAM AT CITY COLLEGE

*Department of Veterans Affairs, San Francisco Veterans Affairs Medical Center*

The San Francisco VA Medical Center established a Veterans Outreach Program (VOP) at City College of San Francisco, which provides high quality, patient-centered mental health and social work services on campus. As the VA's first successful college campus partnership, the VOP has provided services to 1,159 student veterans and enrolled 417 of those in VA health care. In 2013, the VOP expanded to several other Bay Area campuses, providing on-site enrollment opportunities and presentations on health-related topics, further increasing access to care. This unique program supports VA's mission to provide personalized, proactive patient-centered care to veterans.

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### MATTHEW T. BELL JR.

*Department of Homeland Security, United States Coast Guard, Pacific Area*

Assigned as the Chief of Staff for the UNITED STATES Coast Guard Pacific Area, CAPT Bell is the operational advisor to the 3-star Admiral, managing a staff of 175 personnel, a \$54M operating budget, and the development/execution of strategic framework to prioritize mission requirements and allocation for a workforce of 13,000 within the 74 million square miles Pacific theater - Montana to Madagascar, and Arctic to Antarctica. In his off-time during 2+ years, Matthew and his wife, Nancy, have volunteered in support of the various Wounded Warriors programs and Military Musters, positively affecting over 3500 veterans and their families in the Northern California area.

## SERVICE TO THE COMMUNITY

## UNIFORMED MILITARY



## SERVICE TO THE COMMUNITY

### CLUB-HUD

*United States Department of Housing and Urban Development*

Members of Club-HUD aim to boost employee morale and transform organizational culture by creating opportunities to work across silos, connect work to the community, and create space to implement innovative ideas. Club-HUD started a brown bag lunch series where employees share experiences and expertise around their work, spurring conversation and innovation and it has evolved into an organization that demonstrates the concrete connection of HUD's work to the community and provides opportunities for community engagement beyond work.

### DEFENDERS LODGE PUBLIC PRIVATE PARTNERSHIP TEAM

*United States Department of Veterans Affairs, VA Palo Alto Health Care System*

The Defenders Lodge is a gift to the Dept. of Veterans Affairs made possible from the Pentagon Federal Credit Union Foundation. This facility will provide over 20,000 free nights of stay annually for veteran patients traveling to the Palo Alto VA hospital for specialized medical treatment. This public-private partnership was led by Jason Nietupski and Paul di Bari within VA Palo Alto Health Care System's Office of Facility Planning and Development. Their efforts were instrumental in coordinating all planning, design, construction, and building activation activities. Without their dedication and hard work, the Defenders Lodge project would not have been possible.

### ROGER HATLEY

*Department of Homeland Security, U.S. Coast Guard, Training Center Petaluma, Facilities Engineering Division Maintenance Branch*

Roger is a consummate team player, consistently volunteering to help colleagues in need of assistance in executing work, which has improved work order completion rates and increased customer satisfaction throughout the base. Roger demonstrated an outstanding commitment to safety by taking it upon himself to restripe all roads, repaint all parking areas, repaint fire lanes, and all fire hydrants. He coordinated with Fire, Police, and Engineering to ensure the appropriate areas were identified and properly marked. He volunteered to work after hours and throughout the night to minimize impact on the community during normal business hours.

### JOSUE MENDEZ

*Department of Homeland Security, United States Coast Guard*

For five years, Josue has volunteered as Team Leader for the Coast Guard's Baker to Vegas team of over 50 volunteers. He provided weekly community outreach services for the Neighborhood Church program in the Homebuilders Family, reaching over 400 people/ week in the SF Bay Area. He mentored men and their families with the Dawn Patrol. He also is volunteer Asst. Commander for the Alameda Royal Rangers, providing life-changing experiences for more than 20 children. As a UNITED STATES Naval Sea Cadet, he uses his superior leadership and mentorship skills for ceremonial Pass and Reviews, and rescue/safety swimming for 150 cadets. He works with over 80 challenged young adult cadets of the Oakland Military Institute.



### SFO K-9 INSPECTIONS TEAM

*Department of Homeland Security, Transportation Security Administration, Security Operations*

On Friday, November 2, 2012, SFO K-9 Inspections Team at San Francisco International Airport encountered a security and customer service emergency when the power went out in almost the entire international airline checked baggage system. It took over seven hours to restore the system to normal operations. TSA K-9 teams responded after hours and were utilized as an alternative baggage screening measure. Our K-9 teams searched and ensured 100% of checked baggage was screened prior to loading on all departing flights. SFO experienced a complete standstill, which was invisible to thousands of passengers whose checked bags arrived safely because of the TSA K-9 teams' contribution.

### RANDY BRANTLEY

*United States Coast Guard, Training Center Petaluma, Facilities, Engineering Division, Maintenance Branch*

Randy is nominated for his willingness to exceed customer requirements. He worked after hours to provide significant electrical improvements in the main dining facility with minimal impact to training of new Coast Guard cooks. He installed new circuit breakers and power for pull-down power cords, a new grill, and an additional coffee maker, improving the dining experience for thousands of customers a year. Randy ensured a smooth replacement of the base's main power transformer by completing tests ahead of work, resulting in faster completion and a shorter power outage for 450+ housing residents and other on-base personnel.

### BROWN SPOT ELIMINATION TEAM

*Department of the Treasury, United States Mint at San Francisco*

For more than 6 years, the San Francisco Mint has encountered quality issues due to brown spots on golden dollar and penny proof coins with no clue as to the cause. The team set out to find the root cause and eliminate brown spots. Their work led directly to the almost complete elimination of brown spots on coin sets starting in fiscal year 2014, thus eliminating the need to send replacement coin sets to frustrated customers. This will amount to a cost savings of an average \$50,000 a year.

### COMMUNITY BASED OUTPATIENT CLINIC PATIENT RELATIONS REP TEAM

*Department of Veterans Affairs, San Francisco Veterans Affairs Medical Center*

CBOC Patient Relations Representative Team improved customer service and built a more veteran-centered Patient Advocacy program. SFVAMC established a Patient Relations Representative (PRR) Program for six VA community clinics. PRRs are employees who volunteer as the lead service-recovery representatives for their own clinic, putting in additional time to ensure outstanding service and care coordination for patients needing extra support. Working closely with Patient Advocates, PRRs directly assist complex patients, responding to questions and concerns related to their VA Clinic. PRR service is a demanding collateral duty, and PRRs' efforts have a significant positive impact on the patient experience.

## CIVIL OR CRIMINAL LAW ENFORCEMENT

## CUSTOMER SERVICE



## CUSTOMER SERVICE

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### FEMA REGION IX INTERNAL-TRIBAL WORKING GROUP

*Department of Homeland Security, Federal Emergency Management Agency, Region IX*

FEMA Region IX Internal-Tribal Working Group Team is a leader regionally and nationally in strengthening relationships with our sovereign Tribal Governments. Their collaborative approach to building the capabilities of our Native American partners are a hallmark of the Nation's leadership and a priority for the Regional Administrator. The ITWG embraced their Tribal partners, building trust and mutual respect while collectively enhancing our mutual strength in preparing for, responding to, recovering from, and mitigating all hazards, whether they are natural disasters, technological failures, or man-caused events.

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### GSA'S PERSONAL PROPERTY MANAGEMENT SALES BRANCH TEAM

*Federal Acquisition Service, General Services Administration, Personal Property Management*

GSA's Personal Property Management Sales Branch Team achieved record-breaking sales results and exceeded performance measures for two consecutive years, a direct result of the ten-member team's dedication and hard work by offering outstanding customer service to several hundred federal bureaus and thousands of buying customers each year. The Sales Branch supports Federal agencies that no longer have a need for their personal properties, which are put back to re-use through competitive sales to the buying public, thus minimizing waste in landfills by prolonging a product's life cycle and ultimately saving taxpayers millions of dollars annually.

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### AVIS LINNINS

*Department of Homeland Security, U.S. Coast Guard, Training Center Petaluma, Morale, Well-Being & Recreation Program (MWR)*

Avis is nominated for her exemplary customer service skills in the lodging and hospitality sections at Training Center Petaluma. Avis' innovative and inspirational leadership transformed an operation which lost money into the most profitable segment on base, earning \$1.5M in annual revenues. In addition to her business savvy, Avis truly distinguishes herself with an infectious, positive attitude. She consistently puts the needs of the customer first and instills this into her entire staff, ensuring that each interaction, whether it be a wedding, class party, or simply a midweek lunch, results in a lasting, positive memory for each guest.

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### SAN FRANCISCO PATIENT RELATIONS REPRESENTATIVE TEAM

*Department of Veterans Affairs, San Francisco Veterans Affairs Medical Center*

San Francisco Patient Relations Representative Team improved customer service and builds a more veteran-centered Patient Advocacy program, SFVAMC established a Patient Relations Representative (PRR) Program for our six VA community clinics. PRRs are employees who volunteer as the lead service-recovery representatives for their own clinic, putting in additional time to ensure outstanding service and care coordination for patients needing extra support. Working closely with the Patient Advocates, PRRs directly assist complex patients, responding to questions and concerns related to their VA Clinic. PRR service is a demanding collateral duty, and PRRs' efforts have a significant positive impact on patient experience.



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### PRESS SERVO FEEDING SYSTEM

*Department of the Treasury, United States Mint at San Francisco*

The Press Servo Feeding System project required a cross-functional team to implement cutting edge technology into an existing press to improve the coining manufacturing process. The Team consisted of Mint personnel with varied backgrounds such as coin striking, die setting, press mechanical operations, engineering, and leadership. As a result of the Team's efforts, an innovative new coining technology that increased production rates, reduced denomination change over time, reduced coin quality issues, and improved safety was implemented.

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### THE RADIOLOGICAL EMERGENCY PREPAREDNESS PROGRAM TEAM

*Department of Homeland Security, Federal Emergency Management Agency, Region IX, National Preparedness Division, Technological Hazards Branch, Radiological Emergency Preparedness Program*

The Radiological Emergency Preparedness Program (REP) Team has made tremendous achievements over the past two years. The Team built and enhanced their partnership with the offsite emergency response organizations in the vicinity of nuclear power plants and exercised increased awareness and knowledge of radiological responses at commercial nuclear power plants. This enabled many problems and issues of the past to be resolved to the satisfaction of everyone. The REP Program Team has embraced and implemented program changes with major exercises being more efficient with approximately 26% savings. The Team's confidence has been building and program pride is continuing to increase.

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### REGION 9 REGIONAL HAZE TEAM

*United States Environmental Protection Agency, Air Division and Office of Regional Counsel*

The Region 9 Regional Haze Team, in collaboration with National Park Service, Fish and Wildlife, the Forest Service, and the Bureau of Reclamation, permanently reduced air pollution by 128,500 tons per year to improve visibility at 32 national parks and wilderness areas across the West. To put the emission reductions achieved by this effort in context, a 72,000 ton per year reduction in pollution is equivalent to eliminating the emissions from all the cars and trucks in the State of Arizona.

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### ERSKINE BENJAMIN, III

*United States Environmental Protection Agency*

Erskine is a full-time Environmental Engineer at EPA. In his personal time, he volunteers, tutoring high school and junior college students in math, providing coursework-oriented tutoring and a deeper understanding of the curriculum for students who formerly struggled in the subject. He additionally volunteers annually as a judge at the local Science and Engineering Fair, providing review and feedback to young engineering hopefuls. Erskine's commitment to his own development and excellence is obvious to his colleagues and supervisors at the EPA, but his additional commitment to the development and excellence of others is an example and an inspiration.

## SCIENTIFIC OR TECHNICAL

## SERVICE TO THE COMMUNITY



## SCIENTIFIC OR TECHNICAL

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### PAUL "DEREK" CARRIER

*Department of Homeland Security, U.S. Coast Guard, Training Center Petaluma, Facilities Engineering Construction Services*

Derek is nominated for his diligent work ensuring a high standard of quality for military family housing at Coast Guard Training Center Petaluma. In the past two years, he has been responsible for supervising a \$6M investment in 127 individual housing units for maintenance and renovation. During change of occupancy maintenance, he single handedly scoped out all work items to be performed in each unit to upgrade flooring, bathrooms and kitchens, managed the contractual responsibilities, performed construction management and inspections to ensure on-time delivery with minimal impact to military members and their families transferring to Petaluma.

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### JOHN E. HARDING

*Department of Homeland Security, U.S. Coast Guard, Surface Forces Logistics Center*

As the Surface Forces Logistics Center Long Range Enforcer Product Line's Port Engineer functional manager, John led a comprehensive study to define roles and set performance standards to properly level resources across the Coast Guard's Port Engineers. He developed a comprehensive evaluation process to perform Material Condition Assessments of the Coast Guard's largest classes of vessels. This assessment serves as an effective tool not only for developing future maintenance plans, but also identifies systemic maintenance problems and summarizes the readiness and associated mission capabilities for operational commanders. He formalized and implemented a joint report for shore-executed preventive maintenance that brought full visibility to maintenance completion and available organic resources.

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### JUDY C. HUANG

*United States Environmental Protection Agency, Region 9, Superfund Division*

Judy is recognized for her extraordinary efforts and achievements in the cleanup and transfer/reuse of a number of significant EPA Superfund hazardous waste cleanup sites, as well as her role in assisting Island communities in addressing legacy military contamination. Her projects continue to achieve meaningful results in terms of protection of public health and the environment, cost savings, and stakeholder interaction. Judy's superb technical skill, professionalism, and incredible energy and ability to work effectively with her teams and communities, make her one of the most outstanding cleanup project managers throughout EPA, and a model for public servants everywhere.

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### OAKLAND TECHNOLOGY TEAM

*United States Department of the Treasury, Internal Revenue Service, SBSE, ACS*

Oakland Technology Team (OTT) is being nominated for their extraordinary job in promoting innovation in quality, efficiency, increased tax compliance, information security, and reduces the impact on the environment. They created from inception a new automated work stream through in house software, Centralized Inventory Delivery System (CIDS). CIDS saved the organization millions of dollars with the implantation and utilization, resulting from cost savings from staff hours (doing more with less), reduced toner use, printing, paper consumption, shredding expenses and assuring no compromise of taxpayer data. The tool is mandatory for all ACS call sites to use in the organization.



## CUSTOMER SERVICE

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### SAN FRANCISCO REGION IX

*Social Security Administration, Public Affairs Office Region IX*

Region IX Public Affairs Specialists (PAS) successfully engaged in a massive outreach campaign to inform the public about Social Security's online services. Since the January 7, 2013 launch, the "my Social Security Account" has over 10 million registered users nationally. PASs conducted over 6,700 outreach events in their communities to promote my Social Security. More than 31,000 staff hours have gone into the planning and execution of outreach events. As a direct result of their efforts, to date nearly 2 million Region IX residents have registered for a my Social Security Account. This effort to promote online services is the largest public education activity undertaken by SSA in over 30 years.

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### SOCIAL FOCUS COHORT TEAM

*Department of Veterans Affairs, San Francisco Veterans Affairs Medical Center, Geriatrics, Palliative & Extended Care*

Social Focus Cohort Team is an interdisciplinary team which manages our most behaviorally and psychologically challenging veterans at the Community Living Centers (CLC). Their service has expanded beyond the 10 core veterans, and they currently provide behavior consultations to any veterans in the CLC. They use cognitive behavioral management technique to modify behaviors, and they provide both group and individual therapy sessions. The team assists veterans to integrating back into community living and empowers them to do more for themselves. Their work has been recognized as best practices by the LTCl and GORP surveyors. They have presented their program at national meetings.

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### TRAINING TEAM

*United States Department of Labor, Employment and Training Administration*

The Training Team representatives from each of the office's units is building the capacity of the Regional Office staff, meeting expressed needs, developing skills and experience, and supporting growth and promotional opportunities. Staff-led Workshop Wednesdays and other methods of in-house learning now consistently help grow the expertise of staff. The team has helped to hold 18 Workshop Wednesday sessions with consistently high ratings in session evaluations. The team uses iterative processes to assure continued high value sessions are developed and delivered in response to strategic priorities of the office and agency.

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### BLAKE WU

*United States Department of Labor, Occupational Safety and Health Administration*

Blake went above and beyond his daily responsibilities to deliver outstanding customer service to stakeholders in Fiscal Year 2013, providing workers a voice in the workplace in a timely, effective, and efficient manner. His work demonstrated an ongoing commitment to excellent customer service to whistleblowers, Regional whistleblower investigators, and employees of the Hawaii Occupational Safety and Health (HIOSH) Division, an OSHA state plan program. Blake's work directly provided timely, effective, and efficient customer service to stakeholders.



## CUSTOMER SERVICE

### JANE YOON

*U.S. Dept. of Labor, Employment and Training Administration, Division of Financial Management and Administrative Services*

Jane consistently keeps the customer as the center focus in considering the factors faced by workforce grantees, and the results of that focus are notable in our ETA Regional Office in San Francisco. Her high standards, knowledge, and persistence have helped increase the quality of fiscal grants management and training to our grantees. Her indefatigable efforts to dig deep into complex financial issues demonstrates her dedication to increasing personal, grantee and agency capacity. Projects in which she has been a key contributor include national Financial Training Modules, data warehouse extracts and automation, and indirect cost analysis.

### ANGELA DELANCY

*United States Army Reserve, 63rd Regional Support Command*

As the agency Equal Opportunity representative, Master Sergeant Delancy championed a diverse and inclusive workplace through monthly diversity awareness activities. She collaborated with area community groups, agencies, actors, singers, songwriters, and guest speakers to create special Cultural and Ethnic Observance days. These observances were a true celebration of history, cultural diversity, music, and dance. Special observances included: Martin Luther King, Jr. Day, African-American History Month, Women's History Month, "Days of Remembrance" for Victims of the Holocaust, Asian-Pacific Islander Month, Women's Equality Day, National Hispanic Heritage Month, and American Indian Heritage Month.

### JERRY "LEH" HICKMAN-BAUER

*Department of Veterans Affairs, Veterans Health Administration*

Leh, in addition to being a Telehealth Nurse, is the San Francisco VA Medical Center's LGBT Special Emphasis Program Manager (SEPM), which is a collateral duty. As the LGBT SEPM, he has created four brochures ("Things every gay man should discuss with his medical provider"; "Things every Lesbian and bi-sexual female should discuss with her medical provider"; "Things every transgendered person should discuss with his/her medical provider"; "Gender-reassignment surgical procedures"). Additionally, Leh has created an Employee Resource Group (ERG).

### AARON ISAACSON

*Department of the Treasury, United States Mint at San Francisco*

Aaron has demonstrated sustained excellence and customer service in working with employees. He has demonstrated his commitment to EEO/Diversity goals and values by building relationships with other Federal and State agencies for community outreach. Aaron personally plans, organizes, and designs presentations for local minority community groups in which he discusses career opportunities in the Federal Government. Aaron's superior conflict resolution skills have ensured that, when possible, complaints are resolved at the lowest level. Aaron voluntarily took on the responsibility of establishing everything that was necessary to open the first sales site at the San Francisco Mint generating over \$30,000 in revenue in five days.



### MONTSERRAT AGLEHAM

*General Services Administration, Design and Construction Division*

Monsy successfully completed the 50 United Nations Plaza (UNP) renovation project at a cost of \$134M. She managed, resolved, mitigated, and negotiated numerous technical, funding, schedule, and political issues to deliver a beautifully restored, energy efficient, historic building. The 50 UNP is now a showcase facility and home of the General Services Administration (GSA) Region 9 Headquarters. The 50 UNP project won the 2014 GSA Public Buildings Service (PBS) Commissioner Award (#1 of 27 nominees), the EPA 2012 Energy Star challenge, the 2014 GSA Design Award, and is being reviewed for a Leadership in Energy and Environmental Design Platinum certification.

### JEFFREY AINSWORTH

*Department of Homeland Security, United States Coast Guard, Base Alameda*

Jeffrey is a self-starter who puts his Division's goal of providing outstanding IT support to Coast Guard operations into action every day using his vast technical expertise, quietly building relationships and constantly adapting to learn new systems. He excels in customer support and demonstrates mastery of all aspects of information technology. In addition to his routine duties, Jeffrey has taken on the assignment of overhauling the outdated configuration management quality assurance for Coast Guard IT systems throughout California. As a leading technician, he has managed more than 2,000 computer accounts in the last year, 200% more than the average technician has.

### CABLE SERVICE IMPROVEMENT TEAM

*Department of Homeland Security, United States Coast Guard, Training Center Petaluma*

This Team nomination includes military and civilian personnel at Coast Guard Training Center Petaluma. The Electronics Shop and MWR staff performed a two-tier upgrade to the base cable infrastructure. One hundred-twenty-seven individual family units were rewired with more than 17,000 linear feet of cable, allowing for DirectTV installation in every housing unit. The existing base cable system was then aligned and balanced. Old receivers were replaced with new receivers that allowed a service upgrade from 94 analog channels to 204 digital-on-demand channels, dramatically improving cable service for military family housing units, military trainees, and the base club.

### ANTHONY CARLSON

*Department of Homeland Security, United States Coast Guard, Training Center Petaluma*

As the sole computer specialist for the Facilities Engineering division, Anthony supports a diverse set of computer hardware and software to ensure engineering and maintenance personnel can efficiently complete tasking. This includes maintaining plan files for 240 buildings (totaling 810K sq ft) and miles of utilities, programming, and operating computer monitoring to ensure utility systems maintain parameters. Additionally, he is responsible for maintenance and manipulation of the building and equipment inventory, tracking nearly 1000 assets, enabling the Coast Guard to be the first armed service with a clean financial audit.

## SCIENTIFIC OR TECHNICAL



**LYNDA LUO**

*Federal Acquisition Service, General Services Administration, Acquisition Operations Division*

Lynda has exhibited exemplary skills. She has personally worked on the award of hundreds of contract transactions, including several multi-million dollar contracts. Her efforts provided much needed revenue for the Assisted Acquisition Services portfolio. Lynda has been the internal champion of the acquisition quality indicators, wherein the Pacific Rim was the only Region to receive a "green" rating in the measures. She singlehandedly analyzed the Region's compliance rate on contractors' reviews (which was below the national average) and worked tirelessly to exponentially increase the Region's compliance rate to now in excess of 93%, about 8 percentage points above the average.

**DOUG MIRAMONTEZ**

*United States Department of the Treasury, Internal Revenue Service, Small-Business and Self-Employed, General Program*

Doug has created and implemented an Area-Wide (and hopefully soon-to-be nationwide) work tool that utilizes internal information to efficiently and effectively conduct a pre-audit. The resource has reduced audit hours, improved the IRS's quality of service, and directly contributed to the organization's mission statement to help taxpayers understand and meet their tax responsibilities by applying the tax law with integrity and fairness to all.

**TIFFANI THOMAS**

*United States Department of Labor, Employment and Training Administration, Region 6*

Tiffani goes the extra mile in providing high quality and comprehensive technical assistance to her discretionary grants in an effort to assist them in improving service delivery and overall effectiveness. She demonstrates an extraordinary commitment and dedication in working with high-risk YouthBuild grant recipients. As the regional lead for YouthBuild grants, she demonstrates strong leadership qualities and is recognized regionally and nationally for her in-depth knowledge and expertise. Tiffani has conducted briefings and various training sessions at a regional and national level demonstrating her extensive knowledge of the YouthBuild program and has proposed innovative solutions for improving program design and performance.

**WIYOT TRIBE'S INDIAN ISLAND LAND REVITALIZATION TEAM**

*United States Environmental Protection Agency, Superfund Division*

This Team successfully restored the Tuluwat Village on Indian Island for the Wiyot Tribe. The village was historically used by the Wiyot for their annual World Renewal Ceremony. In 1860, a band of white settlers from Eureka massacred Wiyots at their Ceremony. Settlers established a shipyard at the site which operated until 1990, leaving behind a contaminated site with arsenic, copper, and pentachlorophenol (PCP). The Wiyot Tribe turned to EPA for cleanup assistance. EPA began cleanup activities in 2003 and completed them in 2013. For the first time in 150 years, the Tribe will hold its Ceremony in March 2014.



**RANDY BRAWLEY**

*Department of Homeland Security, National Preparedness Division, Federal Emergency Management Agency, Region IX*

Randy is a phenomenal leader, a catalyst who energized and synchronized his young cadre's efforts to achieve maximum returns in a resource-constrained environment. His critical thinking and finesse while nurturing sometimes fragile relationships into a collaborative one between federal, state, territorial, tribal, local and non-governmental agencies is recognized at the highest levels in the organization. In even the most challenging environments, he remains poised, focused, and determined, while instilling an entrepreneurial spirit in his team. Unflappable under stress, he's provided incident support to a tsunami in American Samoa, wildfires in southern California, or pandemic threats across our region.

**ZACHARY HOLLENBACH**

*Department of Homeland Security, Transportation Security Administration, Screening*

Zachary is committed to The TSA Mission. He sets an example for his team and colleagues, regionally and nationally. He understands that to accomplish The TSA Mission, we must have an innovative and flexible counterterrorism organization. Zachary was an integral part in the implementation of the TSA Pre-Check Program here at SFO. Pre-Check is part of The TSA Mission. The efficient layout of the program, under his assisted stewardship, allows TSA to focus on actual threats and expedite passenger screening. We recognize Zachary for his passion, integrity and dedication the TSA Mission.

**ROLF KNAACK**

*United States Department of Transportation, Federal Aviation Administration, SFO Air Traffic Control Tower*

Rolf sets the finest example of leadership that I have witnessed during my 25 years of government service. His leadership actions were directly responsible for the quick and successful air traffic response to the crash of Asiana 214, to which he was the sole management official on duty. His continuous mentorship, oversight and guidance to a mostly younger air traffic control workforce have set the highest standard in the Bay Area for leadership and managerial excellence.

**JENNIFER KROOK**

*General Services Administration, Customer Accounts and Research*

Jennifer is an accomplished manager who has demonstrated strong leadership skills, producing consistent exceptional results in the regional Customer Accounts and Research Division (CAR). Using her strong skills, she developed, coached, and motivated a Business Development Team (BD) that has become the leading team in the country, often consulted by Central Office and other regions for their expert advice. She empowers others to take creative risks, guiding them to produce innovative results. As a result of these efforts, she has been instrumental in the success of transitioning from a geographic towards a more strategic account-based Division.



**MEDICAL PRACTICE TEAM**

*Department of Veterans Affairs, San Francisco Veterans Affairs Medical Center*

The Medical Practice Clinic has created a culture of teamwork and improvement by developing and supporting a multidisciplinary patient-centered Quality Improvement Huddle Board, as a daily communication tool for creating positive change in clinic activities. Through this team of nursing, business, medical, social work, pharmacy, and trainees, hundreds of improvement ideas have been reviewed and implemented. Improvement ideas originating from huddle communications ranged from the seemingly insignificant (structure of line in waiting room) to large and complex (review and reorganization of patient flow). This work culture transformation improved the quality of service for veterans and increased staff satisfaction.

**SUSAN J. PEARLMAN**

*U.S. Department of Labor, Office of Workers Compensation Programs, Division of Federal Employees' Compensation*

Susan was selected as the sole DOL regional participant in the Strong Cities, Strong Communities (SC2) Presidential Initiative. She served as a DOL liaison for Fresno with other government and business counterparts, such as the Mayor's Office, the Fresno WIB, and the Mayor's Adult Education Taskforce for Learn2Earn. She worked with the team to help them further their goals, streamline their procedures, find more efficient ways, and think outside the box with my team and these counterparts, as well as being a DOL Ambassador at all times. Susan issued biweekly reports for the Department and monthly reports for the SC2 team and White House.

**RACHEL PENNINGTON**

*Department of Veterans Affairs, Veteran Benefits Administration*

During Rachel's leadership, the Oakland Regional Office reduced the inventory of veteran's claims by 46%. The average days pending for veterans was decreased from a high of 388 days to 148 days. The office went from almost 1,700 claims pending over two years to zero. She oversaw a transformation of claims processing as we went from a paper environment to electronic. She also oversaw large hiring efforts to make sure the VA had a strong workforce. Quality increased under her leadership from 82% to 98%, meeting Secretary Shinseki's goal. Veterans in Northern California are better served as a result of Rachel's dedication.

**RICHARD R. BEYER**

*Department of Homeland Security, United States Coast Guard, Legal Service Command*

Richard is an exceptional attorney. His memorandum applying OMB Circular A-11 "scoring" valuation to interagency real property transfers ensured long-term efficiencies in Coast Guard operations. His counsel and negotiation skills helped preserve a segment of a decommissioned station's 2600 acres in the Arctic for future CG use, while equitably disposing of the remainder to other stakeholders. He pioneered a path for disposal of excess CG housing as newly mandated by Congress. He protected critical CG response capabilities in northern California by negotiating to preserve utility service to the Coast Guard during redevelopment of former Naval Station Treasure Island.



**EPA EARLY OUT/BUY OUT TEAM**

*United States Environmental Protection Agency, Region 9*

The EPA Region 9 Early-Out/Buy-Out Team successfully helped Region 9 to reduce 8% of the regional workforce and achieve \$4M in payroll savings by administering an early-out/buy-out opportunity in FY13. The team's exceptional efforts and expert retirement preparation resulted in the separation of 80 staff in FY13. The plan was so successful it was adopted for use by the EPA's agency-wide early-out/buy-out in FY14, serving as the template for 19 agency plans. Over 630 agency employees applied for the opportunity, enabling the agency to achieve an overall 10% personnel reduction and over \$20M in net payroll savings.

**JOHN W. GONZALEZ**

*United States Department of the Treasury, Internal Revenue Service, Appeals*

John worked within Appeals and partnered with the operating divisions to establish a pilot for a paperless process. His innovative approach resulted in greater efficiency for both Appeals' operating divisions and taxpayers. He held numerous conference calls with Processing Team Managers for APS, the Technical Advisor for Campus operations, AQMS reviewers, labor relations specialists, SBSE CAP Coordinators, and SBSE and W&I Policy Analysts explaining the proposed paperless process, using the process map. He asked for and received feedback on the proposed process. He proactively partnered internally and externally to explain the process, and issued interim guidance for clearance in a timely manner for the pilot.

**KARINA LEVITAS**

*Federal Acquisition Service, General Services Administration, Acquisition Operations Division*

Since August 2012, Karina has made a significant impact in the award of ten contracts for telephony/telecommunications services on behalf of the Network Services Division. These contracts are structured to achieve savings through a method of requirements contracting of various "buckets" menus of services. This streamlines the procurement process, fulfills competition requirements, and will result in savings for client agencies and taxpayers. Karina is working on a requirement which entails the Continuous Processing Improvement for one of the FY 2014 strategic program initiatives identified by the GSA Administrator. She has arranged and awarded two in-house/hybrid delivery training courses.

**ROBERT LONG**

*Federal Deposit Insurance Corporation*

Robert was selected as the San Francisco Region's Chief Risk Officer in May 2013. He previously worked in the FDIC's Complex Institution Division, and was responsible for the supervision of Wells Fargo & Company, a \$1.4 trillion institution. He has been instrumental in implementing processes to identify emerging risks that could impact the banking system. He monitors potential risks to the banking industry focusing on the 11 states in the Western United States. He modified the Regional Risk Committee format to incorporate relevant strategies to address significant risks. The strategies and results from the Regional Risk Committee are shared with FDIC headquarters staff in Washington DC.

