

Seattle Federal Executive Board's

Celebration of Public Service



2020 Awards

A Message from the Chair



GABRIEL R. RUSSELL

Regional Director, Federal Protective Service
Chair, Seattle Federal Executive Board

Welcome to our Seattle Federal Executive Board Celebration of Public Service! Congress designated the first full week of May as *Public Service Recognition Week* in 1985. We at the SFEB look forward each year to this opportunity to acknowledge and appreciate public servants who work tirelessly for the good of our citizens. We are thankful today, and every day, for the dedicated individuals who perform vital functions to meet the important missions of departments and agencies across the United States Government.

Today we recognize federal employees who have achieved exceptional accomplishments in the last year on behalf of the American people, and who continue to focus on providing quality services through adversity. I'm sure you, like me, realize how blessed we are to have dedicated and hardworking public servants who contribute daily to protect our citizens and make life in our communities better. There are many inspiring stories of how people came to public service that are important and enrich our work together. I hope you share your stories during *Public Service Recognition Week* and talk with your colleagues about their paths to public service as a career. I know you will hear the compassion and commitment of our federal workforce.

Although *Public Service Recognition Week* comes just once a year, please join me and the Seattle Federal Executive Board in our commitment to recognize and support each other every day, and to celebrate the high calling of public service. Thank you for joining us today. Congratulations to all of those we recognize today, and thank you to all who serve on behalf of the American people. I am proud to serve with you.

2020 HONOREES

U.S. Army Corps of Engineers

Sid Jones Steve Miller

U.S. Army Corps of Engineers

Sid Jones and Steve Miller are recognized for their outstanding work in the midst of the COVID-19 crisis. The two of them were key staff in the process of assessing and coordinating efforts to rapidly convert the downtown Event Center for use as a hospital. The operation required sacrifice of personal comforts and safety, in order to provide assessments at the request of FEMA and WA State for the center to be converted into a world class health facility.

Federal Air Marshal Service

Adrian Corzine

Federal Air Marshal Service

Federal Air Marshal Adrian Corzine is recognized for his dedication to service through his voluntary deployment to the Laredo Sector for 88 days. His work was critical in providing humanitarian relief. He provided transportation assistance to hospitals and facilities, distributing basic necessities, and staffing at detention centers. His willingness to volunteer to assist DHS law enforcement partners during the security crisis at the Southwest border align with the highest values of the Federal Air Marshal Service and the Transportation Security Administration.

Antonio Johnson

Federal Air Marshal Service

Federal Air Marshal Antonio Johnson is recognized for his dedication to service through his voluntary deployment to the San Diego Sector for 65 days. His work was critical in providing humanitarian relief. He provided transportation assistance to hospitals and facilities, distributing basic necessities, and staffing at detention centers. His willingness to volunteer to assist DHS law enforcement partners during the security crisis at the Southwest border align with the highest values of the Federal Air Marshal Service and the Transportation Security Administration.

Brent Nowobilski

Federal Air Marshal Service

Federal Air Marshal Brent Nowobilski is recognized for his dedication to service through his voluntary deployment to the El Paso Sector for 45 days. His work was critical in providing humanitarian relief. He provided transportation assistance to hospitals and facilities, distributing basic necessities, and staffing at detention centers. His willingness to volunteer to assist DHS law enforcement partners during the security crisis at the Southwest border align with the highest values of the Federal Air Marshal Service and the Transportation Security Administration.

Brian Donaldson

Federal Air Marshal Service

Federal Air Marshal Brian Donaldson is recognized for his dedication to service through his voluntary deployment to the McAllen Sector for 32 days. His work was critical in providing humanitarian relief. He provided transportation assistance to hospitals and facilities, distributing basic necessities, and staffing at detention centers. His willingness to volunteer to assist DHS law enforcement partners during the security crisis at the Southwest border align with the highest values of the Federal Air Marshal Service and the Transportation Security Administration.

Leroy Dancy

Federal Air Marshal Service

Federal Air Marshal Leroy Dancy is recognized for his dedication to service through his voluntary deployment to the McAllen Sector for 32 days. His work was critical in providing humanitarian relief. He provided transportation assistance to hospitals and facilities, distributing basic necessities, and staffing at detention centers. His willingness to volunteer to assist DHS law enforcement partners during the security crisis at the Southwest border align with the highest values of the Federal Air Marshal Service and the Transportation Security Administration.

Nathen Smith

Federal Air Marshal Service

Federal Air Marshal Nathen Smith is recognized for his dedication to service through his voluntary deployment to the San Diego Sector for 46 days. His work was critical in providing humanitarian relief. He provided transportation assistance to hospitals and facilities, distributing basic necessities, and staffing at detention centers. His willingness to volunteer to assist DHS law enforcement partners during the security crisis at the Southwest border align with the highest values of the Federal Air Marshal Service and the Transportation Security Administration.

Ronald Andersen

Federal Air Marshal Service

Federal Air Marshal Ronald Andersen is recognized for his dedication to service through his voluntary deployment to the Laredo Sector for 44 days. His work was critical in providing humanitarian relief. He provided transportation assistance to hospitals and facilities, distributing basic necessities, and staffing at detention centers. His willingness to volunteer to assist DHS law enforcement partners during the security crisis at the Southwest border align with the highest values of the Federal Air Marshal Service and the Transportation Security Administration.

William Mossman

Federal Air Marshal Service

Federal Air Marshal William Mossman is recognized for his dedication to service through his voluntary deployment to the Laredo Sector for 44 days. His work was critical in providing humanitarian relief. He provided transportation assistance to hospitals and facilities, distributing basic necessities, and staffing at detention centers. His willingness to volunteer to assist DHS law enforcement partners during the security crisis at the Southwest border align with the highest values of the Federal Air Marshal Service and the Transportation Security Administration.

Tyron Guillory

Federal Air Marshal Service

AFSD-LE Tyron Guillory responded to the call for innovative and creative ways to protect the workforce during the current national crisis. He saw the exposure to illness his colleagues deal with on a daily basis. Within hours of a call from the Juneau office AFSD-LE Guillory designed and built a protective barrier that separated Travel Document Checker officers and travelers from direct contact. His colleagues and supervisors know that he did not do this for

recognition or reward. He did this because he genuinely cares about the team and protecting his colleagues.

Seattle Office VIPR Team

Federal Air Marshal Service

John Morones

Chanlin Yetter

Darron Veazey

Donald Goss

Todd Barclay

Robert Falkey

The six members of the Seattle Visible Intermodal Prevention and Response (VIPR) Team are recognized for their dedication and contributions in response to an outbreak of COVID-19 near Travis Air Base. Late in the afternoon of Friday, March 6 word went out for six volunteers for a short notice deployment. The VIPR team immediately answered the call. They assembled and were ready to go by Monday morning. They worked extended graveyard shifts with no days off and little down time. The sacrifice of these individuals, and their families, in this great time of need demonstrates their superior commitment to the mission, values, and ideals of our service.

Federal Bureau of Investigation

Christina Hicks

Federal Bureau of Investigation

FBI Staff Operations Specialist Christina Hicks was directly responsible for conducting critical research for hundreds of public complaints received by the FBI that had a nexus to Pierce, Mason, Kitsap, Jefferson and Clallam Counties. She created comprehensive criminal intelligence summaries which were subsequently shared with local law enforcement that resulted in the effective mitigation of numerous threats to life. Her sustained superior performance reflected great credit upon herself, in keeping with the highest ideals of the FBI.

Dione Mazzolini Jennifer Sereda Thi Pham

Federal Bureau of Investigation

Facing the current, unprecedented crisis, it is critical that the Seattle FBI continue its national security and law enforcement mission at full readiness, and be ready to face emerging threats. The team of WMD Coordinator Dione Mazzolini, Nurse Jennifer Sereda, and Occupational Safety Manager Thi Pham took significant proactive steps by coordinating with partner agencies to formalize an employee testing procedure, creating a plan from scratch for handling symptomatic FBI arrestees, and connecting with key public health resources. This team

distributes PPE strategically, ensures operations include health contingencies, and goes above and beyond to keep the FBI 100% mission ready.

U.S. Customs and Border Protection

Admissibility Enforcement Unit

U.S. Customs and Border Protection

William Plotkowski	Donald Kalbach	John Hullett	Katherine Hendry
Mathew Morgan	Mary Alberich	Millard Davis	Jacob Derenthal
Anthony Dibella	Jonathon Houchens	Kate Kang	Thomas McAuley
Gabriella Nicolescu	Kazuki Snowstrum	Tony Salinero	Peter Ugone

The Admissibility Enforcement Unit (AEU) Team is a newly formed group of officers trained to assess admissibility referrals and adverse actions. The Area Port of Seattle had a 500% increase from 2019 in expedited removal cases. The AEU processed adverse actions of persons from China and India involving F-1 (Student) and H-1B visa fraud, as well as false verifications of employment for Chinese nationals to stay in the U.S. on student and work visas. The AEU Team's enforcement posture is proving critical in ensuring only legitimate travelers are admitted into the United States.

Kevin D. Holmes

U.S. Customs and Border Protection

On May 26, 2019, U.S. Customs and Border Protection Officer (CBPO) Kevin D. Holmes was alerted to someone drowning at the Roche Harbor Port of Entry. The victim was an emotionally disturbed young person in the midst of what appeared to be a suicide attempt. For twenty minutes in the cold frigid water he managed he wrestle the youth to safety. By remaining calm and supportive, Officer Holmes earned the victim's trust and safely returned them to solid ground to receive treatment by emergency management services.

Thomas Flynn

U.S. Customs and Border Protection

On August 24, 2019, at the Friday Harbor Port of Entry, a boater fell into the water while attempting to re-board a vessel at the dock. Customs and Border Protection Officer (CBPO) Thomas Flynn responded immediately, shedding his duty gear and weapon, and jumping in the cold 50 degree water. The victim was a 62 year old disabled woman. She was struggling as her foot was pinned, trapping her in a position under water that could have been fatal. Officer Flynn's quick reaction prevented her from drowning and saved her life.

Andrew Cooper

U.S. Customs and Border Protection

U. S. Customs and Border Protection Officer (CBPO) Andrew Cooper from the Lynden Port of Entry is recognized for his contributions to the community. During the recent flooding in Whatcom County, Officer Cooper volunteered in various community efforts. He helped tear down damaged walls and flooring for a family’s home in Nooksack, Washington. As a community ambassador for Operation Enduring Warrior Task Force Sentinel, CBPO Cooper reaches out to law enforcement officers suffering from personal difficulties and hardships.

Bureau of Alcohol, Tobacco and Firearms

Scena Webb

Bureau of Alcohol, Tobacco, Firearms & Explosives

Dr. Scena Webb is recognized for her exemplary work that increased cooperation among Federal Firearms Licensees (FFLs) and state and local agencies. Her work created effective implementation strategies that ensure compliance with federal firearms and explosives laws and to resolve differences between federal and state policies. She effectively fostered an inter-government environment that allowed FFLs to work through the challenges of meeting both the state requirements and federal laws.

United States Coast Guard

Active Shooter Exercise Planning Team

Coast Guard Sector Puget Sound & Thirteenth District

Paul “Bo” Stocklin
MECS Corey Anderson
BMC Brett Kime
ENS Shelby Frasca

LT Joseph Lacanlale
LCDR D. Blair Sweigart, PhD
LT Russ Tippets

Scott Morse
LTJG Hamp Beddoes
CDR Amanda Fisher

This team planned and executed a three-day highly complex exercise that dramatically improved regional Active Threat response capability. It tested and validated new, regional plans, and provided innovative realistic training. The at-the-dock day had 160+ LE and Fire/EMS participants doing both threat neutralization, and Rescue Task Force (RTF-LE protecting Fire/EMS in the warm zone) on a ferry. This is the first time a Rescue Task Force

was exercised in the maritime environment. The underway day had 60+ LE participants in 12 boats conducting boardings from a moving ferry. It also included 2 helicopters doing fast-rope insertions.



COVID-19 Initial Incident Management Team

United States Coast Guard

CDR Xochitl Castaneda	LCDR Brett Ettinger	MST3 David Frey	MST2 Adam Plourde	MK3 Findlater
CDR Torrey Bertheau	CWO Nathan Fornicola	MST3 Justin Gonzalez	MST3 Lukasz Zeilinski	LCDR Eric Watson
CDR Nathan Menefee	LT Alexis Davis	MST3 Mike Waldron	LTJG Carlie Gilligan	CDR Greg Madalena
LT Joseph Lacanlale	LT James Carter	MST1 Dustin McCoy	ENS Rob Custer	CWO Dan Faivre
LT Alex Kwolek	CDR Nathan Menefee	MST1 Zac Spence	ENS Mache Mason	LTJG Hamp Beddoes
LCDR Alan Rosenberg	MST3 Bryan Dames	MST2 Leighton Wacaser	LCDR Lee Bacon	LTJG Hanna Jansson
LCDR Jeff Padilla	MST3 Makinly Cramer	CWO AJ Schwab	SK3 Matt Hilkert	ENS Shera Kim
BMC Brett Kime	MKC Chris Newling	LCDR D. Blair Sweigart	Tim Lupher	Paul Stocklin

During the largest pandemic of our time, this team leapt into action to respond to the emerging threat of COVID-19. Working closely to support CDC, they developed screening to implement national guidelines for vessels coming from high-risk countries. As the disease progressed, the team used novel ways to staff vital functions, protect their workforce, and report status. They closely coordinated with D13 Headquarters to maintain messaging alignment and ensure consistent information flow to maritime partners and stakeholders. The team’s efforts protected the nation from threats entering from maritime means, kept vital commerce flowing, and maintained essential functions for the public.

Financial Management Team

United States Coast Guard

CWO Dan Faivre	Deborah Cefaratti	CWO Michael Finley	CWO Michelle Polaski
CWO Jesse Maanao	LT Mark Leahey	Keith Fowler	SKCM Todd Minnick

SKC Al McNeal	SKC John Mangune	CWO Jacques Faur	SK1 Wayne Musselwhite
SKC Omar Arrendondo	SKC John Jackson	LCDR Josh Zike	SK1 Sharon Fuentes
SK1 James Nieman	SK1 Joel Lyon	SK1 Tyrone Cray	

USCG Financial Management Team emerged from a five year pilot program that transformed the entire Coast Guard’s Financial Management System. The team worked through significant challenges in centralizing order and delivery of supplies, accounting, and property accountability to field units throughout Washington and Oregon without adding or moving personnel. The practices of this grass root initiative have been exported Coast Guard wide and shown as the benchmark of quality for supply and financial systems.

Elizabeth Petras

United States Coast Guard

Elizabeth Petras is an exceptional advocate for the environmental protection of the Pacific Northwest environment. Through her efforts on two area environmental contingency plans and her work with the Endangered Species Act she has provided the Pacific Northwest response community with multiple mitigation strategies to respond in the direst of environmental pollution situations. Possessing highly specialized qualifications in the nuanced environments of orca and salmonid milieus, she uses her extensive knowledge to decipher legal requirements at the Federal, State and Tribal level as well as protecting twenty one distinct protected species of birds and marine life in Oregon and Washington.

Sector Puget Sound Multi-Agency Strike Force Team

United States Coast Guard

Lt Alexander Kwolek	MSTCM Trevor Hughes	MST2 Alexander Cramer	MST3 Bryan Dames
Lt Joseph Delauter	MST1 James Robinson	MST2 Kara DiNicola	MST3 Duncan Lemarbre
Ltjg Hamp Beddoes	MST1 Dustin McCoy	MST2 Matthew Seel	

From May through November 2019, the Sector Puget Sound Multi-Agency Strike Force team leveraged relationships with 18 key federal, state, and local agencies to accomplish multiple surge law enforcement operations in the ports of Seattle and Tacoma. The operations resulted in the inspection of 480 containers in which 18 containers were identified that posed a threat to the safety and security of the port. Illustrating the effectiveness of strong coordination among port and agency partners, this team brought unity of effort across multiple authorities and jurisdictions to ensure the safety & security of our Maritime Transportation System.

Sector Puget Sound Incident Management Division

United States Coast Guard

LCDR Brett Ettinger	MSTC Kevin Ouyoumjian	MST2 Christopher DeAustin
LT Josh McElhaney	MST1 Chrystin McLelland	MST2 Matthew Seel

27 Mar to 03 Apr 2020: Sector Puget Sound Incident Management Division coordinated a unified interagency oil spill and hazmat response at the Jim Clark Marina which suffered a catastrophic marina fire resulting in significant damage from the oil and charred hazmat debris. As the Federal On-Scene Coordinator’s Representative, the team unified the Washington Department of Ecology, Seattle Fire/Harbor Patrol/City Light, BNSF railroad, commercial salvage, and nine responsible parties to remove 500 gallons of oil, 2,000 gallons of oily-water, and 7.5 tons oil-contaminated debris from eight sunken vessels and boat houses totaling \$250,000 from the Oil Spill Liability Trust Fund.



Seattle Federal Executive Board

Xochitl Castaneda, CDR, U.S. Coast Guard

Seattle Federal Executive Board

CDR Xochitl Castaneda is recognized for her leadership of the Diversity and Inclusion Committee of the Seattle Federal Executive Board. As Co-Chair of the committee from 2016 through 2019 she was a driving force behind the expansion of this inter-agency program to educate and celebrate a diverse and inclusive work environment. Her personal warmth and professional leadership inspired the committee’s members from forty agencies to create new training events and to build a strong interagency strategy.

Equal Employment Opportunity Commission

Bryne Moore May Che

Equal Employment Opportunity Commission

Bryne Moore and May Che developed a sex discrimination charge involving women in non-traditional jobs in Alaska. They worked in tandem to pore over comparative employee performance histories. They reviewed complicated pay data. They consulted on management interviews. After attempting informal settlement of its administrative efforts, a lawsuit followed this strong foundational work. To resolve the agency's suit, the female worker who charged discrimination received a payment of \$690,000. EEOC's court-enforceable settlement also effected policy and practice changes to help ensure a discrimination-free workplace going forward.

Toni Haley Teri Healy

Equal Employment Opportunity Commission

Toni Haley and Teri Healy tackled an unusual scenario: alleged sexual harassment by a business owner previously sued by the EEOC for similar conduct. Methodical, concerted field work uncovered claims from several female employees who suffered abusive conduct. When EEOC could not secure an acceptable pre-suit resolution, the Commission sued, just as it had many years before. The agency recovered \$570,000 for the claimants plus strong injunctive relief to prevent recurrence of harm.

Bryne Moore Carmen Flores

Equal Employment Opportunity Commission

Bryne Moore and Carmen Flores teamed up on a sexual harassment charge, and the front-end investigation also yielded later, robust litigation results. Working together, they strategized on allegations that a female employee faced conduct of a sexual nature from her female supervisor. When the employee reported the unwelcome behavior to upper management, the employer failed to investigate properly and quickly sided with the supervisor, which emboldened the woman to continue harassing her subordinate. Again after attempting to resolve the matter informally, EEOC sued the employer. Settlement terms included a payment of \$450,000 to the female employee and training of managers and employees to prevent such misconduct in the future.

Environmental Protection Agency

Vicky Salazar Sarah Frederick Michelle Davis

Environmental Protection Agency

Tribes are at the forefront of efforts to adapt to the risks posed by climate change. Michelle Davis, Vicky Salazar and Sarah Frederick are recognized for their outstanding work through EPA's co-lead role on Tribal Subgroup of the Cross-EPA Work Group on Climate Adaptation. They hosted a national webinar that emphasized opportunities for tribal grantees to incorporate climate adaptation into their 2020 grant work plans and have evaluated climate priorities for all of the region's tribes. Their leadership is driving the national team to develop new resources and has increased the visibility of tribal needs.

Facilities Service Request System Team

Environmental Protection Agency

Andrew Hendrickson
David Baker
Peter Sullivan

David Gustafson
Deborah Johnson

James Tyree
Devon Scarey

The Facilities Service Request System (FSRS) team developed and deployed an automated service request system. The FSRS increased transparency, efficiency, and response times to our customers across our 12 locations, for 230 services. The FSRS allowed facilities to better utilize their limited resources and focus on fulfilling service requests. Within 6 months, 2,500 service requests were completed. Customers can now track the status of their request, provide additional information and receive status updates. The FSRS team also identified additional business process improvements and is expanding the number of services offered.

Core Resource Conservation and Recovery Act Team

Environmental Protection Agency

Barbara McCullough Margaret Olson Vicky Renshaw

Ian Ainoa Mary Winsor

This team, also known as the Hazardous Waste Program Team, despite being at half strength, improved customer service, electronic access, and strengthened state-EPA relationships. The hazardous waste program that they manage includes oversight of three state programs, as well as direct implementation of safe hazardous waste management on tribal lands. They provide excellent coordination, make personal connections with state counterparts and solve difficult issues collaboratively. By teaching their customers to submit data electronically, providing improved financial tracking and information sharing, and routinely holding remote meetings, this team did an outstanding job of maintaining top service even under the COVID-19 restrictions.

Lucy Edmondson

Environmental Protection Agency

Lucy Edmondson is recognized for extraordinary contributions to the protection of drinking water for Yakima Valley citizens. Appointed to a Ground Water Advisory Committee, addressing high levels of nitrates in drinking water, Lucy listened to all voices in multiple discussions, seeking to find areas where people could agree. She helped create a breakthrough, accelerating trust among participants including farmers and activists. The final plan contained consensus recommendations to the 2020 Washington legislature. They responded, providing over \$200,000 for implementation. A triumph for Lucy, she would credit her belief that if you meet people “where they are,” you will achieve lasting collaboration.

Tribal Air Team

Environmental Protection Agency

Sandra Brozusky
Sarah Frederick

Kayla Krauss
India Young

Erin McTigue
Lucita Valiere

Mike McGown

The EPA Region 10 Tribal Air Team is recognized for their work supporting Tribes in improving air quality through partnerships and innovation. The team works collaboratively with Tribes and local agencies in at-risk communities. The team administers a loan program for low-cost sensors to supplement monitoring in order to communicate air quality and health messages during wildfire and wood smoke events. Using EPA’s Lean Management System they respond to Tribal Environmental Plans to improve the tribal air grants process.



Beth Sheldrake Josie Clark

Virtual Incident Command System
Environmental Protection Agency

As work and issues related to the spread of COVID19 emerged, EPA Region 10 leadership quickly engaged the Region’s Emergency Operations Center and adopted the Incident Command Structure (ICS) which usually only applies to Superfund emergency response work. Beth Sheldrake and Josie Clark rose to the challenge and quickly established an innovative ICS structure with 30+ staff and managers assigned specific roles and responsibilities. Beth and Josie moved the ICS into a fully virtual environment within one day enabling R10 to effectively address the challenges of conducting EPA’s mission across 4 states with 100% of staff teleworking.

Federal Transit Administration

Scot Rastelli

Federal Transit Administration

Scot Rastelli is recognized for the extraordinary customer service he provided to the City of Idaho Falls during the shutdown of their transit agency due to bankruptcy. The Federal Transit Administration (FTA) did not have existing procedures on how to protect tax payer funds during such a bankruptcy. Scot researched FTA policies and coordinated with the Idaho Transportation Department (ITD) to ensure that employees received payment for the benefits they had accrued. His work ensured that FTA funded vehicles and buildings were secured and that taxpayer funds were returned.

General Services Administration

Tukwila COVID-19 Response Team

General Services Administration

Bob Bliss	Lorae Schin
Tim Modine	Ann Crawley
Carmie O'Malley	Jeff Truax
Brett Reagan	Peter Gray

This team is being recognized for their outstanding response to the nations' first reported COVID-19 related incident in a federal facility in the United States. After being informed that the Tukwila DHS facility had a confirmed exposure, the team jumped into action to address the situation. With no national guidance established at the time, the team worked together through the weekend to develop a cleaning statement of work that accurately reflected CDC guidelines, to solicit, award and mobilize a qualified vendor in under 48 hours, and get the entire facility ready and operational for Monday morning. Their pioneering efforts laid the groundwork for the development of the national statement of work and GSA's process for keeping federal facilities clean, safe and operational during this unprecedented crisis.

Achieving Leased Cost Savings Group

General Services Administration

Ryan Reynolds	Erin Lopuhin	Lindsey Snow
Lindsay Vanover	Jennifer Shannon	Shayla Clay-Mouzon
Peter Gray	Cheryl Gwinn	Kacy Cameron

In just three months this team successfully negotiated three long term lease actions at the Fifth and Yesler building in Seattle, Washington saving the government \$59M. The savings is attributed to negotiating lease rates 14% below market and avoiding move and relocation costs. To meet the aggressive timeline (36 month process reduced to 3 months) the project team members gained agreement from five different government agencies, addressing and resolving client concerns. These actions not only realized significant savings to the taxpayer and provided a long term space solution for government agencies, it also set the stage for a successful lease-to-own transition.

Estimating Continuous Process Improvement (CPI)

General Services Administration

Tim Modine	James Porter	Tammy Lee
Frank Flammini	Craig Thomas	John Mikrut
Brian White	Jeff Tollar	Marcy Pallotta
Jason Cook		

Through a continuous project improvement process (CPI) this team redefined the Region 10 Public Building Service estimating process from intake request through project execution. They established regional agreement of roles and responsibilities, utilization of standardized templates, and a regional tracking tool to balance workload allocation and validate accuracy of estimates to contract award amounts. The team gained agreement across all five divisions to implement the recommended improvements. The region was able to shift workload assignments across a pool of regional estimators and establish a platform to run historical reports that increased the accuracy of estimates generated for government agencies.

Federal Supply Service Contracts Team

General Services Administration

Denise Blue	Bounce Quarry	Jeny Mahon	Holly Jones-Rothacker
Anthony Jordan	Bryan Medina	Suzan Paschall	Rennie Rambally
Betron Onyike	Marc Poblete	William Peterson	

GSA's Federal Acquisition Service's Office of Professional Services and Human Capital Categories manages over 5,000 contracts that support \$80B in federal spending annually. This team has consistently implemented streamlined procurement practices resulting in lead time reductions of nearly 60%, from 81 days to a mere 32 days to award a new contract. With reduced lead times and more productive workflows, the team also increased the number of contractors on the Schedule, supporting the program's goals of increasing contract competition and lowering the cost of vital mission support services for federal agencies worldwide.

FEMA Field Hospital Team

General Services Administration

Margaret Shoop-Hollins Buddy Davis Leah Wright
Ryan Schneider Lindsey Snow Betsy Kruger

In less than 3 days, GSA received and acted on a request for requirements for a unique sole-source lease for the US Army Corps of Engineers and FEMA to quickly set up and operate an emergency field hospital to serve non-COVID19 patients and relieve pressure on the Seattle medical community. The Project Manager worked with FEMA and the USACE to clarify the requirements. The Lease Contracting team worked with the lessor to understand their issues and concerns with the uncertain time-frame of lease term, restoration and indemnity. Regional PBS leadership coordinated stakeholder discussions between the City of Seattle, the State of Washington, FEMA, and the Army to keep the project moving forward, while regional counsel provided guidance and reviews to ensure the lease protected government interest, was fair to the lessor, and provided the best possible solution for our community.

Historic Preservation IDIQ Contract Team

General Services Administration

Rebecca Nielsen Kim Johnson Julie Donaldson Gayle Hanson
Jessica Campbell Heather Bowden Stephen Anderson Robb Gries

GSA awarded the first of its kind Historic Preservation Indefinite Delivery / Indefinite Quantity (IDIQ) contracts. This innovative contract defined a new contracting approach, “Conservator as Consultant and Constructor (CaCC)” to address several critical needs, including, delays between assessments and conservation efforts, difficulty in procuring qualified conservators particularly at remote sites, and defective work on GSA sensitive historic properties. This contract vehicle saved tens of thousands of dollars and several months of procurement and project execution time. The contract is viewed as a best practice and has made an extraordinary contribution to obtaining qualified conservators for work on GSA’s historic properties.

Robert Bliss

General Services Administration

Bob Bliss serves as GSA Region 10’s industrial hygienist. When R10 had the first case of COVID-19 in government space on March 3, 2020, within a few days he fine-tuned a newly developed statement of work to ensure it complied with the Centers for Disease Control (CDC) and World Health Organization's guidelines. When cleaning contractors were in place he was there to make sure the work, including cleaning products, was executed properly and ensure we captured lessons learned for improving future responses. Bob led the way in developing a plan that would become the playbook for GSA’s response nationally.

Stephanie Kenitzer
General Services Administration

Stephanie Kenitzer is the Community Engagement Branch Chief for GSA's Federal Acquisition Service's Office of Professional Services and Human Capital Categories. Through her leadership dramatic improvements were achieved in the office's outreach and education of federal acquisition professionals and in the use of GSA services contracts. In the last year alone, her leadership resulted in 33 educational events hosting over 14,400 attendees, 31 industry events hosting over 4,900 attendees, improving the office's web and Acquisition Gateway content with 58,117 unique page views, and increasing membership in the office's social media channels by over 2,800, with a total membership now of over 45,000.

Health and Human Services

Opioid Engagement Group Administrative Oversight Team

Centers for Medicare & Medicare Services (CMS)

Priya Helweg Manning Pellanda Nicole Black Cecile Greenway

This team is recognized for the national impact of their work in reducing opioid overdoses. They organized the efforts of all ten CMS offices across the country. They provided timely information and essential guidance to partners, patients and health care providers helping them make informed critical decisions regarding care. The team produces an Opioid Dashboard, providing CMS leadership a national scan of issues and successes. These distinctive accomplishments are a great credit to the overall work being done by CMS, the Federal government, and local communities to address the Opioid epidemic.

Electronic Appeals Processing Task Force

Office of Medicare Hearings and Appeals (OMHA)

Stephanie Martz	Annabelle Kim	Santana Lopez
Mandy Wong	Will Poon	Adriana Cahill
Rochelle Blackwell		

In early 2019, OMHA began the implementation of a new electronic system (ECAPE). This small but able team made out-sized contributions to this wholesale change to OMHA work processes. Led by Judge Martz, success was highly dependent on this select group of legal assistants who faced enormous practical challenges in moving from a history of processing paper appeals to the new system. They tested functionality and made recommendations to the IT team, created checklists, compared notes and then hosted training sessions. Just in time for the COVID Telework Posture, Seattle OMHA has no paper appeals. Although a small office, the Seattle office led the way in showing it could be done!

U.S. Department of Housing and Urban Development

Hamdi Mohamed

U.S. Department of Housing and Urban Development

Hamdi Mohamed was assigned to handle a particularly sensitive, high-profile Freedom of Information Act request that was expected to take over a year to respond to. Thousands of pages of documents were involved. Each page requires a detailed line-by-line review to determine what information is releasable and what needs to be redacted. Already assigned an unusually difficult task, the project was further complicated by new legal guidance and then new security protocols both given mid project. Finally, the COVID-19 crisis required that all this be accomplished from home. Her diligent, outstanding work ensures the success of this project all the while managing to keep an eye on her regular duties ensuring job opportunities for HUD-assisted clients and safe, healthy housing.

April Durrant

U.S. Department of Housing and Urban Development

Since recently joining the Idaho HUD Field Office, April Durrant jumped into the work feet first in responding to Idaho citizens in need. With the onset of COVID-19 and the stay at home order, she voluntarily took the responsibility for fielding all of Boise's customer service calls. Through the end of March she took nearly four hundred calls, singlehandedly responding to the third highest number of customer service calls in HUD Region X, and all from the small population of the State of Idaho.

Navy Region Northwest

Darline Manisay

Naval Station Everett/Fleet and Family Support Center (FFSC)

Darline Manisay mastered the certification standards for the Military Family Readiness Programs accreditation process. She collected, reviewed and prepared hundreds of required documents for a week long review by the Navy Installation Command HQ Certification Team.

In preparation for this intensive review she briefed staff members, organized focus groups, and reviewed 500 line items. Her efforts enabled the FFSC staff to demonstrate how our family programs and services, met or exceeded Navy certification standards.

Terry Wimmer

Naval Base Kitsap/Fleet and Family Support Center (FFSC)

Terry Wimmer is recognized for the critical projects and broad ranging initiatives she has led that have improved the lives of Sailors and their families. She oversees multiple FFSC Programs including Transition Assistance, Family Employment, Relocation Assistance, Financial Management, Exceptional Family Member, and Training. She launched the OneLove Program, a Relationship Violence Prevention Program. She led the development of the Spouse Transition Program, an innovative program that ensures families have the information they need to transition to civilian life.

Warren Sadueste

Naval Station Everett/Housing

Warren Sadueste is recognized for his overall work in the housing program of Naval Station Everett. His work with incoming service members insured they and their families made a seamless transition in their move to Everett. He provided families with thorough information about the local community, including rental averages, traffic and even crime rates. In response to congressional inquiries he gathered health and safety issues data, conducted tenant interviews and tracked over 150 maintenance service calls. His successful efforts included resolving tenant mediations, inspecting homes prior to move-in, hiring new staff and attending to the many details of daily operation of the Housing Service Center. The quality of his work is reflected in his being selected as Naval Station Everett Civilian Employee of the year (3rd Quarter).

Danielle L. Jones

Navy Region Northwest

In large part due to Danielle Jones' efforts, an audit of local operations received 100% reconciliation with 1,070 Billets Authorized with an error rate of less than one percent (0.37). This tiny error rate is in the very best percentile in Navy Region NW. The accuracy reveals trends in onboarding to billets authorized providing strategic analysis of where manpower staffing improvements are needed. The importance of these figures cannot be overstated.

George Tolar

Navy Region Northwest

George Tolar's emphasis on realistic training, continuous improvement, and personal preparedness were instrumental ensuring the command is ready to respond, assist in, and recover from natural and man-made disasters. He assisted in the revision of qualification standards, instructions, and lesson plans to train and qualify the Crisis Action Team. His leadership was instrumental in procedural analysis, process improvement, team empowerment, and implementation of multiple efforts involving Emergency Management programs. In addition, he coordinated the Nuclear Weapon Incident Response Training to educate state/local partners.

John Zollo

Navy Region NW: Fleet Logistics Center Puget Sound

John Zollo's efforts resulted in a cost savings/avoidance of \$1.1 million dollars last year, and an accumulated \$11 million since 2011. As Navy Region Northwest's Director of Hazardous Material Management (HM), John is responsible for ensuring seven naval installations stay compliant from start to finish with all laws and regulations relating to HM. He directly manages three Hazardous Material Minimization Centers (Bremerton, Everett, & Whidbey Island), eight Regional Warehouses, 502 Customer Storage Lockers, and over 70,000 material line items. The Environmental Protection Agency, the Occupational Safety and Health Administration, and the Navy Inspector General's Office have lauded his program as one of the Navy's best.

Sexual Assault Prevention and Response Team (SAPR)

Navy Region Northwest

Cheryl Morley	Charles Petersen	Kathleen Schofield	Lynn Rascoe
Sharlyne Hays	Candace Cardinal	Brenda Reinbold	Catherine Ladd
	Stephen Dearborn	Jessica Burke	Karie Roberts

This team administers all aspects of the SAPR program across eleven states from Alaska to Minnesota. It is entrusted to ensure all victims, including those deployed worldwide, have 24/7 access to immediate response, necessary healthcare, and victim advocacy. To meet this mission, they trained and supervised 497 Victim Advocates. The team's focused efforts using a prevention lens is evident through their robust social media campaign, distribution of 19,335 educational materials, delivery of critical prevention and awareness training to 30,492 active duty members, and being the single team enterprise-wide facilitating the U.S. Navy's only approved alternate SAPR General Military Training.

Puget Sound Naval Shipyard and Intermediate Maintenance Facility

Fiber Optics Training Team

Puget Sound Naval Shipyard & Intermediate Maintenance Facility

Dwight K. Otis	Stanley J. Crabtree	Jeffrey C. Baumer	David C. Mitchell
Thomas E. Rupert	Brett M. Blackburn	Troy A. Towler	Scott B. Pickering
Thomas D. White	Robert E. Endsley	Tina R. Couture	Steven Kyle Denton
Kevin E. Fournier	William M. Lehman	Dennis A. Krotzer	Michael S. Norgaard
Andrew L. Ring	Raymond E. Ramirez	Michael W. Boyer	James M. Watson
Cheryl L. Murphy	Ivy L. Rohrbaugh		

This visionary team from Puget Sound Naval Shipyard and Intermediate Maintenance Facility led the creation of the NAVSEA 04X Fiber Optics Program. The team worked for nineteen months on nine separate activities in designing and constructing a state-of-the-art facility, developing a specialized curriculum and certifying the training program. Earning certification enables the naval shipyards to save \$14 million over a five-year period by conducting fiber optics training in-house. This team identified and improved technical requirements, accelerated development time by 36 months, and established the Fiber Optics Knowledge Sharing Network to continue innovation across the enterprise.

Madigan Army Medical Center

COVID-19 Enhanced Screening Tent

Madigan Army Medical Center

1SG Charles Graham	MSG John Buck	SSG Mitchell Holley
Krista Marcum	SGT Rochelle Kaikala	SGT Anthony Ellery
SPC Lucas Marcouiller	SPC Nathan Cihlar	Dana Engness

Madigan Army Medical Center's Department of Emergency Medicine quickly adapted operations to allow for safe patient screening and testing for COVID-19 by establishing out-of-hospital access for patients and healthcare workers. With swift coordination between Madigan Logistics, Clinical Pathology and Laboratory Services, Preventive Medicine, coordinating clinical services, and 62nd Medical Brigade, the team erected a drive-by screening/testing service that allowed the main Emergency Department bandwidth to continue responding to acutely ill and injured patients, and allowed over 3000 potential COVID-19 patients to be screened and tested, minimizing risk to healthcare workers and patients.



Primary Care Respiratory Clinic

Madigan Army Medical Center

SSG James Ransfer Susan Beazer Ebony Madison Krystal Moore
Daniel Hodgson Kathrine Frost Melissa Brady

Madigan Army Medical Center's Department of Soldier and Community Health revolutionized the provision of Primary Care across 8 different, geographically dispersed clinics in response to COVID-19. They deftly converted one central clinical site to serve as an acute respiratory symptom clinic, to handle any Madigan primary care patient or soldier with respiratory symptoms in a way that facilitated screening and testing for COVID-19, and addressed the clinical needs of the patient while maintaining a safe posture for staff, allowing the rest of our primary care clinics to focus on non-respiratory related urgent care.



Preventive Medicine Team

Madigan Army Medical Center

LTC Paul Faestel	MAJ Leanna Gordon	MAJ Stacey Bateman	Dashawn Robinson
Gloria Ariosa	Karen Goepfrich	Maria Lorah	Jodee Deardorf-Roberson
Cynthia Hawthorne	Anne Lantz	CPT Terra Forward	MAJ Jason Dickens
SGT Joshua Nelson	SGT George Cordova	SPC Alysha Jenkins	SPC Charles Osuji
PFC Davon Mitchell	1LT Claire Barthel	Dr. Jim Terrio	

In the most unprecedented times the world has seen, the Madigan Preventive Medicine Team stepped forward before most others had even become aware of the looming threat, putting together educational materials for clinicians, patients, and family members. They did it with a professionalism and calmness that set the lasting tone for the organization in its response. They have been both behind the scenes and, when needed, out front providing easily grasped education at every level. They have done this within the organization, with every service on the installation, and working with and providing guidance throughout the surrounding communities and state.

Emergency Operations Center

Madigan Army Medical Center

William (Bill) Llewellyn	John Holwege	SFC Ryan Tilley	Shannon Ford
SGT Richard Bobbit	SSG Ryan Perry	SSG Erin Branson	SSG Zachary Lary
Joseph Weston	Joseph Ayesch	Shannon Ford	

Throughout this unprecedented public health crisis, the Madigan Emergency Operations Center (EOC) was fundamental in establishing a unified and synchronized response between partners within the region, WA Department of Health, and WA State EOC. The longstanding relationship cultivated with these organizations led to enhanced information and sharing of best practices, as well as a collaborative, real-time approach to solving shared challenges. Although COVID-19 is a global crisis, the first COVID case was in WA State. Since that time, the Madigan EOC has engaged daily with network and military medicine partners which has had an extraordinary impact during this crisis.

National Oceanic and Atmospheric Administration

Economic Impact Assessment Team

NOAA Northwest Fisheries Science Center

Jerry Leonard

Leif Anderson

Marie Guldin

Dan Holland

Erin (Steiner) Malick

Suzanne Russell

As COVID concerns shut down much of the west coast fishing industry, the Economic Impact Assessment Team formed and rapidly investigated the near-term impacts on industry and the surrounding community economies. Coordinating with West Coast states, other regions, and Pacific States Marine Fisheries Commission they analyzed impacts on fishing vessels, processors, gear providers, observer providers, sellers, restaurants, and groceries. They also built a new online tool to aid other impact and relief analyses. The total 400 extra hours of collaborative research informs and will contribute to the success of all relief efforts.

Forbes Darby

NOAA NW Fisheries Science Center

As COVID-19 gripped the Northwest Fisheries Science Center's workforce, Communication Manager Forbes Darby interjected timely and creative thinking to respond to the crisis. He created a clearinghouse of resources to help staff work as seamlessly as possible, proactively developed tips and guidance for teleworking and online meetings, and tapped into existing tools to disseminate vital updates. His efforts enabled volunteers to step forward and support the community and their colleagues. As a result of his efforts, the entire 300+ person geographically distributed team maintained a high degree of mission-critical functions while social distancing.

Mark Strom

NOAA NW Fisheries Science Center

Over the course of his 28 year career in NOAA, Dr. Mark Strom has made contributions as an innovative researcher and leader who enhanced NOAA's ability to manage a safe and sustainable seafood harvest, protect living marine resources, and achieve organizational excellence. As an active researcher, Mark is a recognized expert in aquatic bacteria that cause diseases in humans, particularly shellfish-associated pathogens such as Vibrios. Over the last decade as an administrator, Mark's leadership produced systematic methods to prioritize science activities and build both a culture and a structure emphasizing not only scientific achievement but also alignment of science to mission.

Science Center Observer Program

NOAA NW Fisheries Science Center

Jon McVeigh	Kate Richerson	Vanessa Tuttle	Christa Colway
Jason Jannot	Neil Riley	Ryan Shama	Jason Eibner
John LaFargue	Kayleigh Somers	Phillip Bizzell	Toby Mitchell
Tim Peretti			

During the COVID-19 outbreak, through extraordinary and highly adaptive action, the NW Fisheries Observer Program created a new paradigm for supporting west coast fisheries and maintaining an important food supply to the nation. The team worked closely with industry, partners, and observer providers to develop and implement new protocols to ensure observer availability for required fisheries and the safety of observers and their assigned vessels. This includes 14 day quarantine periods, keeping observers in their local communities, and minimizing virus pathways. The team also created and delivered new virtual training to fisheries observers in collaboration with Pacific States Marine Fisheries Commission.

Social Security Administration

Brooke Weber

Social Security Administration

In response to the COVID-19 crisis, Administrative Officer Brooke Weber developed and implemented plans to ensure the teleservice center's staff of 430 were supported during the rapid transition of on-site operations to 100% telework. She anticipated and deftly addressed numerous issues. She creatively applied solutions to resolve problems that arose, such as determining how to issue several hundred monitors and other equipment to staff after the call center closed. Her tireless efforts directly contributed to the center's ability to resume and sustain its critical public service mission.



Christopher Maley

Social Security Administration

Christopher Maley is recognized for his work coordinating and leading high priority and sensitive representative payee projects requiring specialized knowledge and exceptional communication skills. Christopher's outstanding and skilled leadership enabled the synchronization of federal, state, and community agencies to deliver policy compliant, quality customer service to Social Security's most vulnerable beneficiaries within a challenging climate. His compassionate service and resilient determination were essential to the agency's success.

Elaine Gualtieri

Social Security Administration

When emergencies arise, everyone looks to Elaine. Not only because she is our Continuity of Operations Plan Coordinator and Health & Safety Officer, but because the knowledge, energy and dedication she brings to emergency management are second-to-none. She has been central to our region's COVID-19 response activities from the beginning. She proactively engages local and national resources, and provides indispensable information, guidance, and assistance to regional decision-makers when needed, any time, any day of the week. Elaine is a vital part of keeping Social Security serving the American public throughout this region during the pandemic.

Nancy Adrian

Social Security Administration

Nancy Adrian is recognized for her work with homeless, disabled persons. If we cannot locate a homeless claimant who has been awarded benefits, she will exhaust every resource available to find them and ensure their timely receipt of their entitlement. She goes way beyond expectations and works with agencies like Great Lakes Mental Health to secure housing for these most vulnerable individuals. She has developed invaluable relationships with DSHS, Disability Determination Services, and our Office of Hearings Operations.

Seattle Area Managers Team

Social Security Administration

Suyon Kim	Travis Leifeste	Gina Sawyers
Michael Herman	Irina Beynon	Linda Milner
KJ Lee	Donna Martin	

When the COVID-19 crisis hit and SSA offices were closed to the public, this group of eight managers seamlessly shifted 60 employees with no prior telework experience to 100% telework. They accomplished this major feat within a 48-hour time span, not only training themselves, but also training employees on virtual private network access, softphones, and automation tools. They also issued all the equipment employees needed to work from home successfully. The efforts of these managers allowed their four offices to continue helping the public via phone and online services during this unprecedented time.

Veterans Benefits Administration

Brian Ray

Veterans Benefits Administration

Brian Ray volunteered to serve as instructor and mentor to twenty-three new disability claims decision makers, which is the largest trainee group in DRAS history. Over the course of ten months, Brian created an environment that provided safety and rapport, and that celebrated diversity. His commitment to the trainees transcended VA jargon and SOPs. He incorporated work-life balance strategies, mindfulness practices, and storytelling to balance the demands and rigor of their training curriculum. On March 1, 2020, 100% of the employees graduated from training.

Disability Rating Activity Site (DRAS), Post – Determination Team

Veterans Benefits Administration

Angela Brown	Lorraine Frojen	Jerry Morgan	Andrew Phommachanh
Lynn A. Arthur	Lyanne Langford	Jose Muniz	Jeffrey Robinson
Phil Corbin	Bianca Loomis	Nyca Nacario	Timmy Samuels
Toie Chatters	Michael McClelland	Robert Repp	Priscilla Simmons
Iseli Siulepa			

The Post-Determination (Post-D) Team. Post-D provides accurate and timely notification of benefits to Service Members as they prepare to transition to civilian life. In FY20, Post-D's staffing was reduced by 50%. Despite this reduction, Post-D re-engineered an inefficient claims process using lean principles, enabling the team to exceed targets by 35.6% in serving 19,000 Service Members. This represents a 36% increase in performance compared to FY19. Additionally, Post-D achieved a 98% quality rating, further demonstrating their commitment to excellent customer service.



