

Service Center & Sandia Site Office See More Changes



"I have some announcements to make and I want to make them to you face to face," NNSA Administrator Linton Brooks told his Service Center offices October 17th in a video teleconference from Albuquerque. "I wanted to make them to you face to face to answer any questions you might have."

Here's the nitty-gritty of what he announced: Service Center Director Jim Hirahara will be retiring in the spring. His deputy, Ken Powers, is going to be John Arthur's deputy at the Yucca Mountain Project. Karen Boardman will take over, as the Service Center Director upon Hirahara's departure and Frank Baca will serve as acting deputy. Patty Wagner will step into the Sandia Site Office Manager's position that Boardman will vacate and she is searching for a deputy.

Have you got all that? Good.

Brooks said that neither the Hirahara or Powers development were a complete surprise. He noted that some people feel

change is hard – "I actually don't think change is hard," he quipped. "I think uncertainty is hard." That's why he wanted to make all these announcements now. "So people can understand where we are going with regard to the leadership of these important organizations," he said.

Why this particular combination of management changes? Brooks asked. "Because it fits with what we had planned for when we began this transformation of NNSA – better service to sites and better cooperation with our contractors."



"The biggest challenge facing the Service Center is providing the kind of support that the individual sites will need if they are to meet their new demanding responsibilities as we move toward full implementation of the NNSA of the Future. I have asked Karen to take on these new responsibilities because I believe that someone who has actually led a Site Office is in the best position to keep a constant focus on providing the support the sites need."

"The most important long-term responsibility of the Sandia Site Office will be to ensure that the contract is implemented in a way that brings us the benefits that we expect," Brooks said. "No one in the



**Jim
Hirahara**



**Karen
Boardman**



**Frank
Baca**



Ken Powers



Patty Wagner

Federal Government is more knowledgeable about the Sandia contract than Patty. It is especially fitting that she lead the effort to move it from paper to performance."

Brooks said he is extremely grateful for the work Hirahara and Powers have done and is equally grateful that we have such talented people in NNSA who can continue that work.

Brooks answered some questions and addressed some concerns about the NNSA future organization.

Then he related how earlier in the day he had been interviewed by a reporter from the Albuquerque Journal who asked if he liked his job. "I told the reporter yes, because I get to work with really good people on really important things," he said.

He ended by telling Service Center employees "you ought to realize -- we really are lucky -- on the whole we are very, very, very fortunate to have some first rate people working at NNSA." ♦



Combined Federal Campaign

"Combined Federal Campaign"



Chairman Abel Camarena opens the Kick Off Celebration at the VA Medical Center



The American Indian Science and Engineering Society display"
L-R, Karlisa Benally, Sandia Site Office, Debra Reed, AISES, David Joe, Service Center



Service Center loaned executive Teresa Branom gets a hug from the CFC Chili Peppers



Armind Roberts (L) and Joyce Arviso get a plate full from chefs (L-R) Patty Wagner, Mark Baca, Ron O'Dowd and Steve Goodrum

"Sharing is Key to the Community" was this year's Combined Federal Campaign theme.

"This theme reflects how the donations of federal employees through the years have kept our community thriving," said Abel Camarena, Central and Northern New Mexico CFC Chair.

Kick-off celebrations were held at the VA Medical Center Courtyard and on Kirtland AFB in Albuquerque.

Many local, national and international voluntary agencies benefit from employee contributions.

The few minutes it took to fill out your contribution form means there will be meals for hungry children, relief for families in need, cures for diseases, comfort for the dying, aid to developing countries, and better lives and renewed hope for millions of people in our global community.

In addition to financial contributions, Service Center employees in Albuquerque took time to go into the community and help various agencies.

Managers at the Albuquerque office served up a pancake breakfast to thank those who contributed. ♦



"One of the things that makes me proud to be an American is that we are an inherently generous people. I've been contributing to the Combined Federal Campaign for over 40 years. I hope as many of you as possible will take advantage of this opportunity. "



Richard Nevarez, Robert Archuleta and Lorenzo Carrillo move a broken mower at the Petroglyph Little League Fields



Staining benches at Casa Esperanza -- Michael Ortega and Deborah Christensen



A Zia Level pledge got these folks glass eagles – Rear (L-R) Steve Goodrum, Ray Corey, Sheila Rednose, Deborah Griswold, Nancy Lindas, Wendy Wallace Front (L-R) Pat Higgings, Patty Wagner, Bernadette Tohtsoni, Ki Tecumseh



Mannie Salazar portions out sugar and spice at the Roadrunner food bank

"America Works Best When All Americans Work" by the Editor



I attended this year's Committee for People with Disabilities assembly October 29th to get a story for the newsletter. What I came away with was a personal insight into the life of a blind person and how they function perfectly well in a world geared for the seeing.

Just as you and I get up each day and have coffee, shave, brush our teeth, have breakfast, get out the door and make our way to work, so do people who have disabilities. They just do it a little differently than you and I. They may have some gadgets that assist them, or their house may be modeled to accommodate their disability, or they may require a specially trained dog to manage through some things but they get it all done, on their own.

Jim Salas, Deputy Director of the New Mexico Commission for the Blind told us straight out that many of us are uncomfortable with people who have disabilities. We don't know what to do or say at times. People don't know what to do with certain words that point out a disability. He said there are well meaning sighted people who think they know what blind people want and need. However, he doesn't want people to feel sorry for him or think he can't do things other people can.

A couple of things that really get to him are waiters who ignore him and ask his wife to order for him and when he needs to sign something like a credit card receipt, clerks inevitably ask, "can you sign your name," instead of, "I need you to sign right

here, do you need any help?"

"The barriers blind people face are not physical they are attitudinal," Salas said. You can walk with someone in a wheel chair, talk with a deaf colleague or and watch TV with a blind friend he continued. "It's not the words, it's the message," he stated.



Salas' advice -- be the same with everyone. Get over the attitudinal barriers. People with disabilities understand English and know how to take things from their friends and colleagues. "My take would be just use regular language and we know what you mean," Salas said.

He emphasized that employment is critically important to disabled people. They need to feel good as contributors in our society and as the breadwinners for their families. We prepare folks at the Commission for the Blind to be ready for such opportunities, Salas said.

He said, hiring the disabled may require that you make some special work accommodations or get some assistive technology tools that will enable disabled employee to perform their work assignments.

He compared it to getting new computer equipment or ergonomic office equipment for employees. He even had a suggestion or two. "If you do a lot of briefings it may be a good idea to learn to read brail," jested Salas, "so you could read the briefing and keep eye contact at the same time."

By and large all the tasks you and I do at home or work are done by blind people every day. They may use

different techniques, tools, or solutions to get things done that we don't know about but they get it done. ♦



Vickie Chapman, from the NM Commission for the Blind opened the program with 'God Bless America' and then teamed up with songwriter Larry Lorenzo to end the program



Just Give Me One Chance

What if I cannot run or play,
Does that mean I do not feel or pray?

What if I can't behold nature or your face,
Does that mean a life of darkness
is my only place?

What if my language is sign
and I cannot hear,
Does that mean isolation
from a life I hold dear?

What if movement takes me too long,
Does that somehow make
my life seem wrong?

It hurts to be different,
set apart from the rest,
I truly am trying, I'm doing my best.

I laugh, I cry, I embrace life too,
I dream of a friend, could that be you?

I wait and hope each passing day,
Just give me one chance, don't turn away.

Just give me one chance,
please open the door,
To discernment, acceptance
and a life that holds more.

To Noah -- With All My love,
Your grateful Mom

Attitudes and Behaviors = Exceptional Leaders and Contributors From the Director - Jim Hirahara



As the Service Center organization continues toward the goal of becoming a leader in customer service for NNSA, the principles that guide us to that goal must be practical and applicable to our mission and vision.

The Leadership Team in their October meeting

came up with some "Behavioral Guidelines" for NNSA Service leaders and employees. The Guidelines were developed as a result of a workshop held by Dr. Arthur Lange that focused on attitudes and behaviors necessary to become exceptional leaders and contributors during challenging times.

If we all can internalize these guiding principles to become part of our everyday work ethics I believe we can create the first class organization we all want to be. It is an

opportunity for each of us to choose to become part of the new organization in a manner that will enable the attainment of the culture we are committed to creating.

The Guidelines will be posted on the NNSAWEB for all to become familiar with. I have listed here the five essential Behavioral Guidelines but they embody much more which you will see when you visit the web page.

Thank you for your continued efforts and for providing quality support and services to our customers. ♦

BEHAVIORAL GUIDELINES

BE TRUSTING AND TRUSTWORTHY

LISTEN CAREFULLY AND ACT HONESTLY ON EMPLOYEE AND CUSTOMER NEEDS

BE RESPONSIBLE, ACCOUNTABLE, AND RELIABLE

HAVE A VISION AND SHARE IT -- COMMUNICATE

EXPECT THE BEST AND ACCEPT MISTAKES

NNSA Training and Development Department Receives Award

The NNSA Training and Development Department was awarded the DOE Training Director's Training and Development Excellence Award for 2003.

Reserved for a Headquarters or Field Training Organization, recipients of this award have consistently provided the highest standard of service to the Department of Energy employees in the field of Training and Development.

Only one award is presented annually, and this year it went to the NNSA Service Center TDD organization, comprised of 23 employees located in Nevada, Albuquerque, and Oakland. ♦



L-R: Steve Young (ME-51), DOE Deputy Director of Training, Dick Devine, NNSA Svc Ctr., Training Manager for Albuquerque, Carol Ingram NNSA Svc Ctr., Training Manager for Oakland, Dr. Jerome Butler (ME-50), DOE Director of Training, and Gene Chavez, NNSA Svc Ctr., Director of Training and Development

Albuquerque Employees Help Save Lives

Albuquerque NNSA/DOE donors contributed 46 units of blood to the United Blood Services (UBS) supply during the October 15th blood drive.

New Mexico hospitals use an average of 250 units of blood each day. NNSA/DOE has contributed a day's blood supply to Albuquerque in each of the last ten years and has likely saved countless lives.

The next blood drive will be held December 10th. ♦



Phil Griego (L) and Ray Baca give to a good cause.

MESA Fall Design Competition



Teresa Alvillar-Speake, Director, of the DOE Office of Economic Impact and Diversity, attended the New Mexico Mathematics, Engineering, Science Achievement, (MESA) Inc. 3rd Annual Central Regional Fall Design activity held at the Albuquerque High School on October 18th.

The Fall Design competition involved 500 students from 20 area Middle and High schools who competed in seven core areas and were judged by 65 volunteer

judges. Steve Goodrum and Ki Tecumseh who judged in the Junkyard Speaking areas represented the NNSA Service Center.

The competition categories were Jeopardy, Junkyard Speaking, On-site Engineering, On-site Math, On-Site Science, On-Site Spirit Design, and On-Site Surprise.

The overall Middle school winner was Belen Middle School and the High School winner was Albuquerque High School.

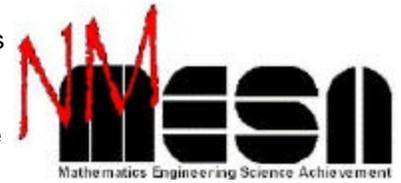
At the competition Speake announced that the Department of Energy, through its Office of Economic Impact and Diversity, will collaborate with, MESA, the University of New Mexico, and public schools in New Mexico to establish a new partnership to provide educational enrichment in

preparation for mathematics and science-related college majors and careers for students in the Albuquerque area.



The DOE Office of Economic Impact and Diversity provided \$150,000 to fund the program over the next two years. The University of New Mexico, MESA, and the City of Albuquerque will provide additional support.

The program will provide students opportunities to participate in pre-college mathematics and science enrichment programs under the guidance of the university's school of engineering. Program



activities include academic academies, hands-on-science experiments, national laboratory visits, and career counseling sessions. Graduating seniors who meet the specified requirements for academic honors will be eligible for an incentive award to attend the University of New Mexico to pursue a mathematics, science or engineering degree. Students entering the University of New Mexico after completion of the DOE-sponsored MESA program will be eligible to participate in a summer internship program sponsored by DOE at a national laboratory or facility. ♦

For Our Service Center Colleagues From The Nevada Site Office

These are not the finalists for a Halloween dress up, but some of the people who helped pay tribute to the NNSA Service Center employees based in Nevada.

Members of the Nevada Site Office staff, using a Wizard of Oz theme, paid tribute during a luncheon at the Nevada Support Facility to those Service Center employees who have helped support them over the years and will continue to provide support to the office as the NNSA of the future becomes a reality. The event was held on October 21. ♦





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How Does Your Garden Grow?



Ki Tecumseh of the Service Center Office of Public Affairs enjoys gardening and so do the people he gives those celebrity tomatoes and award winning chili peppers to.

Tecumseh grew up on the Yakima Indian reservation in Washington State. He was in 4-H for 10 years where he participated in their gardening program. His family planted a big garden every year and they also had a small orchard. "I hated having to weed, fertilize, hoe, and irrigate in the heat of the day," he said. "But the fresh vegetables were

delicious and we canned sweet corn, peas, beans, beets, sour kraut, carrots, pickles, and fruits."



The 750 square foot garden he now works has produced a cornucopia of vegetables over the last 10 years. "Gardening is a hobby that takes lots of time and effort," Tecumseh said. The year long routine involves gathering leaves and grass, oranges and lettuce for compost, turning compost piles weekly during the winter months, spreading manure, peat, and compost in the spring, as well as fencing the garden. In spring, once planted, there is hoeing, pulling weeds, ditching, irrigating, fertilizing,

weeding, dusting, and thinning the plants.

"I am known as the chili man by the New Mexico State Fair agricultural products department personnel who accept my garden entries," remarked Tecumseh.



Over the past 10 years Tecumseh has won blue ribbons for his entries at the New Mexico State Fair for his red and green bell peppers, green and orange habenaros, green and red cayenne, ancho chili, yellow hot peppers, eggplant, and rhubarb.

"It is funny, when I was a kid I hated having to work in the garden but now I love the hours I spend working in it," Tecumseh said. ♦

Fed Day at the NM State Fair

On September 19th employees from several federal agencies including DOE/NNSA, BLM, the Forest Service and the Albuquerque Federal Executive Board participated in Energy Day

at the NM State Fair "Expo New Mexico."

Agency representative set up a booth where they answered questions and handed out information. ♦



Service Center's Shirley Peterson takes a short break and talks to a Forest Service employee



Theresa Beall, right and William "Bill" White, above, received service pin awards during the Oct. 8th All Hands meeting in Nevada



Got a great story you think others would enjoy seeing in the ServiCenter News?

Let us know!

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