

Inside this issue

Page 3
District looses
one of it's
own

Pages 6-7
Corps
response to
recent
tragedies

Page 8
District
volunteers
help Houston
storm victims

Page 9
Kiewit
receives
national
Corps award

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army.mil/thewire](http://www.swl.usace.army.mil/thewire) at
home or at work.

LRDispatch

District awards QEF contract for arsenal

by **Jennifer Wilson**
LRDispatch staff

Little Rock District has awarded a \$14 million contract to a Florida-based company to construct the Quality Evaluation Facility at Pine Bluff Arsenal.

David Boland, Inc. was awarded the contract in August. The QEF will consist of a two-story concrete and steel structure that will house laboratories for the testing of defense equipment. A freestanding, 3,800 square foot filter testing laboratory also will be constructed.

The project has been in the planning stages since 1987, and was funded for construction by the 2001 Department of Defense budget.

This facility will enhance the arsenal's mission of testing and evaluation of chemical defense equipment, such as gas masks, filters or protective clothing for the Department of Defense.

The facility will house testing areas in a secure area, equipped state-of-the-art with exhaust and waste handling systems that will allow hazardous test materials to be handled in a safe and environmentally friendly manner.

Larry Wright, Pine Bluff Arsenal's civilian executive said that the construction of the QEF is a significant investment in the future of the arsenal.

"This will replace the current, outdated and inadequate testing facilities," Wright said. "It also will strengthen the arsenal's position as a center of expertise for biological and chemical defense equipment."

The arsenal is one of a few weapons storage facilities in the country. It also will become one of the few incineration facilities for stockpile weapons.

"After the stockpile is destroyed, this provides existing monitoring personnel with a graceful transition," Wright said.

The QEF project is part of the \$60 million long-term plan to maintain the arsenal as a viable and necessary installation. Other new projects for the arsenal are the \$2.75 million Child Development Center and the recently opened one-half million-dollar Clara Barton Red Cross training facility.

Other long-rang arsenal plans call for a \$30 million upgrade of the white phosphorous facility. The arsenal also wants to eventually revamp the arsenal's World War II-era infrastructure and make improvements to arsenal roads and installation terminals, Wright said.

Cleanin' up Beaver Lake



About 150 volunteers helped pick up trash around Beaver Lake the morning of Sept. 8 as part of the Great Arkansas Cleanup.

September saw good responses to negative events

September had more than its fair share of challenges. From the terrorist attack to the death of one of our employees, things happened that were hard to accept. But as is always the case in life, good did come along with the bad.

Our nation has become united. We are working together better than any time that I can remember. Our differences now seem petty compared to the devastation that occurred.

Many also have taken this time to reflect on their lives. When so many lives are taken, it causes us to look at our own lives and reset priorities. Family and religion have moved up in priority for many Americans. Some of the old-time values now take on new meaning.

Values into action

In Little Rock District, I had the opportunity to observe Americans putting these values into action. During the Great Arkansas Cleanup at Beaver Lake and National Public Lands Day at Dardanelle, I saw Americans working together to make their country, and their public lands even greater.

I saw families spending time together in the outdoors while they were contributing to their community. I witnessed community organizations building bonds of friendship while they picked up litter on our lands.

Everywhere I looked, I gained a better appreciation of what it is that truly makes America great. It is not our economic power, our military might or our ideal political structure. It is that our society supports and encourages every person to achieve his or her personal best.

We are free to choose how we spend our time, and many choose to spend it improving and protecting our resources. Some spend time working with our youth, demonstrating first hand what makes a good citizen. So, as today's youth develops into tomorrow's leaders, they have values that will ensure our nation's continued greatness.

As you think back on this month, do not dwell on the deaths; dwell instead on the value of life. As you think about these lives that ended too soon, dedicate yourself to making every moment of your life count.

Spend time getting to know your family, your neighbor, your God. Work together with those around you to ensure when you do leave the world, that it is better than when you found it, and that you have helped develop others to take your place. While I personally did not know **Belinda Byrns**, I think I can safely say that she accomplished this with her life.

From where I sit

by Col. Benjamin Butler
District Engineer



Operations Plan coming

By the time you read this you should have received and read the memo from Brigadier General Melcher addressed to all Southwestern Division employees. His "Commander's Guidance and Philosophy for Fiscal Year 2002" is a 'must read' for all.

Here in Little Rock District we are putting the finishing touches on our Operations Plan. It falls right in line with Brig. Gen. Melcher's memo and the vision given by Lieutenant General Flowers, our chief of engineers.

Our OPLAN, like the USACE and division Campaign Plans, stresses that we will be a learning organization and will focus our energy on the three strategic goals – people, process and communications.

A learning organization is a dynamic organization that continuously improves and stays current with the ever-changing environment in which it operates. People, process and communications are the three overarching goals, which if truly achieved, will ensure success in all areas.

Our OPLAN will succinctly address the many facets of the district's missions. I ask all of you to read the commander's intent section. If you truly understand this intent, when questions arise about how to do your job or implement the specifics of this plan you will know what to do.

Our purpose, as defined in the OPLAN, is, "To deliver value for the taxpayer's dollar by meeting and exceeding our customers expectations as we provide support to the Army and provide engineering services necessary for the accomplishment of our many missions which support the nation."

It is important to remember that we must use each dollar wisely. This is money entrusted to us by the public, to be used for the public good. It is important to keep our customers in mind as we execute our missions. We should remember how we have felt when we, as citizens, have interacted with other

(See "From where I sit," on Page 3.)

LRDispatch



U.S. Army Corps
of Engineers
Little Rock District

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News briefs

Reservist rights in call-ups

A mobilization of Reserve forces due to the recent terrorist action could have significant impact on federal employees, since some 65,000 federal and postal employees are member of National Guard or Reserve units. That's not including the 56,000 employees serving as "dual status" military Reserve technicians.

For an overview of the job and benefit rights of mobilized employees, go to www.fedweek.com/hotfreenews/default.asp.

DA surveys civilian employees

Army Headquarters is survey its entire civilian workforce. The purpose of the survey is to access how civilian staff members feel about their work situation.

All civilian staff members, supervisory and non-supervisory, are being asked to take the web-based survey by Oct. 31. Just go to <http://cpol.army.mil/survey/dasurvey> and take the survey.

The survey asks for you social security number to prevent non-Army or unauthorized employees from taking the survey, to prevent people from taking the survey more than once and to link demographic groups, such as job series, career programs, etc.

Social security numbers will not be in the database that is provided to the contractor doing the survey analysis.

Tell us what you think

Editor's note: The LRDispatch staff welcomes your opinions. Letters must be signed. If you choose to have your name withheld from publication, we will honor that request.

Comments must be received by Oct. 14 for publication in the next issue. Send your comments to jennifer.l.wilson@SWL02.usace.army.mil or mail them to the Public Affairs Office at P.O. Box 867, Little Rock, AR 72203-0867. We reserve the right to refuse publication of any letter that is deemed libelous.

Remember to keep the criticism constructive and the questions coming.

Internal Review completes AWS review

by **Jamie Oliver**
LRDispatch staff

A recent review by the Internal Review Office found that the effect of Alternate Work Schedules on overtime usage in the district is difficult to quantify.

"The review pointed to seasonal demands, extended vacancies, increased workloads and emergencies as measurable and more probable factors on the number of overtime hours worked in the district," said Cathy Finch with the Internal Review Office.

The review summary also says AWS is generally viewed as a morale booster for employees, and if it is effectively managed, it should have no negative impact on productivity.

Participants in the review either volunteered or were randomly selected by a computer-sampling program. Employees from Planning Environmental and Regulatory, Project Management and Contracting Divisions, Logistics Office, Office of Counsel and Mountain Home, Table Rock and Russellville project

offices participated.

In June 1994, the district implemented the AWS program with the intent of allowing supervisors greater flexibility in establishing work schedules that are responsive to the needs of employees and still maintaining a high level of customer service.

The AWS program is a fixed work schedule that enables employees to complete the basic work requirement of 80 hours in less than 10 workdays. Employees are allowed to choose either the traditional 10-day work period or one of two compressed schedules.

The 5-4-9 schedule where employees work nine hours each day for eight days and eight hours for one day is the most commonly worked compressed schedule.

A few district employees work a 4-10 schedule, which consists of eight 10-hour days.

While all full-time district employees are eligible to participate in the program, participation is strictly voluntary.

A summary of the review is available from Internal Review Office.

From where I sit

(Continued from Page 2.)

government agencies. Some of them have been very helpful, others seemed indignant that we were causing a problem for them by asking them to do their job. I expect the Little Rock District to always be considered in the "helpful" category.

I want the communities where we work and live to think positive thoughts whenever the subject of the Corps arises. They may have disagreements with us at

times, but they know in the end that they have been properly treated and we are truly trying to do what is best for the nation.

Please spend some time reading Brig. Gen. Melcher's memo. If you have questions, talk to your supervisor. It is important that all employees understand his document and how our OPLAN supports our missions.

Family news

Births

Jacob Haven Ross, was born on June 9. The proud parents are David and **Cindy Ross**. Cindy works in Operations Division.

Congratulations

Ken Gates, son of **Clyde Gates** of Natural Resources Branch, married Susan Tyler Aug. 11, in a chapel ceremony at Hot Springs. They live in Little Rock

Farewell

Mountain Home Project Office

summer rangers, **Gary Hill, Malcolm Fortson, Rick Thompson, Bob Henderson** and **George Cutbirth**, left the district Sept. 30.

Dave Ricker resigned his position as executive assistant in September.

Rajesh Gandhi left Hydraulics and Technical Service Branch for a job in Cost Engineering Branch.

Deaths

Former Deputy District Engineer **Ray Massey** passed away Sept. 11 in Albuquerque, New Mexico.

Belinda Byrns, park ranger at Russellville Project Office, passed away

Sept. 18 of congenital heart failure.

Speaker's Bureau

Tray Meyer, a construction representative in the Montgomery Point Lock and Dam Resident Office, gave a tour of the project Sept. 8 to the West Helena Boy Scouts and Cub Scouts and their leaders.

New Temporaries and Student Aides

Travis Dover is the new student aide in the Mountain Home Project Office.

Camp hosts recognized

Although we are full-time Rv-ers, we would like to take this time to express to you how much we appreciate the camp host at the Maumelle Park in Little Rock. You may have some equal to them, but you will not have any who are better.

We are out and in of the park quite often due to various reasons and as such, have had the chance to see numerous other camp hosts in action; none of them can hold a light to **Jerry and Shirley Kellogg**.

Their actions as the camp host during the past two years has earned them the reputation of being the most helpful, caring, hospitable and courtesy of all the host that have been there. I have personally seen Jerry out helping campers at midnight, regardless of weather conditions.

Their attitude should be recognized and their actions, manner and dedication should be made a model for all other camp hosts. I do not know if you have a camp host of the year, but if you do, Jerry and Shirley Kellogg should be given it and if you don't, you should start one. They should be given the first award.

Thurston and Jane Fox

Thanks for exhibit

Just wanted to take a moment to thank you so much for exhibiting at

the Cub Scouts Pinewood Derby. All your time and effort were greatly appreciated. Thanks again!

Andre Coltrin, Lakes Area Boy Scouts

AGFC thankful for help

On behalf of the Region 7 personnel and myself, we would like to thank you and your staff for the wildlife management practices and assistance that has been and is being conducted on Dardanelle and Ozark Lake WMAs. I cannot remember a time that the Corps has not gone out of their way to assist us, however these last three years have been unprecedented, as far as I am concerned, in a more positive working relationship.

I attribute that to you and your staff especially Forester **A.J. Brigance**. I cannot emphasize enough what a contribution A.J. has made to our efforts to manage the habitat for wildlife on both WMAs. His assistance has been extremely valuable from building levees, roads and spreading gravel on Dyer Lake, McKennon Bottoms and Carbon City moist soil units to spearheading the Corps efforts with the boat ramp at Davis Lake by providing equipment and labor. (A.J. is not one to dictate work, he leads by example.)

He also has worked with Kiah Gardner on wildlife habitat improvements and bottomland hardwood reforestation, which will benefit future generations of

Customer Care Corner

the public. We quite frankly could not have accomplished everything we intended to do if it had not been for A.J.

I hesitate to list everyone on your staff out of fear of leaving someone out; however, **Park Ranger Greig Moe** comes to mind for his efforts on the mobility impaired hunt held last November at the Johnson County WRA. Greig went beyond what anyone could expect.

Also, **Park Ranger Jeff McCarty** has gone out of his way to assist with whatever we asked. All of your people have done great things for the sportsmen and ultimately the wildlife. You and your staff should be commended for your efforts.

Once again, please accept my thanks for the Corps assistance in managing the resource and please pass it on to your personnel.

Randall Bullington, Region 7 supervisor WMD with the Arkansas Game and Fish Commission

District loses dedicated employee, friend

by Hollye Acker
LRDispatch staff

Belinda Byrns, 38, a park ranger at Russellville, passed away Sept. 18 of congenital heart failure.

Byrns began her career with the Corps of Engineers in 1983 at the Greers Ferry Visitor Center while she was attending Arkansas College. She later became a summer park ranger there.

Byrns transferred to Arkansas Tech University, where she graduated in 1988 and began working as a park ranger at the Russellville field office in 1989.

There she took care of normal park operations, park attendant contracts, visitor use surveys and park visitation, among many other things.

Chris Smith, outdoor recreation planner in Natural Resources Branch, said Byrns was the current chairman of the district's water safety team that was formed in 1999.

Dianne Batson, special assistant to chief of Operations Division, said Byrns was the "mother" of our National Public Lands Work Day.

A Hammer Award was given to Byrns

in May for her contributions in this effort.

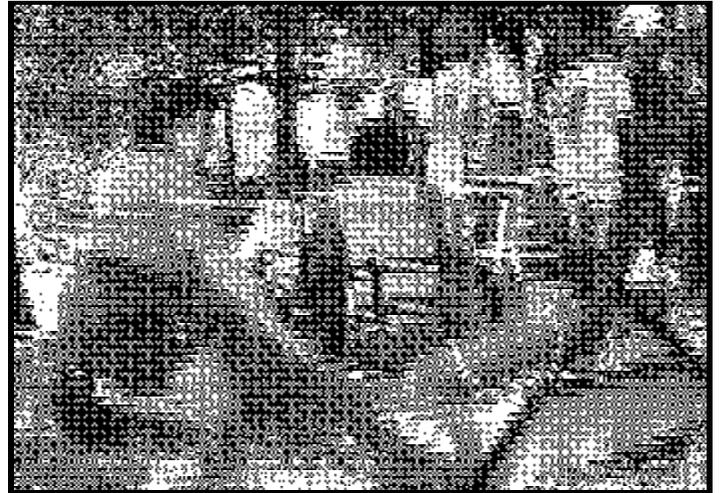
"She was a good employee," Batson said, who used to work with Byrns at Russellville.

"There are very few female rangers," Batson said. "She balanced her career and role as a mom extremely well."

Batson said Byrns set a good example for other rangers who were trying to do the same thing.

"She was always cheerful and had a lot of friends," Batson said. "I always felt better after talking with her." "She was always where you could find the cheery side of something."

Byrns was named Interpreter of the Year by the district and division in 1999.



Russellville park ranger Belinda Byrns teaches children how to properly wear their life jackets and maneuver a boat during a water safety program.

The family has requested that employees who want to honor Byrns send a donation to the Children's Home of Paragould, 5515 Old Walcott Road, Paragould, AR 72450.

Byrns' survivors include her husband, Rob, a lock and dam operator at Toad Suck Field Office, and their five-year-old daughter, Coral Emily.

Nimrod, Blue Mountain battle Ips Pine Beetles

by Hollye Acker
LRDispatch staff

The forest land surrounding Nimrod and Blue Mountain lakes has seen an increase in the number of Ips Pine Beetles this summer.

John Young, Nimrod-Blue Mountain operations manager, said the beetle infestation is due to the large numbers of trees being damaged by the stress they underwent as a result of the severe ice damage last December.

The heavy ice buildup caused branches to break off the trees, leaving an entry point for the beetles.

The Ips Pine Beetle lives in coniferous trees like the pine.

"This is something we have to deal with every year during the warm weather months, it's just worse this year," Young said.

He added that the condition is not as bad as it could be, but it is still a serious problem.

"The Ips beetle is not as bad to spread as the Southern Pine Beetle," he said. But, the Ips beetle can sail for 60 feet before landing, which allows it to spread from tree to tree.



"Through our logging contractor, we seek out and identify where the beetles are and cut a border around them," Young said.

Randy Becker, district forester, said an overflight survey of Nimrod-Blue Mountain and Millwood Tri-Lakes projects was done in August.

Nimrod-Blue Mountain project has the largest timber acreage in the district.

Becker said the problem exists in the forest land around the Millwood Tri-Lakes area as well. He said the infestation at Millwood projects was more serious on surrounding Weyerhaeuser land than on Corps land where the trees are denser.

"The density provided more lateral support from the wind for the trees during the ice storm," Becker said. "In thinner forests, like those managed for Weyerhaeuser, it is easier for the limbs to break off during an ice storm."

Young said there are currently seven or eight log crews working. One of the contractors has even set up a portable chip mill to help dispose of the trees.

"We either cut and dispose of the trees or sell them at a reduced price," Young said.

Recent Pentagon renovations reduced damage

by Staff Sgt. Marcia Triggs
Army News Service

The number of casualties at the Pentagon could've been higher after the "attack on America." But structural changes made in a newly renovated area, where the jetliner crashed, provided protection.

The Corps of Engineers has been working on the Pentagon renovations.

The structural changes made to the renovated area were steel beams that ran through all five floors of the Pentagon, said Lee Evey, Pentagon renovation program manager. The beams strengthened the walls around the newly installed blast resistant windows, he said.

There also was a Kevlar-like cloth, made up of the same material as bulletproof vests, which prevented debris from becoming shrapnel.

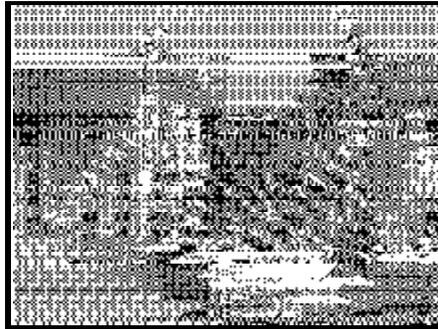
"This was a terrible tragedy, ... but if we had not undergone the effort to make these changes, the outcome could've been a lot worse," Evey said.

About 14 structural changes are being made to the Pentagon to increase safety for its military workforce. One change that has already been completed is building a remote delivery facility to

prevent delivery trucks from backing up to the Pentagon's front door.

The metro bus and train service entrance is also in the process of being moved farther away from the Pentagon. Evey said his office was criticized when they suggested the move.

A contract for \$758 million was issued



to complete the renovation project in the Pentagon, Evey said. The contract also includes repairs to areas with water and smoke damage, that occurred when flames from the crash continuously burned through the night and into the morning, he said.

However, the contract does not include the cost to repair the wing that collapsed after the attack and inflation

hikes, he said.

The 11-year renovation contract will cover 4 million square feet of building space, and the improvements will keep the Pentagon operational for the next 50 years, Evey said. A date was not given when the contractors would start the project, but Evey said work should begin within the next few weeks.

The monetary amount of damage to the collapsed wing is unknown. Evey said he has not been able to review the area because of recovery efforts.

The renovation project in the area that was hit by the jetliner was days away from completion, and 5,000 employees had already begun occupying office space, but most were still empty.

Once the rebuilding of the Pentagon resumes there will be a shortage of space, and personnel will be moved to offices in Virginia counties on the outskirts of the Pentagon, Evey said.

About 1 million square feet of office space was being leased already to accommodate personnel during the first phase of the renovation project, Evey said. Since the attack 800,000 more square feet has been leased, and additional space could be acquired if they needed it, he added.

An open letter to SWD employees from Brig. Gen. Melcher

To All Southwestern Division employees,

The tragedies in New York and in D. C. are unparalleled in our history. Our nation is in a mighty struggle, emotionally and physically, to find a way to deal with this horrific event. Our immediate concern is aiding those in the midst of the wreckage left behind. In this, you as a Corps of Engineers employee can be very proud. Our worldwide team has stepped to the forefront to support the debris and rescue efforts now underway. Every day we receive more offers from employees to help. I am honored, as I know you are, to be a member of this wonderful organization.

The chief has asked that we keep all Corps employees updated weekly on the Corps' efforts to clear devastation, assist survivors and workers, and to repair the effects of the devastation left behind.

To track Corps response efforts as they unfold, I encourage you to visit the Headquarters homepage at www.usace.army.mil. There is a new link that is updated daily called: USACE Response to National Emergency. That link takes you to the latest news on Corps involvement.

If you want more detailed information, you can read the situation reports provided on ENLink. While this is a little

more complicated to navigate, it does list detailed SITREPs from across the Corps.

To reach SITREPS on that site, paste the address <https://englink2.usace.army.mil/> into the address bar of your Internet Explorer, log in with your CEAP ID (same as CEFMS) and your Oracle password. Click on Southwestern Division, then on Current Operations. From the list displayed, select Events and click on any event you want to read about. At the top of that page also is a link to recent Situation Reports. If you have any trouble navigating this site, see your Emergency Operations staff for assistance.

As Headquarters provides us with Executive Summaries, we will post them on the Table of Contents of Southwestern Division's Intranet at <http://swdoweb/>.

We join together now to heal our physical wounds, mourn our dead, and rebuild, through our strength, courage and undying spirit, an even stronger and more united Nation. God Bless each of you and the families of those who have been victims of these tragic events.

Essayons!

Brig. Gen. David F. Melcher

Social worker advises discussing recent events with kids

by **Brian J. Olden**
Army News Service

For the first time in American history, the United States has experienced coordinated terrorist attacks in several locations.

We are all shocked, grieved, fearful and angered by the experience. Most of us walk around feeling that something like this could never happen to us.

Now that it has, we have to deal with that reality.

Children will have varied reactions to this experience. However, they may not have the opportunity or ability to express their feelings as adults do.

So, as parents, caregivers and teachers we will have to help the children find positive and constructive ways to express their feelings.

We all are dealing with is a crisis, and principles of crisis intervention say it is important to try to reach a state of balance as soon as possible, in order to return to our previous level of functioning.

For children, this means trying to establish as much of a safe and secure environment as possible. Try to use every opportunity to reinforce for your child that they will be safe. Reassure your child that the adults in their life are doing their best to keep things like this from happening. Point out to them that the Army, the police, and the firemen are there to help.

Most importantly, keep in mind that children will observe how the significant adults in their life are handling the crisis, so it is important to remain calm and try

to maintain routines and stability at home.

So, what feelings are children likely to have? Shock, fear, confusion and anger are all possible reactions. If a child has been touched more directly by these attacks, if a family member or close friend or relative has been hurt or killed in an incident, a child's reactions are likely to be more intense.

If a child withdraws, try to gently draw the child out by getting him or her to talk, write, or draw about their feelings. Honest, simple discussions of your own reactions may help.

It is important to allow your children to talk about their feelings and their understanding of what has happened. Ask them questions about what they know so you can assess their reaction and understanding. False reassurances and simply dismissing their fears are generally not helpful.

How well they understand it and how well they will be able to express themselves will depend on their age. Parents and caregivers should also take age and developmental level into consideration when telling their children about the terrorism. We don't want to give children more than they can handle.

If there are young children around the house, parents will want to limit the amount of television news coverage the children are exposed to. Constant images of destruction may be overwhelming. Preschool age and younger children will mainly need to be assured that they and their family are safe, and descriptions of what has happened should be simple.

In addition to the emotions mentioned

above, young children may temporarily regress in some of their skills or habits. Older children and teen-agers may be more curious, may want to see more of the news coverage, and should be encouraged to talk about their questions and their feelings.

It is a good idea for parents to watch the news with their children. They will also need reassurances that they are safe and will be taken care of.

In any crisis situation, group support is beneficial. The school is an excellent setting for this to occur, so teachers and counselors can encourage discussion of the events and feelings related to them in the classroom. If your child attends a local national school, be aware of teasing which may occur in that setting.

While European nations have expressed solidarity and sympathy with the United States, children can sometimes be cruel. Be sure to make an opportunity to speak with your child about what is being said in their school.

Finally, parents, caregivers and teachers should be aware of more serious reactions. Changes in sleeping or eating patterns, mood changes, withdrawal or school refusal which persists may require more attention.

Teens are likely to express more serious problems by being oppositional and acting out. In these circumstances, seek out a qualified mental health professional for assistance.

Editor's note: Brian Olden is a Licensed Clinical Social Worker and is the chief of the Educational and Developmental Intervention Service at the USAMEDDAC in Wuerzburg, Germany.

Funds established to help soldier, civilian victims of events

Two funds have been established to assist the Army victims and families directly affected by the Sept. 11 terrorist attacks against the Pentagon and New York World Trade Center.

Contributions for Army victims of the Pentagon attack may be made to: Pentagon Victim's Fund, Army Emergency Relief, 200 Stovall Street Room 5N13, Alexandria, VA. 22332-0600.

Please make checks payable to: The Pentagon Victim's Fund

The Federal Employee Education and Assistance Fund (FEEA) has setup a special fund to help the families of federal workers killed or injured in September's terrorist attacks in Washington, D.C., and New York City. FEEA did the same thing immediately after the bombings in Oklahoma City.

Donations to the fund can be made by

credit card by calling FEEA at 303 323-4140. You can also send a check to FEEA Trade Center/Pentagon Fund at 8441 W. Bowles Avenue Suite 200, Littleton, CO 80123-9501.

Please make checks payable to: Federal Employees Education and Assistance Fund

Volunteers bring homes, families together again

by Hollye Acker
LRDispatch staff

After Tropical Storm Allison hit southeast Texas in June, 13 Little Rock District employees headed south to Houston to aid in the response effort.

The storm dumped more than 37 inches of rain on the city of Houston. Houston Heights reported almost 20 inches in a 24-hour period. Allison created almost \$4.8 billion dollars in damages to the area, making it the most expensive tropical storm in U.S. history.

"Homes were gutted and the debris along the streets was once someone's precious belongings," Keith Loos, a review appraiser in real estate division, said.

There were six-foot mounds of debris piled up along the sides of the streets that included appliances, televisions, mattresses, furniture, carpet, flooring, sheetrock and clothes.

David Howell, a civil engineer in Cost Engineering Branch, said high watermarks could be seen on car windshields as well.

Roger Batchelor, a civil engineering technician at Milwood Tri-Lakes, said the residents were working through the flood damage trying to restore their life.

"People wanted to get back into their own home to live," he said. "Others were not waiting for the repairs. They lived in their homes until they could be fixed."

During their deployment, most of the Corps volunteers acted as monitors. Some monitored contractors that were doing the debris removal and field workers who were collecting debris, while others assisted the FEMA in setting up temporary housing for the flood victims.

Laurie Driver, a public affairs specialist, assisted with public affairs work, sent out news releases and clipped newspaper articles pertaining to the disaster.

Loos said the assistance given by the Corps and FEMA is very helpful and an invaluable service to the disaster victims.

"With the volume of contracts we issue, we can acquire services much cheaper than the individual landowners can," he said.

Howell said the victims were pretty down.

"You could see the physical as well as mental exhaustion and

frustration of the people," he said. "They were trying to clean up, essentially going through every item in the household to determine if it was salvageable or not, and at the same time trying to get in touch with insurance companies and FEMA reps."

"Some even had to go to work at the same time," he said.

Howell said the residents were greatly appreciative to see Corps volunteers there.

"It was encouraging to them to see the debris being removed, not only because of the aesthetic reasons, but I think mostly because it gave them a feeling of progress through the ordeal," he said.

Arlen Ivy, a GIS specialist at Russellville, said many people were having to live in damaged homes until they could relocate to FEMA housing.

"Some had bare concrete floors, and some were floor joists with boards to walk from room to room," Ivy said. "They had the sheetrock insulation removed from the walls and bathrooms and kitchens torn out."

He said they all had a terrible musty, moldy smell, and residents were in a hurry to get into the trailers.

"They were very appreciative of our efforts," Ivy said. "Their attitudes and needs made me wish I could do more."

John Garrett, a realty specialist, said it will be months before the residents can get back into their homes.

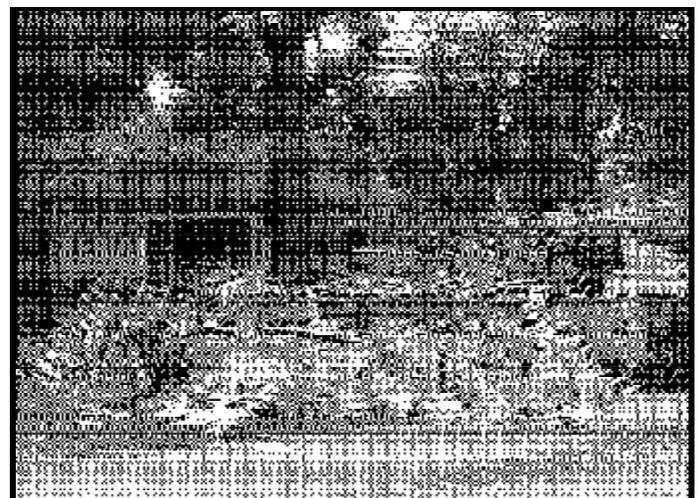
"The people were gracious, loving and appreciative in the vast majority of the cases," he said. "Not only do we have the expertise to deal with disaster situations, but we can use these unfortunate circumstances to show how responsive the government can be. It is a way for us to improve our public image and do some private good."

All the volunteers said they agreed to go to Houston because they wanted to help people in need and use their individual expertise. Batchelor said he considers volunteering to be a great way to be an ambassador for the Corps.

(See "Volunteers" on page 9.)



Many Corps volunteers worked the debris removal mission while in Houston. The floodwaters brought by the storm damaged the structure of the homes as well as their contents.



Furniture and home appliances lined the street in front of this Houston home after the storm. Mounds of broken and destroyed items reached six and eight feet tall.

Kiewit receives national Corps safety award

by **Jamie Oliver**
LRDispatch staff

The U.S. Army Corps of Engineers has awarded a Nebraska construction firm a national safety award for their work during the construction on Table Rock Auxiliary Gated Spillway at Table Rock, Missouri.

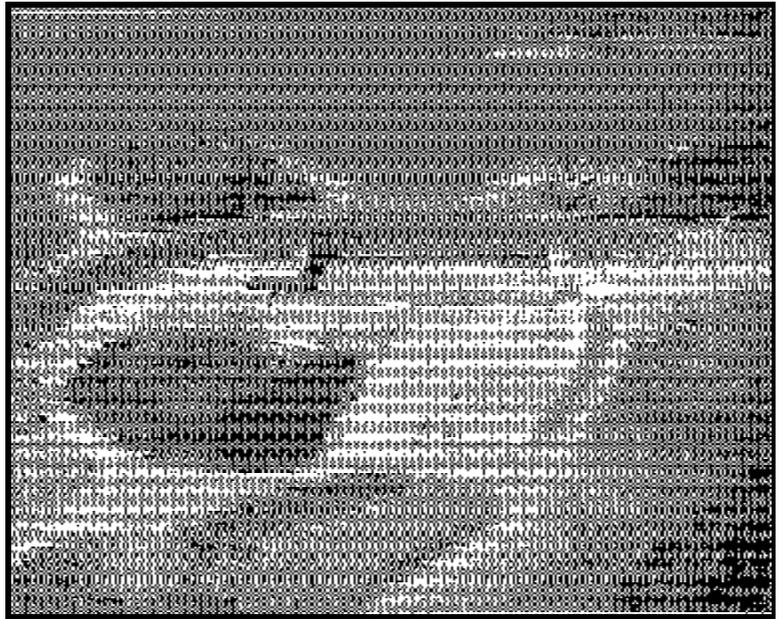
Kiewit Western Company of Omaha was awarded the Chief of Engineer's Contractor Award for Safe Performance for exceeding 50,000 hours of project work with no fatalities, injuries or property damage.

"Kiewit Western did an outstanding job on the project and most importantly, did it safely," said Wayne Lewis, assistant chief of Little Rock District's Engineering and Construction Division. "They talk the talk and walk the walk."

During Kiewit's work under contract to the Little Rock District, the firm worked closely to a major state highway and a multi-million dollar hotel located in Branson, Missouri. Because the area economy is highly dependant on tourism, concerns were initially raised with blasting and traffic delays.

"Due to Kiewit's dedication, planning and innovation, none of the concerns materialized," Lewis said. "The complex and sensitive project was completed ahead of schedule and without a single lost time accident."

The additional spillway at Table Rock is being constructed by the Corps as the most cost-effective way to protect the dam during a catastrophic flood and will be used only during extreme flood



Contractor Kiewit Western Company completed Phase I of the Table Rock Auxiliary Gated Spillway, shown here. They received a national Corps safety award.

Volunteers

(Continued from page 8.)

"Everyone I met always thanked and appreciated what the Corps was doing here," he said.

Garrett said hurting people need help from the Corps and others.

"As a Christian, I always feel a need to share my faith with people, but especially under these types of circumstances," he said. "In times like these, people need to know even more about His saving grace and the fact that He is in control, in spite of the circumstances."

Howell said the team in the Emergency Management Office did an excellent job getting together packets, directions and shirts for the volunteers.

"Many of the Corps volunteers from other districts had to wait a day or two for shirts, but our team had them when we arrived," Howell said.

Charlie Tobin, chief of Emergency

Management, said employees can sign up to volunteer for disaster response by filling out a personal data sheet available in his office. It allows employees to describe their skills and what type of service they would like to volunteer for," he said. "We would like to have a sheet for everyone," Tobin said.

Tobin said when a call for volunteers comes the files will be reviewed to find compatible volunteers.

ENGLink, a Corps program, is being put in place to allow easier tracking and matching of volunteers to specific situations.

"All employees will eventually be on this program," Tobin said. "It is a more efficient way of getting volunteers."

Other employees who volunteered in Houston included Dan Bailey, Jerry Banning, Roy Burk, Richard Devine, Jimmy Reep, Benny Rorie and Wayne Storey.

emergencies. Kiewit did the first phase of the construction contract which included excavation and construction of part of a new earthen embankment.

When Table Rock was designed, engineers used weather data to predict the worst flood that might be created.

In recent years, the Corps launched a nationwide Dam Safety Program to ensure its dams are structurally sound and have adequate spillway capacity to withstand probable maximum floods. However, using updated weather data and design technology, engineers found that Table Rock Lake would actually go much higher than originally suspected in the event of a major flood.

If this happened, the earthen portion of the dam would be exceeded by as much as five feet, possibly causing the dam to washout, destroying the lake in the process.

The award will be presented in a ceremony at a later time.

This is the second time a nominee from the Little Rock District has received this award, Lewis said. A construction team won in 1991 for its work building a church at Ecker Air Force, a B-52 base that closed in 1992.

Fall safety tips for hunters, gatherers important

It's time to head to the great outdoors again. Some will pull the trusty rifle off the mantle and go in search of game. Others will head for the orchards and groves to harvest their favorite fruits and vegetables. Modern technology may have changed some of our methods for carrying out these tasks, but the principals and many of the safety hazards remain the same.

The greatest risk to the hunter in this day and age is other hunters. That is why fluorescent orange clothing has become standard equipment for hunters. Its purpose is to prevent other hunters from mistaking you for an animal, or even shooting in your direction. Hunters who wear blaze orange are seven times less likely to be shot than those who don't wear it. When you pick up any weapon to examine it, treat it as if it is loaded.

When you see a target, be sure of your target and what is beyond it. Don't let buck fever and over-excitement ruin your good shot, or someone else's good life. Keep your finger off the trigger until you are ready to shoot.

Turkey hunters beware

More than half of turkey hunting injuries occur when one hunter thinks he's stalking a turkey, and he is actually stalking another hunter with good camouflage and an excellent turkey call. Let the bird do the walking. Always assume any call or footsteps you hear are from another hunter. Don't shoot until you clearly see the whole turkey. If you see another hunter, talk to them clearly. Never wave your arms or use a turkey call to alert another hunter.

Gathering the goods

Harvesting crops by hand is hard work. Taking care of your body is the most important safety factor for gatherers. Wear the proper clothing and dress in layers. As the temperature rises, layers can be removed and put back as the temperature drops.



Wear a hat to protect your head and block out some of the sun and wear gloves to protect your hands. Wear boots that provide good protection for your feet and ankles.

Picking crops by hand is hard work, so get plenty of rest. Drink plenty of fluids while you're working and eat well-balanced meals. Take breaks every hour and don't over exert yourself, because heat exhaustion is still a concern.

When you are picking food in larger fields there may be machinery present. Gatherers need to be aware of what is going on around them.

Modern harvesting equipment is very powerful, so make sure all guards and shields are in place prior to operation. Stop and turn the equipment off completely before servicing it in any way, and never allow children near the equipment.

Wear close fitting clothing so it does not get caught in any moving parts. Never allow people to board or disembark any moving piece of machinery.

Stay in shape

Being physically fit is very important for hunters and gatherers. Walking while carrying gear, spotting and shooting at a deer and dragging out a carcass can cause more stress than the heart can handle. The awkward extended positions obtained while picking that perfect peach or the stooping orientation assumed while picking beans or strawberries, can put undo stress on the back, neck and shoulders.

Start a personal fitness program prior to the big hunting and harvesting seasons. Hopefully it will save you from a heart attack. Start out walking at least 30 minutes, five times a week. Remember to stretch first. Drink lots of water and wear good shoes that cushion your feet while you walk. Start this about a month before you hit the great outdoors, and you will be ready to bring in the meat and potatoes.

Save files on Local Area Network for easy backup, retrieval

Customer Assistance Branch is in the process of upgrading all systems in the district to Windows 2000. We currently have about 250 systems here at the district office and another 250 systems at field offices to upgrade.

Each system takes us between two and one-half and three and one-half hours per system to complete,

depending on the amount of data that we have to copy from your old hard drive to the new one. We collect all your personal settings including network settings, desktop settings, applications installed and how they are configured, and default storage locations.

If you are scheduled to receive a new system, it will be installed with Windows 2000.

There is one thing that you can do to make this upgrade quicker so you will have less down time and make the possibility of data loss very minimal. The safest place to store important data is on the Local Area Network.

The LAN servers are reserved primarily for business use, and they are backed up to tape every night, and one tape each week is saved for a full year. If your workstation fails, your data is still safe on the server. If you accidentally delete a file from the server, it can be recovered from tape. And in the event of a server failure, we still have the data on tapes.

If you store data on your local drive, commonly referred to as your "c-drive" or your "d-drive", there is no recovery available unless you are performing your own backups.

(See "IMO" on page 11.)



Library has materials to help prepare for engineering exam

Engineers interested in earning their Professional Engineer license will find the latest edition of study guides in the TRC. The collection covers civil, mechanical and electrical materials, many from Professional Publications. Several works that include problems with solutions provide invaluable practice for the test.

To determine the most useful titles, the library staff interviewed some of those employees who recently passed the examination. The materials are shelved as a special collection in the library to provide an opportunity to browse.

“How to Become a Professional Engineer” (TA159 .H68 1997) guides the employee through the entire registration process. The work includes practical advice for those planning to take the exam. Becoming a registered professional engineer will enhance every engineer career.

Videos added

The TRC has recently added new videos emphasizing customer service and teamwork. “The Call of the Mummy” (HG5415.5 .C3 1997) focuses on telephone contact with customers by a witty presentation of good and bad service.

“The Other Side of the Window,” (JK1674 .O8 2000) presents exceptional customer service techniques for government employees. The video emphasizes how to use flexibility and common sense to satisfy the customer.



“We’re on the Same Team, Remember” (HF 5414.5.W47 1997) stresses the importance of communication on the team. “Meeting Robbers” (HF5734 .M4 1995) demonstrates the seven “most wanted” meeting robbers at work and provides tips for redirecting the meeting without conflict.

Communication aids available

Two new additions to the library collection provide employees with help communicating. “How to Say It Best” (PN4121 .G7195 1994) offers a wide variety of words phrases, sentences, and paragraphs for 39 different speech-giving occasions. These occasions include business meetings, farewells, introductions, invocations, eulogies, and giving and receiving awards.

The work also addresses other issues such as clothes, body language, nerves, and surviving mistakes. An appendix of sources of anecdotes, facts and quotations make an important addition.

“How to Say It at Work” (HF 5718 .G748 1998) provides guidance in the use of power words, phrases, and body language in a work environment. The work aims to help the reader avoid common nonverbal and verbal pitfalls as well as teaching how to overcome hostility, unfairness and indifference. The bulk of the work addresses how to handle specific situations and people, such as colleagues, subordinates, supervisors, vendors, and customers. Each section begins with a self-test on communication in that area.

Information on cancer

“Mind, Body, and Soul; A Guide to Living with Cancer” (RC280 .D33 2000) offers comprehensive guidance for cancer patients and their families on how to live with the disease from the moment of diagnosis. The work presents in-depth information on managing treatment symptoms and pain, giving and receiving quality care, and overcoming stress and fear.

An extensive resource appendix highlights sources of further assistance.

Hot Website of the Month

Ratings for nutritional websites

www.navigator.tufts.edu/

IMO

(Continued from page 10.)

If your drive fails, any data you have stored there will have to be recreated. If you accidentally delete a file and you have emptied your recycle bin, it is gone permanently. You will have to recreate your data.

Each program has a way to select where you want to store your information. To set your Microsoft Office program’s default file location to the LAN in your home directory follow these steps:

1) Start Microsoft Word, click on “tools” “options” “file locations”, under file types click on “documents” then “modify” navigate to your home directory and click on “ok”. You need to write down this path because the next 3 you will have to type the path in.

2) Start Access click on “blank access database” and click on

“ok”, click on “create”, click on “tools” “options” then the “general” tab. In the box under the default database folder type in the same path that you wrote down from your Microsoft Word settings then click on “ok”.

3) Start Excel click on “tools” “options” then the “general” tab. In the box beside “default file locations” type in the same path that you wrote down from your Microsoft Word settings then click on “ok”.

4) Start PowerPoint and click on cancel. Click on “tools” “options” then the “save” tab, in the box under “default file locations” type in the same path that you wrote down from your Microsoft Word settings then click on “ok”.

If you have any questions or problems in making these changes or want to know how to set other program’s default location call the Help Desk at 324-6824 or 1-877-885-6675.

Listening to our customers

Corps releases report on water resources challenges

Ten major water resources challenge areas facing the nation are the topic of a national report released from the U.S. Army Corps of Engineers.

The national report documents the results of 16 public "listening sessions" held across the country from June to November 2000. The listening session forums gathered people of varied interests to identify concerns regarding the nation's water resources and to clarify the federal role in addressing those concerns.

"The listening sessions were lead by an independent facilitator and attended by a broad cross section of people across the nation with different outlooks on the nation's water challenges," said Mark Gmitro, the sessions' program manager. "Our role was simply to listen and gather their opinions."

The national report focuses on the federal role and will be used to make informed procedural and institutional changes within the federal government. It is also being presented to Congress and other decision-makers for consideration.

The 3,400 concerns identified by listening session participants were grouped into ten general challenges.

Marine transportation system:

Transform the marine transportation system to meet 21st century demands.

Restoring and protecting the environment: Restore degraded environment resulting from past development and seek to protect the environment in new development.

Managing watersheds holistically: Achieve balance between social needs, economic development and the environment within an entire watershed.

Floodplain and coastal zone management: Protect Americans from severe storms/natural disasters to minimize social, economic, and environmental impacts.

Responding to disasters: Plan for, prepare for, and respond to emergencies resulting from natural disasters and technological emergencies.

Community water infrastructure: Consider and plan for the implications of aging water resources infrastructure,

urban growth and development, and water supply and treatment on a community's ability to be prosperous and sustainable.

Regulating dredge and fill activities: Ensure fair, adequate and efficient permitting to protect wetlands and other waters of the U.S. from development and improper use.

Recreation: Provide recreation opportunities for all Americans and their guests on national lands and waters.

Project processes: Ensure significant communication, information, public input, and analysis for successful project development.

Institutional changes: Streamline and improve federal water resources authorities, laws, policies, and funding to better align the federal government's priorities, goals, and objectives.

The full national report, executive summary of the national report, and reports from each of the listening sessions are online at <http://www.wrsc.usace.army.mil/iwr/waterchallenges/>.

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