



# The **SKOOKUM** *Skoop*

March 2015

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*Photo credit: Rob Potter*

***“Our greatest weakness lies in giving up. The most certain way to succeed is always to try just one more time.” -Thomas A. Edison***

## Skookum Veteran Employee Finds Keys to Homeownership in Norfolk



I'd like to recognize a very special Skookum employee, **Frank McCatry**. Recently, I attended a ribbon cutting ceremony for Frank on the closing of his new home that he was able to obtain using his VA benefit. Knowing Skookum employs many Veterans, I want to share his great story (see below) with you all. Congratulations to Frank and his children on their new home, and thank you Frank for sharing your story with us all!

**Jean Spell | Site Manager | Joint Base Langley-Eustis, VA**

*My name is Frank McCatry. I am a Gulf War Era Veteran and single father of two children. I have also been homeless the past eight years while caring for my children.*

*My story began after deciding to leave the military to save my marriage that ended in divorce three years after leaving active duty. I was awarded full custody of my son and daughter several months after the divorce. However, I had a dark secret – I had fallen into major depression. I even contemplated suicide. I was urged by two fellow veteran family members to seek treatment from the local Veteran Hospital.*



*Along with the divorce, suffering from major depression and a bad economy – I soon lost everything. I lost our home and I lost my job in the newspaper industry.*

*I started to seek help from a Social Worker at the Hampton Veteran Hospital. Soon I was able to use my Vocational Rehabilitation education program benefit to obtain a free Associate Degree from Tidewater Community College Norfolk Campus. Additionally, the HUD/VASH program got involved. The normal wait time for suitable shelter for a family was one year, but was reduced to three weeks in my family's case. Thankfully we were able to obtain a Voucher and rent a home in a respectable Norfolk neighborhood.*

*Another benefit of the Vocational Rehabilitation Education Program is job placement assistance. In my case, I was assisted in being placed at a job designed for disabled veterans. I am proud to say, I am a one year employee of Skookum Contract Services. I have learned an entirely new trade, how to drive a forklift, and shed 63 pounds in the process.*

*Recently, I was able to close on a \$185,000 newly constructed home in the City of Norfolk and become the first person and/or Veteran in the state of Virginia to use a voucher to obtain a new home.*

*I want to thank the Department of Veteran Affairs for providing all the necessary programs that helped me as a person rebuild my life, returning me to suitable employment, and giving my children a wonderful new home.*

*-Frank McCatry*

## March Birthdays

1	Aaron Johnson	20	Gregory Fitch
2	Clifford Berlin	20	DeRichieen Jelks
2	Christopher Crittenden	20	Michael Smith
2	Alexander Horton	21	Erica Krauss
2	Daniel Wilson Jr.	21	Travis Nollette
3	Carolyn Dubler	21	Michelle Ogan
3	Bruce McDade	22	Cindy Ellsworth
3	David Sutton	22	Abraham Goldberg
4	Irene Bush	23	Logan Gazabat
4	Paul Rountree	23	Vincent Pollard
5	Victor Dominguez	23	Lorenzo Smith
5	Clyde Nabors	24	Ronald Potts
6	Randy Hartman	26	Timothy Dolezal
8	Michael Hernandez	26	Albert Johnsen
9	Michelle Feedor	27	Kassidy Deibert
9	William Walker	27	David Reeder
10	Mary Adams	27	Lakendrion Wright
10	Marcus Bird	28	Stacy Gravely
10	Shawna Boutwell	28	Jeanette Thompson
10	Edward Garrido	30	Craig Poitevint
10	Chris J Mantanona	31	Bryant Andrews
10	Steve Santacrocce		
11	Becky Adams		
11	Connie Cryer		
11	Elisha Garcia		
11	Christopher Stange		
12	Jerry Berlin		
12	Scott Coffman		
12	Dennis Jarnigan		
12	Jerome Smith		
13	Gabriel Brothers		
13	RaShaun Parker		
14	Joseph Mellinger		
14	Dale Moore		
15	Robert McComb		
15	Jonathan Pate		
16	Jesse Crews Sr.		
16	Jotiar Haji		
16	Jodi Kainu		
16	Heather Larson		
18	Janene Frenette		
18	George Jacob		
19	Chris Lewis		
19	Richard Ramsey		
20	Rosa Escalera		



## March Excellence Award Winners

### Hudson Graf

PSNS Facilities Maintenance – **Nominated by: Stacey Day, Janitorial Supervisor**

Hudson Graf always goes above and beyond when he is here at work. Every time I step into any of the barracks that he does I hear nothing but wonderful things about Hudson and the quality of work that he does for them. Hudson always says yes to any mission that I send him on and he does it with a smile. I have also noticed that Hudson takes pride in doing a good job at everything he does for Skookum. When I think of our core values: Integrity, Diversity, Commitment, Quality, and Partnership I think of Hudson Graf. He possesses every one of our core values in the work that he provides for us and our customer.

### Debra Keyes & Steven Wessler

Keyport/Bangor Facilities Maintenance – **Nominated by: LCDR Marjorie Wytzka, MSC, USN**

I just wanted to drop a quick note and let you know that our mock Joint Commission walkthrough team from Navy Medicine West was very impressed with the cleanliness of our building last week (25Feb). They also asked several staff members about cleaning of the building, and there were only positive praises. They were especially impressed that our carpets were so clean, and one of the staff replied “oh yes, Debbie and Steve are great about calling them in the minute they get a stain or look bad and letting us know.” It is that sort of extra attention that keeps our building looking so great and helps us keep it in great shape! Thank you again for the effort your guys put into maintaining the cleanliness of our building for our patients and our staff!

### Julius Washington

Fort Meade, MD – **Nominated by: Walter Davis, Transportation Supervisor**

Mr. Julius Washington has worked for Skookum at Ft Meade as a Shuttle Driver since August of 2011. Julius or as everyone refers to him as Mr. Washington has been highly dependable over his tenure to include filling in when his fellow Drivers had to be out for personal reasons. Mr. Washington brings a smile to work every day and has a way of entertaining everyone with his witty jokes and just all around great sense of humor. Mr. Washington has logged thousands of miles as a Shuttle Driver for Skookum without one Accident or Incident, driving in tight places and the elements. Mr. Washington truly cares about his customers going out of his way to assist the disabled and making sure everyone gets to their destination on time. Mr. Washington has been a positive asset to Skookum and our team at the Ft Meade Transportation Motor Pool. It gives me great pleasure to nominate “Julius Washington” for the Presidents Excellence Award.

### Gary Cunningham

PSNS Facilities Maintenance – **Nominated by: Stacey Day, Janitorial Supervisor**

A member of the PSNS Leadership Team recently completed a Customer Survey and included glowingly positive comments on the work ethic, attitude, and job performance of Gary Cunningham. This PSNS Leader highlighted Gary's efforts to ensure complete customer satisfaction with the condition of the rest rooms, floors, and general cleanliness, a particularly difficult undertaking given the anemic service levels in the current janitorial contract. More importantly, Gary arrives at the job each day with a smile on his face and a positive can-do attitude, which in turn has a positive impact on others and instills a little extra professionalism throughout the office. Gary Cunningham is a true asset for Skookum. Thank you!

## The Rat Patrol



D-42 welcomes our newest members to the team and a new line of business. Recently, Skookum had a chance to bid on the Pest Control portion of the BOSC as a subcontractor for Chugach, in support of Naval Base Kitsap, Keyport, Zelatched Point, and Indian Island. We hired two veteran Rat Terminators, **Charles Faulkner** and **John Skaggs**.

Charles and John have been the Pest Controllers of choice for multiple contract changeovers, but now Skookum has them and they fit in our D-42 lineup very well. The daily tasks these guys deal with would make most people run the opposite direction screaming in fear. Between dead animals left behind and rats big enough to put a collar on, these guys handle it all, literally. If you see them on-base, or at the Skookum Home Office, welcome them aboard and say thanks.



Charles Faulkner



John Skaggs

**Bill McKenzie | Bangor Facilities Maintenance Manager**

## Meade Moments - Division 30



Just before the Valentine's Day weekend, there was a major winter storm warning issued for the Baltimore / D.C. area. Subsequently our Maintenance Department made sure to put extra emphasis into servicing and prepping the snow removal equipment for the upcoming storm.

The storm hit on Valentine's Day around 3pm and continued into the next day. Skookum received its first call Sunday morning to assist with broken equipment. Maintenance standby personnel were contacted and made their way in to repair vehicles on a very cold and snowy day in support of the Ft. Meade Community. All their efforts put a smile on the equipment operator's faces and ensured the installation's roads would be drivable for the upcoming week.

It's times such as these when one can see and appreciate the integrity of the employees they work with on a daily basis. I personally want to thank each and every one of them for their support of Skookum's mission at Ft. Meade.

**Eric Water | Maintenance Supervisor | Fort Meade, MD**

## SAFETY ZONE



Performing food service operations at the Navy Galleys (D-44) requires daily use of sharp kitchen utensils and specialty equipment that create a potential safety hazard if not used correctly. **Robert Israel**, Safety Representative and **Heather Larson**, Site Manager have developed specific processes in combination with AHAs (Activity Hazard Analysis) for their safe use which are consistently reviewed and trained to with team members.

While the crew works safely as a whole, the efforts of two employees are being recognized this month for their dedication to safety in the workplace. **Aaron Paasch** and

**Tashe' Tibbs** are both full-time employees who have worked accident-free over the past 12 months! In recent months, Aaron has submitted additional ideas to further the safety of his co-workers which were implemented and awarded through the ISO Continual Improvement program.

Both employees are examples of the Galley division making safety a priority. Great job to you both!

*Heather Larson | Project Manager | Navy Galleys*

## Fort Riley Updating to New Diagnostic Equipment



Here at Fort Riley, we are in the process of updating our diagnostic equipment in our shop. This equipment will be enable us to do more repairs in house and give our customers more of a one-stop shop. Most all of the electronic components on the newer vehicles require programing when they are replaced. With these updates we will be able to program most of the components when we replace them. Some of the major components do require the vehicle to go to the dealer for repair as the programing software has not been released for public use; this is what keeps the maintenance shop at the local dealer in business. The updates we are doing will require two new diagnostic computers that plug directly into the vehicle and enable us

to read any issues, present and past, check engine lights, traction lights, and many other issues that go on with the vehicles today. We will have a computer for the cars, pickups, the smaller vehicles and the other for the heavy vehicles, dump trucks, busses, semi tractors and trailers. We do some extensive repairs at our shop and this will make our jobs a little easier and help us keep the customer up and running. We are very excited about our updates and look forward to giving our customers the best service possible; as you all know this is the Skookum way!

*Neal Carson | Site Manager | Fort Riley, KS*

## March Wellness



## Skookum's Spotlight on Wellness

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Bremerton's Just Do It!!



Skookum's Teams

Beast-Mode

Blue Birds

Flab-U-Less Eight

Ft. Lee #2

Great Place Warriors

Hawks

Holy Walkamolies

Just Do It!!

Kitsap Wolves

Murray's Marauders

Skoo-Fun

The "DOE" boys

The Supply Guys

Thinner Winners

TN Mators

Townsend 12s



Naval Hospital's Blue Birds

## Live Healthy 10 Week Challenge

For the second year in a row, Skookum employees from across the country have challenged themselves and fellow team members to live a healthier life. With the support of the Live Healthy 10 Week Challenge, employees are asked to track their diet, activity, or both, daily. Participants are provided with newsletters, recipes, workouts, and more.

With the encouragement from many repeat participants, this year includes 29% more employees than last year. Our Challenge is made up of 17 teams with 118 participants devoted to living a healthier life.



Flab-U-Less Eight of Ft. Lee



Bremerton's Holy Walkamolies



Port Townsend's Townsend 12s



Bremerton's Murray's Marauders

## ACCEPTING THE CHALLENGE

In addition to logging personal activity and diet, the Challenge offers teams the opportunity for mini challenges. Week 3 was devoted to Paying it Forward to the community. Teams from Port Townsend and Bremerton are shown here accepting this Challenge. Members of Townsend 12s collected groceries and developed a food game plan for a fellow community member. Members of Murray's Marauders made use of the unusually warm weather to collect trash outside. Way to give back!

## Wellness Quote....

"You don't have to be great to start, but you have to start to be great." ~ Zig Ziglar

## News from White Sands Missile Range - D-51

Success is the reward of D-51's efforts. "The secret is keeping busy and loving what you do. – Lionel Hampton



**Martin Reyes**

One of the special projects we have successfully accomplished is the recent replacement of three chillers at WSMR's Cox Range Control Center. Additional chillers will soon be replaced throughout the range.

It is also that time of year to prepare for the new season – changeovers! We are looking forward to accomplishing any challenges that may lie ahead!

In January, **Martin Reyes**/HVAC Technician was awarded the Excellence Award. We appreciate your continued dedication, Martin – congratulations!



**Gabriel Martinez**

We welcome **James Williams** to our team as part of General Maintenance. Born and raised in Albuquerque, New Mexico, James was a welder for 27 years. He then served with the Army from 2005 to 2011 and was deployed to Iraq for two tours. Retiring as an E5, James now resides in Las Cruces, NM. Welcome aboard, James!

Formerly a GM Technician, **Gabriel Martinez** recently accepted the Facilities Foreman position. We foresee a smooth transition and are confident his success will continue in his new role. Congratulations, Gabe!



**James Williams**

*Gracie Gonzales | Scheduler | White Sands Missile Range, NM*

## Video Conversations with Skookum Founder Jim Westall



We have produced a series of short videos with Skookum Founder **Jim Westall**.

The videos are focused on Skookum History and feature Jim visiting with past and current Skookum team members.

These videos can be viewed on our web page at: [www.skookum.org/about-us/page](http://www.skookum.org/about-us/page) Then click the link titled "Skookum History"

You can also view the videos on YouTube at: [www.youtube.com/skookumcontracts](http://www.youtube.com/skookumcontracts)

We hope you enjoy!

**The Skookum Marketing Department**



The ISO Audit is upon us and we are gearing up for a very busy couple of months! ISO (International Organization for Standardization) is a plan for consistently delivering services or products with the greatest efficiency and the highest quality. This means understanding the goals, developing quality objectives, and documenting the processes. Most importantly, we analyze those processes to reveal opportunities for improvement while continuing to deliver World Class Quality Services.

Being ISO Certified instills customer confidence in Skookum because they can depend on services that are consistently of the highest quality. Skookum has a well-respected reputation for excellence in quality and customer service. Our customers see us as part of their team and know we have developed processes to meet and often exceed their expectations.



Skookum has been audited against the highest quality system standards in the world. We not only meet, but often surpass the standards at our operating locations nationwide. Each time you participate in any of the processes in the performance of your daily responsibilities, you become a process owner with direct involvement in improving them. Your input can affect change by utilizing the Continual Improvement program and the CAPA process. If you have questions about any part of the ISO Program, please contact your division ISO/Quality Representative.

*Michele Murray | Quality Program Coordinator, NW Region*



The winner will receive a \$100 Prize along with a Skookum Excellence Pin. This award is based on our Core Values.

**Fill in form and click submit. Your nomination will go directly to Skookum CEO, Jeff Dolven.**

## CORE VALUES



*Exceptional Results with Extraordinary People*

To nominate, go to: [www.skookum.org/news-media/award-winners](http://www.skookum.org/news-media/award-winners) Anyone is welcome to nominate a Skookum employee for this award: customers, supervisors, employees, peers, managers, etc.