



The SKOOKUM *Skoop*

September 2014

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Photo credit: Rob Potter

"Keep your face to the sunshine and you cannot see a shadow." -Helen Keller

Jeff Dolven marks 10 Years with Skookum



Last week marked my 10 year anniversary at Skookum. It's a milestone worthy of some reflection. In many ways, the Skookum that I joined in 2004 no longer exists. Gone are the days when I can start my morning in Port Townsend and visit with every Skookum employee by the end of the day. We're simply not a small company any more, and in many ways I miss that. Yet we have accomplished so much in 10 years. Today Skookum's wings cover 10 different states in every geographical region of the United States. Over 1,000 Skookum employees provide a wide range of services to a growing number of customers. We are diversified, stable and strong. Yet in the midst of all Skookum's growth and success, I am most proud about what has remained unchanged. We remain steadfast in our core values – our commitment to quality and to providing exceptional customer service. Our passion for taking care of each other, and for defining our success around our customer's success.

These values, and our ability to remain true to them, is what has fueled our success over the past decade. If you had asked me 10 years ago to paint a picture of what Skookum would look like today, I never could have imagined the result. I will confess that I have an equally difficult time painting the picture of what Skookum will look like 10 years from today. Oh, I can do a pretty good job of predicting the next couple years, but it gets pretty hazy around 2020. What I can tell you is this – it will be our ability to remain true to our core values that will drive our success in the future. This will be our challenge as we grow – to nurture our culture of excellence (yet remain humble about it) and to tenaciously foster the "Can Do" spirit of customer service that has gotten Skookum to where we are today. With those values in our hearts, there is no end to the jobs we can create for people with disabilities! I would like to close by thanking every member of the Skookum team that I have shared part of this journey with. Working here and serving you has been one of the great joys of my life. I look forward to embarking on the next phase of the Skookum journey with you!

Jeff Dolven | President/CEO

SAFETY ZONE: Fort Meade Safety First



Left to Right: Larry Porter & David Reeder, Laborers (D-30) Ft Meade, MD

Skookum's Fort Meade, Maryland site falls under the Logistics Readiness Center of the Army Sustainment Command at Fort George G. Meade and conducts multiple operations within the division. **Reggie Pickett** supervises the turn-in section where units return excess/outdated equipment to be brought to DRMO for disposal. The SSA/receiving section handles supplies that units have ordered through the army system. **Walter Davis** supervises the Transportation Motor Pool, which is responsible for the dispatch of government vehicles on post, the personnel travel section, on-post shuttle bus service, and the freight section. **Eric Waters** supervises the Maintenance Section, which is responsible for repairing the emergency vehicles and equipment used by the DPW.

The Maintenance Shop by far shoulders the biggest safety risk of the entire department so it is with great care and attentiveness to safety that they have been accident free for just shy of one year! The employees make it a priority to stay current with their safety training, use the proper personal protective equipment (PPE), and follow safety requirements.

While all our employees do an excellent job following safety rules and regulations, there are two (2) employees I would like to recognize for their outstanding support. As a Laborer, **David Reeder** ensures the floors are kept clear of debris, any chemicals received in his section are properly labeled, and the fire extinguishers are checked monthly. **Larry Porter** is also a Laborer, assigned to the Maintenance Section. He is invaluable to the maintenance team because of his vast knowledge of safety guidelines and HAZ-MAT training. Larry personally ensures all HAZ-MAT is correctly stored and labeled and that any spills are cleaned up immediately and properly.

I extend my thanks to both David and Larry for a job well done as well as everyone here at Fort Meade Skookum for making safety a priority. We continue to be successful because of each and every one of you.

Matt Wolnik Quality Control/Safety/Environmental Manager/Fort Meade, MD

September Birthdays

1	John Stinson III	21	Salvacion Wright
2	Jade Dailey	22	Roger Brown
2	Maria Gagnon	22	Carolyn Day
3	Brandon Holmes	22	Eugenia Miner
3	Charles Sands	22	Terry Richardson
3	Kyenen Shepard	23	William Gross
4	William Long Jr.	23	Darin McKinney
4	Brian Roadruck	23	Santos Ortiz Rodriguez
5	Alonzo Boyd	24	Dustin Carroll
5	Grant Ensrud	24	Sarah Martinez
5	Sonja Jacob	24	Dennis McVey
6	Jean DeArmond	25	Emily Fowler
6	Phillip Lee	25	Andrew Furrow
6	Steven Mears	25	Alverta Proctor
6	Patricia Palmer	26	Michael Allen
6	Joshua Stavely	26	Norman Brown
6	Stacey Turner	26	Charles Fleenor
7	Michael Anello	26	Abelard Montague
7	Frank Davis IV	26	Hunter Ralston
7	Regina Thomas	27	Paul Buchanan
8	Malena Giles	27	Leslie Clary
8	Phimphone Kheuangmala	27	Brian Robinson
8	James Seabrook	28	Elizabeth Gibson
9	Martin Reyes	28	Christopher Robinson
10	Christina Crakes	28	Jose Sauceda
10	Joshua Taylor	29	Melinda Keith
11	Michelle Colban-Hill	29	Christopher Mathis
11	William Jamison IV	29	Nicholaus Thomas
11	Tiffanie Price	30	Neal Carson
13	Robert Heinsen	30	Douglas Harwood
13	Song Kanan	30	Gina Knowlin
13	Lionel Taylor	30	Duke Pendergast
14	Irene Bethune	30	Anthony Sanchez Jr.
14	Violeta Candare		
14	Glenda Taylor		
15	Patrick Casebier		
15	Robert Collins		
15	Frankie McCattry		
16	Robert Carmon		
19	David Conyers		
19	In Ok Embry		
19	Logan Leboeuf		
19	Cory Sanford		
20	Peter Rood		
20	Cynthia Wotipka		
21	Mark Madewell		
21	Michael McCabe		
21	Shane McLean		
21	Kasey Pate		



Skookum Excellence Awards

Alysa Russell

Port Townsend - Nominated by: Lorri, Linda, Matt and James

Alysa has a powerful and uncanny ability to keep all things organized. She has a way of seeing things about you that you don't see. Alysa is an outstanding Supervisor, always supportive on a personal level! She has also never failed to provide all that is needed to help us better ourselves. Alysa lets us know what is expected and allows freedom to implement such expectations.

She has excellent people skills!! Alysa never hesitates to jump in no matter what time of day it might be and help. Always a positive attitude, a great sense of humor, and a positive work ethic! Alysa-You set a Great Example for all the CREW!!

Joel Martinez & Noe Ontiveros

White Sands Missile Range – Nominated by: Kathy Lucero, WSMR, Housing Services Office

The Housing Office on White Sands Missile Range, NM, would like to formally recognize the following Skookum employees. Joel Martinez, and Noe Ontiveros. This office has worked with these individuals for over a year now, and they have been outstanding in providing this office with excellent work ethics and professionalism. Almost every service request has been performed within the same day, and after inspection, has received a satisfactory rating on every job.

They always let us know about any problems they spot while doing work in that area or when performing their preventative maintenance surveys. They always give us 110% effort on every job. These gentlemen always have a positive attitude. It is a pleasure to work with them.

Scotty Dixon

Tennessee Nominated by: Mike Swanson, TN, Site Manager

Scotty has been with the contract from the start. From the very beginning he has been an asset to the organization. His "always going forward" and "never quit attitude" is demonstrated in everything he does. Scotty has been instrumental in organizing and ensuring mission support is complete and ready when needed. He is always available to the customer and demonstrates his integrity and commitment to the operation every day. Thank you for all that you do!

Mark Keaton

Tennessee Nominated by: Mike Swanson, TN, Site Manager

Mark is the "go to guy" for the Mobile Electronic Maintenance Facility (MEMF) section. Mark has demonstrated his ability to organize and lead through the phase-in portion of the new communication system now being implemented by the D.O.E. He has been instrumental in ensuring mission support is ready and available when needed. He also provides much needed support to the other sections. Thanks for the hard work, Mark!

News from Fort Riley, Kansas!



Kudos to our IT Department! We'd like to thank our IT department for going above and beyond. Recently, **Eddie Aquino** visited Fort Riley to "clean up" and reconfigure our IT network.

In the past 3 or 4 months, we have been having issues maintaining connectivity mostly due to our internet provider changing to a new company. Sometimes these issues lasted 3 days, which were extremely long days considering all of our programs and documents are on the network. Thanks to Eddie's patience and perseverance working with our site and our local internet provider, he resolved the issues and upgraded our IT hardware, which improved operability.

Also, **Jason Watts** helped us in the last several months with software updates on our Mitchell1 program. Mitchell1 is the software service provider for our automotive repair information, invoicing, and the database for maintaining GSA vehicles. Jason worked diligently with us and the Mitchell1 technicians to update our program. This was challenging as Jason has not worked with Mitchell1 before, but that didn't slow him down!

We couldn't do it without our IT department...so, THANK YOU!



Grounds Maintenance Services – Department 14 – Update: Word from the Ground (Grounds contract that is). The new Site Manager has been hired and hit the ground running August 11th. Welcome **Damon Darroch**!

Jayna Schweitzer | Administrative Assistant | Fort Riley, KS

JBLE One Year Anniversary

September 15, 2014 marks the one (1) year anniversary for Skookum Contract Services at Joint-Base Langley Eustis (JBLE)! We have seen many positive changes over this past year including the receipt of greatly anticipated equipment to include a new vehicle, tractor, box trailer, flatbed trailer, and four (4) forklifts!

Our team consists of the following: **CIF-Beverly Buntain, Linda Clifford, Alan Combs, Necmiye Griffin, Nina Hammonds, Phil Lee, Earl Nichols, Dan Wilson, and Larry Young**. Property Book Office-Bernadine Moyler, Robert Brown, Rodolfo Chambers, and Bruce McDade. Supply Support Activity-Tom Humphreys, Bryant 'Todd' Andrews, Linda Bryant, Maria Figueroa, Gina Knowlin, Frank McCattry, Eddie Murphy, Willie Samuel, Lorenzo Smith, Peter Son, and Teresa Vreeland.

While we have experienced some employee turnover during this first year, it provided us the opportunity to add some terrific team members such as **Glen Owens** in CIF, **Collin Mena** at the Fuel Point, **Nicholas Henderson** in Janitorial, and **James Holley** who assists wherever needed in several departments. We feel very fortunate that all of our new employees fit right in to the mix as if they were 'old timers'.

Larry Young and Phil Lee, Stock Clerks/CIF are retiring after 31 and 22 years respectively at JBLE. They have been dedicated members of our family and we all wish them the best as they move on to enjoy retired life and time with their families.

For the past year, **Bryant 'Todd' Andrews** has done an outstanding job as JBLE's Safety Rep. As we move toward becoming ISO certified in 2015, **Earl Nichols** has been selected as JBLE's ISO Rep. Thank you to both gentlemen for performing these additional responsibilities in support of Skookum's goals.

And finally, a big thank you to everyone on the JBLE Skookum team for a job well done. The first year of a new contract can sometimes be challenging, but because we have a great team in place we've made it a successful one. Here's to many more!

Jean Spell | Site Manager | JBLE, VA

JBLM CIF

Business as usual here in the JBLM Central Issue Facility and we never slow down! The NDTE Team was here again this July and August, testing and x-raying over 50,000 plates to support the soldiers from JBLM. Our on-call team and the warehouse personnel were a huge asset to NDTE Team and were highly praised for their hard work and success of the mission.

We have begun the process of issuing 24,000 sets of chemical suits, boots, and gloves to the soldiers here on JBLM. This process involves many employees and the mission will only be successful because of them. Thank you to all involved and keep up the great work!



We had several birthdays to celebrate this month, but one employee in particular; **Mr. Andres Gonzalez** was decked out in full birthday celebration attire! Thanks to the customer service clerks in his work area for making his day extra special!

Gilray Rodgers, Gregory Jackson, Patrick Pastor, and Andres Gonzalez were all awarded their 5 year seniority pins since the last newsletter. Congratulations to you all - a job well done. Next step...that 10 year mark!



A large group of our CIF family and some of their family members enjoyed a fishing charter in hopes of catching sea bass. Most of them did amazing and caught their limit (and then some), but not all fared so well with their land legs! Maybe a few more charters are in their future to conquer that sea sickness! We are in hopes to schedule another trip very soon.

Shelly Johnson | CIF Operations Manager | JBLM, WA

News from PSNS Department 40

Division 40 janitorial replaced its aging fleet of 19 years this summer, so now we can officially put away our duct tape and coat hangers! The janitorial staff was so pleased with their new vans they requested the parking stalls be restriped and stenciled with the vehicle numbers. **Donald Cooley** turned in a Continual Improvement form stating it would benefit the employees so they do not have to hunt for their assigned vehicle at the start of the shift each day. **Josh Martinelli** and **Scott Stivers** did a wonderful job restriping and stenciling parking stalls for Skookum vehicles.



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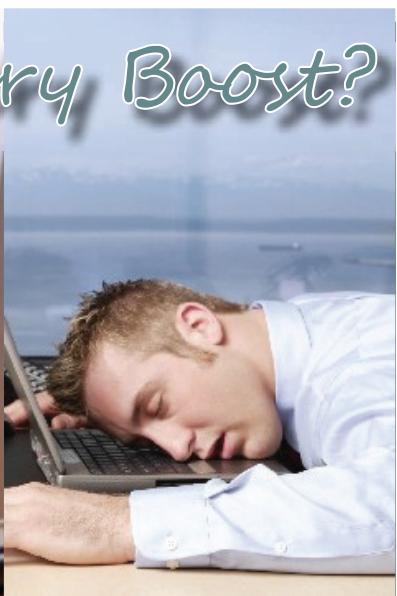
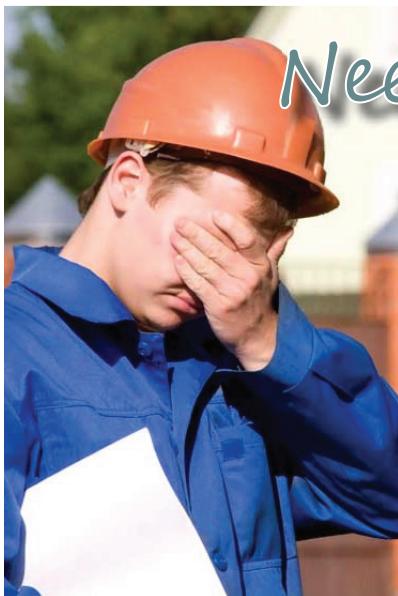
Skookum Contract Services



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"Fort Lee Safety Reps receiving their National Safety Council 'Supervisors Safety Development' Certificate. This course trained the safety reps how to incorporate best safety practices into their daily management activities. Employees acquired the knowledge, leadership skills and methods to apply safety as part of their responsibilities to become the most effective safety leaders and advocates. L to R: William Wright (QC/Safety Mgr), Michelle Feedor (Warehouse Specialist), John Geary (Special Equipment Mechanic), James Wilkins (Plumber Maintenance II), Eddie Boyd (General Maintenance I), Vaughn Taylor (Safety Specialist)."



Need an Energy Boost?

5 Foods that Fight Fatigue



Tips to Manage Fatigue at Work

Hectic schedules, stress and lack of sleep can leave you feeling exhausted and irritable, making it tough to focus on your work. Try these tips the next time you're feeling fatigued during the workday:

- Grab a power snack. Make sure it includes complex carbohydrates and protein, such as a granola bar or peanut butter sandwich on whole grain bread.
- Avoid simple carbohydrates and sugars (such as white bread, candy, chips and soft drinks). They may give you a temporary boost, but you'll crash soon after and feel even more tired.
- Limit caffeine. A serving or two of caffeine can help your alertness, but don't depend on it or drink too much. Instead, drink plenty of water to keep your body hydrated.
- Get moving. A short, brisk walk can do wonders for your energy level, even if it's just through the halls of your office. Or, consider a 30-minute workout during your lunch hour to keep you energized all afternoon.
- Vary your routine. Drive a different route to work, try a new place for lunch or switch up another part of your day. If you're having trouble focusing on something, make your brain shift gears by switching to a completely different task for a few minutes.

Wellness Quote.... “The secret of getting ahead is getting started.”

Updates From Sanitation & Fleet at JBLM!

Work has been steady in the Sanitation division since the last time I wrote. With four drivers at JBLM and one taking care of the Kitsap area, there is no time to rest. That being said, we are fortunate to have two clerks handling the entire latrine processing, along with the invoicing. We're lucky that we have two clerks at this time as **Vicky Stufflebeam** (Clerk) got to take her vacation in Panama! She has relatives there and it was nice for her to go see them and not worry about work. **Heather Ottwell** (temporary Clerk) did a fantastic job while she was gone - thank you, Heather! **Marlan Oaks** has been working with us as a Mechanic, repairing and servicing the trucks, trailers and installing lift hooks for the latrines in the ship yards that we didn't have time to do. He's been a huge asset and we give him a big thanks for helping us out.

Fleet has also been steady as we're in two shops at this time; buildings 9570 and 1162. We were fortunate to get some more work, to allow us to get the folks transferred back from Janitorial. At 9570 we have four technicians, **Vince Baza**, **Jim Gilmon**, **Joe Mesa** and **Troy Ridge**; one inspector, **Charles Sands** (who's also part time mechanic) and one Helper, **Rick Rezentes**. At building 1162 **Kevin Hitchner** is our QC/Lead working with four technicians, **Victor Cobb**, **Mike Noehl**, **Bill Jamison** and **Mike Concepcion**. Fleet has a great team going and with **Andy Desotell** (Operations Manager) guiding the way, it doesn't get any better.

Bob Ratliff | Sanitation/Fleet Project Manager | JBLM, WA

The IT Department Joins in on the Monthly Skoop!

We are excited to be added to the Skookum Skoop!

Power Track? What is that?

At Skookum, the work we perform—janitorial, food service, vehicle maintenance and others-- are services. And our services are the products we provide to our customers across the nation. Every hour worked is a business expense and is managed carefully. The Operations, Payroll, Finance, Business Systems, and IT met to discuss Skookum's growth and labor tracking. Some great ideas emerged on how helpful it would be if the labor information was reported more frequently and conveniently for employees.



With the new biometric technologies available, we selected a new system, Power Track, which features a touch screen with a cool thumbprint reader to enable faster and more automated time tracking. We are in the process of installing Power Track systems for departments to use. The feedback from the sites testing and using it has been very positive. The data entry in old spreadsheets and on paper has been eliminated. Congratulations to **Stacey Day**, for being the first team to fully automate! More to follow!

August also brought a team change; **Melanie Hundley** and **Eddie Aquino** are expanding their roles. Melanie is our Business Systems Manager, and Eddie is the IT Manager. Please consider them additional resources to your team and an additional point of contact for feedback.

In the past we have reported our customer service survey scores. We are in the process of improving our questions to be more overall support-related. Keep an eye out for these, and your feedback is always encouraged.

Our scores are listed below as are the monthly Starbucks raffle winners:

- July (4.89/5.00) winner is **Chris Strange** from HR/Benefits
- August (4.60/5.00) winner is **Megan Mason-Todd** from Vocational Rehabilitation

Always looking to support you and your technology needs.

Rob Potter & The IT/Business Systems Dept. | Bremerton Home Office

Q CORNER

QUALITY



Fort Hood, Texas is one of the largest military installations in the world. Home to the famous III Corps, it is considered to be the primary installation to train and deploy armored forces. At 215,000 acres, Ft. Hood is the only installation with the capability to station two Armored Divisions and an Armored Cavalry Regiment at the same time. Needless to say, Ft. Hood's Central Issue Facility (CIF) is an extremely demanding and active place. The CIF staff services approximately 600 customers per day, processes over 150,000 transactions annually, and manages a property inventory in excess of \$72 million.

To uphold Skookum's high standards, Ft. Hood adheres to strict principles and values, establishing a Quality Control team consisting of **Michael Alex/QC Specialist** and me, **Rich Jelks/QC Manager**. Together, we ensure the manufactured product or performed services adhere to a defined set of quality standards. Some QC inspections are routine and quick, while others are



(Left) Michael Alex/QC Specialist, (Right) Rich Jelks/QC Manager

more complex and lengthy. While conducting daily inspections, we guarantee quality customer service is being provided by our employees. While checking equipment that is being issued or turned-in, we ensure all equipment meets the specified requirements. If for any reason it does not, the discrepancy is corrected on the spot and noted on the daily report for the supervisors to review and correct moving forward.

Our QC team ensures the work is completed, even in very uncomfortable conditions. Should there be recurring issues, we meet with management to work out the root cause and assist in deciding whether current processes need to be adjusted. Working as a team has helped keep the government from issuing unsatisfactory findings.

I would like to thank all of the employees of CIF-Ft. Hood for their contributions in making the QC team successful.

Rich Jelks / Quality Control/Safety/Security Manager / Fort Hood, Texas



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Skookum Excellence Award

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

The Skookum Excellence Award Nomination Form



To Nominate Go to: www.skookum.org

Fill in form and click submit.

Your nomination will go directly to
Skookum CEO, Jeff Dolven

Anyone is welcome to nominate a Skookum employee for this award: customers, supervisors, employees, peers, managers, etc.