



DEU Web Based Certificate

Date: 2/13/2009, Generated by E-mail : [REDACTED]@us.army.mil

Ref. List Issued Date:	02/13/2009	Date Due:	05/13/2009
Certificate #:	WTDS09215721D	Certificate Type:	—
Position Title:	HOUSING MANAGER		
PP-Series-Grade:	GS - 1173 - 9	Target Grade:	9
Organization:	DIR OF BASE SUPPORT		
Vacancies:	1		
CPOC Rep:	[REDACTED]	CPOC Phone:	DSN 879-0433
CPAC Rep:	[REDACTED]	CPAC Phone:	DSN 879-0433
RPA Number:	08DEC9DSW0MJAA215721		

Special Instructions:

SUSPENSE DATE FOR THIS CERTIFICATE IS: 13 MAY 2009

The WCPOC MUST be notified for further guidance PRIOR to extending a job offer.

The DEU Certificate must be returned for AUDIT before a tentative offer may be extended.

SELECTING OFFICIAL: Please ensure that you add your CPAC representative to your cc: email address when returning your selection (or return a hard copy of your selection to your CPAC representative) so that the CPAC can proceed with making the job offer.

The Priority Placement Program (PPP) has been cleared at the time the referral was issued and selection may be made without further regard to PPP clearance.

Employee Name

Final

Vet.Pref. Phone #

Phone Typ

96

NV

[REDACTED]

Home

[REDACTED]

Work

N/A

DSN

89

TP

[REDACTED]

Home

[REDACTED]

Work

N/A

DSN

Schultz, Angela

84

NV

[REDACTED]

Home

[REDACTED]

Work

[REDACTED]

DSN

84

NV

[REDACTED]

Home

[REDACTED]

Work

N/A

DSN

80

XP

[REDACTED]

Home

[REDACTED]

Work

N/A

DSN

77

TP

[REDACTED]

Home

N/A

Work

N/A

DSN

77

TP

[REDACTED]

Home

N/A

Work

N/A

DSN

T Ms CIV USA OGC

From: [REDACTED] Ms CIV USA OGC
Sent: Thursday, April 21, 2011 5:58 PM
To: [REDACTED] Ms CIV USA OGC
Subject: FW: 15-6 Stuff
Attachments: SO Header Listing.pdf; SO Priority Listing.pdf
Importance: High

-----Original Message-----

From: [REDACTED] Mr CIV USA AMC
Sent: Thursday, February 24, 2011 2:56 PM
To: [REDACTED] Ms CIV USA OGC
Cc: [REDACTED] CIV USA AMC
Subject: FW: 15-6 Stuff (UNCLASSIFIED)
Importance: High

[REDACTED] - Here is the feedback I received from SIAD on our questions.

-----Original Message-----

From: [REDACTED], [REDACTED] CIV USA AMC
Sent: Thursday, February 24, 2011 10:44 AM
To: [REDACTED], [REDACTED] Mr CIV USA AMC
Cc: [REDACTED] CIV USA AMC
Subject: FW: 15-6 Stuff (UNCLASSIFIED)
Importance: High

Classification: UNCLASSIFIED
Caveats: FOUO

[REDACTED]
Here are the responses to your/their questions from both of your emails. I hope it makes sense to you, if not let me know.

[REDACTED]
Paralegal
Sierra Army Depot
Herlong, CA 96113
[REDACTED]
DSN [REDACTED]
Fax [REDACTED]
[REDACTED]@us.army.mil



This electronic message transmission contains information which may be confidential or privileged. The information is intended to be for the use of the individual(s) named above. If you are not the intended recipient, be aware that any disclosure, copying, distribution, or use of the contents of this information is prohibited. If you have received this

electronic transmission in error, please notify me immediately by return email or by calling 530-827-4548 or DSN 855-4548.

-----Original Message-----

From: [REDACTED] CIV USA AMC
Sent: Thursday, February 24, 2011 7:19 AM
To: [REDACTED] CIV USA AMC
Cc: [REDACTED] Mr CIV USA AMC
Subject: FW: 15-6 Stuff (UNCLASSIFIED)
Importance: High

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[REDACTED]
As requested.hope this answers [REDACTED] questions.

Q: Need background on the effort to fill the Housing Manager position...how many people turned down the job, how many times announced, etc to show why you guys selected Angie in the first place. Army folks were incredulous that she qualified for the position at all. I tried to explain how tough it was to get qualified people to move out there.

A: The Housing Manager position was vacant during the period 4 March 2007 - 12 April 2009. During this time, 5 recruit actions (RPAs) were processed trying to fill this position. CPAC researched of the recruitment efforts provided the following information:
16 Nov 06: RPA # 692679, Recruit to Fill, Perm--all declined or failed to reply-cancelled
08 Jun 07: RPA # 090850, Recruit to Fill, Perm--same as above - cancelled
26 Dec 07: RPA # 476908, Recruit to Fill, Perm--several PPP matches but all declined; cancelled due to A-76 and to anno as temp 30 Jul 08: RPA # 927699, Recruit to Fill, Temp. Richard Pai was picked up on this RPA, Effective 11/23/08 Not To Exceed 11/24/09
18 Dec 08: RPA # 215721, Recruit to Fill, Perm. Angela Schultz was picked up on this RPA, Effective 08 Apr 09
14 Jan 10: RPA # 019132, Recruit to Fill, Perm--all declined but action is still open in ECF
04 Nov 10: RPA # 675348, Recruit to Fill, Perm--merit and DEU-no selections made--still shows as open; selection made.

Q: "[REDACTED]-can you get testimony from the CPAC there as to their "lowering the bar" rules by selecting Angela--remember you talked about this at our last telecom..." This ties back to my earlier questions regarding the process through which you all ended up selecting Angie in the first place.

A: To determine qualifications for a position, that is a CPOC function, not Sierra CPAC. Should you have questions on "lowering the bar" you need to contact the CPOC at Ft. Huachuca, in Arizona.

Q: Need to confirm the number of housing units. 23 family units, 1 CO's quarters, 1 bachelors bldg (6 apts)?

A: Sierra has 24 family units, 1 CO's quarters, 1 UPH (unaccompanied personnel housing) unit (12 rooms divided into 6 apts)

Q: Walt gave us a listing with the 579 work/service orders broken out with several columns of data. Need to know what the column headings were.

A: See attach - SO Heading Listingt.pdf

Q: Need to know if SIAD (MEO) has a policy on work order prioritization. If so, need a copy.
A: See attach - SO Priority Listing.pdf. Service Order prioritization policy/procedures were established by the MEO contract solicitation.

Q: Can you confirm that Angie took the Govt IMPAC card training?

A: She was provided the training material, both hard copy and electronically, but failed to complete the training, so never received an IMPAC card.

Priority 1-Emergency: Emergency Work includes work that is required to:

- Correct failures or deficiencies which constitute an immediate danger/health hazard to persons,
- Imminent environmental hazards,
- Threaten damage to property,
- Threaten physical security, critical systems, force protection
- Threaten essential mission requirements, as determined by the COFR.

Respond within 15 minutes of notification during depot standard work hours and within two hours after standard work hours and correct or contain the emergency. Follow-on work to fully correct the problem may be performed by managing the work as Urgent or Routine work.

Priority 2-Urgent Essential Services: Urgent essential services work requests include work that is:

- Likely to become an emergency
- Command emphasis work
- Hot/cold temperature situations
- Essential transportation equipment repairs
- Any other service requirement concerning degradation of mission accomplishment.

Respond with the next available qualified craftsperson or technician. Urgent Essential Services shall be provided during all depot Standard work hours. All urgent essential services work requests *shall be responded to on the day they are received and the condition shall be remedied immediately to the extent that additional damage to personnel/property or mission degradation will not occur.* Once work has begun on an urgent essential services work requirement, it shall continue until the work requirement is completed in accordance with best commercial practices.

Priority 3-Urgent: This is work that has:

- Command emphasis
- Work required by an activity to accomplish its mission.

The SP shall place the Urgent work requests on the schedule for work as the next work requirement to be performed by qualified craftsperson or technician following completion of any emergency, urgent essential service, or preceding urgent service work requirement. An Urgent work requirement shall be *responded to within 5 days to resolve the urgency of the problem;* additional follow on work may be performed to completely resolve the problem. All work shall be completed in accordance with best commercial practices within 30 days from receipt of the work requirement.

Priority 4-Routine: Calls of lesser importance which:

- Do not meet the criteria of an Emergency, Urgent Essential Services or Urgent call.

All routine work requirements shall be *responded to and completed in accordance with best commercial practices within 30 days* from receipt.

CIV USA OGC

From: [REDACTED] CIV USA OGC
Sent: Thursday, April 21, 2011 6:01 PM
To: [REDACTED] Ms CIV USA OGC
Subject: FW: 15-6 Stuff (UNCLASSIFIED)

-----Original Message-----

From: [REDACTED] Mr CIV USA AMC
Sent: Wednesday, March 09, 2011 2:06 PM
To: [REDACTED] Ms CIV USA OGC
Subject: FW: 15-6 Stuff (UNCLASSIFIED)

Response re: difference in prioritization:

-----Original Message-----

From: [REDACTED] CIV USA AMC
Sent: Wednesday, March 09, 2011 1:03 PM
To: [REDACTED] Mr CIV USA AMC
Subject: RE: 15-6 Stuff (UNCLASSIFIED)

Classification: UNCLASSIFIED
Caveats: FOUO

What I think it is in talking to George. The housing package was compiled prior to the MEO coming into play. Like years before. So that is what they have been giving out. When the MEO was done, they had to change the prioritization and that is what is now being followed. They just never took the document out of the new tenant package. I'll tell them they need to change it.

-----Original Message-----

From: [REDACTED] Mr CIV USA AMC
Sent: Wednesday, March 09, 2011 10:58 AM
To: [REDACTED] CIV USA AMC
Subject: FW: 15-6 Stuff (UNCLASSIFIED)
Importance: High

[REDACTED] - Still on the line with [REDACTED] but they are looking to de-conflict between the attached that you sent me and the prioritization information contained in the new tenant's package. Essentially the same but not identical I guess. Wondering if it is a timing issue? Also thinking the MEO extract would take precedence.

Thx
[REDACTED]

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4-2
[REDACTED]

[REDACTED]

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[REDACTED]

Paralegal
Sierra Army Depot
Herlong, CA 96113
[REDACTED]
DSN [REDACTED]
Fax [REDACTED]
[REDACTED]@us.army.mil

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Classification: UNCLASSIFIED
Caveats: FOUO

Ms CIV USA OGC

From: [REDACTED] CIV USA AMC
Sent: Tuesday, March 01, 2011 9:39 AM
To: [REDACTED] Ms CIV USA OGC; [REDACTED] CIV USA AMC
Subject: FW: SIAD Check List for New Tenants (Excerpts)
Attachments: img-301091558-0001.pdf
Signed By: [REDACTED]@us.army.mil

Categories: Blue Category

See attached. Recently received from SIAD.

5-1



Check List for New Tenants

Tenant Copy:

- ___ Rental Agreement
- ___ Conditions of Occupancy
- ___ Liability for Damage to Assigned Housing
- ___ Family Housing Real Property Inspection Record
- ___ Housing List Discrepancies List
- ___ Rent Payments – Civilian Occupants
- ___ Cash Collection Voucher
- ___ Taxable Possessory Interests
- ___ Home Address Information
- ___ Post Office
- ___ T.V. Satellite
- ___ Emergency Warning System & Disaster Control Plan
- ___ Request for Fire Inspection
- ___ Carbon Monoxide Detector Pamphlet
- ___ Understanding of Carbon Monoxide Detector/Poisoning Memo
- ___ Propane Tanks
- ___ Responding to Gas Smells
- ___ Water Quality Report
- ___ Disclosure on Information for Lead-Based Paint and Asbestos/Lead Survey Results
- ___ Lead: Conditions of Paint
- ___ Protect Your Family from Lead
- ___ Lead Hazard Management Plan
- ___ Childhood Lead Protection Program
- ___ Chemical Hazards in the Home
- ___ Common Substitutes for Toxic Household Products
- ___ Recommended Cleaning Hints
- ___ Self Help Program
- ___ Self Help Request Slip
- ___ Self Help Task List
- ___ Work Priority Policy
- ___ Quality Survey
- ___ Child Care (SIAD) Home Alone Policy
- ___ Bicycle Helmet Policy
- ___ SIAD Family Housing Brochure & Housing Policy Book

SELF HELP PROGRAM

The Depot Self Help Program encourages homeowner type work. By making repairs normally performed by a prudent homeowner, you will be conserving funds, which can be used elsewhere within the housing area. You also gain valuable experience, which will save you money in maintaining your own home.

We have two building locations of self-help. Located on Line Street (across from fire department) next is a 4-plex garage which contains items generally identified with the exterior of your quarters i.e. grass seed, fertilizer, shovels, rakes, lawnmowers, hose etc. The second location is in building 74, next door to the locksmith. Within this self help area you will find items for the interior of your quarters such as rug steam cleaner with attachments, door stops, light lens, stove filters, hydraulic closures for doors, etc.

Request for Self-help items may be accomplished by calling the Housing Manager at 827-4711 to make arrangements to pick up self-help items.

Within three working days from the time of issue all loaned items must be returned clean and operable. Special arrangements for extending usage of items will be documented with the Housing Manager.

Items available for issue are:

Garden Hoses	Fence Boards
Hose Washer	Nails & Screws
Hose Y's	Paint for Fence
Garden Hoe	Paint (white)
Garden Rake	Paint Brushes
Garden Shovel	Paint Rollers
Snow Shovel	Paint Pans
Grass Seed	Gate Hasp
Fertilizer	Gate Hinge
Calcium Chloride (Ice Melt)	Hydraulic Door Closure
Stove Hood Filters	Electrical Wall Sockets
Door Stop	Electrical Wall Covers
Faucet Washers	Globes, Interior & Exterior
Faucet Aerators	Blinds, Window (Bedroom Only)
Caulking (doors, windows, bathtub, sink)	
Lawnmower (1 per duplex)	

Items available for loan only are:

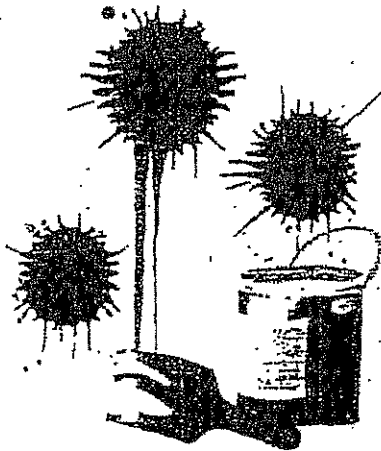
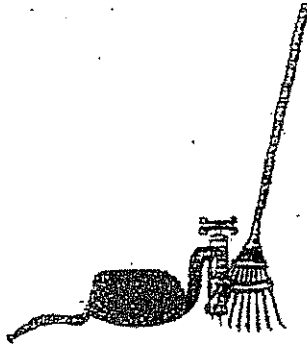
Carpet Steam Cleaner w/ attachments
Lawn Mowers (Temp replacement only)
Broadcaster for Grass seed or Weed and Feed Fertilizer

SELF-HELP REQUEST SLIP

NAME _____

QUARTERS _____

TELEPHONE _____



1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

7. _____

8. _____

9. _____

10. _____

FAMILY HOUSING SELF-HELP TASK LIST

Functional Area	Task
Housekeeping	<ol style="list-style-type: none">1. Clean and polish wood furnishings and woodwork.2. Clean drapery, window shades and mini-blinds.3. Clean floors, walls, ceilings, and windows.4. Clean lighting fixtures (wash globes and lens covers, clean out bugs).5. Clean sink and bathroom faucets and showerhead.6. Clean and defrost refrigerator.7. Clean electric range (keep free of grease and food drippings).8. Clean gas range.9. Dislodge and clean foreign matter from garbage disposal.10. Clean interior and exterior of dishwasher.
Carpentry	<ol style="list-style-type: none">1. Minor repair of wood fences and exterior storage (repair damaged rails; shore up loose posts, lift sagging gates).2. Reset finishing nails.3. Refasten coat hooks and closet shelves.4. Tighten/replace builders hardware.5. Lubricate locks and hardware.6. Replace doorstops.7. Replace caulking around doors and windows.8. Repair small holes in door and window screens.9. Remove/re-hang, clean and store door screens and window screens.10. Repair/replace window shades and brackets.11. Replace curtain rod and accessories.12. Hang pictures and mirrors.13. Replace/adjust kitchen and bathroom hardware (install/tighten paper holders, soap dishes).14. Adjust drawers (sand or lubricate sticking edges).15. Patch small holes in wallboard or plaster.16. Adjust sticking windows due to dried paint or dirt.17. Minor repair of government-furnished furniture (glue loose joints, tighten hardware).18. Replace storm door hydraulic closure and crash chain.
Painting	Spot Painting
Electrical	<ol style="list-style-type: none">1. Replace broken globes.2. Reset tripped circuit breakers.3. Replace cracked/broken switch plates and receptacle plates.4. Replace ceiling fixture bulbs.

Plumbing

1. Shut off critical valves, when necessary.
2. Unclog drain and toilets.
3. Repair leaky faucets; replace faucet handles.
4. Repair/replace shower heads.
5. Tighten/replace toilet seats.
6. Replace tank lid.
7. Correct running toilet (flush ball, float ball).
8. Adjust water level in toilet tank.
9. Replace toilet tank lift wires.
10. Replace toilet tank trip lever.
11. Replace toilet tank lift wire guide.
12. Replace sink and tub stopper and strainer.
13. Replace and clean faucet aerator.
14. Caulk around tub and tile.
15. Perform first aid for leaky pipes.
16. Dismantle trap under sink to unclog.
17. Install insulating blankets on hot water heater.

Gas/Propane

1. Identify and report suspected gas leaks.
2. Re-light pilot lights.
3. Clean and replace air filters.
4. Maintain furnace area (keep area free of debris and clutter).
5. Clean grates to ventilation systems.
6. Change out furnace filters (3-bedroom duplex only).
7. Conserve utilities.
8. Install/repair weather-stripping.

Appliances

1. Clean/replace filters in kitchen exhaust.
2. Replace light bulbs in appliances.

Grounds maintenance

1. Water, mow, edge, seed, fertilize, and rake lawns.
2. Minor pruning of trees, shrubs and vines.
3. Clean and maintain yard.
4. Maintain splash blocks (keep in proper position under Down spout).
5. Clean gutters and downspouts (when not hazardous).
6. Fill ruts and eroded areas.

Paved and stabilized areas

1. Clean walk, patios, steps, and platforms.
2. Clean oil and grease from pavements.
3. Rake gravel.
4. Remove snow and ice.

Pest Control

1. Keep all food areas clean.
2. Keep trash containers clean and tightly covered.
3. Keep screens in good repair.
4. Store wool goods in mothproof containers.
5. Use mouse, roach, ant traps safely and properly.
6. Use authorized pesticides carefully and properly.

Trash and refuse disposal

1. Place all refuse in refuse containers/separate recyclable.
2. Wrap all wet, odorous garbage.
3. Maintain cans, covers, and collection points.
4. Keep access to refuse containers clear.

Security

Install surface-mounted locks on doors and windows.

Fire protection

Replace batteries for smoke detectors, where applicable.

Miscellaneous

Move or store heavy articles in assigned storage tank farm bins.

WORK PRIORITY POLICY

1. **Purpose.** The purpose of this policy is to promote better understanding between the Directorate of Public Works (DPW)/housing manager and the customer by explaining detailed procedures and priorities for DPW accomplishment of minor maintenance work.
2. **Application.** In general, this policy applies to small-scale maintenance and repair work accomplished on Government-owned/leased facilities and equipment. This type work is generally referred to as a service order (SO) and is limited to a total of 40 man-hours of labor.
3. **Service Order Initiation.** So.'s may be initiated by calling the Housing Manager at 827-4711, or by visiting the Housing Manager at Bldg. 75 during normal duty hours. (0630-1700 M-TH) For after hours emergencies, Security can be notified at 827-4345. For non-emergency Service Orders's after duty hours, a message can be left at the Housing Manager's office at 827-4711.
4. **Service Order Priorities.** Service orders will be accomplished based upon the following priority system.

a. **Emergency.** Emergency work takes priority over all other work and requires immediate action, including overtime or diverting craftsmen from other jobs, if necessary, to cover the emergency. Usually work will be classified as emergency when it consists of correcting failures/problems which constitute an immediate danger to life, health, mission, security or property. Examples include—overflowing drains, broken water or steam pipes, gas leaks, major utilities service failures, broken electrical components which may cause fire or shock, stopped up commodes, (when only one available for use) and accidental lock-ins of small children. Normal response time to emergency work is within one hour. Once started, work will continue until completed.

b. **Urgent.** Urgent work is required to correct a condition which could become an emergency, could seriously affect morale or has command emphasis. Examples include heating and warm water supply outages, air-conditioning system failures, or functional failure of ranges and refrigerators. As a general rule, we will make every effort to accomplish all urgent work within at least two working days of receipt of the request. However, actual response times for urgent work may vary from 2 hours to 5 calendar days depending upon availability craftsmen, relative urgency and time of request (that is, weekend, night time, duty hours, and so forth). Once started, urgent work will continue until completed. Some common urgent type service orders and out target times for response to them are as follows:

1. Heating outage—midwinter—2 hours.
2. Lock-in/lock-out due to defective lock (not due to negligence)—3 hours.
3. Complete water supply outage to a housing unit or barracks—2 hours.
4. Inoperable commercial freezer—3 hours.
5. Inoperable domestic refrigerator—16 hours.
6. Inoperable domestic range—24 hours.
7. Inoperable commercial range/oven—3 hours.
8. Warm water supply outage to a housing unit or barracks—8 hours.
9. Air conditioning outage (domestic)—midsummer—36 hours.
10. Inoperable commode where other operable commodes exist—5 days.
11. Broken or defective windows/doors that compromise security—2 days.

c. **Routine.** Routine work does not meet the category of emergency or urgent. This category covers required work which, if not accomplished, would only continue an inconvenience or unsightly condition. Work in this category will normally be accomplished on a first-come first-served basis. Every effort will be made to respond to and complete routine So.'s within 30 day. As an exception, however, minor So.'s requiring less than approximately 4 man-hours which cannot be logically deferred until the next

preventative maintenance (PM) visit (see para 6 below) and pertain to housing, barracks, or operational facilities will be accomplished within 5 working days whenever possible.

5. **Unsatisfactory Work Accomplishment.** So's that have been unsatisfactorily completed shall be redone correctly within 5 days of notification of the requirement.

6. **Preventative Maintenance.** PM is the systematic care, servicing and inspection of equipment, utility systems, buildings and structures, and grounds facilities for the purpose of detecting and correcting incipient failures and accomplishing minor maintenance. During the PM visit the team may also accomplish very minor So's previously requested. You will be advised of the exact date of a PM visit through notification by Housing Manager. In addition, housing residents may be advised of PM visits through information fliers and Channel 19 bulletin. Should the scheduled PM visit pose difficulties, call ext. 827-4711 and other arrangements can be made. Any work identified by the PM team as a deficiency but beyond its capability will be reported by the PM team to the Housing Manager and DPW work reception office for accomplishment.

7. **Work Evaluation.** The DPW reviews the performance of service order work accomplished through random sampling techniques. In addition, customers are encouraged to contact the Housing Manager at 827-4711 to express their satisfaction/dissatisfaction with work accomplished. Housing residents may be provided a questionnaire and return envelope from the Housing Manager to answer voluntarily every time they are visited for SO or PM work and may be returned by sponsor to housing manager by utilizing interpost mail.

8. **Appointment Procedures (housing residents only).** Normally, visits to accomplish service order work (excluding emergencies and "very" urgent So's) will be prearranged with the requester. Prearrangement will be limited to half day timeframes, that is 0800-1200 or 1200-1600.

9. **Non-DPW Work.** The DPW frequently receives requests to accomplish work outside its responsibility. The following is a list of the most common requests received of this type:

Request	Responsible Office	Phone
Cut personal vehicle keys	Occupant	N/A
Repair personal furniture/equipment	Occupant	N/A
Telephone repair, exterior of building	Citizens Utilities	1-800-316-3360
TV Antenna/cable/Reception Problem	DOIM/Premier Cable	827-4112 1-800-451-3021
Abandoned Car Removal	Provost Marshall	827-4345

10. Questions or comments regarding any aspect of this policy should be called in to Housing Manager, 827-4711.

HOUSING CUSTOMER INQUIRY
TELL US HOW WE ARE DOING IN OUR SERVICE TO YOU

To better serve you our housing customer we encourage you to take a few moments to complete this Customer Inquiry. Your personal comments will assist DPW personnel to assess on what areas we do well and what areas we need to improve. All Customer Inquiry comments will be reviewed by the Housing Manager and Shop Foreman to ensure continued Quality of Life within the housing community. Please check or circle your responses and upon completion place in attached self addressed envelope. You may deliver envelope to the Housing Office in Building 75 (Department of Public Works) or call 827-4711 to arrange envelope pick-up.

NAME: _____ ADDRESS _____ DATE _____

SERVICE ORDERS:

What type of repair Service was performed at your quarters: _____

Was quality of service: Excellent Very Good Good Fair Poor

Was timeliness of Service: Excellent Very Good Good Fair Poor

Was staff friendly and professional: Yes No

Your candid comments to the above service order questions are encouraged:

SELF HELP:

Do you like the Self-Help Issue Program: Yes No (If no, why) _____

Do you want Self-Help items: ___ Delivered to Qtrs ___ Picked up by occupant

Was quality of service: Excellent Very Good Good Fair Poor

Was timeliness of Service: Excellent Very Good Good Fair Poor

Was Self-Help staff friendly and helpful: Yes No

What additional Self-Help item(s) would you like to have purchased by housing office: _____

Your candid comments to the above self-help questions are encouraged:

HOUSING ISSUES: Do you have any housing issues that you would like to see addressed? If so please identify

____ Check here if you would like either the Housing Manager or Shop Foreman to call or meet with you to discuss service call, self help or housing issues.

Your comments are important to us

CIV USA OGC

From: [REDACTED] CIV USA AMC
Sent: Tuesday, March 01, 2011 9:40 AM
To: [REDACTED] Ms CIV USA OGC; [REDACTED] Mr CIV USA AMC
Subject: FW: SIAD Work Priority Policy
Attachments: ima-301092437-0001.pdf
Signed By: [REDACTED]@us.army.mil

Categories: Blue Category

[REDACTED] [REDACTED]

SIAD recently sent me a packet of materials -- I'm guessing [REDACTED] asked them to forward info they provide to new tenants?? Most of it (e.g., phone book, visitor's guide, realtor info, chamber of commerce) won't be useful to us for the DAR. I have already forwarded to you excerpts from the Family Housing Guide and Policies (Revised: April 2007) and the Check List for New Tenants.

Of special interest is Work Priority Policy contained in the Check List for New Tenants packet. Not sure when this policy was prepared or if it was in effect during the relevant time frame. I don't recall any reference to it by the witnesses. Para. 4b(10) provides under "Urgent" Service Order Priorities that "inoperable commode where other operable commodes exist" has a target response time of 5 days.

[REDACTED]

5-5
[REDACTED]

WORK PRIORITY POLICY

1. **Purpose.** The purpose of this policy is to promote better understanding between the Directorate of Public Works (DPW)/housing manager and the customer by explaining detailed procedures and priorities for DPW accomplishment of minor maintenance work.
2. **Application.** In general, this policy applies to small-scale maintenance and repair work accomplished on Government-owned/leased facilities and equipment. This type work is generally referred to as a service order (SO) and is limited to a total of 40 man-hours of labor.
3. **Service Order Initiation.** So.'s may be initiated by calling the Housing Manager at 827-4711, or by visiting the Housing Manager at Bldg. 75 during normal duty hours. (0630-1700 M-TH) For after hours emergencies, Security can be notified at 827-4345. For non-emergency Service Orders's after duty hours, a message can be left at the Housing Manager's office at 827-4711.
4. **Service Order Priorities.** Service orders will be accomplished based upon the following priority system.
 - a. **Emergency.** Emergency work takes priority over all other work and requires immediate action, including overtime or diverting craftsmen from other jobs, if necessary, to cover the emergency. Usually work will be classified as emergency when it consists of correcting failures/problems which constitute an immediate danger to life, health, mission, security or property. Examples include—overflowing drains, broken water or steam pipes, gas leaks, major utilities service failures, broken electrical components which may cause fire or shock, stopped up commodes, (when only one available for use) and accidental lock-ins of small children. Normal response time to emergency work is within one hour. Once started, work will continue until completed.
 - b. **Urgent.** Urgent work is required to correct a condition which could become an emergency, could seriously affect morale or has command emphasis. Examples include heating and warm water supply outages, air-conditioning system failures, or functional failure of ranges and refrigerators. As a general rule, we will make every effort to accomplish all urgent work within at least two working days of receipt of the request. However, actual response times for urgent work may vary from 2 hours to 5 calendar days depending upon availability craftsmen, relative urgency and time of request (that is, weekend, night time, duty hours, and so forth). Once started, urgent work will continue until completed. Some common urgent type service orders and out target times for response to them are as follows:
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 3. Complete water supply outage to a housing unit or barracks—2 hours.
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 9. Air conditioning outage (domestic)—midsummer—36 hours.
 10. Inoperable commode where other operable commodes exist—5 days.
 11. Broken or defective windows/doors that compromise security—2 days.
 - c. **Routine.** Routine work does not meet the category of emergency or urgent. This category covers required work which, if not accomplished, would only continue an inconvenience or unsightly condition. Work in this category will normally be accomplished on a first-come first-served basis. Every effort will be made to respond to and complete routine So.'s within 30 day. As an exception, however, minor So.'s requiring less than approximately 4 man-hours which cannot be logically deferred until the next

preventative maintenance (PM) visit (see para 6 below) and pertain to housing, barracks, or operational facilities will be accomplished within 5 working days whenever possible.

5. **Unsatisfactory Work Accomplishment.** So's that have been unsatisfactorily completed shall be redone correctly within 5 days of notification of the requirement.

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8. **Appointment Procedures (housing residents only).** Normally, visits to accomplish service order work (excluding emergencies and "very" urgent So's) will be prearranged with the requester. Prearrangement will be limited to half day timeframes, that is 0800-1200 or 1200-1600.

9. **Non-DPW Work.** The DPW frequently receives requests to accomplish work outside its responsibility. The following is a list of the most common requests received of this type:

Request	Responsible Office	Phone
Cut personal vehicle keys	Occupant	N/A
Repair personal furniture/equipment	Occupant	N/A
Telephone repair, exterior of building	Citizens Utilities	1-800-316-3360
TV Antenna/cable/Reception Problem	DOIM/Premier Cable	827-4112 1-800-451-3021
Abandoned Car Removal	Provost Marshall	827-4345

10. Questions or comments regarding any aspect of this policy should be called in to Housing Manager, 827-4711.

Johnson, Cassandra T Ms CIV USA OGC

From: Novell, Therese M CIV USA AMC
Sent: Tuesday, March 01, 2011 2:01 PM
To: Johnson, Cassandra T Ms CIV USA OGC
Subject: FW: SIAD Rental Agreement/Army Family Housing
Attachments: img-301135844-0001.pdf
Signed By: teresa.novell@us.army.mil

Categories: Blue Category



DEPARTMENT OF THE ARMY
RENTAL AGREEMENT/ARMY FAMILY HOUSING

Sierra Army Depot
Herlong, CA 96113

1. This rental agreement is made between the Garrison Commander, Sierra Army Depot, hereinafter referred to as the Government and _____, hereinafter referred to as the tenant.

2. The Government by virtue of the authority contained in AR 420-1 hereby rents to the Tenant that following described property as family housing:

Street Address: _____

3. This rental agreement is effective on _____ and will continue on a month-to-month basis under the same terms and conditions until either party gives a thirty (30) days written notice of intent to terminate this rental agreement. Rental rate is subject to change at the directions of Corps of Engineers and Garrison Commander.

4. Rent shall be paid each month in the amount of \$ _____, payable to the order of "U.S. Treasury" and delivered or mailed to Sierra Army Depot, Building 75, Attention: AMSTA-SI-GM-BSE (Housing Manager), Herlong, CA 96113. A \$15.00 late fee will be assessed for rents received after the 10th of the month. The rent includes the following utilities, services and appliances: electricity, water, sewage, propane, trash; and the use of appliances: refrigerator, stove and dishwasher. Rent will be prorated for partial month as appropriate. Rental reduction will not be given for usage of personal appliances. Government appliances will not be replaced with tenant's personal appliances.

5. The Tenant agrees not to assign, sublet or transfer possession of assigned premises. The Tenant further agrees not to use the rented premises for any other purpose than as a private dwelling for the Tenant and Tenant's immediate family or bona fide dependents. The Tenant further agrees to abide by such necessary and reasonable policies and regulations as determined by the Government and not to use supplied utilities in a wasteful manner.

6. The Tenant will promptly notify the SIAD Housing Manager or designee in writing of any change in the Tenant's circumstances which may affect the Tenant's eligibility for continued occupancy of the rented premises. **Termination of Tenant's employment at Sierra Army Depot requires this notification.**

7. The Tenant shall exercise reasonable care to maintain the premises and any government owned appliances in such condition as to render them safe, sanitary and free from health and fire hazards. The Tenant shall notify the Housing Manager promptly of any need for repair. Except for normal wear and tear, the Tenant agrees to pay all reasonable charges for repair of damages to the rented premises or the general quarters area caused by the Tenant, his/her immediate

family or visitors. Tenant is governed by Department of Army regulations and policies. Tenants will comply with Sierra Army Depot's Family Housing Guide and Policies.

8. The Tenant will permit an authorized Government representative to enter the rented premises any reasonable time for any purpose, not inconsistent with the Tenant's use and enjoyment thereof, including but not limited to the purpose of inspection and repair.

9. The Tenant and Government Representative will inspect the unit and note the condition of the rental property and understands that the same is hereby rented without any representation or warranty by the Government whatsoever, and without obligation on the part of the Government to make any alternations, repairs or additions hereto. The "Family Housing Real Property Inspection Record," SIAD Form 1151, will be signed by the Government and the Tenant is incorporated into this agreement. The Government does not provide insurance for the Tenant's personal property nor for the personal liability needs of the Tenant.

10. The Tenant will indemnify and hold harmless the Government, its officers, agents and employees, to include operating contractor employees from all liability or claim for any loss of or damage or injury to the person or property of the Tenant or of any third person, caused while upon the premises engaged in the maintenance and operation of the rental unit and general area.

11. Upon the termination of the rental agreement, by the Tenant, the Tenant shall vacate the premises, remove the property of the Tenant, and restore the premises to a condition satisfactory to the Government. If, however, this rental agreement is terminated by the Government, the Tenant shall vacate the premises, remove said property and restore the premises to the aforesaid condition with such time as the Government may designate. In either event, if the Tenant shall fail or neglect to remove said property and restore the premises, then at the option of the Government, the property shall either become property of the Government without compensation therefore, or the Government may cause the property to be removed and no claim for damages against the Government or its officers or agents shall be created by or made on account of such removal and restoration work. The Tenant shall also pay the Government on demand any sum, which may be expended by the Government after the termination of this rental agreement in restoring the premises.

12. This rental agreement may be terminated by the Government at their discretion with thirty (30) days written notice to the Tenant or thirty (30) days after Tenant termination of employment at Sierra Army Depot, whichever is earlier. Request for termination by Tenant shall be submitted in writing no less than thirty (30) days prior to requested termination date.

IN WITNESS THEREOF, the authorized Government Representative and Tenant have duly executed this rental agreement below:

TENANT: _____ DATE: _____

GOVERNMENT
REPRESENTATIVE: _____ DATE: _____

Ms CIV USA OGC

From: [REDACTED] CIV USA AMC
Sent: Tuesday, March 01, 2011 9:39 AM
To: [REDACTED] Ms CIV USA OGC [REDACTED] Mr CIV USA AMC
Subject: FW: SIAD Check List for New Tenants (Excerpts)
Attachments: img-301091558-0001.pdf
Signed By: [REDACTED]@us.army.mil
Categories: Blue Category

See attached. Recently received from SIAD.



Check List for New Tenants

Tenant Copy:

- Rental Agreement
- Conditions of Occupancy
- Liability for Damage to Assigned Housing
- Family Housing Real Property Inspection Record
- Housing List Discrepancies List
- Rent Payments – Civilian Occupants
- Cash Collection Voucher
- Taxable Possessory Interests
- Home Address Information
- Post Office
- T.V. Satellite
- Emergency Warning System & Disaster Control Plan
- Request for Fire Inspection
- Carbon Monoxide Detector Pamphlet
- Understanding of Carbon Monoxide Detector/Poisoning Memo
- Propane Tanks
- Responding to Gas Smells
- Water Quality Report
- Disclosure on Information for Lead-Based Paint and Asbestos/Lead Survey Results
- Lead: Conditions of Paint
- Protect Your Family from Lead
- Lead Hazard Management Plan
- Childhood Lead Protection Program
- Chemical Hazards in the Home
- Common Substitutes for Toxic Household Products
- Recommended Cleaning Hints
- Self Help Program
- Self Help Request Slip
- Self Help Task List
- Work Priority Policy
- Quality Survey
- Child Care (SIAD) Home Alone Policy
- Bicycle Helmet Policy
- SIAD Family Housing Brochure & Housing Policy Book

SELF HELP PROGRAM

The Depot Self Help Program encourages homeowner type work. By making repairs normally performed by a prudent homeowner, you will be conserving funds, which can be used elsewhere within the housing area. You also gain valuable experience, which will save you money in maintaining your own home.

We have two building locations of self-help. Located on Line Street (across from fire department) next is a 4-plex garage which contains items generally identified with the exterior of your quarters i.e. grass seed, fertilizer, shovels, rakes, lawnmowers, hose etc. The second location is in building 74, next door to the locksmith. Within this self help area you will find items for the interior of your quarters such as rug steam cleaner with attachments, door stops, light lens, stove filters, hydraulic closures for doors, etc.

Request for Self-help items may be accomplished by calling the Housing Manager at 827-4711 to make arrangements to pick up self-help items.

Within three working days from the time of issue all loaned items must be returned clean and operable. Special arrangements for extending usage of items will be documented with the Housing Manager.

Items available for issue are:

Garden Hoses	Fence Boards
Hose Washer	Nails & Screws
Hose Y's	Paint for Fence
Garden Hoe	Paint (white)
Garden Rake	Paint Brushes
Garden Shovel	Paint Rollers
Snow Shovel	Paint Pans
Grass Seed	Gate Hasp
Fertilizer	Gate Hinge
Calcium Chloride (Ice Melt)	Hydraulic Door Closure
Stove Hood Filters	Electrical Wall Sockets
Door Stop	Electrical Wall Covers
Faucet Washers	Globes, Interior & Exterior
Faucet Aerators	Blinds, Window (Bedroom Only)
Caulking (doors, windows, bathtub, sink)	
Lawnmower (1 per duplex)	

Items available for loan only are:

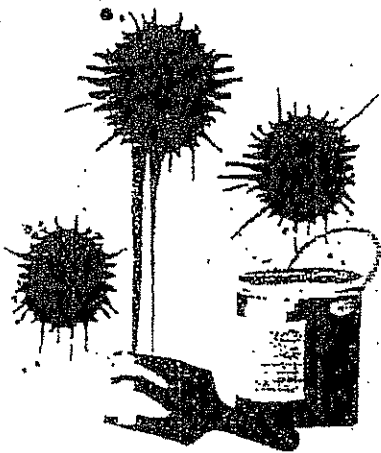
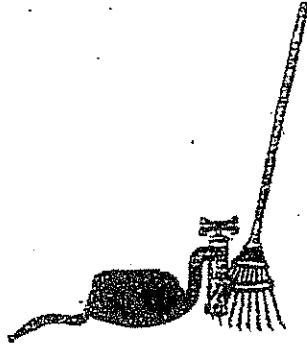
Carpet Steam Cleaner w/ attachments
Lawn Mowers (Temp replacement only)
Broadcaster for Grass seed or Weed and Feed Fertilizer

SELF-HELP REQUEST CARD

NAME _____

QUARTERS _____

TELEPHONE _____



1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

7. _____

8. _____

9. _____

10. _____

FAMILY HOUSING SELF-HELP TASK LIST

Functional Area	Task
Housekeeping	<ol style="list-style-type: none">1. Clean and polish wood furnishings and woodwork.2. Clean drapery, window shades and mini-blinds.3. Clean floors, walls, ceilings, and windows.4. Clean lighting fixtures (wash globes and lens covers, clean out bugs).5. Clean sink and bathroom faucets and showerhead.6. Clean and defrost refrigerator.7. Clean electric range (keep free of grease and food drippings).8. Clean gas range.9. Dislodge and clean foreign matter from garbage disposal.10. Clean interior and exterior of dishwasher.
Carpentry	<ol style="list-style-type: none">1. Minor repair of wood fences and exterior storage (repair damaged rails; shore up loose posts, lift sagging gates).2. Reset finishing nails.3. Refasten coat hooks and closet shelves.4. Tighten/replace builders hardware.5. Lubricate locks and hardware.6. Replace doorstops.7. Replace caulking around doors and windows.8. Repair small holes in door and window screens.9. Remove/re-hang, clean and store door screens and window screens.10. Repair/replace window shades and brackets.11. Replace curtain rod and accessories.12. Hang pictures and mirrors.13. Replace/adjust kitchen and bathroom hardware (install/tighten paper holders, soap dishes).14. Adjust drawers (sand or lubricate sticking edges).15. Patch small holes in wallboard or plaster.16. Adjust sticking windows due to dried paint or dirt.17. Minor repair of government-furnished furniture (glue loose joints, tighten hardware).18. Replace storm door hydraulic closure and crash chain.
Painting	Spot Painting
Electrical	<ol style="list-style-type: none">1. Replace broken globes.2. Reset tripped circuit breakers.3. Replace cracked/broken switch plates and receptacle plates.4. Replace ceiling fixture bulbs.

Plumbing

1. Shut off critical valves, when necessary.
2. Unclog drain and toilets.
3. Repair leaky faucets; replace faucet handles.
4. Repair/replace shower heads.
5. Tighten/replace toilet seats.
6. Replace tank lid.
7. Correct running toilet (flush ball, float ball).
8. Adjust water level in toilet tank.
9. Replace toilet tank lift wires.
10. Replace toilet tank trip lever.
11. Replace toilet tank lift wire guide.
12. Replace sink and tub stopper and strainer.
13. Replace and clean faucet aerator.
14. Caulk around tub and tile.
15. Perform first aid for leaky pipes.
16. Dismantle trap under sink to unclog.
17. Install insulating blankets on hot water heater.

Gas/Propane

1. Identify and report suspected gas leaks.
2. Re-light pilot lights.
3. Clean and replace air filters.
4. Maintain furnace area (keep area free of debris and clutter).
5. Clean grates to ventilation systems.
6. Change out furnace filters (3-bedroom duplex only).
7. Conserve utilities.
8. Install/repair weather-stripping.

Appliances

1. Clean/replace filters in kitchen exhaust.
2. Replace light bulbs in appliances.

Grounds maintenance

1. Water, mow, edge, seed, fertilize, and rake lawns.
2. Minor pruning of trees, shrubs and vines.
3. Clean and maintain yard.
4. Maintain splash blocks (keep in proper position under Down spout).
5. Clean gutters and downspouts (when not hazardous).
6. Fill ruts and eroded areas.

Paved and stabilized areas

1. Clean walk, patios, steps, and platforms.
2. Clean oil and grease from pavements.
3. Rake gravel.
4. Remove snow and ice.

Pest Control

1. Keep all food areas clean.
2. Keep trash containers clean and tightly covered.
3. Keep screens in good repair.
4. Store wool goods in mothproof containers.
5. Use mouse, roach, ant traps safely and properly.
6. Use authorized pesticides carefully and properly.

Trash and refuse disposal

1. Place all refuse in refuse containers/separate recyclable.
2. Wrap all wet, odorous garbage.
3. Maintain cans, covers, and collection points.
4. Keep access to refuse containers clear.

Security

Install surface-mounted locks on doors and windows.

Fire protection

Replace batteries for smoke detectors, where applicable.

Miscellaneous

Move or store heavy articles in assigned storage tank farm bins.

WORK PRIORITY POLICY

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NAME: _____ ADDRESS _____ DATE _____

SERVICE ORDERS:

What type of repair Service was performed at your quarters: _____

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Was staff friendly and professional: Yes No

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Do you like the Self-Help Issue Program: Yes No (If no, why) _____

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Your comments are important to us

Whistleblower Investigation – Sierra Army Depot, Herlong, California – (Office of Special Counsel File Number DI-10-0812)

Report of Investigation (ROI-I)

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2. Recommendations
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4. Appointment Letter, MG Kurt J. Stein to Investigating Officer, 7 May 2010
5. DA Form 2823, Sworn Statement, the MEO Program Manager, 19 May 2010
6. DA Form 2823, Sworn Statement, the Facilities Manager, 19 May 2010
7. Sworn Statement, Angela Schultz, 19 May 2010
8. Sierra Army Depot Organization Chart, 24 May 2010

Findings: Whistleblower Investigation – Sierra Army Depot, Herlong, California – (Office of Special Counsel File Number DI-10-0812)

Sierra Army Depot (SIAD) is a relatively remote installation located approximately 50 miles north by northwest of Reno, Nevada which is the only large population center within several hours of the depot. Base housing at SIAD is classified as excess due to the lack of military billets with the exception of the Commander's Quarters which are under construction at this time. The balance of 24 family units (mix of duplexes and single-family houses) and 6 bachelor's apartments were found to be in good condition; comparing favorably with similar units within reasonable commuting proximity to the depot. Since these units are designated as excess, Army Regulations do not allow for significant expenditures for their maintenance or upgrade.

Sierra Army Depot was recently targeted for an A-76 competition covering Base Support Operations. The government's proposal (Most Efficient Operation (MEO)) won the bid against contractual competition in November 2008 with an effective date of 21 April 2009. Ms. Angela Schultz was hired as the Housing Manager for this newly formed MEO and was a part of that organization from the onset. My investigation reveals that the MEO initially performed well below the requirements of AR 420-1 with respect to supporting base housing. Ms. Schultz points out some of the most egregious examples of this substandard support but fails to present a balanced view of overall performance or the efforts over time within the MEO to improve both responsiveness and an understanding of the AR 420-1 requirements. In fact Ms Schultz opted not to support efforts to improve performance when requested to do so, specifically; she refused to obtain a government credit card for use to obtain quick response support of urgent requirements costing less than \$2,500, she refused to help with the proper prioritization of backlogged service orders which would have placed most urgent items at the forefront for completion, and she declined to help define a scope of work for a contractual instrument that would have provided timely augmentation of the organic staff to improve response to housing service orders.

My findings addressing the specific questions and issues presented within my appointment letter conveying MG Stein's direction are as follows:

4.a. Was a system in place at Sierra Army Depot (SIAD) that provided for the processing of service orders in accordance with AR 420-1, Army Facilities Management?

The processing of service orders at (SIAD) was not in accordance with AR 420-1, Army Facilities Management from April until September 2009. All housing service orders were being processed as Priority 4 (lowest priority – classified as "Routine") with a response target of 30 days rather than being evaluated against AR 420-1 prioritization criteria. The general statement from those I interviewed was that mission came first and housing requirements were addressed as a lower priority. The MEO Program Manager stated that he was not previously aware of the AR 420-1 priority system for ranking housing service orders; however, SIAD has since been following the priority system and they are abiding by it.

I believe SIAD is making progress in the area of prioritizing and accomplishing service order work in family housing. Among the improvements is the migration from an entirely manual

system to an automated one which improves visibility and oversight of service order processing. Clearly, the SIAD staff assembled to implement the Most Efficient Organization (MEO) function was ill-prepared to do so when stood up in April 2009. The fledgling organization had seventeen vacancies and few on the staff possessed a working knowledge of AR 420-1 requirements related to management of base housing.

4. b. Were any service orders that were submitted by residents cancelled by the MEO Program Manager, or by any other employees of the DPW? If so, explain the circumstances for the cancellations.

Service orders submitted by residents were cancelled by the MEO Program Manager as well as the Production Controller, and the acting Housing Manager (the Real Property Manager). Most of the service orders were cancelled at year end because it was thought that year end funds would expire and service orders needed to be reissued under the new fiscal year. This was also the general understanding with the Production Controller and the Quality Assurance Specialist. The service orders were not cancelled to mask poor response rates as alleged by Ms. Schultz. When presented with the alternative of accruing obligations against estimated costs for valid, open service orders at fiscal year-end so they could remain open and chargeable to the original year funds of the effort, the acting Housing Manager felt her organization lack sufficient manpower to manage such a process.

Another problem arose when the newly hired Facilities Inspector inspected housing and turned in an extreme number of service orders. The Production Controller had asked Ms. Schultz to go through and prioritize them since available repair and maintenance staff was undermanned to handle the volume all at once. The Production Controller stated that Ms. Schultz said it wasn't her job to sort through the service orders so he went to their supervisor (the Facilities Manager) for guidance. The Facilities Manager directed that the most urgent requests were to be put in the system immediately, but the others needed to be processed incrementally over time to avoid overwhelming the available staff. The Production Controller stated that he then put a lot of them aside and admitted that he later forgot about them.

The Production Controller also cancelled service orders because supplies were not on hand. These service orders should have remained open until material was ordered and work was complete. Another reason the Production Controller cancelled some service orders are because the work was duplicated by other service orders or was performed under an IJO. The Acting Housing Manager also cancelled many service orders that should have been performed by the tenants under the self-help program.

4. c. Generally speaking, did the MEO Program Manager discharge his responsibilities as a DPW supervisor in a professional manner, taking into consideration the allegations of Angela Schultz? For example, did the MEO Program Manager ever state that he did not care if SIADS housing became sub-standard or that he did not care if it was eliminated; did the MEO Program Manager knowingly or intentionally disregard, ignore, or obstruct the processing of service orders?

The MEO Program Manager did state that SIAD family housing was excess housing (a true statement) and it was not his greatest priority – mission support was his priority. However, there is no evidence or testimony other than Ms. Schultz' allegation that he ever stated a desire for it to become substandard or be eliminated; just that it was not his top priority. I do not believe that the MEO Program Manager intentionally obstructed the processing of service orders beyond the impact of his

admitted initial error of not having those prioritized IAW AR 420-1 guidelines from the onset of the Most Efficient Organization (MEO) structure in April 2009. Several factors such as staffing levels, competing priorities, and failure to include compliance with AR 420-1 in the scope of work used in the A-76 competition won by the government's MEO contributed to the initial mishandling of housing service orders.

The Garrison manager, investigated the concerns over handling of housing service orders raised by Ms. Schultz and determined the causes to be systemic. He issued guidance for the MEO Program Manager to ensure compliance with AR 420-1 and observed that the backlog of service orders declined.

At least two employees felt that the MEO Program Manager exhibited unprofessional behavior with regard to his dealings with Ms. Schultz and issues over treatment of housing maintenance.

My personal observation along with the testimony of those I interviewed did confirm that the MEO Program Manager displays, at times, an abrupt and abrasive personality. I found both the MEO Program Manager and Ms. Schultz to possess strong personalities and conviction. My conclusion is that the MEO Program Manager first clashed with Ms. Schultz over philosophical differences concerning the relative priority of housing maintenance to mission support but that the tensions became mutual and less than professional over time. This trained relationship most likely impacted housing maintenance negatively, but was not solely the fault of the MEO Program Manager.

4. d. What role, if any, did the Supervisory Facility Management Specialist, have in the oversight and/or processing of service orders? Was he aware of any issues that may have existed with service order processing, and, if so, what action did he take in response?

The Facilities Manager was the first-line supervisor over Angela Schultz. He acknowledged that Ms. Schultz had made him aware of the issues with the processing of service orders; however, other employees stated that the Facilities Manager had never approached them on the subject of service orders. By the Facilities Manager's own admission, he had never visited any of the family housing units to assess their condition and did not exercise a hands-on role in service order processing.

As the Supervisory Facility Management Specialist, he should have been the person assuring service orders were submitted and performed within the priority system of AR 420-1. Mr. Russell has since been relieved of his duties as the SIAD Facilities Manager.

4. e. Generally speaking, were submitted service orders processed and/or completed in a timely manner?

Service orders were not submitted or processed in a timely manner through the summer of 2009. Performance is improving as the number of past-due service orders has steadily declined since September/October 2009. Even though the Facilities Manager stated that the processing of service orders had improved one thousand percent since he arrived, it appears there still are numerous faults with the system. Service orders are submitted by numerous personnel and tenants with no general knowledge of whether the service order should be categorized as self-help, emergency, routine, scheduled preventative maintenance, or a life, health, safety matter. This is causing duplicate service orders, inaccurate priorities, and

requests that should be performed by the tenants under the AR 420-1 based Self-Help program to be submitted and add to the backlog.

4. f. During the time frame at issue, how many service orders were submitted to DPW by SIAD Housing residents? Of these, how were they processed (e.g. how many performed, how many cancelled, how many handled otherwise?).

Data collected from the Integrated Facilities System reveals that from April 2009 through April 2010, the MEO received a total of 579 service orders related to the base housing. Of these, 487 have been completed, 74 were cancelled for various reasons, and 18 remained outstanding.

4. g. Determine what the standard requirements are at the Sierra Army Depot for ensuring that a safe, healthy and comfortable level of maintenance exists within the housing units. Indicate what authorities are being used (e.g. AR 420-1).

In accordance with paragraph 3-22 of AR 420-1, SIAD currently meets all of the outlined criteria used to determine the adequacy standards of family housing. SIAD housing currently meets the standards for location, site conditions, size, and condition of dwelling units.

4. h. At the present time, are the requirements of AR 420-1 being met with respect to housing facilities being operated and maintained to a standard that will provide reasonable, comfortable, healthy and safe accommodations to Sierra Army Housing residents?

The requirements of AR 420-1 are being met with respect to operating and maintaining housing that provides reasonable, comfortable, healthy and safe accommodations to housing residents. Although some units contain lead and asbestos, measures have been taken to clean or contain hazards and proper notifications are given to housing residents and SIAD is in compliance with the environmental concerns. As compared to housing conditions on the local economy, SIAD is very comparable or above the standards of local housing. It is quite evident why residents would prefer to live in SIAD housing.

The most egregious lapse in regards to health and safety involves the incident of tenant dissatisfaction most cited by Ms. Schultz – the failure to resolve backed up sewage in the Supply Technician's home from Saturday, October 24th until Monday the 26th. While such an occurrence is inexcusable, it represents an isolated incident that resulted from a miscommunication more so than disregard of health and safety standards. In fact, the Supply Technician's statement makes it clear that Ms. Schultz was soliciting complaints from her tenants, embellishing and publicizing them well beyond the tenant's desires.

4. i. Determine if there has been an abuse of authority on the part of any individual relative to the subject allegations.

Based upon, my observation, the totality of sworn statements, and reviewing email traffic, I find no tangible evidence substantiating claims of abuse of authority. The MEO Program Manager admittedly erred in his initial direction for handling housing service orders but did not abuse his authority in any way. Also, the Real Property Manager, the previous Housing Manager followed established AR 420-1 guidelines for requesting approval to house single persons in family housing.

4. j. Determine if there has been any gross mismanagement committed by any individual relative to subject allegations.

There is no evidence of gross mismanagement. It is my observation that service orders were incorrectly prioritized and no follow-up measures were in place. With this said, the housing units that I viewed were in good condition and a plan in place to continue to improve the appearance and condition. However, as these housing units are excess inventory, they are not authorized to receive major renovations or improvements. They are being well maintained and, as stated previously, are comparable or better than local housing on the economy.

The lack of in-house manpower to perform the work remains a dominant factor, feeding the perception that housing does not receive adequate management attention. The relatively small number and excess status of the housing units does not justify a dedicated maintenance staff due to affordability and lack of continuous workload demands (only seven prevent of all service orders from April through December 2009 were for base housing). Housing demands spike with turnover of units and annual inspections not to mention events such as the exceptionally hard freeze last December which broke numerous water pipes. This factor which is a primary contributor to the allegations of failure to provide timely processing of service order could be mitigated by establishing a contractual vehicle for a subcontractor to perform housing service order work and IJO work. This would be especially beneficial in the area of repairing appliances rather than replacing appliances due to the inability to repair them in-house. Both the Production controller and Quality Assurance Specialist stated that they had discussed a separate maintenance and repair contract for housing with Ms. Schultz during her tenure, but both confirmed that Ms. Schultz did not follow through with providing them a scope of work as she said that was not her job. Further, the Chief of the SIAD Contracting Office stated that Ms. Schultz never approached him to pursue such a contract.

4. k. Determine whether, in addition to the persons and specific issues detailed in the Office of Special Counsel documentation, you discerned any violation or apparent violation of law, rule, or regulation by federal or contractor employees regarding this same subject matter.

After taking sworn statements from employees, visiting the housing areas, and inspecting the units, I saw no violations of laws, rules, or regulations by federal or contractor employees with regard to the management of base housing at SIAD. I am however, concerned to learn from Ms. Schultz (Sworn Statement by Angela Schultz, notarized 19 May 2010, enclosure 6) that she tape recorded a meeting with SIAD leadership on 2 December 2009 without the knowledge or consent of those being recorded.

4. l. Have any surveys been conducted within the past 12 months at the Sierra Army Depot concerning base housing? If so, who conducted the surveys, why were they conducted, what did they focus on, when were they done, and what were the results? Include a survey report or survey analysis if one was completed.

Even though Ms. Schultz alleges to have conducted a survey and includes input from two tenants with her allegation, neither the MEO Program Manger nor the Facilities Manager were aware of a comprehensive survey being conducted. Similarly, they were unable to locate a record of any such surveys. The MEO does solicit feedback from its customers via a survey form for every completed service order – both mission and housing. I reviewed a large cross-section of these and found feedback to be both positive and negative.

4. m. How are housing rents collected at Sierra Army Depot (e.g. electronically, or otherwise)? Generally speaking, are payments collected in a timely fashion?

The rents are paid by check to the housing office which in turn sends the funds to the Defense Finance and Accounting Service (DFAS). The rents are generally being collected on time but there have been isolated instances of failure to pay on time. A matter of concern is that no damage deposit or cleaning deposit is being made and some occupants are vacating quarters with no advance notice to the housing office. A system needs to be put in place for the collection of cleaning damage deposits to improve the condition of housing units being vacated.

4. n. Are housing leases being managed in conformity with the provisions of AR 420-1, in terms of proper leasing timeframes?

Paragraph 3-14d (1) of AR 420-1 states, "Assignment will not be made unless the sponsor is expected to occupy the housing for a minimum of six months." I understand that SIAD is not following this standard and some assignments have been made for less than six months. I don't see this as a cause for concern as this is excess housing and there are no military waiting for housing assignment on post. However, as long as SIAD continues to make short term assignments, they should assure the housing is returned to them in the same condition it was assigned so that no additional maintenance and repair cost is incurred.

4. o. Are civilians being properly classified for housing assignments?

Civilians are not being classified for housing assignments, however, there is no longer a need to classify them at this installation. In accordance with paragraph 3-13 of AR 420-1, a grade comparison is given for civilian employees to place them in the same grade comparison as military. The housing at SIAD is excess housing and, as such, civilians are not competing against military for housing; therefore, there is no compelling reason to classify housing for civilians. The housing is all relatively comparable so grades should not need to be a determining factor for assignment.

There was also an allegation by Ms. Schultz that single persons are being allowed to live in family housing. Single persons are authorized to live in family housing if an official request has been processed to temporarily divert the family housing to unaccompanied personnel housing. I confirmed that the previous Acting Housing Manager had received approvals for requested diversions in accordance with paragraph 3-28 of AR 420-1.

4. p. What is the supervisory chain of command at the Sierra Army Depot for DPW personnel up through and including the Commander, Sierra Army Depot? Include any changes by position and name going back to April 2009. Include a "flow chart" of the Sierra Army Depot as part of your DA Form 1574 attachments.

The supervisory chain of command is as depicted below. An overall organizational chart is included as enclosure 7. Note that the MEO Program Manager, et al fall under the Program Manager (PW) on the organizational chart.

<u>Position</u>	<u>April 2009</u>	<u>Intermediate</u>	<u>Current</u>
Housing Mgr	Angela Schultz	(resigned Dec 2009)	the Real Property Manager (temp detail)

Facilities Eng	Vacant	the Facilities Manager (May 2009)	Vacant
Pgm Mgr MEO	MEO Pgm Mgr	MEO Pgm Mgr	MEO Pgm Mgr
Dir Base Spt	MEO Pgm Mgr (actg)	Pgm Mgr (PW) (Mar 2010)	Pgm Mgr (PW)
Dep Gar Mgr	Dep Gar Mgr	Dep Gar Mgr	Dep Gar Mgr
Gar Mgr	Gar Mgr	Gar Mgr	Gar Mgr
Chf of Staff	Chf of Staff	Chf of Staff	Chf of Staff
Dep CO	Dep CO	Dep CO	Dep CO
Cmdr	Cmdr	Cmdr	Cmdr

**Recommendations: Whistleblower Investigation – Sierra Army Depot, Herlong, California
– (Office of Special Counsel File Number DI-10-0812)**

1. Conduct orientation and refresher training for Sierra Army Depot (SIAD) Most Efficient Organization (MEO) leadership and staff to insure awareness and comprehension of roles, inter-relationships, and responsibilities for assigned mission to include emphasis on AR 420-1 requirements.
2. Establish contractual mechanism to provide quick-response to urgent base housing service order requirements. Place emphasis on 24 hour per day coverage to include weekends.
3. Establish Housing Manager as single, authoritative entry point for review and prioritization of housing related service orders entering the system. Housing Manager to screen for duplication, applicability to self-help program, and ability to execute in-house within AR 420-1 timelines with authority to direct urgent work to private contractors as required to maintain timeliness of repairs.
4. Establish a process in compliance with financial regulations to allow accrual of estimated costs for open housing service orders at fiscal year-end to avoid the cancellation of all open orders in September of each year.
5. Include measures of responsiveness to Base Housing service orders in SIAD Command Review and Analysis to maintain top level visibility and tracking of progress toward elimination of backlog service orders and compliance with AR 420-1 guidelines.
6. Establish and ensure successful completion of a leadership training regimen for Mr. Walt Zinko that includes exposure to leadership theory, styles and techniques along with interpersonal relationship skills.
7. Place a priority on filling Housing Manager and Facilities Manager vacancies to integrate them into positions of authority and responsibility in accordance with recommendations 1 through 5 above.

REPORT OF PROCEEDINGS BY INVESTIGATING OFFICER/BOARD OF OFFICERS

For use of this form, see AR 15-6; the proponent agency is OTJAG.

IF MORE SPACE IS REQUIRED IN FILLING OUT ANY PORTION OF THIS FORM, ATTACH ADDITIONAL SHEETS

SECTION I - APPOINTMENT

Appointed by Major General Kurt J. Stein
(Appointing authority)

on 7 May 2010 (Date) (Attach inclosure 1: Letter of appointment or summary of oral appointment data.) (See para 3-15, AR 15-6.)

SECTION II - SESSIONS

The (investigation) (board) commenced at Sierra Army Depot at 0800
(Place) (Time)

on 11 May 2010 (Date) (If a formal board met for more than one session, check here . Indicate in an inclosure the time each session began and ended, the place, persons present and absent, and explanation of absences, if any.) The following persons (members, respondents, counsel) were present: (After each name, indicate capacity, e.g., President, Recorder, Member, Legal Advisor.)

The following persons (members, respondents, counsel) were absent: (Include brief explanation of each absence.) (See paras 5-2 and 5-8a, AR 15-6.)

The (investigating officer) (board) finished gathering/hearing evidence at 1600 on 20 May 2010
(Time) (Date)
and completed findings and recommendations at 1500 on 24 May 2010
(Time) (Date)

SECTION III - CHECKLIST FOR PROCEEDINGS

A. COMPLETE IN ALL CASES		YES	NO	N/A
Inclosures (para 3-15, AR 15-6)				
Are the following inclosed and numbered consecutively with Roman numerals: (Attached in order listed)				
a.	The letter of appointment or a summary of oral appointment data?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	Copy of notice to respondent, if any? (See Item 9, below)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
c.	Other correspondence with respondent or counsel, if any?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d.	All other written communications to or from the appointing authority?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e.	Privacy Act Statements (Certificate, if statement provided orally)?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f.	Explanation by the investigating officer or board of any unusual delays, difficulties, irregularities, or other problems encountered (e.g., absence of material witnesses)?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g.	Information as to sessions of a formal board not included on page 1 of this report?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h.	Any other significant papers (other than evidence) relating to administrative aspects of the investigation or board?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

FOOTNOTES: 1/ Explain all negative answers on an attached sheet.
2/ Use of the N/A column constitutes a positive representation that the circumstances described in the question did not occur in this investigation or board. *Enclosure*

		YES	NO	NA
2	Exhibits (para 3-16, AR 15-6)			
	a. Are all items offered (whether or not received) or considered as evidence individually numbered or lettered as exhibits and attached to this report?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	b. Is an index of all exhibits offered to or considered by investigating officer or board attached before the first exhibit?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	c. Has the testimony/statement of each witness been recorded verbatim or been reduced to written form and attached as an exhibit?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	d. Are copies, descriptions, or depictions (if substituted for real or documentary evidence) properly authenticated and is the location of the original evidence indicated?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	e. Are descriptions or diagrams included of locations visited by the investigating officer or board (para 3-6b, AR 15-6)?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	f. Is each written stipulation attached as an exhibit and is each oral stipulation either reduced to writing and made an exhibit or recorded in a verbatim record?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	g. If official notice of any matter was taken over the objection of a respondent or counsel, is a statement of the matter of which official notice was taken attached as an exhibit (para 3-16d, AR 15-6)?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3	Was a quorum present when the board voted on findings and recommendations (paras 4-1 and 5-2b, AR 15-6)?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
B. COMPLETE ONLY FOR FORMAL BOARD PROCEEDINGS (Chapter 5, AR 15-6)				
4	At the initial session, did the recorder read, or determine that all participants had read, the letter of appointment (para 5-3b, AR 15-6)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Was a quorum present at every session of the board (para 5-2b, AR 15-6)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Was each absence of any member properly excused (para 5-2a, AR 15-6)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Were members, witnesses, reporter, and interpreter sworn, if required (para 3-1, AR 15-6)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	If any members who voted on findings or recommendations were not present when the board received some evidence, does the inclosure describe how they familiarized themselves with that evidence (para 5-2d, AR 15-6)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. COMPLETE ONLY IF RESPONDENT WAS DESIGNATED (Section II, Chapter 5, AR 15-6)				
9	Notice to respondents (para 5-5, AR 15-6):			
	a. Is the method and date of delivery to the respondent indicated on each letter of notification?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	b. Was the date of delivery at least five working days prior to the first session of the board?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	c. Does each letter of notification indicate --	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	(1) the date, hour, and place of the first session of the board concerning that respondent?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	(2) the matter to be investigated, including specific allegations against the respondent, if any?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	(3) the respondent's rights with regard to counsel?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	(4) the name and address of each witness expected to be called by the recorder?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	(5) the respondent's rights to be present, present evidence, and call witnesses?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	d. Was the respondent provided a copy of all unclassified documents in the case file?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	e. If there were relevant classified materials, were the respondent and his counsel given access and an opportunity to examine them?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	If any respondent was designated after the proceedings began (or otherwise was absent during part of the proceedings):			
	a. Was he properly notified (para 5-5, AR 15-6)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	b. Was record of proceedings and evidence received in his absence made available for examination by him and his counsel (para 5-4c, AR 15-6)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	Counsel (para 5-6, AR 15-6):			
	a. Was each respondent represented by counsel?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Name and business address of counsel:			
	(If counsel is a lawyer, check here <input type="checkbox"/>)			
	b. Was respondent's counsel present at all open sessions of the board relating to that respondent?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	c. If military counsel was requested but not made available, is a copy (or, if oral, a summary) of the request and the action taken on it included in the report (para 5-6b, AR 15-6)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	If the respondent challenged the legal advisor or any voting member for lack of impartiality (para 5-7, AR 15-6):			
	a. Was the challenge properly denied and by the appropriate officer?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	b. Did each member successfully challenged cease to participate in the proceedings?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	Was the respondent given an opportunity to (para 5-8a, AR 15-6):			
	a. Be present with his counsel at all open sessions of the board which deal with any matter which concerns that respondent?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	b. Examine and object to the introduction of real and documentary evidence, including written statements?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	c. Object to the testimony of witnesses and cross-examine witnesses other than his own?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	d. Call witnesses and otherwise introduce evidence?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	e. Testify as a witness?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	f. Make or have his counsel make a final statement or argument (para 5-9, AR 15-6)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14	If requested, did the recorder assist the respondent in obtaining evidence in possession of the Government and in arranging for the presence of witnesses (para 5-8b, AR 15-6)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15	Are all of the respondent's requests and objections which were denied indicated in the report of proceedings or in an inclosure or exhibit to it (para 5-11, AR 15-6)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FOOTNOTES: 1) Explain all negative answers on an attached sheet. 2) Use of the N/A column constitutes a positive representation that the circumstances described in the question did not occur in this investigation or board.				

SECTION IV - FINDINGS (para 3-10, AR 15-6)

The (investigating officer) (board) , having carefully considered the evidence, finds:

See attached enclosure 2.

SECTION V - RECOMMENDATIONS (para 3-11, AR 15-6)

In view of the above findings, the (investigating officer) (board) recommends:

See attached enclosure 3.

SECTION VI - AUTHENTICATION (para 3-17, AR 15-6)

THIS REPORT OF PROCEEDINGS IS COMPLETE AND ACCURATE. (If any voting member or the recorder fails to sign here or in Section VII below, indicate the reason in the space where his signature should appear.)

(Recorder)



(Investigating Officer) (President)

(Member)

(Member)

(Member)

(Member)

SECTION VII - MINORITY REPORT (para 3-13, AR 15-6)

To the extent indicated in inclosure _____, the undersigned do(es) not concur in the findings and recommendations of the board. (In the inclosure, identify by number each finding and/or recommendation in which the dissenting member(s) do(es) not concur. State the reasons for disagreement. Additional/substitute findings and/or recommendations may be included in the inclosure.)

(Member)

(Member)

SECTION VIII - ACTION BY APPOINTING AUTHORITY (para 2-3, AR 15-6)

The findings and recommendations of the (investigating officer) (board) are (approved) (disapproved) (approved with following exceptions/substitutions). (If the appointing authority returns the proceedings to the investigating officer or board for further proceedings or corrective action, attach that correspondence (or a summary, if oral) as a numbered inclosure.)



DEPARTMENT OF THE ARMY
UNITED STATES ARMY TACOM LIFE CYCLE MANAGEMENT COMMAND
6501 EAST 11 MILE ROAD
WARREN, MICHIGAN 48397-5000

REPLY TO
ATTENTION OF:

S: 9 June 2010

AMSTA-CG

MEMORANDUM FOR Acting Director, Industrial Base Operations Center, TACOM LCMC
(AMSTA-LCI/ [REDACTED]), 1 Rock Island Arsenal, Rock Island, IL 61299-7630

SUBJECT: Appointment of AR 15-6 Investigating Officer

1. References.

a. Secretary of the Army memorandum, April 12, 2010, subject: Whistleblower Investigation – Sierra Army Depot, Herlong, California – (Office of Special Counsel (OSC) File No. DI-10-0812).

b. US Office of Special Counsel Letter, March 8, 2010, subject: OSC File No. DI-10-0812.

2. You are hereby appointed an investigating officer pursuant to AR 15-6 to conduct an informal investigation to make findings and recommendations concerning allegations that actions taken by employees at the Department of the Army, Sierra Army Depot (SIAD), constitute a violation of a law, rule, or regulation, gross mismanagement, and an abuse of authority with respect to the maintenance and repair of base housing at the SIAD. The purpose of your investigation is to determine the validity of the whistleblower's allegations and make findings concerning whether any wrongdoing occurred, and if so, by whom, and whether adequate policies and procedures are in place to preclude any recurrence of any improprieties, irregularities, or misconduct disclosed during your inquiry.

3. You are directed to make findings and recommendations on the issues and questions listed below in paragraph 4, concerning the processing of "service orders" that may have been submitted by SIAD housing residents to the SIAD Department of Public Works (DPW) for reported deficiencies or requested work from April 2009 until the present. In conducting your investigation, you will consider the evidence of witnesses, the materials contained in the reference (enclosed), and any other materials that you consider relevant.

4. At a minimum, your investigation will address the following issues and questions:

a. Was a system in place at Sierra Army Depot that provided for the processing of service orders in accordance with Army Regulation 420-1, Army Facilities management? Explain the system, if one was in place.

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b. Were any service orders that were submitted by residents cancelled by [REDACTED], or by any other employees of the DPW? If so, explain the circumstances for the cancellations.

c. Generally speaking, did [REDACTED] discharge his responsibilities as a DPW supervisor in a professional manner, taking into consideration the allegations of Angela Schultz? For example, did [REDACTED] ever state that he did not care if SIAD housing became substandard or that he did not care if it was eliminated; did [REDACTED] knowingly or intentionally disregard, ignore, or obstruct the processing of service orders? Explain.

d. What role, if any, did [REDACTED], a Supervisory Facility Management Specialist, have in the oversight and/or processing of service orders? Was [REDACTED] aware of any issues that may have existed with service order processing, and, if so, what action did he take in response?

e. Generally speaking, were submitted service orders processed and/or completed in a timely manner? Explain.

f. During the time frame at issue, how many service orders were submitted to DPW by SIAD Housing residents? Of these, how were they processed (e.g., how many performed, how many cancelled, how many handled otherwise?).

g. Determine what the standard requirements are at the Sierra Army Depot for ensuring that a safe, healthy and comfortable level of maintenance exists within the housing units. Indicate what authorities are being used (e.g., AR 420-1).

h. At the present time, are the requirements of AR 420-1 being met with respect to housing facilities being operated and maintained to a standard that will provide reasonable, comfortable, healthy and safe accommodations to Sierra Army Housing residents?

i. Determine if there has been an abuse of authority on the part of any individual relative to the subject allegations.

j. Determine if there has been any gross mismanagement committed by any individual relative to the subject allegations.

k. Determine whether, in addition to the persons and specific issues detailed in the OSC documentation, you discerned any violation or apparent violation of law, rule, or regulation by federal or contractor employees regarding this same general matter.

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l. Have any surveys been conducted within the past 12 months at the Sierra Army Depot concerning base housing? If so, who conducted the surveys, why were they conducted, what did they focus on, when were they done, and what were the results? Include a survey report or survey analysis if one was completed.

m. How are housing rents collected at Sierra Army Depot (e.g., electronically, or otherwise)? Generally speaking, are payments collected in a timely fashion?

n. Are housing leases being managed in conformity with the provisions of AR 420-1, in terms of proper leasing time frames?

o. Are civilians being properly classified for housing assignments?

p. What is the supervisory chain of command at the Sierra Army Depot for DPW personnel up through and including the Commander, Sierra Army Depot. Include any changes by position and name going back to April of 2009. Include a "flow chart" of the Sierra Army Depot as part of your DA Form 1574 attachments.

5. In your investigation you are not limited to the issues and questions listed above. You will investigate any relevant and related matters that you may discover that fall under the guidance of AR 420-1. You are advised not to investigate matters that do not fall within the consideration and/or guidance of AR 420-1. If you are in doubt about the relevance of a matter, you will consult your legal advisor, [REDACTED] Attorney-Advisor, TACOM LCMC General Law Division, [REDACTED], email: [REDACTED]@conus.army.mil. You will consult with your legal advisor prior to beginning your investigation.

6. In conducting your investigation, you will use the informal procedures specified in AR 15-6, Chapter 4. Upon completing your investigation, make appropriate specific findings and recommendations. Reference your analysis and findings to the specific evidence upon which you rely. Recommend remedial measures, to include any corrective and personnel or disciplinary actions you deem appropriate, if any. You may also recommend any necessary management actions to preclude a recurrence of any founded misconduct or identified systemic problems. If certain evidence conflicts with other evidence, state what you believe and why. If any question asked solicits an answer that requires a follow-up question and answer, ensure that you have pursued those questions in order to further develop the recorded evidence.

7. All witness statements will be written (typed or block printed) and sworn. You will interview all witnesses in person, if practical. Caution all individuals that they must not discuss the subject matter of the investigation with anyone other than a properly detailed investigator. If, in the course of your investigation, you come to suspect that certain people may have committed

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criminal conduct, you must advise them of their rights under Article 31, UCMJ, or the Fifth Amendment, US constitution, as appropriate. In such a case, waivers should be documented on DA Form 3881 (Rights Warning Procedure/Waiver Certificate). You will provide each witness with a Privacy Act statement before soliciting any personal information.

8. In your investigation, you will make such findings as are relevant and supported by the facts. You will also make such recommendations as are appropriate and are supported by the facts. In compiling your report of investigation, consider carefully that information contained therein will be subject to public disclosure and release.

9. This investigation has been directed by the OSC pursuant to a whistleblower complaint. Pursuant to OSC policy, you must interview the whistleblower, Angela Schultz, a former Housing Manager at the SIAD, as part of your investigation.

10. You should contact those witnesses you consider relevant during the course of your investigation. You are to thoroughly document all witness interviews in writing, preferably on DA Form 2823 (Sworn Statement), and have witnesses certify their statements when final. In addition, you must provide all persons interviewed with a Privacy Act statement before you solicit any information.

11. You will interview all witnesses in person, if practicable. Caution all individuals that they must not discuss the subject matter of the investigation with anyone other than a properly detailed investigator.

12. If, in the course of your investigation, you suspect wrongdoing or neglect on the part of a person senior to you, inform me so that a new investigating officer may be appointed. An Investigating Officer, you may not, absent military exigency, investigate someone senior to you.

13. During the course of your investigation, you may find it necessary to interview civilian employees. Generally speaking, civilian employees are required to cooperate with official investigations. There are some exceptions:

a. Civilian employees who are members of a bargaining unit have a right to Union representation at any interview with management if they reasonably believe that the interview could result in a disciplinary action against them. You must observe appropriate Union notice requirements prior to interviewing any bargaining unit employees. Should a bargaining unit employee seek to invoke this right, you have no obligation to arrange representation for the employee, only an obligation to permit the employee the opportunity to secure representation. Once you have scheduled any bargaining unit employees for an interview, contact your legal

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advisor for guidance in notifying the appropriate Union representative. The Civilian Personnel Office can tell you whether any particular employee you wish to interview is a member of the bargaining unit.

b. Civilian employees who reasonably believe that information they provide during an official investigation may be used against them in a criminal prosecution, cannot be required to cooperate without a grant of immunity. Should any civilian employee you attempt to interview decline to cooperate for any reason, suspend the interview and seek guidance from your legal advisor on how to proceed.

c. If the matter you are investigating involves a grievance, a personnel practice or policy, or other conditions of employment, you may be required to notify the Union of any interviews you have scheduled with bargaining unit employees and afford the Union the opportunity to be present. Check with your legal advisor to determine if this rule applies to your case and how to proceed if it does.

d. You have no authority to compel the cooperation of contractor employees. If you find it necessary to interview contractor employees, you must contact the contracting officer's representative for the applicable contract to request cooperation.

14. If, in the course of your investigation, you suspect wrongdoing or neglect on the part of a person senior to you, inform me so that a new investigating office may be appointed. An investigating officer may not, absent military exigency, investigate someone senior to himself or herself.

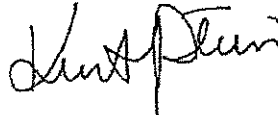
15. You will submit your completed investigation on a DA Form 1574 with a table of contents and enclosures. The enclosures will include all documentary materials considered by you. Make two copies of your report of investigation (ROI). Provide an index and clearly tab the original ROI, to include your findings and recommendations on DA Form 1574, with appropriate enclosures and forward the entire package, to me, through the TACOM LCMC, ATTN: Legal Office, AMSTA-LA [REDACTED], MS 413, 6501 E. 11 Mile Road, Warren, MI 48397-5000. Before beginning your investigation, you will receive a legal briefing from the TACOM LCMC legal office. Contact your legal advisor, [REDACTED], or his supervisor, Theresa Watmore, at [REDACTED], to schedule the briefing. You may consult the legal advisor at any time during the investigation and you will consult the legal advisor before warning any witness as a suspect and before putting your report in final form. Additionally, along with your report of investigation, you will submit a draft final agency response describing any actions taken to address the allegations.

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16. This investigation takes priority over all normal duties, TDY, and leave.

17. You are directed to begin your investigation as soon as ^{now}~~as~~ practicable.



KURT J. STEIN
Major General, US Army
Commanding

Encls
as

SWORN STATEMENT

For use of this form, see AR 100-45; the proponent agency is PMG.

PRIVACY ACT STATEMENT

AUTHORITY: Title 10, USC Section 301; Title 5, USC Section 2951; E.O. 9397 Social Security Number (SSN).
PRINCIPAL PURPOSE: To document potential criminal activity involving the U.S. Army, and to allow Army officials to maintain discipline, law and order through investigation of complaints and incidents.
ROUTINE USES: Information provided may be further disclosed to federal, state, local, and foreign government law enforcement agencies, prosecutors, courts, child protective services, victims, witnesses, the Department of Veterans Affairs, and the Office of Personnel Management. Information provided may be used for determinations regarding judicial or non-judicial punishment, other administrative disciplinary actions, security clearances, recruitment, retention, placement, and other personnel actions.
DISCLOSURE: Disclosure of your SSN and other information is voluntary.

1. LOCATION Sierra Army Depot	2. DATE (YYYYMMDD) 20100519	3. TIME	4. FILE NUMBER
5. LAST NAME, FIRST NAME, MIDDLE NAME [REDACTED]	8. SSN [REDACTED]	7. GRADE/STATUS	

B. ORGANIZATION OR ADDRESS

B. I, [REDACTED], WANT TO MAKE THE FOLLOWING STATEMENT UNDER OATH:

I have served as the Program Manager for the Most Efficient Organization (MEO) with responsibilities for maintenance of both Depot Mission capabilities and Base Housing maintenance since the inception of the MEO in April 2009. During this time, I have never knowingly or intentionally disregarded, ignored or obstructed the processing of service orders. Nor have I ever cancelled any housing service orders without first consulting with appropriate staff. Valid conditions for cancellation of service orders include elimination of duplicates, combination of several small related items, or requested work falling under tenant self-help responsibilities. I have, however, voiced the position reflective of reality here at SIAD that mission service orders take precedence over housing except in extreme conditions of life, safety and health issues.

Generally, my role with respect to service orders was one of oversight vice direct involvement. From approximately the first of June until just recently, my subordinate [REDACTED] was responsible for managing the Service order process. [REDACTED] was recently relieved of these duties for failure to perform.

I willingly acknowledge that the MEO organization failed to adequately support the needs of its housing constituents on selected occasions since its inception. We made some mistakes in both process and execution initially, but have learned from those mistakes and are improving our performance through better communications, education and process adjustments.

Generally speaking, housing service orders are performed consistent with their assigned priority, but we suffered through a period of pervasive errors in the assignment of priorities early on. The basis for these errors has been identified and corrected through education of our service desk employees. The MEO was also challenged with seventeen vacancies at its inception. This led to errors and failure to adequately serve our housing tenants as we

10. EXHIBIT	11. INITIALS [REDACTED]	MAKING STATEMENT	PAGE 1 OF 3 PAGES
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ADDITIONAL PAGES MUST CONTAIN THE HEADING "STATEMENT OF [REDACTED] AT [REDACTED] DATED [REDACTED]"

THE BOTTOM OF EACH ADDITIONAL PAGE MUST BEAR THE INITIALS OF THE PERSON MAKING THE STATEMENT, AND PAGE NUMBER MUST BE INDICATED.

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USE THIS PAGE IF NEEDED. IF THIS PAGE IS NOT NEEDED, PLEASE PROCEED TO FINAL PAGE OF THIS FORM.

STATEMENT OF [REDACTED] TAKEN AT _____ DATED 20100519

9. STATEMENT (Continued)

struggled to staff up. SIAD is a rather remote duty station and attracting qualified candidates can be time-consuming and difficult. I also requested that the Housing Manager (Ms. Angela Schultz) obtain a government credit card that could be used to obtain services in support of high priority housing service orders but she refused to the detriment of housing support timeliness. I also requested that she submit statements of work for projects that needed to be done.

At the present time, I believe that the requirements of AR420-1 are being met with respect to housing facilities being operated and maintained to a standard that will provide reasonable, comfortable, healthy and safe accommodations to Sierra housing residents.

Feedback concerning our support of the housing tenants is received via survey forms sent out as the service desk is notified of completed orders. I am made aware of significant complaints and how they are to either be corrected, if possible, or avoided in the future. I have not authorized any overall surveys of tenant satisfaction during the MEO operation period.

Nothing Follows

INITIALS OF PERSON MAKING STATEMENT [REDACTED]

PAGE 2 OF 3 PAGES

STATEMENT OF [REDACTED] TAKEN AT _____ DATED 20100519

B. STATEMENT (Continued)

NOTHING Follows

AFFIDAVIT

Walt Zinko _____ HAVE READ OR HAVE HAD READ TO ME THIS STATEMENT WHICH BEGINS ON PAGE 1, AND ENDS ON PAGE 2. I FULLY UNDERSTAND THE CONTENTS OF THE ENTIRE STATEMENT MADE BY ME. THE STATEMENT IS TRUE. I HAVE INITIALED ALL CORRECTIONS AND HAVE INITIALED THE BOTTOM OF EACH PAGE CONTAINING THE STATEMENT. I HAVE MADE THIS STATEMENT WITHOUT THREAT OF PUNISHMENT, AND WITHOUT COERCION, UNLAWFUL

WITNESSES:

ORGANIZATION OR ADDRESS

ORGANIZATION OR ADDRESS

Subscribed and sworn to before me, a person authorized by law to administer oaths, this 19th day of May, 2010 at SIERRA ARMY DEPOT

[REDACTED]
(Signature of Person Administering Oath)

[REDACTED]
(Typed Name of Person Administering Oath)

(Authority To Administer Oaths)

INITIALS OF PERSON MADE [REDACTED]

PAGE 3 OF 3 PAGES

SWORN STATEMENT

For use of this form, see AR 190-45; the proponent agency is PMG.

PRIVACY ACT STATEMENT

AUTHORITY: Title 10, USC Section 201; Title 5, USC Section 2951; E.O. 9397 Social Security Number (SSN).
PRINCIPAL PURPOSE: To document potential criminal activity involving the U.S. Army, and to allow Army officials to maintain discipline, law and order through investigation of complaints and incidents.
ROUTINE USES: Information provided may be further disclosed to federal, state, local, and foreign government law enforcement agencies, prosecutors, courts, child protective services, victims, witnesses, the Department of Veterans Affairs, and the Office of Personnel Management. Information provided may be used for determinations regarding judicial or non-judicial punishment, other administrative disciplinary actions, security clearances, recruitment, retention, placement, and other personnel actions.
DISCLOSURE: Disclosure of your SSN and other information is voluntary.

1. LOCATION Sierra Army Depot	2. DATE (YYYYMMDD) 20100519	3. TIME	4. FILE NUMBER
5. LAST NAME, FIRST NAME, MIDDLE NAME [REDACTED]	6. SSN	7. GRADE/STATUS	

8. ORGANIZATION OR ADDRESS

9. [REDACTED], WANT TO MAKE THE FOLLOWING STATEMENT UNDER OATH:

I was the SIAD Facilities Manager from May 2009 until this past week when I was relieved of my duties. Among my responsibilities as Facilities Manager was supervision of the Housing Manager (Ms. Angela Schultz) and overall management of the service order process. I did not play a hands on role with respect to service orders but I became involved with exceptions. Having come from working at Selfridge Air National Guard Base in Michigan, I am very much aware of the facilities and housing related requirements contained in AR 420-1. My impression is that SIAD was not complying with this regulation when I arrived but has begun to slowly do so over time. The processing of service orders has improved one thousand percent since I arrived.

Shortly after assuming my position, it became obvious that there were many issues with service order processing and completion. Mission work was given top priority and housing was routinely assigned the lowest priority. The Most Efficient Organization (MEO) Program Manager, Mr. [REDACTED] obstructed the processing of housing service orders in favor of mission support requirements. In fact I heard [REDACTED] express a desire for the Sierra housing to become sub-standard in hopes of having it eliminated.

We obtained feedback from our housing customers through a survey form sent out after each service order was completed. To my knowledge we did not conduct any comprehensive surveys related to tenant satisfaction between May 2009 and May 2010.

NOTHING FOLLOWS

10. EXHIBIT	11. INITIALS OF PERSON MAKING STATEMENT [REDACTED]	PAGE 1 OF 2 PAGES
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ADDITIONAL PAGES MUST CONTAIN THE HEADING "STATEMENT OF _____ TAKEN AT _____ DATED _____"

THE BOTTOM OF EACH ADDITIONAL PAGE MUST BEAR THE INITIALS OF THE PERSON MAKING THE STATEMENT, AND PAGE NUMBER MUST BE INDICATED.

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STATEMENT OF [REDACTED] TAKEN AT _____ DATED 20100519

B. STATEMENT (Continued)

NOTHING Follows

AFFIDAVIT

I, Frank Russell, HAVE READ OR HAVE HAD READ TO ME THIS STATEMENT WHICH BEGINS ON PAGE 1, AND ENDS ON PAGE 2. I FULLY UNDERSTAND THE CONTENTS OF THE ENTIRE STATEMENT MADE BY ME. THE STATEMENT IS TRUE. I HAVE INITIALED ALL CORRECTIONS AND HAVE INITIALED THE BOTTOM OF EACH PAGE CONTAINING THE STATEMENT. I HAVE MADE THIS STATEMENT FREELY WITHOUT HOPE OF BENEFIT OR REWARD, WITHOUT THREAT OF PUNISHMENT, AND WITHOUT COERCION, UNLAW

[REDACTED]

WITNESSES:

Subscribed and sworn to before me, a person authorized by law to administer oaths, this 19TH day of May, 2010
at SILVA ARMY DEPOT

[REDACTED]

ORGANIZATION OR ADDRESS

(Typed Name of Person Administering Oath)

[REDACTED]

ORGANIZATION OR ADDRESS

(Authority To Administer Oaths)

INITIALS OF PERSON MAKING STATEMENT [REDACTED]

STATEMENT OF [REDACTED] TAKEN AT _____ DATED 20100519

9. STATEMENT (Continued)

NOTHING FOLLOWS

Frank Russell AFFIDAVIT
I, _____, HAVE READ OR HAVE HAD READ TO ME THIS STATEMENT WHICH BEGINS ON PAGE 1, AND ENDS ON PAGE 2. I FULLY UNDERSTAND THE CONTENTS OF THE ENTIRE STATEMENT MADE BY ME. THE STATEMENT IS TRUE. I HAVE INITIALED ALL CORRECTIONS AND HAVE INITIALED THE BOTTOM OF EACH PAGE CONTAINING THE STATEMENT. I HAVE MADE THIS STATEMENT FREELY WITHOUT HOPE OF BENEFIT OR REWARD, WITHOUT THREAT OF PUNISHMENT, AND WITHOUT COERCION, UNLAW

WITNESSES:

ORGANIZATION OR ADDRESS

ORGANIZATION OR ADDRESS

Subscribed and sworn to before me, a person authorized by law to administer oaths, this 19th day of May, 2010

at SHERA Army DEPOT
[REDACTED]
(Signature of Person Administering Oath)

[REDACTED]
(Typed Name of Person Administering Oath)
[REDACTED]
(Authority To Administer Oaths)

INITIALS OF PERSON MAKING STATEMENT [REDACTED]

██████████
This is the statement/complaint submitted to the Office of Special Council. I've finished off the statement with closing remarks of recent at the end. I will find a Notary to stamp authentication of my signature and scan and email you the Notarized copy. Thank you for this opportunity to tell my side of the events that have taken place.

Good luck with your investigation. I am anxious to hear the outcome as this has been a huge detriment to my life and career.

Respectfully,

Angela J. Schultz

I arrived on April 12, 2009 as a new Housing Manager for Sierra Army Depot. I was not told upon my hire that this position was a contract position or I would not have accepted the job. Knowing how housing works and the fact that it is self funded, I know that it is not feasible to have it under a contract to get it's work done. It's a conflict of interest. Despite not knowing I was under a contract for the first few weeks, I was rather excited. This position definitely needed some help bringing housing up to Regulation and I was looking forward tot the challenge of bringing it to that point.

I didn't receive any paperwork on the MEO (contract housing was placed under) guidelines until September 2009 when the supposed COR brought it into my office. I was completely unaware that we had a QA person or that there were any guidelines outside of DOD Regulation and the typical DPW ways that I was essentially trained to do.

As time went on and I submitted service orders, I kept being told that I was submitting too many. However, the MEO required me to submit each individual problem as a separate service order. We disputed over the inspector's service orders as well. When he would inspect an empty house he submitted approximately 15-20 service orders for the empty house to be completed before the next tenant moved in, per my approval. There were many confrontations with ██████████ (head of the MEO Contract & at the time my Supervisor) and at one point, ██████████ told the Service order desk to pull housing service orders. I kept seeing fewer and fewer completed tasks however, I couldn't prove anything because they refused to give me the completed service orders so I could see what was done and what wasn't. I complained many times and eventually ended up with ██████████ confronting me in my office in front of ██████████. He told me to stop sending all the service orders through. I told him I'm just trying to do my job. He told me "let me tell you something. Housing is expendable." I asked him, "are you telling me that housing doesn't matter to you? He said I guess so! At this point I said you shouldn't have hired a housing manager to come into this mess if your intent was to shut it down. He informed me that Housing doesn't matter, you don't matter and Housing is Expendable. He told both of us that the way he sees things if he can produce a large amount of service orders that aren't getting done (housings), he can prove to the MEO that he needs more people. I argued him that this is the wrong way to go about this, since if he makes Housing fail and it gets torn down (expendable) then he will be losing the reason he would need the extra people. He didn't get it!

After the arrival of ██████████ (My new hire Supervisor), I pleaded with him about what ██████████ was doing to me. I explained to him that I needed proof of what service orders were complete so I could figure out where to begin complaining. ██████████ told one of the

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new Admin.'s to pull all my Housing service orders and give me copies. After receiving copies of the closed out orders and doing a spreadsheet on it, I discovered that out of 250+ service orders submitted, 150+ were missing. I went to [REDACTED] with the details of the findings, he went to [REDACTED]. Nothing was done to fix it. So, I told [REDACTED] that I was going to take it to [REDACTED]. [REDACTED] told me to go ahead.

I went to [REDACTED] (Garrison Manager) regarding my service order issues and [REDACTED] behavior. I explained what was going on and [REDACTED] told me that if what I was saying was true, he would have no problem getting rid of [REDACTED]. I told him I hoped he was sincere in checking into it and talking to the people I work with because I'm not the only one he's doing this to.

An hour after I came back from meeting with [REDACTED] began harassing me. I made notes of what he was doing and saying and sent another email to [REDACTED] since we had discussed the fact that he would stand for no retaliation and to let him know if that happened. (I have copies of this email)

After sending the email, the harassment stopped. However, I never heard anything more from [REDACTED] the subject, a while later, I sent him another email updating him on the situation. (I have copies of all emails sent as my proof)

The first week in September I was jumped by [REDACTED] (Budget personnel for DPW) regarding my housing budget money not being spent. I tried to explain to her that the money should have been spent however, [REDACTED] is sitting on 150+ service orders and a number of contract projects that he didn't send out. She demanded a spending plan from me and told me I needed to give her a scope of what I was going to do with the money. She told me that I needed to have the money spent by the 18th of September, since that is when the credit cards were to be cut off. So, I spent the money ordering appliances and what not for storage in hopes that someday housing work will get completed.

The week after the Credit Cards closed and I had spent my money, [REDACTED] pushed through all the work orders that were being held. Apparently [REDACTED] had told him to fix the problem, so he sent them through on over time. There were about 100 of them that got pushed through in a week and a half before the end of my fiscal year and I discovered my housing money had been overdrawn. At this point I cut off all work being completed and told them to halt until after the start of FY10. [REDACTED] was not happy with me because she had to readjust monies to make everything come out just right. Part of the follies was monies unable to be spent due to a mix up with supply ordering and \$11,000 had to be moved to another area to look as though we spent it when we didn't. This was money for P27 (Bachelor Quarters - 6 units). After the new fiscal year, we had extreme repairs to that building needed and obviously no funds there to support it. Making it Non-Self Sufficient.

Since, We've had two new QA people start. One for the MEO, and one for the Government. They audited Housing first, to discover that I was at 98% despite [REDACTED] efforts. Because I have been doing things according to AR 420-1 and according to DPW standards, I was able to pass the audits successfully (4 in total, when others were never audited even once). QA did ding me on a couple of things, two of which were service order issues. I have copies of the paperwork as my proof. I had to write a response to why things were not done to the standard of the Annex. I wrote out my responses and then in a later meeting with [REDACTED] found out he changed my answers. I have copies of both responses, you can see what I wrote and what he wrote. He had digitally signed his

version himself, except in one of our MEO meetings, [REDACTED] (QA Government side) pointed out that [REDACTED] shouldn't be signing until the end and was in the wrong block. He immediately removed his signature from the block however, everyone that was in the meeting seen him do it and read the answer that was on the board as his. I had heard from [REDACTED] that [REDACTED] was going to come see me because he didn't feel my answers were adequate and wanted more information. This leads into the complaint submitted. I emailed [REDACTED] about meeting with me about issues and [REDACTED] impromptu meeting - no response.

I contacted EEO regarding [REDACTED] I was told that there was a 45 day deadline to report. Since I thought [REDACTED] was taking care of the problem, the 45 days was up for the issues leading up to this one. However, after being told by EEO this all leads up to the current complaint, I'm telling you the entire story so you are able to see what I've had to experience from the start.

After not hearing from [REDACTED] for a week, I decided to email the Commander regarding his Open Door Policy. I did not hear a response back from him either, so after the last big instance of customer complaints, when the final complaints came down through to me, I sent them right back up the chain and included the Commander so he could see what was going on.

I got a nasty email back from [REDACTED] on this threatening to reprimand anyone jumping the chain again. I don't feel I jumped chain due to the Col.'s open door policy, so I responded to him stating this. (I have copies of these emails)

After this happened, I called my two customers that were having the stove issues (complaints that were sent up the chain) to see if their problems had been taken care of. The first one I called said "we need to talk." She told me that [REDACTED] had stopped in her office to see her and the first question asked was did you submit a customer complain?... I have all this documentation as well.

After finding out that [REDACTED] went to my customers around me, I called and left a message for [REDACTED] that I expected him to do something about this today. I have two unhappy customers and [REDACTED] took it upon himself to step outside the chain when I was the customer complaint. [REDACTED] sent an email later in the afternoon telling me he wouldn't "discuss" this through email.

[REDACTED] has made housing spend 3x the amount of money to get 1/2 the work complete. He refused to push through service orders or contract projects and has adamantly told me that I'm expendable. He treats me and other women like we don't exist, making fun of the fact that he has a female kidney now, he has PMS and other issues he wants to blame women for.

The first week I started, [REDACTED] comment to me was "Don't let your boss go to jail" I said excuse me... if my boss does something to warrant going to jail, I'm not going to jail for him!

I've watched him hire inappropriately, allowing family members of my coworkers to be hired within the same directorate while overlooking more qualified people. I know this, because he included me and asked me to rate the resumes as they came through for multiple positions. He doesn't follow Army Regulation on a multitude of things. He's a bottleneck to the organization because he flies by the seat of his pants and doesn't have a clue how to do management.

I have had to turn 13 units since I got here! I only have 24 Family Housing Units and 6 Bachelor Quarters. This is a very large number of turnovers for a small base! When I got here there were 3 units sitting empty and another I was demanded to put into eviction. It has taken anywhere from 1 month to 5 months to flip a unit because of the lack of support. This is unacceptable and way outside the realm of DOD Reg. Not to mention taking us outside the realm of being self sufficient.

██████ has told everyone above him that there are not housing issues. MEO has put out bogus ICE reports to reflect this and has never given me an outlet to complain about work not being done.

Another big argument I had with ██████ in the beginning was over my getting a Credit Card. It didn't take me long of being here to realize I didn't want one. I watched how ██████ tells the two cardholders to order things. They split orders and order things they have no business ordering on a credit card. He came to me multiple times in regard to taking the class and getting a credit purchase card. I told him I wouldn't do it. He told me he needed me to do this since he didn't have enough card holders. I told him that was exactly why I wouldn't do it. Unless he could guarantee me that he wouldn't force me to order things on the card outside of housing. He told me he couldn't do that. So I told him No. ██████ and ██████ were in my office when he barged in on our meeting to tell me I had to get one and told him No again. The next day at lunch he called me into his office shut the door and told me I will never tell him no in front of his subordinates again. I told him if he hadn't put me on the spot and interrupted a meeting he had no business interrupting, he wouldn't have gotten the answer in front of others. And, I told him the answer hasn't changed, it's still no. Then I went to eat my lunch. ██████ and ██████ neither one are ██████ subordinates, they are Government side workers.

I have had to deal with harassment and hostility from the beginning. As soon as ██████ figured out that I wasn't going to run housing in the haphazard way it had always been ran, he tried to sabotage me and put me in what he thought was my place. I am in the business of customer service. He took away the service from my job and has belittled me in front of my tenants and other co-workers. This has been an ongoing thing and has made me DREAD my job. This is very wrong and unfortunately there are others here that feel the same and scared to say anything for fear of retaliation.

I have taken the suggestion of IMCOM West in completing a Customer Survey. I have copies of these surveys that I can provide to prove that there are housing problems not being addressed despite ██████ attempt to cover them up.

I have been looking for another job desperately to anywhere, he has made my life so depressing at work that I just despise going to work. I filed a formal complaint to try and save housing and my career.

Formal Complaint Filed on 10/6/09 to EEO ██████. I had spoken to Lynette a week earlier and she advised me that I had a good case and that I should file my paperwork. On 10/6/09 when I brought in my official complaint, she told me that someone higher than her told here I couldn't file based on Hostile work environment, that I had to base it on one of some form of discrimination. After discussing issues with her again she hinted strongly at basing it on my gender. I have copies of this paperwork as well. I submitted my list of witnesses and left the paperwork for her to review. She informed me that she would have to find an EEO to review this case, since she could not do it being a former worker with ██████. Later I found out, not only did she do the investigation herself, she

didn't interview all my witnesses as she had [REDACTED]. She tried to dismiss my case on the last day allowed and I insisted she interview the rest of my witnesses. She did and said despite their statements, she was dismissing my case however, she assured me they were working on the Hostile work environment and [REDACTED] will not be harassing me any further. She had a written statement that [REDACTED] provided admitting to his behavior and still dismissed me.

This is the initial complaint submitted to EEO...

10/6/09 7:30 a.m. - 9 a.m.

[REDACTED] approached me this morning on housing issues, starting the conversation with my MEO audit reports being altered by him. I explained to him that I already knew this and apparently his answers weren't good enough because [REDACTED] is supposed to be coming to see me regarding these issues today. He jumped me about my accusations on why the problems exist on my form version. I told him my answers were open, honest and truthful. He then told me that it doesn't matter, he changed them because they were too wordy and MEO doesn't need to know all the details just how we're going to fix it. I told him my answers showed why it existed and the fix, just as how asked. Besides the box said "attach continuation sheet if necessary" and I didn't fill the box. I made him go get a copy of his answers so I knew what he wrote. He got them, and then read them to me. I was not given a copy. However, he did post his version out on the I: drive. At this point I just listened then thanked him for telling me, since I will know to keep copies of my answers for when [REDACTED] comes to visit. He raised his voice and told me [REDACTED] should not be coming directly to me, he should be going through him to me. I told him he may want to call and tell him that since I was told he's coming today! He sat quiet for a bit then started in on how hard his job is... he's got people "whining" (crying face included) to [REDACTED] about not being able to do do their jobs and [REDACTED] not liking them. He's got staffing problems, etc. etc.

[REDACTED] joined the meeting at this point as I told him I was sick of his staffing excuses and the "only" reason I am managing to finally get work orders done was after inviting [REDACTED] to help with my [REDACTED] problem. I explained to him that his lack of staff is STILL a problem and he offers no solution, yet I'm expected to do my job without service orders getting completed.

I told him I have taken the class of WINEST software and have no issues with learning to estimate housing jobs. I will need more guidance though, since the program doesn't give format, what's needed or whom to submit to etc.

This is my solution to curbe our housing issues however, I can't magically do it all without guidance.

I told him, as a leader he should be coming up with solutions to fix hazards as we come across them instead of shrugging it off to excuses as to why he's not going a good job. We went round and round on service order issues, he denied casting orders to hold service orders (even though [REDACTED] took the order and has reminded him of this on two occasions). [REDACTED] claimed they were holding them before he said anything to [REDACTED]. This all I told him is untrue. I was there when he cast the orders! So was [REDACTED] and others.

[REDACTED] is about denial and excuses. I'm sick of the shut up, sit down and do what you're told routine!

He told me today he cares about housing and he doesn't know how to convince me of this. I told him EVERYTHING he has done and said until this point proves the opposite! His reasoning is "People say and do things from time to time that they don't necessarily mean." And I say... and they try to rescind things they say when they get caught!

This meeting was eventually joined by [REDACTED] (COR - former QA for MEO) who heard the ending parts and went over MEO hardships herself.

Unless they have solutions for my problems, I'm insulted by the waste of my time in listening to their excuses! the ONLY reason I've seen headway with housing issues and concerns is because [REDACTED] got involved. Beyond that, I believe I would still be fighting the same battles! Although some service orders have been completed, there are many that are not and some that say they are completed and not either.

It upsets me that he is trying to slap my hand regarding jumping chain of command and the threat of an EEO complaint. I was justified on both counts and I don't appreciate his attempts at trying to put me under his thumb. The only reason he had in bringing it up was to bully me to keep quiet. He had no right to be in my office talking to me without my Supervisor present!

One other topic touched on was the fact we are not following DOD Regulation with housing. IMCOM West was here last Monday. I was told a site visit and a meet the new manager visit. While here, she questioned me as to why Housing looked so bad and why it wasn't up to DOD standards. Questions were answered honestly and openly. She left and told me her Supervisor would be in touch with [REDACTED]. [REDACTED] questioned me as to why he didn't know about this meeting. I told him because I only knew when the meeting was the week prior and told it wasn't a big deal meeting, just a site visit. [REDACTED] wasn't here when she arrived either. They called me, I didn't call them. This meeting was initiated by IMCOM. My Supervisor knew of the visit and told me to answer questions honestly. That is what I did. My Supervisor was briefed after the meeting as well ([REDACTED]).

At one point the issue of swamp coolers was addressed when [REDACTED] stopped by the office. I asked [REDACTED] why units were not winterized in the past since I had just had a meeting with Steve re: Utility over usage. I was told by [REDACTED] that swamp coolers are drained but no seal between house and cooler are used to block the downdraft, nor did they ever cover the coolers. The response was "we've never done it before and we don't have the time to do it now!"

No issues were resolved, only excuses given! I don't appreciate his altering my responses without consent or dragging uninvolved people into such conversations. I don't enjoy being pinned in my office for an hour and a half like a child being reprimanded for things that he has no right discussing with me.

This is why I am filing an EEO complaint. This has happened many times in the past and he has been given many chances to change his ways and he hasn't.

Complaints since the initial complaint

10/16/09 [REDACTED] cornered [REDACTED] and I in the central office and began discussing why he felt things were not his fault in the MEO. He began to blame the government on multiple occasions. [REDACTED] asked him if he was sure he wanted to do this (since [REDACTED] is government). [REDACTED] proceeded to tell him that "those cotton pickers are responsible for the problems..." and [REDACTED] cut him off ([REDACTED] is African American). He told [REDACTED] "you know what I'm gonna do?" [REDACTED] kept talking.. [REDACTED] says, "you know what I'm gonna

do?" and finally [REDACTED] says, what? [REDACTED] told him since I like you, I'm gonna let this one slide. Walt said what? [REDACTED] said the terminology you just used isn't appropriate in today's society. [REDACTED] stepped back, turned red and said I guess you're right, I'll refrain myself.

I'm offended that he would use such a racist remark in front of my friend. I would like to file an official complaint of this too, since [REDACTED] says he is leery of retaliation since he's got a one year probationary period. I was told by a co-worker [REDACTED] - MEO QA) that the same terminology was used the morning of 10/20/09 as well. Since, Henry said it was used again directly toward him and he claims he's since filed a complaint.

10/20/09 around 8 a.m. [REDACTED] stood in the hallway and said... "the next time I see anyone in [REDACTED] office there's gonna..." (I didn't hear the rest due to it being muffled and his walking into the office. I heard this from my office as he walked into his. [REDACTED] (Government QA) heard the statement made and felt it was directed towards him. The same day I had laborers come in with housing service orders telling me they were told to stay out of my office as well.

10/20/09 Customer complaints not taken care of, I forwarded initial complaint back through the chain of command plus Commander, knowing I had already sent an email concerning his open door policy.

10/21/09 Email from [REDACTED] threatening reprimand for jumping chain of command.

10/21/09 called [REDACTED] (tenant) regarding stove complaint 10/20/09 0810. She informed me that [REDACTED] came to see her (in office). He questioned her as to if she had filed out a customer complaint, she said no. He told her she needed to come to him if she had a complaint so he could fix it. She told him she followed the proper chain going through the Housing Manager. He told her the Housing Manager doesn't have the right to submit complaints on her behalf. She told him she had talked to the Housing Manager in the morning and was told the complaint was going to be submitted by housing with her name behind the Housing Managers. She said she knows how this works because she's lived in Government Housing before.

10/21/09 Left a message to [REDACTED] via phone that I expected to hear from him today regarding [REDACTED] jumping over Housing Manager and harassing housing customers. This is all in regards to complaint submitted. Both stove issues. (I have copies of these complaints)

10/22/09 [REDACTED] (COR) visited my office today telling me that what she was going to tell me was to be "closed lipped." Henry followed her into my office and asked if there was something he should know, she told him this was a closed lipped meeting and he wasn't invited. He said, "I'm QA on the Government side, there shouldn't be anything that I don't know. She ushered him out of my office and proceeded to tell me she needed me to write a scope of work for a contractor to help with housing. I asked her to clarify, did she want to know the scope of works for each job already submitted in the prior fiscal year or did she mean for everything including service orders etc. She became flustered at

the question and I asked it two more times before she said just write it up for everything. Now... I'm not sure what is going on here, but I'm assuming that [REDACTED] is part of this (keep Angie busy to keep her out of my hair).

All week [REDACTED] has been doing cover up work, to include over 1/2 hour straight of shredding paperwork. It is my belief that this is something that needs to be brought to everyone's attention. Not only have I not yet been notified by anyone that [REDACTED] is the official COR, but no letters of acknowledgment has yet to be posted either. On top of that, I don't believe it's a Housing Manager's job to do such a thing without prior approval from someone within the MEO. Therefore, unless I hear it from someone meaning something, it won't get done.

10/23/09 [REDACTED] informed me that [REDACTED] stopped him today to tell him that [REDACTED] stopped in and told him and Joe that both [REDACTED] and I are in trouble and if they are smart they will not talk to us any more. [REDACTED] told [REDACTED] that he doesn't want to be involved in all this, because he's been had in this type of scenario before.

10/23/09 the I: drive was down for a good share of the day, I asked [REDACTED] if he could print me the report of my initial complaints that [REDACTED] had changed, since I didn't have access to the drive. [REDACTED] couldn't get in either and after he went to [REDACTED] with the drive problem, [REDACTED] had it turned back on. Low and behold [REDACTED] told me that all the past QA work that didn't exist before has been starting to populate on the I: drive. [REDACTED] was the prior QA for the MEO. She did not know how to do her job nor did she do anything in the position as QA. [REDACTED] somehow managed to get her into the COR position over the MEO contract. I believe he put her there knowing he could puppeteer her as he previously had done.

Complaints prior to initial complaint leading up to initial.

There are several undocumented dates and times of complaints from April 12 forward in the start of my finding out that I was not intended to do my job as Housing Manager.

7/13/09 meeting with [REDACTED] [REDACTED] [REDACTED] [REDACTED] and Myself. Told housing low priority and work orders are going to be pulled again. All work orders go through MEO so don't contract anything out. I tried to argue to no avail.

8/19/09 contacted [REDACTED] 0630 re: Harassment (have copy of email as proof)

9/3/09 Given MOE paperwork for the first time from [REDACTED] and informed that I needed to be responsible for the reports that should have been done from the start up. I told her that I have been doing my work according to DOD Reg. and DPW standards as I was taught, if there is work specific to the MEO, I will not be responsible for anything prior to my being informed of what to do and since it took 5 months to get the paperwork, I wasn't going to go back and make it look like everything has been done between now and then. The MEO hasn't done anything for me up until this point, I'm not going to lie and cover up what they haven't done all along.

10/10/09 reminded by [REDACTED] of WINEST Training next week. Told him I hadn't received anything regarding the training. He said he put me on the list, so plan to go. I contacted [REDACTED] she told me I wasn't on the list. [REDACTED] and I suspect [REDACTED] pulled me from the list as he says I was on the list in the beginning before [REDACTED] approval. [REDACTED] pulled strings and made them put me back on the list and I did go to training 9/15/09-9/16/09. After the training, I was badgered by [REDACTED] about why I went to the training and why I feel I needed it. I told him that when someone in a superior position tells me my career means nothing and housing is expendable, I feel I need all the training I can get!

10/1/09 [REDACTED] reminds me to go to Service Order Program training October 5-8. Again I tell him I haven't received any confirmation. He tells me contact [REDACTED] because again, I was on the list that went through for [REDACTED] approval. [REDACTED] tells me I was never on the list (have email). Again we ([REDACTED] and I) felt that [REDACTED] pulled me from the list. This time I did not go to the training.

10/19/09 Meeting with [REDACTED] [REDACTED] [REDACTED] [REDACTED] & [REDACTED] re: Service orders not complete, customer complaints and outstanding orders from last year not done and prioritized wrong. In this meeting [REDACTED] admitted that he did cast an order to halt service orders, but then made [REDACTED] lie in saying someone else cast the order prior to him. When I questioned [REDACTED] as to who cast the order, [REDACTED] cut me off saying "you don't need to know that information." I told him yes, I do, because when I go to the Commander with all this, I'm sure he will want to know who cast the order, so I turned to [REDACTED] once again and said "[REDACTED] who cast the order?" He got sheepish and said it was [REDACTED]. I told him I don't believe it was, since [REDACTED] started after the original order was cast. This can be proven looking back at starting dates and reviewing my log ow when service orders were pulled.

3 Customers complaints yesterday regarding 2 stoves and a swamp cooler was gone over. Meeting escalating into a blowout of how are the guys going to complete all these past due orders without man power.

Two times I asked [REDACTED] for a private contractor to do my work or let me out of the MEO. QA informed me no way out of MEO [REDACTED] says contracting can't be done without a planner estimator. He's told me this since May. [REDACTED] says private contractor cannot be given to me due to cost if goes above salary requirements. Yet they claim they are minus 18 positions therefore, why no money for a contractor? Housing pays three times the amount of money due to the fact that the only way I get housing projects done is on overtime, most of the time not being done completely or on time. Not to mention they replace stoves and refrigerators and dishwashers that could be fixed costing housing more money.

Service orders from FY09 still labeled as level 4 work all on back burner, per [REDACTED]. Therefore old service orders for housing still not getting done. We all know my service orders were pulled from the system and not done for months. Some are still not complete.

11/3/09 [REDACTED] came to my office asked where my witches hat went (decoration for Halloween outside my door) I told him Halloween is over and the hat is put away. He stood there with a really nasty smirk on his face, so I said go ahead spill it... He said I better not, it may be an EEO complaint.

11/3/09 about 0900 [REDACTED] and [REDACTED] were in hallway, [REDACTED] said something and [REDACTED] spoke up loud enough for me to hear and said we better be careful, so I don't get an EEO complaint!

11/19/09 3-4:25 p.m.

I was called in for a final interview with [REDACTED], EEO. I was told they were working on issues and [REDACTED] has been spoken to regarding his behavior. He has been told to speak to me through my chain of command and admitted that they see problems.

She showed me [REDACTED] rebuttal letter in which he claims that he has never treated me in such a way, yet admits to have apologized to me for the way he's treated me in front of [REDACTED] (which he did). The letter sites women whom he works with and would vouch for his behavior: [REDACTED], [REDACTED], [REDACTED], [REDACTED] and a couple others I do not remember. I asked for a copy of this statement to which I was told "no". I then was told that she interviewed all females involved and told none of them in her eyes confirmed what I was stating against [REDACTED]. I asked her how she could come to this determination due to the fact that she only interviewed females? She left out 2 of my witnesses. She did however interview all [REDACTED] witnesses?

I also asked her to put all her findings in writing, who she interviewed, what was said and why I didn't receive confidentiality in my process. She asked why, I told her I will need it for when I hire a lawyer to follow up. She told me that isn't the way this works, she said they will give me the proper paperwork to go further if I'm not satisfied however, first an Army investigator must come in and investigate the situation. I told her, no I'm sure if I hire a lawyer who works for me, they will get started on the case immediately. I then asked her if you are feeling you need to dismiss this case, what is your solution to the problem, since we ALL know there is a problem.

She said they are working on trying to find me a new position however, [REDACTED] says he doesn't want me in a new position (per [REDACTED] that I am needed in housing).

I asked her about my other 2 resolutions: dismissal [REDACTED] or removal of Housing from the MEO? She said No - neither will be happening. She said they were looking for a "9" for me but there are none, to transfer. (there is one right now). She told me they would place me elsewhere if they could find a position. I informed her I do NOT want to be the "bad seed" placed in demotion and if they cared enough to look at my resume they would see I'm qualified for well over a "9". She asked me to send her my resume. (I have done this)

I then went on to tell her I cannot understand why the cover up, but do expect her to take this back to [REDACTED]... IMCOM contacted me again on Tuesday to see if things are any better. I told them in my eyes No. They informed me they WILL be checking into this further going through Command. So, [REDACTED] would like the Commander briefed before IMCOM steps in, now's his chance. This is completely out of my hands as they called me. I didn't call them. This was a follow up call from the earlier visit a couple months ago.

She informed me she would be speaking to [REDACTED] immediately after our meeting and she would look for me to send my resume. She also told me she would interview my other 2 witnesses that I inquired about not being interviewed.

10/27/09 Met with IG concerning my problems. Told this was really more of an EEO and Union problem however, after reading through some of my paperwork said they were concerned over Fraud Waste and abuse issues.

I was called the following week to inform me they had spoken to [REDACTED] and told they were working on the issue. Therefore, they were dismissing my case since it was being handled at a lower level.

10/27/09

Met with [REDACTED] and [REDACTED] concerning problems I've had since beginning. Gave each a copy of paperwork I've created documenting and copies of emails etc. verifying.

[REDACTED] assured me they would look into my issues and try to help resolve. They were both professional and appeared to listen however, I've never been allowed to see the Commander with regard to Open Door, nor have I gotten any feedback in relation to my problems.

When Don tried to "explain the way Sierra works", I informed him that I still need to follow DOD regulation per 420-1 and IMCOM asking questions does not help our case. He informed me that IMCOM doesn't have a say in what we do here. I told him he may want to re-read Army Regulation before making that determination.

10/28/09

I filed my EEO paperwork for Official Complaint. When I took the paperwork in Lynette informed me she was told by someone higher up that I cannot file a complaint based on Hostile work environment. I told her I was being harassed weekly and that it is a hostile work environment.

She insisted we attach a reason from her guideline sheet, so I picked female due to lack of options an at [REDACTED] urging.

I don't understand why harassment is not in and of itself reason to file a complaint?

11/30/09 email sent through the chain once again requesting assistance. Since Harassment has not stopped and Service orders were once again cut off at end of fiscal year and I just found out 122 of them are out standing still.

12/1/09 Received email back from [REDACTED] regarding setting up a meeting with Commander "We have set up another meeting - this one with the Commander. I've arranged for our legal rep and the EEO rep to be there also. I have also arranged for the session to be video taped - so we can each refer to the tape if we need to in the future."

12/2/09 Met with Commander and went over all issues. I really felt he heard me and we were going to get something accomplished. He told me to come to him if things didn't improve. There is a copy of this tape. I requested a copy however, they never did provide it. (I did tape with a recorder, in case the video disappears).

12/8/09 Henry was told to stop "Harassing" me by [REDACTED] Then proceeded to ask for absorbent amounts of housing information. I asked if he wanted to just do another audit and then he said he would route it through the MEO QA

12/9/09 [REDACTED] and [REDACTED] were called into [REDACTED] office and told they are spending too much time in my office.

12/9/09 Manager Meeting 1215 in front of other managers and co-workers told by [REDACTED] to go to 3 pm Hometown meeting and not to MEO Manager meeting. I told him I do go to the 3 pm. meeting and my supervisor told me to go to this meeting which I've been attending for the past 2 months. He told me that I didn't belong in the meeting and insisted that I leave. At 1220 I left the meeting. I called my Supervisor at 1225 to inform him I was kicked out of the meeting. 1230 [REDACTED] came to my office to tell me to take notes until [REDACTED] shows up to the meeting and then I can leave. 1232 went back to meeting sat down. 1233 [REDACTED] showed up so I left.

12/9/09 I sent an email to [REDACTED] explaining I was done being made an example of and if they didn't do something to get [REDACTED] out of my presence I would hand deliver my resignation the Commander myself.

12/14/09 Asked [REDACTED] if he had heard anything regarding my intentions. He said no but proceeded to contact [REDACTED] through [REDACTED]. [REDACTED] was out of the office and [REDACTED] said he would take it up the chain.

12/17/09 Still no word on my position I waited through the entire week. I went to the Commander's office with resignation in hand and explained to him that I had had enough. He at this point told me that "they" didn't feel I was trying hard enough to get along with [REDACTED] and that I needed to give it more time. I asked him how much time I needed and why is he allowed to continuously harass me even to the extent of kicking me out of Manager meetings that I've been going to for months.

I asked him what they are going to do to stop it. He said well if you think we are going to do anything with [REDACTED] you are wrong. Then he said are you sure this is what you want to do (meaning my resignation). I told him that if you are telling me you are giving him a get out of jail free card and permission to keep doing what he is doing, then I am certain of what I am doing. I cannot take this on my mental health any longer.

My resignation was to be given a 1 month notice however, after the discussion with the Commander I decided it would not be in my best interest to put myself through another month of mental strain since I already knew what the outcome would be.

I tendered my resignation effective that day December 17, 2009.

For 8 months I have endured endless amount of stress. Starting with not being able to complete my job as hired to do, dealing with a Supervisor who belittled me to my face, co-workers, contract workers hired to do my work and my own tenants. This has created a work environment impossible for me to work in. The mental stress is too great for me to continue on therefore I tendered my resignation and walked away from my career. It just isn't worth it.

I tried for months to obtain another job and even though I had from 12-18 positions past review and in selecting officials hands, I didn't receive any interviews. I later found out it

is due to the fact that Sierra instead of completing my transfer terminated my employment. This is showing up as a code in my background check. I was denied access to training due to it and I've been told by 2 positions I applied for that I have a problem with my background check. This was confirmed by TACOM through an email when Sierra yet again denies seeing any problems. Up until this point, I'm still unsure as to if this problem has been corrected.

So, this also being part of my problem, I couldn't see myself staying at Sierra in a Hostile work environment for months while they "worked on" problems with never any resolve.

This Post is operated on the "good ole' boy system". They hire people to their own accord and operate on the perception that Army Regulation is only a guideline and we don't have to follow it. Everyone at Sierra tells new people, "we do things differently here at Sierra." They are not lying. They operate on their own accord. The system is corrupt all the way to the top and seemingly somewhat beyond.

Please help! I can send you hard copies of all my documentation with copies of emails etc. There will be more in depth stories within that documentation to let you know the extent of how bad housing has been allowed to deteriorate and evidence that they are committing Fraud Waste and Abuse of Housing Monies. Not to mention the health and safety of my tenants being at risk with sewage backed up in housing for 3 days with no help, electrical problems ignored for months and tenants taking care of themselves. Stairs that were in ill repair and the contract to replace ignored since the start of the MEO and an accident on those same stairs at a later date. I've even had the carpenters of the MEO telling housing tenants that Housing shouldn't exist and the plan is to tear it down. Along with telling them the Housing Manager doesn't know what she's doing because she submits service orders and then pulls them all the time. All of this is documented. Never in a million years would I have thought I would walk away from a Government Job, but the mental strain was just too much to bear. Please tell me if there is any recourse or where to go from here.

Respectfully,
Angela J. Schultz

May 18, 2010

In follow up to Investigator [REDACTED] questions, I'm adding these additional statements.

I spent December 18, 2009 to May 10, 2010 unemployed. I've had to fight to receive unemployment which took 3.5 months to get to me after dealing with a bankrupt state of California. I still haven't received the prior two months of compensation from them as of yet, nor have I seen paperwork to complete the process.

Although I've finally obtained reinstatement of Federal Service through Fort McCoy, I had to accept a GS05 position, a considerable drop from a GS09. I made a career move to Sierra Army Depot in hopes of starting my way on a career path to obtain salary compensation comparable to my worth outside of Federal Employment. In making my move to Sierra Army Depot and suffering the hardships of mental anguish and stress I have incurred substantial debt in moving, traveling and living expenses for a position that if I would have been completely informed of I would not have accepted. I've had not

only a substantial loss in pay but also lost benefit compensations to include, health, life insurance and retirement. I've incurred medical bills that would have been paid for with my health insurance if I could have afforded to keep such a thing with no income. With expenses approximated, I am out approximately \$50,000 and climbing. Not to mention putting a price on the stress and anguish my family and myself has had to endure through this.

It is only with the respect and love of my family that I've survived this catastrophe in my career. If not for them, I would have been trapped and possibly in a mental breakdown by now.

Being brought up with the strong morals and beliefs that my father instilled in me, I know that in doing the right thing I will better myself and others. I am not the type of person to give up on something I believe in. I believe I am doing the right thing in reporting the circumstances of Sierra Army Depot Family Housing. There are a good number of "good" people working at Sierra, they deserve a chance to work in an environment that doesn't promote corruption and stress. I promised my tenants and coworkers that I wouldn't give up ~ there are many there that looked to me as their only hope.

Thank you for your investigation.
Respectfully,

Angela J. Schultz

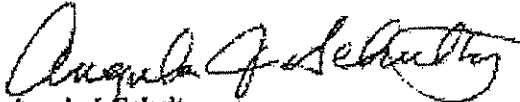
14 pages in completion

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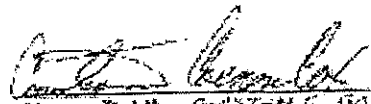
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ACKNOWLEDGMENT

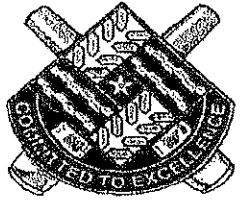
STATE OF WISCONSIN
COUNTY OF MONROE

I do hereby certify that today personally appeared before me, a notary public for the State and County above indicated, ANGELA JEAN SCHULTZ, who being first duly sworn, subscribed her name to this foregoing instrument and acknowledged to me that it was her voluntary act and deed.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed my official seal this 19TH day of MAY, 2010.


Notary Public *(Seal partially visible)*

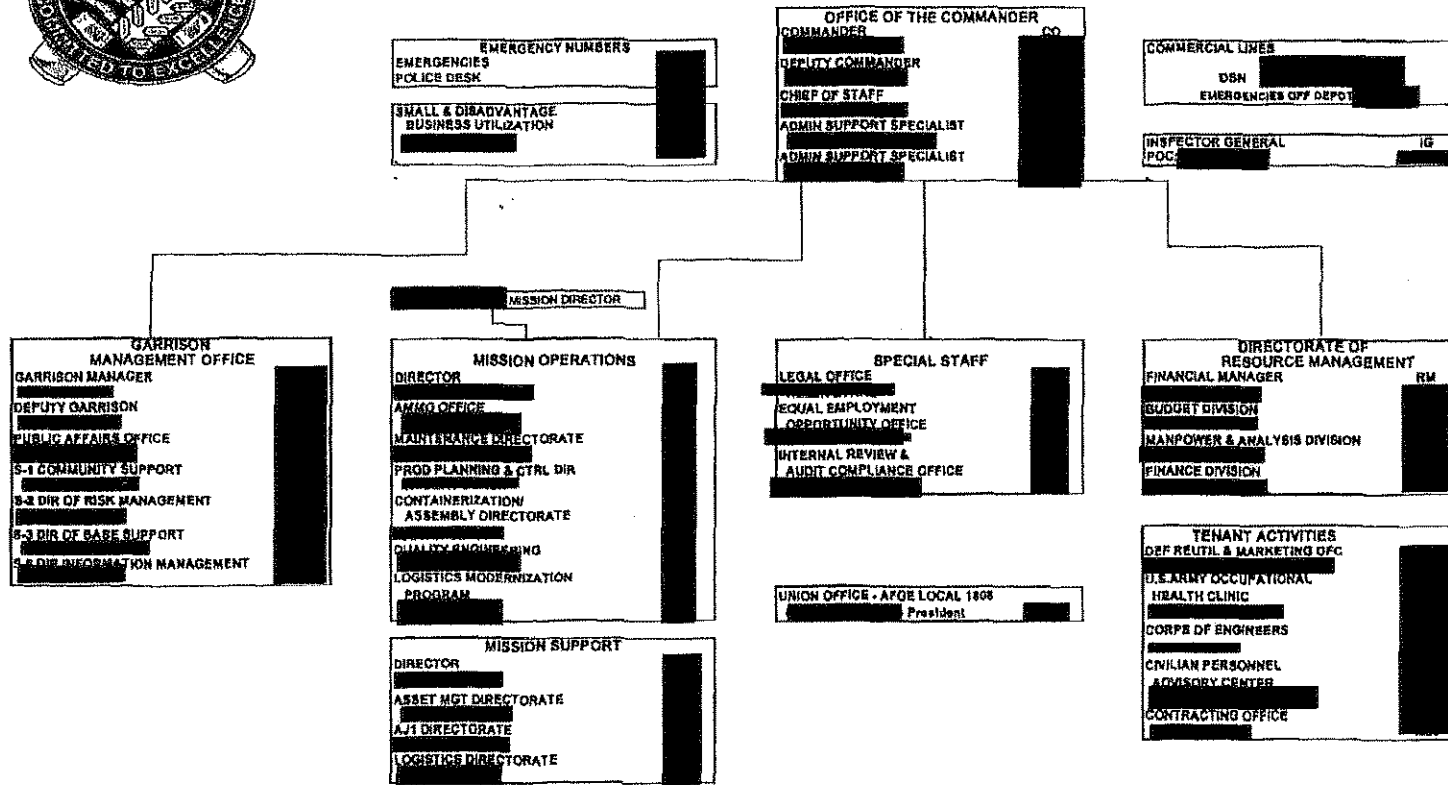
My Commission Expires: 30 January 2011.



SIERRA ARMY DEPOT
HERLONG, CA 94113
UNOFFICIAL STAFF DIRECTORY
FOR INTERNAL USE ONLY
TAB1



Enclosure 8



PREPARED BY THE DIRECTORATE
OF RESOURCE MANAGEMENT,
MANAGEMENT ANALYSIS
& MANPOWER DIV
29 OCT 2008
SUPERSEDES ALL PREVIOUS
EDITIONS - THIS IS NOT AN
OFFICIAL ORGANIZATION CHART

UPDATE - 24 MAY 2010