

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

The geographic remoteness of Sierra Army Depot (SIAD) is addressed within my findings, but to truly understand the real life challenges associated with maintaining the remnants of the base housing one must first appreciate the depot's current environment. SIAD base housing was established to support the military presence required to execute post World War II assigned missions for storage and demilitarization of ammunition.

When the 1995 Base Realignment and Closure (BRAC) decisions directed the cessation of ammunition operations at SIAD, the military presence and requirement for military housing (with the exception of the commander's quarters) ceased as well. The depot divested most of its housing units save for 25 family units and six bachelor's apartments. These were retained primarily due to their location within the depot footprint. While all but the commander's quarters are surplus to Army requirements and would typically be slated for demolition, the depot has elected (with the concurrence of IMCOM) to operate the units as a convenient residential alternative for its workforce. This arrangement requires that the units be self-sustaining through the collection of rents to offset SIAD's ownership costs. The funding levels generated by these rents are not sufficient to cover a dedicated maintenance staff; so housing must share support from the maintenance staff responsible for all depot base and mission operations thus requiring the prioritization of scarce resources to perform all necessary maintenance work.

Since the loss of its ammunition mission, SIAD has struggled to reinvent itself and exploit niche capabilities and strengths so as to establish an enduring role within the defense infrastructure. The depot has made significant progress during the current era of persistent conflict but must place a primary emphasis on providing consistent, best-value support to its emerging customer base to leverage these gains into enduring peacetime missions. The imperatives for continued mission stability and growth drive rational decisions to prioritize mission support above all but the most urgent housing requirements. Previous housing managers understood the realities of this environment and successfully worked within the system to identify need and obtain support for performing the highest priority maintenance and repair efforts while accepting that routine requirements would be handled as mission demands allowed.

Ms. Schultz arrived at Sierra with very limited government experience (18 months in an entry-level position at Fort McCoy) and clearly failed to ever grasp the legitimate difference between Fort McCoy and SIAD housing operations. At Fort McCoy, base housing is a primary, direct-funded mission with a dedicated organization and staff. At SIAD, the housing "organization" consists of a GS 09 Housing Manager position who must work with other organizations to manage housing operations within affordability based on rent collections.

I feel that Ms. Schultz arrived at SIAD with unrealistic expectations and limited appreciation for the requirements and challenges of the position she had accepted. Ms. Schultz stated that she was meant for great things and planned to use the housing manager position as a stepping stone to career advancement, but for some reason never took positive initiative to understand what it would take to successfully manage housing within the confines of the depot's environment. Instead she persistently and naively tried to force her notion of "right" based on her limited Fort

McCoy experience onto the SIAD construct. Not only did Ms. Schultz fail to appreciate the realities of managing housing in her current environment, she also failed to accept offers of help and advice from more experienced co-workers.

Admittedly, the A-76 driven Most Efficient Organization (MEO) for Base Support Operations, which stood up operationally the day Ms. Schultz arrived on post, struggled, as any new organization would, to establish efficient processes, define roles and responsibilities, eliminate communication breakdowns, etc. This situation contributed to Ms. Schultz's frustration and may have led her to draw false conclusions of intentional disregard for valid housing requirements. Ms. Schultz quickly became frustrated with the low priority given to housing and took a forceful approach of demanding satisfaction from her superiors and assigning blame to others all the while applying for other positions outside of SIAD.

My investigation has revealed that members of the SIAD staff did make unintentional errors in judgment and execution of responsibilities but, by all accounts and evidence, these errors have been identified and actions taken to rectify them. I believe that if Ms. Schultz had taken the available steps to improve her effectiveness, availed herself of offered mentoring and advice, focused on a long term strategy to gradually improve the condition of base housing and allowed the MEO organization to mature before she seemingly ceased trying to make things work and began blaming others, then she might have realized her stated goal of earning continued career progression. Instead, she refused to support the very contracting efforts she claims were denied her. She refused issuance of a government purchase card that could have been used for appliance repair and other priorities that she claimed were either not available or being mismanaged. She did not seek out an active role in service order prioritization meetings and then complained about the decisions made during these meetings. She failed to actively monitor critical year end obligations which resulted in the loss of funding designated to repair the apartment stairs that later broke during delivery of a refrigerator but she still complained about those funds disappearing at year end. Finally, she elected to resign just nine months into her tour.

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

2a. Provide organization charts of all offices that are involved in this investigation at SIAD. For example, the commanders office, the DPW, IG, EEO.

Requested information is attached at Tab A.

2b. Throughout your report, provide complete job titles for all persons named or interviewed as part of this investigation. Explain, if it is not clear from the organization charts, how all persons named or interviewed fit into the SIAD organization, and who their supervisors are. (For example, put into focus where the QA Manager, the Management & Program Analyst, the QA Specialist, the Real Property Manager, the Deputy Commander, and the Garrison Manager work, who their supervisors are, and what their job titles are.)

Job titles and positional descriptions included as requested.

2c. Provide a description of where Sierra is, the function and mission of SIAD and a description of the population (civilian, military, family members), to include numbers.

SIAD is a relatively remote installation located in northeast California on 36,322 acres adjacent to Honey Lake in Lassen County. The depot is approximately 55 miles north by northwest of Reno, Nevada; which is the only large population center within several hours drive of the base. SIAD was established for Storage of General Supplies & Treasury Department Inert material in 1942. That mission was expanded to include Renovation and Demilitarization of Ammunition in 1947. Later, SIAD was licensed by the Nuclear Regulatory Commission to receive, store, issue, renovate, and demilitarize depleted uranium rounds. The ammunition mission necessitated a military presence at the depot through the years and base housing was established to accommodate this presence. In 1995, a BRAC decision directed transfer of the ammunition mission out of SIAD resulting in the withdrawal of all military billets with the exception of the Depot Commander. Much of the base housing was divested during this time period. Only the current units were retained due largely to their location within the installation.

The depot workforce population has flexed with the ebb and flow of mission demands over time. The current (31 July, 2010) population of 1134 Department of the Army Civilians and 1 Military supports a varied and evolving mission set including: Logistics support for asset receipt, classification, management, storage, distribution, maintenance, assembly and containerization, and the rapid worldwide shipment of material. Missions also include equipment reset, new assembly & kitting operations, training support, maintaining of medical readiness stocks and other Operational Project stocks, redistribution of Class II and IX items; the Army's consolidation and distribution center for the Clothing Management Office, supporting Brigade-level Organizational Clothing & Individual Equipment (OCIE) RESET Operations. Finally, Sierra has been designated as an End-of First-Life Cycle Center for excess combat vehicles.

Of the total workforce, 23 civilians and their families reside in base housing. The Commander lives off-post pending construction of a new Commander's Quarters.

2d. Ask Angela Schultz to comment on the significance of each of the eight documents that the Office of Special Counsel forwarded to the Secretary of the Army. It is not clear why those documents were forwarded to the Office of Special Counsel.

Ms. Schultz was asked to comment on the significance of each of the eight documents that the Office of Special Counsel forwarded to the Secretary of the Army. Her responses follow verbatim. Note the tone of her responses, threat of further actions, and reference to possession of other materials at the end of her response.

Response: "...comment on the significance of each of the eight documents that the Office of Special Counsel forwarded to the Secretary of the Army."

Enclosure 1: In contacting the Office of Special Council, I had multiple complaints. All of which stem to the root of my problem; I was unable to function in my position as Housing Manager due to the misrepresentation of the position when hired as well as the inadequate

leadership in a corrupt MEO (Most Efficient Organization) contract held by Government workers.

This first document you ask me to report back on were my notes taken as of 8/17/09 listing problems incurred by myself as housing management in not being able to complete my duties. At that point in time, 150 out of 250 service orders were not done or missing. I was not given budget information or access to files needed as housing manager to control my own monies. Housing was given no priority to services done, to include safety concerns, i.e.: CO2 Detectors non operational, swamp coolers non operational.

Service orders were being canceled and not completed without my knowledge. Service providers were telling me that the Real Property Manager (former fill-in of housing manager) was casting the orders. After speaking with the Real Property Manager, she denied ever giving such an order. The tasks that did get completed for housing were taking far too long. Ex. Stoves and refrigerators that were not being fixed but replaced were taking well over the allotted timeframe. I requested many times to MEO Program Manager and to the Facilities Manager to allow housing to hire an outside contractor to help with the tasks that they were not prioritizing and doing. I was told multiple times by the MEO Program Manager that Housing was under the MEO and all housing work had to be completed by the MEO contract. He informed me that it was his intent to make an example using housing to prove he couldn't get the work done and needed more workers. He told me housing was expendable and if it failed in the process that was okay with him. This was verified by the Real Property Manager when asked what the expectations of housing was, she told me the initial plan was to let housing get bad enough that it could be torn down. Service orders not being completed was their way of making the program fail while proving their point that the MEO didn't have enough workers to complete all work assigned to them. I was bottlenecked to the point of none of my work was being completed. I was unable to function in my position without being able to complete necessary work for housing to be brought back up to an acceptable standard.

The new CO housing project was questioned at my arrival after being told I was the new lead on the project. I rejected the lead position after analyzing the project and considering it a huge waste of money. \$750,000 for one house; a house that the CO's have no intention of living in because of inadequate schools in the area. The Real Property Manager and the MEO Program Manager informed me that the project was already in place and there was no changing it. They informed me that since there was only one authorized military personnel for Sierra Army depot, the Housing responsibilities for adequacy are for one home to be up to government regulation and the others do not matter. This of course is not true.

Other notes on this document reference the Garrison Manager asking me to give priority to an incoming Lawyer hired for Sierra Army Depot. I told the Garrison Manager that I could not give preferential treatment to anyone, as they had been doing their waiting list on a first come first serve basis and due to the fact that the list was so long, he would have to stand his place on his list like everyone else. The Garrison Manager insisted that we could bend the rules. After telling him that wasn't the way it was to be handled, and at his insistence to do it anyway, I referenced the request to be put in an email to me. As long as he attached his name to it and it was coming down as an order would be the only way I would do such a thing. Of course I never received anything from him in writing clarifying that this individual should take priority. According to regulation, only the Commander can deem who is to be placed on a priority housing list and the lawyer was not one of them.

I was told by the Real Property Manager and Mary repeatedly to cease and desist efforts of setting up a housing referral program. That when I leave they wouldn't continue to do such a program and Sierra doesn't have to follow those regulations. AR 420-1 pg 18. There are other areas that housing was not operating according to regulation, these things were cited in my notes as examples.

Lastly, the dispute over the credit card was one of the first meltdowns at Sierra. MEO Program Manager insisted that I needed to rush through my training to acquire a government credit card. After seeing the fraud waste and abuse that was happening with split ordering and ordering things for mission on DPW funds and knowing I was going to be asked to do the same, I declined. This topic was discussed in the meeting with the Commander which was videotaped. The MEO Program Manager admitted that he was going to ask me to order things outside the realm of housing. The Commander insisted to him that this would not be a problem of housing having a government issued credit card for housing use only. The video shows to the extent of what was said and shows some of the follow up I attempted to do with the multiple complaints I had. The regulations sited were a reference point to show the inadequacy of the MEO contract as it pertains to housing. I'm sure the Office of Special Council forwarded this document as proof of fraud waste and abuse as it pointed to my personal notes on money matters at hand.

Enclosure 2: This email was sent to the Garrison Manager after he told me he would take care of my Service Order issues. As you can see by the date November 03, 2009, it was well after many complaints and attempts at trying to get things accomplished on my end. The MEO Program Manager and the Production Controller put together a list of outstanding service orders and told me the rest were complete. However, after analyzing their list against the list that I had, I realized they were missing a large number of orders either they didn't exist or they were closed out as completed and were never done. There was no backup documentation to support their report and when asked for the paperwork, it wasn't provided. I sent an email to the Garrison Manager as a courtesy after receiving their report of having things complete. I sited in this same email that I still had to validate their response. It is my own hand writing that I sited there were still 122 outstanding service orders they did not account for. We had a couple of meetings that were supposed to reflect their backup documentation. They never produced the documentation. This too was documented on the taped meeting with the Commander on December 2nd 2009.

Enclosure 3: This document is the customer complaint filed due to a sewage backup in one of my tenants homes. The complaint was validated by the MEO QAE and found that once again the MEO did not perform the work in a timely manner according to their own contract. This particular complaint was a safety and health hazard. This family sat with sewage in their home for 3 days without a fix. I was not contacted personally until Monday morning by the customer at 0630 as I came into work. Rather than calling the health department, I followed my chain of command and asked for services which still took days to completed. I was argued and told that it was not a sewage back up by the MEO Program Manager (he said it was just gray water), then I was told that the dishwasher didn't warrant replacement and they weren't going to replace it. Not only should I be telling the contractor what housing needs are, they should be getting the work done in a timely manner or subcontracting the work out. The MEO Program Manager was essentially managing housing monies without proper authorization functioning as a contractor.

Enclosure 4: Email to Leslie Williamson Office of Special Council. Leslie had requested documentation of service orders that were still outstanding as of the day of my departure from

Sierra Army Depot. These orders were pulled off the excel list that I kept of all service orders submitted. There were about 100 service orders that were all of the sudden closed out at the end of the fiscal year. After checking into this later, not only were the orders not completed and closed out, they were never reopened and given a new number in the new year to complete the work. Showing again not only the neglect of completing housing service orders but also the abuse of housing monies since they claimed Over Time on many time stating they were completing housing work on evenings and weekends to get it all done. This was not true, the work wasn't completed however, they drew from housing for the time.

Enclosure 5: Housing Survey. I see she forwarded on a couple of housing surveys that were sent back by my tenants. These surveys show witnessed documentation from my tenants that work orders were not being complete and how many guys would show up to do something on a weekend, not complete the work and sit and collect the higher rate of pay for doing nothing. The packet I forwarded to you consists of all the housing surveys that were returned to me. There are many more problems my tenants sited however, I'm assuming specific ones pointing to Fraud Waste and Abuse were forwarded by the Office of Special Council. Please read all surveys I've forwarded. If you are serious about seeing the entire picture I was forced to deal with for the 9 months of Service at Sierra Army depot, you will find it in the paperwork sent. Some of my tenants have dealt with this mess far longer! Also, note turnover rates mentioned in my documentation. People left there as fast as they came in. Inadequate housing!

Enclosure 6: Again, I believe this survey was most likely sent to you to show the lack of service orders being completed, nor in a timely fashion. This particular survey sites the tenant took matters into his own hands dealing with an electrical issue after being ignored continuously for months. Another health and safety issue.

Enclosure 7: Customer Complaint Stove igniter. This is one of many stove complaints that were forwarded. Probably not even the most severe but does show the timeframes were not being met according to the MEO contract. Priorities were changed to reflect what priority the job should have been done in however, the job didn't get done in the timeframe it was supposed to. An earlier stove which had been replaced instead of fixed (due to contractor not knowing how to fix), ended up being replaced again after the fire department was called on a weekend for a gas leak. I was called in to help the displaced tenant and the MEO contractors were called in to replace the leaking stove. This one was replaced by another new stove and still not operating properly when I left. Without the proper trained workers, they are creating their own health and safety issues within housing. That was the 2nd brand new stove that was replaced due to workers not knowing how to install them properly.

Enclosure 8: Customer Complaint 21 Circle Street. This complaint was submitted after the customer waited months for a stove repair. The tenant offered to repair the stove himself saying it was just a thermostat replacement however, when the MEO worker went to repair the stove he came back to me saying they could not repair the stove as they were not trained. The only way they could help me was to replace the stove, therefore another new stove was placed in a home unneeded. This home sat 13 days out of service with their stove when it should have been done by the next available qualified craftsman. I guess since they don't have qualified craftsmen to do the work, they decided it didn't have to be done in a timely manner either?

Thank you for letting me explain some of the documents received. Please note however, there were many more submitted. I have submitted my packet to you in hopes that you will be able to see the whole picture that I was forced to contend with. I know it is a lot to sort through and absorb however, it is worth your time to read through it all.

I've been advised to allow you time to finish your investigation before going further with my claims against Sierra Army Depot. Since my EEO complaint was completely dismissed and the appeal ignored, I am having my entire case and all complaints reviewed.

My prior work history shows that I am dedicated to my job. I go above and beyond to uphold customer service and I will continue to do so. This has stunted my career growth and hurt me monetarily, in the end, if Sierra is forced out of their corrupt ways, it will have been worth my stress and loss however, I will look to recover what I can in the future.

Please review the other documentation provided to me by other Sierra Army Depot employees (forwarded to your office with my packet). I am not the only one they have bullied and pushed around however so far, I am the only one strong enough to walk away from a career with the government and fight for what is right.

Respectfully,
Angela J. Schultz

2e. Ask Angela Schultz if she has any other documentation that we should for any reason consider, that has not already been addressed or asked for as part of this investigation.

Ms. Schultz provided copies of three additional items: a signed correspondence from a tool room attendant to the local AFGE Union documenting a series of run-ins with the MEO Program Manager, which occurred between February and April 2009; an unsigned, typed statement from a female Production Controller dated 27 Oct 2009, alleging sex discrimination against the MEO Program Manager for not being promoted back in the 2006-2007 timeframe; and a complete record of SIAD Internal Review and Audit Compliance Office Report 2007-11A, "Supply and Maintenance Operations Division Procurement Practices", to include a signed Grievance Decision, dated 28 Feb 2009, adjusting the resultant suspension of a depot employee for improper use of his Government Purchase Card.

2f. Provide a narrative picture of what happened with the SIAD housing project, both before and after the MEO. What was wrong with it, right with it, good, and bad – both before and after the MEO contract. For example, How many housing units are there; What was the status of their repair before and after the award of the MEO; How many average complaints a year, before and after the MEO; How was the housing program operated before the MEO, and How has it ran since the MEO. Has it improved, declined, etc., You stated that your investigation revealed that the MEO initially performed well below the requirements of AR 420-1 with respect to supporting base housing. Elaborate on this and provide specificity as to how the MEO performed below the requirements. Did Angela Schultz have a role to play in any escalation of tenant complaints at SIAD?

Management of the housing units at SIAD is complicated by three key factors. First, that the housing is considered surplus (or excess) due to the lack of requirement for military personnel. This requires the units to be maintained through revenue generated by collection of rents.

Second, is the relatively small number of units (24 surplus, one required for Commander) which makes it economically infeasible to hire a dedicated maintenance staff. Thus, the housing service requirements must be supported by the same group of tradesmen that support the entirety of depot mission operations. This situation dictates daily prioritization of work with routine housing needs falling to the bottom in most cases. Third, is the remote location of the base which makes it extremely difficult and costly to obtain commercial contractor support for individual service orders.

The establishment of the MEO obviously had no bearing on these complicating factors. What the MEO did was insert additional parameters (treatment of the MEO group as a quasi-contractor separate from the balance of the government staff due to A-76 follow on audit requirements) into the established processes and procedures. Additionally, there was a degree of turnover in personnel on the service desk, QA staff, Housing Manager and in supervision that lead to improper or uninformed judgments and human error/learning curve mistakes. This turnover appears to have contributed significantly to the confusion regarding roles and responsibilities within the housing support processes leading to the initial frustration experienced by Ms. Schultz. Due to the above, the MEO did not meet the AR420-1 standards for responsiveness to housing service orders. The regulation categorizes requirements and recommends acceptable time periods for resolution of each category. For example, a gas leak is classified as emergency and requires immediate attention, whereas a malfunctioning appliance is classified as urgent and generally requires response within two days. These response time standards are recommended guidelines in the regulation and vary somewhat by location, but should always be within the bounds of common sense and reason.

With the changeover to the MEO, all housing service orders were given a low priority so the recommended response times were not being met (three weeks to repair a stove or refrigerator for example). The previous Housing Manager (the Real Property Manager) had understood the housing environment and prioritization process so she was able to effectively interject pressing or urgent housing requirements to avoid customer dissatisfaction and minimize complaints. Ms. Schultz seems to have initially expected others to do this for her and complained loudly when it was not done. She further encouraged the residents to complain about the lack of timely support from the new MEO organization.

The overall condition of the housing units has not materially changed pre versus post MEO establishment. Timeliness of maintenance support dipped for several months as the newly formed MEO staff struggled to sort out roles and responsibilities (as well as the reassignment, retirement, and/or resignation of personnel who proved to be ill-equipped to adequately perform job responsibilities). This support has steadily improved over the past months and complaints have reportedly declined significantly.

2g. Concerning the working and professional relationship between the MEO Program Manager and Angela Schultz. The picture presented of their working relationship is one of volatility. Did either of them ever receive counseling or command involvement of any sort to try and improve their working relationship?

The only official counseling or command level involvement attempting to improve the working relationship between the MEO Program Manager and Ms. Schultz was the guidance from the Garrison Manager to the MEO Program Manager directing that he deal with Ms. Schultz through her supervisor.

2h. There is evidence presented that Angela Schultz opted not to support efforts to improve SIAD housing performance when requested to do so. For example, she refused to obtain a government credit card, she refused to help with the proper prioritization of backlogged service orders, and she declined to help define a scope of work for a contractual instrument that would have assisted in the processing of service orders. Was Angela Schultz ever counseled about her work effort?

While Ms. Schultz was not officially counseled about her work effort, she was repeatedly offered advice, mentoring, and other avenues such as attending work order prioritization meetings to improve her management of base housing, but she elected not to take advantage of any of these opportunities. Having arrived on the job in mid-April, she was very actively seeking other employment by summer and hoped to be gone by September. Her efforts seemed more focused on assigning blame for housing issues rather than working toward solutions.

2i. Collect copies of all documents, surveys, complaints, and related paperwork referenced by Angela Schultz or others throughout this complaint and investigatory process.

Survey feedback was reviewed and complaints with related correspondence were also reviewed.

2j. Base Housing at SIAD is classified as excess. Explain what this means.

Army Regulation 420-1, Army Facilities Management, 12 Feb 2008, mentions excess housing but does not contain a clear definition. The term “surplus” is also used to describe housing capacity in excess of Army requirements. Typically, installations receive a Housing Market Analysis (HMA) every five years. The Assistant Chief of Staff for Installation Management (ACSIM) Army Housing Division commissioned a Family Housing Condition Assessment of the SIAD base housing in 2006. This assessment concluded that a full HMA was not necessary at SIAD due to the small number of assigned military personnel. In reference to the 24 housing units above the one required for the depot commander, the assessment concludes, “These units are surplus by Army standards.”

2k. In your proposed findings, you stated that “Since these units are designated as excess, Army Regulations do not allow for significant expenditures for their maintenance or upgrade.” Specify what Army Regulations, and provide citations addressing this provision.

AR 420-1; paragraph 3-28e states; “Disposal will be considered when real property is “excess” to the needs of Family Housing”. Rents are collected from civilians residing in excess housing and reimbursed into the housing account IAW AR 420-1, paragraph 3-10b. The AR 420-1, paragraph 3-10d(1) further discusses that receipts accruing from the handling and disposal of any excess Army Family housing will be transferred into the AFH account as property for disposal,

will provide funding for the necessary maintenance, protection, and other expenses until property disposal action has been properly completed. In conferring with the IMCOM West Region regarding this issue, they have stated that excess housing should be properly maintained through application of rents; however, no requests for major maintenance or improvement would be approved unless it was under extremely unusual circumstances.

SIAD leadership elected not to divest/demolish the surplus housing in view of the benefit it provides to employees wishing to live in close proximity to the base. This course of action is being carried out with full awareness and support of the IMCOM West Region Army Family Housing Team Lead who confirmed that IMCOM does not have any outstanding issues with Sierra Army Depot's current management of its base housing.

2l. You stated in your proposed response to question 2.b. of ref. 1.a. that the Production Controller and others cancelled service orders due to a concern that year end funds would expire. Who is the Production Controller that you referred to? Did you confirm that the year end funds earmarked for service order work would have (or did) expired? Were any of the service orders reissued after they were cancelled? Get a statement/explanation from the local resource management office at SIAD concerning the expiration of funds and explanation of how that process worked at the end of FY09.

The position of the SIAD Resource Manager is that the housing funds do not expire at fiscal yearend. However, the Military Interdepartmental Purchase Requests (MIPR's) which transmit Funded Reimbursable Authority (FRA) from IMCOM West to SIAD for execution in anticipation of rents being deposited with DFAS to reimburse IMCOM, expressly state that funds expire on 30 September of the current Fiscal Year. This expiration stipulation on the MIPR's requires the return of remaining unapplied FRA and/or FRA for severable efforts crossing fiscal years along with non-severable work that does not commence prior to 30 September. Consequently, an execution plan is required to be prepared up front and updated regularly to maintain visibility over efforts that may require truncation or cancellation to avoid violating this 30 September stipulation on the MIPR's. Ms. Schultz resisted the attempts of Management & Program Analyst to participate in this process. Her resistance likely caused the cancellation of service orders that could have been accelerated or intensively managed to ensure appropriate use of the FY 09 funding rather than the cancellations which she later objected to. The production controllers and others involved in the funding execution process were required to cancel any service orders for which they lacked a reasonable expectation of being able to execute prior to Fiscal Year End. These orders were then re-established in FY 10 but would appear to be new requirements as there was no way to tie them to the previously cancelled service requests.

2m. You stated in your proposed response to question 4.b. of ref. 1.a. that the Facilities Manager was relieved of his duties as the SIAD Facilities Manager. When was he relieved, and was his relief related to any of the allegations or concerns raised or presented by Angela Schultz to the Office of Special Counsel?

The Facilities Manager then Supervisory Facility Management Specialist, was informed of his reassignment by the Director of Base Support on 22 April 2010. The reassignment was not related to any of the allegations or concerns raised by Ms. Schultz to the Office of Special

Counsel. The Facilities Manager was reassigned out of his supervisory position for failure to perform his duties.

2n. In your proposed response to question 4.e. of ref. 1.a., you reference the “AR 420-1 base self-help program.” Explain that program.

Paragraph 3-44 of AR 420-1 explains the self-help program as well as references in paragraphs 3-6c(8) and 3-67. The self-help program is based on the prudent landlord concept, residents perform minor maintenance and repairs to their housing, and this program should be employed to the maximum extent possible. A self-help program in family housing can accomplish tasks more quickly and save on limited maintenance and repair dollars. These saved dollars can then be used to fund other high priority maintenance and repair requirements. A list of self-help tasks is contained in Table 3-14 of AR 420-1. Tab M is a copy of the Self Help Program sheet provided to incoming residents of base housing at SIAD.

2o. In your proposed response to question 4.f. of ref. 1.a., you make reference to the 579 service orders. Is there documentation in support of the data you cite? If so, include it.

A listing of the 579 service orders was developed.

2p. In your proposed response to question 4.j. of ref. 1.a., you make reference to statement by both the Production Controller and Quality Assurance Specialist of discussions they had with Angela Schultz concerning a separate maintenance and repair contract. Are those statements reduced to writing? Where are they?

Only the statement by the QA Manager is reduced to writing. That documentation appears on the second page of her previously submitted Sworn Statement.

2q. In your proposed response to question 4.i. of ref 1.a., you reference reviewing a large cross-section of feedback surveys for service orders. If these are available, include them.

The feedback surveys were gathered.

2r. In the sworn statement provided by the Real Property Manager, reference is made to a “HOMES system.” Explain this system.

The HOMES system is defined in paragraph 3-129 of AR 420-1. The Housing Operations Management System (HOMES) is used Army-wide at installations with housing assets. It is a centralized database for gathering data and managing information requirements. Every family housing, UPH, and barracks asset is electronically identified to the Army-wide database. This program is used for furnishings control, reporting maintenance downtimes, assignments, terminations, waiting lists, etc.

2s. In Angela Schultz’s statement that you collected as part of your investigation, she states that she was not told when she was hired that her position was a “contract position>”

What is the significance of this (contract position); what does it mean/ Would she or should she have been provided notice that the position was a contract position.

Ms. Schultz was hired as a Department of the Army Civilian employee as evidenced by her Job Description and the Standard Form 50 Notification of Personnel Action documenting her movement from a GS 1101-05 Housing Referral Assistant to a GS1173-09 Housing Manager with an effective date of 12 April, 2009. Her concern with regard to mistakenly believing she was on a "contract" position is indicative of many of the issues she raises in her allegation against SIAD. She was laboring under a misconception and rather than obtain a clear understanding of the situation, chose to make unfounded allegations of being purposely misled or somehow mistreated. A review of the attached SF 50 reveals that her previous federal experience was limited to no more than 18 months in an entry level position. Consequently, she was still at an experience level typically requiring a good deal of advice and mentoring from more senior careerists. Unfortunately, Ms. Schultz rejected a number of overtures from her SIAD co-workers offering advice and assistance to improve her effectiveness as Housing Manager.

2t. In Angela Schultz's statement that you collected as part of your investigation, she states that it is not feasible to have housing under a contract to get work done because such is a conflict of interest. Ask her to explain what she means. If necessary, address whether or not this is a conflict of interest.

Ms. Schultz response follows verbatim:

"The MEO Contract operates on its own budget and monies. The MEO Manager was in charge of what work got done and where monies were spent. Housing has its own budget and should not be steered by an outside contract, which is exactly what the MEO contract at Sierra was doing. The MEO Manager was steering Housing monies into employee pockets by claiming overtime for work not completed. Housing is a separate entity. An MEO contract should not have any say in how housing monies are to be spent, nor forcing it to pay time and a half to have little work completed. This is a very large conflict as well as Fraud Waste and Abuse of Housing Monies."

The above explanation is again based on a misconception on the part of Ms. Schultz. The SIAD leadership was not responsible for electing to undergo an A-76 competition, nor were they given discretion to insert or remove specific missions and functions from the competition. If SIAD had lost the competition, then all of the base support missions would have been contracted out. Instead they won and had to align a government organization with the Most Efficient Organization (MEO) structure used in the competition. Under A-76, the MEO is measured against a defined set of requirements paralleling a contractual scope of work under a letter of obligation from the SIAD contracting office. Each area, to include Housing, has a specific set of requirements detailed in an annex to the letter of obligation. This arrangement is common for A-76 winning organizations and does not create a conflict. The only "conflict" present is that which is common to all government entities - the need to prioritize requirements against available resources. If housing were a separate entity, then rent collections would be insufficient to cover the cost of a dedicated maintenance crew.

Ms. Schultz attempts to make a point that limited housing funds were being purposely diverted by the MEO Manager, the MEO Program Manager, to the pockets of the tradesmen who were employed to support both the housing and mission sides of the depot base. In reality, the number of tradesmen built into the MEO could not always keep pace with service orders so the work had to be prioritized. Initially, Ms. Schultz did not participate or monitor this prioritization as the previous Housing Manager had done so housing service orders were all given the lowest priority. This led to an inordinate amount of that work being done on weekends or evenings which did cost more per labor hour (time and a half versus the triple time alleged by Ms. Schultz). To be clear, service requirements proved to be of such a volume that both mission and housing required support at premium pay rates. Another key point omitted by Ms. Schultz is that housing actually turned back money at the end of FY09 so paying overtime did not negatively impact work accomplishment. The resource constraint was not level of funding; rather it was a combination of limited in-house skilled tradesmen and Ms. Schultz failure to: manage year-end resources, fully participate in workload prioritization meetings, assist in up front prioritization of service orders, and support requests to build a contractual vehicle to supplement the available in-house tradesmen with private contractors.

2u. In Angela Schultz's statement that you collected as part of your investigation, she states on page 2 that she made notes of the MEO Program Manager's harassment of her, and sent an email to the Garrison Manager providing notice to him of retaliation by the MEO Program Manager. She states that she has copies of that email, and others, as proof of her allegations. Ask her for copies of the notes and emails.

There are email notes from Ms. Schultz to the Garrison Manager.

2v. In Angela Schultz's statement that you collected as part of your investigation, she states in the second paragraph on page 2 that she was required to prepare a spending plan for end of year housing budget by Management & Program Analyst. She further states that, due to budget mix-ups, P27 Bachelor Quarters needed extreme repairs and she ran out of money. It is not clear if she is making an allegation of wrong doing concerning the expenditure of end of year 2009 funds. Ask her if she is alleging that someone did something wrong, and if so, who and what? Further she states that at the end of the year, extreme repairs were required for P27, and there were not funds to support it, rendering it non-self sufficient. What does she mean by this?

Ms. Schultz response follows verbatim:

“Repairs to Bachelor Quarters Building P27 had been submitted by the Real Property Manager over a year earlier. When I arrived at Sierra, I was told that all service orders prior to the MEO Contract starting on April 12, 2009 were terminated and needed to be restarted if they were to be considered. I put in another order to have stairs at P27 redone as they were a hazard to residents. This request was ignored multiple times as I continued to bring it up to the MEO staff and they set it on a desk and ignored the problem. There was \$11000 allotted in my P27 Building budget for FY09 to replace the aforementioned stairs. Management & Program Analyst insisted I layout all of housing budget and after relaying that this specific money was to be for the stairs, she supposedly held over the money because the project was supposed to have been in progress. As

FY09 closed out the \$11000 disappeared from the account and a few weeks after the close out of the monies, the stairs were condemned by safety after personnel broke through the cement stairs moving a refrigerator. There was at that point in no monies held over in the account for said repairs as Sierra tried to do a haphazard repair of course on overtime to keep me quiet until funds once again grew in the account. “

I provided Ms. Schultz original statement from the second paragraph of page 2 to the Management & Program Analyst for comment. The Management & Program Analyst indicated to me that she has held positions responsible for the execution of Garrison funding since 1982. Her sworn statement refutes much of Ms. Schultz original discussion on the matter of the \$11,000 for replacement of building P27 stairs and points out that Ms. Schultz declined numerous offers by Management & Program Analyst to help her understand the process for managing housing funds.

Ms. Schultz response still does not clearly point out if she is alleging wrongdoing by anyone in this case. An email from Ms. Schultz to the Management & Program Analyst shows that the funding could have been obligated prior to year end if Ms. Schultz had maintained daily vigilance of her yearend spend plan rather than finding out days later that the government credit card holder had failed to complete the necessary transaction. The Housing Manager should have known of the complication immediately and gone to the contracting office for resolution of the issue and to ensure obligation of funds so the project could be executed. Likewise, Ms. Schultz should have communicated the need for IMCOM to reissue sufficient FY10 funds to complete the stair replacement immediately upon learning that the FY09 funds could not be obligated.

2w. In Angela Schultz’s statement that you collected as part of your investigation, she states on page 2, bottom paragraph, that new QA people started (one for the MEO, and one for the Government.) What does this mean? How do they fit into the SIAD organization? She further states that she was audited and that she was 98% despite the MEO Program Manager’s efforts. She states that she did things according to AR 420-1 and according to DPW standards. What things did she do according to AR 420-1 and DPW standards? Ask her to provide specificity with respect to the things that she did and to the exact standards (i.e., the specific chapter and paragraph in the AR and DPW standards.) Does she have copies of the audit reports? Who was audited and why? Is she talking about the MEO Program Manager in this instance? Does she mean that his efforts helped or hurt her audit? Can she provide clarification? She further states that she had to write a response of why things were not done to the standard of the Annex. What Annex is she referring to? Ask her to provide an exact citation. She states that the MEO Program Manager changed her answers. What answers? What is she talking about? She further alleges that the MEO Program Manager inappropriately signed something and that the QA Evaluator pointed out that the MEO Program Manager should not have signed it. What is this all about? Ask for clarification and find out what she means by her statement of that “leading into the complaint submitted.”

Ms. Schultz response follows verbatim:

“Quality Assurance personnel were hired. One in representation of the MEO (Most Efficient

Organization), and one on the Government side (to watch to make sure the MEO contract was following the Annex (the documentation put together to tell the MEO workers what was to get done and to what standards within the contract of the MEO). After Quality Assurance started, the MEO Program Manager insisted that I was the first staff to be audited. His attempt at harassment continued through continuous auditing of Housing by Quality Assurance under the direction of the MEO Program Manager. The QA hired to represent the Government and Audit the MEO read up on Housing Regulation and audited according to what not only was cited in the contractor Annex as Housing guidelines but also referenced in Army Regulation as referenced in the Annex as well. So, despite multiple audits because the MEO Program Manager was certain I didn't know how to do my job and he was looking for any reason to make note that I was doing something wrong, I still scored a 98% because I read Army Regulation and did my job according to how I was trained at Fort McCoy WI under Housing with DPW. There were 3 instances where I was sited or "wrote up" as not following the Annex (which the Annex I did not receive until Sept. 3rd, 2009) and things that were beyond my control. I wrote my responses to the notations by QA as directed. The MEO Program Manager was not happy with my answers and proceeded to change them in the middle of a meeting to which QA Evaluator pointed out he did not have the right to change my answers.

420-1 is basically the bible when it comes to running housing, what to keep, how to file, what records have to be under double lock and key what standards housing has to be kept at. What ranking homes are given etc. My reports and filing was done according to these standards and power to corrupt this way of thinking and continue using housing funds to line their pockets with overtime on a constant basis without doing the work asked to do. "

Believe a key admission above is that Ms. Schultz, as the Housing Manager, did not seek out the Annex which defined her mission responsibilities until September; over four months after starting at SIAD. Ms. Schultz did not provide any further documentation or explanation but I included the Housing Annex for reference in my report.

2x. In Angela Schultz's statement that you collected as part of your investigation, she states page 3, paragraph 4, that she has documentation of something (stove issues, the commander's open door policy, or EEO issues). It's not clear what she is stating here, of what documentation she has. Ask her for clarification, and collect whatever documents she has in support of the clarification. In this same area of her statement, she alleges that the MEO Program Manager made housing spend 3x the amount of money to get ½ the work complete. This is very vague. Ask Angela Schultz to provide clarification on this statement, and to provide documentation in support, if she has any.

Ms. Schultz provided the below response to my request for clarification of the vague allegations referenced from page 3, paragraph 4 of her statement:

"I will provide all paperwork proof for the allegations stated above. There are multiple items, all of which will be provided in my packet."

Ms. Schultz submitted a package consisting of seventy-three pages of email correspondence, Contract Discrepancy Reports from the QA Evaluator and related documents, customer complaint forms and one typed complaint from a housing resident. These documents address

several separate quality and responsiveness issues, a request to meet with the Commander, and a threatening ultimatum that, "This Chain of Command has until the end of the week to decide what it is they are going to do with the MEO Program Manager to get him out of my presence and curtail the harassment and hostile work environment that he is creating or I will tender my resignation personally to the Commander. This is it folks! I'm done playing games. I will pursue this further, legally if I have to." The package did not contain any explanations relating the documents to specific allegations or clarification of the allegations from her original statement, but it does contain correspondence related to a number of her concerns.

2y. In Angela Schultz's statement that you collected as part of your investigation, she states on page 3, bottom paragraph, that she watched the MEO Program Manager hire somebody inappropriately. Ask Angela Schultz who it was that hired someone inappropriately (does she mean the MEO Program Manager); ask her if she reported this to anyone, and, if so, what happened. This is a very vague allegation. Ask her to provide as much elaboration and clarification as possible. Ask her if she has any documentation in support of this allegation.

Ms. Schultz response follows verbatim:

"This among many other issues were discussed with the EEO Manager . All were swept under a rug and no follow through ever done. I know the MEO Program Manager inappropriately hired as he included me in on the referrativel process. Specifically, the Administrative Support Assistant was hired under the MEO contract. Not only was she selected from an outside list, she was not the most qualified. I was given a list of many applicants, I along with others whom knew and worked with the Administrative Support Assistant's mother currently and in the past were also to go through the resumes and pick the top 3 for submission for the MEO Program Manager. My top 3 were picked according to most qualified criteria. The Administrative Support Assistant was no where near the top 3 and at the time I had no idea who she was. The packets with my notes were left in the bottom right drawer of my desk (though I'm sure this has since been disposed of, I've been informed that as the investigator was known, they became shred happy in my office). These documents can be requested and gone over again to prove that she was not the most qualified candidate for this position. She was hired inexperienced and at a higher rank than two other clerks at the same time that were at a lower grade and had experience. She was given preference because of her mother working under the same directorate. And, after she was hired, she was allowed to do overtime submissions for her mother as well as sick and vacation time. She was the MEO Program Manager's Admin personnel and since the Administrative Support Assistant and her mother both worked for him, he had two anchors to call on whenever he needed them. Another big conflict of interest. I'm sure the government has rules on this sort of thing! Please request those job postings and look into the way they hired their personnel. I will forward the other things aforementioned."

The person alleged to have been shown favoritism in hiring by the MEO Program Manager is the Facilities Management Assistant. The fact that Ms. Schultz did not rate the Administrative Support Assistant's resume in her top three does not necessarily mean that the other resume reviewers rated the same way. In this case, the MEO Program Manager agreed that the Administrative Support Assistant's was not in the top three the first time he selected from

Referral List # WTDS09346688, but he hired three other candidates off that list on May 26th, 2009.. He did later select the Administrative Support Assistant's for a fourth opening off the same list on 13 July based on specific experience he felt would benefit the office. Speaking with TACOM Human Resources and CPAC personnel I have ascertained that there is nothing improper with having relatives working in the same work unit as long as neither one supervises or approves time and attendance for the other. Consequently, the allegations related to the Administrative Support Assistant hiring and job placement are deemed invalid.

2z. In Angela Schultz's statement that you collected as part of your investigation, she states on page 4, top paragraph, that she has turned, flipped, and evicted units. What does she mean by this? She cites that this practice may be in violation of a DOD Reg. What is in violation and what is it violating? Ask Angela Schultz to provide clarification on this allegation. Further what does she mean by the last sentence "Not to mention taking us outside the realm of being self sufficient"?

Ms. Schultz response follows verbatim:

“Army Regulation has specific guidance as to what standards housing units will be at prior to rental or assigning of personnel. Please read the regulations for yourself, there is too much conflict between Sierra Base housing and what is stated in the Regulation to site. I'll include a few pages in my packet that are examples of what is supposed to be done. Plain and simple, IMCOM West submitted documentation in 2006 that cited Sierra Army Housing as substandard however, if Housing were able to self sustain itself due to it being to the benefit of the Army to keep it, it could stay in existence. I had been told multiple times by the Real Property Manager and the MEO Program Manager that it was the initial plan to shut housing down. That it was too much money to keep in existence and a pain for them to take care of. They hired me with the intent that I would allow them to keep housing suffering until IMCOM West deemed it unfit and tore it down. I could not let that happen on my career watch as my intent of that position was a stepping stone. Housing going under on my watch would discredit my career and scar me for future positions. “

Ms. Schultz did forward 31 pages of AR420-1 for my consideration but did not specify how they applied to the allegation of DOD regulations being violated. Also, the documentation that Ms. Schultz claims to damn SIAD housing as “substandard” is actually the Family Housing Condition Assessment which states on page 9 that, “Although the houses are not up to Army standards, the housing office has done a fair job in maintaining the units for livable standards.” I have also previously confirmed with IMCOM West that they currently have no issues with SIAD housing management. Her reference to turning, flipping and evicting deals with the process of changing residents and needing to have units up to Army standards when new tenants move in. The Army standards are established for military housing and are generally not applied by IMCOM to excess housing used for civilians at the discretion of the base Commander. Finally, Ms. Schultz reference to the realm of being self-sufficient addresses the need for the rents collected to cover all costs of maintenance and repair for these units. The Housing Manager would be responsible for developing a long-term plan to incrementally revitalize these properties through a series of annual plans so that the housing conditions improved over time.

2aa. In Angela Schultz's statement that you collected as part of your investigation, she states on page 4, Para 2 that she got into an argument with the MEO Program Manager about her refusal to get a credit card. What were the requirements, if any, for a person in her position to have a credit card? Did her refusal to obtain one have any impact on her job performance? She alleges that "they" split orders and purchased things that they had no business purchasing. What is she talking about? What purchases is she talking about and who was involved? Ask her to elaborate and clarify on this allegation. She refers to a the Real Property Manager and Management & Program Analyst being in her office and witnessing a confrontation of some sort between the MEO Program Manager and herself. If possible, interview the Real Property Manager and Mary and find if they can shed light on this allegation.

Ms. Schultz response follows verbatim:

This was brought up in the video taped meeting just before my departure of Sierra. When I started at Sierra, I was informed I would be a government credit card holder and I was to obtain my training to get my card as soon as possible. After seeing how the other 2 cardholders were being asked to split orders and order things that were outside the scope of the MEO mission, I decided it was not in my best interest to hold a card for Sierra because the MEO Program Manager had already informed me that I would be asked to purchase many more things outside of housing as he needed the extra cardholder. I told him I would not be a party to doing things illegally by buying things not for housing as my card allowance would be for housing purchases only. The Commander addressed this in the taped meeting and the MEO Program Manager admitted what he was asking me to do. I was then told by the Commander that I would not be asked to do those things and to move forward. By splitting orders, the government has limits as to how much can be ordered on credit card for a specific purchase. Limits that are not to be gone over or the purchase has to be made in a different way through contracting and takes far longer to obtain. By splitting an order for instance, order ½ of the same items and then ordering the other ½ three weeks later would hide the fact that you ordered too much of something under the conditions of the government. This information is contained in the credit card training course on the correct ways to purchase. This same course expresses to the cardholder that it is your credit on the line and your neck in the noose if you break the law. Please track down the two gals in supply who were card holders at the time and ask them to see their documentation on orders purchased. If gone through thoroughly, you will see that not only the Supply Technician's credit card balance was raised considerably every month, she was splitting orders continuously per the MEO Program Manager's word to get the job done!

Ms. Schultz Job Description does not call out a requirement for holding a government purchase card, but it makes sense for someone in the Housing Office to possess one for use in expediting purchase of material and services. Since Ms. Schultz was Sierra's Housing Manager and sole member of that office, it would have been in the best interest of her successful mission accomplishment to possess a dedicated purchase card for Housing requirements. Her refusal to obtain one in her name had the potential to slow the funding and execution of housing maintenance and repair activity, but the extent of that impact is impossible to measure. Someone with her avowed interest in improving the condition of base housing would have been reasonably expected to jump at the opportunity to hold a government purchase card.

From the above response by Ms. Schultz, it is apparent that she does not fully grasp how the funding of Credit Cards purchases works. She expresses a concern over the propriety of using a credit card account established for one specific purpose to purchase goods or services supporting another mission. This practice is quite common and perfectly acceptable provided the appropriate fund citation is used for the purchase in question. I reviewed the purchase logs and account statements of the MEO Supply Technician, for the monthly periods ending 19 May, July and September and did find evidence of split purchases or exceeded limits. My discussions with SIAD leadership and procurement officials convinced me that they are well versed in the rules for use of government purchase cards and vigilant in their enforcement as evidenced by the employee suspension for improper use of his Government Purchase Card (GPC) (referenced in response to question 2.e.). At the time of my review, Ms. Munson's ability to use her GPC had already been restricted pending the formal removal of her ability to make purchases on behalf of the government. They also reported an imminent process change whereby all GPC's will be assigned to a cadre of purchasing agents working within the Contracting Office but assigned to support the various mission and base support organizations. This change will tighten control over purchases and minimize the potential misuse of the GPC's.

2bb. In Angela Schultz's statement that you collected as part of your investigation, she states on page 6, paragraph 3, that "IMCOM West was here last Monday" and that someone questioned her as to why Housing looked so bad and why it wasn't up to DOD standards. Further, she states that "we are not following DOD Regulation." Who is IMCOM West? Why did they visit? Was the SIAD Commander involved in the visit? Is the IMCOM West visit documented? What regulation is she referring to? What specific sections are not being followed? Who visited her from IMCOM West? Angela Schultz stated that "She questioned me as to why Housing looked so bad and why it wasn't up to DOD standards." Who questioned her? What DOD standards was that person referring to? Why did they ask why Housing looked so bad? Angela Schultz further states that "She left and told me her Supervisory would be in touch with the Garrison Manager." Who is that supervisor? Did the supervisor contact the Garrison Manager? Did IMCOM West ask about swamp coolers? What are swamp coolers?

Ms. Schultz response follows verbatim:

This documentation will be provided as it is scoped out in more detail in prior paperwork. Majorie from IMCOM West was my contact point outside of Sierra Army Depot. IMCOM West is the regional manager over Sierra Army Depot Housing as it is classified under "other areas of the US" so it is grouped in with other smaller bases and IMCOM West is responsible for reporting and directing of Housing at these bases. Majorie made a site visit to Sierra, they are allowed to do site visits and inspections at any point in time. She told me she was arriving on a Monday the Thursday prior. Since both my Supervisor and the MEO Program Manager were out of the office I sent an email to my Supervisor letting him know of her arrival. No, the Commander was not apprised of this visit. He would have been if he would have responded to my request to use his Open Door policy as I had already requested time with him prior to her arrival. The Facilities Manager, my Supervisor, told me to be honest and answer her questions. She visited housing and asked me why obvious outside repairs to housing were not complete.

She was able to visit one of the homes and was able to see the interior conditions and hear customer concerns directly. She asked me what I was doing to improve the conditions of housing. I explained what I had been going through with service orders not being completed and work being disregarded by the MEO contract. I told her I was trying to meet with my chain to resolve these problems. She advised me to continue with my chain of command and keep her informed. A few weeks later, her Supervisor called to check in and see how things were going. I told him that I had run into road block after road block in fixing my issues and felt it was going no where. I don't know if he ever contacted the Garrison Manager, I was told by him that he would be in contact with the Garrison Manager.

Copies of email dialogue between Ms. Schultz and IMCOM West and then from IMCOM West back to myself are included as Tabs E & I supporting responses to questions 2.h. and 2.k. make it clear that:

- IMCOM visit was purely a meet and greet event for the IMCOM West Housing Lead (Ms. Chaney) to meet Ms. Schultz and see the SIAD housing units for the first time.
- The visit was planned weeks in advance and the timeframe established a month earlier so there was no excuse for SIAD Garrison leadership above the Facilities Manager not to have been advised of the visit in advance.
- IMCOM West was told that SIAD Garrison leadership was not available to meet with her when in actuality they did not know she was on post..
- IMCOM West felt Ms. Schultz wanted to hammer her leadership, but advised her to stay within Chain of Command while explaining IMCOM role.
- IMCOM West has no issues with the condition of SIAD base housing.

Swamp Coolers use an evaporative water process that provides cooling air in areas with high temperatures and low humidity. They entail a relatively simple and less expensive, yet very functional, method of cooling living space than conventional refrigerated air conditioning.

2cc. In Angela Schultz's statement that you collected as part of your investigation, she states on page 10, towards the bottom of the page, that she told someone she doesn't understand why there is a cover up, she mentions the Deputy Commander, and she mentions being contacted by IMCOM again. None of this is clear. What cover up is she talking about? Who is the Deputy Commander? Why was she contact by IMCOM? Ask Angela Schultz to provide clarification on these matters. Provide explanations as necessary and if possible.

Ms. Schultz response follows verbatim:

IMCOM West is in constant contact with Housing Manager under their directorate. They expect reports, quarterly and annually on housing and any updates. They send out Taskers and expect Housing Managers to participate in outside training and reporting. The Deputy Commander after I asked for the Commander's Open Door policy insisted I meet with him first. The Deputy Commander after listening to my concerns for housing assured me that he would check into my problems and work on getting things worked out. The Deputy Commander informed me that IMCOM West has no say in what goes on at Sierra Army Depot and I should disregard them. However, The Deputy Commander never made an attempt to fix any of the wrongdoings, nor did

he direct me as to what to tell IMCOM West when they ask for the regular reports. Apparently the Deputy Commander didn't understand the scope of housing and how IMCOM West is involved with Housing at the base level.

The IMCOM West feedback contradicts Ms. Schultz and supports the position of the Deputy Commander by stating that, "I think her intention was for the West Region to come in and hammer the Commander and PW. It doesn't work that way. We provide guidance and the Commander runs the installation."

2dd. In Angela Schultz's statement that you collected as part of your investigation, she states on page 6, bottom paragraph, that the MEO Program Manager made racist comments in front of an African American man named the QA Evaluator ("those cotton pickers are responsible for the problems..."). Who is the QA Evaluator? Angela Schultz stated she would like to file an official complaint concerning this matter. Did she file a complaint with the EEO office, the SIAD commander, or anyone else? How was this matter resolved?

Ms. Schultz response follows verbatim:

I spoke with EEO Manager , she told me that I did not have a complaint. She did not write up the complaint telling me that the QA Evaluator would have to initiate the complaint himself. This is all part of my EEO problems. I had tried to file and was disregarded. I will forward that paperwork as well. The QA Evaluator was also told he did not have a complaint and disregarded in his attempt to file an EEO complaint.

The Quality Assurance Evaluator for the Garrison has responsibility to review MEO work. He stated to me that he was not "disregarded" by the EEO Manager rather he chose not to file a formal EEO complaint relative to the incident described above.

2ee. In Angela Schultz's statement that you collected as part of your investigation, she states on page 7, paragraph 10/20/09, that "Customer complaints were not taken care of and that she filed an initial complaint back through the chain of command plus Commander, knowing I had already sent an email concerning his open door policy." What customer complaints were not taken care of, and what initial complaint is she talking about? Does she have a copy of this? What email is she talking about concerning his open door policy? Does she have a copy of that email?

Ms. Schultz response follows verbatim:

I will forward copies of all these documents. There were multiple complaints and multiple emails.

Copies of all complaints supplied by Ms. Schultz were provided to me by Ms. Schultz. Ms. Schultz did not provide any further clarification. A copy of email traffic addressing the Open Door Policy was also provided. This email addresses the confusion coming from previous meetings to include the Open Door meeting with the Deputy Commander and the Garrison

Manager on 27 October. Ms Schultz continued not to recognize this as the Open Door meeting she had been requesting because the Commander was not present but the policy clearly lays out that meetings will be with either the Commander or his Deputy.

2ff. In Angela Schultz's statement that you collected as part of your investigation, she states on page 7, paragraph 10/21/09: "Email from the Garrison Manager threatening reprimand for jumping chain of command." Ask Angela Schultz what the significance is of this paragraph? Does she have a copy of the email?

Ms. Schultz response follows verbatim:

The Garrison Manager was threatening anyone stepping outside the Garrison with complaints. I was also told in person by the Garrison Manager that I would not be sending emails outside the Garrison again. I explained to the Garrison Manager that IMCOM West expects answers to their questions and since my chain of command has failed me and they are at my next level for requesting help, not only will I answer their questions, I will request help and guidance as needed as this is my career on the line.

There is an email from Garrison Manager reinforcing his position that internal issues should be resolved internally vice broadcasting disputes outside the Garrison before they can be resolved. Ms. Schultz remarks that IMCOM West would be expecting answers to their questions seems contrived since earlier evidence indicates that IMCOM West had advised Ms. Schultz to work issues within her chain of command and that they had no issues with SIAD Housing.

2gg. In Angela Schultz's statement that you collected as part of your investigation, she states on page 4, paragraph 3, that IMCOM West suggested completing a Customer Survey. What survey is she referring to? She states that these surveys prove that there are housing problems not being addressed. Ask her to explain. Collect copies of these surveys, if possible.

Ms. Schultz response follows verbatim:

Copies of surveys will be provided. All this information was provided to the Office of Special Counsel however since it did not directly relate to the Fraud Waste and Abuse Claims I'm being told they didn't forward such documents to you.

These surveys were provided to me by Ms. Schultz.

2hh. In Angela Schultz's statement that you collected as part of your investigation, she references on the bottom of page 4 and on page 10 an EEO investigation that she filed. Was an EEO case filed? If so, against whom? What were the claims in the case? How was the case resolved? Was it proper for the EEO Manager to handle the case (Angela Schultz states that the EEO Manager said she couldn't handle the case because of her past working relationship with the MEO Program Manager). Is that the MEO Program Manager? Did the EEO Manager properly investigate the case (Angela Schultz alleges that the EEO Manager tried to dismiss her case and didn't interview all of her witnesses).

An email from SIAD EEO Manager along with documentation from the case file, explaining the disposition of Ms. Schultz EEO case was obtained.

2ii. In Angela Schultz's statement that you collected as part of your investigation, she states on page 7 that she had a telephone conversation with a tenant, the Environmental Protection Specialist, about a complaint. Interview Environmental Protection Specialist. Determine the basis for the complaint, and find out if it was satisfactorily handled.

The Environmental Protection Specialist works at SIAD and lives in the base housing. When she moved in to her unit, the oven portion of the stove was inoperable. She had to wait several weeks for a replacement (she was not certain when the replacement was actually installed). Additionally, the replacement was not satisfactory as it was a used stove from a vacant unit which had not been cleaned. The Environmental Protection Specialist had a very valid complaint and the MEO response to her inoperable oven was neither timely nor satisfactory. The Environmental Protection Specialist did report that all other problems she has reported to include a malfunctioning refrigerator were responded to promptly and satisfactorily. She and her husband perform a lot of the self-help program repairs themselves but are confident that any major problems would be resolved quickly in the future.

2jj. In Angela Schultz's statement that you collected as part of your investigation, she states on page 7 that she met with the QA Manager (COR). It is not clear if Angela Schultz is making a complaint against the QA Manager. Ask her if she is making a complaint against the QA Manager, and if so, what it is. Provide clarification, if possible. In the same paragraph, Angela Schultz states that: "Not only have I not yet been notified by anyone that the QA Manager is the official COR, but no letters of acknowledgement has yet to be posted either." Ask Angela Schultz to explain what this means.

Ms. Schultz response follows verbatim:

The QA Manager told me she was acting COR over the MEO contract. Meaning she could tell me how to do my job. This would be true if she was an actual COR and if she had any kind of knowledge of the job or what to do. The fact of the matter is, she was the QA prior to the COR, if she would have done her job as QA and handed out documents of the MEO Quasp, she could have prevented a lot of chaos from happening. Because no one was following the rules and she as QA didn't know the rules, they continued to operate in their haphazard ways.

According to the Chief of the Contracting Office, his office can only issue a letter designating someone as a COR after they have completed the necessary training. The QA Manager never completed her COR training so the letter or notification that Ms. Schultz alludes to was never issued. The QA Manager did have difficulty keeping up with the demands of the COR duties and was removed effective 17 January, 2010. SIAD Action Item Reports capture the reasons for Ms. Morrow's removal from the position and the need for an MEO COR Standard Operating Procedure.

2kk. In Angela Schultz's statement that you collected as part of your investigation, she

states on page 8, paragraph 9/3/09, that she was given MOE paperwork for the first time, from the QA Manager, and that she has performed her work pursuant to DOD Reg. and DPW standards. Ask Angela Schultz what DOD Reg. and DPW standards she is referring to, and ask her to provide a copy of the MOE paperwork that she is referring to.

Ms. Schultz response follows verbatim:

Yes, MOE would be a typo, my apologies. Department of Defense Army Regulation 420-1 Housing Regulation is what Housing offices are supposed to follow. These are the standards I was attempting to use to get housing back up to regulation once again. The Annex paperwork for the MEO that was given to me in September was only the small housing portion which I'm unsure I have a copy of. I will look and forward if I do. The Annex for the MEO is very large and substantial in thick 3 ring binders. It is obvious that the QA Manager had never read the Annex nor did she know how to interpret it. This can be obtained from Sierra Army Depot. Not only should they now have a copy of the 420-1 but they should also have a complete MEO Annex available for you.

Regarding the Housing Annex to the MEO Letter of Obligation that supports the response to question 2.w., Ms. Schultz should have obtained this Annex immediately upon assuming her duties as it lays out the requirements for the housing Office.

2II. In Angela Schultz's statement that you collected as part of your investigation, she states on page 8, paragraph 10/23/09, that the QA Manager was the prior QA for the MEO and didn't know what she was doing. She further states that the MEO Program Manager somehow managed to get her into the COR position over the MEO contract so that he could puppeteer her as he previously had done. How is Angela Schultz evaluating the QA Manager's performance as a QA? Upon what does she base her allegations that the QA Manager didn't know what she was doing as the QA? Ask Angela Schultz if she has documentation or proof of the MEO Program Manager inappropriately hiring or "puppeteering" the QA Manager. Ask Angela Schultz if she can give examples of the "puppeteering."

Ms. Schultz response follows verbatim:

The MEO Program Manager on many occasions ordered the QA Manager around and told her just what to do and when. Who to audit, what to say in meetings and how to act in front of certain people. The QA Manager never received a letter acknowledging her as COR and although remained acting in such position has since been removed. In my previous position, I've been audited by QA before and the QA Manager had never conducted any audits, inspections, nor was she available for customer complaints. I didn't know the QA Manager existed as a QA, until after she was supposedly promoted to a Government COR position which was supposed to be the eagle eye over the MEO Program Manager, not working for him. The QA Evaluator complained of her non experience as COR and after months of working on addressing other issues, proved his point that she was qualified and they moved her back down in her position. Please speak with the QA Evaluator regarding this allegation. The MEO Program Manager should have not been an influence as to whom was hired into that position, but he was. He

bragged about getting her there and she made comments about him still being her boss.

Some of Ms. Schultz statements are not supported by the facts. I confirmed with the Deputy Garrison Manager that he was the selecting official who moved the QA Manager laterally from her QA post to the COR position. The MEO Program Manager was not part of the selection process. I also confirmed that the COR does not work for the MEO Program Manager, the COR reports directly to the Deputy Garrison Manager.

Ms. Schultz obtained a significant amount of input regarding the QA Manager's alleged shortcomings on the QA staff from the QA Evaluator. A number of emails addressing specific problems attributed to the QA Manager were obtained. During my interview with the QA Evaluator it became evident that he felt very strongly that he should have been promoted to the COR position over the QA Manager.

2mm. In Angela Schultz's statement that you collected as part of your investigation, she states on page 9, paragraph 10/10/09 she was on a list to attend WINEST training and that she may have been pulled off by the MEO Program Manager. Why does she and Facilities Manager suspect that she was pulled from the list by the MEO Program Manager? Is there any proof or documentation in support of this allegation? Angela Schultz states that the Facilities Manager pulled strings to get her back into the training. What "strings" did the Facilities Manager pull to put her back on the list?

Ms. Schultz response follows verbatim:

Yes, I mean the MEO Program Manager. We suspect the MEO Program Manager pulled my name from the list because the Facilities Manager said the list he submitted to the MEO Program Manager for signature contained my name. Yet when the Admin who set up the training told us both that I was not on the list. The Admin said I could not be added to the list, it was too late to be submitted to the class. The Facilities Manager called the training personnel to get me into the class, insisting I was on the original list. The MEO Program Manager denied pulling my name from the list when I confronted him, then went into questioning me why I need to be in the class anyway? He was very snide in his comments consistent with his other harassment. I'm not sure if the Facilities Manager has any proof of the list he submitted. I have none.

I am unable to discern what actually transpired with respect to Ms. Schultz being notified to attend this training event, but there is no evidence whatsoever of the MEO Program Manager being involved. I viewed the training records at SIAD and it appears that Ms. Schultz name is on the approved list of attendees (Tab FF) which went through the MEO Program Manager's admin assistant to the Training Coordinator. The admin assistant at the time of this alleged incident the Administrative Support Assistant volunteered that her SOP is to manually send email notifications to those scheduled by the Training Coordinator for classes, but she could not specifically recall this case. As with any manual process, human error is always a possibility. As a curious aside, this is the same the Administrative Support Assistant whom Ms. Schultz alleges to have received her job improperly.

2nn. In Angela Schultz's statement that you collected as part of your investigation, she

states on page 9, paragraph 10/1/09 that she was on a list to attend Service Order Program training October 5-8 and she did not go because she and the Facilities Manager feel that the MEO Program Manager pulled her from the list. Was she on the list to attend this training? Who put her on the list? Was she taken off of the list? Is there any documentation or evidence in support of this allegation?

The Administrative Support Assistant searched the training database but was unable to identify any offerings of the Service Order course during the months that Ms. Schultz was a SIAD employee. Ms. Schultz did not provide the email from the Administrative Support Assistant that she claimed to have on this course so I was not able to resolve the discrepancy in statements between the two.

200. In Angela Schultz's statement that you collected as part of your investigation, she states on page 9, paragraph 10/19/09 that there was a meeting with the QA Evaluator, the QA for MEO, the MEO Program Manager, the Production Controller, the Chief, Facility & Equipment Maintenance Branch and Chief, Roads & Grounds Branch concerning service orders. Who are these people? Angela Schultz makes allegations that at this meeting the MEO Program Manager made the Production Controller lie about cancelling the service orders. What was this meeting about? Did the MEO Program Manager force the Production Controller to lie about service orders? Flesh out this complaint.

Meeting attendees identified above were:

QA staff for Garrison
QA Staff for MEO
MEO Program Manager
Production Controller
Chief, Facility & Equipment Maintenance Branch
Chief, Roads & Grounds Branch

The meeting was to discuss a variety of issues surrounding the management and execution of service orders. The Production Controller provided an emphatic verbal confirmation of his previous Sworn Statement that the MEO Program Manager had nothing to do with the Production Controller's misplacement of a number of low priority Housing Service Orders. There is no evidence of the MEO Program Manager making him "lie" as alleged by Ms. Schultz.

2pp. In Angela Schultz's statement that you collected as part of your investigation, she states on page 9, paragraph 19/19/09 that she asked the MEO Program Manager for a private contractor to do her work, or to be let out of the MEO. Flesh this out. Ask Angela Schultz what this means?

Ms. Schultz response follows verbatim:

For some reason unknown to me Housing was put under this contract of "Most Efficient Organization". The MEO Program Manager being in control of the contract was having trouble getting work completed within the contract stating he needed more workers to do the volume of

work created. Housing being a small portion of this work. Housing has its own guidelines to follow through AR 420-1. The prior regulations were cited in the MEO Housing Annex (statement/scope of work) that housing work priorities were to be upheld according to regulation. The MEO Program Manager at the start of this contract decided that he was going to try to prove he needed more workers than the contract allowed for and in order to do this he was going to show an overflow of work not being completed. We argued over his philosophy numerous times that if he let housing work be the work piling up he risked losing housing as it already was at a substandard level as already acknowledged in the 2006 reports by IMCOM. He told me that Housing didn't matter to him and if it had to be sacrificed that was okay with him. I was appalled at his disregard for housing and my career. When I asked him for permission to get an outside contractor to help with the work of housing I was told no. He said it would not help his cause if Housing work was completed. His intent was to let housing fall, blame it on the Housing Manager and get more workers. What he failed to realize was that if Housing were to fail, it would be torn down therefore eliminating the need for more workers.

Ms. Schultz statement contains opinions as to the MEO Program Manager's thought processes and motives which she fails to substantiate. She also omits the fact that the QA Manager approached her for input to help construct a contractual vehicle for use in acquiring contractor augmentation of the skills and number of tradesmen available on the MEO staff to improve the timeliness and cost-efficiency of housing service orders completion. According to Ms. Morrow's Sworn Statement (Tab II) Ms. Schultz declined to support the very effort that she repeatedly blames the MEO Program Manager for not allowing her to pursue.

2qq. In Angela Schultz's statement that you collected as part of your investigation, she states on page 9, paragraph 10/19/09 that "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." This is a very general and broad allegation. Ask Angela Schultz if she can provide clarification, documentation or proof of these claims. What does housing pay three times the amount of money for? What is not being performed completely? What is not being performed on time? What proof or evidence exists that appliances are not being properly repaired or are being improperly purchased?

Ms. Schultz response follows verbatim:

Service orders and complaints issued through QA are being submitted back as my proof. Housing work was not being completed except on weekends. The MEO Program Manager was having workers request overtime from housing to do housing work. The problem with this was the work still didn't get completed. In the beginning I thought well, if this is the only way I can get them to do anything, then do it on overtime. But then I was getting comments back from residents that they were not working on the weekends, they were sitting under trees playing cards and chatting the days away. Housing was still being charged as if they were completing the job and come Monday morning I would get a closed out service order saying the work was done. When the ICE reports came back through the customer/residents would say they never finished the work. Customer complaints as well as surveys convey this message.

Customer complaints do convey dissatisfaction with specific incidents and failures by the MEO to provide timely and adequate response to service orders. My interviews with housing residents the Supply Technician, the Environmental Protection Specialist, and the Director, Resource Management reveal that these complaints were isolated incidents and that the residents are generally satisfied with the condition of their units. The allegation of MEO somehow paying triple time for weekend work has already been dismissed as baseless. The MEO admits that they do not have in-house skills to perform complex appliance trouble-shooting and repairs. Also, the remoteness of the installation makes it virtually impossible to attract private contractors willing to expend the time necessary to make in-home service calls all the way out to the base. These factors lead to the replacement of appliances when they would be repaired in most other environments.

2rr. In Angela Schultz's statement that you collected as part of your investigation, she states on page 11, paragraph 19/27/09 that she met with an IG concerning her problems. She states that her IG case was dismissed. Determine if an IG complaint was filed, if so, what was the basis and what was the outcome of the complaint. Collect any documentation in support of the IG complaint.

Ms. Schultz did file a complaint with the TACOM IG office. That office is coordinating with the DAIG and the Office of General Counsel to determine what information, if any, is releasable in support of this investigation.

2ss. In Angela Schultz's statement that you collected as part of your investigation, she states on page 11, paragraph 10/27/90, that she met with the Deputy Commander and the Garrison Manager concerning problems she's had since the beginning, and that she provided them with documentation of same. She further states that she was denied the opportunity to see the commander on his open door policy. She further stated that she told the Deputy Commander that "IMCOM asking questions does not help our case." Who is the Deputy Commander? What problems did she address with the Deputy Commander and the Garrison Manager, and what was the outcome of that meeting? Determine if the commander had an "open door policy." Determine if Angela Schultz was denied the opportunity to see the commander on the open door policy. Ask Angela Schultz how IMCOM asking questions hurts the case, and ask what case she is talking about.

Ms. Schultz response follows verbatim:

IMCOM west was asking questions about why work was not being done and why our housing was substandard. I could not answer why the work was not being done other than the truth. This hurt the base and the look of our Command greatly. My intention was not to hurt the base, but to help fix housing. The Deputy Commander insisted the IMCOM West has no say in what goes on at Sierra and I should disregard them. I informed him that they are in my chain as well as I report to them on a regular basis. The Deputy Commander on was not knowledgeable of the way Housing works. He has a misconception that Sierra is allowed to operate on it's own accord without regard to Army Regulation or Federal Housing Laws. The outcome of the meeting was that he was going to check into things further and if what I said was true, he was going to

implement change to correct the problems. Nothing more came of it and after finally meeting with the Commander, I was told there was nothing on the docket stating they had to get back to me, so they didn't. Please view the video tape that Sierra has of this meeting. Some of these topics were covered live in that meeting.

The Open Door Policy states that employees who cannot resolve issues within their chain of command may request an audience with either the Commander or his Deputy. In this case, Ms. Schultz was able to meet with the Deputy but she continues to complain that she was denied access to the Open Door Policy. Documentation was gathered which addresses question 2.ee and includes the issues Ms. Schultz addressed during the 27 Oct meeting. The outcome of this meeting was a general misunderstanding of the path forward by Ms. Schultz. This is why the Deputy Commander called for the 2 Dec meeting to be video-taped for future reference. As previously established, IMCOM West was not asking questions or raising any issues with the Base Housing so those statements appear to be a fabrication by Ms. Schultz to further her contentions. The statement concerning IMCOM being in her chain reinforces her misconception of the IMCOM role in Base Housing oversight.

2tt. In Angela Schultz's statement that you collected as part of your investigation, she states on page 11, paragraph 12/2/09 that she met with the commander, went over all issues, and that two tapes were made of the meeting (one by the commander, and one by her). Interview the commander. Find out what this meeting was about. Get copies of the tapes, if possible. Why were these meetings taped? Who attended the meetings?

The 2 Dec meeting was convened at the suggestion of the Deputy Commander in reaction to the continued confusion and unrest expressed by Ms. Schultz subsequent to his 27 October meeting with her and the Garrison Manager. The Deputy Commander suggested that the meeting be video-taped to establish a baseline record of agreements reached during the meeting in hope of avoiding future conflicts.. A copy of the video was obtained. An list of meeting attendees was obtained. Ms. Schultz also chose to secretly record an audio tape of her preliminary meeting with the Depot Commander, the Facilities Manager, and the Paralegal Specialist without their knowledge or prior consent. A copy of this audio recording is not currently available from Ms. Schultz. The email statement provided by the Depot Commander addresses these questions as well as issues raised in question 2.vv.

2uu. In Angela Schultz's statement that you collected as part of your investigation, she states on page 11, paragraph 12/8/09 that "the QA Evaluator was told to stop "harassing" me by the MEO Program Manager." Was the QA Evaluator harassing Angela Schultz? If so, what was the harassment? Why did the MEO Program Manager direct the QA Evaluator to stop harassing Angela Schultz? Did the harassment, if any, stop?

Ms. Schultz response follows verbatim:

The QA Evaluator was the QA for the Government over the MEO contract. The QA Evaluator was NOT harassing me. The QA Evaluator was providing me with the proper complaint forms that the MEO Program Manager was not wanting me to submit. The MEO Program Manager accused the QA Evaluator of being my alli and the QA Evaluator explained to him that it was his

job to provide this paperwork for the customer. The QA Evaluator was called into the MEO Program Manager's office and told by the MEO Program Manager that there was a complaint that he was harassing me and to stay out of my office. There was no such complaint, the QA Evaluator later found that out from me and continued to help with paperwork as needed. The MEO Program Manager did not want the QA Evaluator helping me further, he felt that the QA Evaluator was the one causing the complaints to happen. The MEO Program Manager did not think I was smart enough to do it on my own. When I confronted the MEO Program Manager, he just grinned and said someone else had complained that the QA Evaluator was harassing me so he thought he would "help me out". I explained to the MEO Program Manager that the only person that I felt was harassing me was him and to please leave me alone.

2vv. In Angela Schultz's statement that you collected as part of your investigation, she states on page 12 that she had a discussion with the commander about her resignation, and that she intended on providing 30 days notice, but after that meeting she tendered her resignation effective immediately. Ask the commander if he recalls why she tendered her resignation, if she provided a basis for withdrawing her 30 day notice; collect a copy of the written resignation.

The Depot Commander addresses these questions within his email statement. A copy of Ms. Schultz letter of resignation was obtained.

2ww. In Angela Schultz's statement that you collected as part of your investigation, she states on page 13, top of page, that she has been unable to find post-Sierra employment because Sierra "terminated" her employment instead of transferring it. This is not clear. What does she mean by this? Is she making an allegation of wrong-doing against someone at Sierra concerning the coding of her employment history?

Ms. Schultz response follows verbatim:

When I was hired at Sierra, I had been working at Fort McCoy in Housing. Fort McCoy did a transfer to Sierra Army Depot and I left for California with my CAC in hand and told that I would have access when I arrived since I was a transfer. When I arrived, I was told that I would need a new CAC for Sierra and I would have to go through orientation just the same as a new hire. I went through the system as requested however, after the 3rd week with no CAC and not being able to work, I went to pass and ID, planted myself in their chair and said "congratulations, you've just inherited a body until you can figure out how to get me to work!" I was unable to function without computer or CAC, so I demanded to know what was the problem and insisted they work with me until it was figured out. She pulled up my information on screen and said "this is the problem!" On screen was all my info and my picture ID and in big red letters across the whole screen it said, "EMPLOYEE TERMINATED FROM FEDERAL EMPLOYMENT". I said well, who do I go to to get this fixed? She told me she didn't know they didn't do it, so it couldn't be fixed. I looked at the screen further and told her someone here did it, she said how do you know? I said because I don't think Fort McCoy would have promoted me before terminating me! And pointed at the screen where my promotion was noted. I was sent up to the headquarters building to another gal, she looked in her system and said she couldn't see where it said that. Meanwhile I was told they would get it fixed so I left. The next day I had a CAC, so I assumed

they fixed the problem. It wasn't until in the year when the Facilities Manager put me in for training to take a class that required a higher security clearance I got a call and was told there was a code being thrown on my background check. When I questioned the call, she told me it was indicating I had been terminated from Federal Service therefore I couldn't get my clearance. I made more calls, even back to Fort McCoy. No one at Sierra would help me, and Fort McCoy said all paperwork was in line on their end. Shortly thereafter around September timeframe, I started making some calls to some of the jobs I had applied for. I had been referred for many, but no calls were coming through for interviews. Two different people told me that my file showed I had a problem with my background check. This was the point that I realized I was trapped there, unless I took the same grade or lower I wouldn't qualify for the promotion due to needing the background check to clear. Since all of this has went down, I ended up taking a lower grade back at Fort McCoy in May. When I arrived on base, HR sat me down and told me that they were seeing two of me built in the system. One had all my prior work history and showed me as terminated. The second was built new at Sierra and showed only my time there. I asked her to please fix the problem and she said that she could and did. I have just recently obtained a Real Estate Specialist position, so I should know in the not so far off future if I am able to gain my security clearance or if there's still something hanging out there. I have NEVER been terminated from any job let alone Federal Employment. This all was part of the problem with staying at Sierra too, I was trying to leave and was willing to transfer to any other place in the country, but was unable to. I don't think they did this intentionally. I believe someone's ignorance caused this, but it became detrimental to my career. I still am only at a GS07/09. I have to start at the GS07 and climb back to the GS09, so I lost the 9 months in my grade and will not qualify for an 11 for over a year now.

I have been unable to pinpoint the source or ascertain the real impact of the misinformation alleged to have appeared on Ms. Schultz personnel records. The information in her file causing the problems is attributed to an OPM investigation turning up a "moderate" issue.. This issue may or may not have impacted her competitiveness for other positions since her resume is relatively weak with several unexplained employment voids and a pattern of frequent job changes with little employment stability.

2xx. In Angela Schultz's statement that you collected as part of your investigation, she states on page 13, center paragraph, that "they are committing fraud, waste and abuse of housing monies." Ask Angela Schultz who is doing this, and what are they doing that constitutes fraud, waste and abuse. Ask if there is any documentation in support of this allegation. In the same paragraph, Angela Schultz mentions an accident that occurred on a staircase because they were not repaired. What accident is she talking about? Is there any documentation concerning the accident?

Ms. Schultz response follows verbatim:

They, meaning the MEO was using Housing Monies to line the workers pockets with Over Time compensation; billing it to housing but not doing housing work. The replacements of stoves, refrigerators and dishwashers were a blatant misuse of monies rather than making the needed adjustments or repairs. Their contract requires them to do such repairs but since they were not educated on how to do them, they ignored them and told me they would only replace them.

When I requested the use of an outside contractor to do such repairs, I was told no. Only the MEO were going to do housing work. This was told to me by the MEO Program Manager. The work continued to build up and when something was passed through as completed, I would find out it was only ½ done or not done at all. There is more documentation on this with the paperwork I'm submitting. The incident with the stairs was covered in an earlier question regarding building P27. The accident was an employee moving an apartment sized refrigerator, broke the already condemnable steps causing safety to shut down my bachelor quarters, leaving 3 tenants in the upper story no access to their units for a few hours.

There is no documentation to support the allegation of misuse of housing monies. The housing service orders were prioritized and, due partly to Ms. Schultz failure to participate fully in the prioritization process, typically ranked low in comparison to mission related orders. This resulted in many of the housing service orders being completed on weekends at a premium labor rate (time and a half) compared to weekday work.

The accident on a staircase refers to the time a worker was carrying an apartment sized refrigerator up the steps to an apartment when one of the steps broke causing a serious safety hazard until a maintenance crew completed temporary repairs a few hours later. Admittedly, the employee should not have been attempting to deliver the refrigerator alone and this breach of standard practice may have contributed to the incident.

2yy. In Director, Resource Management's sworn statement, he states that Angela Schultz impressed him as being disgruntled from day 1; that she seemed pre-disposed to dislike Sierra; that her position was merely a stepping stone for her career; and that he was subjected to her diatribes against the chain of command every time he dropped off his rent check to her. Is there anything more that the Director, Resource Management can say about the housing condition? Any complaints, or what other tenants may have thought, for example?

The Director, Resource Management provided an email statement for the record in which he expresses continued satisfaction with his housing unit.

2zz. In Shannan Taylor's sworn statement, she refers to a letter that Angela Schultz wrote to the residents. If possible, include this letter as part of the report. Is there anything more that Shannan Taylor can say about the housing condition? Any complaints, or what other tenants may have thought, for example?

A copy of the letter from Ms. Schultz to the housing residents was obtained. Ms. Taylor provided a verbal statement that she felt maintenance support of housing needs was improving and becoming more responsive than ever. She has had no issues whatsoever since the sewage back up incident that was so highly publicized by Ms. Schultz.

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

1. Previous recommendations stemming from initial investigation continue to apply.

Tab 8

No redaction needed

for Tab 8-1

July 2006

Army Report on

Sierra Army Depot

U.S. ARMY FAMILY HOUSING SMALL INSTALLATION CONDITION ASSESSMENT

Sierra Army Depot
July 2006



Prepared For:

Assistant Chief of Staff for Installation Management
(ACSIM)
Army Housing Division
Alexandria, VA

Submitted By:

National Association of Home Builder's Research Center, Inc
(NAHB-RC)
Upper Marlboro, MD



TABLE OF CONTENTS

SECTION 1 INTRODUCTION.....	1
Tasking.....	1
Background.....	2
SECTION 2 FINDINGS - EXISTING HOUSING INVENTORY.....	5
Market Area Housing Supply.....	7
Floor Requirement.....	7
Proposed Housing Allocation.....	8
Surplus Family Housing Units.....	9
SECTION 3 NEIGHBORHOOD AND QUARTERS ASSESSMENT.....	10
Neighborhood Narrative.....	10
Existing Neighborhood Conditions.....	10
Neighborhood Planning Guidelines.....	10
Proposed Neighborhood Changes.....	11
Housing Unit Narrative.....	12
Existing Conditions.....	12
Proposed Quarters Changes.....	13
Neighborhood – Revitalization Cost.....	21
SECTION 4 SUMMARY RECOMMENDATIONS.....	22
RECOMMENDATION I – Divest Units on BRAC Schedule.....	22
Recommendation II – Quarters Reduction by Demolition.....	22
Recommendation III – Quarters and Neighborhood Revite.....	22

List of Tables

Table 1 – Existing Army Family Housing Allocation	5
Table 2 – Existing Neighborhood	5
Table 3 – Housing Data for a 20 mile radius.....	7
Table 4 – ASIP Projected Military and Civilian Personnel Through 2011.....	8
Table 5 – Projected Housing Use	9

List of Figures

Figure 1 Sierra Army Depot Location Map	3
Figure 2 Sierra Army Depot Gate Location Map.....	4
Figure 3 Existing Neighborhood Site Plan.....	6
Figure 4 Type 1 – Quarters Revitalization Cost.....	15
Figure 5 Type 1 – Floor Plan.....	16
Figure 6 Type 2 – Quarters Revitalization Cost.....	17
Figure 7 Type 2 – Floor Plan.....	18
Figure 8 Type 3 – Quarters Revitalization Cost.....	19
Figure 9 Type 3 - Floor Plan.....	20

SECTION 1 INTRODUCTION

TASKING

The NAHB Research Center is tasked to conduct a detailed revitalization and condition assessment of the Army Family Housing (AFH) at Sierra Army Depot (SCD). This condition assessment will recommend several approaches and concepts to upgrade the housing and neighborhoods to meet current U.S. Army housing standards and provide recommendations for continued inventory management solutions.

Our findings and recommendations are based on data compiled from the following:

- Physical on-site Housing Condition Assessment to identify the current condition of the existing 35 housing units and the Main Post neighborhood; and
- Evaluation of the current use of the SAD Army Family Housing.

This report will:

- Recommend proposals and cost estimates for the revitalization of the Army Family Housing and Neighborhood to meet the criteria established in the *Army Family Housing Whole-Neighborhood Revitalization Program Planning Guide; TN 210-50-01 (WNR)*

And/or

- Provide a plan to eliminate all inadequate or surplus Army Family Housing in a prescribed manner that is usual and customary for the disposition of inadequate and/or surplus Army Family Housing

And/or

- Recommend alternative housing solutions if required.

The assessment team met with key members of the housing staff in April 2006 at the installation and assessed the existing condition of the neighborhoods, units, housing types and occupancy mix in order to complete a Housing Condition Assessment. In the assessment of existing unit's condition, recommendations are made to ensure that the housing meets the requirements set forth in the WNR.

BACKGROUND

Sierra Army Depot (SAD) is located on 36,322 acres adjacent to Honey Lake in Lassen County, California, approximately 55 miles northwest of Reno, Nevada and 37 miles southeast of Susanville California (See Figure 1). Originally part of the U.S. Army Depot System Command, the installation stored ammunition, special weapons materials, and general supplies. An ammunition maintenance operation, facilities for weapons disposal, and an airfield were also located on the site.

In 1942, SAD began storage of general supplies and Treasury Department of inert materials. Five years later, the mission expanded to include renovation and demilitarization of ammunition. During this time, SIAD was licensed by the Nuclear Regulatory Commission to receive, store, issue, renovate, and demilitarize (disassemble) depleted uranium rounds. SAD has the largest open burn/open detonation capacity in the United States. Fourteen pits, permitted by the state of California, can detonate up to 10,000 pounds net explosive weight per pit. The Depots demilitarize grounds are also able to burn materials up to 100,000 pounds net explosive weight. The open detonation pits are also used to dispose of large rocket motors with a 160,000-pound net explosive weight capacity for the pit area.

In 2001 SAD ceased its mission to renovate and demilitarize ammunition using the Open Burning Open Detonation (OB/OD) process. The Army's Industrial Operation Command (IOC), which manages the Pentagon's demilitarization program, wants industry to propose recycling-based solutions. Today, SAD shares its mission with similar depots and arsenals to demilitarize using environmental friendly procedures while incurring financial benefits.

Figure 1 Sierra Army Depot Location Map

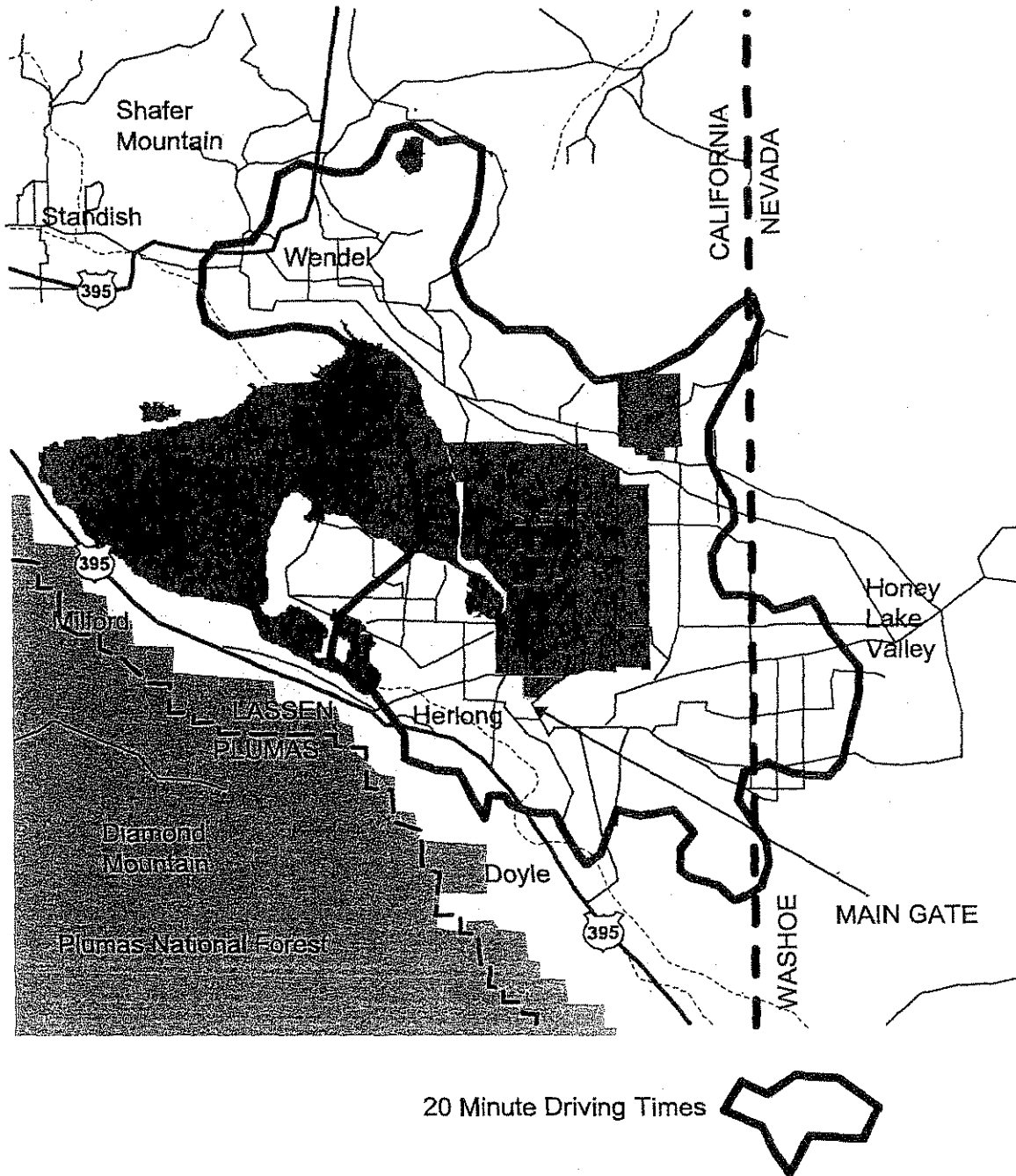
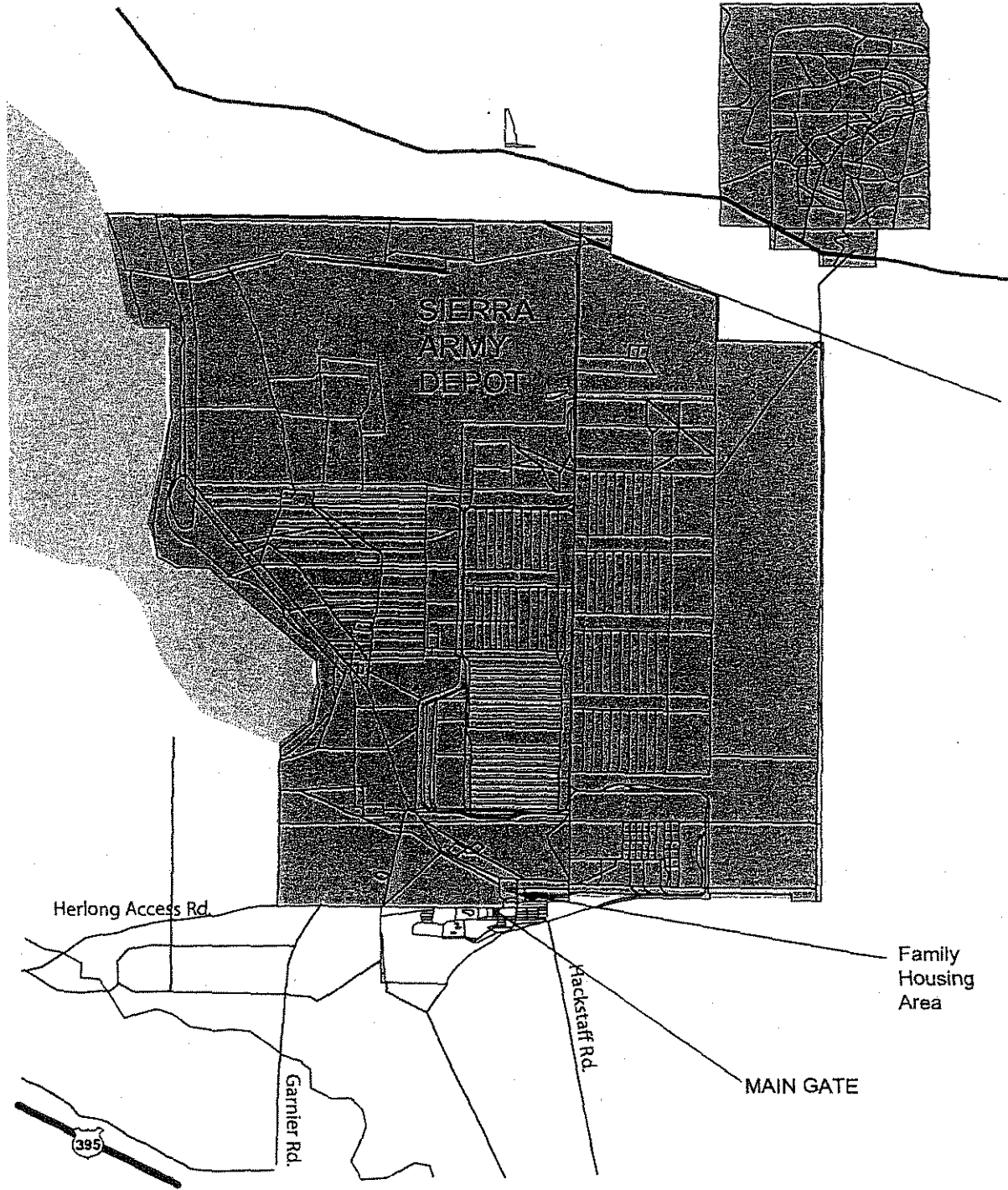


Figure 2 Sierra Army Depot Gate Location Map



SECTION 2 FINDINGS - EXISTING HOUSING INVENTORY

There are 25 units located to the left just inside the main entrance to SAD which currently houses only civilian personnel as shown in Figure 3. There are no military personnel residing on post, the 5 May 2006 Housing Requirements Summary Analysis indicates a need for one officer. These units, for the intent of this report, are considered to be the Main Post neighborhood.

Table 1 shows the current allocation of the Army Family Housing at SAD.

Table 1 – Existing Army Family Housing Allocation

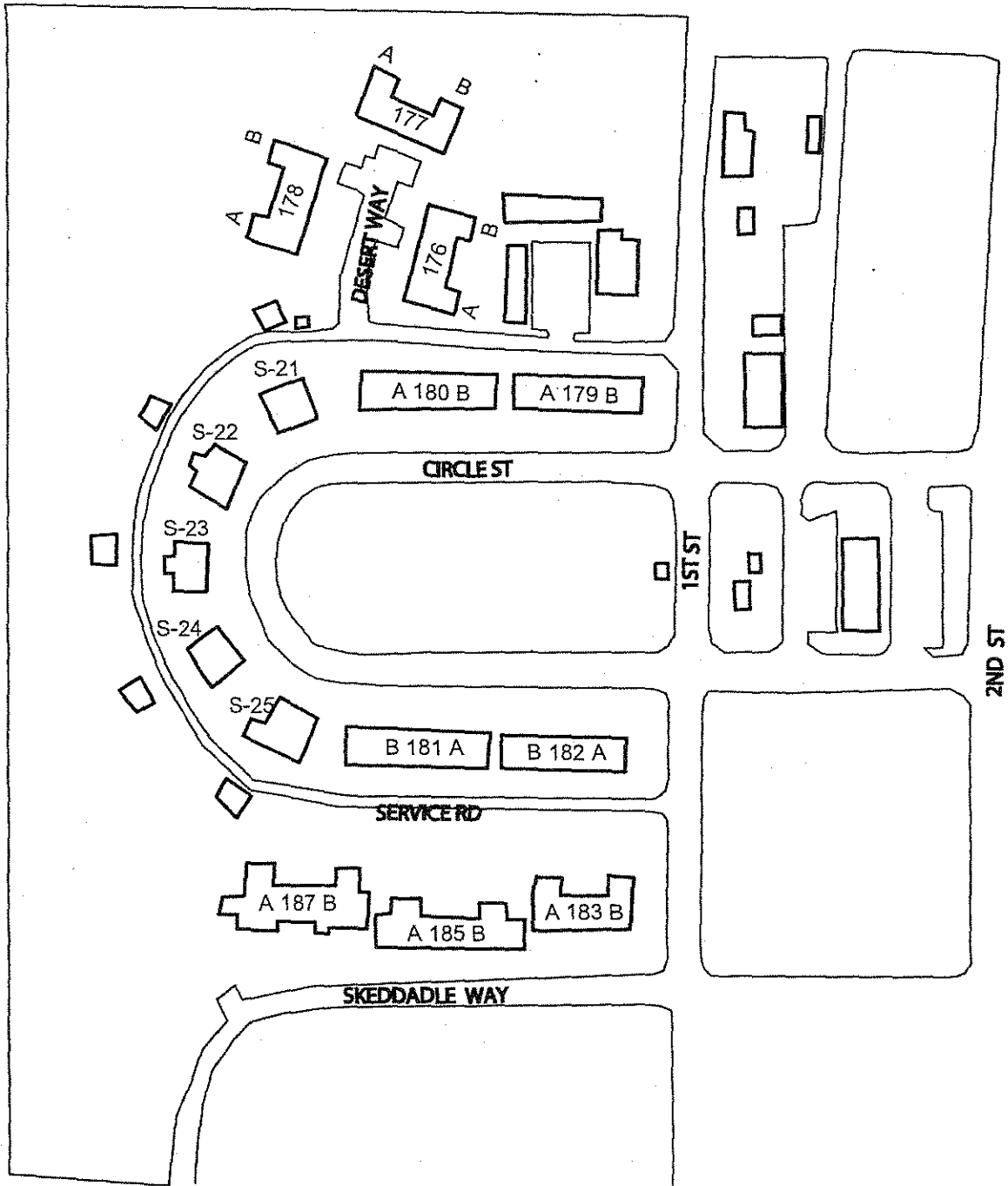
Pay Grade	# Bedrooms				Grand Total
	2	3	4	5+	
Officers					
Enlisted					
Other (Civilians)		13	12		25
Grand Total		13	12		25

Table 2 identifies the total existing housing units by neighborhood at the installation.

Table 2 – Existing Neighborhood

Neighborhood	Existing Units
Main Post	25
Total	25

Figure 3 Existing Neighborhood Site Plan



MARKET AREA HOUSING SUPPLY

The market area surveyed is defined by a 20 mile commuting radius as shown in Figure I. According to the 2000 Census data shown in Table 3, there is a 23.5% rental vacancy rate within this parameter. As for housing available for sale, 7.8% are available. This data is inclusive for all bedroom types and has not been confirmed for the condition of the units available.

Table 3 – Housing Data for a 20 mile radius

	Count	Percent
Total Housing Units	1,583	
Occupied Housing Units	1,211	76.50%
Owner Occupied	834	52.68%
Renter Occupied	377	23.82%
Vacant Housing Units	372	23.50%
Vacant For Rent	146	39.25%
Vacant For Sale	29	7.80%
Vacant Other	197	52.96%
Rental Vacancy Rate		27.9%
Owner Vacancy Rate		3.4%

FLOOR REQUIREMENT

Generally, a Housing Market Analysis is performed to determine the floor requirement. According to Robert D. Niehaus, Inc., a contractor for ACSIM who performs these analyses, four factors are taken into consideration:

- ❖ Military On-Post Community – Ten percent of the effective military family housing requirement by grade segment, with a minimum of one on-post housing unit for any grade segment for which there is an effective military family housing requirement of at least one unit.
- ❖ Key and Essential Personnel – All key and essential, or Priority I, personnel.
- ❖ Historic Housing – On-post family housing listed on or eligible for listing on the National Register of Historic Places under the National Historic Preservation Act.

- ❖ Quality of Life – Housing for members whose annual regular military compensation (RMC) falls below 50 percent of the median family income for the housing market area.

With the small number of military personnel currently assigned to SAD, a full HMA wasn't necessary. The Housing Requirements Summary projected total permanent party military and civilian personnel. The Housing Requirements Summary through 2010 indicates a need for one officer. The 2005 Defense Base Closure and Realignment Commission Report indicates no change in military, but a small change in civilian personnel. The ASIP data is shown in Table 4 below:

Table 4 – ASIP Projected Military and Civilian Personnel Through 2011

Pay Grade	2006	2007	2008	2009	2010	2011
Officers	1	1	1	1	1	1
Enlisted	0	0	0	0	0	0
USD (Civilians)	602	602	525	525	525	525
Other (Civilians)	0	0	0	0	0	0
Military Only Grand Total	1	1	1	1	1	1

PROPOSED HOUSING ALLOCATION

The proposed housing allocation for SAD as required by the WNR by rank and bedroom configuration and based on the ASIP projection and the Housing Requirements Summary is shown in Table 5. Each military family is generally assigned the current maximum available bedroom size for their rank. Due to the low military presence, the housing office expressed that availability of units is on a first come, first serve basis for the civilian personnel once all military personnel have waived their acceptance. The only exception would be the Commander or Senior Officer, which would automatically be housed in unit S-25 unit unless they choose to live off-post.

Table 5 – Projected Housing Use

Pay Grade	# Bedrooms				Grand Total
	2	3	4	5+	
Officers		0	1		1
Enlisted		0	0		0
Civilians		12	12		24
Grand Total		13	13		25

SURPLUS FAMILY HOUSING UNITS

When reviewing the ASIP projected personnel compared to the Projected Housing use shown in Table 5, there is a surplus of 24 family housing units. Although this is an isolated region, a rental vacancy rate of 27.9% indicates the local market could provide 24 units.

These units are surplus by Army standards. It may, however be in the best interest of the Army to continue to provide the housing for civilians because of the remoteness and isolation of the area. Further study may find that the high vacancy rate, if analyzed from a suitability standpoint would indicate that the units are needed for the mission of the Depot. Pending such a study it can only be concluded that the units should be divested.

According to verbal data supplied by the Housing office, it was stated that the capital they receive for rents versus what they pay out for their operating and maintenance costs balances out. In other words, they have become self sufficient in the management of this housing inventory - they do not need funds from the Army to sustain their existence. Although the houses are not up to Army standards, the housing office has done a fair job in maintaining the units for livable standards. It was noted that they perform repairs or revites as they become necessary. To revite these units and make required repairs would require \$1,152,978.

These units should be divested, in accordance with Army guidance as part of the re-use study of the Depot that will be developed to implement the BRAC recommendations by 2011.

SECTION 3 NEIGHBORHOOD AND QUARTERS ASSESSMENT

NEIGHBORHOOD NARRATIVE

Existing Neighborhood Conditions

Sierra Army Depot (SCD) Army Family Housing area sits just inside the installation's main entrance gate. The units are a mix of one-story duplexes and single-family houses with neither of the types having basements. They are nestled among mature trees on spacious lots that give the neighborhood a cohesive feeling. Wide open lots are a nice amenity to have but the landscaping surrounding the units is at a minimum and left up to the individual tenants for design and maintenance. Water for lawns and gardens is included in the rent and is apparent by the greenery that the tenants take advantage to keep up the excellent landscaping appearance.

There are no recreational fields or courts for baseball, football or tennis, only one half-court basketball area that doubles as parking for the pool. There is one fairly new expansive tot-lot for smaller children situated behind the units on Circle Street. A small community pool along with a sanded volleyball court is located across from the Desert Way units, but is not required under Army Standards. Next to the volleyball court is a sheltered picnic area that is old but suffices. There also is no recreational center on-site for organizational activities or a drop-in center for latch-key school children.

The electrical distribution, storm drains, water and sewer systems all appear in good condition with no known problems reported to us by the housing office. The family housing units are heated by natural gas with no reported problems with the lines.

Neighborhood Planning Guidelines

The WNR cites the most common defects in the general appearance of neighborhoods as unattractive entrances to housing areas, a tract-built appearance, inadequate division of housing areas into clusters, and failure to achieve an attractive ambiance through landscaping. Non-clustering creates an unattractive appearance to the neighborhood and often makes it difficult for families to develop a sense of identity, ownership, and belonging within their home, street, and neighborhood.

Traditional neighborhood development allows the siting of houses to focus on the needs of the occupant rather than the need for access to the home by automobile. Recreation needs of the individual begin by providing private space adjacent to dwelling units for play activities of small children in the home along with hobbies, passive, and recreational pursuits. The clustering of

homes in groups around a central theme such as a cul-de-sac, or common area, provides orderly accommodation of pedestrians needs. Clusters of housing are then planned to comprise sub-neighborhoods and neighborhoods.

To achieve a preservation plan, there are a few changes required to the general neighborhood, street and sidewalk layouts and major landscape elements. The neighborhood requires few infrastructure upgrades to satisfy quality of life requirements. The existing and projected demographics of the housing residents limit the need for extensive expansion of current recreational facilities.

PROPOSED NEIGHBORHOOD CHANGES

We recommend the following changes to the housing neighborhood.

Signage - A monumental sign providing the neighborhood name is recommended at the entrance of the housing area, currently none exist. House numbers are also recommended so that the units could be easily identified.

Sidewalks - Several existing sidewalk areas have cracks, differential settling and vertical displacement across cracks. Many areas were observed to be trip hazards and deteriorating. These need to either be replaced or fixed.

Road Surface - Some of the road surfaces are old and in need of major repair while other areas require minor repair for seal coating, crack repairs, stripping.

Parking - Adequate parking areas exist in driveways and on-street for visitors or additional vehicles. The duplex units are equipped with a single-wide carport and the single-family unit has a one-car detached garage in the rear of the units.

Exterior Lighting - The exterior lighting warrants minor repair for updating to energy efficient high intensity discharge (HID) fixtures and meeting the residential style of the neighborhood.

Landscaping - Landscaping as part of the overall plan for the housing should be consistent throughout the neighborhood and some upgrading and uniformity is required both at the entrance to the community and continuing throughout the neighborhood.

Recreational - The current residents have minimal designated recreational areas. Per the WNR, this neighborhood requires the following: half basketball court, handball court, jogging paths, tennis court, tot-lots and a recreation field with a pavilion/picnic area. Currently there exists one fairly new tot-lot in excellent condition.

Community Support Facilities – With the isolation of this installation, there lacks support facilities such as PX, commissary, or a small convenience store. There is no public transportation to transport those looking off-post for these facilities either. At the minimum, a convenience store is required on or within walking distance outside the installation main gate.

HOUSING UNIT NARRATIVE

Existing Conditions

Five single-family housing units at SAD were built in 1942. These units may be eligible for historic status. Factors such as place in history, important persons who may have resided in the structure, special architectural significance and similar criteria would determine the actual eligibility of these units. A consultant for the State Historic Preservation Society would need to conduct an additional study to determine entitlement. Although in fair to good condition, there is a tremendous amount of work required to revitalize these units and bring them up to Army standards.

All the units have either garages or carports. According to the WNR, each individual unit is required to have a carport or garage depending on the rank of its occupants so these suffice. With the lack of garages by the duplexes, lack of storage is a concern.

A major concern of the assessment team involved obvious issues with lead based paint (LBP) due to the age of the quarters. Several years of repainting has left a thick coat of latex paint encapsulating the LBP, but is very unsightly on all the surfaces. Some areas of the units have chipped or peeling paint possibly exposing the underlying LBP. Our observation also indicates potential lead hazards and contamination to the exterior soil at the foundations edge, exterior painted surfaces, painted floor areas, and at the contact and friction points for windows and doors that have not been addressed. The housing office supplied test data from 1999 and 2000 that indicated suspect levels of asbestos and lead throughout the interior and exterior housing units. No reports were supplied regarding radon, lead in the drinking water and termiticides.

Site utilities (electric and natural gas) are provided by outside sources and are reported to have no problems. Sewer and the storm water management system were reported operational with no major problems. All of the homes heat with natural gas and have lines that are in good condition. All units have swamp coolers either located on the roofs or elevated on the side of the unit. Some units had supplementation from portable window a/c units.

The proposed revitalization work to the family housing units shown in the attachments to this report are based on the findings during the assessment of the quarters. Every housing type was

visited and was evaluated against Army Family Housing criteria. These evaluations provided a database that determine requirements and generate a cost estimate for whole house revitalization of the units and neighborhood.

PROPOSED QUARTERS CHANGES

We recommend the following changes to the quarters.

Lead Based Paint - Complete lead base paint testing and follow the Environmental Protection Agency prescribed method for on-going testing and reporting and follow an approved mitigation and abatement program.

Family Room - None of the units are served by an adequate sized family room. All must add on 120 square foot addition to fulfill this requirement.

Masonry Fireplaces – The masonry fireplaces in the single-family historic units are in working order and are utilized during the cooler months. The exterior brickwork needs minor tuck pointing repairs.

Windows – The aluminum windows in all units are in need of replacement

Doors – The exterior doors appear to be original on the historic units and in keeping with the style of the home are recommended to be stripped and restored. The duplex units front and rear storm doors require replacement and have served their useful life.

Flooring – The single-family homes have solid hard wood flooring that has been moderately cared for in the homes inspected. The kitchen floors have been replaced over the years, however, the workmanship lacks a quality appearance. A recommendation is made to replace the existing floors and replace with like flooring and workmanship in all quarters.

Bathrooms – All the bathrooms are in need of revitalization. Dated tile, older cabinets and fixtures along with a dated tub, sink and commode need to be replaced. Some water damage was observed in several locations of the bathrooms we inspected. An upgrade is recommended to each homes bath(s) to include a vinyl tub/shower surround and new tile flooring.

Kitchens - All kitchens are in need of revitalization. The appliances were observed to be older models but appear to be in working condition. The cabinets are outdated and in need of replacement. The floors are uneven and suggest that there is damage to the sub-flooring in the single-family units.

Roof and Soffit Trim - The trim on most of the single-family is in fair to good condition. Due to the historical nature of these units, specialized contractors will be required to do the work.

Exterior Finish – The asbestos shingles on the single-family historic units are in need of replacement. Several layers of paint have encapsulated but there were several areas noted of chipped or broken shingles.

Fencing - The homes at SAD require six foot high privacy fencing in the rear. However, it is recommended that due to the open space between homes and the historic ambiance of the neighborhood, that the fence be selected and modified to fit the character. In addition, trash enclosures need to be constructed to hide the garage and recycling containers, and these should match the fence.

Exterior Storage and Trash Enclosures – There was limited exterior storage space available for all the duplex units. This is especially important if tenants are responsible for their own lawn maintenance. An additional shed needs to be constructed on or near the carport area. As for the single-family units, most have ample sized garages that have sufficient space for storage once a car is parked. All units require trash enclosures.

Figure 4
Type 1 – Quarters Revitalization Cost



Summary

Neighborhood: Sierra
Year Built: 1975
Bedroom Size: 4 Bedrooms
Number of Units: 12

Last Revitalization: n/a
Existing GSF: 1,603
Authorized GSF: n/a

Revitalization Targets:

- Kitchen
- Bathroom
- Landscaping
- Sidewalks
- Exterior Storage
- Privacy Fence
- Exterior Storage
- Trash Enclosure
- Windows

Cost Per Unit Revitalization \$ 33,800
Total Revitalization all units \$ 405,600

Figure 5
Type 1 - Floor Plan

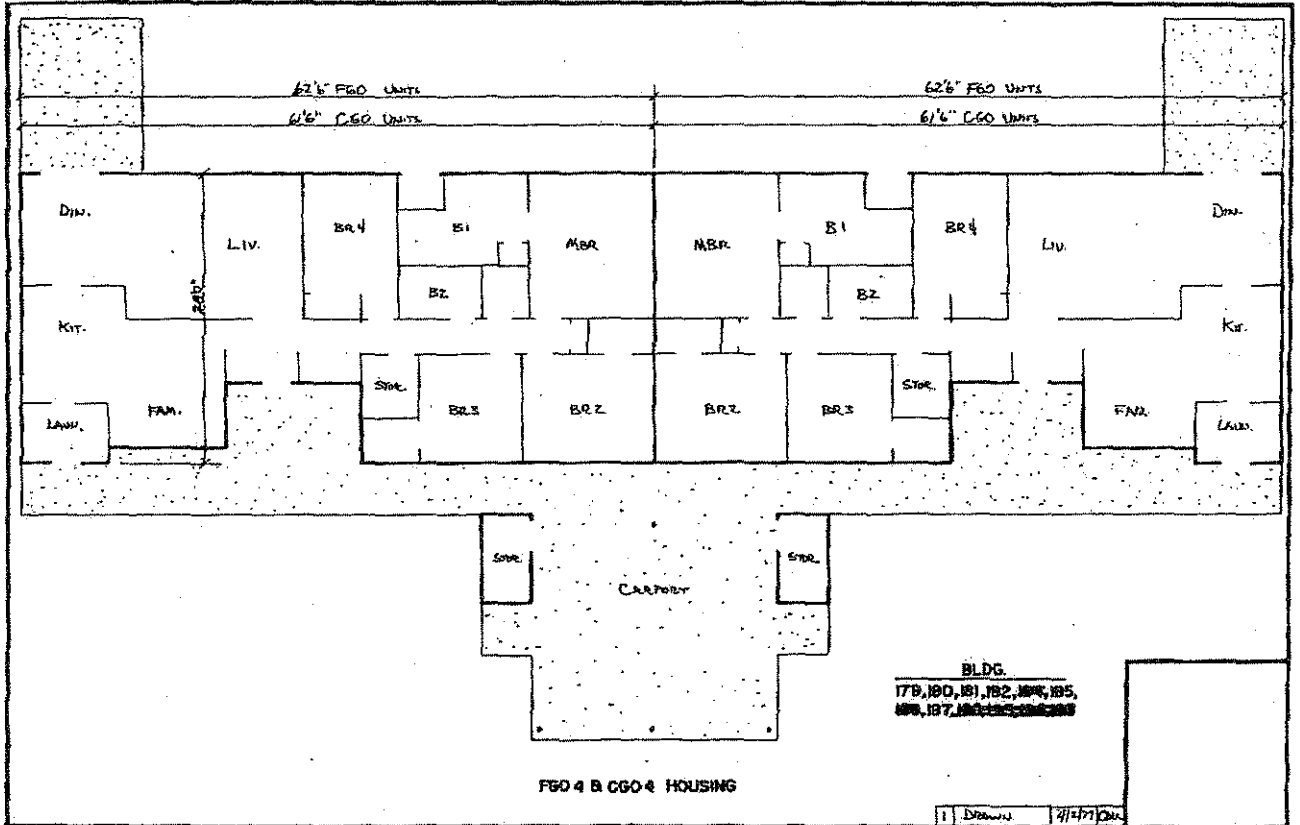


Figure 6
Type 2 – Quarters Revitalization Cost



Summary

Neighborhood: Sierra
Year Built: 1942
Bedroom Size: 3 Bedrooms
Number of Units: 5

Last Revitalization: n/a
Existing GSF: 1,940
Authorized GSF: n/a

Revitalization Targets:

- Lead Based Paint Removal
- Kitchen
- Master Bath
- Bath #2
- Landscaping
- Sidewalks
- Grading/Drainage
- Driveway
- Floor refinishing
- Exterior Finish
- Exterior Storage
- Privacy Fence
- Doors

Cost Per Unit Revitalization \$ 43,935
Total Revitalization all units \$ 219,675

Figure 7
Type 2 – Floor Plan

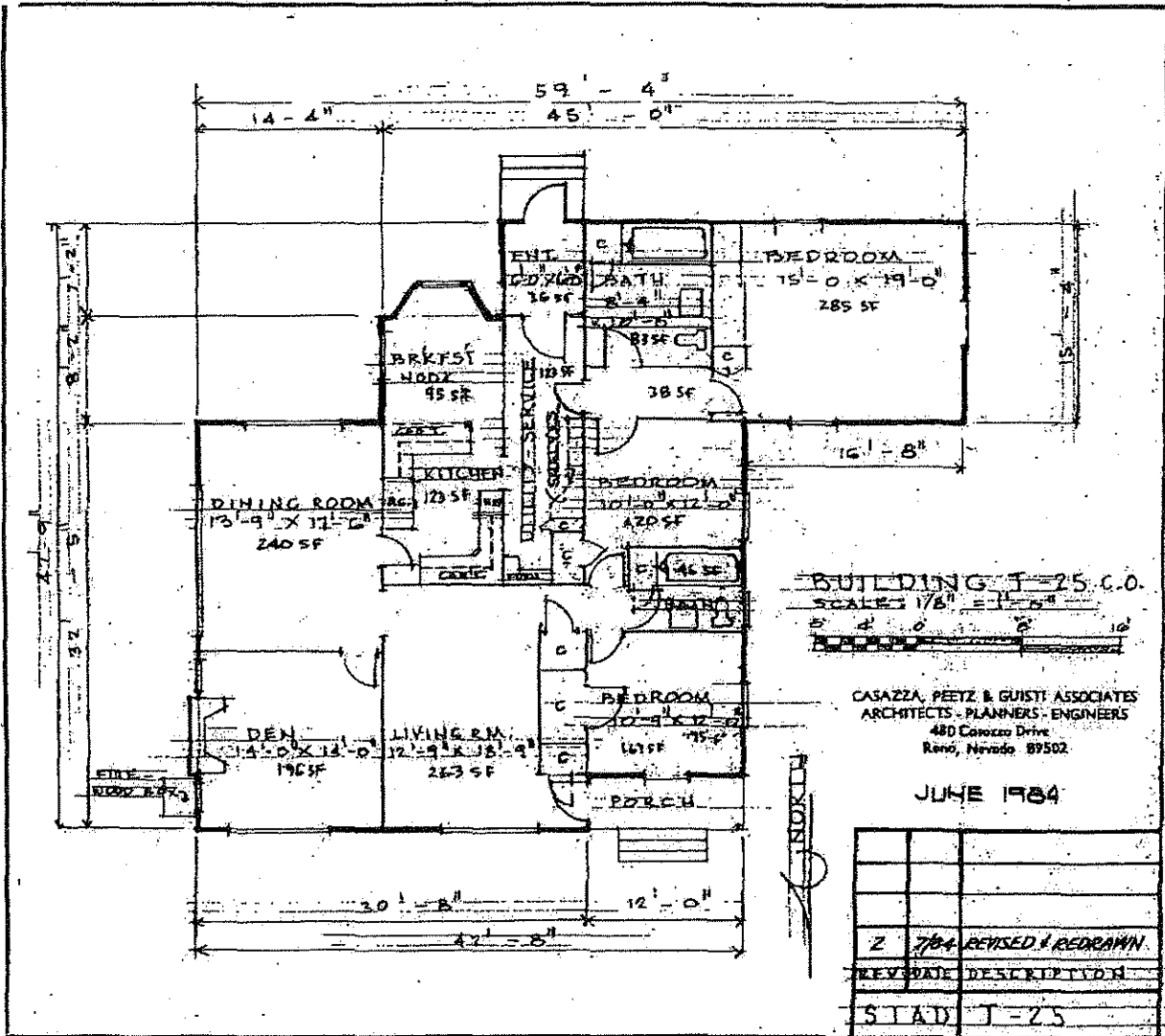
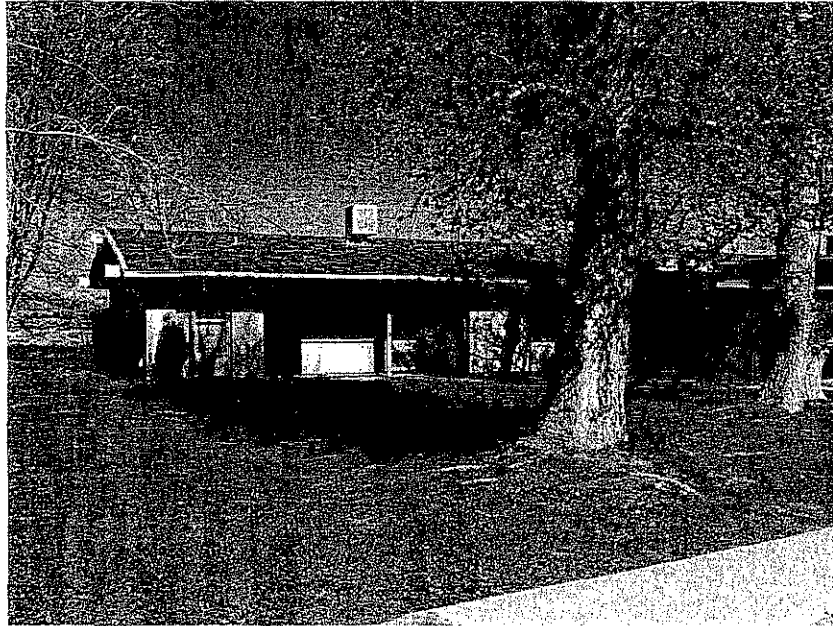


Figure 8
Type 3 – Quarters Revitalization Cost



Summary

Neighborhood: Sierra
Year Built: 1975
Bedroom Size: 3 Bedrooms
Number of Units: 8

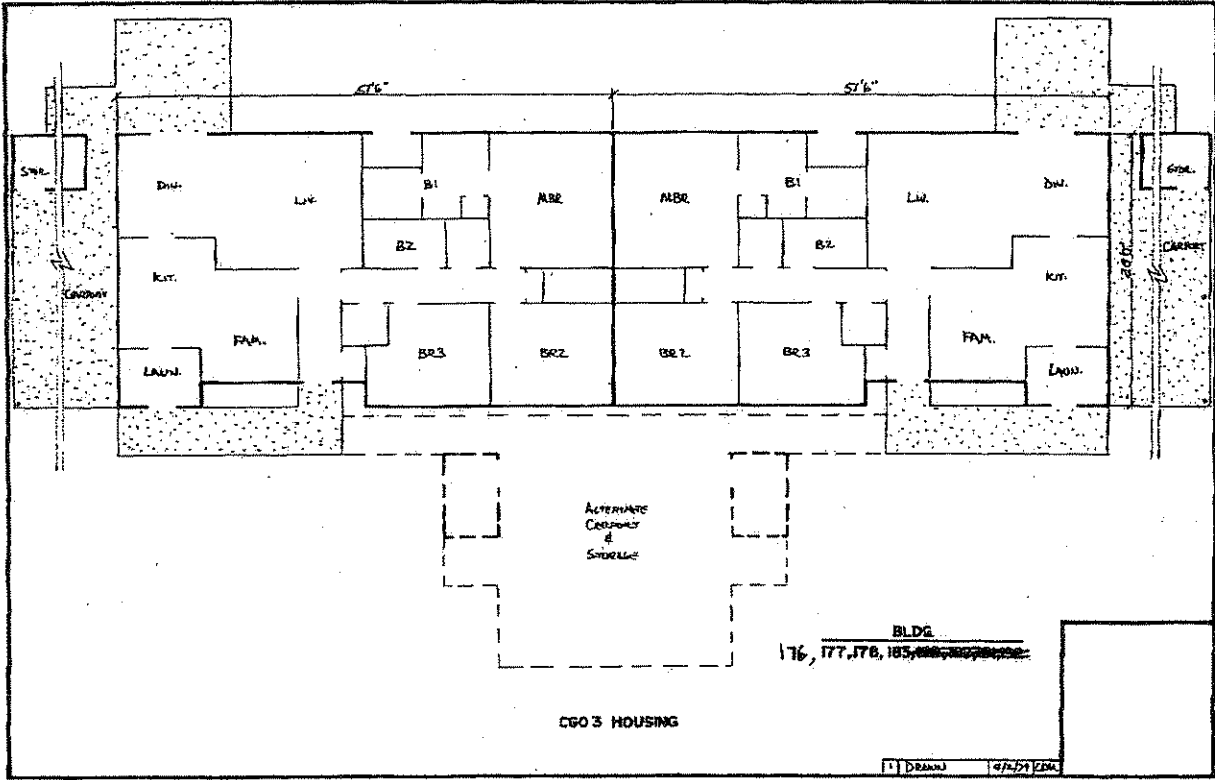
Last Revitalization:
Existing GSF: 1,400
Authorized GSF: n/a

Revitalization Targets:

- Kitchen
- Bathroom
- Landscaping
- Sidewalks
- Exterior Storage
- Privacy Fence
- Exterior Storage
- Trash Enclosure
- Windows

Cost Per Unit Revitalization \$ 22,992
Total Revitalization all units \$ 183,936

Figure 9
Type 3 - Floor Plan



NEIGHBORHOOD – REVITALIZATION COST



Summary

Neighborhood: Sierra

Current Amenities:	QTY
Tot Lot:	1

Revitalization Targets:

- 100sq ft Community Center
- Exterior Lighting
- Roads
- Sidewalks/Jogging Paths
- Tennis Courts
- Basketball Court

Total Neighborhood Revitalization Cost: \$343,771

SECTION 4 SUMMARY RECOMMENDATIONS

The major recommendations in the development of this housing condition assessment take into account the current use of the Army Family Housing (AFH), its location relevant to the installation, availability of off-post housing and the ASIP projected occupancy for SAD. Our recommendations include a disposition on the status of surplus or deficit housing needs based on the current use and projected need. A recommendation is further offered based on the findings of the physical on-site housing condition inspection to either revitalize, demo or divest the surplus housing asset.

RECOMMENDATION I – DIVEST UNITS ON BRAC SCHEDULE

Per ASIP data and the Housing Requirements Summary, one family housing units is required through 2011. By researching the surrounding area within a 20-minute driving time (see Figure 1), we find that there are sufficient rentals or housing for sale (See Table 3) which can absorb the families currently residing in these units. At this time the housing office is renting the housing units to non-military employees. We were told that these people encompass jobs that are mission essential and need to reside on-post. Divesting these units should be planned so civilian employees are not deterred from completing the Depot mission.

This recommendation proposes divesting the units in keeping with the 2005 BRAC recommendations. The existing arrangement should remain in place only if a determination is made that there are no "adequate units" in the market area. We suggest a re-inspection at the end of the current contract and a study of the "adequacy" of the large number of vacant for rent units in the market area.

RECOMMENDATION II – QUARTERS REDUCTION BY DEMOLITION

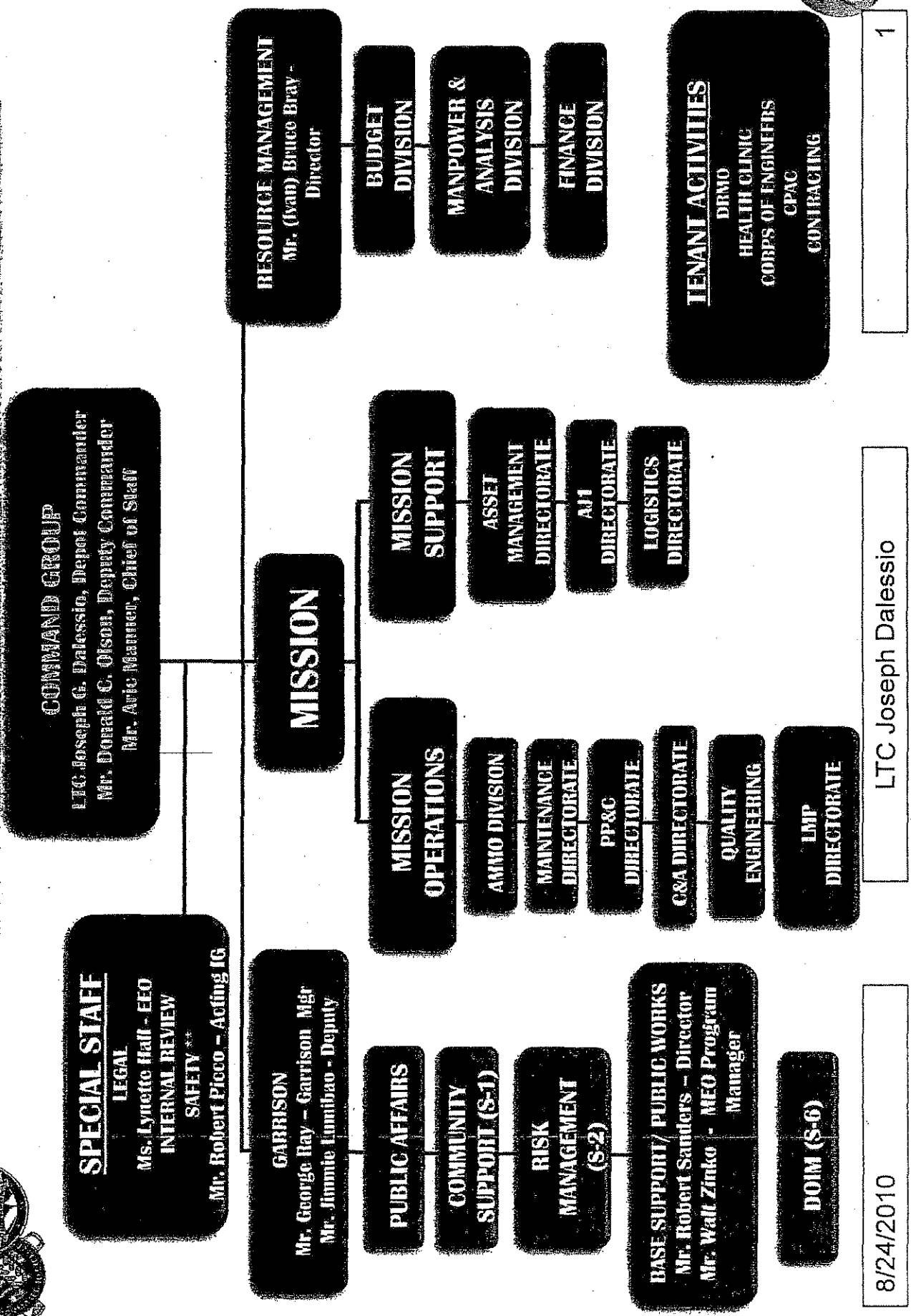
Per ASIP data, only one quarters is required through 2011. Additionally there are 24 units that are not required. If according to the ASIP plan, no key personnel are required to reside on post, than all housing can be scheduled for demolition once the current families have been relocated.

RECOMMENDATION III – QUARTERS AND NEIGHBORHOOD REVITE

This recommendation focuses on the repairs and improvements to the 25 units and the Sierra neighborhood as described in Section 3 of this report. If all repairs are completed as estimated, total costs for all units and neighborhood would run approximately \$1,152,978.



Depot Organizational Structure



A(8-2)

8/24/2010

LTC Joseph Dalessio

1

Garrison Manager
Garrison Manager George Ray
Program Manager (Deputy Garrison Mgr) Jimmie Lumibao
Management & Program Analyst Mary Morgan

[Empty box]

Directorate of Base Support-CGO
DPW Director YC2 Robert Sanders COR 12 Jerry Rose
Real Property Mgr 11 Mary Gordon QAE 9 Henry Bownes
OA 6 Mitchell

Directorate of Information Management

DPW MEO
MEO Program Manager YF2 Walt Zinko
QA Mgr 12 Jean Morrow Admin 6 Heather Boatwright
QA Spec 9 Bennie Rapacon

DOIM CGO Division

DOIM MEO
QA Manager 11 Angela Schultz

Technical Branch
Supv Fac Mgmt Spec YC2
Frank Russell

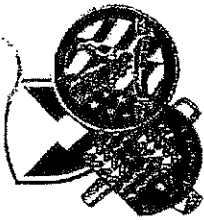
Fac Mgt. Asst. (Est & Sch) 7
(Heather Boatwright)

Facility & Equipment Maint Branch

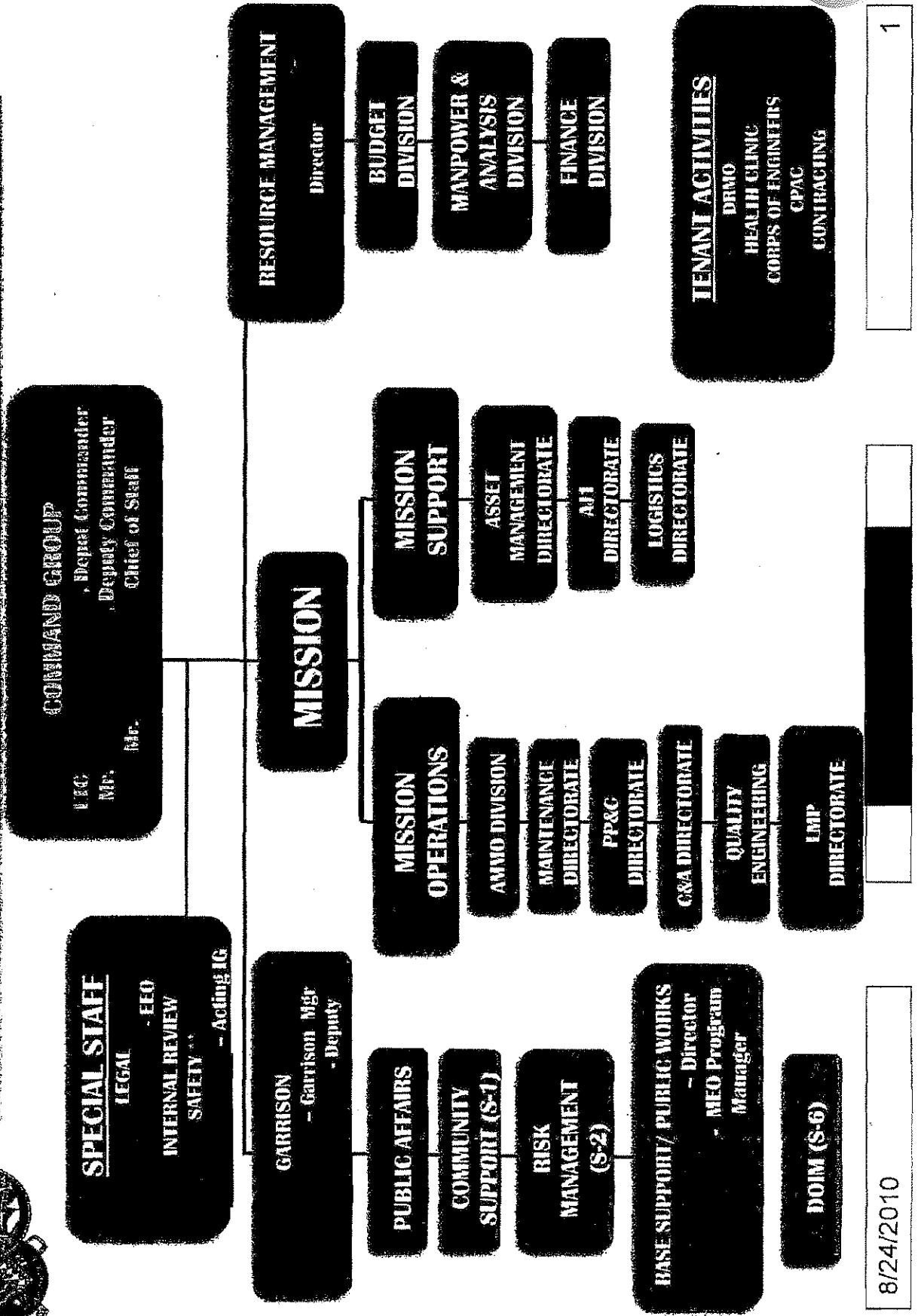
Roads & Grounds Branch

Intermittent On-Call

Info Mgmt & Telecom



Depot Organizational Structure

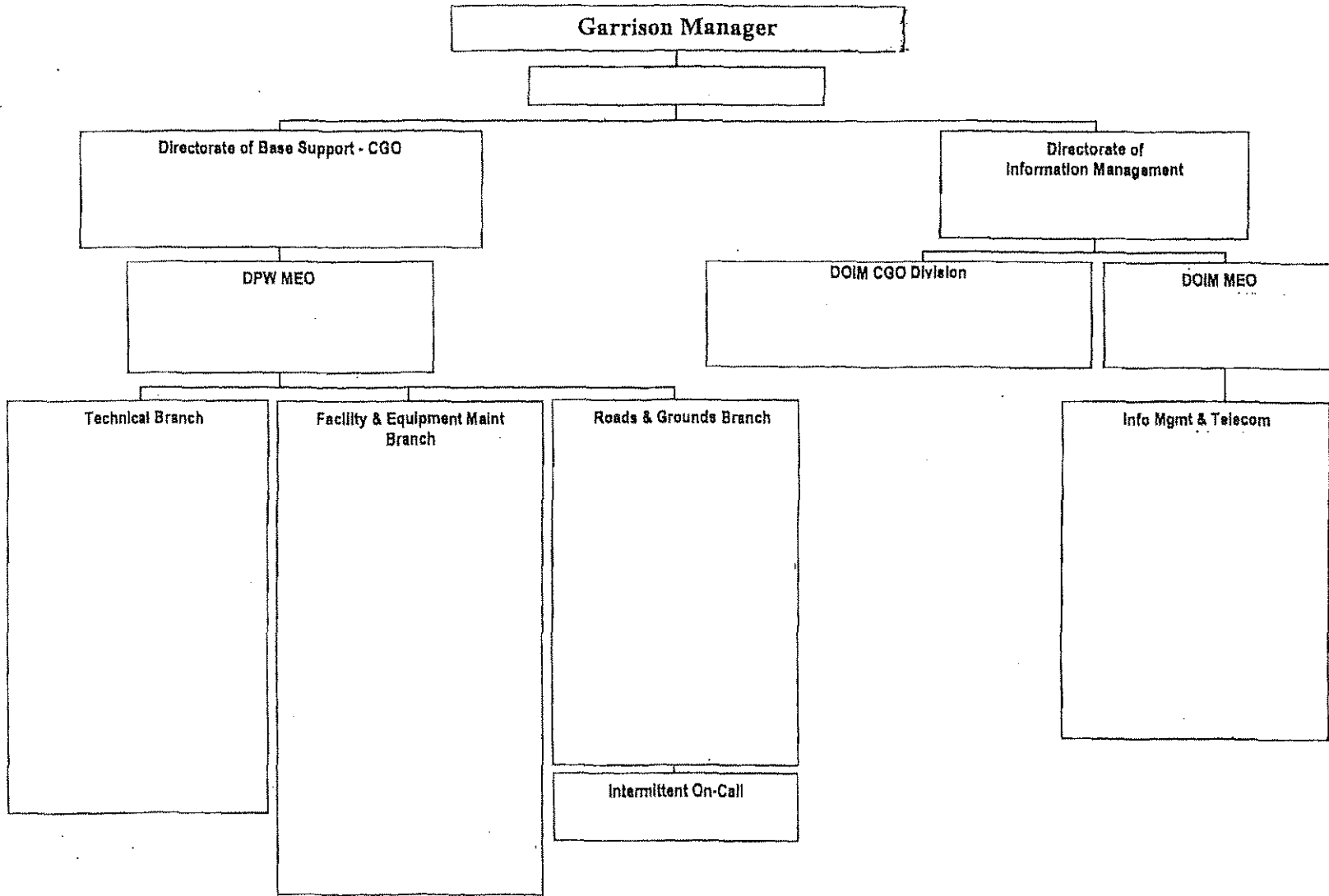


AS-2

1

[Redacted]

8/24/2010



Tab A

Ms CIV USA OGC

From: [REDACTED] Ms CIV USA OGC
Sent: Monday, April 18, 2011 2:03 PM
To: [REDACTED] Ms CIV USA OGC
Subject: FW: Supplemental AR 15-6 Investigation
Attachments: Schultz Questions.docx

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

From: [REDACTED] Mr CIV USA AMC
Sent: Monday, March 14, 2011 3:42 PM
To: [REDACTED] Ms CIV USA OGC
Subject: Supplemental AR 15-6 Investigation

[REDACTED] - Here is the original email response from Angie with her answers to the specific questions I was given to address in my Supplemental investigation. I had considerable telephonic dialogue and email traffic with her during this time with her final decision being that she wanted me to include her individual responses in the report exactly as she wrote them.
She had a concern that her words and meaning would be twisted otherwise. That is why I copied them all verbatim into my report. She later (in an 11 August email) and similarly addressed the significance of each of eight specific enclosures submitted with her original complaint. I can provide to you as well if you need it.

Thx
[REDACTED]

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

From: angie S. [mailto:[REDACTED]@hotmail.com]
Sent: Friday, July 30, 2010 6:57 PM
To: [REDACTED] Mr CIV USA AMC
Subject: RE: Out of Office AutoReply: Supplemental AR 15-6 Investigation

[REDACTED]
Attached are my answers, I will be sending a packet through the mail to your office of the emails, housing customer surveys and proof of my allegations.
It is too much to send through email.
Thank you,
Angie Schultz



█
Below are the answers to the questions asked. After reading through the questions, it has come to my realization the paperwork that I forwarded, that would answer these questions never made it to you or your counterparts. After contacting the Office of Special Counsel and asking why I had to resubmit answers to questions that I had already responded to, she informed me that the only paperwork forwarded by the Office of Special Counsel was the paperwork to do with Fraud Waste and Abuse. I am now forwarding the rest of the paperwork to you.

I was taken back and a little upset when I first read your email. I was looking at all this as a ploy to run me in circles. Now I realize you are receiving this for the first time. It's unfortunate that it could not all pass through together as my complaint all links together. My story is indeed lengthy and has to be explained in detail to show the complete malarkey that takes place at Sierra Army Depot. In fact when I left Sierra, I had two other employees bring me paperwork of claims that they had tried to submit that were swept under a rug as well. If this interests you, I can provide that to you as well.

There are many at Sierra that are terrified of losing their jobs, their income, their retirement and their livelihood. I truly believe it took someone like me that believes in doing the right thing and knowing that no matter what happens, even if it meant no job, I could hold my head high and say I did everything I could for my tenants. I did the right thing. Please know I will not rest until there is nothing further I can do for the people of Sierra. I promised myself, my tenants and my co-workers I wouldn't turn my back on them. There are a lot of good people out there, they are just afraid of the outcome of standing up to a corrupt system that has been in play for far too long. I on the other hand, am not afraid. I am very passionate and very good at my job. Ask any of my tenants, my former Supervisors or anyone I worked with at Fort McCoy. My customers are my life and I take care of them like they are family. In the Military, that means something to the soldier.

I am providing you with a lot of paperwork and documentation. I ask you to please look into it all. It is far deeper than Fraud Waste and Abuse. Fraud Waste and Abuse was just my stepping stone to get started. I knew I had to have something stringent that meant something to the elected officials or my complaints would continue to go unheard. The documentation can all be verified by other co-workers and my former Supervisor █ as well as many of my tenants some of which filled out the Housing Surveys which are included.

Please forward all paperwork included, I now understand why things may not have made sense up until this point. I encourage you to talk to the tenants and with my co-workers to understand the truth of this base.

Respectfully,
Angela J. Schultz

Ms. Schultz – Following are the specific questions I am being asked to have you respond to. Please review them and let me know when you would be able to discuss them and establish a timeline for when you could provide me with responses. To avoid confusion, I am including the exact wording from my appointment letter. I have, of course, deleted any portions thereof which do not require a response from you. I would welcome piecemeal submission in view of the volume involved and request that you identify responses to the paragraph identifiers listed with the questions to help me assure that I have the intended input for each specific item.

Thx
█

d. Ask Angela Schultz to comment on the significance of each of the eight documents that the Office of Special Counsel forwarded to the Secretary of the Army. It is not clear why those documents were forwarded to Office of Special Counsel. Waiting on documentation of what eight documents were sent. All documents were forwarded because all are pertinent in the example of the corrupt and disillusioned way this base operates.

e. Ask Angela Schultz if she has any other documentation that we should for any reason consider, that has not already been addressed or asked for as part of this investigation. [I will need copies of all documents, surveys, complaints, and related paperwork referenced by you throughout this complaint and investigatory process.] There were over 100 pages of documentation sent to the office of special counsel. I am prepared to send all documentation I have that is relevant to my job and conditions unsuitable for a Housing Manager to operate in.

t. In Angela Schultz's statement that you collected as part of your investigation, she states that it is not feasible to have housing under a contract to get work done because such is a conflict of interest. Ask her to explain what she means. The MEO Contract operates on its own budget and monies. The MEO Manager was in charge of what work got done and where monies were spent. Housing has its own budget and should not be steered by an outside contract, which is exactly what the MEO contract at Sierra was doing. The MEO Manager was steering Housing monies into employee pockets by claiming overtime for work not completed. Housing is a separate entity. An MEO contract should not have any say in how housing monies are to be spent, nor forcing it to pay time and a half to have little work completed. This is a very large conflict as well as Fraud Waste and Abuse of Housing Monies.

u. In Angela Schultz's statement that you collected as part of your investigation, she states on page 2 that she made notes [REDACTED] harassment of her, and sent an email to [REDACTED] providing notice to him of retaliation by [REDACTED]. She states that she has copies of that email, and others, as proof of her allegations. Ask her for copies of the notes and emails. Copies being mailed with this report.

v. In Angela Schultz's statement that you collected as part of your investigation, she states in the second paragraph on page 2 that she was required to prepare a spending plan for her end of year housing budget by [REDACTED]. She further states that, due to budget mix-ups, P27 Bachelor Quarters needed extreme repairs and she ran out of money. It is not clear if she is making an allegation of wrong doing concerning the expenditure of end of year 2009 funds. Ask her if she is alleging that someone did something wrong, and if so, who and what? Further, she states that at the end of the year, extreme repairs were required for P27, and there were no funds to support it, rendering it non-self sufficient. What does she mean by this? Repairs to Bachelor Quarters Building P27 had been submitted by [REDACTED] over a year earlier. When I arrived at Sierra, I was told that all service orders prior to the MEO Contract starting on April 12, 2009 were terminated and needed to be restarted if they were to be considered. I put in another order to have stairs at P27 redone as they were a hazard to residents. This request was ignored multiple times as I continued to bring it up to the MEO staff and they set it on a desk and ignored the problem. There was \$11000 allotted in my P27 Building budget for FY09 to replace the aforementioned stairs. [REDACTED] insisted I layout all of housing budget and after relaying

that this specific money was to be for the stairs, she supposedly held over the money because the project was supposed to have been in progress. As FY09 closed out the \$11000 disappeared from the account and a few weeks after the close out of the monies, the stairs were condemned by safety after personnel broke through the cement stairs moving a refrigerator. There was at that point in no monies held over in the account for said repairs as Sierra tried to do a haphazard repair of course on overtime to keep me quiet until funds once again grew in the account.

w. In Angela Schultz's statement that you collected as part of your investigation, she states on page 2, bottom paragraph, that new QA people started (one for the MEO, and one for the Government.) What does this mean? How do they fit into the SIAD organization? She further states that she was audited and that she was 98% despite [REDACTED] efforts. She states that she did things according to AR 420-1 and according to DPW standards. What things did she do according to AR 420-1 and DPW standards? Ask her to provide specificity with respect to the things that she did, and to the exact standards (i.e. the specific chapter and paragraph in the AR and DPW standards.) Does she have copies of the audit reports? Who was audited and why? Is she talking about [REDACTED] in this instance? Does she mean that his efforts helped or hurt the audit? Can she provide any clarification? She further states that she had to write a response to why things were not done to the standard of the Annex. What annex is she referring to? Ask her to provide an exact citation. She states that [REDACTED] changed her answers. What answers? What is she talking about? She further alleges that [REDACTED] inappropriately signed something and that [REDACTED] pointed out that [REDACTED] should not have signed it. What is this all about? Ask for clarification and find out what she means by her statement of that "leading into the complaint submitted." Quality Assurance personnel were hired. One in representation of the MEO (Most Efficient Organization), and one on the Government side (to watch to make sure the MEO contract was following the Annex (the documentation put together to tell the MEO workers what was to get done and to what standards within the contract of the MEO). After Quality Assurance started, [REDACTED] insisted that I was the first staff to be audited. His attempt at harassment continued through continuous auditing of Housing by Quality Assurance under the direction [REDACTED] the MEO acting manager. The QA hired to represent the Government and Audit the MEO read up on Housing Regulation and audited according to what not only was cited in the contractor Annex as Housing guidelines but also referenced in Army Regulation as referenced in the Annex as well. So, despite multiple audits because [REDACTED] was certain I didn't know how to do my job and he was looking for any reason to make note that I was doing something wrong, I still scored a 98% because I read Army Regulation and did my job according to how I was trained at Fort McCoy WI under Housing with DPW. There were 3 instances where I was sited or "wrote up" as not following the Annex (which the Annex I did not receive until Sept. 3rd, 2009) and things that were beyond my control. I wrote my responses to the notations by QA as directed. [REDACTED] was not happy with my answers and proceeded to change them in the middle of a meeting to which QA [REDACTED] pointed out he did not have the right to change my answers. 420-1 is basically the bible when it comes to running housing, what to keep, how to file, what records have to be under double lock and key what standards housing has to be kept at. What ranking homes are given etc. My reports and filing was done according to these standards and according to the way I was taught with Fort McCoy DPW. The MEO did everything in their power to corrupt this way of thinking and continue using housing funds to line their pockets with overtime on a constant basis without doing the work asked to do.

x. In Angela Schultz's statement that you collected as part of your investigation, she states on page 3, paragraph 4, that she has documentation of something (stove issues, the commander's open door policy, or EEO issues). It's not clear what she is stating here, of what documentation she has. Ask her for clarification, and collect whatever documents she has in support of the clarification. In this same area of her statement, she alleges that [REDACTED] made housing spend 3x the amount of money to get ½ the work complete. This is very vague. Ask Angela Schultz to provide clarification on this statement, and to provide documentation in support, if she has any. I will provide all paperwork proof for the allegations stated above. There are multiple items, all of which will be provided in my packet.

y. In Angela Schultz's statement that you collected as part of your investigation, she states on page 3, bottom paragraph, that she watched [REDACTED] hire somebody inappropriately. Ask Angela Schultz who it was that hired someone inappropriately (does she mean [REDACTED] ask her if she reported this to anyone, and, if so, what happened. This is a very vague allegation. Ask her to provide as much elaboration and clarification as possible. Ask her if she has any documentation in support of this allegation. This among many other issues were discussed with the EEO [REDACTED]. All were swept under a rug and no follow through ever done. I know [REDACTED] inappropriately hired as he included me in on the referral process. Specifically, [REDACTED] (?last name spelling) was hired under the MEO contract. Not only was she selected from an outside list, she was not the most qualified. I was given a list of many applicants, I along with others whom knew and worked with [REDACTED] mother currently and in the past were also to go through the resumes and pick the top 3 for submission for [REDACTED]. My top 3 were picked according to most qualified criteria. [REDACTED] was no where near the top 3 and at the time I had no idea who she was. The packets with my notes were left in the bottom right drawer of my desk (though I'm sure this has since been disposed of, I've been informed that as the investigator was known, they became shred happy in my office). These documents can be requested and gone over again to prove that she was not the most qualified candidate for this position. She was hired inexperienced and at a higher rank than two other clerks at the same time that were at a lower grade and had experience. She was given preference because of her mother working under the same directorate. And, after she was hired, she was allowed to do overtime submissions for her mother as well as sick and vacation time. She was [REDACTED] Admin personnel and since [REDACTED] and her mother both worked for him, he had two anchors to call on whenever he needed them. Another big conflict of interest. I'm sure the government has rules on this sort of thing! Please request those job postings and look into the way they hired their personnel. I will forward the other things aforementioned.

z. In Angela Schultz's statement that you collected as part of your investigation, she states on page 4, top paragraph, that she has turned, flipped, and evicted units. What does she mean by this? She cites that this practice may be in violation of a DOD Reg. What is in violation and what is it violating? Ask Angela Schultz to provide clarification on this allegation. Further, what does she mean by the last sentence "Not to mention taking us outside the realm of being self sufficient"? Army Regulation has specific guidance as to what standards housing units will be at prior to rental or assigning of personnel. Please read the regulations for yourself, there is too much conflict between Sierra Base housing and what is stated in the Regulation to site. I'll include a few pages in my packet that are examples of what is supposed to be done. Plain and simple, IMCOM West submitted documentation in 2006 that cited Sierra Army Housing as

substandard however, if Housing were able to self sustain itself due to it being to the benefit of the Army to keep it, it could stay in existence. I had been told multiple times by [REDACTED] and [REDACTED] that it was the initial plan to shut housing down. That it was too much money to keep in existence and a pain for them to take care of. They hired me with the intent that I would allow them to keep housing suffering until IMCOM West deemed it unfit and tore it down. I could not let that happen on my career watch as my intent of that position was a stepping stone. Housing going under on my watch would discredit my career and scar me for future positions.

aa. In Angela Schultz's statement that you collected as part of your investigation, she states on page 4, para. 2, She alleges that "they" split orders and purchased things that they had no business purchasing. What is she talking about? What purchases is she talking about and who was involved? Ask her to elaborate and clarify on this allegation. This was brought up in the video taped meeting just before my departure of Sierra. When I started at Sierra, I was informed I would be a government credit card holder and I was to obtain my training to get my card as soon as possible. After seeing how the other 2 cardholders were being asked to split orders and order things that were outside the scope of the MEO mission, I decided it was not in my best interest to hold a card for Sierra because [REDACTED] had already informed me that I would be asked to purchase many more things outside of housing as he needed the extra cardholder. I told him I would not be a party to doing things illegally by buying things not for housing as my card allowance would be for housing purchases only. The Commander addressed this in the taped meeting and [REDACTED] admitted what he was asking me to do. I was then told by the Commander that I would not be asked to do those things and to move forward. By splitting orders, the government has limits as to how much can be ordered on credit card for a specific purchase. Limits that are not to be gone over or the purchase has to be made in a different way through contracting and takes far longer to obtain. By splitting an order for instance, order 1/2 of the same items and then ordering the other 1/2 three weeks later would hide the fact that you ordered too much of something under the conditions of the government. This information is contained in the credit card training course on the correct ways to purchase. This same course expresses to the cardholder that it is your credit on the line and your neck in the noose if you break the law. Please track down the two gals in supply who were card holders at the time and ask them to see their documentation on orders purchased. If gone through thoroughly, you will see that not only Amy's credit card balance was raised considerably every month, she was splitting orders continuously per [REDACTED] word to get the job done!

bb. In Angela Schultz's statement that you collected as part of your investigation, she states on page 6, paragraph 3, that "IMCOM West was here last Monday" and that someone questioned her as to why Housing looked so bad and why it wasn't up to DOD standards. Further, she states that "we are not following DOD Regulation." Who is IMCOM West? Why did they visit? Was the SIAD Commander involved in the visit? Is the IMCOM West visit documented? What regulation is she referring to? What specific sections are not being followed? Who visited her from IMCOM West? Angela Schultz stated that "She questioned me as to why Housing looked so bad and why it wasn't up to DOD standards." Who questioned her? What DOD standards was that person referring to? Why did they ask why Housing looked so bad? Angela Schultz further states that "She left and told me her Supervisor would be in touch with [REDACTED] Who is that supervisor? Did the supervisor contact [REDACTED] Did IMCOM West ask about swamp coolers? This documentation will be provided as it is scoped out in more detail in prior

paperwork. Majorie from IMCOM West was my contact point outside of Sierra Army Depot. IMCOM West is the regional manager over Sierra Army Depot Housing as it is classified under "other areas of the US" so it is grouped in with other smaller bases and IMCOM West is responsible for reporting and directing of Housing at these bases. Majorie made a site visit to Sierra, they are allowed to do site visits and inspections at any point in time. She told me she was arriving on a Monday the Thursday prior. Since both my Supervisor and [REDACTED] were out of the office I sent an email to my Supervisor letting him know of her arrival. No, the Commander was not apprised of this visit. He would have been if he would have responded to my request to use his Open Door policy as I had already requested time with him prior to her arrival. [REDACTED] my Supervisor, told me to be honest and answer her questions. She visited housing and asked me why obvious outside repairs to housing were not complete. She was able to visit one of the homes and was able to see the interior conditions and hear customer concerns directly. She asked me what I was doing to improve the conditions of housing. I explained what I had been going through with service orders not being completed and work being disregarded by the MEO contract. I told her I was trying to meet with my chain to resolve these problems. She advised me to continue with my chain of command and keep her informed. A few weeks later, her Supervisor called to check in and see how things were going. I told him that I had run into road block after road block in fixing my issues and felt it was going no where. I don't know if he ever contacted [REDACTED]. I was told by him that he would be in contact with [REDACTED].

cc. In Angela Schultz's statement that you collected as part of your investigation, she states on page 10, towards the bottom of the page, that she told someone she doesn't understand why there is a cover up, she mentions a Mr. [REDACTED] and she mentions being contacted by IMCOM again. None of this is clear. What cover up is she talking about? Who is Mr. [REDACTED]? Why was she contacted by IMCOM? Ask Angela Schultz to provide clarification of these matters. Provide explanations as necessary and if possible. IMCOM West is in constant contact with Housing Manager under their directorate. They expect reports, quarterly and annually on housing and any updates. They send out Taskers and expect Housing Managers to participate in outside training and reporting. Mr. [REDACTED] (Deputy Commander) after I asked for the Commander's Open Door policy insisted I meet with him first. Mr. [REDACTED] after listening to my concerns for housing assured me that he would check into my problems and work on getting things worked out. Mr. [REDACTED] informed me that IMCOM West has no say in what goes on at Sierra Army Depot and I should disregard them. However, Mr. [REDACTED] never made an attempt to fix any of the wrongdoings, nor did he direct me as to what to tell IMCOM West when they ask for the regular reports. Apparently Mr. [REDACTED] didn't understand the scope of housing and how IMCOM West is involved with Housing at the base level.

dd. In Angela Schultz's statement that you collected as part of your investigation, she states on page 6, bottom paragraph, that [REDACTED] made racist comments in front of an African American man named [REDACTED] ("those cotton pickers are responsible for the problems..."). Angela Schultz stated that she would like to file an official complaint concerning this matter. Did she file a complaint with the EEO office, the SIAD commander, or anyone else? How was this matter resolved? I spoke with EEO Lynette Hall, she told me that I did not have a complaint. She did not write up the complaint telling me that [REDACTED] (Government QA) would have to initiate the complaint himself. This is all part of my EEO problems. I had tried to file and was disregarded. I

will forward that paperwork as well. [REDACTED] was also told he did not have a complaint and disregarded in his attempt to file an EEO complaint.

ee. In Angela Schultz's statement that you collected as part of your investigation, she states on page 7, paragraph 10/20/09, that "Customer complaints were not taken care of and that she filed an initial complaint back through the chain of command plus Commander, knowing I had already sent an email concerning his open door policy." What customer complaints were not taken care of, and what initial complaint is she talking about? Does she have a copy of this? What email is she talking about concerning his open door policy? Does she have a copy of that email? I will forward copies of all these documents. There were multiple complaints and multiple emails.

ff. In Angela Schultz's statement that you collected as part of your investigation, she states on page 7, paragraph 10/21/09: "Email from [REDACTED] threatening reprimand for jumping chain of command." Ask Angela Schultz what the significance is of this paragraph? Does she have a copy of the email? [REDACTED] was threatening anyone stepping outside the Garrison with complaints. I was also told in person by [REDACTED] that I would not be sending emails outside the Garrison again. I explained to [REDACTED] that IMCOM West expects answers to their questions and since my chain of command has failed me and they are at my next level for requesting help, not only will I answer their questions, I will request help and guidance as needed as this is my career on the line.

gg. In Angela Schultz's statement that you collected as part of your investigation, she states on page 4, paragraph 3, that IMCOM West suggested completing a Customer Survey. What survey is she referring to? She states that these surveys prove that there are housing problems not being addressed. Ask her to explain. Collect copies of these surveys, if possible. Copies of surveys will be provided. All this information was provided to the Office of Special Counsel however since it did not directly relate to the Fraud Waste and Abuse Claims I'm being told they didn't forward such documents to you.

jj. In Angela Schultz's statement that you collected as part of your investigation, she states on page 7 that she met with Jean Morrow (COR). It is not clear if Angela Schultz is making a complaint against Jean Morrow. Ask her if she is making a complaint against Jean Morrow, and if so, what it is. Provide clarification, if possible. In the same paragraph, Angela Schultz states that: "Not only have I not yet been notified by anyone that Jean is the official COR, but no letters of acknowledgement has yet to be posted either." Ask Angela Schultz to explain what this means. Jean Morrow told me she was acting COR over the MEO contract. Meaning she could tell me how to do my job. This would be true if she was an actual COR and if she had any kind of knowledge of the job or what to do. The fact of the matter is, she was the QA prior to the COR, if she would have done her job as QA and handed out documents of the MEO Quasp, she could have prevented a lot of chaos from happening. Because no one was following the rules and she as QA didn't know the rules, they continued to operate in their haphazard ways.

kk. In Angela Schultz's statement that you collected as part of your investigation, she states on page 8, paragraph 9/3/09, that she was given MOE paperwork for the first time, from Jean, and that she has performed her work pursuant to DOD Reg. and DPW standards. Ask Angela

Schultz what DOD Reg. and DPW standards she is referring to, and ask her to provide a copy of the MOE paperwork that she is referring to. [Believe they must mean "MEO" vice "MOE"] Yes, MOE would be a typo, my apologies. Department of Defense Army Regulation 420-1 Housing Regulation is what Housing offices are supposed to follow. These are the standards I was attempting to use to get housing back up to regulation once again. The Annex paperwork for the MEO that was given to me in September was only the small housing portion which I'm unsure I have a copy of. I will look and forward if I do. The Annex for the MEO is very large and substantial in thick 3 ring binders. It is obvious that Jean had never read the Annex nor did she know how to interpret it. This can be obtained from Sierra Army Depot. Not only should they now have a copy of the 420-1 but they should also have a complete MEO Annex available for you.

ll. In Angela Schultz's statement that you collected as part of your investigation, she states on page 8, paragraph 10/23/09, that Jean Morrow was the prior QA for the MEO and didn't know what she was doing. She further states that [REDACTED] somehow managed to get her into the COR position over the MEO contract so that he could puppeteer her has he previously had done. Why is Angela Schultz evaluating Jean Morrow's performance as a QA? Upon what does she base her allegations that Jean Morrow didn't know what she was doing as the QA? Ask Angela Schultz if she has documentation or [REDACTED] inappropriately hiring or "puppeteering" Jean Morrow. Ask Angela Schultz if she can give examples of the "puppeteering." [REDACTED] [REDACTED] on many occasions ordered Jean Morrow around and told her just what to do and when. Who to audit, what to say in meetings and how to act in front of certain people. Jean Morrow never received a letter acknowledging her as COR and although remained acting in such position has since been removed. In my previous position, I've been audited by QA before and Jean had never conducted any audits, inspections, nor was she available for customer complaints. I didn't know Jean existed as a QA, until after she was supposedly promoted to a Government COR position which was supposed to be the eagle eye over [REDACTED] not working for him. [REDACTED] [REDACTED] complained of her non experience as COR and after months of working on addressing other issues, proved his point that she was qualified and they moved her back down in her position. Please speak with [REDACTED] regarding this allegation. [REDACTED] should have not been an influence as to whom was hired into that position, but he was. He bragged about getting her there and she made comments about him still being her boss.

mm. In Angela Schultz's statement that you collected as part of your investigation, she states on page 9, paragraph 10/10/09 she was on a list to attend WINEST training and that she may have been pulled off by [REDACTED] (Is this [REDACTED] [REDACTED] Why does she and [REDACTED] suspect that she was pulled from the list by [REDACTED] Is there any proof or documentation in support of this allegation? Angela Schultz states that [REDACTED] pulled strings to get her back into the training. What "strings" did [REDACTED] pull to put her back on the list? Yes, I mean [REDACTED] [REDACTED] We suspect [REDACTED] pulled my name from the list because [REDACTED] said the list he submitted to [REDACTED] for signature contained my name. Yet when the Admin who set up the training told us both that I was not on the list. The Admin said I could not be added to the list, it was too late to be submitted to the class. [REDACTED] called the training personnel to get me into the class, insisting I was on the original list. [REDACTED] denied pulling my name from the list when I confronted him, then went into questioning me why I need to be in the class anyway? He was very snide in his comments consistent with his other harassment. I'm not sure if [REDACTED] has any proof of the list he submitted.

I have none.

pp. In Angela Schultz's statement that you collected as part of your investigation, she states on page 9, paragraph 19/19/09 that she asked [REDACTED] [REDACTED] for a private contractor to do her work, or to be let out of the MEO. Flesh this out. Ask Angela Schultz what this means? For some reason unknown to me Housing was put under this contract of "Most Efficient Organization". [REDACTED] [REDACTED] being in control of the contract was having trouble getting work completed within the contract stating he needed more workers to do the volume of work created. Housing being a small portion of this work. Housing has it's own guidelines to follow through AR 420-1. The prior regulations were cited in the MEO Housing Annex (statement/scope of work) that housing work priorities were to be upheld according to regulation. [REDACTED] at the start of this contract decided that he was going to try to prove he needed more workers than the contract allowed for and in order to do this he was going to show and overflow of work not being completed. We argued over his philosophy numerous times that if he let housing work be the work piling up he risked losing housing as it already was at a substandard level as already acknowledged in the 2006 reports by IMCOM. He told me that Housing didn't matter to him and if it had to be sacrificed that was okay with him. I was appalled at his disregard for housing and my career. When I asked him for permission to get an outside contractor to help with the work of housing I was told no. He said it would not help his cause if Housing work was completed. His intent was to let housing fail, blame it on the Housing Manager and get more workers. What he failed to realize was that if Housing were to fail, it would be torn down therefore eliminating the need for more workers.

qq. In Angela Schultz's statement that you collected as part of your investigation, she states on page 9, paragraph 10/19/09 that "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." This is a very general and broad allegation. Ask Angela Schultz if she can provide clarification, documentation or proof of these claims. What does housing pay three times the amount of money for? What is not being performed completely? What is not being performed on time? What proof or evidence exists that appliances are not being properly repaired or are being improperly purchased? Service orders and complaints issued through QA are being submitted back as my proof. Housing work was not being completed except on weekends. [REDACTED] was having workers request overtime from housing to do housing work. The problem with this was the work still didn't get completed. In the beginning I thought well, if this is the only way I can get them to do anything, then do it on overtime. But then I was getting comments back from residents that they were not working on the weekends, they were sitting under trees playing cards and chatting the days away. Housing was still being charged as if they were completing the job and come Monday morning I would get a closed out service order saying the work was done. When the ICE reports came back through the customer/residents would say they never finished the work. Customer complaints as well as surveys convey this message.

ss. In Angela Schultz's statement that you collected as part of your investigation, she states on page 11, paragraph 10/27/90, that she met with Don [REDACTED] and [REDACTED] [REDACTED] concerning problems she's had since the beginning, and that she provided them with documentation of same.

She further states that she was denied the opportunity to see the commander on his open door policy. She further stated that she told [REDACTED] that "IMCOM asking questions does not help our case." What problems did she address with [REDACTED] and [REDACTED] and what was the outcome of that meeting? Ask Angela Schultz how IMCOM asking questions hurts the case, and ask what case she is talking about. IMCOM west was asking questions about why work was not being done and why our housing was substandard. I could not answer why the work was not being done other than the truth. This hurt the base and the look of our Command greatly. My intention was not to hurt the base, but to help fix housing. [REDACTED] insisted the IMCOM West has no say in what goes on at Sierra and I should disregard them. I informed him that they are in my chain as well as I report to them on a regular basis. [REDACTED] was not knowledgeable of the way Housing works. He has a misconception that Sierra is allowed to operate on it's own accord without regard to Army Regulation or Federal Housing Laws. The outcome of the meeting was that he was going to check into things further and if what I said was true, he was going to implement change to correct the problems. Nothing more came of it and after finally meeting with the Commander, I was told there was nothing on the docket stating they had to get back to me, so they didn't. Please view the video tape that Sierra has of this meeting. Some of these topics were covered live in that meeting.

uu. In Angela Schultz's statement that you collected as part of your investigation, she states on page 11, paragraph 12/8/09 that "[REDACTED] was told to stop "harassing" me by [REDACTED]. Who is [REDACTED]. Was [REDACTED] harassing Angela Schultz? If so, what was the harassment? Why did [REDACTED] direct [REDACTED] to stop harassing Angela Schultz? Did the harassment, if any, stop? [REDACTED] was the QA for the Government over the MEO contract. [REDACTED] was NOT harassing me. [REDACTED] was providing me with the proper complaint forms that [REDACTED] was not wanting me to submit. [REDACTED] accused [REDACTED] of being my alli and [REDACTED] explained to him that it was his job to provide this paperwork for the customer. [REDACTED] was called into [REDACTED] office and told by [REDACTED] that there was a complaint that he was harassing me and to stay out of my office. There was no such complaint, [REDACTED] later found that out from me and continued to help with paperwork as needed. [REDACTED] did not want [REDACTED] helping me further, he felt that [REDACTED] was the one causing the complaints to happen. [REDACTED] did not think I was smart enough to do it on my own. When I confronted [REDACTED] he just grinned and said someone else had complained that [REDACTED] was harassing me so he thought he would "help me out". I explained to [REDACTED] that the only person that I felt was harassing me was him and to please leave me a lone.

ww. In Angela Schultz's statement that you collected as part of your investigation, she states on page 13, top of page, that she has been unable to find post-Sierra employment because Sierra "terminated" her employment instead of transferring it. This is not clear. What does she mean by this? Is she making an allegation of wrong-doing against someone at Sierra concerning the coding of her employment history? When I was hired at Sierra, I had been working at Fort McCoy in Housing. Fort McCoy did a transfer to Sierra Army Depot and I left for California with my CAC in hand and told that I would have access when I arrived since I was a transfer. When I arrived, I was told that I would need a new CAC for Sierra and I would have to go through orientation just the same as a new hire. I went through the system as requested however, after the 3rd week with no CAC and not being able to work, I went to pass and ID, planted myself in their chair and said "congratualtions, you've just inherited a body until you can figure out how to get me to work!" I was unable to function without computer or CAC, so I demanded to know

what was the problem and insisted they work with me until it was figured out. She pulled up my information on screen and said "this is the problem!" On screen was all my info and my picture ID and in big red letters across the whole screen it said, "EMPLOYEE TERMINATED FROM FEDERAL EMPLOYMENT". I said well, who do I go to to get this fixed? She told me she didn't know they didn't do it, so it couldn't be fixed. I looked at the screen further and told her someone here did it, she said how do you know? I said because I don't think Fort McCoy would have promoted me before terminating me! And pointed at the screen where my promotion was noted. I was sent up to the headquarters building to another gal, she looked in her system and said she couldn't see where it said that. Meanwhile I was told they would get it fixed so I left. The next day I had a CAC, so I assumed they fixed the problem. It wasn't until in the year when [REDACTED] put me in for training to take a class that required a higher security clearance I got a call and was told there was a code being thrown on my background check. When I questioned the call, she told me it was indicating I had been terminated from Federal Service therefore I couldn't get my clearance. I made more calls, even back to Fort McCoy. No one at Sierra would help me, and Fort McCoy said all paperwork was in line on their end. Shortly thereafter around September timeframe, I started making some calls to some of the jobs I had applied for. I had been referred for many, but no calls were coming through for interviews. Two different people told me that my file showed I had a problem with my background check. This was the point that I realized I was trapped there, unless I took the same grade or lower I wouldn't qualify for the promotion due to needing the background check to clear. Since all of this has went down, I ended up taking a lower grade back at Fort McCoy in May. When I arrived on base, HR sat me down and told me that they were seeing two of me built in the system. One had all my prior work history and showed me as terminated. The second was built new at Sierra and showed only my time there. I asked her to please fix the problem and she said that she could and did. I have just recently obtained a Real Estate Specialist position, so I should know in the not so far off future if I am able to gain my security clearance or if there's still something hanging out there. I have NEVER been terminated from any job let alone Federal Employment. This all was part of the problem with staying at Sierra too, I was trying to leave and was willing to transfer to any other place in the country, but was unable to. I don't think they did this intentionally. I believe someone's ignorance caused this, but it became detrimental to my career. I still am only at a GS07/09. I have to start at the GS07 and climb back to the GS09, so I lost the 9 months in my grade and will not qualify for an 11 for over a year now.

xx. In Angela Schultz's statement that you collected as part of your investigation, she states on page 13, center paragraph, that "they are committing fraud, waste and abuse of housing monies." Ask Angela Schultz who is doing this, and what are they doing that constitutes fraud, waste and abuse. Ask if there is any documentation regarding this. In the same paragraph, Angela Schultz mentions an accident that occurred on a staircase because they were not repaired. What accident is she talking about? Is there any documentation concerning the accident? They, meaning the MEO was using Housing Monies to line the workers pockets with Over Time compensation; billing it to housing but not doing housing work. The replacements of stoves, refrigerators and dishwashers were a blatant misuse of monies rather than making the needed adjustments or repairs. Their contract requires them to do such repairs but since they were not educated on how to do them, they ignored them and told me they would only replace them. When I requested the use of an outside contractor to do such repairs, I was told no. Only the MEO were going to do housing work. This was told to me by [REDACTED] [REDACTED] The work continued to

build up and when something was passed through as completed, I would find out it was only ½ done or not done at all. There is more documentation on this with the paperwork I'm submitting. The incident with the stairs was covered in an earlier question regarding building P27. The accident was an employee moving an apartment sized refrigerator, broke the already condemnable steps causing safety to shut down my bachelor quarters, leaving 3 tenants in the upper story no access to their units for a few hours.

Ms CIV USA OGC

From: [REDACTED] Ms CIV USA OGC
Sent: Friday, April 22, 2011 12:34 PM
To: [REDACTED] Ms CIV USA OGC
Subject: FW: Supplemental AR 15-6 Investigation
Attachments: Significance of 8 documents forwarded to Office of Special Council.pdf

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

From: [REDACTED] Mr CIV USA AMC
Sent: Friday, April 08, 2011 1:40 PM
To: [REDACTED] Ms CIV USA OGC
Cc: [REDACTED] CIV USA AMC
Subject: FW: Supplemental AR 15-6 Investigation

[REDACTED] - Here is the email trail and attached response from Ms. Schultz on the significance of the eight documents she included in her original claim.

Thx
[REDACTED] I.

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

From: angie S. [mailto:[REDACTED]@hotmail.com]
Sent: Wednesday, August 11, 2010 12:20 PM
To: [REDACTED] Mr CIV USA AMC
Subject: RE: Supplemental AR 15-6 Investigation

Please see response attached.

Thank you for your time and efforts in sorting through bits and pieces and not knowing the whole story. I hope that the paperwork sent to you will provide more of a clear picture for you as to what truly has been happening at Sierra Army Depot. Your dedication and service to our country is admirable. Thank you for your time and support, I look forward to hearing an outcome of this case in the very near future.

Respectfully,
Angela J. Schultz

10

Response: "...comment on the significance of each of the eight documents that the Office of Special Counsel forwarded to the Secretary of the Army."

Enclosure 1: In contacting the Office of Special Council, I had multiple complaints. All of which stem to the root of my problem; I was unable to function in my position as Housing Manager due to the misrepresentation of the position when hired as well as the inadequate leadership in a corrupt MEO (Most Efficient Organization) contract held by Government workers.

This first document you ask me to report back on were my notes taken as of 8/17/09 listing problems incurred by myself as housing management in not being able to complete my duties. At that point in time, 150 out of 250 service orders were not done or missing. I was not given budget information or access to files needed as housing manager to control my own monies. Housing was given no priority to services done, to include safety concerns, ie: CO2 Detectors non operational, swamp coolers non operational.

Service orders were being canceled and not completed without my knowledge. Service providers were telling me that [REDACTED] [REDACTED] (former fill-in of housing manager) was casting the orders. After speaking with [REDACTED] she denied ever giving such an order. The tasks that did get completed for housing were taking far too long. Ex. Stoves and refrigerators that were not being fixed but replaced, were taking well over the allotted timeframe. I requested many times to [REDACTED] [REDACTED] and to [REDACTED] [REDACTED] to allow housing to hire an outside contractor to help with the tasks that they were not prioritizing and doing. I was told multiple times by [REDACTED] that Housing was under the MEO and all housing work had to be completed by the MEO contract. He informed me that it was his intent to make an example using housing to prove he couldn't get the work done and needed more workers. He told me housing was expendable and if it failed in the process that was okay with him. This was verified by [REDACTED] [REDACTED] when asked what the expectations of housing was, she told me the initial plan was to let housing get bad enough that it could be torn down. Service orders not being completed was their way of making the program fail while proving their point that the MEO didn't have enough workers to complete all work assigned to them. I was bottlenecked to the point of none of my work was being completed. I was unable to function in my position without being able to complete necessary work for housing to be brought back up to an acceptable standard.

The new CO housing project was questioned at my arrival after being told I was the new lead on the project. I rejected the lead position after analyzing the project and considering it a huge waste of money. \$750,000 for one house; a house that the CO's have no intention of living in because of inadequate schools in the area. [REDACTED] and [REDACTED] informed me that the project was already in place and there was no changing it. They informed me that since there was only one authorized military personnel for Sierra Army depot, the Housing responsibilities for adequacy are for one home to be up to government regulation and the others do not matter. This of course is not true.

Other notes on this document reference [REDACTED] [REDACTED] asking me to give priority to an incoming Lawyer hired for Sierra Army Depot. I told [REDACTED] [REDACTED] that I could not give preferential treatment to anyone, as they had been doing their waiting list on a first come first serve basis and due to the fact that the list

was so long, he would have to stand his place on his list like everyone else. [REDACTED] insisted that we could bend the rules. After telling him that wasn't the way it was to be handled, and at his insistence to do it anyway, I referenced the request to be put in an email to me. As long as he attached his name to it and it was coming down as an order would be the only way I would do such a thing. Of course I never received anything from him in writing clarifying that this individual should take priority. According to regulation, only the Commander can deem who is to be placed on a priority housing list and the lawyer was not one of them.

I was told by [REDACTED] and [REDACTED] repeatedly to cease and desist efforts of setting up a housing referral program. That when I leave they wouldn't continue to do such a program and Sierra doesn't have to follow those regulations. AR 420-1 pg 18. There are other areas that housing was not operating according to regulation, these things were cited in my notes as examples.

Lastly, the dispute over the credit card was one of the first meltdowns at Sierra. [REDACTED] insisted that I needed to rush through my training to acquire a government credit card. After seeing the fraud waste and abuse that was happening with split ordering and ordering things for mission on DPW funds and knowing I was going to be asked to do the same, I declined. This topic was discussed in the meeting with the Commander which was videotaped. [REDACTED] admitted that he was going to ask me to order things outside the realm of housing. The Commander insisted to him that this would not be a problem of housing having a government issued credit card for housing use only. The video shows to the extent of what was said and shows some of the follow up I attempted to do with the multiple complaints I had.

The regulations cited were a reference point to show the inadequacy of the MEO contract as it pertains to housing. I'm sure the Office of Special Council forwarded this document as proof of fraud waste and abuse as it pointed to my personal notes on money matters at hand.

Enclosure 2: This email was sent to [REDACTED] after he told me he would take care of my Service Order issues. As you can see by the date November 03, 2009, it was well after many complaints and attempts at trying to get things accomplished on my end. [REDACTED] and Jerry put together a list of outstanding service orders and told me the rest were complete. However, after analyzing their list against the list that I had, I realized they were missing a large number of orders either they didn't exist or they were closed out as completed and were never done. There was no backup documentation to support their report and when asked for the paperwork, it wasn't provided. I sent an email to [REDACTED] as a courtesy after receiving their report of having things complete. I cited in this same email that I still had to validate their response. It is my own hand writing that I cited there were still 122 outstanding service orders they did not account for. We had a couple of meetings that were supposed to reflect their backup documentation. They never produced the documentation. This too was documented on the taped meeting with the Commander on December 2nd 2009.

Enclosure 3: This document is the customer complaint filed due to a sewage backup in one of my tenants homes. The complaint was validated by the MEO QAE and found that once again the MEO did not perform the work in a timely manner according to their own contract. This particular complaint was a safety and health hazard. This family sat with sewage in their home for 3 days without a fix. I was not

contacted personally until Monday morning by the customer at 0630 as I came into work. Rather than calling the health department, I followed my chain of command and asked for services which still took days to completed. I was argued and told that it was not a sewage back up by [REDACTED] (he said it was just gray water), then I was told that the dishwasher didn't warrant replacement and they weren't going to replace it. Not only should I be telling the contractor what housing needs are, they should be getting the work done in a timely manner or subcontracting the work out. [REDACTED] was essentially managing housing monies without proper authorization functioning as a contractor.

Enclosure 4: Email to Leslie Williamson Office of Special Council. Leslie had requested documentation of service orders that were still outstanding as of the day of my departure from Sierra Army Depot. These orders were pulled off the excel list that I kept of all service orders submitted. There were about 100 service orders that were all of the sudden closed out at the end of the fiscal year. After checking into this later, not only were the orders not completed and closed out, they were never reopened and given a new number in the new year to complete the work. Showing again not only the neglect of completing housing service orders but also the abuse of housing monies since they claimed Over Time on many time sheets stating they were completing housing work on evenings and weekends to get it all done. This was not true, the work wasn't completed however, they drew from housing for the time.

Enclosure 5: Housing Survey. I see she forwarded on a couple of housing surveys that were sent back by my tenants. These surveys show witnessed documentation from my tenants that work orders were not being complete and how many guys would show up to do something on a weekend, not complete the work and sit and collect the higher rate of pay for doing nothing. The packet I forwarded to you consists of all the housing surveys that were returned to me. There are many more problems my tenants sited however, I'm assuming specific ones pointing to Fraud Waste and Abuse were forwarded by the Office of Special Council. Please read all surveys I've forwarded. If you are serious about seeing the entire picture I was forced to deal with for the 9 months of Service at Sierra Army depot, you will find it in the paperwork sent. Some of my tenants have dealt with this mess far longer! Also, note turnover rates mentioned in my documentation. People left there as fast as they came in. Inadequate housing!

Enclosure 6: Again, I believe this survey was most likely sent to you to show the lack of service orders being completed, nor in a timely fashion. This particular survey sites the tenant took matters into his own hands dealing with an electrical issue after being ignored continuously for months. Another health and safety issue.

Enclosure 7: Customer Complaint Stove igniter. This is one of many stove complaints that were forwarded. Probably not even the most severe but does show the timeframes were not being met according to the MEO contract. Priorities were changed to reflect what priority the job should have been done in however, the job didn't get done in the timeframe it was supposed to. An earlier stove which had been replaced instead of fixed (due to contractor not knowing how to fix), ended up being replaced again after the fire department was called on a weekend for a gas leak. I was called in to help the displaced tenant and the MEO contractors were called in to replace the leaking stove. This one was replaced by another new stove and still not operating properly when I left. Without the proper trained

workers, they are creating their own health and safety issues within housing. That was the 2nd brand new stove that was replaced due to workers not knowing how to install them properly.

Enclosure 8: Customer Complaint 21 Circle Street. This complaint was submitted after the customer waited months for a stove repair. The tenant offered to repair the stove himself saying it was just a thermostat replacement however, when the MEO worker went to repair the stove he came back to me saying they could not repair the stove as they were not trained. The only way they could help me was to replace the stove, therefore another new stove was placed in a home unneeded. This home sat 13 days out of service with their stove when it should have been done by the next available qualified craftsman. I guess since they don't have qualified craftsmen to do the work, they decided it didn't have to be done in a timely manner either?

Thank you for letting me explain some of the documents received. Please note however, there were many more submitted. I have submitted my packet to you in hopes that you will be able to see the whole picture that I was forced to contend with. I know it is a lot to sort through and absorb however, it is worth your time to read through it all.

I've been advised to allow you time to finish your investigation before going further with my claims against Sierra Army Depot. Since my EEO complaint was completely dismissed and the appeal ignored, I am having my entire case and all complaints reviewed.

My prior work history shows that I am dedicated to my job. I go above and beyond to uphold customer service and I will continue to do so. This has stunted my career growth and hurt me monetarily, in the end, if Sierra is forced out of their corrupt ways, it will have been worth my stress and loss however, I will look to recover what I can in the future.

Please review the other documentation provided to me by other Sierra Army Depot employees (forwarded to your office with my packet). I am not the only one they have bullied and pushed around however so far, I am the only one strong enough to walk away from a career with the government and fight for what is right.

Respectfully,
Angela J. Schultz

Tab 11

Witness Listing for Army Report --DI-10-0812—*copy only in unredacted Army Report version*