



THE

PIPELINE

WASHINGTON HEADQUARTERS SERVICES: SERVING THE DEPARTMENT SINCE 1977

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SUMMER 2018 ISSUE



Pentagon employees newest food vendor, Au Bon Pain official ribbon cutting June 19, 2018.

Pentagon Courtyard Concessions Reopens

The Pentagon Courtyard Café is open for business just in time to enjoy the warm weather outside. Pentagon employees and visitors can now enjoy quick service with a variety of clean, fresh, and healthy selections from the building's newest food vendor, Au Bon Pain.

The DoD Concessions Committee partners with the Navy Exchange Service Command (NEXCOM) to competitively award vendor contracts. The NEXCOM partnership provides the Committee with a larger selection of vendors and bargaining leverage in contracting their services. "This Committee was founded as the Pentagon Restaurant Council in 1942, before the Pentagon was built, in order to provide for the convenience and morale of the Pentagon employees," noted Gail Lee, Business Enterprise Group Director for the committee.

The committee uses industry and market research, customer requests and feedback surveys to aid in making selections for building vendors. They also consider the variety of options already available and vendor popularity that will enhance morale and adequate healthy food options in making final selections. "We only want to put in what people want," noted Ms. Lee. "We welcome customer feedback on concession services and can't emphasize enough how important customer ideas and input is to the overall process," she added.

The committee has added a few new vendors with Tony Luke's and Robert Irvine's Fresh Kitchen being the newest additions to more than 25 food offerings available. Fresh Kitchen will be offering a Fresh Express Coffee Cart service in the 7/8 Apex (5th Floor) soon and the BC Café is about to undergo a year-long renovation. The committee is also investigating additional ways to provide pop-up, temporary, food options like the immensely popular Mission BBQ as another way to further improve the variety and selection.

Smart Device Restrictions in the Pentagon

In this age of people seldom being disconnected from their mobile devices; information security has prompted the Pentagon to have its employees, contractors and visitors to "cut the cord," while in classified areas in the Pentagon.

The recent Deputy Secretary of Defense memo restricting mobile devices anywhere within the Pentagon where classified information is discussed or handled is now in full force. The memo restricts laptops, tablets, cellular phones, smartwatches, and other devices," that are portable and can wirelessly transmit information and have "a self-contained power source." (continued on page 5)



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ANNOUNCEMENTS

AUGUST 16 WHS Facility Accessibility Task Force Quarterly Event

AUGUST 16 DoD Speaker Series
Forging A Total Force: The Evolution of the Guard and Reserve

SEPTEMBER 11 Remembrance Ceremony

Director's Corner



Whether its people, security, facilities, contracts or other transactional WHS services, the focus remains top tier performance.

-- Barbara A. Westgate

Service That Makes A Difference

Providing value to the Department of Defense and to the American taxpayer has always been critical to WHS's mission performance. Over the past several months I have challenged our leaders to take a critical look at the way we do business and how we can transform and refocus our organizational efforts to better meet the needs of our mission partners – not just for today, but for the future as well. Armed with their feedback, I recently held a strategic offsite where the WHS leadership began the process of looking to our future and our continuing mission.

All agreed what we do remains valuable to the Department, the military services, and the other government organizations we serve. As we move forward, we'll be looking to increase and continue to improve our customer focus with shared services that enhance our customers' mission. Whether its people, security, facilities, contracts or other transactional WHS services, the focus remains top tier performance.

We must now refocus to strengthen our goals towards our people, our mission partners, service processes, and more efficient solutions. Looking for better ways to do our mission is the right thing to do. You've already identified and implemented many performance improvements and cost savings and I am sure we'll continue to look for ways to make things better for those we serve.

The quality performance WHS has shown these last 40 plus years, provided a baseline. It resulted in confidence and respect for our work and made us the organization of choice to our mission partners. However, as with any organization, we must continue to improve on our services if we are to continue being valued. Our services are vital and must continue. What we do and how we do it matters.

Our strategic planning process will continue and I look forward to seeing the innovative ideas and process improvements you will develop for WHS to remain relevant and continue being the professional service provider of choice.

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DoD Recognizes Public Service Honorees

"No person was ever honored for what they received. They were honored for what they gave," noted President Calvin Coolidge. Members of the Department of Defense were recently recognized for their displaying the core qualities of honor, integrity and excellence in their everyday service to the Department during a Spirit of Service awards ceremony, held May 10th in the Pentagon center courtyard.

The event was part of the annual national Public Service Recognition Week created by the Public Employees Roundtable and its member organizations to honor the men and women who serve our nation as federal, state, county and local government employees. President Trump in his proclamation recognizing the event noted, "...we acknowledge our Nation's civil servants for their hard work and willingness to serve their fellow citizens. The contributions of these dedicated men and women strengthen our country and make a profound difference in the lives of all Americans." Deputy Secretary of Defense Patrick Shanahan echoed that sentiment in his ceremony remarks to the 26 outstanding DoD civilian employees being honored. The 2018 honorees were:



Office of the Secretary Defense

Dr. Nathan D. Ainspan
Gary E. Carlberg
Pamela Clay
David T. Mayberry
Lisa S. Peterson
Barry Schultz

Navy

Ray Sutton

Marine Corps

Janice Hill
Samuel L. Bagwell
Jonathon A. York

U.S. Army

Cheryl L. Arnold
John L. Ball
Stefanie S. Casey
Cynthia K. Fisher
William T. Hursh
Tami H. Kim
James C. Moughon
Bernice A. Parkhill

Air Force

Rhonda Jenkins
Christian R. Paasch
Jason A. Stanley
James E. Taylor
Richard G. Tobasco
Beverly Miller
Jeremy Leader
Rajash Patel

DoD Celebrates Spirit Of Service With Shadow Day



DoD Spirit of Service Shadow Day hosted 25 fifth grade students and 5 chaperones from John Tyler Elementary School for a learning experience that involved a Pentagon and Press Briefing Room tour, a luncheon with DoD leaders, and demonstrations by the Pentagon Force Protection Agency and Dorenzo Tricare Health Clinic.

2018 Second Quarter Awards



Secretary of Defense Level Awards

Ms. Cathy Zickafoose - Secretary of Defense Meritorious Civilian Service Award

Mr. Gary Coleman - Office of the Secretary of Defense Exceptional Civilian Service Award

Mr. Dan Purtill - Office of the Secretary of Defense Exceptional Civilian Service Award

Mr. Curtis Rumbaugh - Office of the Secretary of Defense Award for Excellence

Mr. Luis Vazquez - Office of the Secretary of Defense Award for Excellence

WHS Director's Award Program

Ms. Christina Payne

Mr. Antuan Lee

Mr. Benjamin Turpen

Mr. William Cannon

Federal Government Length of Service Awards

Ms. Robin Anderson - 40 years

Mr. Clyde Franklin - 40 years

Mr. Derrick Burton - 35 years

Mr. Royce Jones - 35 years

Mr. Harley Mills - 35 years

Mr. S.T. Pettiford - 35 years

Ms. Shona Evans - 30 years

Mr. John P. Holland - 30 years

Ms. Carolyn Joshua - 30 years

Ms. Latonya Malloy - 30 years

Mr. Carl Berry - 25 years

WHS Director's Coin for Excellence

Mr. Jon Bennett

Ms. Gail Lee

Cadets Bring The Commander-In-Chief's Trophy To The Pentagon



The U.S. Military Academy "Black Knights," recently visited the Pentagon to display the "Commander in Chief's Trophy" following its presentation to them from President Donald Trump. This was the Black Knights first trophy win since 1996. Army Secretary Mark T. Esper and Army Chief of Staff General Mark Milley hosted the team in the Pentagon's center courtyard for a victory celebration. Secretary Esper noted the team showed "grit" when it pulled off the come-from-behind win against Navy.

Smart Device Restrictions In The Pentagon (Continued from Page 1)

Mobile devices, e.g. cellphones; can still be used in common areas and other Pentagon offices if classified information is not present. Those employees, contractors and visitors with medical devices, mobile vehicle, key fobs and home security systems that do not transmit a signal are not affected by the new restrictions. Fitness trackers without cameras, microphones, cellular or Wi-Fi connectivity are also exempted.

Offices have already started to make storage areas available to secure devices outside the classified areas. While some storage arrangements are temporary, plans are progressing towards more permanent solutions. Operational security is vital to mission success and those caught violating this restrictions will

be subject to all laws and regulations regarding security violations involving classified information. The memo spells out consequences for violators which could mean disciplinary and or administrative actions, fines and review of an individual's security clearance. Military members will be subject to Uniform Code of Military Justice (UCMJ) actions.

If you have any questions regarding your particular device, consult with your security manager or supervisor.

Do your part, be Security Smart!

Fire Inspections Checking To Keep Workspace Safe

Fire inspections began last month and will continue through August. Inspectors will be checking offices and work spaces for potential fire hazards and the overall Fire Inspection Program from the “WHS Fire Regulations” on the WHS Employees and Customer Resources website <https://my.whs.mil/services/fire> (CAC required).

Here are some examples of hazards routinely found by a fire inspection:

- Poor housekeeping and inadequate control of combustible materials.
- Inadequate or obstructed means of egress, such as exit aisles, corridors and doors.
- Conditions that negatively affect the sprinkler system, such as obstructions within 18-inches of sprinklers, damaged sprinklers and missing ceiling tiles.
- Missing or non-operational EXIT signs and emergency lights.
- Electrical hazards, such as damaged or daisy-chained extension cords and power strips as well as power strips and extension cords that are not UL-listed and/or a minimum of 14 gauge wire.
- Use of radiant heaters or any other portable heater not approved in advance by the Pentagon Building Management Office.
- Use of any portable cooking appliances, including toasters and toaster ovens, in work areas other than a kitchen or kitchenette.
- Missing or poorly maintained fire extinguishers and tenants not performing monthly fire extinguisher inspections.



Opportunities To Learn More About Facility Assessability



Do you have questions or concerns about facility accessibility in Washington Headquarters Services (WHS) owned and operated properties in the National Capital Region (NCR)? Stop by the WHS Facility Accessibility Task Force's (FATF) Table Event at the Pentagon to learn more about the FATF's mission to advocate for persons with disabilities in buildings owned and operated by WHS in the NCR.

Thursday, August 16, 2018
1000 to 1300
Second Floor, Apex 9/10, Pentagon

The WHS FATF Table Event will also be held at the Mark Center in October 2018.

Also, mark your calendar for the WHS FATF quarterly meeting on Thursday, August 23, 2018, from 1100 to 1200 in the Pentagon Library and Conference Center, Room B8 with a video teleconference to the Mark Center Conference Center, Room 27. You can voice your concerns and have your questions answered about facility accessibility to facility management and accessibility advocates.

*Please note: The WHS FATF has scheduled a closed captioning session for this meeting to assist individuals with a hearing impairment.

For more information, contact the WHS FATF at (703) 697-4747 or whs.accessibility@mail.mil.

Honorary Awards: Recognizing Employees in a Timely Manner

Incentives and employee recognition are effective elements of hiring and retaining Component and Agency talent. This means providing incentives to and recognition of employees for their performance and acknowledging their contributions to the agency's mission. There are many ways to acknowledge contributions and good performance, from providing a sincere, "Thank You!" for a specific job well done, to recognizing them with an Incentive or Honorary Award. Depending on the scope and scale of an individual's accomplishments, various levels of recognition can be granted. For example, an Office of the Secretary of Defense (OSD) Award for Excellence may be granted to an individual who made significant contribution to a Component while assisting in a one-time project. The higher the award, the more significance of scope and accomplishment an individual must have in order to be nominated.

Another important part to consider when wanting to recognize an individual for their accomplishments is making sure it is done in a timely manner. If an employee worked several years within a division or directorate on a specific project and managed a multitude of tasks, while doing it exponentially well and saving the Department an exceptional amount of money, etc., the time to recognize them would be now and not when they are retiring. Awards are an important part of boosting morale and showing appreciation for employees. Recognizing someone as soon as they are eligible and meet specific award criteria is crucial to maintain this morale. This also allows more thoughtful attention and examination of an individual's accomplishments when a supervisor is drafting an award nomination.

Recognition Timing

Recognizing an individual for an entire career's worth of accomplishments upon their retirement is always a great idea and should be done so by recognizing them with the appropriate award device: The OSD Civilian Career Service Award (CCSA). The OSD CCSA should only be given out upon an individual's retirement if they meet the eligibility criteria.

The Component or Agency should write a meaningful OSD CCSA nomination detailing all distinctive accomplishments and achievements made by this person throughout their entire career. To review all eligibilities and criteria for OSD-level and Department of Defense (DoD)-level awards, please review the Civilian Awards Recognition Guide located on the Honorary Awards SharePoint Site (See "Additional Resources" for link).

5 business Days	• PMAD Adjudicates minimal eligibility & submits award package to IAB
5 business Days	• IAB Adjudicates Merit (Career Award Only)
8 business days	• PMAD finalizes Award package for Coordination (HRD Front Office, WHS Front Office & DA Approval/Recommendation)
2 business days	• Executive Services Directorate/Correspondence Management Division prepares package for Executive Secretary (ES) review
10 business days	• ES reviews nomination for SECDEF Approval

Choosing the Right Level

Recognizing employees with appropriate level of award and doing so in a timely manner are key to ensuring employees are appreciated and feel confident in their ability to contribute to their component or agency. This process will also prevent rush requests to present an award to an individual who is retiring or departing the component or agency.

REMINDER: DoD-level Honorary Awards take approximately 30-business days to process. Average processing times for DoD-level Honorary Awards are mapped out above. Honorary Awards Website <https://whs.sp.pentagon.mil/HRD/LMER/HA/SitePages/HonoraryAwards.aspx>

(Article from March 2018, Volume 2 Issue 5 A Newsletter for Performance Management & Awards Division Customers WHS/HRD)

Foster Care As An Option To Sharing In D.C., Virginia And Maryland

Did you know there are more than 11,000 children in the D.C., Virginia, and Maryland area whose worlds have turned upside down — kids who need a safe haven during difficult times? These children are part of the foster care systems.

WHS's Dave Mayberry, Director, Space Portfolio Management Division, here at the Pentagon is a foster parent and was recently recognized for his efforts during the recent DoD Public Service Recognition awards ceremony. Dave and his wife Deniece, have been involved in foster care for the past eight years and have raised three foster children so far. Dave and Deniece were also honored by the County of Fairfax as being the Fairfax County Foster Family of the Year, 2017.

Keep them Close to Home

Children in foster care are children in the community who want to remain attached to their families despite their experiences. They are children whose families need the help from the foster care program. They can be of any age or race from infants to teenagers of any gender.

Foster parents provide a safe and nurturing home until a child or sibling group can be reunified with their prior custodian, placed with a relative or placed for adoption. Every situation is unique and a child's time in foster care depends on several factors. Approximately one-third of children exiting foster care each year return to their parents' custody. Other outcomes include adoption, the transfer of custody to a relative, and emancipation.

Keeping them Connected

"These kids need someone to bridge the gap in their family structure." When we first started, we had the mindset that this was really going to enrich the life of a child. But what we found out is that they have enriched our lives," noted Mayberry.

Foster care is intended to be a temporary, rather than a long-term solution for children who have been removed from their birth family homes for reasons of neglect, abuse, abandonment, or other issues endangering their health and/or safety. Every effort is made to help the child remain with his or her family; however, when a child comes into foster care they are most often placed in a foster home. The foster family works as a team with the local department of social services, the biological family, the child (when applicable) and any additional community partners. The goal is to: a) return the child to their birth family; b) get them into kinship care; or c) actual adoption.



An Opportunity to Share

Foster and adoptive parents are ordinary people who care about children and want to make a difference in their lives and futures. They receive training and supportive services, as mentioned earlier, including financial assistance, counseling, and child care.

If you're interested in caring for a child in need, consider the foster care program in the District or your state; contact:

DC: Child and Family Services Agency at (202) 671-LOVE ((202) 671-5683)

Virginia Department of Social Services at fosterVA.com

Maryland Department of Human Resources: 1-888MDKIDS2 or 1-888-635-4372

Who can Foster Care ?

You must be at least 18 years of age or older to be approved as a foster parent. Individuals and/or couples must have the time and energy to give to a child and must meet all the approval requirements.

Steps in the approval process:

- Attend a one-time orientation meeting to learn what foster parenting is all about.
- Successfully complete pre-service training.
- Complete a home study.
- Participate in at least three (3) face-to-face interviews.
- Submit a national Fingerprint Criminal Record check, a child abuse and neglect history check, and a DMV check.
- Provide a physician's report verifying that you are physically and mentally capable of caring for a child.
- Verify that you have enough income to provide for your family.
- Submit the names of three (3) references.

Work Continues On Eads Street Construction

Road and parking construction work continues around the Pentagon with additional improvements being made along Eads Street between the Pentagon Reservation and Army Navy Drive.

The latest improvements began last month and will continue in phases into the fall. The first part of the Eads Street improvements will involve reconfiguring and constructing traffic islands and medians. This will mean a temporary closure of Eads Street between the Pentagon Reservation and Army Navy Drive, including access to the I-395 HOV Ramp during weeknights and evenings between 8pm to 4am. If you plan to access the I-395 HOV Ramp on Eads Street during the nighttime and weekend closures, adjust your travel plans to use the I-395 regular lanes.



Future Improvements

Beginning this month, more extensive traffic pattern changes will be made for the peak commuting periods. You will see more construction activities, cones, barriers and lane reduction. Expect significant traffic congestion and delays along Eads Street when this next phase of construction begins along Eads Street. Periodic nighttime/weekend closures may also take place to complete the construction activities.

To lessen the anticipated travel problems, the 395 Express Lanes Project has implemented new travel incentives to make it easier to ride a bus, carpool and vanpool to reduce congestion along the I-395 corridor. WMATA has added peak hour services on their 18P route from Burke Centre to Pentagon, 18J from Pentagon to Orange Hunt and 21D from Landmark via Bren Mar Park to Pentagon. OmniRide from Prince William County has added service during peak hours for their service between Dale City to Pentagon/Rosslyn/Ballston. Additionally, Virginia Department of Transportation and the Virginia Department of Rail and Public Transportation provided funding to improve using OmniRide on I-66. Riders now pay half-fares on OmniRide express buses that travel along the I-66 corridor for the duration of the construction, which is expected to last for four years. The discount applies to Manassas and Gainesville OmniRide express buses serving points in Washington, D.C., the Pentagon, and the Tysons Corner Metro Station.

Commuter Connections "Pool Rewards" program have also expanded its participation incentives. The I-395 Express Lanes Van Start Program launched financial assistance and subsidies for vanpools that travel along the I-95/I-395 corridor through December 31, 2019.

Additional details on other regional programs are available at www.395expresslanes.com/commuter.

Look for more information on traffic pattern changes 395ExpressLanes.com/pentagon web site or follow the progress on [WHSTransportation](https://www.washingtonheadquarters.com/transportation) and [@WHS_Transport: #395ExpressInfo](https://twitter.com/WHS_Transport).

You can reach out to the WHS Transportation Management Program Office (TMPO) at 571-372-7124 for assistance.

DEPARTMENT OF
VETERANS AFFAIRS (VA)
**RESOURCE
FAIR**

**WEDNESDAY
JULY 18, 2018
11:00 A.M. – 2:00 P.M.
PENTAGON, 2ND FLOOR, APEX 9/10**



VA REPRESENTATION FROM

Veterans Health Administration • Veterans Benefits Administration

National Cemetery Administration • Veterans Employment Services Office

Readjustment Counseling (Vet Center) • Post-9/11 GI Bill

Home Loan Guaranty • Center for Minority Veterans