

Public Service Recognition Week
Distinguished Service Awards and Luncheon Program
May 4, 2016

The Spirit of Public Service

Connecting People with Our Government





MAY 1-7

PSRW.ORG

The women and men who work for our government tackle some of the most important challenges and opportunities facing our country and the global community.

Government employees lead efforts to cure diseases and prevent epidemics. They support small businesses and struggling communities to strengthen our economy. They promote student achievement and ensure equal access to quality education. They provide public safety and our national defense, protect our environment and explore distant planets. They do all these things and much more with a sense of patriotism, ingenuity, persistence and a strong commitment to help others.

During Public Service Recognition Week, we celebrate all the women and men who have answered the call to serve our country and our communities as government employees. Join us this week and throughout the year in showing them the respect and appreciation they seldom receive yet richly deserve.

John F. Kerry, PSRW Co-Chair
Secretary of State

Jacob J. Lew, PSRW Co-Chair
Secretary of the Treasury

Ashton B. Carter, PSRW Co-Chair
Secretary of Defense

Loretta E. Lynch, PSRW Co-Chair
Attorney General of the United States

Sally Jewell, PSRW Co-Chair
Secretary of the Interior

Thomas J. Vilsack, PSRW Co-Chair
Secretary of Agriculture

Penny Pritzker, PSRW Co-Chair
Secretary of Commerce

Thomas E. Perez, PSRW Co-Chair
Secretary of Labor

Sylvia Mathews Burwell, PSRW Co-Chair
Secretary of Health and Human Services

Julián Castro, PSRW Co-Chair
Secretary of Housing and Urban Development

Anthony Foxx, PSRW Co-Chair
Secretary of Transportation

Ernest J. Moniz, PSRW Co-Chair
Secretary of Energy

John B. King, Jr., PSRW Co-Chair
Secretary of Education

Robert A. McDonald, PSRW Co-Chair
Secretary of Veterans Affairs

Jeh Charles Johnson, PSRW Co-Chair
Secretary of Homeland Security



John Bel Edwards
GOVERNOR

Proclamation

WHEREAS, Public Service Recognition Week (PSRW) honors the men and women who serve our nation as federal, state, parish, and local government employees; and
WHEREAS, the country, governors, mayors, agency leaders and organization recognize the value of public service; and
WHEREAS, the PSRW theme is "The spirit of Public Service - Connecting People with Our Government"....recognize and give honor to our public servants.
NOW, THEREFORE, I, John Bel Edwards, Governor of the State of Louisiana, do hereby proclaim May 1-7, 2016 as

PUBLIC SERVICE RECOGNITION WEEK
in the State of Louisiana.

*In Witness Whereof, I have hereunto set my hand
officially and caused to be affixed the Great Seal of the
State of Louisiana, at the Capitol, in the City of
Baton Rouge, on this 6TH day of MAY*

A. D., 2016.

Governor of Louisiana





Mission of Federal Executive Boards

VISION

To be catalysts for better government.

MISSION STATEMENT

Increase the effectiveness of Federal Government by strengthening coordination of Government activities.

GUIDING PRINCIPLES

1. Integrity
2. Service
3. Excellence

STRATEGIC GOALS

The Federal Executive Boards will –

1. Promote and deliver programs and services related to Emergency Preparedness, Security and Employee Safety;
2. Promote and deliver programs and services related to Workforce Development and Support;
3. Promote and deliver programs and services related to Intergovernmental and Interagency Collaboration and Community Outreach;
4. Support the Federal Executive Board Network by building the capacity of all Federal Executive Boards and improving commonalities within the network's administrative functions.

FEDERAL EXECUTIVE BOARD LINES OF BUSINESS

- Emergency Preparedness, Security and Employee Safety
- Workforce Development and Support
- Intergovernmental and Interagency Collaboration and Community Outreach

The Federal Executive Boards, established by Presidential direction in 1961, are a forum for communication and collaboration among Federal Agencies outside of Washington, D.C. The need for effective coordination among the field activities of Federal Departments and agencies was then, and is still, very clear. Federal representatives are the principal contact with the Federal Government for the citizens of the United States. The National Network of 28 Federal Executive Boards serves as the cornerstone for strategic partnering Government to advance local and national initiatives.

The New Orleans Federal Executive Board continues as an effective and viable organization because of strong executive leadership by its Chairpersons, Officers, and Policy Committee members. Active participation and involvement by local agency heads and military commanders, or their representative, is considered essential, as is their assignment of appropriate and interested personnel to serve on committees and councils.





2016 New Orleans Federal Executive Board Chair



From the Desk of the Chair

Richard Iverson

District Director, Field Operations (Mission Support)
New Orleans Field Office
U.S. Customs and Border Protection
Department of Homeland Security

Welcome to Public Service Recognition Week 2016!

Each year in May, for one week, we gather to recognize the dedication and hard work of all Federal, State, and Local government employees through events hosted throughout the country. During this time, we also honor and celebrate a select few of the employees who are recognized by our individual agencies as examples of those striving to be perfect models of the Federal worker.

This year's theme for Public Service Recognition Week is **"The Spirit of Public Service: Connecting People with Our Government."**

We strive to be in keeping with the spirit of former President John F. Kennedy, who remains immortalized as a shining example of a career public servant, when he offered, "Ask not what your Country can do for you, but what you can do for your Country". These have served as guiding words for generations of public servants past and present and frankly, epitomize our collective intent with the Public Service Recognition Week.

As government employees we must remain relevant to our constituents, our fellow Americans. Our relevancy is often dependent on the message we convey. Our workforce is a reflection of our society, and like our constituents, we must strive to serve *with a deep sense of commitment, often times selflessly*. We are embodied to ensure that our government can govern. The relevancy of our civil servants is paramount in maintaining public trust. This week is set aside each year as a time where we highlight the important contributions of all Federal, State, and Local government employees who continue to serve our great nation in any capacity.

As Chair of the New Orleans Federal Executive Board for this year, I am honored to join all of you in celebrating our greatness.





2016 New Orleans Federal Executive Board Leadership

CHAIRMAN

RICHARD IVERSON

Customs and Border Protection

FIRST VICE CHAIR

KENNETH GRAHAM

National Weather Service

SECOND VICE CHAIR

LTC AUSTIN APPLETON

Army Corps of Engineers

POLICY COMMITTEE

STEPHEN G. AZZAM

Drug Enforcement Administration

MARK BOLOGNA

Veterans Affairs Regional Office

RADM DAVID R. CALLAHAN

Eighth Coast Guard District

MG LESLIE J. CARROLL

377th Theater Sustainment Command

CAPT LUCINDA CUNNINGHAM

Coast Guard Base New Orleans

LEE ANN DUNBAR

DOL, Wage and Hour Division

JASON DURONSLET

General Services Administration

BRIAN FARLEY

Social Security Administration

WILLIAM C. GIBSON, JR.

Strategic Petroleum Reserve

CINDY N. GOMEZ

Citizenship and Immigration Services

KEITH T. HILL

Equal Employment Opportunity Commission

CLYDE G. McSHAN, II

National Finance Center

LT GEN REX C. McMILLIAN

Marine Forces Reserve

EARL RANDALL, III

Housing and Urban Development

JEFFREY SALLET

Federal Bureau of Investigation

STEVEN SWARTZ

Postal Service

MARY B. THOMAS

Internal Revenue Service

THOMAS MICHAEL WOMACK

FEMA, Louisiana Recovery Office

VACANT

Southern Regional Research Center

EXECUTIVE STAFF

CHERI ALSOBROOK

Executive Director





2016 Public Service Recognition Week Leadership



Cheri Alsobrook
Executive Director
Federal Executive Board
National Finance Center



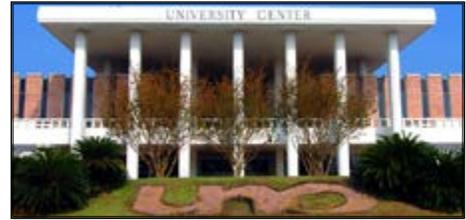
William "Billy" LaGrone
Public Service Recognition Week Chair
Supervisor, Mission Support Staff
New Orleans Field Office
U.S. Customs and Border Protection





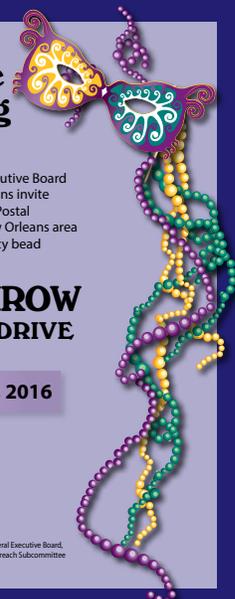
Public Service Recognition Week Activities

Awards Program
University of New Orleans
University Center - Grand Ballroom
2000 Lakeshore Drive
New Orleans, LA 70148
Wednesday May 4, 2016
11:30 a.m.-1:30 p.m.



Interagency Mall Exhibition
Lakeside Shopping Center
Thursday May 5, 2016
10:00 a.m. - 4:00 p.m.

Interagency Outreach Activity
FEB Mardi Gras Bead and Throw Recycle Drive



Throw Me Something Mister!

The New Orleans Federal Executive Board and ARC of Greater New Orleans invite Federal Civilian, Military, and Postal employees in the Greater New Orleans area to participate in an interagency bead collection drive.

BEAD & THROW COLLECTION DRIVE

March 17- May 6, 2016

Sponsored by the New Orleans Federal Executive Board, Public Service Recognition Week Outreach Subcommittee





Program

Mistress of Ceremony	Trinia Bax Distinguished Service Awards Luncheon, Chair Southern Regional Research Center
<i>(Audience, please remain standing until the Welcome)</i>	
Presentation of Colors	U.S. Customs and Border Protection Honor Guard
National Anthem	Star Spangled Banner Eureka Arties U.S. Customs and Border Protection
Pledge of Allegiance	Reneé Davis, PSRW Subcommittee Coordination and Support National Finance Center
Welcome	Richard Iverson Federal Executive Board, Chair U.S. Customs and Border Protection
<i>LUNCH SERVED</i>	
Introduction of Keynote Speaker	Richard Iverson
Keynote Speaker	The Honorable Dennis J. Waldron, Retired Judge Orleans Parish Criminal District Court, Section "F"
Proclamation Presentation	Reneé Davis
Acknowledgement of Judge and Presentation of Awards	Brandon James Distinguished Service Awards, Chair Social Security Administration
Door Prizes	Trinia Bax
Acknowledgments	Reneé Davis
Closing Remarks	William "Billy" LaGrone, PSRW Chair U.S. Customs and Border Protection





Menu

*Spring Mix Salad Served with Ranch, Italian, and
Cider Vinaigrette Dressings*

Grilled Lemon Rosemary Chicken

Confetti Rice Pilaf

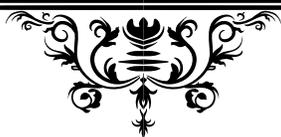
Fresh Steamed Broccoli

Honey Dijon Baby Carrots

Fresh Dinner Rolls with Butter

Bread Pudding with Rum Sauce

Coffee, Tea, Water





About the Speaker



Honorable Dennis J. Waldron

Orleans Parish Criminal District Court Section "F"

Judge Dennis J. Waldron, retired Judge of Orleans Parish Criminal District Court, Section "F", is a well-respected jurist, teacher and a "people person" who loved his job. He has presided over more than 1700 jury trials during his tenure.

Although he is retired, he continues to serve as an ad hoc judge by appointment of the Louisiana Supreme Court.

Judge Waldron is a native and lifelong resident of New Orleans. He is a 1964 graduate of Redemptorist High School in New Orleans. Judge Waldron earned his undergraduate degree at the University of New Orleans in 1969, and a Juris Doctorate from Loyola University School of Law, New Orleans in 1973. While attending law school he was a member of the Loyola Law Review.

Prior to his retirement from the bench in December of 2008, Judge Waldron served as judge in Orleans Parish Criminal District Court, Section "F" for 26 years. Judge Waldron previously served as an Assistant District Attorney in Orleans Parish from 1974 - 1982.

Judge Waldron has also served as an Adjunct Professor of Criminal Law at Loyola University, New Orleans and Loyola Law School from 1976 - 2003.

Judge Waldron is a huge sports fan, especially baseball, where he has seen every Major League team play in its home park.

Judge Waldron, continues to serve the community, having been selected to serve as the 57th Sugar Bowl President for the 2014-2015 year, and he currently serves as the Chairman of the Executive Committee.

Judge Waldron and his wife Pam, were married on October 5, 1973, the same day he was sworn in as a lawyer. They have three sons, James and his wife Meredith, Andrew and his wife Tara, and Matthew. The Waldron's have one grandchild, Virginia Kelly Waldron, daughter of James and Meredith.





New Orleans Federal Executive Board's 2016 Distinguished Service Awards Summary of Individual Winners



OUTSTANDING PROFESSIONAL EMPLOYEE

CRYSTAL JONES-TAYLOR

U.S. Department of Housing and Urban Development,
New Orleans Field Office

Crystal Jones Taylor serves as Senior Management Analyst for the U.S. Department of Housing and Urban Development (HUD) New Orleans Field Office. Her responsibilities include working with Regional Staff and the New Orleans Field Office Director to provide the full range of support to HUD customers and program areas, ensuring integration of HUD programs throughout the State of Louisiana. Crystal has been with the Department for 16 years and has been charged with a number of special assignments. Crystal serves as Team Lead for New Orleans Dedicating Opportunities to End Homelessness (DOEH) and is a Lead Trainer for the HUD Center For Faith-based and Neighborhood Partnership initiative (CFBNP). Crystal is a valuable asset to the HUD New Orleans Field Office and essential to the major accomplishments that HUD continues to celebrate. Crystal's life experiences and knowledge of HUD programs exemplifies her determination to "Transform the way HUD Does Business".



OUTSTANDING ADMINISTRATIVE EMPLOYEE

SIVIS MEDINA

U.S. Marshals Service

As a Criminal Program Specialist with the United States Marshals Service, Sivis Medina has responsibility for the oversight and management of a 400 person prisoner population. Her scope of responsibility includes coordination of inmate transportation, medial issues and appointments, and the accurate billing and payment to contract jails who service the Eastern District of Louisiana (EDLA).

Sivis Medina has demonstrated exemplary administrative skills, and is noted for identifying deficiencies and opportunities for process improvement, and independently developing and implementing effective solutions. She is also noted for her outstanding service to both external and internal customers, and her ability to develop cooperative partnerships. Her efforts contributed to her agency achieving a 91% rating on its audit review, and being the highest rated District to date; as well as the reduction of time taken to process cases received in the system from US Probation, achieving a reduction in time that inmates remain in hold status.





OUTSTANDING TECHNICAL SUPPORT EMPLOYEE

RAJIV RAMRAKHIANI

Internal Revenue Service

Rajiv Ramrakhiani currently serves as an Information Technology (IT) Specialist (Systems Analysis) Technical Advisor for the Server Support & Services Division (SSSD) in the IT, Enterprise Operations area of the Internal Revenue Service (IRS). Rajiv was instrumental in leading the IRS Business Units in the adoption of the zLinux/JBoss technology. Rajiv's technical expertise and exceptional interpersonal skills have expanded customer relations

with stakeholders and customers. He was instrumental in providing stable, reliable, and secure environments which resulted in savings of over \$7 million in hardware and software maintenance for critical initiatives; such as, Affordable Care Act (ACA) and Foreign Account Tax Compliance Act (FATCA). His efforts also resulted in the retirement of old and outdated infrastructure. Under the Rapid Server Provisioning initiative, Rajiv led and provided technical guidance for the successful implementation of standards to streamline server build processes and reduce server build times from over two months to a week. As a result of his efforts, IRS projects now receive standard, stable and secure systems in just less than five days, a significant improvement over the original 40 day delivery timeframe. Rajiv's technical expertise along with his positive and charismatic personality has been instrumental in establishing positive customer relations and effective in accomplishing organizational goals. When not working, Rajiv enjoys spending time with his family, traveling and singing on music recordings.



OUTSTANDING ADMINISTRATIVE SUPPORT EMPLOYEE

JANET HERIOT

Marine Forces Reserve

Janet Heriot has demonstrated exceptional performance in the Installation Personnel Administration Center, Customer Service Center. She provides outstanding support to both internal and external customers by being ready, willing, and able to assist any section at Marine Forces Reserve at any time, as well as going above and beyond to take care of the administrative needs of each request that she is responsible to process. Janet is the junior civilian in the

section but requires the least supervisory assistance. Her supervisors know that she can be counted on for any assignment. Janet is a tremendous asset to the Customer Service Center due to her reputation as being efficient and effective in all areas of administration and providing exceptional customer service to all without regard to rank.





OUTSTANDING TRADES/CRAFT EMPLOYEE

FRANCISCO LOPEZ

USDA, National Finance Center

Francisco Lopez, is a Motor Vehicle Operator in the USDA, National Finance Center's (NFC) Administrative Management Staff, Support Services Office. Francisco makes a remarkable contribution to the smooth operation of the NFC's warehouse. Through Mr. Lopez's efforts, literally tons of paper, furniture, and supplies are received and moved from the warehouse to the office building occupied by NFC at the National Aeronautics and Space Administration's Michoud Assembly Facility in a timely, efficient manner without injury to himself or fellow co-workers. In addition to driving trucks of various sizes, Mr. Lopez readily volunteers to take on additional tasks including furniture delivery, office moves, mail pick up/delivery, and emergency supply deliveries. A veteran of the U. S. Army, Mr. Lopez ardently believes in service and actively participates in NFC's service initiatives. He has received numerous awards for his performance, and the honor of receiving this award fittingly recognizes his outstanding contributions.



OUTSTANDING FEDERAL SUPERVISOR (LEVEL II)

RODNEY MCKELROY

U.S. Marshals Service

Administrative Officer (AO) McKelroy is responsible for all budgetary, procurement, and financial matters for the Eastern District of Louisiana (EDLA). During this award period there were zero negative findings. Assigned as the primary point of contact for the District's 5-year Compliance Review, his leadership, hard work, outstanding supervisory skill and dedication to the mission directly led to a 91% overall rating for the District, the highest rating to date.



During this award period a large-scale 6-week fugitive roundup involving 120 officers was conducted. Preparing for this initiative involved acquiring funding, procuring safety equipment, and managing the needs of assigned personnel. In less than a month, he successfully accomplished everything needed for the event AND successfully managed the funding.

AO McKelroy served on active duty Air Force for 11 years, and served 13 years Army Reserves; completing deployments to Kuwait and Iraq. After a combined total of 24 years, he achieved the rank of Lieutenant Colonel before retiring in 2015.





OUTSTANDING FEDERAL MANAGER

MARC S. LEVINE

U.S. Coast Guard Base New Orleans

Marc Levine is the IT Services Division Chief at Coast Guard Base New Orleans, serving the Eighth Coast Guard District; US NORTHCOM; the Department of Homeland Security (DHS) Joint Task Force – West; the Coast Guard’s Personnel and Pay Center; and, several other major units. Mr. Levine leads a team of ten IT professionals responsible for the overall IT security and support to over ten thousand (10,000) network computers, network hardware equipment, and other peripheral devices. When not attaining the highest Command Cyber Readiness Inspections (CCRI) ever seen in the Coast Guard or improving the overall security and resiliency of the entire CG Data Network through vital network and system upgrades, he assists with the website development and security for a non-profit hospice organization, saving them thousands of dollars in annual IT support costs. He also tutors college students and provides free repairs to coworkers’ personal computers.



OUTSTANDING FEDERAL EXECUTIVE/AGENCY HEAD

FERNANDO O. RIVERA, FACHE

Southeast Louisiana Veterans Health Care System

As a senior executive service member for more than 10 years, and now the director of Southeast Louisiana Veterans Health Care System (SLVHCS), Fernando O. Rivera, FACHE, exemplifies outstanding leadership and has led his staff of more than 1,300 employees from working in a system of eight outpatient clinics to one that will soon include a 24/7 hospital in New Orleans.

Under Mr. Rivera’s leadership, SLVHCS provided over 535,000 outpatient appointments to Veterans in FY15, approximately 28,000 more than in FY14. Mr. Rivera has empowered and expanded SLVHCS’ partnerships with academic affiliates such as Tulane, LSU, Xavier, UNO and Dillard Universities to improve the quality of health care for our Veterans.



OUTSTANDING MILITARY ENLISTED PERSONNEL

LANCE CORPORAL COLTIN J. KERSEY

Marine Logistics Group, Marine Forces Reserve

Lance Corporal (LCpl) Coltin J. Kersey has been a resident of Louisiana since 2015. Since moving to the area in the last year, he has been actively involved in the community. On his own time he volunteers with programs such as the Society for the Prevention of Cruelty to Animals and Habitat for Humanity.

LCpl Kersey has learned a lot and has given more back since joining the Marine Corps. As an Active Duty Marine he directly supports the Marine Corps Reserves. He has the best of both worlds. Since being assigned to 4th Marine Logistics Group, LCpl Kersey has managed to take a complex process of tracking gear across the country amongst 52 dispersed sites and made it easy. He has simplified it to where over the last year he was able to support multiple training events across the world with no discrepancies. Both the Marine Corps and Louisiana have benefited from this patriotic American.





OUTSTANDING MILITARY NON-COMMISSIONED OFFICER

SERGEANT JUSTIN A. SNAPP

Marine Logistics Group, Marine Forces Reserve

Sergeant (Sgt.) Justin A. Snapp has been serving his country since 2001. He has been serving New Orleans since 2013. Having served both on Active and as a Reservist he has had a tremendous amount of positive effect to the Marine Corps. Sgt. Snapp was by-name selected to join the 4th Marine Logistics Group (MLG) where he was tasked with rewriting the 4th MLG Maintenance Policy as a result of a restricting of the Marine Corps. Using both his Active and Reserve experience he was able to combine both to ensure that the change would benefit the Reserves' direct support to the Active forces. The results were a continuous maintenance readiness level of 95% or greater. Sgt. Snapp was awarded a Navy and Marine Corps Achievement Medal for his superior performance. Additionally, Sgt. Snapp is active in the community, supporting veterans through his non-profit organization Marines MC.



OUTSTANDING SENIOR NON-COMMISSIONED OFFICER

DANIEL BUCKLEY

U.S. Coast Guard Sector New Orleans

Senior Chief Machinery Technician (MKCS) Daniel Buckley's work as one of U.S. Coast Guard Sector New Orleans' senior engineers has been critical to Sector New Orleans' mission readiness status to conduct all missions in the nation's largest port complex, facilitating \$274 million per day in global commerce, ensuring safe navigation of 10,300 miles of navigable waterway, protecting 900 miles of U.S. coastline, and providing search and rescue services for all mariners throughout the Sector New Orleans operating area. As the Sector New Orleans designated Maintenance Control Officer, MKCS Buckley has effectively managed the logistical and technical support for six cutter and 35 small boats within the Sector's area of operations. Through his guidance and support, Sector subunits have maintained a 99% mission readiness status to conduct all Sector missions.



OUTSTANDING MILITARY OFFICER (FIELD GRADE)

MAJOR JOHN J. GUTIERREZ

Marine Logistics Group, Marine Forces Reserve

Major (Maj) John J. Gutierrez moved to New Orleans in 2015 and has been an active member of the Louisiana community since. On his own time he volunteers with programs such as Second Harvest Food Bank and Habitat for Humanity. Maj Gutierrez brings over 20 years of Active and Reserve experience both as Enlisted and Officer. What Major Gutierrez has received from the Marine Corps, he is paying back as he continues service in developing the Future Force. As soon as he checked in to 4th Marine Logistics Group (MLG), he immersed himself by mastering his job as the Supply Officer for over 8,000 Marines and Sailors. He then took every available opportunity to advocate for 4th MLG when he was assigned with the Marine Corps Next Logistics and development of the Marine Corps Future Force for 2025.



Major Gutierrez is a force multiplier for both Louisiana and the Marine Corps.





OUTSTANDING LAW ENFORCEMENT EMPLOYEE

JAKE CREDO

U.S. Marshals Service

Deputy United States Marshal (DUSM) Credo is a Team Leader for the District's violent fugitive task force which consists of officers from local, state and federal law enforcement agencies who arrest over 700 fugitives annually. He essentially planned and coordinated two local and two national enforcement initiatives. In the most recent, he was responsible for developing and providing training to over 120 officers from 19 agencies and instrumental in arresting 229 violent fugitives and closing 306 felony warrants.

While supporting a recent search warrant for another agency, the suspect shot an officer. Jake took control of the extraction of the injured officer and provided critical lifesaving assistance which resulted in the officer surviving his significant injuries. His supervisor said, "Jake is the most reliable, honest, hardest working and most dedicated employee with whom I have ever worked." He has earned the respect of all who know him, especially many well-seasoned and experienced police officers.



OUTSTANDING COMMUNITY SERVICE/VOLUNTEER

KEITH J. WATTERS

U.S. Coast Guard Marine Safety Unit Baton Rouge

Chief Marine Science Technician (MSTC) Keith J. Watters is a shining example to all. He teamed up with local businesses to build two playgrounds for inner-city kids, providing a safe sanctuary for kids to play. He initiated a one-on-one reading tutoring session with Jefferson Terrence Elementary School. He worked with Academic Magnet Elementary school, painting bathrooms, gardening, installing audio/visual equipment, and re-arranging classrooms in preparation for the new school year. He solicited donations for school supplies during the Baton Rouge stuff-the-bus campaign, and partnered with Louisiana State University, educating over 1000 children on the impact of oil spills on the marine environment. He volunteered regularly with Habitat for Humanity helping to build two homes for low income families. He led food drive efforts, raising 2,200 pounds of food donated to the local food bank. MSTC Watters also assisted in sorting, packaging, and storing 20,000 pounds of donated food to the Greater Baton Rouge Food Bank.





OUTSTANDING CUSTOMER SERVICE EFFORT (INDIVIDUAL)

SHELLEY R. MILLER

Eighth Coast Guard District

Ms. Shelley R. Miller is commended for exceptional customer service as the lead attorney-advisor for the Eighth Coast Guard District's regulatory program from April 2014 to March 2016. She ensured timely and accurate review of over 350 waterways closures and drawbridge schedule changes, supporting nineteen regulation-drafting commands and offices covering 26 states, 1,200 miles of coastline, and 10,300 miles of inland navigable waterways. Her "E-signature" initiative significantly reduced the processing time for Federal Register publication of proposed agency actions, ensuring compliance with the Administrative Procedures Act while keeping the public informed of Coast Guard activities. In addition to her Coast Guard duties, she was active in the Greater New Orleans community as a member of the Mystic Krewe of Nyx and as a Volunteer Education Ambassador for Bright Pink, a nonprofit breast and ovarian health organization.



OUTSTANDING LEADER, MENTOR, AND COACH

AISHA BIAS

USDA, National Finance Center

Aisha Bias, a Program Analyst in the Support Services Office, Administrative Management Staff, helps to lead, mentor, and coach employees throughout the United States Department of Agriculture's Office of the Chief Financial Officer (OCFO) by serving as the Coordinator for the OCFO Mentoring Program involving 89 employees from Washington D. C., and New Orleans. Through her leadership, Aisha inspires others to set career goals and invest in their own career development. She plans and implements monthly group sessions that provide intensive review and planning in order to reach career goals. The success of the mentoring program can be found in Aisha's personal career development as she exhibits increased confidence and maturity as the program coordinator. Aisha Bias is indeed an outstanding leader, mentor, and coach who inspires others to reach their potential and do their very best to achieve their career goals.





2016 Distinguished Service Awards - Honorable Mention

INDIVIDUAL HONORABLE MENTION RECIPIENTS

Peter Athas	Cherish Finchis	SSgt Derrick Moore
Edura B. Baham	SK1 Trevor A. Glasgow	David Mumfrey
Ingrid Blanche	Pamela Goodwin	Charline Powe
GySgt Anthony Brooks	Cpl Chase Gross	Martha Priska
Matthew S. Brown	Sohelia N. Holley	Gerald Poullard
David Carrone	Clark J. Hue	Gary Ray
Ned M. Civello	John Jackson	Robert Saucier
Stephen W. Crawford	Michael D. Jerrell	ITC Ben Smith
Constance M. Davis	IT2 Jonathan D. Kincaid	Todd Tschannen
Paul Dimaio	James W. Langford	Robert J. West
Karen Durand	Debra Lewis	Corinne Wingerter
MSgt Omar M. Ebanksrivera	MK2 David E. Lopuszanski	Christopher Wujciak
CWO3 Keith Edwards	Rene Mejia	Joyce Yoe
Wade P. Fernandez		Helen W. Young

GROUP HONORABLE MENTION RECIPIENTS

Comptroller/Base Operations Department U.S. Coast Guard Base New Orleans	Homeland Security Investigations Cyber/Fraud Group
Government Insurance Services Branch Processing and Analysis Team USDA, National Finance Center	U.S. Immigration and Customs Enforcement Louisiana Recovery Office Supervisors FEMA Louisiana Recovery Office
Michoud Farmers Market Team USDA, National Finance Center	SSC Atlantic Detachment New Orleans Data Management Team
Payroll Processing Branch USDA, National Finance Center	Space and Naval Warfare Systems Center
Financial Management Team	





2016 Distinguished Service Award Judge



Quentin L. Messer, Jr., President and CEO
New Orleans Business Alliance (NOLABA)

As the leader of the only economic development organization solely focused on growing the Orleans Parish economy, Quentin leads initiatives and programs related to (i) retail and creative digital media business attraction and retention, including the Bioinnovation and Health Sciences cluster and (ii) enhancing the brand of New Orleans as a place in which to do business. He has overall responsibility for executing NOLABA's ProsperityNOLA strategy, which is the five year strategic plan for the New Orleans' economic growth developed in 2013.

Prior to joining NOLABA, Quentin was the Assistant Secretary for the state department of economic development, Louisiana Economic Development. Quentin managed initiatives and programs related to business intelligence, community competitiveness, small business services and state economic competitiveness.

Named to New Orleans Magazine's "People to Watch Class of 2015," Quentin was selected as a 2015 Dr. Martin Luther King, Jr. Distinguished Leadership Award recipient of the Fannie Lou Hamer Community Service and Leadership Award by Grambling State University. He is member of the Council for a Better Louisiana's (CABL) Leadership Louisiana 2014. In addition to being a member of the Board of Trustees of Our Lady of the Lake College, he is a member of the Board of Directors of Nexus Louisiana (f/k/a Research Park Corporation) and the New Orleans Workforce Development Board.

The father of two daughters, including a U.S. Marine, and a son, Quentin is married to Kenya LeNoir Messer, Ed.D, Associate Vice Provost, Office of Diversity, Office of Academic Affairs at LSU. He holds an AB, Woodrow Wilson School of Public and International Affairs from Princeton University and JD/MBA from Columbia University's Law and Business Schools, respectively.





2016 Public Service Recognition Week Committee Members



(Left to right): Reneé Davis, Licinda Collins, Anthony Bonal, Sandy Francois, Gregory McClain, Tammy James, Matthew Waranius, Amber Cannon, Roy Carter, Jacqueline Gullage, Mark Woodward, Tia Evans-Allen, Cheri Alsobrook, and Marjorie Wheeler.

Not pictured: William "Billy" LaGrone (Chair), Brandon James, Nancy Bonnaffons, Kathy Luckado, Trinia Bax, Ellenor Simmons, Dawn Reed, Charline Powe, Brenda Vincent, Janine Hebert and Debra Thiac.

Distinguished Service Awards Luncheon

Trinia Bax - Chair

Southern Regional Research Center

Tia Evans-Allen
Housing and Urban Development

Charline Powe
Veterans Affairs Regional Office

Janine Hebert
Veterans Affairs Regional Office

Dawn Reed
Southern Regional Research Center

Brenda Vincent
SPAWAR Systems Center Atlantic, New Orleans

Marjorie Wheeler
Internal Revenue Service





Committees

Mall Exhibition



(Left to right): Marjorie Wheeler, Mark Woodward, and Tammy James.

Not pictured: Brenda Vincent (Chair), Dawn Reed, and Charline Powe.

Brenda Vincent - Chair

SPAWAR Systems Center Atlantic, New Orleans

Tammy James
Strategic Petroleum Reserve

Mark Woodward
Army Corps of Engineers

Charline Powe
Federal Bureau of Investigation

Dawn Reed
Southern Regional Research Center

Marjorie Wheeler
Internal Revenue Service





Committees

Outreach



(Left to right): Sandy Francois, Licinda Collins, Matthew Waranius, Jacqueline Gullage, Roy Carter, and Tia Evans-Allen.

Not pictured: Trinia Bax, Nancy Bonnaffons, Lori Chauvin, Tammy James, Melanie LeDuff, Kathy Luckado, Ellenor Simmons, Gary Taylor, and Brenda Vincent.

Jacqueline Gullage – Chair Social Security Administration

Tia Evans-Allen
Housing and Urban Development

Trinia Bax
Southern Regional Research Center

Nancy Bonnaffons
U.S. Customs and Border Protection

Roy Carter
U.S. Coast Guard

Lori Chauvin
Federal Bureau of Investigation

Licinda Collins
Southeast Louisiana Veterans Health Care System

Sandy Francois
National Finance Center

Tammy James
Strategic Petroleum Reserve

Melanie LeDuff
Social Security Administration

Kathy Luckado
Bureau of Ocean Energy Management

Ellenor Simmons
United Way for Southeast Louisiana

Gary Taylor
Social Security Administration

Brenda Vincent
SPAWAR Systems Center Atlantic

Matthew Waranius
U.S. Coast Guard





Committees

Distinguished Service Awards

Brandon James - Chair
Social Security Administration

Ronald Douglas
Small Business Administration

Thomas Dunn
Bureau of Safety and Environmental Enforcement

Kathy Luckado
Bureau of Ocean Energy Management

Debra Thiac
Social Security Administration

Marjorie Wheeler
Internal Revenue Service





Committees

Program Booklet



(Left to right): Anthony Bonal, Tammy James, and Amber Cannon.

Tammy James - Chair
Strategic Petroleum Reserve

Anthony Bonal
National Finance Center

Amber Cannon
National Finance Center





Mall Exhibitors

Animal and Plant Health Inspection Service

Army Corps of Engineers, New Orleans District

Bureau of Ocean Energy Management

Citizenship and Immigration Services

Coast Guard

Combined Federal Campaign of Greater New Orleans, United Way of Southeast Louisiana

Customs and Border Protection

Department of Labor, Office of Federal Contract Compliance Programs

Department of Labor, Office of Labor Management Standards

Drug Enforcement Administration

Equal Employment Opportunity Commission

Federal Bureau of Investigation

FEMA, Louisiana Recovery Office

Food and Drug Administration

Housing and Urban Development

Immigration and Customs Enforcement, Enforcement and Removal Operations

Immigration and Customs Enforcement, Homeland Security Investigations

Internal Revenue Service, Tax Payer Advocate Service

Marshals Service

National Active and Retired Federal Employees Association

National Finance Center

New Orleans Passport Agency

Postal Service

Small Business Administration

Social Security Administration

Southern Regional Research Center

SPAWAR Systems Center Atlantic

Strategic Petroleum Reserve

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“And in my own life, in my own small way, I’ve tried to give back to this country that has given me so much. Because I believe that each of us – no matter what our age or background or walk of life – each of us has something to contribute to the life of this nation.” ~First Lady Michelle Obama

