

Heartland

Tenant Times

Spring/Summer 2004

www.gsa.gov

Iowa Office Edition

Greg Beachy, Property Management Director
 Paul Anderson, Deputy Property Management Director
 Randy Korn, Leasing Team Leader
 Preston Sandstrom, Real Property Specialist
 Diane Strawn, Real Property Specialist
 Jennifer Genovese, Editor

Greetings, Fellow Feds and Friends



Greg Beachy,
Property Management Director

In my discussions with agency heads across the Iowa federal community, a recurring theme of discussion emerges — the pace of change in the federal sector is a relentless.

We are continually facing new challenges, new policies, and new realities in how we operate and function. The focus for all agencies has been toward the customer and continuous improvement and integration of technology.

Our goal in GSA is to help make sure you have the space needed to best meet these challenges. To help us be better able to assist you in this regard, we are continually reviewing our operation for ways to improve. Here are just a few changes we are putting in place:

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GSA CHANGES:

If you noticed the masthead, you'll have seen that **Randy Korn** is now listed as the leasing team leader. As we acquire more leases in the state, it has become necessary to assign a property manager to coordinate this important activity. Randy will be the key coordinator for all leasing issues in the state, working closely with our leasing specialists, Kristen Ritter and Valerie Waldmeier, from the Regional Office in Kansas City.

We are also pleased to announce the selections of **Preston Sandstrom** and **Diane Strawn** as Real Property Specialists. Both Preston and Diane come to GSA with years of experience in facilities design and construction in the private and public sectors and both have recent Masters degrees from Iowa State University.

They will be undergoing developmental assignments to get them up to speed on GSA, and will be assuming more and more responsibility as time progresses. At the completion of their developmental assignments, they will

be the team leaders over the federal space.

LB&B CHANGES:

You'll notice on page 2 that **Tim Sims** is the new LB&B Iowa Project Manager. **Ed Mahlstadt** took a position with the Des Moines Art Center facilities department, and Tim was selected as the new project manager. Recruitment is underway to backfill Tim's position in eastern Iowa.

Dennis Stoker has also left LB&B for new opportunities. **Amy Dickson** replaces Dennis as the new Administrative Assistant handling billing and coordination issues.

Additionally, **Mark Johnson** of LB&B has moved on to a great new opportunity for him.

We wish our best to Ed, Dennis, and Mark — their efforts on improving the LB&B operation and delivering service to our customers have been greatly appreciated.

We hope you enjoy this issue of our newsletter.



LB&B Associates Inc is the Facilities Management contractor for GSA in Iowa. They provide all maintenance, operations, and janitorial services for GSA-owned buildings in Iowa.

Aloha!

Tim Sims
Project Manager, LB&B
Iowa Project Office

Introduction of New Team Members!

It was my pleasure to formally accept the Project Manager position in mid-April of this year. I intend to focus on total customer satisfaction at all 10 buildings and to manage the project with professionalism and determination to do what it takes to get the job done right the first time.

This project has experienced several changes in personnel throughout the first two and a half years and you can expect more changes. It will be my responsibility to ensure that future changes occur in direct support of the goals of the project.

Most recently, we have added several new outstanding members to our team. It is my pleasure to announce the following new personnel that will strive for excellent customer service.

Amy Dickson

Amy is our new Administrative Assistant for the state of Iowa. Amy's office is next to the project manager's office in the Des Moines Federal Building, Room 165. You can reach Amy at 515-284-4814.



Tim Sims,
LB&B Iowa
Project
Manager



Amy Dickson,
LB&B Iowa
Administrative
Assistant

Amy has a strong managerial, administrative and accounting background in various industries including HVAC and construction.

Amy has spent most of her life in the Des Moines area and is a graduate of the American Institute of Business. Since joining our team on July 12, Amy has already started making a difference with her organizational skills and accounting knowledge.

Deb Bell Deb is our new Lead Custodian at the Sioux City Court House. Deb's arrival, has led to a more productive and effective staff and I expect a noticeable improvement in customer satisfaction.

Roger Beau Roger is our new East Region Traveling HVAC Mechanic. Roger is responsible for the Waterloo SSA Office, Burlington SSA Office and the West Branch Post Office / Visitors' Center. Roger will also provide backup and assistance to the HVAC Mechanics at the Cedar Rapids Court House, Dubuque Courthouse / Post Office and the Iowa City Post Office / Federal Building. Roger has a strong background and a "can do" attitude.

Nick Bates Nick is our new Groundskeeper/Laborer at the Iowa City Post Office / Federal Building. Nick has experience in grounds keeping and HVAC. He is a hard working asset to the grounds and as an assistant to the building mechanic.

Please join me in welcoming Amy, Deb, Roger and Nick to our team.

Help Wanted:

Due to the promotion of Tim Sims and the resignation of Mark Johnson, the staff at LB&B Associates Inc. has openings for Regional Maintenance Supervisors in both the East (based out of Iowa City) and the West (based out of Des Moines) regions. Responsibilities include: oversight of equipment, quality control, reporting, subcontract administration, hands-on troubleshooting and 24/7 on-call response. Support includes HVAC, Electrical, Custodial, and snow removal.

Qualified candidates will have a 4 year degree (engineering preferred) and at least 5 years experience in supervising Facilities O&M activities in a Commercial / Industrial environment. Must have strong knowledge and troubleshooting ability of Commercial HVAC and associated building systems. All candidates must be able to pass drug/alcohol and criminal record check.

If you know of someone that meets the above requirements, please refer them to Tim Sims. They can email or fax their resume to timothy.sims@gsa.gov or 515-323-2437.

Federal Protective Service Update

US Department of Homeland Security
Barb Berry, Area Commander
Article by Travis Walker, Inspector

The Federal Protective Service in Des Moines welcomes two new inspectors to its ranks: **Steven J. Familo** and **John Travis Walker**. Both of these new additions to our team bring skills and abilities that are sure to make a positive contribution to the community, as well as to the homeland security mission of FPS.

Inspector Steve Familo comes to us from central New York, where he graduated *cum laude* from the State University of New York at Potsdam with a bachelor's degree in Political Science.



Inspector Steve Familo

He entered federal service as a U.S. Customs Inspector, worked as a Special Agent/Criminal Investigator for the Environmental Protection Agency, and served as a Police Officer for the Pentagon Force Protection Agency prior to joining FPS.

Most recently, Inspector Familo received the distinction of being named Honor Graduate for his exemplary performance at FPS' Physical Security Academy. He also has eight years experience as a certified paramedic and is an FPS-certified Firearms Instructor.

Inspector Travis Walker came to Des Moines from central Texas. He attained an Associate of Applied Science degree in Security and Loss Prevention Services from Hill College then went on to attend Southwestern Adventist University, graduating *cum laude* with a Bachelor of Science in Security Management.



Inspector Travis Walker

Inspector Walker's employment experience includes time with Hill College as an Adjunct Professor of Criminal Justice specializing in security and emergency management, four years as a paratrooper in the U.S. Army, and assorted other jobs ranging from construction to website/network design.

He recently attended the Federal Protective Service Mixed Basic Police Training Academy, where he received honors for outstanding performance in both academics and physical fitness.

Inspectors Familo and Walker are assuming responsibility for the security of all facilities in Iowa under FPS protection outside the greater Des Moines metro area.



Photo Gallery



ABOVE: The model of the new Cedar Rapids Court House as seen from above the Cedar River

BELOW: The interior of the first floor of the Davenport Court House under renovation.





GSA Team Leader:
Paul Anderson (acting)

GSA Property Management Reps:
Bob Considine
Sue Heeren

LB&B Supervisor:
Tim Sims (acting)

Service Call Number:
319.631.2587

Cedar Rapids US Court House

Probation Expansion

The project to convert the old postal space into Probation is complete.

New Court House

The design for the new Courthouse in Cedar Rapids, Iowa is currently in design development. The lead design firm is William Rawn and Assoc. from Boston and the local architectural firm is OPN Architects, from Cedar Rapids. The planned completion date for the design development phase is Oct. 2004. The architectural team will then produce the construction documents which should be accomplished around June 2005.

We currently expect construction funding for this new courthouse in either 2007 or 2008.

GSA has contracted with the Ryan Company to act as the Construction Manager. Therefore, when funding is obtained for the construction of the courthouse, it will be Ryan

Company's responsibility to construct the facility.

GSA is continuing to work with the city of Cedar Rapids on the agreement for transfer of properties.

Judge Reade Chambers

The project to make some changes in Judge Reade's space has been completed.

Flood Report

The flooding rains created havoc again this year along the banks of the Cedar River. This year, we took a much more proactive approach in preparing for and dealing with the floods. Our efforts paid off handsomely as we suffered nowhere near the damage that we had suffered in years past. This is due in large part to the leadership of Sue Heeren, Property Management Representative.

Mechanical Systems

GSA is replacing one of the building's air conditioning chillers that had reached the end of its use-

ful life. This replacement will allow us to maintain temperatures through this summer and upcoming summers until we relocate into the new courthouse.

We are also installing a monitoring and alarm system for the HVAC systems to help us catch any equipment malfunctions that may occur — before they become a problem.

Misc Renovations

The Marshals area in the basement has received a ventilation system upgrade to provide a more comfortable environment.

The Courts are upgrading a room on the 2nd floor to use as a training room and performing some minor space changes in Judge Jarvey's chambers.

Davenport US Court House

Renovation Progress

This project is the total renovation of a 1933 era courthouse to improve building systems and security, increase the number of courtrooms and usable space for the U.S. Courts and related agencies, and convert the building to a dedicated courthouse facility. Non courts related tenants have been moved to permanent leases. The building is un-

occupied during construction.

The project scope includes a small addition, creation of underground parking for secure circulation, and restoration/replication of original historic building elements.

Notice to Proceed was issued in November 2003, and substantial completion

is scheduled for June 2005.

Ramp excavation and retaining wall are in place. Demolition is nearly complete, and structural revisions to the building have begun.

Major equipment, such as chillers, air handlers, and the emergency generator, have been set in the basement.

GSA Team Leader:
Paul Anderson (acting)

GSA Property Management Reps:
Bob Considine
Warren Faulkner
Sue Heeren

LB&B Supervisor:
Tim Sims (acting)

Des Moines Federal Building

Exterior Recladding Project

Neumann Brothers has continued to make great progress on this exciting project. Anyone visiting the building after not seeing it for a year is in for a huge shock.

The interior along the north face is mostly complete. The east and south are coming along very well, and work is soon going to take off on the west face.

Work on the west face will create the need for temporary periodic closing of the skywalk. Neumann Brothers has coordinated with the city to close the skywalk mid-morning and mid-afternoon to complete the lifting of supplies, steel, and windows over the skywalk. This is purely a precautionary measure to ensure that the visitors, employees, and public remain safe while heavy work goes on overhead.

Replacement of the roof will take place starting in late August.

The overall project is still scheduled to be complete in early January.

Interior Renovation Project

The Interior Renovation Project is underway and Herbert Lewis Kruse Blunck (AIA Firm of the Year) of Des Moines will begin a Program Development Study (PDS) in early August. Throughout the PDS process, HLKB will work closely with agencies to refine their space requirements. The PDS will also provide more information on construction phasing and at its completion, a tenant meeting will be held to update general project scope, schedule and construction phasing.

Elevator Renovation Project

The contract to replace the controls and cabs on our elevators has been awarded and submittals are underway. Work should be starting in the September timeframe. Initially one elevator will be taken out of service for 6-8 weeks to undergo renovation. Once it is upgraded and back in service, another elevator will be renovated. After that, elevators will be taken down in pairs until the project is complete.

Fire Alarm Replacement Project

This project will be starting in the next 6 months.

Security Equipment Upgrade

A project to upgrade the security cameras has been substantially completed. The new cameras have very high quality resolution images to be able to allow FPS and the guards to monitor activity in and around the federal building.

Site Repairs

Once Neumann Brothers moves their equipment off site we will start a project to restore the grounds back to their previous neat and green appearance. We'll remove the old child care playground areas and also make some aesthetic changes under the skywalk where the lack of sunlight prevented anything from growing.

1st Floor Lobby Work

Automatic doors have been installed to the loading dock area on the west end of the lobby to improve accessibility and security into the interior dock area.

GSA Team Leader:
Randy Korn (acting) /Paul Anderson

GSA Property Management Reps:
Dave Bockenstedt
Kathy Routson-Jones
Rick Greve

LB&B Supervisor:
Tim Sims (acting)

Service Call Number:
515.284.4114



ABOVE: The south face as seen from Court Ave. At the left half of the building, you can see the completed look. The east half is still under construction in this photo.



BELOW: The evolving face of the Des Moines Federal Building, Summer '04



Des Moines US Court House

GSA Team Leader:
Randy Korn (acting)

GSA Property Management Reps:
Dave Bockenstedt
Kathy Routson-Jones
Rick Greve

LB&B Supervisor:
Tim Sims (acting)

Service Call Number:
515.284.4114

Restroom Remodeling

The project is substantially complete and GSA is working out the final details to finish out the project.

Exterior Repair Work

The project is in the final stages of design. John Luttig is the project manager.

4th Floor Courtroom Carpet

The north courtroom carpet was replaced at the end of July and the south courtroom is anticipated to take place in September.

Sidewalk Resurfacing

To deal with the perennial issue of cracked and crumbling sidewalks, we have undertaken a project to resurface the sidewalks

with a heavy-duty surface that should also maintain an attractive appearance.

This product has been used extensively elsewhere with excellent results. This project should be completed in September.

GSA Team Leader:
Randy Korn (acting)

GSA Property Management Rep:
Bob Considine

LB&B Supervisor:
Tim Sims (acting)

Service Call Number:
563.213.0022

Dubuque US Post Office/Federal Building

SSA Relocation

The relocation of SSA into leased space is underway. The move should happen in December/January.

Building Status

The redeployment of the Dubuque USPO/FB is on hold as the legal folks review some of the requirements that need to be sat-

isfied before transfer of title can occur.

after hours — before they become a problem.

Mechanical Alarms

We have installed a monitoring and alarm system for the HVAC systems to help us catch any equipment malfunctions that may occur



GSA Team Leader:
Randy Korn (acting)

GSA Property Management Rep:
Bill Brook

LB&B Supervisor:
Tim Sims (acting)

Service Call Number:
515.302.0182

Fort Dodge US Post Office/Federal Building

Building Status

The redeployment of the Ft Dodge USPO/FB is on hold as the legal folks review some of the requirements that need to be satisfied before transfer of title can occur.



Iowa City US Post Office/Federal Building

USGS Space

The US Geological Survey space on 2nd floor has undergone extensive repainting and re-carpeting. The work is complete.

Lower Parking Lot Repairs

The Retaining Wall project has been deferred until at least next summer. GSA is currently in discussions with another party over possibly trading this parking lot for another property that would serve our needs better.

The purpose of this project was to remove the badly leaning retaining wall separating the upper and lower levels, and once again al-

low usage of the full lot. We had previously cordoned off a portion of the lot for everyone's safety.

Should negotiations end unsuccessfully, GSA will plan on replacing the retaining wall during the construction season next summer. GSA's plans call for the one large wall to be replaced with two smaller walls with a terraced green space between the two.

2nd Floor Interior Work

Plans are underway to perform cosmetic upgrades to the hallways on the 2nd floor. New paint and carpet will be installed. This work will now take place in FY05.

Miscellaneous Mechanical & HVAC Work

A project is under design to address shortcomings in the ventilation system and to repair some outdated equipment.

USPS Parking Lot Repairs

The Postal Service lot has been repaved, and designs are underway to repave the loading dock area.

Mechanical Alarms

We have installed a monitoring and alarm system for the HVAC systems to help us catch any equipment malfunctions that may occur — before they become a problem.



GSA Team Leader:
Paul Anderson (acting)

GSA Property Management Reps:
Warren Faulkner

LB&B Supervisor:
Tim Sims (acting)

Service Call Number:
319.631.2785

Sioux City US Court House

Building Entryway and Interior/Exterior Renovations

Work is underway. The outside cleaning is mostly complete, with some coordination underway to assure that the main entrance remains open.

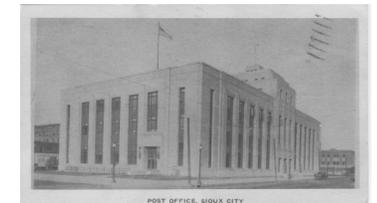
The grills are complete and will be delivered shortly. Polishing of the brass should be started by the time you read this.

The ramp work at the front entry ran into some subsoil problems, but some changes were made to adapt and make sure there are solid conditions on which to build the ramps.

The elevator work will be delayed to prevent interfering with pending courts workload.

Marshals Fitness Area

Work is underway and is roughly 60% done. We've run into a problem with one of the subcontractors declaring bankruptcy, which will slow up progress.



GSA Team Leader:
Randy Korn (acting)

GSA Property Management Rep:
Jerry Melham

LB&B Supervisor:
Tim Sims (acting)

Service Call Number:
712.203.1795

West Branch US Post Office/Federal Building

Building Status

The transfer of the building from GSA to the National Parks Service should happen in the next couple months (currently estimated for September). Until the transfer, GSA and

LB&B will continue to provide service to you.

Please continue to call us for any service needs or issues you have.



GSA Team Leader:
Paul Anderson (acting)

GSA Property Management Reps:
Bob Considine
Warren Faulkner

LB&B Supervisor:
Tim Sims (acting)

Service Call Number:
319.631.2785

OPINION 2004

Give Us Your View

THE GALLUP ORGANIZATION

2004 Customer Satisfaction Survey Results

Iowa Office Staff

The survey process for our 2004 survey has come to an end, and we thank everyone for their time and effort in filling out the surveys.

We hope to receive the final results and your comments in the next couple months. From there we will analyze the results, look for trends and issues, and take action to make whatever changes are needed to provide you with a workspace that meets your needs.

This cycle we surveyed tenants in the following locations:
Cedar Rapids Court House
Cedar Rapids SSA

Davenport SSA & IRS
Dubuque CH/PO/FB
Ft Dodge CH/PO/FB
Waterloo SSA
West Des Moines MEPS

We know everyone is very busy in providing service to your own customers. We greatly appreciate your time and input into our customer survey.

Keep an eye out in future news letters for some of the actions we've taken to address the issues you've identified.

Excess, Surplus & Disposal of Property

GSA Heartland Region Staff
Kansas City, MO

If an agency is interested in purchasing a product from GSA, government regulations mandate that federal agencies, to the fullest extent practicable, use excess personal property as the first source of supply in meeting agency requirements.

Excess personal property is any personal property that is no longer required by the holding agency for the discharge of its responsibilities. When items are no longer needed by an agency, the property is determined to be excess in accordance with Federal Management Regulation 102-36.

Once an agency declares property excess and refers it to GSA for worldwide screening, GSA then makes it available for transfer to other federal agencies for direct use or for use by their contractors, cooperatives, or project grantees. GSAXcess™ is the

mechanism for reporting or seeking personal property.

If excess personal property is not desired by other federal agencies, it is declared surplus. It is then offered to the State Agencies for Surplus Property (SASP) for donation. Property donations provide nonfederal organizations a way to obtain surplus federal personal property through the SASP. This property can be obtained by a wide variety of nonfederal public agencies and private, nonprofit organizations and institutions, such as educational and health activities and programs for the elderly and homeless.

If the property is determined not needed through the donation process, the property is made available to the public for sale. Property sales give individuals and businesses an opportunity to buy items the federal government no longer needs. GSA sells surplus

and exchange/sale personal property for civilian federal agencies. Available methods of sale include Internet auction, live auction, sealed bid, fixed price, spot bid, and negotiated sales.

GSA Auctions® provides the general public with an Internet website to bid electronically on a wide variety of federal personal property. The sales auction site also accepts bids by proxy and provides instant feedback. The website provides item descriptions and pictures of items for sale. And, as a service to federal customers, GSA can "sell" surplus personal property through GSA Auctions®.

For more information, visit www.gsa.gov/property, or contact Deb Laffoon in GSA's Kansas City regional office at (816) 823-3717 or deborah.laffoon@gsa.gov

Travel Services and Programs

GSA Heartland Region Staff
Kansas City, MO

GSA offers many travel services and special programs for federal agencies and employees, including *Travel Services Solutions*.

Travel Services Solutions is a new Multiple Award Schedule that provides federal agencies with one-stop-shopping for all travel management needs, and will replace the current Travel Management Center contracts that expire in 2005. *Travel Services Solutions* includes *Travel Consultant Services* and *Travel Agent Services*.

Travel Consultant Services contractors provide professional advice on many travel related matters, such as developing strategies for

adoption of e-Travel Service.

Travel Agent Services offer federal agencies the opportunity to contract for discount airline, bus, rail, hotel, and car rental services.

GSA also offers the *City Pair Program*. The *City Pair Program* is for federal travelers on official business. Airfares are based on one-way routes permitting agencies great flexibility in planning multiple destinations. Under the *City Pair Program*, advance ticket purchases are not required, and there are no charges by airlines for cancellations or changes. The airfares offered under this program average a 74 percent discount off comparable commercial fares.

Finally, GSA offers two lodging programs for federal employees on official travel. These programs do not overlap.

The *Value Lodging (VL) Program* provides federal travelers accommodations at within per diem, stateside and abroad.

The *Federal Premier Lodging Program (FPLP)* provides lodging services at the top 77 federal destinations using contracts that adhere to federal per diem rates.

For more information, please visit www.gsa.gov/travel.



Smarter Solutions

IT Security

GSA Heartland Region Staff
Kansas City, MO

In this time of heightened security awareness and congressional requirements, achieving IT security is a full-time task. It takes only a single point of vulnerability for unauthorized access to occur. GSA can help protect an agency's critical infrastructure and assure its data integrity.

GSA's security procurement experts are ready to help an agency meet its mission-critical security requirements with high quality, state-of-the-art products and services, FAR compliance, value-added services, convenience, and excellent

pricing. Working together with GSA's procurement experts and industry partners, an agency can maximize its resources with everything from the do-it-yourself convenience of non-assisted services, to fully assisted life-cycle solutions developed specifically for its security requirements. The net effect is exceptional support when and how it's needed.

GSA's established reputation as a leader in the federal technology marketplace, coupled with a broad range of in-depth security expertise, and a customer-

driven, individualized security solutions environment make it the first choice of federal IT professionals seeking security solutions. GSA stays on top of the newest technologies, most reliable contractors, and best prices so its customers don't have to.

For more information, visit www.gsa.gov/itsecurity, or contact Beverly Faitz at (816) 823-3367.

Local Goodwill Industries Employees Recognized

Goodwill Industries
Des Moines, Iowa

The 2003 North Central Region William M. Usdane Memorial Award

Rebecca Davis, Goodwill Industries of Central Iowa, Des Moines, Iowa

At the United States Federal Courthouse in Des Moines, JWOD Program employee Rebecca Davis provides an "extra special touch" to her janitorial services—her strong sense of professionalism and a constant smile. In addition to her job responsibilities that include cleaning bathrooms, washing floors and carpets, disposing of trash and wiping down walls, Rebecca is always willing to accept new assignments and go the extra mile to complete a project. She constantly strives to learn new aspects of her job in an effort to raise the bar of customer service. But Rebecca doesn't just focus on her own work, she also goes out of her way to help other workers learn their jobs and is a sincere team member who simply shines. Rebecca is an outstanding example of the success an individual can achieve within the JWOD Program through hard work, dedication, a willingness to assist others and a keen understanding of what it takes to provide the best customer service.

Info on the William M. Usdane Memorial Award (Established in 1979):

Dr. William M. Usdane had a distinguished and diverse career in rehabilitation and was a leader in the movement to provide vocational opportunities to people with severe disabilities. As the assistant Commissioner of the Rehabilitation Services Administration (RSA), he worked tirelessly for people

with disabilities. Usdane was both a scholar and an activist. He believed in translating theory into action and used his position at RSA to help create NISH. Because he was with NISH in the beginning, urging the organization to do more to create meaningful employment opportunities for people with disabilities, this award was established to commemorate his life and work. NISH remembers the spirit of Usdane by presenting this award named for him to a person with a severe disability who exemplifies the impact that the Javits-Wagner-O'Day (JWOD) Program has on the lives of people with disabilities throughout the country.

The 2003 North Central Region Evelyne Villines Award

Muhammad Jihad, Goodwill Industries of Central Iowa, Des Moines, Iowa

It's been five years since Muhammad Jihad became the day lead-worker on the Des Moines Federal Building JWOD Program janitorial contract with Goodwill Industries of Central Iowa. Developmental disabilities were no barrier for Muhammad's learning and demonstrating exceptional leadership skills in janitorial services. During this time, numerous letters of commendation have arrived at the General Services Administration's office regarding Muhammad's job performance. Muhammad began working within the JWOD Program as a custodian, but his focus on customer service earned him the lead worker position on his crew. He responds immediately to every customer request and is conscientious about the quality of his team's work as

well as his own. Muhammad's excellent communication skills, both with his staff and upper management, have enabled him to greatly enhance his performance and propel his crew to success.

Info on Evelyne Villines Award for Excellence in the Workplace:

As a person with a disability, Evelyne Villines is a leading national spokesperson and advocate for people with disabilities. Villines served for 20 years on the NISH Board of Directors and was on the board when only a handful of community rehabilitation programs (CRPs) participated in the Javits-Wagner-O'Day (JWOD) Program. By 1994, the year that Villines departed from the NISH Board, more than 22,000 people with severe disabilities were employed on JWOD Program projects, earning more than \$1 million in direct labor wages. In 1994, Villines was appointed to serve on the Committee for Purchase From People Who Are Blind or Severely Disabled. She was an active participant on the Committee until her term expired in 2003.

It is in recognition of Villines' commitment and dedication to the JWOD Program and people with severe disabilities that NISH instituted the Evelyne Villines Award for Excellence in the Workplace.

This award recognizes the outstanding achievements of an individual with a disability who was able to use the opportunities and training afforded by the JWOD Program to gain greater independence through employment beyond the Program.

Introducing Joseph M. Folsom, SBA District Director

U.S. Small Business Administration
Federal Building
Des Moines, IA

Joseph M. Folsom of Hudson, Wis., was named District Director for the SBA in Iowa on May 17, 2004.

“Joe Folsom brings to Iowa a vast amount of business marketing and rural-based economic knowledge, combined with hands-on experience in developing rural communities and providing business technical assistance,” said SBA Administrator Hector V. Barreto in announcing Joe’s selection. “He is uniquely qualified to provide the quality of leadership the Iowa small business community needs.”

Joe comes from the U.S. Department of Agriculture Rural Development in St. Paul, Minn., where he worked for 27 years, after serving as its community and cooperative development program director and

supervisory regional economist. During his USDA career, Joe served as a district loan specialist, assistant district director and a cooperative development specialist, specializing in the development of rural communities and cooperative business planning.

As District Director, Joe is responsible for the management and delivery of SBA’s financial assistance, business development and counseling programs throughout Iowa. He oversees both the SBA District Office in Des Moines and the SBA Branch Office in Cedar Rapids.

Joe is a graduate of St. Cloud State University with a Masters degree in Business Administration and the University of Minnesota with a B.S. in Agricultural Eco-

nomics and Animal Science. In addition, he has completed graduate level courses in Applied Public Financial Management from American University in Washington, DC.

Joe’s community activities have centered on serving as a venturing crew advisor, assistant scoutmaster and den leader for the Boy Scouts of America. Other activities have included organizing and serving as president of the local figure skating club, serving as an officer and board member of the local ice arena and hockey associations, and serving on a community center task force.

Joe and his wife, Patti, have 3 children – a son and daughter attending college, and a daughter in high school.



Joseph M. Folsom,
District Director
US Small Business Administration

Central Iowa Federal Executive Council News

Greg Beachy, Director, GSA Iowa Office
Central Iowa FEC President

Well, it is a bit of a shock to wake up one day and find that you are FEC president. Yes, Bill McNarney has retired from HUD as of the end of July, and the vice president becomes the president in this situation. So that’s me.

Fortunately, the council is on summer hiatus, so I have a couple months to attempt to get geared up for the fall. We have several pressing issues to tend to as a council.

The constitution and bylaws require that we have a Policy Committee that is made

up of six members. Given the number of retirements and losses the last two years at the senior management ranks, we need to rebuild our Policy Committee. I will be contacting some of you to consider serving as committee members.

Additionally, we are now without a Vice President. I’ve been talking with some agency heads and will hopefully be announcing a vice president soon.

LOCAL APPOINTMENTS OF NOTE: Bill McNarney’s retirement from HUD was honored with a reception on

July 23. The FEC presented Bill with a plaque honoring Bill’s long-standing service to the central Iowa federal community. Bill’s leadership will be sorely missed.

Bruce Ray is the acting HUD director.

Welcome to **Joe Folsom**, SBA’s new district director (see article above).

Also, hello and welcome to **Jud Watkins**, new Clerk of Court for the Northern District of Iowa.



Des Moines Federal Building Occupant Emergency Plan (OEP) News

Tom Lynch
VA Regional Office, Des Moines

New Security Gates

The Building Security Committee and agency representatives met to discuss the installation of an industrial grade steel gate with a hydraulic slide on the east and west side of the drive behind the building which was recommended in a security assessment.

The \$50,000 cost will be prorated in the rent charges to agencies in the Federal Building. For example, a large agency with 30,660 square feet of office space may pay an additional \$625 per year for 20 years and a small agency with 267 square feet of office space may pay \$6.00 per year for 20 years.

It was decided at the meeting to have GSA install the gates. These gates will provide vehicle intrusion protection on the south side of the Federal building, which previously was the only side with no real barriers in place.

Upon completion, all sides of the building — rather than three out of the four — will possess significant protective measures.

Tornado / Severe Weather

A change has been made to the OEPP concerning tornado and other severe

weather alarms (Pulsating horn and flashing light).

Employees and guests on all floors except the first floor will go to the core area (elevator lobby) of the building. The first floor employees and guests will continue to go to the basement. The disabled may go to the stairwell landings or the restrooms.

The purpose of this procedure is to prevent persons from being hurt by flying glass and debris from the tornado or severe weather. The shelter areas are surrounded by concrete walls, which will provide protection. The sheet rock walls may not provide protection.

Building Evacuation

The fire alarm (steady buzzing) is used to evacuate the building in the event of a fire, bomb threat or some other reason. Employees and guests will immediately proceed to the nearest stairwell and evacuate.

The current construction may require you to move around a construction fence on the outside of the building. Everyone should go to your agency's pre-designated area for accountability, which should be at least one-half block from the building.

You should not wait across the street from the building, as you may not be safe from flying glass and other debris. Disabled monitors should help the disabled person evacuate if possible. The disabled may remain in the stairwell landing for the emergency personnel to assist in evacuation but they assume a greater risk for harm.

Floor monitors should report the status of their floor to the Floor Team Coordinator at the east door of the building.

Law enforcement officers in the building who are not assisting in the evacuation of their agency's prisoners should go to Room 369 to assist in the evacuation of INS prisoners.

Enhanced Security

We should all be extra vigilant in watching for unusual items, vehicles or people near or in our building due to the election year and the nation-wide terrorist threats.

If you see anything unusual or threatening, call or contact the security guards at (515) 284-4189. They are on duty 24 hours/day, 7 days/week.

Central Iowa Federal Safety & Health Council News

OSHA, Des Moines Office

Why wear your seatbelt?

It is the right thing to do.

It saves lives.

It is the law.

Just a friendly, caring reminder from your Award Winning Des Moines Federal Safety and Health Council that Executive Order 13043 of April 16, 1997 requires Federal employees to use seat belts while on official business.



Service-Disabled Veteran-Owned Small Business Initiative

GSA Heartland Region Staff
Kansas City, MO

In December 2003, the President of the United States and Congress enacted Public Law 108-183. This law established a preference for the U.S. federal government to contract with Service-Disabled Veteran-Owned Small Businesses (SDVOSBs). This law was enacted as a follow on to P.L. 106-50, which designated that three percent of the total value of all prime contract and subcontract awards by the federal government be awarded to SDVOSBs.

As the fifth largest procurement organization of the U.S. federal government, GSA is prepared to assist SDVOSBs to sell their products and services to the federal government, as well as assist federal agencies in identifying and utilizing Service-Disabled Veteran-Owned Businesses under GSA contract.

In the past, federal agencies have had difficulty meeting the goals for contracting with service-disabled veteran-owned small businesses. This was due, in part, to the lack of identified SDVOSBs in the marketplace. GSA has dedicated a significant number of resources to identifying SDVOSBs, assisting them in obtaining a GSA contract, and helping them position themselves to compete for government business.

Using GSA's E-Tools on gsa.gov, federal agencies can identify service-disabled veteran-owned small businesses who have Federal Supply Service Multiple Award Schedule contracts to provide products, services, and solutions to fulfill federal agency needs.

In addition to GSA's Federal Supply Service Multiple Award Schedules, contract efficiencies abound through the utilization of GSA's Public Buildings Service, Fed-

eral Technology Service, and Government Wide Acquisition Contracts Center.

GSA's Federal Supply Service (FSS) contracts for products and services for federal government use through their Multiple Award Schedules Program and various other contracting vehicles. Currently, over 79 percent of FSS Multiple Award Schedule contractors are small businesses. FSS business volume is over \$25 billion dollars annually and offers more products and services than any commercial enterprise in the world.

The mission of GSA's Public Buildings Service (PBS) is to provide a superior workplace for the federal worker and superior value to the American taxpayer. To construct, maintain, and repair these workplaces, PBS contracts with private sector businesses.

GSA's Federal Technology Service (FTS) delivers best value and innovative solutions in Information Technology, Network Services, and Professional Services to support government agency missions worldwide. FTS is dedicated to supporting socioeconomic concerns through its contracting opportunities.

In total, GSA acts as a catalyst for nearly \$66 billion annually in federal spending.

By utilizing GSA contract vehicles, federal agencies can fulfill their procurement needs, at best value, utilizing service-disabled veteran-owned small business vendors.

For more information, visit www.gsa.gov/service-disabled.



Smarter Solutions



Smarter Solutions

U.S. General Services Administration
Public Buildings Service
Iowa Office
210 Walnut Street, Suite 165
Des Moines, IA 50309

Here is your Spring/Summer issue of the US General Services Administration **Heartland Tenant Times, Iowa Edition** — formerly known as the **GSA Corner**.

Look inside for some informative articles for the federal community in Iowa...like the one below!

“Thank You” to the DM Federal Building Choir

Amy K. Dagitz, Manager
Application Support Center, Citizenship and Immigration Service
Des Moines, IA

The Citizenship and Immigration Service held a large naturalization ceremony on July 9, 2004. 375 men and women from 46 countries became United States citizens at the Capitol Building in Des Moines.

The Federal Employee Choir volunteered their time and vocal talents, and sang an a cappella version of "America the Beautiful." The lyrics were also printed in the programs, and many new citizens and their families joined in singing.

The choir did a wonderful job, and the staff at CIS would like to thank them all for adding such a patriotic touch to the ceremony. The choir that sang consisted of: Bill Verwers, LB&B; Bob Mercer, OSHA; Novalee Klein, VA; Megan Bolin, USDA; Lisa Hatcher, USDA; and Karen Belk, VA.