Recruit...reward...retain

Getting and keeping the best employees means pulling out all the stops
New year, same resolve
We have set the foundation. This year, we build it stronger

As we begin a brand new year, I can’t help but look back for a moment and realize all that we accomplished in 2009. The list is long and varied and each of you should be proud of your contribution to the many successes of this organization. No matter what your role here at the district, each of you played a part in the 2009 achievements, including:

Public Meetings
This year we held well over 50 meetings to engage our stakeholders and partners on a variety of topics from meeting with the community to discussing the Hurricane and Storm Damage Risk Reduction System to our annual partnership meeting.

Nonfederal levees in Terrebonne Parish
The Terrebonne Parish Nonfederal Levee project was completed ahead of schedule and under budget. We constructed seven miles of levees in less than five months.

Permanent pipeline for beneficial use of dredged material
In April, we awarded a contract for a permanent pipeline to carry dredged material from the Calcasieu River Ship Channel to the marshes in Cameron and Calcasieu parishes.

MRGO
Also in April, the Mississippi River Gulf Outlet was permanently closed to all navigation and we completed the rock dam closure at Bayou La Loutre in July.

ARRA
The district received $197 million from the 2009 American Recovery and Reinvestment Act and as of December we have executed $143 million or 73% of the program, including $28 million for maintenance dredging. At Bayou Chene we beneficially used 875,564 cubic yards of that dredged material.

PRO
The PRO team began construction on the Western tie-in project (to provide risk reduction on the West Bank where none existed before) and broke ground on the West Closure Complex, including one of the largest pump stations of its kind in the world, in August 2009. Currently all five Jefferson Parish Lakefront levee reaches and breakwaters are under construction on the East Bank.

SELA
We signed a partnership agreement with the Louisiana Coastal Protection and Restoration Authority (CPRA) that will pave the way for construction of $1.3 billion of SELA features in Orleans and Jefferson parishes. We have also agreed to a 50-50 cost share to perform for the first time a feasibility study on risk reduction and coastal restoration features in Southwest Louisiana.

LACPR
And most recently, the Louisiana Coastal Protection and Restoration (LACPR) final technical report was submitted to the Assistant Secretary of the Army for Civil Works. The almost 3,300 page report offers a suite of alternatives for reducing risk. Any future projects will be determined through legislative action.

Congratulations on your hard work. But you probably realize that we are far too busy to spend much time reflecting on the past. Now is the time to concentrate on the future and renew our efforts to achieve the team’s goals for 2010 and beyond.

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The ever-changing work environment needs an adaptive recruitment and retention program

By Amanda Jones

In the November 2006 issue of Riverside, some of our leaders addressed our changing organization and how to move forward. Three years later, our organization is still changing. But this time, there are more options for recruiting, developing and retaining employees. Just as we use adaptive management in developing the Hurricane and Storm Damage Risk Reduction System, the New Orleans District is adapting to our changing environment and the needs of the employees.

Based on the statistics, our ability to adapt is paying off. On Aug. 29, 2005, we had 1,232 employees. By the end of June 2007, we were down to 1,154. But by the end of September 2009, we’re up to 1,429 employees, including Task Force Hope and the Hurricane Protection Office.

“We took a comprehensive look at all of the tools in the toolbox,” said Lt. Col. Jernigan, deputy district commander. “And out of that, with a lot of hard work in RM and CPAC, we identified a lot of tools that would allow us to expand the workforce.”

To recruit employees, we increased the number of recruitment and relocation incentives. At the end of July 2009, we had 76 recruitment incentives working and 31 relocation incentives. That’s up from the 25 combined recruitment and relocation incentives in June 2007.

We also received direct hire authority for engineers in March 2008, which accounted for 34 of the 86 external engineering hires in fiscal year 2009.

“We took a look at the Federal Career Intern Program and radically expanded that,” said Jernigan. The FCIP is designed to help agencies recruit and attract exceptional individuals into a variety of occupations and make appointments without regard to the traditional competitive process. That effort paid off in FY 09, with 52 engineers hired under the program.

“We did a very aggressive outreach program,” said Jernigan. “We went to the career fairs we normally went to and we expanded that greatly, approaching over 100 universities. And we held our own career fair to ‘market’ the district. That was the recruiting piece. Then there’s the keeping them piece.”

In FY 07 we lost 147 employees. In FY 08 we lost 168 of that, 44 percent retired, 13 percent moved to other agencies and 27 percent simply resigned.

Our district leadership has no delusions of halting the natural process of people moving on, but they do understand that people were finding better opportunities elsewhere. They realized that one way to slow down the attrition rate is to improve the quality of life here.

“We looked at work conditions, compensation benefits, pay cap waivers and retention bonuses. Our first attempt was for a group retention incentive, but that didn’t fly,” said Jernigan.

Following that request was a policy letter in December 2008 from Lt. Gen. Van Antwerp, which was further explained in a Feb. 27, 2009 memo-randum from District Commander Col. Alvin Lee.

“Accoarding to the memo, Lee’s intent for the retention bonus is ‘to stabilize the district’s workforce through 2011 and retain those employees that make valuable, key contributions to the HSDRRS program and other critical district programs in order to accomplish these missions and posture the district for success in the future.’

To ensure ‘fair and consistent implementation within organizations and across career fields,’ Lee, in his memo, created a district manpower council to review all of the requests and submit them to him for final approval.

The manpower council was chaired by Jernigan and included the CPAC director, chief of Resource Management, chief of the Equal Employment Opportunity Office and the chief of Office of Counsel.

The group reviewed all 427 requests for retention incentives. Of that, 135 were endorsed by the commander, totaling $718,000.

Operations Division Chief Chris Accardo said, “The retention bonus was a difficult thing. I sat down with all of my branch chiefs and for one week we shut the door, went over the criteria and we looked at every individual in the division and tried to assess whether they fit the criteria or not.”

Fifteen percent of the people in Operations Division got a retention bonus and everything submitted was approved.

“One of the hardest parts of my job,” said Walter Baumy, Engineering Division chief, is telling people that are very, very well-qualified in what they do and potential for performance; the likelihood that they would leave, because they really didn’t meet the criteria set forth, that we can’t offer them that type of incentive.”

Jernigan said, “It was based on the person in the job— their experience, knowledge and technical expertise and competence; demonstrated performance and potential for performance; the like- lihood that they would leave, because of their skills they could go somewhere else and get a comparable or better-paying job; or they’re retirement eligible and could walk out the door any time. And it was based on the supervisor’s recommenda- tion and whether they needed to retain a particular employee.”

Each person receiving the retention incentive signed a one year service agreement, which, if terminated, would require the forfeit of the biweekly installments.

“Accepting a job with a retention incentive is a two-way commitment,” said Bruce Terrell, chief of Construction Division. “The organization is making a commitment to the employee. Likewise, the employee is making a commitment to the organization.”

Another tool to retain some employees is the targeted local market supplement for engineers in the New Orleans area. Resource Management and CPAC had been working on this since July 2007 and finally gained approval in June 2009.

Engineering was the only occupa- tion eligible for this based on the Office of Personnel Management’s guidance that other occupations have comparable salaries to the private sector in the New Orleans area. The salary comparison was based on the Department of Labor’s 2008 salary data.

The result was a 16.14 percent salary increase for civil, environmental, mechanical, electrical and electronic engineers in job series 0810, 0819, 0830, 0850 and 0855 in the New Orleans area. It’s helping to retain key individuals,” said Baumy, “just as it was intended to do.”

“We figured that if you get a bump up like that, it could recalibrate some folks that really didn’t want to work here,” Jernigan said.

Overall, the single most important thing to be done is to let employees know that you appreciate their contri-
Every tool in the box, continued

“People tend to come here and feel comfortable and want to make a career here.”

Getting help from your supervisors...

Looking for a friend?

Equal Employment Opportunity excels

New Orleans District Wins the Chief of Engineers Award by Terry Chopin

Have you noticed the new plaque in the lobby? It hangs opposite the security window. This plaque represents the New Orleans District having won the 2008 Chief of Engineers EEO Award. MVN managers and employees carried the district to the top of the list with these actions:

Met or exceeded a significant number of affirmative action goals.

Although the only reason we can give for hiring anyone is, “She was the most qualified person on the list,” some selections work toward making the race/sex makeup of the New Orleans District more diverse and more like that of the nation over all.

Met or exceeded the USACE complaints resolution rate goal of 85 percent.

EEO specialists work with supervisors to preemptively resolve twice as many complaints as we see actually develop into precomplaints. And because of word of mouth, the more people we help, the more people stop in for help. Our door is always open.

Eliminated barriers affecting employment/employability of minorities and women.

Our employees with disabilities need only go to their supervisors to request reasonable accommodation. They can then find various accommodation sources on our EEO intranet site. If further assistance is needed, we’re just a phone call away. And accommodation is on its way!! Conducted recruitment (internal or external) efforts.

Our division/office chiefs know that it is their responsibility to get out and recruit their new employees. They develop work relationships with minority universities, as well as women’s and veteran’s local groups. And then they get out there and recruit students, women, and veterans.

Table: New Orleans District Career Program 18 (CP18), Engineers and Scientists (Resources and Construction) employment gains and losses by ethnicity, race, and gender

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Are you planning a tour?

Protocol Specialists Timothy Zimmerman and Mark Spillers of the Joint Visitors Bureau can help

The tours are subject-specific and can last from a few hours to a full day, depending on the level of information sought.

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Building Strong

Meet the new Tier II Leadership Development Program (LDP) class of 2010. Participants in the program come from a variety of departments. They include accountants, realty and public affairs specialists, project managers, program analysts, a lock operator, and, of course, engineers. They also have a wide range of experience within the Corps from just a few months to over a decade.

The inaugural class of 15 Corps employees kicked off the new and improved Tier II LDP with a two-day retreat. At the retreat, participants heard from Deputy Commander Lt. Col. Mark Jernigan about the opportunities presented through this new program.

“You are all plank holders now,” stated Jernigan, referring to a naval term meaning the first crew to take a new ship to sea. “You have an opportunity to launch this program and directly contribute to its success and the success of future classes as you move forward.”

The LDP is designed to prepare and enable high potential employees to serve in leadership positions by providing specific training and development opportunities. Tier II facilitates participants’ understanding of their strengths and how to leverage these strengths to improve their performance and effectiveness. It introduces the individual to the Army leadership doctrine and encourages them to assume leadership roles within their project development teams and workgroups. The end goal is the development of diverse, cross-functional leaders who are able to accept increasingly complex missions, and lead high functioning teams to accomplish the Corps’ missions successfully, anywhere and anytime.

Courtney Elzey joined the program to promote team building and productivity for mission execution.

“I feel that the LDP II will cultivate my strengths and challenge me to improve my performance and effectiveness for the betterment of the Corps and the community,” said Gallagher.

Participants will also be required to participate in at least 6 hours of work dedicated to support projects focusing on community outreach. This aspect of LDP is meant to provide additional leadership opportunities to participants and support the district’s community involvement, relationship building, and strategic communications program. Participants will prepare project reports and recommendations and brief the commander, staff members and other interested parties. Each Participant will work on at least one team outreach project.

Leadership “theory” and “practice” will meet face-to-face as the participants form teams to work on projects that focus on challenges and opportunities facing the New Orleans District. All program members are expected to participate in an assignment opportunity to use the skills and knowledge acquired through this program. These assignments are in addition to normal duties and must be undertaken within one year following graduation from Tier II LDP.

Shaping the Future

The Leadership Development Program helps create tomorrow’s leaders

by Karen Collins with photography by Collins and Scott Riecke

www.mvn.usace.army.mil

Far left: Dredge Wheeler. Captain Ed Morehouse leads the members of class 2010 on a tour of the vessel. Above: Members of this years class include: (front row from left) John Templeton, Susan Mabry, Sabine Walker, Erin Clark, Yoyna Calix, and Jovan Johnson. (Back row, from left) Bennie Benson, Tiffany Mims, Lelan Cortez, Lacy Gallagher, Mark Huesmann, Scott Turygan, Karen Collins, Courtney Chatman-Elzey, and Mehava Addison.

If a picture is worth a 1000 words then our Flickr page has a lot to say.
I

n late 2008, the Mississippi Valley Division (MVD) looked ahead to their responsibility for delivering the largest civil works program in the history of the U. S. Army Corps of Engineers. The MVD Fiscal Year 2009 Program included the simultaneous delivery of the massive Hurricane and Storm Damage Risk Reduction System (HSDRRS) in the New Orleans area, a hurricane of GREAT by American Recovery and Reinvestment Act (ARRA) Program, and the annual regional program. The scope of this MVD program was essentially three times the Corps’ typical total annual civil works program. To deliver this unprecedented program, MVD had to find a way to focus the resources of the entire region on efficient and effective program delivery. Successful program execution would require a significant change from the historic “district-centric” business model, moving necessary to meet the Mississippi Valley Division’s mission. As a first step in late 2008, the civilian functional leads for Planning, Real Estate, and Contracting formed PDTs to develop Courses of Actions (COAs) that would meet the enhanced regional support goals. The PDT’s objectives were to identify a COA which would deliver quality products and services to customers, increase technical competency, achieve economies of scale, and drive regional independence. In April 2009 the Regional Command Council selected a COA for Planning, Real Estate and Contracting. The PDTs then focused on developing a structure that would meet the enhanced regional support goals. In developing a COA, Planning’s task was doubly hard since, in the late 1990s, the decision was made in MVD to combine Planning with Programs and Project Management. This was done in an attempt to take full advantage of planners’ skill sets (especially their customer focus and knowledge of available authorities), maintain a robust career path for planners, and attain efficiencies in the delivery of projects. Unfortunately, while some of these intentions were met, the immediacy of project management duties oftentimes shifted the project manager/planner’s focus away from planning and toward project management activities. As a result of this, along with the retirement of many of our seasoned planners, planning technical capability suffered. Therefore, technical capability loss was a key detriment for program execution success that had to be addressed.  

Fluctuations in individual district work-load/funding made it difficult for districts to plan and maintain technical expertise. Some of the districts had too many resources and not enough work. With 50 percent of the planning workforce eligible to retire in five years, it was critical that a succession plan was in place to sustain the required planning capability. Under the “district-centric” business model, maintaining planning capability was difficult and neither efficient nor effective. In a bold step as a result of this regionalization initiative, MVD re-established Planning as a separate organization. The approved Planning COA created two Regional Planning Divisions – Regional Planning Division North and Regional Planning Division South. A permanent order was signed by Brig. Gen. Walsh, MVD commander, on October 15, 2009 to realign all planning personnel to one of the two Planning Divisions and the two division chief positions have been temporarily filled. The northern division consists of planners from the St. Paul, Rock Island, and St. Louis districts and its chief will be located at New Orleans. The southern division consists of planners from the Memphis, Vicksburg, and New Orleans districts and its chief will be located at New Orleans. In 2010, MVD will assess the progress achieved by this COA and decide if additional refinements are needed to fully achieve the goals of delivering quality products and services, increasing technical competency, achieving economies of scale, and driving regional independence.

MVD’s newly formed Planning organization focuses the planning technical resources of the entire region in a manner that best supports MVD’s regional program and project execution. It also provides a structure that enables the enhancement of planning technical competencies and allows flexibility in placing these resources within the six districts in MVD. It enhances our pursuit of GREAT by efficiently and effectively focusing the resources of the entire region on project delivery and increasing our planning technical capability. Rayford Wilbanks, MVD Planning CoP Leader, stated, “Establishing the new Planning organization is vital to the delivery of the current planning mission, provides the flexibility to utilize the region’s resources where surges in resource requirements may occur in the future, and gives a broader platform to enhance planning technical capability.”
Building a better beach for a barrier island

New technology helps reduce risk on Grand Isle

by Stacy Mendoza

Since the Grand Isle Beach Erosion and Hurricane Protection Project was authorized in 1976, countless storms have affected this inhabited barrier island in the Gulf of Mexico.

The current restoration project under this authorization is to rehabilitate the dunes on Grand Isle that were damaged from Hurricane Katrina. The Army Corps of Engineers is constructing a $26 million project to rehabilitate 5.7 miles of sand dunes with a geotextile tube core. This method has proven effective in reducing erosion risk to shorelines, particularly from the threat of a tropical event.

The project includes three tubes, including a large tube forming a 6-foot-diameter core, and two smaller anchor tubes on each side of the main tube. A scour apron provides additional resiliency. The pre-manufactured geotubes are filled with a slurry mix (sand and water) and buried in the dune.

“The anchor tubes provide a systematic approach to risk reduction by preventing scouring of the main geotube if the sand dune gets overtopped,” explains Rob Davinroy, senior project manager with the St. Louis District, which provides engineering and design support for Grand Isle.

Each section of the main geotube is 200 feet long, contains about 385 cubic yards of sand and weighs approximately 675 tons. The installation of the geotubes was completed in September 2009. Crews are currently dredging approximately 1 million cubic yards (CY) of sand material for the sand cover and beach nourishment part of the project. The project will be complete in early 2010 when the pedestrian crossings and emergency access sites are installed.

The remaining 1.4 miles on the western portion of the island is protected by a “burrito” levee and geotube portion of the project. When Tropical Storm Ida hit on November 10, 2009, a 1,000-foot section of “burrito” was damaged on the most vulnerable area of Grand Isle. The section will be replaced with a geotube and completed in early 2010. The rest of the “burrito” levee and geotube portion of the project was untouched by Tropical Storm Ida.

“Having a hardened core in the dune, with the geotube and the “burrito” projects, will help Grand Isle better withstand the tropical storms that impact this small island,” said Everett Compton, quality assurance representative with the Hurricane Protection Office.

The new geotube is filled with a mixture of sand and water slurry (below left). The water is drained from the tube (below) leaving the sediment compacted inside the tube.

A crew member is able to walk the length of the tube (Top right) because, once the water is removed, the tube becomes as hard as concrete. The filled geotube (below center) measures 5 1/2 feet high with a circumference of 30 inches. Next (below left), black anchor tubes placed along both sides of the tube will hold down a scour apron. These features help prevent scouring of the main geotube in the event the sand dune is overtopped. Finally (bottom right), each completed section of geotube is covered with sand. Once the sand is in place, elevation of the completed dune reaches an elevation of 13 1/2 feet. The project will be complete in 2010 when emergency access sites and pedestrian crossing are installed.