



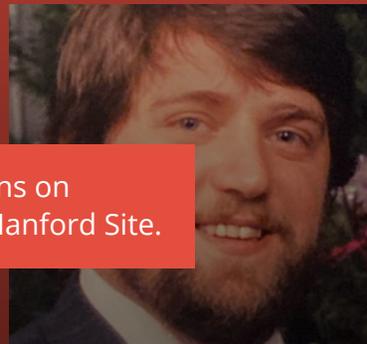
MISSION: INTEGRATION

HANFORD

MISSION
INTEGRATION
SOLUTIONS
NEWSLETTER



MISSION: PEOPLE



November 2021

HMS
HANFORD MISSION INTEGRATION SOLUTIONS

Recollections and reflections on
decades of service to the Hanford Site.

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OFFICE OF THE PRESIDENT



It's impossible to write this monthly letter without addressing the issue heavy on our minds – COVID-19 and the federal vaccine mandate. Many are weighing difficult personal decisions, and for some, that means they may no longer be employed by a federal government contractor such as HMIS.

Some of my hardest days as president of this company have occurred when I learned we lost a member of our HMIS family to COVID-19. I know more difficult days are ahead, but I hope that as a company and as a community, we endure less tragedy and heartbreak related to the pandemic as we move forward. I hope we come together to support and respect one another and to do everything we can to protect ourselves and those around us.

Like most people, I'm anxious to return to a life without masks and social distancing – and I believe we are on the path to being able to do so. In the meantime, our critical mission at Hanford continues. We remain committed to our mission and I appreciate the hard work by every member of this team. As this continues to be a highly stressful and emotional time, it's imperative we focus on situational awareness and treat each other with respect and kindness.

Bob

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Guest Message – Kadi Bence

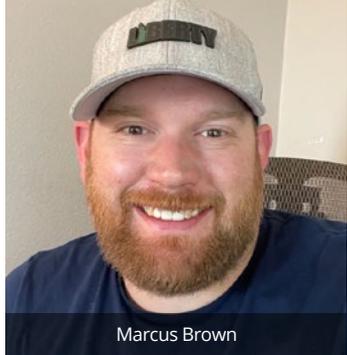
When asked to share a message this month, and the focus was “people,” I thought, ‘perfect,’ because Ethics is all about people! People make our Ethics and Compliance program successful...thank you to all who make the right decisions every day!

I hope you enjoyed our first experience with national Corporate Compliance and Ethics week — and our goal to shine the light on ethics by highlighting that everyday integrity wins! It can be as simple as being nice to others and maintaining mutual respect.

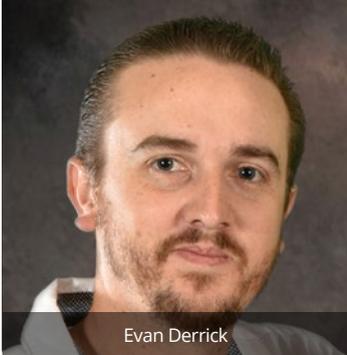
Our hope is to create a friendly, open atmosphere where you engage with the Ethics team. We remain open to suggestions on improving our communications, including topics specific to your needs. We are also always looking for inventive ways to showcase our company's goals and values, such as the light-hearted video series that makes it easier to digest heavy subjects.

As we approach the year's end, take time to reflect on your work-life balance and remember what's important for maintaining a healthy mindset. Supporting the team may even mean bringing to light sensitive situations. It is important to Speak Up! about ethical concerns, keep others at the forefront of your thoughts and actions, and capitalize on what we have in common: supporting the One Hanford mission.





Marcus Brown



Evan Derrick



Myles Gregory



Spencer Myrick

ONE HANFORD MISSION

Powerful Team Creating Power Apps

Contributor: Robin Wojtanik

A crew of just four people is efficiently developing software applications through a new site platform called Power Apps to meet a variety of needs on the Hanford Site. The Business Systems team of Marcus Brown, Evan Derrick, Myles Gregory and Spencer Myrick has developed several apps, including the COVID-19 vaccine scheduling tool or the COVID-19 attestation app as well as the HMIS communications request app, and a web-accessible version of PopFon for WTP. Dozens more developers in the Software Engineering Services organization within Information Management Services contribute to fulfilling additional app needs.

To develop an app, the Business Systems team starts by collecting the requirements of the application. "In most cases, that's the hardest part," said manager Marcus Brown. "We look at whether there are data storage requirements, what the screen needs to

look like, whether there are workflows associated with this, or if it requires email notifications."

Once the team determines the requirements of the app, they can begin the actual software development process using the "low code/no code" Power Apps platform that requires far less coding than usual. This results in a much faster development, versus legacy development technologies. "Using this software continues to shrink timelines down," said Brown.

In most cases, development of a typical app can take 6-9 weeks. The vaccine and attestation apps each took just 3-4 weeks to create since they were a high priority to comply with new regulations. Apps go through a robust review board process for final approval, which includes a DOE representative, before being pushed live for use on the Hanford Site.

ONE HANFORD MISSION

Cloud System Enhances Emergency Alerts

Contributor: Melissa Ver Steeg

Thanks to the recent migration of the Hanford Site Emergency Alerting System to the AtHoc Cloud System, emergency notifications on the Hanford Site are even more efficient and informative. The HSEAS arms workers with information they need to best protect themselves during an emergency by delivering notifications of high importance, such as take cover, evacuate or shelter-in-place events. With a database of 500 pre-drafted alert messages, operators can quickly create messages, edit with specific information like location and instructions, and send mass notifications reaching thousands of employees within minutes!

With the move to a cloud-based platform, users can receive alerts on smart devices (text or smart app), expanding the reach and increasing the speed in which workers receive emergency information. It is also easier for operators to access the system since the HSEAS is no longer HLAN-dependent and can be administered via smart devices if HLAN is unavailable. In addition, system maintenance has become seamless since updates and patches are managed by the vendor.

In keeping with best security practices at Hanford, the AtHoc system is also a Federal Risk and Authorization Management Program moderate certified system. The FedRAMP provides a standardized approach to security assessment, authorization, and continuous monitoring for cloud products and services, giving our team a high level of cyber assurance.



Hanford workers can now receive Hanford emergency notifications on mobile devices thanks to the transition to the AtHoc Cloud System.

The project team included Derek Trebes, project manager from subcontractor North Wind Solutions, HMIS Emergency Management & Preparedness Operations Manager Ted Morales, and team members Dulcie Allen and Kendal Barrow, North Wind Solutions subject matter experts Mike Murdoch, Greg Hanson and Nathan Mulroy, North Wind Solutions software developers Jon Burris, Mike Schmidt and Annette Lewis, and HMIS BTR Toby Greer.



Hanford Emergency Operations Shift Office Duty Officer Matt Flores prepares to send an AtHoc alert message, providing workers with important safety information.

ONE HANFORD MISSION



White bags placed on t-posts along Route 4 South may be contributing to a decrease in animal strikes.

White Bag Project Helping Deter Deer, Elk

Contributor: Ginger Benecke

Early results indicate bags placed on t-posts along Route 4 South may be deterring deer and elk from the road. The project is one of several efforts made by our Traffic Safety team and the Sitewide Traffic Safety Committee to keep animal strikes at bay.

Installed last fall, the bag placement was based off a similar study done in Wyoming and Utah as a low-cost alternative that decreased animal collisions by up to two-thirds. Headlights of passing vehicles reflect off the white bags, appearing like an animal running from the highway. This may encourage deer or elk to hesitate or be more cautious crossing the road.

Since adding the bags at Hanford along two separate one-mile stretches, animal strike numbers are down compared to the



HMIS Traffic Safety team (from left) Andy Foster, Ginger Benecke and Brian Tungesvik stand next to one of two deer and elk signs on SR 240 near Route 10 and near the Yakima Barricade.

previous five years of data. The most animal strikes on the Hanford Site occurred in 2019 with 21, and that fell to 8 strikes in 2020 and 11 strikes in 2021.

“Although our numbers are relatively low compared to areas across the state, one collision is too many as far as we are concerned,” said Andy Foster, Hanford Site Traffic Safety Committee chair and manager of HMIS Safety Programs.

In addition to the bags, ramped up communications, bulletins, safety discussions, and new signage across the site may have contributed to fewer collisions. The bags and posts might also simply keep drivers on higher alert. “We received a report from a driver witnessing a herd of elk that walked to the end of the t-posts and bags before venturing toward the road,” added Foster.

The Safety team recently replaced worn bags using recycled seed bags from a Gable Mountain project. Lighter traffic due to COVID-19 restrictions will keep the pilot project running through at least winter 2022.

ONE HANFORD MISSION

Excess Program Back to Full Strength

Contributor: Robin Wojtanik

The Asset Disposition (Excess) Program is fully up and running again – and the Warehouse & Property Management team wants you to start sending items over! “Our crew is hungry to get it,” joked Phil Lewis, asset disposition manager. The Excess Program proceeded with limited operations the last couple years but has now returned to full strength and is again accepting items deemed as excess. From vehicles to tools, electronics to parts, it will all process through the Central Receiving Warehouse at 2355 Stevens Drive.

Products defined as excess are those no longer needed for completion of the contract. They are put through a screening process for reutilization, making the items available to DOE or other federal agencies, as well as local, city or state government, tribal nations, airports, and non-profits across the country.

Recently, some of the first transfers of excess property under the rejuvenated system included a floor sweeper that went to the state of Washington and a garbage truck that went to the state of Montana. Some organizations, like Electrical Utilities, have stockpiled excess legacy meters over the last couple years and recently transferred 12 crates of equipment to the Asset Disposition Program.

How can you report items to the Asset Disposition Program? Contact [Melinda Ihnen](#) to arrange for processing. What happens to



Ken Jackson moves excess property in the warehouse.



Jeff Webb (left) and Brent Bottineau ready a garbage truck for delivery to the state of Montana as part of the Asset Disposition program.

items not picked up by agencies or those eligible to receive excess property? Phil said this is a common question he’s asked and wanted everyone to know the public can bid on items listed in General Services Administration Auctions, a government website run through [gsaauctions.gov](#). GSA Auctions sells it all – even real estate. You can even browse by location to search for items once used on the Hanford Site.



From left, Jeff Webb, Matt Miller and Scott Taylor verify receipt of property.



One of two Guzzler trucks in use at Hanford

ONE HANFORD MISSION

Site Cleanup with Guzzler Operations

Contributor: Jill Harvill

One of our site services is supporting contractors in their operations and cleanup efforts using specialized equipment, such as the Guzzler truck. The Guzzler is an industrial vacuum used to clean solid debris and excavate around utilities. HMIS has two Guzzlers in operation at Hanford, one for regulated waste cleanup and one for all other jobs.

In a recent job for WRPS, the Guzzler cleared debris in the transfer line from the tank farms to the Effluent Treatment Facility. As the line is inspected and prepared for use in DFLAW operations, the Guzzler assisted in the effort. With manholes approximately every 30 feet, an air compressor was used in one access point, with the Guzzler vacuuming from the next one.



Heavy equipment operator Jim Davis uses a remote control to position the hose and operate the Guzzler.



(From left in orange) Heavy equipment operator Jim Davis, teamsters Mitch Bryant, Josh "Red" Long, and Richard Omta work together with others to complete the job.

Because of potential contamination of debris collected in the Guzzler, it is disposed of at the Environmental Restoration Disposal Facility on Site. The Guzzler is routinely used around the Site for jobs such as wastewater drainage cleanup, clearing various transfer lines and manholes, and assisting Electrical Utilities.



A work crew prepares to clear debris from an inactive transfer line.

MISSION: PEOPLE

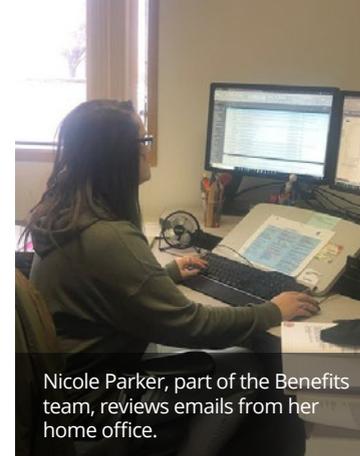
Annual Enrollment Takes a Team Effort

Contributors: Cerise Peck & Kelly Nite

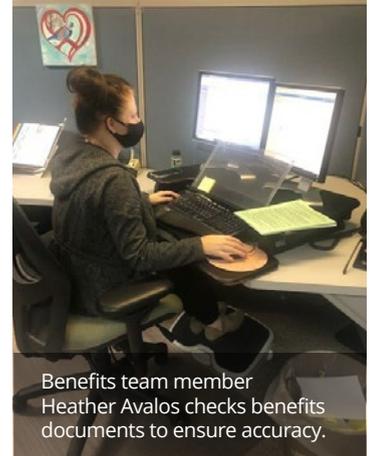
Coverage for specialty prescriptions or a child attending college out-of-state are just a couple of the thousands of inquiries the Benefits team with Workforce Solutions responds to during the three weeks of annual enrollment each fall. Managing the Hanford Employee Welfare Trust, as well as the HMIS Single Employer Plan, the Benefits team is responsible for more than 7,000 active employees' and 5,000 eligible retirees' healthcare coverage enrollments.

While the enrollment itself is automated, the team begins preparing in late June. The process starts with mid-year reviews from coverage providers, discussions about industry trends and potential plan design changes recommended by the insurance brokers or providers. Once completed, the team begins working with the Information Management Services team, the insurance companies, and broker(s) to update the tools and materials for annual enrollment. From there, Benefits begins building comprehensive packets with benefits information to distribute to eligible employees and retirees.

Packets are sent in early October, a couple weeks before annual enrollment begins. The three weeks of enrollment are a sprint of tracking emails and calls, answering questions and chasing down missing enrollments. Once the enrollment window closes, the team audits the data submitted and works with the vendors to process all the changes to take effect January 1.



Nicole Parker, part of the Benefits team, reviews emails from her home office.



Benefits team member Heather Avalos checks benefits documents to ensure accuracy.

"I am extremely proud of my team and the work we do for the Hanford Site," said benefits director Kelly Nite. "Annual enrollment touches every employee we have, and it is important they make informed coverage decisions. Being responsive and knowing how to answer complex questions is just part of the work done during enrollment, but it's critical to the success of our workforce to be able to access quality care when needed."

MISSION: PEOPLE

Engaging the Future Workforce

Contributors: Dan Seitz & René Brooks

In addition to supporting HMIS and Hanford employees, the Workforce Resources and Development team with Workforce Solutions participates in efforts to build real life skills and confidence in the youth of our community. They maintain partnerships with local educational institutions to help identify and develop the future workforce. One example is participating in the annual career fair hosted by CBC and WSU Tri-Cities. This year's event was held virtually using an application called Handshake, which allows for interactive communication between candidates, recruiters, and other attendees. The event is one of several that will allow HMIS to build connections with our next generation of talent.

HMIS was also the first company featured in Columbia Basin College's new quarterly Employer Residency program. CBC students had the opportunity to attend a virtual group or one-on-one session with a WS representative. Our representative connected with dozens of students, discussing HMIS internship programs and students' areas of career interest. In addition, Maureen Gore also served as a guest speaker for Delta High School's Career Prep event, helping students better their interviewing skills.



Recruiter Jessica Esparza at the CBC and WSU-TC Virtual Career Fair.



Dan Seitz (left), Workforce Resources & Development, and Chase McClendon, Utilities Planning, took part in a workforce summit to help local educators link coursework with Hanford careers.



MISSION: PEOPLE

Summit Connects Hanford Jobs with Local Educators

Contributor: Robin Wojtanik

Prepping for Hanford's future workforce is at the forefront of resource planning for the Workforce Solutions team! This month they took part in a unique event for local educators as part of the SE WA Future Workforce Summit, sponsored by The STEM Foundation and Educational Service District 123.

A segment of the summit was dedicated to a professional development opportunity focused on connecting jobs available at Hanford with the kind of education valuable to students who may fill those jobs. The training sold out immediately and had a waiting list. The virtual event included Dan Seitz and subcontractor Chase McClendon (Terragraphics). Dan took part in the STEM summit last year as well. "We had to ask him back; he is such an engaging speaker, such a wealth of positive energy, and very heartfelt in his work," shared Debra Bowen, executive director of The STEM Foundation.

Since the Hanford Site collectively employs more than 10,000 people, it's vital local educators understand how the classes they teach may correlate with future career success in our region at both HMIS and Hanford. Previously, McClendon participated in the STEM Like ME! program, speaking with middle school students about the jobs they might aspire to.

"When Chase shared his story with Chief Joe Middle School students about attending there, sitting in the seats they are, then coming up through the skilled trades to his current role at Hanford, his pathway really sparks their interest," said Bowen. "His story had the same effect on teachers at this training."

"It was an honor to speak at this year's Future Workforce Summit," said Seitz, manager of Workforce Resources & Development. "This collaborative effort, and other outreach opportunities in the future, will be imperative in helping the site identify the next generation's workforce to meet future resource needs."

MISSION: PEOPLE

Internship Program Sees the Bigger Picture

Contributor: Cerise Peck

Our Cooperative Internship Program has a successful history of identifying capable students for long-term careers dedicated to the One Hanford mission, especially with the Engineering team.

“This program has led to hiring more than two dozen interns as engineers over the past eight years,” said Drew Thomas, engineering director and a previous intern. “About 30% of our current engineering team started in our intern program.”

Chief engineer Grant Ryan oversees the internship program for his team, which includes a strong mentoring component, building both tangible experience and insights to inform career planning and decisions. Interns are assigned a mentor, typically someone who graduated from the program and transitioned to full-time employment.

“Grant has a larger vision when he leads this program. He’s not solely focused on adding to the workforce; he’s creating a diverse pool of qualified engineers aware of the opportunities at Hanford and in the surrounding communities,” said Maureen Gore, HMIS internship program administrator. “By mentoring the next generation of engineers with skills, resources and knowledge, we help mold future leaders and community members. Grant and his management team truly embrace the One Hanford mission.”



Engineer Joe Cort (right) reviews documents with intern Shari Reese. (Photo taken prior to COVID-19 safety protocols.)

Current interns are working on designs for facility modifications, such as ventilation system replacements, power upgrades, wastewater removal and configured drawing updates. Others are working on a design for better ergonomic pumping of holding tanks and pipelines.

Encouraged by these success stories, Engineering plans to continue to utilize the Co-Op Program, providing employment opportunities through structured growth, ensuring a well-trained pool of engineers to continue progressing the Hanford mission in the future.



Norma Aguilera-Vazquez is an HMIS civil engineer and began her career as an intern.

MISSION: PEOPLE



Members of the Custodial group (from left) Cindi Guenther, Brenda Patrick, Cheryl Serrao and Jan Seely organized the 2021 Custodial Cancer Awareness effort at HMIS.

Together, We Make a Difference

Contributor: Robin Wojtanik

For three years running, our Custodial group has raised funds to support somebody affected by cancer, with the past two years helping three of our own janitors. This year, the Custodial group chose to sponsor a local child living at the Ronald McDonald House while being treated for leukemia. Since February, Valerie has spent more than 150 nights in the hospital. She is responding well to treatment and her family has been able to visit with her at their “home-away-from-home.”

The 3rd Annual Custodial Cancer Awareness Day at Hanford was the most successful yet! It’s generated a whopping \$2,300 in donations to support Valerie’s fight – with most money coming directly from the janitors. We thank everybody who has so generously contributed, and we’d like to thank Cindi Guenther, Brenda Patrick, Cheryl Serrao and Jan Seely for organizing this effort.



MISSION: PEOPLE

Our Longest-Serving Workforce

Where would we be without the PEOPLE who make up our HMIS family? Especially those who have seen so much, done so much, and experienced so much on the Hanford Site after decades of service.

We invited those most tenured on our team to share a photo, story or reflection of their time at Hanford so far.



MISSION: PEOPLE



Kathy Keelean arrived at the Hanford Site for a six-month assignment as an administrative assistant. 35 years later, she's still here as a radiological control technician.

"In the early 90s at PFP, a decision was made that we needed a Christmas tree in our office. Mind you the HPT office was in a contamination area. So, we had a cut Christmas tree and we performed surveys of the tree, sampled the water, and wrote a Survey Report to dispose. The office never smelled so good."

Kathy also recalls one of her "coolest" experiences at Hanford, "performing a whole-body survey on Jack, a working falcon who decided to come visit the site. His owner was tracking him with GPS, and with assistance from Hanford Patrol, we caught up with Jack on Gable Mountain."



Mike Borchers started as a substation electrician for Rockwell and is now a compliance manager for EU.

"In my 35+ years at Hanford I have been blessed with the opportunity to work what seems to be everything everywhere from the Midway substation to the Federal building, including Rattlesnake. There's hardly a piece of ground on this site I haven't set foot on. I have so many co-workers, friends, and co-workers who've become friends who have been such a great asset to my career, I couldn't have done it without you all!"



Mark Hermanson started working for Rockwell in June 1981 and is currently SME for the HMIS Job Hazard Analysis program and administrator of the Chemical Inventory Tracking System, among other things!

"The photo is me doing an inspection in the PUREX Plant in the mid-1980s. One night after working a double shift, I came out of the PUREX plant and in the parking lot there was a guy in a black jumpsuit, crouched between cars, with a machine gun. I thought this was the end for me. Then, in the dim light, I could just barely see a TRT (tactical response team) pinned to his collar. I timidly asked, 'What are you doing?' He replied, 'We are testing security at PUREX, and you're going to help.' I collected myself and said, 'Great, what do you want me to do?' Just then they called off the drill. I was off the hook, but more importantly, I was still alive!"

MISSION: PEOPLE



Steve Meyer started as a patrolman in 1986 and currently holds the deputy chief title for operations training & support.

"As a member of Hanford Patrol's Traffic Enforcement Team in 1990 I was directed to respond to the Yakima Barricade by the shift commander, and my older brother, Jeff Meyer. My response to the barricade followed a request for assistance from Patrolman David Meyer, my younger brother. David reported a suspicious individual setting up a drum-set and tripod. The individual claimed to be an anti-nuclear activist from Boston nearing the end of a cross-country trip to visit nuclear facilities. He wanted a picture of himself playing drums in front of the barricade's large 'No Trespassing' sign. After taking a few pictures, he packed up his kit and headed to his next adventure. Besides the unusual story, my incident report included so many references to guys named "Meyer" it was probably difficult for the reader to decipher who was doing what!"

Ralph Erath first worked as a computer operator for BCS Richland in 1986 and is currently a project liaison for Interface Management.

"In 1989-90 I was doing desktop computer support for BCSR and was assigned to cover the 400 Area. I had a lot of area to cover, and a car was either impractical or not allowed inside the perimeter fence, so the company provided me with a bicycle, complete with basket and bell. Every day, I would throw my floppy disks in the basket, and ride that silly bike around the 400 Area and fix computer problems. Good memories and good exercise."



Jon Rowley started with Rockwell on the Basalt Waste Isolation Project as a network administrator and now works as a technical adviser for IMS.

"Thinking back over the years, one thing sticks out, and that's the feeling of family. I've worked for different groups, different companies, and that family atmosphere is always there; it spills out into our off-work lives. We've gone deep-sea fishing, golfing, camping, rafting, worked for charities, gone bowling, barbecuing, picnicking, you name it. I'm not a Tri-Cities native, but it's become home."

MISSION: PEOPLE

Cindy Hemsworth started with Rockwell 35+ years ago on the Basalt Waste Isolation Project.

"As a software consultant, this group was assimilated into the Boeing End User Computing group which turned into Lockheed Martin. I provided direct computer support to DOE-RL and ORP, and then moved on to provide direct support to CH2M HILL, which split into CHPRC and WRPS. This position turned into an MSA position, then an HMIS position, where I transitioned into the Business Operations group. Over the 35 years, I have only ever applied for a job once, however, from what I was originally hired to do in 1986, is a whole world different than what I am doing today."



Thom Hogg arrived 35 years ago as a radiological control technician and now is a program manager for HAMMER.

"35 years ago, times were busy and good. Both reactors (N Reactor and FFTF) were running, all processing facilities were at full operating capacity, and Hanford Patrol had helicopters and even off-road dune buggies! In the early 90's a bunch of us ended up shutting down and closing the doors to PUREX (Todd Synoground was an NCO and had hair and Brian Von Barga was an operating engineer and had color in his). The roughly 350 people who worked at PUREX were proud and sad it was closing. As the last of Hanford's huge plutonium-separation facilities, this was the end of an era. Workers transitioned to other opportunities at Hanford."



Margie Grant first started on the Hanford Site 35 years ago with the medical contractor.

"I've seen a lot of changes over the years. Companies I worked for are no longer around. Buildings I collected samples from no longer exist. Something I've come to appreciate are the people. I've made many wonderful friends over the years and have some very fond memories. Things that come to mind: security gates at the 200 and 300 areas, escorts, taking down the 284 East and West powerhouses, getting stuck when trying to leave the 100K area due to radon, and only taking what you absolutely needed for a sampling job!"



MISSION: PEOPLE



their families. I'm honored to have had the privilege to work with these veterans and thank them for their service."

Bud Bucci started with the fire protection engineering and safety group in 1981 and now performs reviews of technical analysis of emergency planning documents – among other roles!

"In 1981 when I graduated from college, I said to some classmates, 'No telling where the Lord will have me; He may put me out in the desert somewhere.'" About 5 minutes later our department head said he was talking to a fellow on the phone about a job in WA that he thought might be of interest to me. The department head relayed the caller had said it was 'like the desert out here.' I was the only student interested in the position, and here I am."



Pat Krzan and Gordy Denman graduated from the Hanford Patrol Academy in 1981 – that's 40 years ago – and they're still dedicated to serving the Hanford Patrol. "In my 40 years on Hanford Patrol I have met and worked with some wonderful men and women here at Hanford, and throughout the DOE," said Gordy. "I consider my fellow patrol men and women as family. It has been my privilege and honor to have been a member of this organization."

Pat shared, "I worked with some of the most amazing people who served this country, from WWI, WWII, Korea and Vietnam. Later the service members came from other conflicts, like Kuwait, Iraq and Afghanistan. These men and women settled at Hanford to make a way of life and raise



Scott Angerman has served the Hanford Site since 1986, and worked as a maintenance engineer/FWS for HAMMER for the last 23+ years.

"Working in the Site Services organization, we were the 600 Area landlord. Our responsibilities extended to Rattlesnake Mountain and spots outside the fenced areas. In the late 80's I received a phone call inquiring about access to Rattlesnake Mountain from a hang glider association hoping to use Rattlesnake as a potential launching site. We declined his request!"

MISSION: PEOPLE



Monty Giulio first took his post with Hanford Patrol in 1986.

"During my career, I've held many positions (to include Chief) with Patrol and am currently the Director of Safeguards and Security, which plays a vital role in protection of the Hanford Site. I have many great memories and have witnessed the Hanford Site transform from a production site to a clean-up site. I've been blessed to have the opportunity to work here and raise my family in the Tri-Cities."

Gene Tolley started at Hanford with the Fire Department as a firefighter paramedic in 1986, the same year as the Chernobyl reactor meltdown in Russia.

"I have seen a lot of changes on the site since. Changes in contractors, buildings and mission, but as a whole I have enjoyed my time and experiences here. I will soon be looking at a new change: retirement. I plan on moving to Scotland to relax and travel." By the photo, he'll fit right in!



Chris Shannon started with Boeing Computer Services in the mid-80s and is now in program management for IMS. She shared a quick look at the original help desk:

"When I started, I had to answer the phones. The number 376-1234 would ring into a bank of four lines and I would answer each, "Hanford Computer Store, can you hold?" until all lines were on hold and then go back to assist the first caller and so on. There was a consultant on duty to pass support calls to."

HMIS FAMILY



(Clockwise from top) Annika Reams, Jill Harvill and René Brooks pack dinner boxes.



Keep your eyes on the Mission Insight weekly email for HMIS Family volunteer opportunities. Our next ones are in early December for The Children's Reading Foundation of the Mid-Columbia and Bikes for Tikes. It's a pleasure to serve our community this way again!

HMIS Family Back in Action!

A bright light in the last few months has been our renewed opportunities to serve the Tri-Cities community. In August, we volunteered with Habitat for Humanity and in November, it was our turn at Second Harvest.

A focused and energetic group of 17 HMIS Family volunteers sorted and packed over 10,000 pounds of food in about 90 minutes! Second Harvest had two main tasks for us, so we divided and conquered: one group sorted tomatoes and pears, bagging the good and culling the bad, while another group packed dinner boxes with canned vegetables and soup for Second Harvest's annual Turkey Drive.



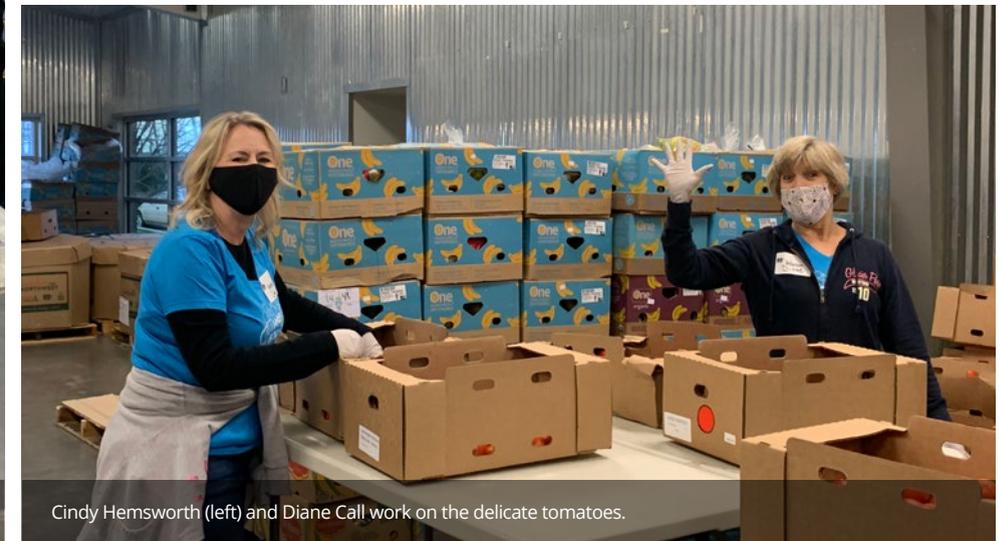
Kristin Strankman (left) and Debbie Strankman make it a family volunteer day!



Sean and Carly McFadden bag pears.



Our volunteer group showed how "many hands make light work!"



Cindy Hemsworth (left) and Diane Call work on the delicate tomatoes.

COMMUNITY OUTREACH

Supporting Local Veterans



In honor of Veterans Day, HMIS donated \$7,500 to the Columbia Basin Veterans Center to support its efforts in helping local veterans! Bob Wilkinson, David Chase and Amy Basche presented the check to two staff members of the Center.



David Chase, HMIS vice president for Safety, Security & Emergency Response, and a fellow veteran, discusses the needs of veterans in our community with Matt Sammons, executive director of the Columbia Basin Veterans Center.