

# Mission Support Alliance Streamline

Issue 15, February 2011



## DOE Transition Services Center

The Department of Energy has contracted with Professional Services of America (PSA) to develop a virtual EM Contractor Transition Services Center. Staffed by PSA, the virtual worker transition services will enable individuals to begin uploading their resumes for review or development and start job searches. The site can be located at [www.workforce.psa-inc.com](http://www.workforce.psa-inc.com).

## EAP

help. when you need it.

On-site Employee Assistance Program (EAP) provides confidential counseling and consulting for MSA employees and managers during this time of workplace transition. To schedule an appointment or consult with an AdvanceMed Hanford counselor, call (509) 376-4418.

## WorkSource Columbia Basin

Transition outplacement services are offered to employees at no cost through WorkSource Columbia Basin to assist in finding new job opportunities. WorkSource offers a wide range of help including access to job listings, a resume bank, and employee training. Call (509) 734-5947 or visit [www.wa.gov/esd/coreservices\\_seeker.htm](http://www.wa.gov/esd/coreservices_seeker.htm).

## Change matters

The Mission Support Alliance (MSA) is experiencing a lot of change. And often, with change, comes a certain level of uncertainty. However, change also brings opportunity for ways we can change or improve how we do business and allows us to align ourselves with our customers' needs and missions.

MSA has posted information about our workforce restructuring plan and information regarding the resources available to employees on the MSA Human Resources Web site. We encourage you to visit the site and to feel free to ask questions.

Part of the changes we will be experiencing over the next few months will be our efforts to make sure we have the appropriate resources in order to support DOE and our customers as they too go through their own set of changes.

That was the main message presented at the recent MSA All Managers meeting held on February 3. MSA President, Frank Armijo, along with chief operations officer Dave Ruscitto and Human Resources vice president Todd Beyers reviewed and fielded questions regarding MSA's current workforce restructuring plans.

Discussion centered on the many challenges MSA faced in 2010 and the transformation happening within our business. Change will remain a constant reality through 2011 as we continue supporting Hanford's 2015 footprint reduction, ramp-down from Recovery Act funding, and collaborate with the U.S. Department of Energy (DOE) to shape Hanford's future missions.

While a stressful time, a key message reiterated was that with change also comes opportunity. Armijo spoke of how MSA is well positioned to respond to its customers' traditional and emerging priorities. "Our workforce plays an essential role in reshaping the future of the Hanford Site," said Armijo. "Change requires that we fine-tune our needs for the future. We will look more to our workforce to help us

(see CHANGE—pg 2)

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# Streamline



## CHANGE—from pg 1

identify cost savings for our customers, lead the way for establishing a greener, more energy efficient site, help us plan for future land uses, and assist in preparing the infrastructure to serve the site for the next 50 years," said Armijo.

"We've all experienced a lot of change in the past year and we are listening to our customers who tell us we are on the right track," said Ruscitto. "Regardless of an employee's position, tenure, or role, we need their ideas, energy and solutions. We are DOE's change agent, and we must fully engage our workforce who will be invaluable in helping us grow as a company and better serve our customers as we move forward," he said.

Looking to the year ahead, MSA's customers will continue facing unprecedented demands with increasingly constrained budgets and resources.



HR vice president, Todd Beyers (right) listens to questions posed by managers.

As the leading service provider and integrator for DOE and the site, MSA can and will be a leader as we position our services to meet the site's long-term needs beyond 2015, a strengthened focus on operational excellence, and a personal accountability for performance and innovation.

Transitioning a workforce is not easy, and MSA cares about its workers. We encourage you to ask questions and to review all of the information we have on the HR Web site regarding the workforce restructuring. With your help, MSA will emerge a stronger organization because of your involvement. ■



# Streamline



## Message from the Chief Operations Officer

I wanted to say THANK YOU for the excellent customer service you have and continue to provide our customers. I see messages and notes of thanks

*"I would also like to express my appreciation for Erma Vaughn [and team] working with us. You have an outstanding team that is always willing to help us out. Today, for example, we had an urgent package that was needed for a training class. The warehouse team all worked together to ensure we got it promptly. You and your team are life savers. Thanks." - David Garcia, Acquisition Management, DOE-ORP*

everyday expressing how many of you have gone above and beyond your work scope.

The folks in Electrical Utilities are just one of the fine examples of MSA workers providing outstanding customer service. "I wanted to reiterate my personal thanks to Scott Baker and the EU team for responding to the 200W P&T needs late yesterday for a Tank measurement at the Wye Barricade on short notice. Your response enabled us to take delivery of the tank on Jan. 31 rather than having to turn the truck around and try again," said Charles Kronvall, chief engineer, CHPRC.

Our customer service mentality has

grown tremendously, and over this past year, we have made great strides and accomplishments in customer service, from our questionnaires and online service requests to tracking our performance through our customer surveys.

Thank you for embracing customer service as a key element of the MSA culture. ■



Dave Ruscitto, MSA Chief Operations Officer

## MSA Fleet focusing on energy efficiency and use

The Mission Support Alliance (MSA) will be replacing 161 General Services Administration (GSA) vehicles during FY11. In responding to the Department of Energy's (DOE) commitment to be a federal leader in energy efficiency, MSA has ordered 123 alternate fuel vehicles (AFVs) and 14 additional hybrid vehicles to complement its already existing 53 hybrid vehicles and 601 AFVs.

DOE Richland Operations Office (DOE-RL) initiated sustainable fleet strategies in 1999 and alternative fuel infrastructure in 2005, calling for the use of a variety of Fleet Management tools for ensuring an efficient and effective vehicle fleet. The strategy ensures that alternate fuel use is maximized and that mission

requirements are met by ordering the most fuel efficient vehicles available, and monitoring fuel consumption.

Since the inception of DOE-RL's fuel saving strategies, MSA has helped increase the AFV inventory from 143 in 2005 to 601 in 2010. MSA also increased alternate fuel use from 4,219 gasoline gallon equivalents (GGE) in 2006 to 257,369 GGE of E85 in 2010.

Future plans focus on the improvement and expansion of existing hybrid and AFV infrastructure on the Hanford Site. Starting this spring, Ethanol 10 will be the primary unleaded fuel. Sometime in the near future, MSA will be adding additional Ethanol 85 fuel dispensers on the Central Plateau. DOE-RL and MSA



also plan to extend training for potential drivers to assist them in developing skills and behaviors necessary to maximize fuel economy.

These efforts mirror MSA's dedication to the reduction of greenhouse gas emissions, promoting innovative green energy technology, and conserving overall energy consumption in their commitment to maintain responsible environmental stewardship and integrity. ■

# Streamline



## DOE-RL gives EM assistant secretary tour of PACE

In January, the U.S. Department of Energy, Richland Operations Office (DOE-RL) senior management used the Mission Support Alliance's (MSA) Portfolio Analysis Center of Excellence (PACE) to provide an interactive presentation and video update regarding the Hanford Site mission and strategic 2015 Vision for Dr. Inès Triay, DOE Assistant Secretary for Environmental Management (DOE-EM-1).

DOE-RL management demonstrated the geo-visualization capabilities inherent to PACE to Dr. Triay to illustrate the status and the progress planned over time, visualizing the footprint reduction and groundwater remediation shrinking plumes. They also discussed energy use and efficiencies as well as future opportunities with an emphasis on the role of MSA. Working hand-in-hand with DOE counterparts, MSA developed the data integration and geo-visualization capabilities used in PACE to communicate complex technical issues and information.

As part of its \$11 million corporate investment at the Hanford Site, MSA developed PACE and operates the facility under the direction of DOE-RL, Project Integration and Control Division.

As a dedicated and secure meeting room, PACE contains a suite of innovative hardware, software and specialized



Karen Flynn, DOE Assistant Manager for Mission Support (left), presents information on the Natural Gas Pipeline to Dr. Triay.

teleconference equipment. Users can view scope, schedule, cost and regula-

**PACE is a state-of-the-art facility that applies emerging technology to integrate technical information from Hanford Site databases to perform in-depth analyses and forecasts for DOE and other Hanford contractors.**

tory information for multiple projects simultaneously, providing them the ability to analyze 'what-if' scenarios. The PACE accommodates 40 people and there is room to also reconfigure seating. The five 52-inch monitors are all able to show different images or presentation material concurrently, or if someone needs to display a detailed schedule, it can stretch across all five monitors for review. PACE also provides a venue for DOE-RL, DOE Office of River Protection,

contractors, regulators and others to view data in real time enhancing the strategic decision analysis process.

Dr. Triay has already begun an initiative for the Hanford Site to become the center for developing the integration and communication tools to convey and update strategic vision for other sites across the DOE-EM complex.

In addition to the strategic vision update, DOE senior management and Hanford Site contractors held another meeting at PACE to collaborate and communicate progress and budget analysis to U.S. Senator Maria Cantwell. The senator was impressed by the collaborative atmosphere and visualization capability provided by PACE and expressed how pleased she was that the venue allowed multiple presentations and information about the progress of the Hanford Portfolio of projects. ■

# Streamline



## Enabling Cleanup — 100B Export Water Line

Mission Support Alliance (MSA) worked closely with Washington Closure Hanford (WCH) in managing design and installation of the export water pipeline reroute project in the 100B Area in support of the remediation of 100-C-7 waste site.



This project rerouted approximately 2,200 ft. of 42 inch export water pipe line in the 100B Area. The water line transmits river water from the Columbia River to the 200 Area Plateau. The reroute of this water line supports WCH's ability to safely remediate the 100-C-7 waste site, which has documented chromium contamination to groundwater. "From beginning to finish, MSA staff worked closely with WCH personnel to plan, design, and execute construction of the export water line reroute project on schedule and significantly under budget. Job well done," said Richard Carlson, Field



Remediation Project Business Manager for WCH.

Construction of this new section of line is now complete and allowed WCH to begin cleanup by the end of January 2011. ■

## MSA developing future leaders

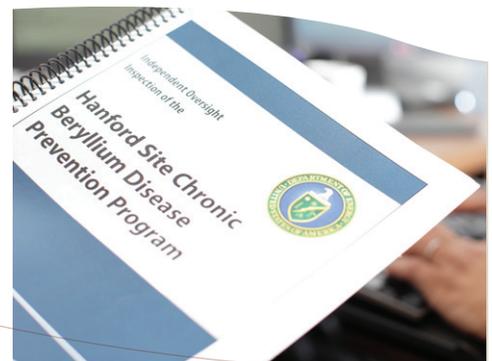
MSA's Leadership & Professional Development group recently awarded a contract to Columbia Basin College's Leadership and Corporate Education department to develop and deliver a new training opportunity for MSA's leadership team titled Leadership Development for Supervisors and Managers.

This highly interactive and engaging 12-week series of four- to eight-hour weekly sessions is designed to provide solid leadership fundamentals, and will involve a number of MSA senior leaders in the collaborative instructional support roles over the course of the class.

MSA is looking forward to this training with great anticipation since this is the first offering of its kind at Hanford in several years.

The initial class premiered in early February and will run through April of 2011. The class will be attended by a mix of first-level supervisors and managers as well as some seasoned managers to provide feedback on the course's content and instructional quality. Our intent is to run approximately 150 managers and supervisors through the course over the next two years.

For more information, please contact Susan Hiller at 372-2335. ■



### Hanford Site-wide Beryllium Program

For information on the Hanford Site-Wide Beryllium Program please go to <http://www.hanford.gov/page.cfm/Beryllium>, or call (509)539-3579. ■

# Streamline



## Hanford Speakers Bureau tells of Hanford's history and progress

### *Program fosters positive and constructive dialogue*

The Mission Support Alliance (MSA) established the Hanford Speakers Bureau in January 2010, to provide support to the U.S. Department of Energy (DOE) and its contractors. The program delivers presentations about the Hanford clean-up status to various business and civic organizations around Washington state and the northwest region with the goal of providing timely and accurate information about the Hanford Site.

Following a collaborative effort between DOE's Richland Operations and Office of River Protection offices as well as various Hanford contractors, MSA developed a 30-minute public presentation. The presentation communicates a unified message that depicts

Hanford's history during World War II through the Cold War and the progress of our current cleanup mission.

The bureau's trained volunteers began presenting to audiences in the Mid-Columbia region and around the state last April.

So far, feedback from audiences has been overwhelmingly positive. The program itself has been successful in fostering a positive and constructive dialogue with local, regional, and state-wide audiences. Program volunteers, who have given over 20 presentations, are experienced, knowledgeable DOE and contractor representatives. Currently, over 500 people around Washington state have attended these



presentations.

Follow up surveys illustrate that the presentations have had a positive impact on public perception about the Hanford Site.

Those interviewed believe that significant progress has been made in environmental restoration at Hanford and that their tax dollars are being used wisely. Volunteer presenters have noticed that the Hanford story completely captivates the interest of their audiences.

If you belong to an organization that would be interested in hearing from a member of the Hanford Speakers Bureau, please contact us at (509) 376-6968 or email [HSB@rl.gov](mailto:HSB@rl.gov). For additional information, please visit our website at <http://www.hanford.gov/page.cfm/HanfordSpeakersBureau>. ■



## **Safety** matters

There have been a number of accidents and injuries in the last month. Accidents and injuries often happen when we are distracted. Personal issues, unusual work conditions, issues with our bosses or coworkers, and concerns over money are just some examples of conditions that put our minds on things other than the work at hand.

During this time of workforce restructuring, it's imperative that we not lose our focus on daily tasks. We need to watch out for our safety as well as the safety of others around us. When we lose focus, that is when accidents happen.

Please remember safety is our number one priority and we all need to remain focused in this time of change.



### COMPANY STORE

Check out MSA's new employee company store! You can also find it on the MSA Web site at <http://msc.rl.gov/ims>.

# Streamline



## **CYBER SECURITY:** *What you need to know about geo tagging*

It seems like technology gets ahead of us before we can even understand what it can do. We all like the wonderful things it can do and we take most of it for granted.

Most of us have cell phones with Internet, e-mail, texting, cameras, even video conferencing. Many phones now also come equipped with global positioning system (GPS) capabilities (commonly called location services – which you can turn off). Though we rarely use or even know about the GPS on our phone, they are in active use on the phone. Some cameras have GPS devices in them, along with Wi-Fi networking capability.

All of this adds up to the potential release of information that you normally

would not give out.

In the case of pictures, did you know that there is data contained in a picture other than the image itself? This data, called meta data, is embedded in the actual photograph and can contain things like the location the picture was taken (in GPS coordinates), the device, date, time, any name associated with the device, services the device is connected to, and various other technical details.

To see this information, you need a program that can pull it from the picture, but these programs can easily be obtained free on the Internet. What this means to you is that the picture you just took of your kids playing in the back yard of your home and posted



on your FaceBook™ page could contain the exact GPS location of your backyard. A picture of your daughter taken in her dorm room and posted on FaceBook™ could contain the exact location of her room.

Generally, most cameras don't have GPS capabilities, but the smart phones do (Android™, iPhone®, BlackBerry®), so use a camera without GPS to take pictures if your intent is to post on a social networking site. ■

## **2011 Polar Plunge: "Freezin' for a Reason"**

The Mission Support Alliance's Hanford Patrol Team took the very cold, icy plunge into the Columbia River on January 22 in support of the Kennewick Police Department's annual Polar Plunge benefiting the Tri-Cities' Chapter of Special Olympics. Over \$95K was raised for this year's Polar Plunge. ■



Hanford Patrol Team was comprised of: Hanford Patrol Academy Commandant Bruce Cameron, Hanford Patrol Chief Greg McDowell, Safeguards & Security Director Craig Walton, Hanford Patrol Officer Jesse Elvik, (his son, Brandon), Hanford Shift Commander Robert Chappell, Hanford Patrol Officer Ray Williams, Safeguards and Security Program Management Specialist, Jerome Ekiert, Hanford Patrol Officer James Sharpe, and Hanford Patrol Officer Gordon Denman, Benton County Judge Joe Burrows, former Homeland Security Advisor for DOE-PNSO Jim Spracklen, MSA General Counsel Sandra Fowler and Deanna Smith of MSA Communications.

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## February is Black History Month

February is Black History Month, which is an annual celebration of achievements by Black Americans and a time for us to recognize the central role of African Americans in U.S. history. It is also a time when we honor the struggles and triumphs of millions of American citizens over the most devastating obstacles—slavery, prejudice, poverty as well as their contributions to our Nation’s cultural and political life.

The celebration was expanded to a full month in 1976, the Nation’s bicentennial. President Gerald R. Ford urged Americans to “seize the opportunity to honor the too often neglected accomplishments of Black Americans in every area of endeavor throughout history.” February continues to be designated as Black History Month and is recognized and celebrated by the entire Nation.

In 1915 Dr. Carter G. Woodson, an African American historian, writer, and educator, and Reverend Jesse E. Moorland first co-founded the Association for the Study of Negro Life and History (ASNLH). The goal of the association was to bring forth research

and then provide more awareness to the largely ignored, yet crucial role black people have played in our American and World history.

In 1926 Dr. Carter G. Woodson established Negro History Week to honor the contributions of African Americans. Dr. Woodson was often referred to as the “Father of Black History.” Initially Dr. Woodson chose the second week in February for the celebration as it marked the birthdays of two Americans who had greatly influenced the lives and social conditions of African Americans. The individuals were former American President, Abraham Lincoln and a former slave, Frederick Douglas.

The observance proved especially important during the Civil Rights Movement of the 1950s and 1960s, a time when the inhumane and unequal treatment of black people in America was being challenged and overturned.

President Obama said in his proclamation in 2010, “African American history is an essential thread of the American narrative that traces our

Nation’s enduring struggle to perfect itself. Each February we take a moment to reflect upon how far we have come as a Nation and what challenges remain. This month, we recognize the courage and tenacity of so many hard working Americans whose legacies are woven into the fabric of our Nation.

Black Americans have helped shape who we are as a nation and are continuing to play major and important roles in fields ranging from education to entertainment. Following is a sampling of those individuals; Duke Ellington, Michael Jordan, Malcom X, Martin Luther King Jr., Lauryn Hill, and Rosa Parks.

If you are interested in learning more about Black History Month please click on the following links:

[Black History Month-Resources](#) [Black History Month Activities](#), [History Timelines](#), [Ideas, Events and Facts](#) [African American History-Black History Month](#) ■

# Streamline



## Fleet Maintenance group receives recognition

MSA's Fleet Maintenance kaizen event was chosen as the Structured Improvement Activity (SIA) of the month for January 2011.

In October, the Operating Excellence team facilitated a kaizen for the Fleet Maintenance organization to develop a streamlined process using automated tools for better tracking of jobs and a more efficient work flow. The Fleet Maintenance team also developed an implementation plan that included added training for personnel, job status capabilities for better customer satisfaction, and facility and equipment enhancements for a more safe and effective work environment. The Fleet Maintenance SIA team reduced the cycle time for their processes



(L to R) Joe Caudill, Phil Brady, David Weirich, Scott Garrison, Bob Blevins, Jenn Skinner, Calvin Selle, Tracy Desmond, Dave Baie, Charlie Mathis, Scott Oswalt, Chris Powers, Raldon Gilley, Randy Cannon, Rick Thompson, Stan Holloman, Mike Wilson (not shown - Randy Livingston)

by as much as 58% and their touch time by up to 26% in the future state process flow. Once their implementation plan is fully implemented, these estimated improvements will result in significant cost avoidance for the Fleet Maintenance organization.

This SIA was chosen because of content, team dynamics, and improvement ideas on the Get-to-Excellence Plan. ■

## HR offering some benefit plan reports electronically *Employees can sign up for e-delivery*

You can make a difference and reduce your ecological footprint by having certain communications sent electronically.

MSA Human Resources is now offering the convenience of electronic delivery of certain annual benefit plan reports. Please note that we will only e-mail plan reports containing

general plan information, and will NOT e-mail any plan information containing personal information.

Among its many benefits, e-delivery promises to get you these communications in a timelier manner. Once you have signed up for e-delivery, you will be e-mailed a PDF copy of the document. You will need to have Adobe

Acrobat Reader downloaded on your computer in order to read the PDF document. This will give you the opportunity to view it electronically at your convenience.

It takes only a few minutes to sign up for e-delivery. Log on to [www.hanford.gov/psb/](http://www.hanford.gov/psb/) and take advantage of this service today! ■

# Streamline



## Time Information System

From: [TIS@rl.gov](mailto:TIS@rl.gov)

Subject: REMINDER:  
UNSUBMITTED AND/OR  
UNAPPROVED TIS CARDS FOR  
01/09/2011

-----  
Just a friendly reminder that  
your timecard has not yet been  
submitted/approved.  
-----

*Have you been receiving these messages? These messages are automatically generated by the Time Information System as an aid for us to be compliant with the daily recording of time requirement.*

The fact is that daily recording of time worked is a requirement in MSC procedure, MSC-PRO-045, *Labor Charging*. Agencies, such as the Defense Contract Audit Agency (DCAA), regularly audit the MSA's labor-charging systems.

The MSA payroll department efficiently processes 6,107 paychecks/advices on a bi-weekly payroll and 3,155 checks/advices on a weekly payroll for 19 different companies. One way that you can assist in this process is next time you see that friendly TIS reminder in your e-mail In-Box, please help out by meeting TIS submission deadlines and by verifying your hours are charged daily to the correct charge codes. ■

## Staying out of the weather



Tent structures located at 2711-E in 200 East enable maintenance to be performed away from inclement weather on vehicles and equipment.



Mike Jacobs, crane maintenance and servicing completing a lube service on a crane. Without these structures, Mike would be doing this work outside in the snow.

# Streamline



## February is American Heart Month

### *Heart disease is #1 killer of women age 20 and over*

These chest-related heart attack signs often appear in men, and many women get them, too:

- Pressure, fullness or a squeezing pain in the center of the chest, which may spread to the neck, shoulder or jaw;
- Chest discomfort with lightheadedness, fainting, sweating, nausea or shortness of breath.

However, many women do not have chest pain. Recent studies on early female heart attack symptoms found that during a heart attack, 43 percent of the 515 women studied had no “acute chest pain... a ‘hallmark symptom in men’,” according to study authors.

Nevertheless, the study cited evidence that many emergency room doctors still look mainly for chest pain. Only a minority check for the other types of symptoms that women tend to develop. As a result, doctors may miss heart attacks in women.

“Although women can have chest tightness as a symptom of a heart attack, it’s also important for women to recognize that might not be their symptom,” says Nieca Goldberg, MD, a cardiologist and chief of Women’s Cardiac Care at Lenox Hill Hospital in New York City and author of “The Women’s Healthy Heart Program.”

“Women commonly have symptoms of shortness of breath, unexplained

fatigue, or pressure in the lower chest, so they easily mistake it as a stomach ailment.”

In the Circulation study, common female heart attack symptoms include:

- shortness of breath (57.9%)
- weakness (54.8%)
- unusual fatigue (42.9%)

Women also had these symptoms:

- nausea
- dizziness
- lower chest discomfort
- upper abdominal pressure or discomfort that may feel like indigestion
- back pain

Source: WebMD ■

## MSA/MSC Service Awards - February

### 35 Years

John E. Thompson  
James L. Vanhorn

### 30 Years

Samuel G. Baker  
Lowell C. Brandt  
Joann Brown  
John A. Castona  
Teresa E. Culverwell  
Teresa A. Frazier  
Richard J. Meyer  
Edward M. Reed

Scott A. Searing  
Greg B. Wolfe

### 25 Years

Linda L. DeLannoy  
Sharon M. Dunn  
Pressley F. Shaw, Jr.  
Gerald A. Whitney

### 20 Years

William J. Millsap

### 10 Years

Rickey L. Bloom  
Roderick D. Bragg

Brian M. Keelean  
Kevin M. Schoonover  
Loren K. Talkington

### 5 Years

Lori L. Fritz  
Nicole S. Zawadzki

### 1 Year

Mark E. Arend  
Verla Sami L. Finney  
Joseph R. Harshberger  
Leann M. Heidelberg  
James Alan Holt



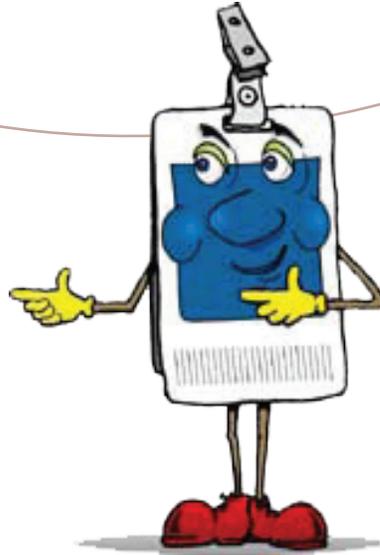
Dennis C. Humphreys  
Scott Aron Johnston  
Derek B. Larche  
Delbert K. Miland  
Leah C. Rohan  
Cheryl D. Schroeder  
Stephanie C. Searing  
Paul P. Uli  
Judy G. Vance

# Streamline



## Security Ed Challenge winners—January

- Larry Abbott - WRPS
- David Blair - CHPRC
- Milo Bushman - WRPS
- Cathrine Fulton-Page - RJLee/MSA
- Aaron Miller - WRPS
- Chelsea Pardini - CHPRC
- Erik Parker - ATL
- Susan Puckett - CHPRC
- JoAnne Rieger - CHPRC
- Olga Shaw - MSA
- Shane Smith - ELR/WRPS
- Terry Woodford - HPMCO/MSA



For more information, please go to [Security Ed Challenge Contest](#) on [MSA's Safeguards and Security Web site](#).

## Upcoming HERO Events

### Whitefish, Montana Ski Trip

March 2 or 3-6, 2011

### Mardi Gras Ball

March 4, 2011 **NEW!**

### Bluewood Ski Trip

March 12, 2011 **NEW!**

### Roatan, Honduras

April 2-9, 2011

### Baseball Mariners vs. Phillies

June 19, 2011 **NEW!**

### Alaska Cruise

August 28 - September 4, 2011

### Inside Vietnam

November 6 - 24, 2011 **NEW!**

### Real Affordable Costa Rica

November 9 - 21, 2011 **NEW!**

### Disney Cruise Line - Alaska 2011

All Year, 2011 **NEW!**

The Hanford Employee Recreation Organization (HERO) is for employees working for Hanford contractors who contribute and fund the HERO budget. Only employees working for the MSA, Lockheed Martin, CHPRC and WRPS are eligible to participate in HERO-sponsored events. Learn more about HERO and all the events you could be taking part in by visiting the HERO Web site at <http://www7.rl.gov/rapidweb/hero/>

**STREAMLINE** is published monthly for Mission Support Alliance employees by MSA Communications. **Submissions are due by the 10th calendar day of the month prior to publication.** Submit articles/photos to [Ginger\\_D\\_Benecke@rl.gov](mailto:Ginger_D_Benecke@rl.gov).

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Brian Harmon - *Central Engineering*

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Jaren Scott - *External Affairs*

Dale Thornton - *Crane and Rigging*