



*The Samuel J. Heyman*

SERVICE *to* AMERICA MEDALS



# WE'VE BEEN PART OF THE FABRIC OF THE FEDERAL GOVERNMENT FOR OVER 200 YEARS.

Given that long association, DuPont is especially proud to congratulate the Service to America Medal honorees. You are change agents, innovators, and inspired leaders. Your work improves lives as you tackle a range of issues, including the economy, defense of our country, alternative energy, and food and nutrition.

We thank you for all you do.

There has been no time in recent history when the interwoven efforts of the public and private sectors have been more critical. Together, we strive to make life better for all Americans. Because that's the most valuable fabric of all.



*The miracles of science™*



**A**s our nation faces unprecedented challenges—from rebuilding a collapsed financial system to addressing the worst environmental disaster in our history—America needs, and our public demands, an effective and efficient federal government.

At the Partnership for Public Service, we know that the increasingly complex issues facing our country are being addressed by talented, dedicated and selfless people, like those you'll meet tonight. That is why we are proud to present the ninth annual *Service to America Medals* to pay tribute to extraordinary federal employees whose remarkable achievements positively affect our lives every day. By honoring these outstanding public servants, we give America's unsung heroes the long overdue thanks and recognition they deserve.

Tonight's honorees showcase the good that government can do. They are working tirelessly to secure our borders at home and to take care of our soldiers abroad, to rebuild our economy and to preserve our environment for future generations. Their achievements are a compelling testament to the powerful difference an individual can make when choosing to serve a cause greater than his or herself.

In the spirit of tonight's celebration, we would like to recognize an exemplary federal service champion—our founder, the late Samuel J. Heyman. To commemorate his legacy, we are renaming these awards *The Samuel J. Heyman Service to America Medals*. Sam's championship of, and faith in, our nation's public service are unparalleled, and we can think of no better way to honor him. We are pleased that Sam's son, Larry, continues the family's engagement by serving on our board.

The *Service to America Medals* program is a collaborative effort, and the Partnership is indebted to those who have made these awards possible.

We thank our corporate sponsors for the generous support that makes this program possible—in particular, our national sponsors, Booz Allen Hamilton, CH2M Hill, Chevron, DuPont and United Technologies Corporation.

We also thank our distinguished selection committee members for their time and participation, and for choosing a wonderful group of recipients from the many worthy finalists.

Most of all, the Partnership expresses its gratitude and appreciation for the women and men who serve our country. Their success restores our faith in our government's ability to work for its citizens and reinvigorates hope in our capacity for greatness as a nation. We are truly honored to celebrate such exceptional public servants tonight.

Sincerely,



Max Stier

President and CEO, Partnership for Public Service





SAMUEL J. HEYMAN (1939-2009)  
FOUNDER, PARTNERSHIP FOR PUBLIC SERVICE



A respected business leader and visionary philanthropist, Samuel J. Heyman believed in the power of good government and the inextricable link between performance and talent.

Mr. Heyman founded the Partnership for Public Service to revitalize our federal government and to inspire a new generation to serve. In memory of his extraordinary contributions, the Partnership is pleased to rename its awards program as *The Samuel J. Heyman Service to America Medals*. Like tonight's extraordinary honorees, Mr. Heyman answered the call to national service. As a young Harvard Law School graduate, he joined the Justice Department under then Attorney General Robert F. Kennedy, Jr., where he served as chief assistant U.S. attorney in his home state of Connecticut.

Following his father's death five years later, he left government to run the family real estate development business. Despite the premature end to his government career, Mr. Heyman's experience as a federal employee instilled within him a lifelong passion for public service. He founded the Partnership in 2001 and supported public service fellowships at Harvard Law School, Yale Law School and Seton Hall School of Law. He also founded The Samuel and Ronnie Heyman Center for Ethics, Public Policy and the Professions at Duke University. For his exceptional commitment, President George Bush presented him with the Presidential Citizens Medal in 2008.

The Partnership benefited tremendously from his leadership and support, and is grateful for the Heyman family's continued involvement. The organization honors Mr. Heyman's ongoing legacy by striving to create a federal government that effectively serves the American people. *The Samuel J. Heyman Service to America Medals* pay tribute to the talented and dedicated public servants who collectively reflect Mr. Heyman's vision for excellence in government.





## 2010 FINALISTS

### CALL TO SERVICE MEDAL

#### P. RYAN JACKSON

*Hydrologist*

*U.S. Geological Survey, Illinois  
Water Science Center*

Ensured that a planned massive fish kill, intended to stop the invasive Asian carp from migrating into and damaging the Great Lakes' ecosystem, would not have harmful effects on the environment.

#### TILL ROSENBAND

*Physicist*

*National Institute of Standards and Technology*

Invented the world's most precise timekeeping device, an entirely new type of atomic clock based on quantum computing research.

#### MARK SIMAKOVSKY

*Country Director for Georgia and Moldova  
U.S. Department of Defense,*

*Office of the Secretary of Defense*

Instrumental in shaping the Defense Department's response to the Russia-Georgia War in 2008, while facilitating efforts to prevent further instability and promote U.S. interests in the region.

#### SASKIA VAN GENDT

*Resource Conservation Expert*

*U.S. Environmental Protection  
Agency, Region IX*

Fostering a new breed of environmentally-friendly construction and packaging materials that promote reuse, cut down on waste and reduce greenhouse gas emissions.

### CAREER ACHIEVEMENT MEDAL

#### RONALD SANDERS

*Associate Director of National Intelligence  
for Human Capital (Ret.)*

*Office of the Director of National Intelligence*

Through nearly four decades of public service, led major organizational and personnel reforms in critical areas of the federal government that contributed to greater inter-agency cooperation, and better service and accountability to the American people.

#### JOSEPH T. SCHAEFER

*Director, Storm Prediction Center (Ret.)*

*National Oceanic and Atmospheric  
Administration, National Weather Service*

Responsible for creating state-of-the-art systems to better predict and provide earlier forecasts and warnings of tornadoes, saving thousands of American lives every year.

#### SUSAN SOLOMON

*Senior Scientist, Chemical Science Division*

*National Oceanic and Atmospheric*

*Administration, Earth System*

*Research Laboratory*

Led internationally acclaimed atmospheric research that set us on a path to restoring the ozone layer and demonstrated the long-term harm to the environment caused by global warming.

#### SUE ELLEN WALBRIDGE

*Program Analyst, Office of Science*

*U.S. Department of Energy*

Helping improve America's global competitiveness by encouraging more than 300,000 students to consider careers in math and science.

#### PETER WILHELM

*Director, Naval Center for Space Technology*

*Naval Research Laboratory*

Developed and deployed 95 satellites, pioneering significant advances from lunar exploration to GPS to global weather forecasting.

### CITIZEN SERVICES MEDAL

#### DEBORAH AUTOR

*Director, Office of Compliance, Center*

*for Drug Evaluation and Research*

*U.S. Department of Health and Human*

*Services, Food and Drug Administration*

Through aggressive enforcement actions, incentives and multi-faceted education campaigns, is stopping the distribution of hundreds of unapproved prescription drugs.

#### PIUS D. BANNIS

*Field Office Director, Haiti*

*U.S. Citizenship and Immigration Services*

In the wake of the 2010 earthquake that killed 220,000 people, selflessly cared for hundreds of children and expedited the immigration process to unite 1,100 orphans with adoptive families in the United States.

#### ROBERT BENZON

*Senior Air Safety Investigator*

*National Transportation Safety*

*Board, Office of Aviation Safety*

Served as Investigator in Charge of the

"Miracle on the Hudson" and other

high-profile airplane crash investigations,

advancing aviation safety for

millions of travelers worldwide.





## 2010 FINALISTS

### SHANE KELLEY AND EVA RISTOW

*Director, Center for Automation (Kelley)  
and Project Manager (Ristow)*

*Social Security Administration, Denver Region*  
Improved the delivery of Social Security benefits to citizens living in impoverished and remote locations through an innovative two-way video service.

### JENNIFER MAIN, TIMOTHY G. MASSAD AND DAVID N. MILLER

*and the Troubled Asset Relief Program Team*

*Chief Financial Officer (Main, Ret.),  
Chief Counsel (Massad) and Chief  
Investment Officer (Miller)*

*U.S. Department of the Treasury,  
Office of Financial Stability*

Implemented a \$700 billion rescue plan to secure the nation's financial system and help the American people by halting the worst economic recession since the Great Depression.

## HOMELAND SECURITY MEDAL

### SANDRA K. BROOKS

*Deputy Director of Intelligence and Security,  
and Chief of Innovation and Technology  
Joint Interagency Task Force South and  
U.S. Department of the Navy, Naval  
Operations Information Dominance*

Enabled military, law enforcement agencies and partner nations to collect and share vital threat information to more quickly locate, target and interdict adversaries at sea, on land and in the air.

### JOSEPH P. CASEY AND PAUL D. COBURN

*Associate Bureau Chief (Casey, Ret.) and  
Project Roll Call Coordinator (Coburn)  
Federal Communications Commission, Public  
Safety and Homeland Security Bureau*

Created a method to detect whether communications systems are still operable immediately following a disaster, enabling emergency responders to rapidly deploy back-up communications and restore normal operations.

### SGT. KIMBERLY D. MUNLEY AND SRSGT. MARK A. TODD, SR.

*Civilian Police Officer (Munley) and Chief,  
Military Working Dog Branch (Todd)  
U.S. Army Garrison Fort Hood,  
Directorate of Emergency Services*

Confronting an armed gunman and mass chaos, the two civilian Defense Department police officers brought an end to the tragic rampage at Fort Hood that killed 13 people and wounded 43 others.

### WILLIAM VAN DER SCHALIE and the Environmental Sentinel Biomonitor Team

*Science and Technology Director  
U.S. Army Center for Environmental  
Health Research*

Created an innovative system that monitors fish behavior to detect toxicants in drinking water supplies and protect the health of millions of Americans.

## JUSTICE AND LAW ENFORCEMENT MEDAL

### SARA M. BLOOM and the Pfizer Case Team

*Chief of Affirmative Litigation  
U.S. Attorney's Office, District of Massachusetts*

Led the investigation against Pfizer for illegally marketing prescription drugs and paying kickbacks to doctors, resulting in \$2.3 billion in fines and penalties, the largest health care fraud settlement in history.

### KEVIN M. DOWNING, JEFFREY A. NEIMAN AND MICHAEL P. BEN'ARY

*Senior Trial Attorney (Downing), Assistant U.S.  
Attorney (Neiman) and Trial Attorney (Ben'ary)  
U.S. Department of Justice*

Cracked the secretive Swiss banking system, prosecuted perpetrators of fraud, and prompted thousands of wealthy Americans to report billions of dollars of hidden assets to the IRS.

### JAMIE L. KONSTAS

*Intelligence Analyst  
Federal Bureau of Investigation*

Providing vital resources in the fight against commercial sexual exploitation of children, which has resulted in the conviction of more than 500 pimps and predators, and the rescue of more than 1,000 child victims.

### GREG KUTZ

*Managing Director, Forensic Audits  
and Special Investigations  
U.S. Government Accountability Office*

Led a wide ranging investigation that prompted congressional and federal action to protect vulnerable children in residential programs and public and private schools from neglect and physical abuse by their teachers and caregivers.





## 2010 FINALISTS

### CARL W. PIKE and the Project Coronado Team

*Assistant Special Agent in Charge,  
Special Operations Division  
Drug Enforcement Administration*  
Led the largest strike against the La Familia Mexican drug cartel, resulting in more than 1,000 arrests, plus the seizure of one and a half tons of methamphetamine and \$32 million in cash.

### NATIONAL SECURITY AND INTERNATIONAL AFFAIRS MEDAL

### TERI GLASS and the Army Medical Support Systems Team

*Acting Project Manager, Medical Support  
Systems Project Management Office  
U.S. Army Medical Materiel  
Development Activity*  
Developed a state-of-the-art medical evacuation kit to provide life-saving treatment and emergency transportation to soldiers severely wounded by roadside bombs.

### ROBERT K. HARRIS

*Deputy Legal Adviser  
U.S. Department of State*  
Has led negotiations for dozens of international agreements on critical issues, including extradition, counterterrorism and the environment, and is influencing human rights policies to protect civil and political rights of individuals worldwide.

### KIRK E. MEYER AND FRANK P. CALESTINO

*Director and Deputy Director of Intelligence  
for the Afghan Threat Finance Cell  
U.S. Drug Enforcement Administration  
and U.S. Department of the Treasury*  
Leading an interagency effort to identify and disrupt the flow of funding from the Afghan opium trade and other illicit sources to the Taliban, al-Qaeda and other terrorist groups.

### KARTHIK RAMANATHAN

*Director, Office of Debt Management (Ret.)  
U.S. Department of the Treasury*  
Orchestrated the sale of Treasury bills that raised \$1.7 trillion in the midst of a severe global economic crisis, helping stabilize the U.S. financial system and fund the country's massive budget deficit and national debt.

### ROBERT JAMES (RJ) SIMONDS

*Deputy Director, Global AIDS Program (Ret.)  
Centers for Disease Control and Prevention*  
Devoted his 20-year career to fighting the global HIV/AIDS epidemic, advising policymakers on the creation of lifesaving programs and working in developing nations to ensure those services reach millions.

### SCIENCE AND ENVIRONMENT MEDAL

### RAFAT R. ANSARI

*Senior Scientist  
National Aeronautics and Space Administration*  
Led breakthroughs that could revolutionize the care and prevention of cataracts, the leading cause of vision loss worldwide.

### JEFFREY M. BAKER

*Director, Office of Laboratory  
Operations, Golden Field Office  
U.S. Department of Energy, Office of  
Energy Efficiency and Renewable Energy*  
Led the design and construction of the world's largest net-zero energy office building, demonstrating that buildings can be created to decrease energy consumption at no additional cost.

### JOSHUA BIENFANG

*Physicist, Electron and Optical Physics Division  
National Institute of Standards and Technology*  
Used quantum physics and telecommunications technologies to develop a new way to send and receive 100 percent secure encrypted messages at record speeds.

### CARL BURLESON

*Director, Office of Environment and Energy  
Federal Aviation Administration*  
Leading government and industry to deliver a quieter, cleaner and more energy-efficient aviation system.





**Congratulations Recipients of**  
2010 Service to America Medals

**Ready for what's next.** The desire to excel, combined with the right support network, leads to success. Booz Allen Hamilton, a leading strategy and technology consulting firm, is proud to recognize the recipients of the Service to America Medals presented annually by the nonprofit, nonpartisan Partnership for Public Service to celebrate excellence in our federal civil service.

Ready for what's next. [www.boozallen.com](http://www.boozallen.com)

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2010 SELECTION COMMITTEE

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Office of Personnel Management

**WILLIAM E. KIRWAN**

Chancellor  
University System of Maryland

**U.S. SENATOR TOM CARPER**

Delaware

**CAROL S. LARSON**

President and CEO  
The David and Lucile Packard Foundation

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**CRAIG NEWMARK**

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President  
Hobart and William Smith Colleges

**MAX STIER**

President and CEO  
Partnership for Public Service

**U.S. SENATOR  
EDWARD "TED" KAUFMAN**

Delaware

**U.S. SENATOR**

**GEORGE V. VOINOVICH**

Ohio

**COLLEEN M. KELLEY**

National President  
National Treasury Employees Union

**LET PUBLIC SERVICE BE A PROUD AND LIVELY CAREER.** And let every man and woman who works in any area of our national government, in any branch, at any level, be able to say with pride and with honor in future years: I served the United States government in that hour of our nation's need.

*President John F. Kennedy*



**PIUS D. BANNIS**  
U.S. Citizenship and Immigration Services

## PROVIDING HELP AND HOPE FOR HAITIAN ORPHANS

*In the chaotic aftermath of the 2010 earthquake, Pius Bannis united Haitian orphans with their adoptive families in the United States.*

**W**hen the devastating 7.0 magnitude earthquake struck Haiti in January 2010, the nation's orphans were among the most vulnerable. Pius Bannis, a U.S. immigration officer, stepped into the breach to help hundreds of those Haitian orphans—babies, toddlers and teens—escape the tragedy and find safety in the United States.

In the days and weeks following the catastrophe, U.S. citizens in the process of adopting children in Haiti were desperate to gain custody of the youngsters and bring them to the United States, but were stymied because they had not yet completed all of the paperwork and requirements that can take as long as three years.

Aided by the Obama administration's decision to authorize use of humanitarian parole to bring certain orphans to the United States, Bannis, a field office director for U.S. Citizenship and Immigration Services (USCIS), logged 20-hour days, seven days a week to identify and screen eligible cases. He ensured the system was not exploited by child traffickers or others with bad motives, coordinated with the State Department on evacuation arrangements, and dealt with Haitian authorities.



During the first two weeks after the earthquake, Bannis was the sole American immigration official in Haiti handling the adoption needs. He took it upon himself to set up a make-shift day care in the U.S. Embassy in Port-au-Prince, where more than 50 children could be found at any one time, often scared, crying and hungry. He supplied diapers, clean clothes, water and food, and personally drove some of the children to the airport for evacuation flights to the United States.

“What Pius did was the singular most devoted act of public service and humanitarianism that I have seen in all my 30 years in immigration,” said Steve Bucher, deputy associate director of Refugee, Asylum and International Operations at USCIS.

U.S. families adopted 330 Haitian children in all of 2009. By April of 2010, about 1,100 youngsters were allowed to come to the United States through the special accelerated program. Bannis played a role in each one.

Bannis’ motivation to help the Haitian orphans ran deep, stemming from his humanitarian work in African refugee camps in the early 1990s. He was especially devastated to see the suffering of innocent, helpless children in those camps, and that feeling stayed with him. He said he always takes care of the kids first, and the terrible Haitian earthquake clearly was a time for him to act.

“It was a human reaction to a human tragedy. So many children were dead or dying, and so many were in the process of being adopted. We were all so concerned. My automatic reaction was to take care of them,” Bannis said.

Each family assisted by Bannis has its own story to tell. Thank you letters and e-mails to Bannis, along with photos of the children, have poured into the U.S. Embassy in Haiti and USCIS headquarters.

The family of an adopted girl wrote that “you have dedicated your heart and soul to this matter to ensure that the children have joined their adoptive parents in the United States. What you provided to the children, to Haiti, and to us parents, are immeasurable.”

Another parent wrote, “I want to say thank you for all that you did to help three amazing little boys come from Haiti to the United States to receive surgical care and to have a chance at life! We are so very grateful.”

Bannis said he is curious about the children who left Haiti and wonders how they are healing in their new lives. Yet he knows that it is important not to dwell on the situation of one particular child, but rather to focus on the next little one who may need help for a better life.



### SAVING A PLANET IN PERIL

*For nearly three decades, Susan Solomon has led cutting-edge atmospheric research that has increased public awareness of climate change and inspired policymakers to protect our environment.*

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**D**uring nearly three decades as a government scientist, Susan Solomon has engaged in pioneering research on the causes of the Antarctic ozone hole, identified the chemicals contributing to this serious environmental problem, and made significant findings that have advanced public understanding about global warming.

Working for the National Oceanic and Atmospheric Administration (NOAA) in Colorado, Solomon was the first to theorize that chlorofluorocarbons could play a defining role in forming the ozone hole. She then led expeditions to Antarctica in 1986 and 1987, where her key measurements produced the first evidence of chlorine chemistry as the cause.

Her work altered the course of atmospheric research and served as a foundation for the Montreal Protocol. This momentous international agreement led to the protection of the ozone layer by regulating the production of manmade compounds that destroy it.

“People of this world took action about a layer they cannot see, dealing with radiation that they cannot see, based on science. The key was Susan’s explanation on how ozone depletion was caused,” said A.R. Ravishankara, director of NOAA’s chemical sciences division.

But this groundbreaking work was just a start for Solomon.

Her research provided policymakers with information on the “climate friendliness” of different gases being used in consumer and industrial products, and paved the way for informed choices about new substances for cooling, fire protection and other applications.

Solomon led another breakthrough study in 2009, this time focusing on global warming. Her detailed research demonstrated how changes in surface temperature, rainfall and sea level are largely irreversible for more than 1,000 years after carbon dioxide emissions are completely stopped.

This study provided solid evidence that current choices regarding carbon dioxide emissions will have legacies affecting the climate that will irreversibly change the planet.

From 2002 to 2008, she co-chaired the prestigious United Nation’s Intergovernmental Panel on Climate Change, a working group on science.

This group’s work culminated in the report, “Climate Change 2007: The Physical Science Basis,” a document that provided the largest and





**SUSAN SOLOMON**

National Oceanic and Atmospheric Administration, Earth System Research Laboratory

most detailed summary of climate change science, to date. It involved 152 lead authors from more than 30 countries and concluded that the “warming of the climate system is unequivocal,” and that the increase in global average temperature rise in the past 50 years is very likely due to the increase in greenhouse gas emissions.

This report is one of the most influential scientific documents in recent memory, helping the world understand the severity of global warming.

Daniel Reifsnyder, deputy assistant secretary for environment at the State Department, said Solomon ran an objective and open process with the U.N. group, and did a great service for the country and the world.

“She insisted on an objective focus on the science and didn’t allow political or policy issues to intervene,” he said. “Because of her personal integrity and her commitment to running an honest process, she’s highly respected.”

Solomon said she believes it is “important for scientists to communicate their findings to the public and to policymakers so that it can be part of the input for society to decide what it wants to do.”

Looking at her career in perspective, Solomon said she feels “very lucky to be able to work on two issues—ozone depletion and climate change.” She said her motivation all these years has been “the opportunity to do research in the interest of the American public by understanding the environment and helping us all make informed choices.”





**SASKIA VAN GENDT**  
U.S. Environmental Protection Agency, Region IX

## RECREATING THE WAY WE CREATE

*Seeking to reduce the nation's carbon footprint, 29-year-old Saskia van Gendt is fostering the innovative design of reusable and sustainable construction and packaging materials.*

**A**s a young scientist at the Environmental Protection Agency (EPA), Saskia van Gendt is leading innovative efforts to help foster green building construction, and promote the design and development of reusable packaging to significantly reduce waste.

Van Gendt, 28, has focused her work on a new field that she calls “Climate materials”—the connection between climate change and materials.

“Saskia’s work is inspiring the re-design of buildings, products and packaging to encourage techniques that reuse materials instead of wasting them, paving the way for resource conservation and a sustainable society,” said Timonie Hood, EPA’s green building coordinator. “She’s a true environmental visionary.”

Van Gendt’s goal is to encourage the use of materials in construction that have as small a carbon footprint as possible in their creation, and that will be able to be reused or have a minimal environmental impact when they eventually are discarded.

“Construction materials often have large quantities of embodied carbon,



which is the total amount of greenhouse gases that are emitted over the life of a material,” van Gendt said. “For example, materials like cement inherently emit large amounts of carbon dioxide during production, and it is important to examine how we can reduce our consumption of cement and facilitate its reuse and recycling.”

Each year, millions of tons of construction related materials are incinerated or dumped in landfills, accounting for nearly one-third of our nation’s total solid waste generation. New construction will significantly increase landfill waste in the future and result in harmful emissions from the use of new materials.

To encourage this new approach to construction, van Gendt in 2007 developed the Lifecycle Building Challenge, a yearly online competition that recognizes cutting-edge building design and challenges students, architects and builders to reduce environmental impact.

Lifecycle building is designing buildings to facilitate disassembly and material reuse to minimize waste, energy consumption, and associated greenhouse gas emissions. Also known as design for disassembly and design for deconstruction, lifecycle building describes the idea of creating high-performance buildings today that are stocks of resources for the future.

The Challenge website has received more than two million hits, and entries have poured in from more than 250 participants around the world. All of the entries involved buildings or innovative products that together conserved more than 35,000 tons of construction materials compared to conventional construction practices and saved an estimated 8,115 tons of greenhouse gas emissions.

One winning entry from last year’s competition, a modular construction wall and barricade, is not only re-usable but is entirely recyclable in a one-step process with no separation of material needed. Another winner was a stylish modular home that used environmentally-friendly products and was constructed for future disassembly and redeployment.

Since 2008, van Gendt has also worked with a high-profile StopWaste grant program, a recycling and waste management effort in Alameda, Calif. The program helped Peerless Coffee purchase new equipment that cut packaging waste by 95 percent and allowed the company to set up a comprehensive program to recycle paper, cardboard and beverage containers, and compost food scraps and spent coffee grounds.

As van Gendt seeks to revolutionize the building industry and foster use of products that have low environmental impact, she frequently thinks back to her original inspiration, which came while studying environmental science at Northwestern University.

“I learned that the natural world is, and should be, the perfect example for the industrialized world,” she said.



## SERVING THE UNDERSERVED

*Through two-way video technology, Shane Kelley and Eva Ristow developed a way to bring services to the citizens, instead of expecting citizens to find services.*

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**T**he Social Security Administration (SSA) has found it difficult to serve Americans living in remote and poor regions of the country, particularly on Indian reservations in the West where disabled and elderly citizens often have failed to take advantage of benefits that they desperately need.

Shane Kelley and Eva Ristow have helped bridge this gap, linking difficult-to-serve Indian communities in Colorado, Montana, North Dakota, South Dakota, Wyoming and Utah to Social Security claims officials hundreds of miles away through an Internet-based, two-way video conferencing system called Video Service Delivery (VSD).

“VSD’s greatest impact is its ability to bridge distances to help government reach the customer rather than expecting the customer to reach government,” said Kelley.

The vast six-state geographic area is home to 29 Indian reservations, where life can be difficult. Infant mortality is five times the national average, the adolescent suicide rate is four times the national average and unemployment hovers around 80 percent. Life expectancy is about 50 years, and 49 percent of the population lives below the federal poverty line.

The delivery of Social Security services to such poor, remote locations is a challenge. Although connected by telephone and periodic visits, Social Security representatives have not always been able to achieve the consistent “visual” communications essential in establishing an understanding of benefit programs. As a result, many applicants missed their scheduled interviews, leading to incomplete claims.

Social Security beneficiaries in these areas can now go to designated local libraries, public health clinics or other facilities close to home and get service “on demand” via the two-way video connection. Thanks to this added accessibility, VSD has increased the number of benefit applications by nearly 80 percent among Native Americans at some of the reservations.

“Some of these individuals have an average annual income of \$3,000. Helping them receive disability or retirement benefits has had a huge impact,” said Jan Foushee, a senior executive program specialist with Social Security. “The money they receive can help support entire families and has an impact on the communities as well.”





**SHANE KELLEY and EVA RISTOW**  
Social Security Administration, Denver Region

The program has grown from a handful of units to hook-ups in about 70 locations in the Western states. The agency has now begun implementation of the system in the nine other Social Security regions around the country, with about 180 VSD units having been deployed so far.

Nancy Berryhill, the Social Security regional commissioner in Denver, said the concept was first tested in 2003, before Kelley came on board, by connecting the Minot Social Security Office in North Dakota to the Turtle Mountain Band of the Chippewa Nation.

But she said he took over the slow moving project in 2007, handled key technical details, found suitable sites for installation, promoted it to regional commissioners around the country and made it a model that now has unlimited possibilities to improve service.

“Without Shane’s leadership and vision, this would not have become a reality,” said Berryhill. “There was really no road map, but Shane is a problem solver. For him there are no problems, just opportunity.”

Kelley led the VSD effort for three years until a recent promotion. He has since worked alongside his colleague, Ristow, the current project manager.

“As soon as I saw how clear the video connections were, I knew VSD would greatly enhance the way SSA delivers service to the public,” he said.





**SANDRA K. BROOKS**

U.S. Department of the Navy, Naval Operations Information Dominance

## DETECTING AND DEFEATING DRUG TRAFFICKERS

*By providing technical and intelligence support to the military, law enforcement agencies, and partner nations, Sandy Brooks enables authorities to better combat crime on the high seas.*

**I**n two daring operations on the high-seas during September 2008, heavily armed U.S. authorities intercepted a pair of semi-submersible boats several hundred miles off the Guatemalan coast, seized 14 tons of cocaine worth nearly \$400 million and arrested the illicit traffickers.

These two seizures involved a growing threat in our nation's war on drugs—the innovative use of small, semi-submersible vessels run by powerful drug cartels to smuggle billions of dollars of cocaine from various locations in South America into the United States through Pacific Ocean and Caribbean routes. These vessels are barely visible as they skim the surface of the water, move quickly at night, and are designed to evade radar detection.

At the heart of the U.S. effort to combat this ever-growing armada of drug-laden, stealth vessels is Sandy Brooks, the deputy director of intelligence and security for a network of federal agencies that target narcotics traffickers, weapons traders and, potentially, terrorists who



might use maritime or air routes from South and Central America and the Caribbean.

Brooks' role at Joint Interagency Task Force South (JIATF-S) is to bring together information from multiple sources and share it with military, law enforcement and homeland security agencies for better speed of discovery, speed of decision and speed of action. This means constant electronic and visual surveillance, precise intelligence and staying ahead of the traffickers with new advanced technology.

U.S. and Columbian authorities have detected evidence of more than 100 semi-submersible vessels since 2006, and seized about two dozen since 2007. Brooks has been involved in a number of these operations, providing technical and intelligence support to the Coast Guard, other homeland security agencies and the military.

"The first one caught was called Big Foot because many people didn't believe it really existed," said Brooks. "It carried 9.2 metric tons of illicit cargo. And it could hide in plain sight."

To enhance the U.S. drug interdiction operations in the Southern region, Brooks plays two other important roles. She is the chief of innovation and technology for the multi-agency task force, and also serves as the senior advisor for innovation and technology on the Naval Operations Information Dominance staff.

In her task force role, Brooks started an experimentation program called Thunderstorm to develop, test and evaluate advanced concepts to detect and capture unconventional targets in the maritime environment.

Rear Admiral Sam Perez, deputy director of JIATF-S, described the Thunderstorm program as "an immense competition of technology solutions." He said Brooks has been responsible for "an incredible amount of planning, skill and persuasion to bring it all together."

Lloyd said Brooks has harnessed a wide spectrum of Defense Department and interagency resources, and pioneered a highly innovative technology bridge that has enabled military and law enforcement agencies to share vital threat information, locate adversaries worldwide, and direct interdictions in real-time.

At the new maritime intelligence center, Brooks is seeking to break down silos that have prevented various government agencies from sharing information not only on drug traffickers, but also possible terrorists.

"She is figuring out how technology solutions will enable us to better connect the dots to prevent a future 9-11," said retired Coast Guard Commandant Thad Allen. "Most importantly, she understands how to take technology and intelligence, and put them in the hands of the front-line personnel who need them. She's a problem solver."



## PROTECTING THE INNOCENT

*Jamie Konstas is advancing the FBI's fight against the sexual exploitation of children.*

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**F**BI Intelligence Analyst Jamie Konstas has made major inroads fighting child sex trafficking in the United States by helping build, manage and utilize a groundbreaking national online database that allows federal, state and local law enforcement officials to access detailed information about pimps and child victims.

Konstas' innovative database helps authorities identify child victims of prostitution, collect intelligence regarding suspected pimps, and build investigations. Her work has led to the recovery of more than 1,000 children and the prosecutions of more than 500 pimps and predators.

Prior to the advent of the database, local law enforcement authorities had few resources to help them track down exploited children or share information, especially when these children were taken across state lines.

"We recognized that pimps were taking children across the nation," said Konstas. "We determined there needed to be a national database to allow them to share information with other investigators working child prostitution matters in other cities."

The database includes information and pictures of missing children who are being trafficked for sex, allowing law enforcement to more easily identify them. Konstas said this had helped investigators identify juveniles who sometimes provide fictitious names because of fear of repercussions from the sex traffickers.

The database also contains information on pimps and madams, who often go by various pseudonyms, and now can be cross-referenced from prior arrests or investigations in various parts of the country.

The sale of children for sex may seem unimaginable to most Americans, yet it is happening all over the country, every day. It is estimated that 100,000 children a year are bought and sold for sex in the United States.

According to Polaris Project, an organization dedicated to fighting human trafficking, the average age for a child entering the sex trade in the United States is 13 years old. Many have been kidnapped, are runaways or foster care children, and some get caught up on a dare or a lark and then find that they cannot escape the sexual servitude.

Working in the FBI's Crimes Against Children Unit, Konstas is assigned





**JAMIE L. KONSTAS**  
Federal Bureau of Investigation

to the Innocence Lost National Initiative, which combines the resources of the Department of Justice and the National Center for Missing and Exploited Children (NCMEC) to combat the commercial exploitation of children through prostitution.

The national initiative has led to the development of 38 task forces and working groups comprised of federal, state and local law enforcement agencies that coordinate efforts, use the database and rely on Konstas' expertise in making sense of the voluminous information.

Ernie Allen, founder and head of NCMEC, called Konstas the “glue” of the entire operation.

“She takes it very personally when someone hurts a child. She can tell you every name, where they come from, and how old they are,” said Allen. “Every time we make an arrest, Jamie has been the clearinghouse.”

Most recently, Konstas coordinated a series of national “sweeps” when numerous cities target pimps and underage-looking prostitutes during consecutive two- to three-day periods. Konstas runs new pictures through the system, cross-checks the database and provides immediate support for police on the ground.

While Konstas could have moved to other positions at the FBI, her personal mission to help exploited children has kept her on the job.

“For her, this is not a job, this is a calling,” said Allen.



## ENSURING OUR SOLDIERS' SURVIVAL

*Teri Glass and her team developed life-saving medical evacuation equipment that is increasing survival rates of American soldiers wounded in combat.*

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As attacks from make-shift roadside bombs, known as improvised explosive devices (IEDs), wreaked havoc in Iraq and later in Afghanistan, Teri Glass and an Army support team have worked tirelessly to make sure that wounded American soldiers have an increased chance at surviving these too often fatal blasts.

As the acting project manager for an Army Medical Support Systems Project Management Office, Glass and her team developed and fielded state-of-the-art medical evacuation equipment, which has allowed Army medics to more safely and efficiently transport patients off the battlefield to hospitals, significantly increasing the survival rate of service members wounded by IEDs.

“We had to reassess how to best keep our soldiers safe, which is the number one priority,” said Glass. “We needed to figure out how we could both provide them with immediate treatment at the point of injury and also be able to get them back to the care they urgently needed within the critical first hour.”

Driven by an urgent request originally issued during conflict in Iraq, Glass and her team created a Casualty Evacuation (CASEVAC) kit that facilitates the rapid conversion of a wide range of non-ambulance vehicles into medical evacuation vehicles in less than one minute.

The portable equipment, which is about the size of a suitcase, fits neatly into the back of a vehicle, offering an enhanced ability to swiftly transport patients to life-saving treatment and allowing for on-scene first aid.

The kit includes a foldable litter with a restraint and lift system to help soldiers carry and hoist their wounded comrades into the vehicle. It also involves a rear-facing attendant seat so that medics can swivel around to provide immediate treatment for the patient lying in the back seat.

Last year, more than 400 CASEVAC kits were fielded in support of Operation Iraqi Freedom and Operation Enduring Freedom, and their use is continuously expanding. IEDs are responsible for the largest percentage of military casualties in Afghanistan and Iraq, with Afghanistan averaging some 600 such attacks per month.





**TERI GLASS** and the Army Medical Support Systems Team  
U.S. Army Medical Materiel Development Activity

Col. Russell Coleman, commander of the U.S. Army Medical Materiel Development Activity (USAMMDA), said the medical evacuation equipment created by Glass' team "has been widely credited by field commanders in both Iraq and Afghanistan as critical toward saving the lives of our deployed warfighters."

As a retired senior noncommissioned officer with more than 20 years of military service herself, Glass says she performs her duties with the soldiers constantly in mind.

"I can picture myself out there too, so when we get feedback from soldiers telling us we helped to save lives, there is no better feeling than knowing we're doing our part to make a difference for them," said Glass.

The medical evacuation kits have been customized for a wide range of military vehicles, including Mine Resistant Ambush Protection vehicles, Humvees and helicopters. The team also worked on a modernized first-aid kit that includes emergency supplies to treat blood loss, severed limbs, collapsed lungs and other common combat injuries.

Along with Glass, the members of the Medical Support Systems team include Jaime Lee, James Cromartie, Mark Brown, Murray Swanson, John Cesca, Julia Hanes, Sharon Morgan and Steven Reichard.

"Without this equipment, many of our fine young Americans would not have survived," said Coleman. "It is because of Teri Glass and her team that we are able to save lives."





**JEFFREY M. BAKER**

U.S. Department of Energy, Office of Energy Efficiency and Renewable Energy

## BUILDING GREEN, SAVING GREEN

*Recognizing the need for a more sustainable and energy-efficient culture, Jeff Baker proved building green doesn't have to cost more.*

Jeff Baker has been the driving force behind the Department of Energy's (DOE) construction of the largest net-zero energy office building in the world, creating a ground-breaking approach for industry to improve energy performance and environmental quality, as well as save money.

The 220,000-square foot building in Golden, Colo., combines state-of-the-art renewable energy techniques and on-site power production from high-efficiency photovoltaic cells to achieve net-zero energy, meaning the building creates as much or more energy in-house as it uses.

The Energy Department hopes the building not only will be seen as a stand-alone achievement, but also will introduce a new energy culture in the United States. Commercial building energy usage accounts for 19 percent of our national energy consumption. The building was constructed for \$64 million, comparable to the price tag of more traditional structures, and it will save up to 50 percent of standard energy costs.

The project began in the late 1990s with Baker's vision for a super energy-efficient building that would be a world-class example of what is possible. He engaged in tireless efforts to convince Congress, the Office



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of Management and Budget, and DOE managers of the need for the building and for funding.

Baker, the director of laboratory management for the National Renewable Energy Laboratory (NREL), also worked to develop a new strategy that permitted energy to drive the building's design, a concept that initially met with resistance from some of his government colleagues. But this approach was crucial to freeing the architects and engineers to be innovative.

"Jeff is the soul of this project. Without him, none of it would have been possible," said John Sullivan, who served as Baker's boss at DOE for six years. "Not only will this building be a showcase to the country and save a great deal of money for taxpayers, but it was done on budget and on time because of the intense planning and tenacity in which he approached it."

The "H" shaped structure is configured to provide the best possible daylight and, cut the amount of electricity needed for lighting. It has natural ventilation, and large windows that have a combination of glass and coatings to let in light while keeping unwanted heat out.

Solar collectors pull air heated by the sun into the building on cold days, and in the basement, a labyrinth of concrete walls captures the day's heat or the night's cool air to be slowly released upstairs. Water also flows through piping in the floors to warm or cool the air.

Recycled materials, including reclaimed natural gas pipes, serve as the columns to support the floors and walls, and paneling is made from pine trees killed by the bark beetle infestation.

The building is designed to house about 800 federal and NREL employees. NREL is the nation's only federal laboratory dedicated to the research, development, commercialization and deployment of renewable energy and energy efficiency technologies. The project also has benefits for other federal agencies, with the General Services Administration planning to replicate the integrated design approach in multiple federal buildings across the country.

John Herrick, former DOE counsel, said Baker refused to acquiesce when he was told something was impossible. "He has an insatiable desire to learn, an ethic of getting things done and an inherent ability to lead and make correct decisions," Herrick said.

Herrick also said Baker was instrumental in the growth and development of the national laboratory that started with just five federal employees in the 1980s. But Baker's crown jewel is the net-zero building, something in which he takes great pride.

"How many times do you really get a chance to change the direction of a nation? It was worth all the time and effort," Baker said.





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