

May 2012

SBA Disaster Newsletter

Your quarterly update from the Office of Disaster Assistance

It's spring and with hurricane season just around the corner, we are all aware of the demands on ODA to be as flexible and prepared as possible. Preparedness isn't a steady state; it requires constant assessment, adjustment, and testing. ODA is constantly striving towards readiness, and I'd like to highlight several initiatives in particular that demonstrate this commitment. We have a new approach to staffing (read about it here) to make sure we have a surge workforce ready to go at a moment's notice. In March, ODA's senior managers attended the

Senior Leadership Seminar's disaster simulation exercise. The simulation was a complete success, thanks to all of our efforts to make this a more agile organization. I'd like to highlight one person in particular who has made a steadfast commitment to improvement: our Associate Administrator, James Rivera. In recognition of his outstanding leadership and commitment to excellence, James was recently honored with the Presidential Distinguished Rank Award. I'd like to congratulate him on this honor and thank him for leading the organization by example.

ODA employees are critical to the success and health of this organization; and in turn, ODA is committed to supporting the success and health of our employees. This issue of the ODA Newsletter celebrates the ways ODA engages its employees, from exercise initiatives to softball teams. It also provides information and tips about leading a healthy life at home, at work, and on the road. As some of you know, ODA has kicked off a major health and wellness initiative which is taking root at many of your Centers. We hope you will participate in these events and that they allow you to lead a full and healthy life at work and at home.

All the best,

Joe Loddio

Contributors:

Jim Atkins

Chris Cowan

Rick Jenkins

Mark Keltner

Mark Riddle

Robin Saunders

John Tauriello

Mark Vaccaro

Lance Wells

Julie Wozniak

Editor: Breanne Goodell

We want to hear from you!

Do you have recommendations for what you'd like to see in this newsletter? Send your comments or suggestions to your Center contributor or to breanne.goodell@sba.gov

Read and Conserve

Please read this newsletter electronically to save paper. If you do print, consider sharing it with your team!

To Your Health!

Supporting and Celebrating Health and Wellness

ODSEE is working with ODA Centers to support work/life balance with several new Health & Wellness initiatives. Stay tuned for announcements about upcoming webinars, seminars, and other program activities on health and wellness. In addition, ODSEE is piloting a new Health and Wellness Committee comprised of HQ and Herndon employees. See the DIG for more information on the Health and Wellness Committee:

<http://collab.sba.gov/sites/oda/Centers/ODSEE/HealthWellness/default.aspx>.

Your Opinion Counts!

Did you know there's a process for employees to make suggestions on how to improve our program? The Continuous Improvement Process (CIP) Employee Suggestion Box was created for just this purpose! Have an idea? [Click here to submit it!](#)

Weigh-To-Go!

Steps to Better Health

FOCE employees are taking steps toward making positive lifestyle changes and improving overall quality of life by watching what they eat and incorporating more daily physical activity into their break time.

With 36 floors in the FOCE office building, some employees are choosing to take to the stairs instead of the elevator as a form of exercise. Some have made it all the way to the top and back and have been rewarded with increased energy and a sense of accomplishment.

A new walking initiative is getting people moving and reminding them that walking at least 15 minutes a day is very beneficial to an individual's health. Walking around the FOCE office space just three times equals a half of a mile. As the weather begins to change, the group will take advantage of the outdoors and walk in the nearby park and downtown area.

Some employees commuting to work daily via public transportation choose to walk to a farther train station or bus stop as a form of exercise.

A recipe share box in the FOCE break room allows employees to leave recipes for their favorite healthy dishes to encourage healthy eating. A bulletin board features articles and fun facts on a new health topic each month to keep employees informed.

Steps to Better Health

WEIGH-TO-GO!, a weight loss support group recently started at the PDC, meets at noon on Thursdays and provides a forum for encouragement, new ideas and mutual gain (or loss!). Anyone wanting to lose pounds or change their eating habits can join to share tips and learn about healthy eating, exercise and positive reinforcement.

WEIGH-TO-GO! meetings are short, the presentations are informative and the atmosphere is positive. Topics include exercise, nutrition, measurement of success, emotional support, and overall health and wellness. For example, "Courage, Motivation and Perseverance" recognized that the courage to join the group is the first of many steps.

The group encourages participants not to think about how far they still have to go, but to concentrate on each short race – one bite, one meal and one day at a time. Each participant shares their personal motivation for joining and their reason for wanting to succeed at the program (it's different for everyone). Peggy Myer, WEIGH-TO-GO! 's official record keeper, facilitator and biggest cheerleader, says: "We try to emphasize healthy, moderate weight loss. Even if you do

not lose one week, that's not the end of the world. We try to change habits and build long-term, positive and healthy weight loss one pound at a time."

WEIGH-TO-GO! provides employees the knowledge for making better choices, letting go of bad habits and being accountable to others supporting them at home and at work. Here's to a leaner, healthier SBA!

Staying Healthy on the Road

It can be hard to exercise and eat right while on travel for the latest disaster. A few simple steps can help us stay healthy on the road.

- Think color. "If it's colorful, it's good for you" usually holds true for fresh fruit and vegetables.
- Plan. Pack your own snacks for the ride, such as apples, carrots, nutrition bars or trail mix. These items also make a good breakfast for those busy days.
- Beverages matter. Drink plenty of water — it keeps you hydrated and curbs the appetite. Consider coffee, tea or sparkling water instead of sodas or fruit drinks.
- Make time. Set a goal and use the exercise room if the hotel has one. If they don't, you always have the privacy of your room. Pack a resistance band or an exercise routine on an MP3 player or do jumping jacks, sit ups and squats.
- Treat yourself! Allow yourself to splurge every now and then to satisfy those cravings.

Did you know...

The USDA has a new nutrition model called My Plate? Check it out!

Severe Weather in Texas

"This is NOT a drill. All employees should move to the Designated Safe Areas immediately." These are not words one wants to hear but on the afternoon of April 3rd, PDC employees dropped what they were working on and quickly moved to interior safe rooms in both buildings. Severe weather including torrential rain, high winds and large hail had been buffeting the DFW area off and on all day and the area was under a series of tornado warnings. At approximately 1:30 pm two tornadoes were spotted south of DFW airport. For the first time ever, the PDC Tornado Emergency Plan was put into effect and employees moved to safe zones. Within an hour the immediate danger passed; however, the storms left their mark.

The National Weather Service confirmed 14 tornadoes touched down in Dallas, Tarrant and Kaufman Counties that afternoon. While the PDC and its employees escaped harm, the storms hit very close to home for some. Among those that sustained significant property damage was Rochelle Frazier, a loan officer at the PDC. Baseball-sized hail destroyed Rochelle's roof, chimney, landscaping and pool equipment, causing more than \$20,000 in damages. Fortunately, Rochelle was insured and repairs were quickly underway.

Incredibly, the storms caused no fatalities and remarkably few injuries. Damages were widespread, however, resulting in an Agency disaster declaration shortly afterwards. Immediately following the declaration, SBA Disaster Loan Workshops opened in three of the hardest hit communities. Four PDC employees joined FOC-W personnel in staffing the workshops and gained hands-on experience in helping local disaster victims apply for assistance.

All in all, the storms of early April made a vivid impression on everyone at the PDC and served as a reminder that the line between disaster and disaster assistance can be very narrow.

To discourage bad snacking habits, there are fewer candy dishes around the office; instead, staff are promoting healthier snacks like nuts and fruit. And there are fewer Dunkin' Donuts and Krispy Kreme boxes....

Some employees have joined Weight Watchers and other weight-loss support groups. They have shared their experiences with others in the office, having successfully lost pounds and/or inches and maintaining a healthy weight.

Employees have tuned into the various ODA webinars presented by Diana Monaco from the FDA on "Food Labeling" and "Heart Health".

FOCE employees are continuously sharing ideas and encouraging each other to be more health conscious, realizing that working together on our health and wellness is more beneficial than doing it alone. Let's keep it up, FOCE!

The Hurricanes, the PDC's seasoned softball juggernaut, kicked off the 2012 Spring softball season April 19th with a 17-4 win.

FOC-West's Dave Mar and Carol Catanach with PDC's Brook Watson and Sharontine Bottley staffing a Disaster Loan Workshop in Lancaster, Texas.

Disaster Activity Snapshot As of 5/4/12

As of 5/4/12 ODA was working 25 open Presidential IA and 50 Presidential PA disasters. ODA is actively working 45 Administrative declarations, 4 Governor certifications, 82 Secretary of Agriculture disasters, and 1 nationwide MREIDL declaration for a total of 207 open/active disasters.

Disaster Preparedness Tips

As ODA employees, we are aware of the impact a severe event can have on a home or business. But the recent incident at the PDC reminds us that we, too, need to be ready. Aside from planning for the consequences of a loss by purchasing adequate insurance, how prepared are you for a disaster?

At a minimum, everyone should: Know what types of events could occur in your locale Know what to do in an emergency situation Make a plan with your family or closest friends in the event of an emergency, and Have emergency supplies handy.

Consider buying or making your own supply kit. Basic survival kits include food, water, lighting, radio, first-aid, sanitation and hygiene needs, and shelter supplies. More comprehensive kits also include a solar and/or hand-crank powered flashlight, radio, mobile phone charger and universal adapters to plug into car chargers or to a hand-crank power generator. If you have pets, don't forget to consider their needs when making a kit.

The following resources will help you prepare for a disastrous event:

Readyrating.org: American Red Cross and SBA have joined forces to help increase awareness

Ready.Gov (FEMA): "Be Informed, Make a Plan, Build a Kit and Get Involved"

IBHS.org: The Insurance Institute for Business & Home Safety

SBA has an Emergency Preparedness and Disaster Response plan in place including a comprehensive CO-OP (Continuity of Operations Plan) and Business Resumption Plan (BRP) that includes employee safety and health as well as ensuring operation of the Agency and minimizing the consequences of any disaster. You can read about SBA's Disaster Recovery Plan on our website, <http://www.sba.gov/content/disaster-recovery-plan> and on the Employee Gateway ("Yes" page) under Resources, COOP.

Each quarter the Office of Disaster Assistance conducts an automated telephone readiness survey of our surge team. This is not an activation call; it is merely a survey to determine if you are available for duty. When called at your primary number, you will be requested to indicate your availability and select one of two options: you are available for work; or you are not available for work.

Option 1: If you are available for duty during the next 90 days, Press 1.

Option 2: If you are not available for duty during the next 90 days, Press 2.

In the event a message is left on your voicemail, please call the Office of Disaster Personnel (ODP) Resource line at 1-866-368-9040 to participate in the survey. If you do not respond to the survey, you will be recorded as unavailable for the reporting period. In addition, the ODP Resource line will offer you the option to connect with your servicing HR office for any questions you may have regarding this process. Please do not contact your HR office to respond to the survey — your response will be recorded by the automated process.

Don't forget your documents!

Store important documents such as insurance policies, deeds, property records and other important papers in a safe place, such as a safety deposit box away from your home. Make copies of important documents for your disaster supplies kit

Employee Spotlight

JoAnn Choate, ODP

JoAnn Choate, ODA Benefits Officer, joined the disaster team in September 2005. She is responsible for coordinating the benefits program for the entire ODA family. She and her team take great pride in customer satisfaction and the ability to make a difference in the lives of employees dedicated to helping disaster survivors. The team works in unison with the Center Human Resource Offices and provides information and guidance on the entire realm of Employee Benefits. Jo-Ann was recently elected to chair the newly formed pilot Health and Wellness Committee. In this role, she joins her committee partners in championing health and wellness solutions directly concerning our employees. When not working, you may find JoAnn in Memphis or obsessing over anything ELVIS!

Paul Arrington, ASC

ASC wants to spotlight Director Paul Arrington as he retires at the end of May after 26 years with ODA. Paul began his career as a payroll clerk at the old Area 2 office in Atlanta. Within 2 years he assumed the role of Administrative Officer, and in 1990 the agency named him both the Area 2 and National SBA-ODA Employee of the Year. Paul has consulted on many of the systems utilized by ODA employees agency-wide. One of his proudest accomplishments is standing up the ODA Herndon Operations Facility that house 4 separate ODA Operations Centers. Paul has served as the Director of PASC/ASC for the past 6 years. While no one is sure of Paul's future plans, we are sure they include digging in the dirt, snuggling up with his pups, and continuing his devotion to his beloved Alabama Crimson Tide Football. One thing we are sure of is that his genuine desire to help both the disaster victims we serve and the employees that serve them will leave a lasting impression. Good Luck, Mr. A!

Announcing the 2012 Phoenix Award Winners...

Each year SBA grants the Phoenix Award to businesses and individuals who have shown outstanding resilience and commitment to disaster recovery. This year's Phoenix Award winners are:

Outstanding Small Business Disaster Recovery: Barry O'Donovan, O'Donovan's Pub, Cranford, NJ

Outstanding Contribution to Disaster Recovery by a Volunteer: Alfred A. Mignacci, Raleigh, NC

Outstanding Contribution to Disaster Recovery by a Public Official:

Mike Fisher, Emergency Management Coordinator, Bastrop County, TX

Gregg Kennedy, Mayor of Smithville, MS

Read their remarkable stories here!

Mandatory Training Updates

Don't forget: employees in pay status must complete the PII and CSAT Trainings by 6/30. Access the trainings via the following link: <https://sba.keystoneondemand.com>

Please note: there is a different icon for each training — make sure you complete both!

Timely Tips for Keeping Time...

Everyone wants their paycheck on time, and in the correct amount. Try these simple tips to ensure no fuss payment.

- Enter time daily, so you don't forget
- Turn in leave slips and obtain approval prior to taking leave
- Review your Time sheet before submitting to timekeeper
- Double, triple and quadruple check your STAR report prior to signing.

Update on Major IT Initiatives

The Telecommunications Consolidation Initiative will optimize management and administration of ODA telecommunication assets. The first phase will conclude on June 29, 2012. After completion, we will have established a centralized approach to management and administration, developed a comprehensive inventory of all ODA communication assets, and developed a roadmap for future activities to be vetted through the ODA TRB and CCB.

OCIO and ODA are partnering on the SBA Mobility Project to develop a mobilized Infrastructure at SBA. The project includes strategy development, device security and management, and application development. To further our planning, we recently released a Request for Information (RFI) that looks at the broadest potential application of mobile technologies in a disaster setting. Additionally, ODA and OCIO are establishing mobile device management and security policies that include interesting discussions for future bring your own device (BYOD) policies at SBA.

SBA and ODA are engaged in a Data Center Consolidation effort, as required by the Federal Data Center Consolidation Initiative (FDCCI). The FDCCI, originally announced in February 2010, reflects an effort to cut costs and improve efficiency by reducing the overall Federal data center footprint, and optimizing the operations in that new environment. The consolidation effort will take place in a phased approach to minimize risk and disruption of ODA operations. The first phase will comprise a pilot of the Herndon location, slated for completion in early 2013, followed by integration of the remaining ODA field locations, culminating in early 2014.

The Electronic Loan Application screens are being redesigned to support the goal of increasing ELA usage. The existing ELA "interview" approach is being replaced by the newly designed "forms" approach. The new screens have been designed using the paper form as a model. The applicants will have the ability to navigate through the on-screen form which would likely result in a higher percentage of applications being completed via ELA. The initial development phase was completed on time and turned over for testing on April 27th. Rollout of the new screens is planned for June 14th and is expected to significantly increase the use of the ELA.