



## Shop pitches in for Operation Christmas Spirit

by Virginia Herrera  
Electric Plater Helper

Every year, the Corpus Christi Army Depot (CCAD) Operation Christmas Spirit Committee holds several fund raisers. Operation Christmas Spirit is a venue for raising money for nursing home residents in Corpus Christi and the surrounding area. Money collected allows committee members to provide each resident with a small gift and a fruit container for Christmas. CCAD personnel assist in the distribution of these gifts and also provide entertainment for the senior residents.

On Friday, May 28, the advanced metal finishing facility (AMFF) held their 4th fund raiser. It was their most successful fund raiser to date, raising \$572.00 profit for the Christmas Spirit organization. The production group provided a barbeque chicken plate with all the trimmings, including a soda and dessert. Aaron Hoss, a journeyman plater, and several plating shop assistants barbecued the chicken



Aaron Hoss (left) sees the reward of his and his fellow employee's labor, being served a BBQ chicken plate by (on right from left to right) Virginia Herrera, Pat Leyba, and Carolyn Mical.

while delicious beans were donated by Pete Barrientes of the engine division. The rice was made and donated by Virginia Herrera and dessert was provided by Aurora Chandler. Pat Leyba, Carolyn Mical, Virginia Herrera, and Aurora Chandler served over 150 plates to customers from all over CCAD.

This was a huge and well-coordinated effort by the plating shop and one that may  
*(See "BBQ" continued on page 10)*

## In pursuit of customer satisfaction

by Toni Durant  
Quality Assurance Specialist

Tucked away in Hangar 43 is an office most people know little about. The customer relations division in the directorate of quality assurance is responsible for a wide variety of functions, including but not limited to: production verification audits (PVAs); depot maintenance work requirement reviews; customer complaint investigations; defective new material

investigations; process analysis data collection system; the partnership contractor support; and, equipment certifications.

The focus of this article, however, is on the customer relation division (CRD) responsibilities as they relate to the Depot Strategic Plan. The CRD is responsible for Objective 2.3, Customer Satisfaction.

Efforts to improve customer satisfaction are two-pronged. A list of the top ten customer complaints submitted over the past three years is developed and presented to the corresponding shop personnel accompanied by related documentation on all relevant complaints. Customer relations division personnel then meet with the shop personnel responsible for the overhaul/repair of each component to discuss reported deficiencies, repetitive

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# Army develops policy to address acts of sexual assault

by Sgt 1st Class Marcia Triggs

WASHINGTON (Army News Service, June 3, 2004) – The Army is devising a policy that will re-emphasize that all offenses of sexual assault must be reported to the Criminal Investigation Command, officials have announced.

A task force spent 90 days conducting a detailed review of the Army's current policies and programs on sexual assault. One of the findings was that while all commanders had taken action against assailants accused of sexual assault, not all were going through the proper investigation channels, said Darlene Sullivan, a task force member.

The task force was assembled from various Army organizations and began looking into how the Army addresses matters of sexual assault in February. Acting Secretary of the Army Les Brownlee authorized the task force.

The task force recommendations were approved by Brownlee, and were briefed to the House Armed Services Committee June 3 by Reginald J. Brown, the assistant secretary of the Army for Manpower and Reserve Affairs.

There were nine shortfalls the task force noted in its 80-page report. One major finding pointed out there was no standard way of handling sexual assault cases, making it hard to collect data and keep track of what services had been rendered to victims.

There were 24 recommendations made to improve the system. One was to develop a sexual assault policy for inclusion in Army Regulation 600-20, Army Command Policy. The chief of personnel, Army G-1 is responsible for the overall sexual assault policy.

The policy will define sexual assault as alleged offenses of rape, forcible sodomy, assault with intent to commit rape or sodomy, indecent assault or an attempt to commit any of these offenses, Sullivan said. The definition is the same one used by the Department of Defense in its recent report "Care for Victims of Sexual Assault."

The roles and responsibilities of commanders from major command

to the unit level will be addressed in the new policy and become a part of AR 600-20, said Lt. Col. John McPhaul of Army G-1.

"Commanders must create a command climate where victims feel comfortable reporting acts of sexual assault," said Sullivan. "Rape is one of the most unreported crimes nationwide.

"As a first sergeant, if you don't know your Soldier was attacked or raped, how can you protect that Soldier? What if you put that Soldier on guard duty with his or her attacker?"

It's imperative that leaders know that prevention, training and assistance are a commander's responsibility."

Company commanders will no longer have the authority to sign the disciplinary paperwork for Soldiers who are accused of a sexual offense, when the cases don't go to court. The battalion commander's signature will be required, Sullivan said.

Department of the Army form 4833, Commander's Report of Disciplinary or Administrative Action, is a permanent record that states what a Soldier was accused of, and what action was taken against him.

Sullivan said the task force found that about 20 percent of the commanders had not filled out the form because of operational tempo. Another recommendation of the task force is to alter the form, so that instead of stating that administrative action was taken against a Soldier, his or her specific punishments will be listed on the form.

Commanders alone cannot round out a successful program to pre-

vent sexual assault, according to the task force. Commanders alone cannot be the judge, juror and prosecutor.

In AR 600-20 one of the responsibilities commanders will have is to assign a unit victim advocate to support victims of sexual assault. It is important to keep the victim and the chain of command informed of all case actions as they occur with the case. The unit victim advocate will work to provide emotional support to victims while assisting them in the step-by-step processes involved, McPhaul said.

Other agencies whose roles will be outlined in the chapter will include CID, the Provost Marshal, the Surgeon General, Staff Judge Advocate and Assistant Chief of Staff for Installation Management (Community and Family Support Center), McPhaul said.

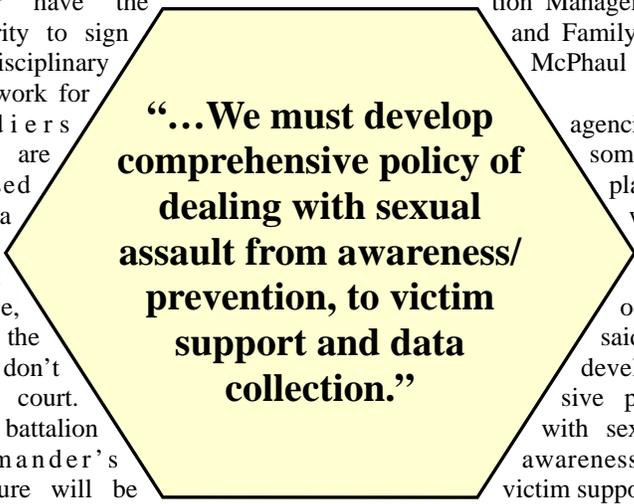
"The Army agencies already have some procedures in place and know what to do, and are doing it, if an act of sexual assault occurs," McPhaul said, "but we must develop comprehensive policy of dealing with sexual assault from awareness/prevention, to victim support and data collection.

"We are developing a mechanism that gets all the agencies in concert with each other by establishing a policy that deals with sexual assault not only in garrison but in a deployed setting as well," McPhaul said.

Training requirements will also be addressed in the regulation, McPhaul said. Within the next 60 to 90 days, new chapters will be added to the regulation and staffed with the field, he added.

Training and Doctrine Command is currently devising lesson plans on the prevention of sexual assault to be included in all professional develop-

(See "Policy" continued on page 5)



**"... We must develop comprehensive policy of dealing with sexual assault from awareness/prevention, to victim support and data collection."**

## Little known division handles customer issues

(“Quality” continued from page 1)

complaints, and possible avenues to pursue in reducing the complaints for each component.

The second part of this effort is focused on the customer (Army, Air Force and Navy units) in the field. A customer liaison visit list is compiled from an analysis of field units that have submitted the most complaints over the past three years. A point of contact at each unit is established to set up visits at the unit’s discretion. A spreadsheet with the history of all complaints submitted by the unit along with information on the status of each case, the findings on the closed cases, and whether an exhibit was submitted along with the

complaint is prepared by the CRD representative assigned to visit the unit. A chart providing a POC within the CRD for hotline calls or information on submitted complaints is also prepared for the unit. Additionally, a chart showing the number of complaints submitted, exhibits were received, and whether the complaint was determined to be valid or not is also provided to the unit. In addition to visits to the units, the CRD provides information to the aviation regional managers at Ft. Rucker and Korea to keep them informed of our ongoing efforts to improve customer satisfaction.

To date, each of the units visited have been pleased or even surprised

that the depot cares enough about its customers to send a representative to follow up on the complaints.

Over the past two years, CRD personnel have visited units in Alaska, Washington, California, New Mexico, Montana, Maryland, New York, Florida, Oregon, and Wyoming. This year the CRD is planning visits to units in Florida, North Dakota, Arizona, California, Texas, and Virginia.

Col. Jim Budney, depot commander, is a true advocate of visits to units—he often visits them himself to address their concerns.

So you see – there’s more to customer relations than meets the eye!

## Length of Service awards



Gloria Ramirez of production management was presented an award for 35 years of federal service.



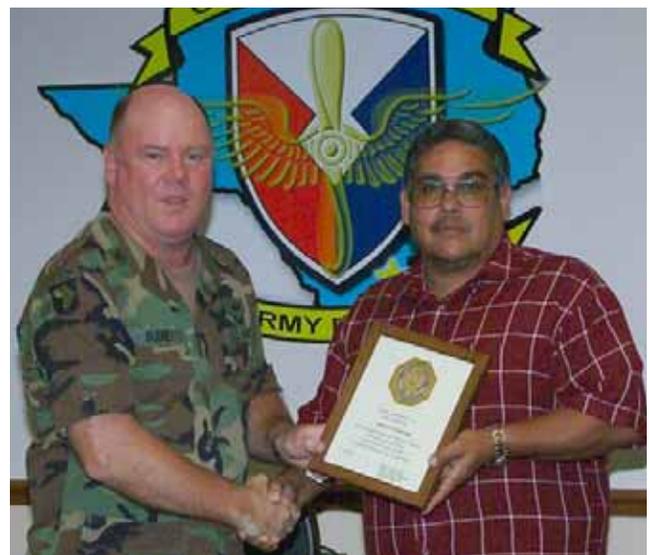
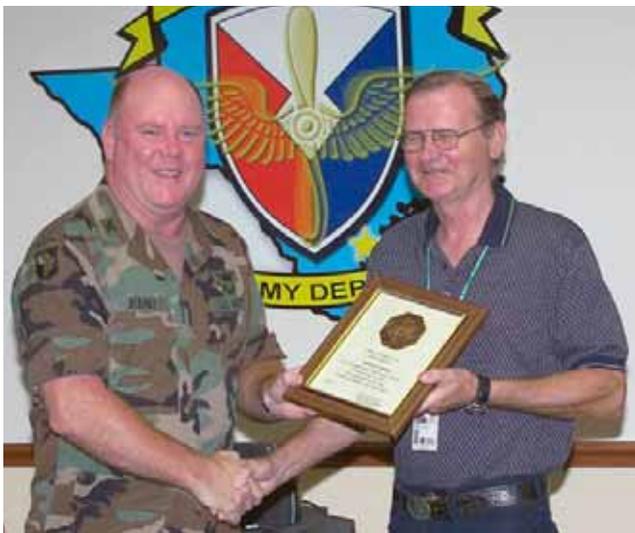
Fernando Garcia, engine production, received recognition for 35 years.



James Neugent, aircraft production, 30 years length of service



Allen Clawson, aircraft production, 30 years length of service



***Length of service awards*** were presented to the following personnel by Col. Jim Budney on Jun 1: (***Clockwise starting with top left:***) Claude Adams, chief, contracting office; Cathy Lawrimore, internal review and audit compliance office; Arturo Espinoza, directorate of engine production – 30 years; Carlos Garcia, skills development office – 35 years; and, Tony Dixon, directorate of production management – 40 years



**Commander's Awards for Civilian Service** were presented to Charlie Richardson (seen in photo at top left) and Rey Cortez (top right) by Col. Jim Budney. Both Richardson and Cortez are employees in the directorate of engine production.



George Martinez, directorate of manufacturing/process production, retired after 40 years of federal service. He is seen in the blue shirt next to Col. Budney. Martinez' three brothers, also pictured, were on hand during his retirement ceremony.

## Joint agency efforts key to implementing policy

*("Policy" continued from page 2)*

ment schools, refresher courses at the unit level and additional training for law enforcement, medical and legal personnel, Sullivan said.

When looking for ways to improve the Army's policies and programs, the task force sought advice from outside agencies to include De-

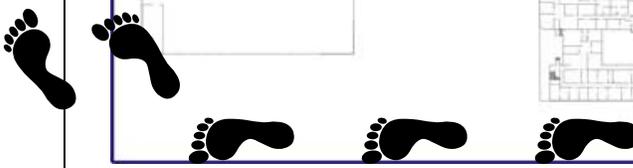
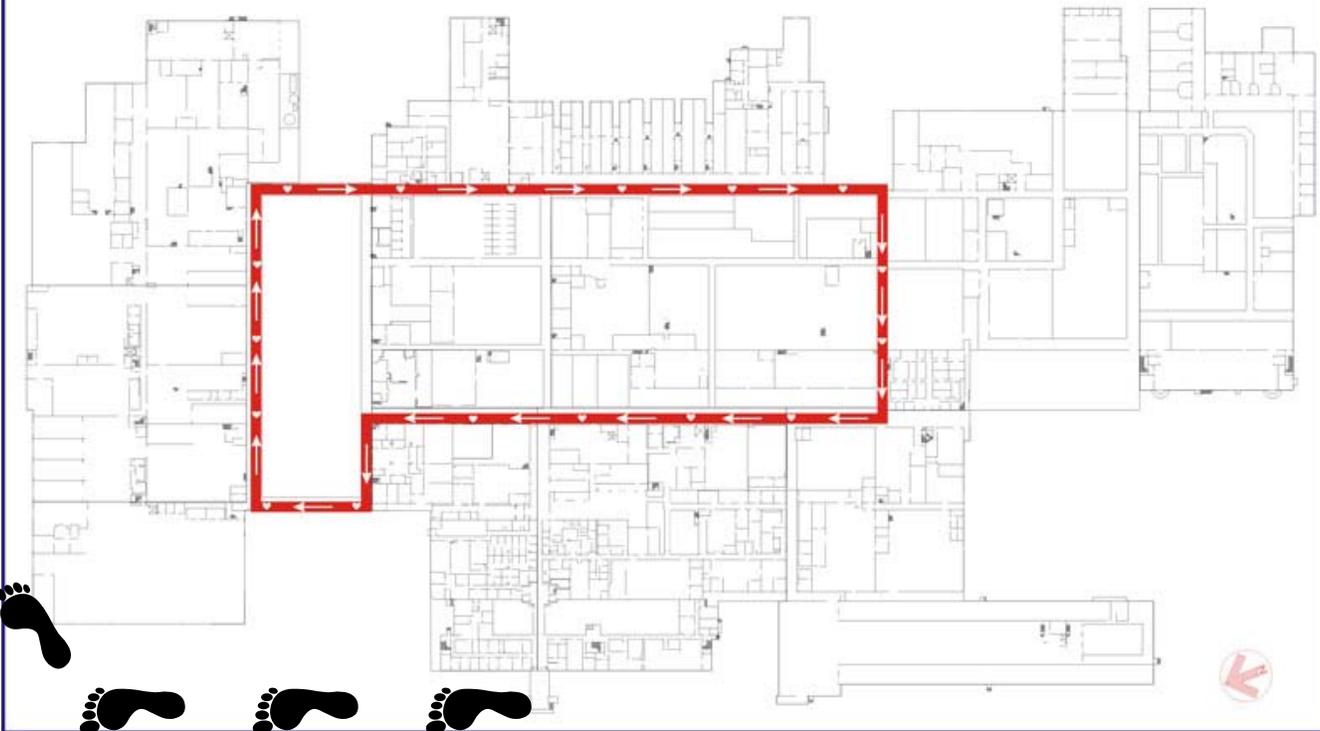
partment of Veteran Affairs; National Organization of Victim Assistance; Rape, Abuse, and Incest National Network (RAINN); The Miles Foundation, Navy, Coast Guard and the University of Arizona and Purdue University in Indiana.

Both universities were given grants from the Department of Justice

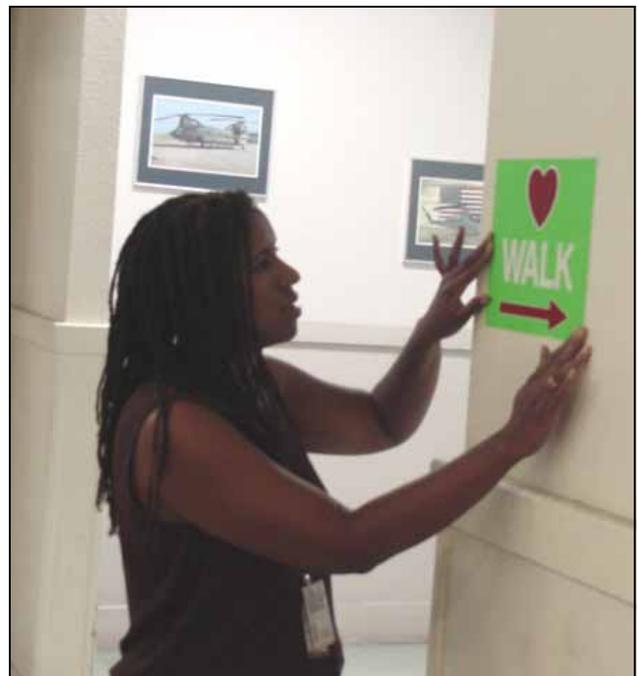
for their prevention programs, Sullivan said. The age category for the Soldiers who report the assaults and their assailants are in the same age category as the university students, she added. Nearly 84 percent of alleged perpetrators were identified as junior Soldiers, and 95 percent of the victims were in the rank of staff sergeant and below, according to the task force report.

# CCAD Heart Walk

## BUILDING 8



The Wellness Center has identified two walking paths. The first, an exterior path, runs along the South sidewalk of Ocean Drive from the North Gate to Lexington Blvd. This path is one-mile in length and marked at 1/2-mile intervals by red signs stenciled on the sidewalk that read, **1/2-MILE, HEART WALK**. The indoor path is in Building 8. The circular path measures approximately 4/10<sup>th</sup> of a mile and is marked by bright green signs that read, **♥ WALK** underscored with a directional arrow. A list of facilities and rates is provided for employees interested in joining a local fitness facility.



Juandalynn Givhan, Employee Assistance Program Coordinator from the CCAD Wellness Center, is pictured posting up a sign marking the indoor walking path to help employees get heart healthy.

## Operation Paintbrush 2004

On Saturday, June 5, 2004, Corpus Christi Army Depot participated in Operation Paint Brush for the 20th time. CCAD was assigned 11 homes to paint this year. The homes belong to elderly and disabled home owners in our community. Since 1985, depot volunteers have repaired and painted over 330 homes. Of the 11 homes assigned this year, 4 of the homes have been completed, 4 homes are going to be worked on in the following weeks, and 3 homes will be prepped and painted in the months of July and August 2004. If anyone would like to volunteer to help out at any of the houses still to be painted, please contact Joe Gutierrez at extension x1-2131 x350.

Special thanks to the 2004 CCAD Operation Paint Brush Teams and their leaders:

Federal Managers Association - Rey Cortez  
Safety Office - Ed Perez

Army Aviation Association of America - Oscar Recio

EDS Contractor - Daniel Gutierrez

Dir, Engineering Services - Kresten Cook

Dir, Quality Assurance - Buz Wohlman

DDCT/DLA - Robert Barrett

TX A&M-Contractor - Joseph Torres

DRM-MAD Division - Joe Gutierrez

Airframes PSA - Emilio Reyes

Information Management - Colleen Ignasiak



Directorate of Engineering Services volunteers are top row – left to right : Tom Green, George Gilchrist, Ralph Alvarez, Tommy Trevino, Mike Gaza, Eddie Rodriguez, Linwood Moore, Mrs. Zaida Ramirez (Homeowner), Kresten Cook, Adrian Gonzalez, and Gary Richmer . Bottom row – left to right: Maggie Sandoval-Flores, Nancy Ruiz, Celia Castro, Leslie Garza, Carla Johnson, and Alma Studer . Not pictured: Roy Arispe, Angel Flores, Eddie Alvarez, Luis Zamora, John Compton, Oscar Gonzalez, Sammy Morales, and Roy McFall



The Operation Paintbrush team members for FMA are listed as follows left to right: Hector Espinoza, Annette Cross, Nelda Labbe-Spurgeon, Oralia Cortez, Joe Herrera, Rey Cortez, Ralph Molina, the homeowner, Mike Cross, and Gary Kelly



Volunteers on the EDS team are left to right: Ray Salazar, Daniel Gutierrez, Joe Gutierrez, Rose Alvarez, Robin Stovall, Mandy Cantu, and Joe Hale (former Chief of the CCAD Management Employee Relations Branch).

**MORE PICTURES**



**ON THE NEXT PAGE**



# Operation Paintbrush 2004



## CCAD employees recognized for giving of themselves



Pictured left to right with the amount of blood donated over the years in parenthesis are: Ronald Kenyon (11 gallons), Moses Leyba (25 gallons), Gilbert Lopez (14 gallons), Ruben Fuentes (11 gallons), Richard Satsky (11 gallons), John Epperson (10 gallons), Sabas Cavazos (10 gallons), Domingo Estrada (13 gallons), B.J. Bludeau (Coastal Bend Blood Center representative), and COL James J. Budney, Jr. Not pictured are: Pedro Figueroa (10 gallons), Alfonso Garcia (17 gallons), Regan Long (11 gallons), Josephine Schmidt (16 gallons), and Rene Verastiqui (19 gallons)

Thirteen current and retired CCAD employees were recognized recently for their blood donations of between 10 to 25 gallons each. Representatives from the Coastal Bend Blood Center (CBBC) were on hand at staff meeting on Tuesday, June 9, to present plaques to each of the generous donors. The CBBC is extremely appreciative of these and all blood donors.

B.J. Bludeau of the CBBC said these thirteen employees have donated a combined total of 197 gallons or 1,576 units. She said the average transfusion patient uses 3

units so these employees alone have potentially helped 525 patients. COL Budney assisted during the presentation ceremony. He thanked each employee for their blood donation.

During the past two blood drives held in May and June,

CCAD employees have set and held a new record by donating 53 units of blood each month. For the next blood drive scheduled for July 14, the CBBC is planning to have a mobile blood unit close to Hangar 47 in addition to the one in front of building 8. Also, everyone that donates on July 14 will receive a free baseball cap instead of a t-shirt.

**13 Employees**

**Donated 197 gallons  
or 1,576 units**

**525 patients helped**

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## BBQ plates bring funds to worthwhile cause

(“BBQ” continued from pg 1) not soon be duplicated. The spirit of CCAD in action is personified by all the individuals that participated in this great effort both as providers and customers. Thanks to all who made this fund raiser so successful! See you at the next one!



Some advanced metal finishing facility employees pitched in the evening before the Operation Christmas Spirit BBQ chicken plate sale. They met at the home of Aaron Hoss' dad, Mike Hoss, and prepared all the chicken, enough for over 150 plates! Some of those that met to help, pictured left to right, are: Ralph Boughton, Julian Gonzalez,



The *Aircraftsman* is published by and for people like...



...Cliff Solomon, directorate of aircraft production, seen here installing a web on a CH-47 Chinook...



...Rey Elizondo (center) and Jerry Garza (right), 3rd shift employees in the directorate of components production. Elizondo is seen here talking to CC Caller-Times reporter Brad Olson (left) during an interview in the rotary wing repair facility.

## AFGE sees a need and meets it for CCAD'ers



Photo Caption: Ken Weeks (left) and Joe Gonzales (third from left) hook up employees on the cross service production line with Gatorade to help employees cope with the unbearable heat and humidity. Gratefully accepting the canisters are supervisors Danny Prado (second from left) and Belly Bell (right).

The long, hot days of summer have quickly besieged us. Out of concern for the safety of CCAD employees working in outdoor very hot, humid environments, AFGE supplied powered Gatorade mix for employees in hangars 43, 44, 47, and the cross service production hangar. They will continue to provide the mix throughout the hot summer months. Joe Gonzales and Ken Weeks delivered 6 canisters of mix

to Danny Prado and Belly Bell of the cross service production hangar on Thursday, June 3. Danny thanked Joe and Ken and said he really appreciated AFGE's efforts. Joe said they have initially delivered enough mix to each of the hangars to make 55 gallons of Gatorade. Any work centers that need Gatorade should contact the AFGE union office at 2142 or 2182.