Stakeholder Strategies for Success

A success story from the field

PROJECT MANAGEMENT MATRIX

ADAPTED FOR IH PROGRAM:

SCOPE
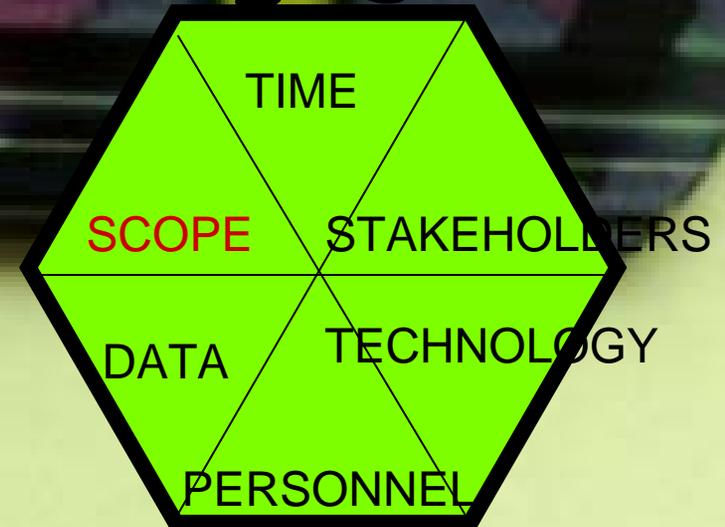
Scope

## *Year 1:*

Unclear Mission.

- Every building?

- New data for mandatory fields

- Past surveys were <u>only</u> for high risk areas.

Scope

Year 1:

Two commands, 3 posts.

What we knew for sure.
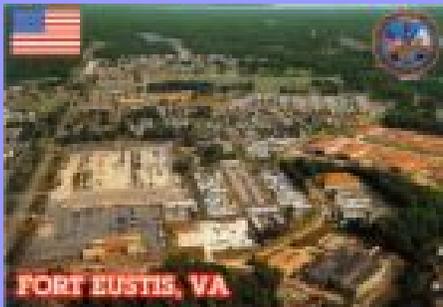
Scope

Year 1:

Went to property book office and got list of activities and buildings they owned.

- 1140 BLDGS!
- 142 Clients

Scope

Year 1:

Went to DPW and got maps of all areas.

Scope

Year 1:

Used CPAC, DPW, Real Prop to get UICs for BLDGS/tenants.

- CHPPM response to scope (every BLDG with a UIC #)
- Contractors (BLDGS w/o people)
- Clients (are RealProp signers)

PROJECT MANAGEMENT MATRIX

ADAPTED FOR IH PROGRAM:

DATA

TIME

SCOPE | STAKEHOLDERS

DATA | TECHNOLOGY

PERSONNEL
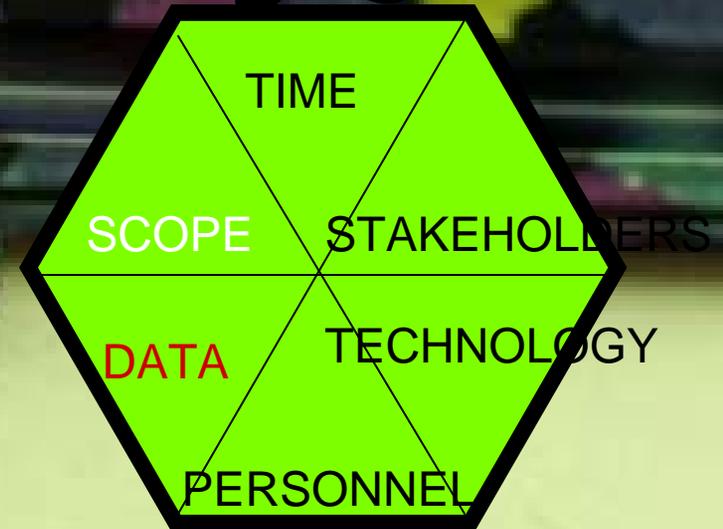
Data

Year 1:

Pensacola pilot project had problems:

- With data migration
- Learn from others woes

Data

Year 1:

Very little client participation

- Most of our clients acted like they'd never heard of us; Introduction process

- Gave us the spy treatment; NOT in our area!!

- Questioned our motives; expected a beating

- Clients had not been utilized in the past in collection process

- We've NEVER done this before!!

Data

Year 1:

Very little SSN participation:

- Fear of identity theft

- Fear of work

- *CHANGE HAPPENS WHEN THE PAIN OF HOLDING ON IS GREATER THAN THE FEAR OF LETTING GO*

Data

Year 2:

Increased client participation:

- Added IH roles to some POCs job descriptions as they were promoted

Data

Year 2:

- As new POC's came on board, we gave them more active roles in our program
- Made appointments to demonstrate the program with POC's to help squash fears

Data

Year 2:

Forced SSN participation:

- • CHPPM letter

- • JAG letter

- • CG tasker

- The use of social security numbers in this case is appropriate. The use is for tracking and retrieval. This is an official use for government purposes.

- DOD is statutorily authorized and regulatorily obliged to use the employees SSN for medical surveillance

USACHPPM
55-012-0407
Readiness thru Health

Just the Facts... **Use of Employee Social Security Numbers For Exposure Data Collection**

Purpose: This fact sheet is designed to provide documentation necessary to demonstrate authority for DOD and DA safety and health personnel to request government employee disclosure of social security information during exposure data collection and monitoring. Employee (soldier and civilian) personal information is necessary for data entry and retrieval using existing and future data systems such as the Defense Occupational & Environmental Health Readiness System (DOEHRS).

Facts: In 1943, President Franklin Roosevelt signed into law Executive Order 9397. The law was designed to uniquely identify U.S. citizens, and allows the Federal Government to use the Social Security Number (SSN) as the means to identify individual employees. In 1997, in response to inadequate documentation of soldier's exposures to hazardous substances during deployment, President Clinton ordered the creation of a Force Health Protection Program. This program created a life-long medical record that follows soldiers throughout their military careers, and longitudinal occupational exposure records for civilian employees.

The Occupational Safety and Health Administration

When collecting field survey and exposure data via DOEHRS, safety and health personnel will collect and verify the employee's SSN. This is a benefit to the employee; if there are any complications in the future due to workplace hazards, their exposure profile will be accurate and readily available.

DOEHRS data is protected by controlling access to authorized users with the proper security training and encrypting the data to prevent access from theft. The system is certified by DOD and the Army to be fully compliant with Information Security Standards, including the requirements of the Health Insurance Portability and Accountability Act (HIPAA) of 1996. Also, the Privacy Act of 1974, DoD Directive 5400.7 (a) and (b), and AR 340-21, (The Army Privacy Program) apply to the DOEHRS-IH System.

There are penalties for unauthorized disclosure of privacy information. An individual may file civil suit against the Army for failing to comply with the Privacy Act. The courts may find an individual offender guilty of a misdemeanor and fine that individual offender not more than $5,000.

Federal employees are required to provide social

CG TASKER: Commanders are to ensure every facility occupant provides all requested information to include Social Security Numbers to IH for their data collection.

Data

Year 2:

Clients provide us with PPE,

weapons equipment.

Data

Year 2:

Clients play a much bigger part than they ever have.

- E-mail excel spreadsheets
- 6 month suspense dates
- CG tasker enclosed to motivate

433	PPE	Respirator/MASK	Particulate Respirator
434	PPE	Respirator/MASK	Powered Air Purifying (PAPR)
435	PPE	Respirator/MASK	Self-Contained Breathing Apparatus (SCBA), Circuit
436	PPE	Respirator/MASK	Self-Contained Breathing Apparatus (SCBA),
437	PPE	Respirator/MASK	Supplied Air (SAR)
438	PPE	Respirator/MASK	Supplied Air, Escape Only
439	PPE	Respirator/MASK	Supplied Air, Entry/Escape
440	PPE	Respirator/CARTRIDGE	Acid Gas
441	PPE	Respirator/CARTRIDGE	Acid Gas/Formaldehyde
442	PPE	Respirator/CARTRIDGE	Acid Gas/HEPA
443	PPE	Respirator/CARTRIDGE	Acid Gas/Phosphine/Formaldehyde
444	PPE	Respirator/CARTRIDGE	Acid Gas/N95
445	PPE	Respirator/CARTRIDGE	Acid Gas/P95
446	PPE	Respirator/CARTRIDGE	Acid Gas/P100
447	PPE	Respirator/CARTRIDGE	Ammonia
448	PPE	Respirator/CARTRIDGE	Ammonia/N95
449	PPE	Respirator/CARTRIDGE	Ammonia/Methylamine
450	PPE	Respirator/CARTRIDGE	Ammonia/Methylamine/HEPA
451	PPE	Respirator/CARTRIDGE	Ammonia/Methylamine/N95
452	PPE	Respirator/CARTRIDGE	Ammonia/Methylamine/P95
453	PPE	Respirator/CARTRIDGE	Ammonia/Methylamine/P100
454	PPE	Respirator/CARTRIDGE	Chlorine
455	PPE	Respirator/CARTRIDGE	Chlorine/N95
456	PPE	Respirator/CARTRIDGE	Chlorine/P100
457	PPE	Respirator/CARTRIDGE	Dusts/Mists
458	PPE	Respirator/CARTRIDGE	Dusts/Fumes/Mists
459	PPE	Respirator/CARTRIDGE	Ethylene Oxide/N95
460	PPE	Respirator/CARTRIDGE	Formaldehyde
461	PPE	Respirator/CARTRIDGE	Formaldehyde/Acid Gas/HEPA
462	PPE	Respirator/CARTRIDGE	Formaldehyde/Acid Gas/P100

CG TASKER: Commanders are to ensure every facility occupant provides all requested information to include Social Security Numbers to IH for their data collection.

Data

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CG TASKER: Commanders are to ensure every facility occupant provides all requested information to include Social Security Numbers to IH for their data collection.

Clients/Stakeholders

Year 1:

Who are stakeholders?

- Tenant activities
- OH, EH, CH staff
- Hospital command hallway
- Safety office

- CG/Garrison commander
- Contractors
- CHPPM
- TRADOC Safety Officers

Clients/Stakeholders

Year 1:

HOW CAN WE HELP THEM?

HOW CAN THEY HELP US?

CLIENT #1 = **Installation**

We gave them better data collection and data maintenance and they gave us a tasker for all info (SSNs)

CG TASKER: Commanders are to ensure every facility occupant provides all requested information to include Social Security Numbers to IH for their data collection.

Clients/Stakeholders

Year 1:

HOW CAN WE HELP THEM?

HOW CAN THEY HELP US?

Client #2 = **Tenant Activities**

We gave them an intro to DOEHRS-IH and they gave us joint inspections at every building.

Clients/Stakeholders

Year 1:

HOW CAN WE HELP THEM?

HOW CAN THEY HELP US?

Client #3 = **Garrison Commander**

MOU/MOA for IAQ

Housing=GMH

Facilities=DPW

IH=education

Clients/Stakeholders

Year 1:

HOW CAN WE HELP THEM?

HOW CAN THEY HELP US?

Client #4 = **DPW**

MOU/MOA for MOLD

We no longer double respond

Clients/Stakeholders

Year 1:

HOW CAN WE HELP THEM?
HOW CAN THEY HELP US?
4 AGENCY WORKING GROUP
Client #5 = Real Property:

- Demographics are not constant
- Needed regular updates
- Buildings change hand frequently
- We help ID new properties (sheds, etc).

Clients/Stakeholders

Year 1:

HOW CAN WE HELP THEM?

HOW CAN THEY HELP US?

Client #6 = **CPAC**

- Gives us UIC #'s

- We verified/cross referenced UICs w/ DPW and clients

TENANT	UIC
1ST ADVANTAGE	$OUV01
7TH BDE	WD1H99
8TH BDE	WID72A
902 MI GP	
99TH RSC	WSYTAA
AAFES	O42110
AATD	W1DFAA
ACA REG CONTR	
ACR-RES AFFAIR	W1D7AA
ADJUTANT GEN	W6CNAA
AIR FORCE	FMQZ
AMC CONTRACTOR	
AMCLAO	W4GG35
ARMY ACCESSIO	
ARMY LODGING	W6CNAA
ATSC	W3E9AA
AVN LOG SCH	W439AA
BANK OF AMERICA	$OUV02
CADET CMD	
CARLSON TRAVEL	
CASEMATE MUSEUM	
CHAPLAIN	
CID	WBZJ99
COAST GUARD	
COE	
COMD GROUP FE	W1D7AA
COMMISSARY	DCEC37
CONTEK PHONE	@6CN01
CORPS OF ENGRS	W2SD3C
COX COMMUNICATI	$OUV06
CPAC	W6D604

Clients/Stakeholders

Year 1:

HOW CAN WE HELP THEM?

HOW CAN THEY HELP US?

Client #7 = **OH**

- Personnel rosters

- Used to get from client and give to OH

- OH has all civilian rosters and they now give to us

Clients/Stakeholders

Year 2:

Weapons, equipment (wood, metal, weld…),
PPE come from clients.

- CHPPM lets us decide what equipment goes in
- We stayed out of the weeds early on
- We left off some PPE mandatory fields

Clients/Stakeholders

Year 2:

Weapon systems or training AID?

PROJECT MANAGEMENT MATRIX

ADAPTED FOR DOEHRS

TIME

TIME

SCOPE   STAKEHOLDERS

DATA   TECHNOLOGY
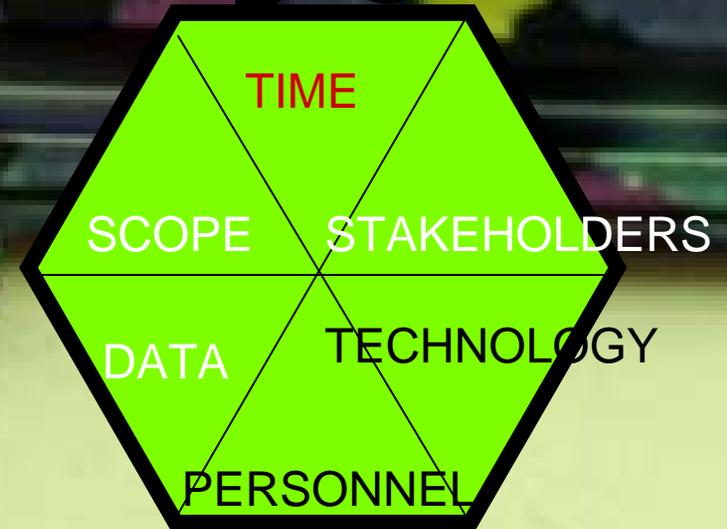
PERSONNEL

Time

Year 1:
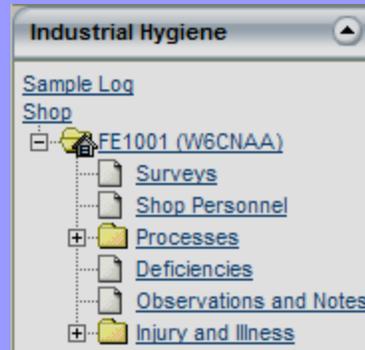
- Committed ourselves to 3 tasks per year.
- Focused on tree, personnel, processes, chemicals.
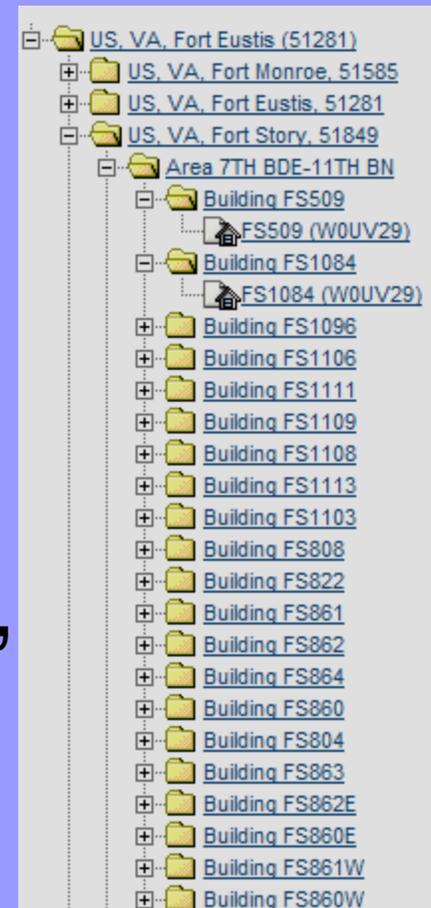
Time

Year 2:

- Focus on equip, controls, weapons, GPS, deficiencies

- We collect MGRS

- Clients submit data

- We collect data for non-team

  players if we have to

Time

Year 2:

- WTU collection and entry
- 3 posts, 1140 buildings, some off-road buildings

Time

Year 2:

Samples

- No mold/BIO entry in DOEHRS-IH
- Historical samples going in

Time

Year 2:

Date + # on DOEHRS-IH helpdesk complaints

- Movies
- Stopwatches
- Screenshots
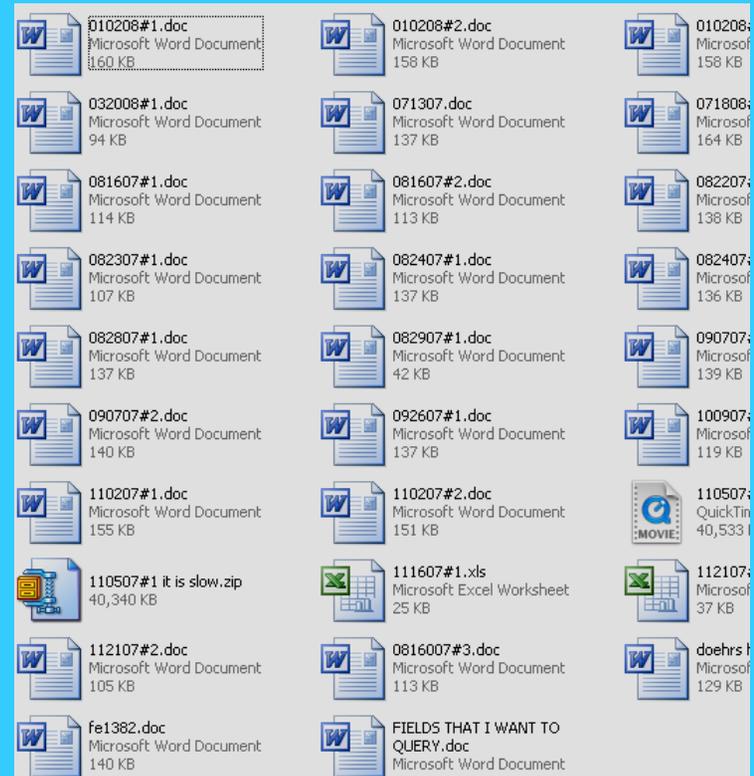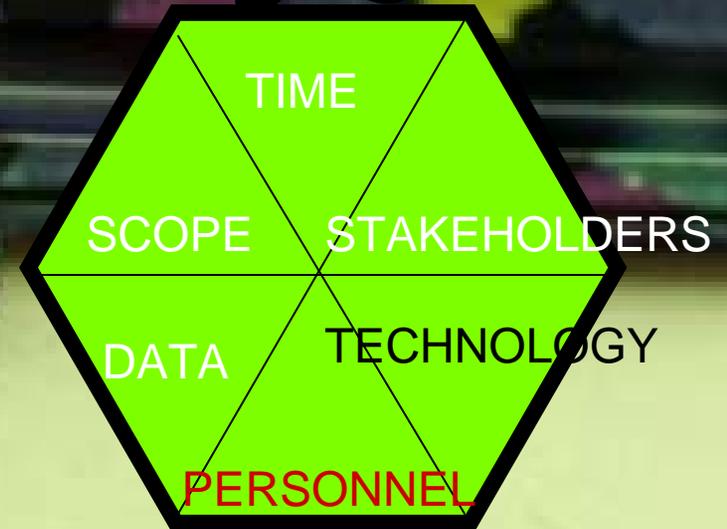
Personnel

Year 1:

We lost medical hold soldiers.

Personnel

Year 1:

Tina Duncan

Secretary, PM

Tina's primary responsibility is to handle administrative functions for the Chief, PM.

Personnel

Vanessa Bartunek

Environmental Health Tech

Data entry & Barracks/DFAC

Workload fluctuations made her work

sporadic.

Personnel

Year 2:

- Requested intern

- ASAMS and PMRC approval to hire more staff

- (ESO) EH chief traded office space for field work and data entry

Personnel

Year 2:

WTU Staff HIPPA trained

PROJECT MANAGEMENT MATRIX

ADAPTED FOR IH PROGRAM

TECHNOLOGY

TIME

SCOPE   STAKEHOLDERS

DATA   TECHNOLOGY

PERSONNEL
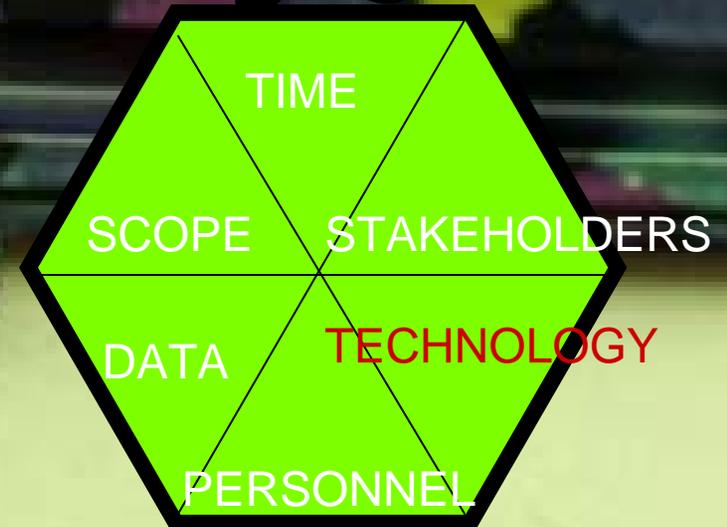
Technology

Year 1:

No tablets the first year

NEW LifeBook® T4220 Tablet PC

- Genuine Windows Vista® Business with Microsoft® Office OneNote® 2007
- Convertible for notebook and tablet use
- 12.1" indoor XGA display; Optional indoor/outdoor XGA or indoor SXGA+ display
- Most comprehensive security features to protect your assets and data
- Industry-first bi-directional LCD hinge

Technology

Year 1:

Bought Laptops to use in field

Technology

Year 1:

Configuration delays and more configuration delays

Used tablets as laptops.

Technology

Year 1:

Access database to match DOEHRS

- Set up Access to mimic DOEHRS—process/method

- Use of stylus with access made quick survey

Technology

Year 1:

Faster desktops

Technology

Year 1:

Use cut and paste function to do data entry.

Technology

Year 1:

Double screens make cut/paste easier.

Technology

Year 2:

Digital camera DOEHRS attachments for findings, sampling, etc.

Technology

Year 2:

PDA's and scanning pens in the field

Put Access database

on PDA's

Technology

Year 2:

GPS units

- For easier location of buildings
- Replace current mapping system
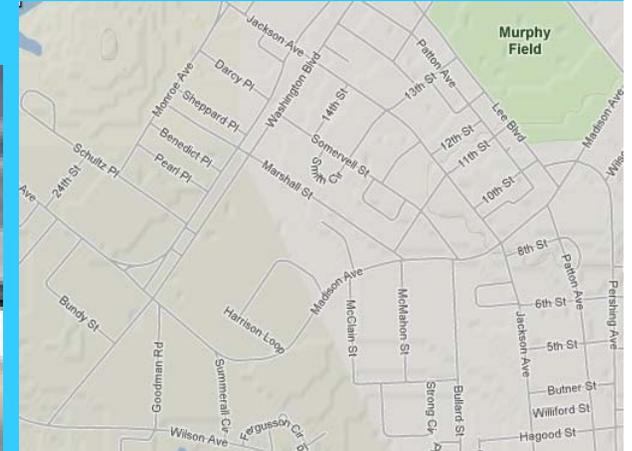
Technology

Year 2:

ORACLE viewer RPTS are our deliverables and pre-inspection checklists, ISR, IH metrics

	STG MAT	Storage of	Storing, materials
	WEAPON	Weapons	Weapons cleaning/preventive mair
	AMMO	Weapons	Ammunition handling
	ADMIN CC	Administra	Computer use, multiple operations
	ADMIN	Administra	Administrative, NOC
	weapon pr	Weapons	Weapons cleaning/preventive mair
	Storing, m	Storage of	Storing, materials
FE861	ADMIN	Administra	Administrative, NOC
	BATTERY	Electrical/l	Electrical, battery charging
	CHEM CLI	Cleaning- (	Cleaning, chemical, manual wipin
	CHEM CLI	Cleaning- (	Cleaning, chemical
	COMPRES	Storage of	Compressed gas service
	METAL SA	Metal Mac	Sawing
	DEGREAS	Cleaning- (	Degreasing, manual wiping
	EQUIP RE	Equipment	Equipment repair/prev. maint., NC
	FORK LIF	Supplies/M	Forklift operation
	GRIND	Metal Mac	Grinding
	GROUNDS	Roads & G	Grounds maintenance, multiple op
	MOWER (	Roads & G	Mower operation
	TOOL RO(	Supplies/N	Tool and parts issue
	STG	Storage of	Storage of materials, NOC
	SWEEP	Housekee|	Sweeping
	ENGINE A	Equipment	Equipment assembly/disassembly
	Coating/pa	Coating/Pa	Coating/painting, spray/aerosol
	Metals/pla	Metal Mac	Metals/plastic engraving
	ARMS RO	Weapons	Ammunition handling
FE878A	Weapon/pr	Weapons	Weapons cleaning/preventive mair
	Administra	Administra	Administrative, NOC
	Storage of	Storage of	Storage of materials, NOC
	Ammunitio	Weapons	Ammunition handling

Resources ▲
Help Desk Contact Information
Alerts
Release Information
User Documentation
Reference Material
My Profile
Discoverer Viewer
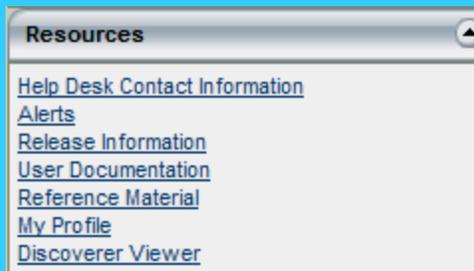
Enter connection details.
Enter your connection details below to connect directly to OracleBI Discov
* Indicates required field.

Connect To	OracleBI Discoverer
* User Name	munsonp
* Password	
* Database	DOEHRS
End User Layer	DOEHRS_DISCOVERER
Locale	Locale retrieved from browser

Go

Stakeholder Strategies for Success

FORT EUSTIS TEAM MOTO IS TO TRY TRY TRY UNTIL WE CAN CAN CAN!