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NEW CHILD CARE SUBSIDY PROGRAM

Do you need help paying for child care? For many families the cost of child care can be their first or second highest monthly expense. The NIH wants to help eligible Federal employees afford quality licensed child care.

Eligible NIH Federal employees whose total adjusted gross income (on IRS Tax Return Form 1040) is \$60,000 or less per year may be eligible to receive a child care tuition subsidy. The tuition subsidy can be used at any licensed child care program, including registered family child care homes and child care centers.

This program includes a benefit cap of \$5,000 per family per year, and participants' benefits under this plan will be reduced by the amount of other state or local child care subsidies received by the participant.

SUBSIDY BENEFITS:

Eligible Employee's Total Family Income *	Percentage of Child Care Expenses Plan Pays
More than \$60,000	0%
\$52,501 - \$60,000	10%
\$45,001 - \$52,500	20%
\$37,501 - \$45,000	30%
\$30,001 - \$37,500	40%
\$30,000 or less	50%

* Total Family Income refers to total adjusted gross income on IRS Tax Return Form 1040.

The NIH has chosen the Federal Employee Education and Assistance Fund (FEEA) to administer the NIH Child Care Subsidy Program. FEEA receives the completed applications, makes the subsidy determinations based on eligibility and funding, and notifies



the applicants and the child care provider of the decision. FEEA pays the subsidy directly to the child care provider.

For more information about this new program, please contact the ORS Division of Employee Services using the contact information below.

INFORMATION

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ORS HOLDS QUARTERLY PERFORMANCE MANAGEMENT CONFERENCE

The Office of Research Services held its annual Performance Management Conference on May 25 at the Natcher Conference Center. This forum provided every division in Program and Employee Services an opportunity to share accomplishments, challenges and plans for the future with customers, contractors, vendors and fellow staff.



Staff from the Division of International Services (DIS) present their services at the Performance Management Conference on May 25 at Natcher Conference Center.

Throughout the presentations, it was clear that every division, branch and office had learned to do more with less: less staff and fewer resources. Efficiency was the key word of the day. It was also evident that everyone was tracking their progress through statistics. Increased customer service could be proven empirically, as could other measures of success, from more pages printed to greater accuracy in mail delivery to the number of scientists from around the world who were processed to work on campus.

Here are highlights from three of the presentations at the conference; additional information will be summarized in the next issue of News2Use.

DIVISION OF LIBRARY SERVICES (DLS)

Major accomplishments during 2004 and into 2005 included the NIH Library's website redesign and new branding that was successfully launched in February 2004. The Health Services Research Library (formerly the Parklawn Health Library) became a branch of the NIH Library. Library customers can now check out and use laptops to access the NIH network while in the Library, and the 1995 vision of becoming a "virtual library" has been largely achieved, and a new vision developed.

Initiatives for fiscal year 2005 include:

- ▶ Purchase of more electronic reference books
- ▶ Survey users and develop a communications plan
- ▶ Complete the Library Technician A-76 study
- ▶ Provide manuscript submission assistance to NIH scientists submitting manuscripts to PubMed Central
- ▶ Increase the number of informationist assignments

Speaker Susan Whitmore also shared the NIH Library's vision for 2010:

"The Division of Library Services will be the heart of the National Institutes of Health, vital to

the success of the NIH mission; it also will be a valued ally to other agencies within the Department of Health and Human Services.”

If the vision becomes reality, the DLS will continue to excel and innovate in information resources and services for NIH and other DHHS agencies. They will enable the creation of information and knowledge through a seamless information architecture, partner with NIH and HHS groups and the scholarly community at large to assure the right content reaches the right people at the right time, and they will facilitate the debate on issues surrounding scholarly communication among NIH and other HHS authors and leadership. They also plan to conduct their own research to solve information challenges that arise.

INFORMATION

Susan Whitmore
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DIVISION OF INTERNATIONAL SERVICES (DIS)

The Division of International Services (DIS) provides immigration-related services to the NIH for visiting foreign scientists and the NIH research community. The DIS oversees the Visiting Program that is used to recruit and retain foreign scientists for both intramural and extramural divisions. Over the past five years, the volume of scientists that DIS assists has increased from 3,370 in FY 2000 to 3,757 in FY 2004. The total number of cases processed in FY 2004 was 4,126. However, DIS has decreased processing times from an average of 42 days in FY 2003 to 35.5 days in FY 2004.

Efficiency has improved due to:

- ▶ automated processes that help eliminate redundancies
- ▶ clerical burden that has shifted to support staff
- ▶ recruitment of new staff with knowledge in the field

Their customer satisfaction goal was met, but speaker Amy Powers said their goal is “to continue to find ways to improve our service and improve case turn-around.”

To meet these goals:

- ▶ They have implemented walk-in hours to answer basic questions and check-in newly arrived scientists, decreasing the need to schedule individual appointments
- ▶ They increased the frequency of presentations and workshops that educate the community
- ▶ Group orientations have replaced individual orientations

Major initiatives for 2004 included a focus on upgrading their automated system, but due to vendor issues, implementation has been delayed to FY 2005.

INFORMATION

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DIVISION OF EVENTS MANAGEMENT SERVICES (DEMS)

Considering all the statistics that are kept and analyzed, presenter Ken Ryland asked “What have we learned from the data?”

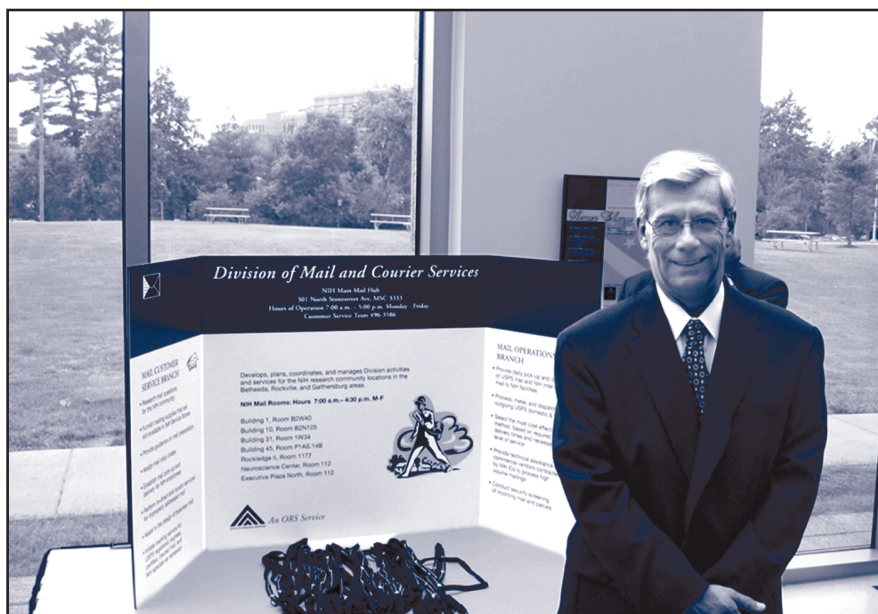
His conclusion, from tracking website hits and electronic event requests, was that increasing the number of such interactions can be better achieved with added marketing creativity. The Events staff has had success running live video camera and having interactive website demonstrations.



Ken Ryland, Acting Director, Division of Events Management Services (DEMS), describes the comprehensive but cost effective services provided by DEMS at the Performance Management Conference.

From an internal business perspective, increasing the number of benchmarking sites will ensure DEMS offerings and costs meet or exceed those of comparable providers. The goal is for NIH meetings to stay at NIH. With the new Montgomery County conference center that opened on Rockville Pike this year, there is even more of a focus on keeping ahead of the competition by offering more services at less cost, with the convenience of being on campus.

Ryland shared that each employee has become more versatile, thus being more beneficial to serving clients needs and DEMS employees have an increased knowledge of discrete services. The division continued to take advantage of centrally funded and vendor provided training opportunities.



Tracy Niksich, Mail Customer Service Branch Chief, presents services provided by the Division of Mail and Courier Services (DMCS).

From employee survey results, it was encouraging to learn that a high percentage of staff understand management and customer expectations and feel they can serve customers in a timely fashion.

Data revealed there is excess capacity in the rooms available, which continues to keep unit cost higher than necessary. Ryland and his staff will continue to review the ORS cost recovery business model to understand the most advantageous operating model for DEMS to use.

Fiscal year 2004 highlights included:

- ▶ Implemented web-based customer survey for scheduling and multi-media
- ▶ Completed construction of the Fishers Lane Conference facility
- ▶ Increased number of training hours for DEMS staff
- ▶ Participated in the Visual and Medical Arts (VMA) A-76 Study

In FY05, DEMS expects to establish an eClient plan, broaden the scope of a benchmarking/market survey, and develop a plan for conference facility renovation and relocation at Executive Plaza North.

Finally, DEMS is committed to web-based meeting survey implementation and the implementation of practical, corrective actions to improve employee satisfaction ratings.

INFORMATION

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PERIMETER SECURITY SYSTEM UPDATE

The NIH Perimeter Security System (PSS or “the fence”) is scheduled for activation in mid- to late August. To keep the NIH community informed about the timeline, important issues and progress, the ORS Security and Emergency Response (SER) staff is launching a communications initiative to include global e-mail announcements, articles in NIH publications, presentations to building groups, postings to websites and announcements on the NIH Highway Advisory Radio (1660 AM). Communications will increase as the activation date nears but information updates about the Perimeter Security System will be ongoing even after the fence is fully operational.

The NIH Community Advisory Board for Security (CABS), a trans-NIH committee, has worked closely with ORS to develop and review the PSS policies and procedures for employees, patients and visitors. The NIH Director has also reviewed and approved the NIH PSS Implementation Plan.

Watch for future notices about PSS implementation in NIH publications, global e-mails and on the SER website: <http://www.security.nih.gov>. Still have questions? Contact the ORS Information Line at orsinfo@mail.nih.gov or 301-594-6677, TTY 301-435-1908.

INFORMATION

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THIRD ANNUAL PARENTING FESTIVAL

With information running the gamut from nursing and bed wetting to the teen brain and financial planning, this year's annual NIH Parenting Festival was a well received event.

The NIH Child Care Board and the NIH Work/Life Center sponsored the ultimate resource for families at the third annual Parenting Festival held May 10-12. With events and information on the benefits and services available to NIH employees with children, the crowd was enlightened and delighted.

For more information on parenting resources, call the Division of Employee Services or visit their website.

INFORMATION

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SAFETY TIPS FOR GAS FUELED BBQ GRILLS

More than 200,000 propane fueled barbecue grills are purchased by Americans every year and on nice summer days, 4 million gas barbecues might be in use. Because they are easy to operate, homeowners sometimes take these appliances for granted. Many times gas grills are not inspected, maintained, used or stored in a safe and appropriate manner.

Propane fueled barbecues are all quick to light, easy to control, fast and practical. They come in a wide variety of shapes and sizes, and with various accessories; however, they all have two things in common. They must be used in a safe manner and maintained in accordance with the manufacturer's recommendations.



Inna Belfer and Tara Kirby are amazed by the creative craft ideas prepared by Beth Levy, Assistant Director of the Executive Child Development Center (ECDC).

The Division of the Fire Marshal would like to share a few tips that will make using your propane barbecue a fire-safe and enjoyable experience.

CHECKING AND MAINTAINING YOUR GRILL

When assembling a new unit, follow the manufacturer's instructions carefully. When in doubt, take it back to the store or dealer, or call a qualified propane service technician.

Make certain the burner ports are free of rust, dust or dirt, and that the burner gas supply throat (the tube connected to the burner) is also clear.

Leak test all the fittings that run from the propane tank to the barbecue. To do this, prepare a solution of dishwashing detergent and water (one cup of water with a tablespoon of detergent). With the barbecue connected to the propane cylinder and the barbecue valve turned off, turn on the propane tank cylinder valve. Spray the soapy solution generously over all hose connections and fitting, and all over the

hose. If bubbles appear and become larger or more numerous, you know you have a leak. Never check for leaks with an open flame. If you discover a leak, turn off the propane cylinder valve and replace the hose and fitting and have them checked and repaired by a qualified service technician.

Also, on many gas grills, the nozzle type fitting on the hose, which is threaded into the propane cylinder, has a rubber "O" ring on the end. If you have this type of barbecue, check that ring every time you connect the hose and fitting to a proper cylinder. Replace the "O" ring if it appears cracked, torn, stretched or misshapen.

LIGHTING AND STORAGE

When lighting a gas barbecue without a built-in igniter, have the match or lighter already burning and the

lid of the grill open before you turn on the barbecue's gas control valve.

When you have finished cooking, turn off both the barbecue gas control valve(s) and the propane cylinder valve.

Always use gas grills outside. It may be obvious that they are dangerous inside a house, but many people move them to the inside edge of the garage when the skies threaten to rain on their plans. This is a mistake. Keep your family safe and do not bring your grill into the garage.

NEVER MOVE THE BARBECUE AFTER IT HAS BEEN LIGHTED.

Store, transport and, use propane cylinders in an upright position. When transporting a cylinder in a vehicle, secure it in a standing position, making certain it will not tip over, and leave your trunk or vehicle window open.

Whenever a propane cylinder is not attached to an appliance, the cylinder valve must be closed and plugged with a POL (put on left/counterclockwise) plastic plug.

Check the tank collar for the date of manufacture or latest inspection. All propane tanks must be inspected and recertified every ten years.

Treat empty propane tanks with the same respect as full ones. Always avoid dropping and rough handling of a propane tank. Also, keep it away from sparks or open flames.

INFORMATION

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NIH RECEIVES WHITE OAK AWARD

The Maryland Department of Natural Resources (DNR) awarded NIH the White Oak Award for Excellence in Forest Conservation and Land Development. The award was presented at DHHS's Fourth Annual Environmental Workshop held at the National Library of Medicine's Lister Hill Center auditorium on May 5, 2005.

The prestigious White Oak award is presented to a commercial/industrial organization for recognition of forest conservation efforts made prior to the enactment of any formal legal requirements to do so, but that have been designed with Forest Conservation Act goals and objectives in mind. Lynn Mueller, NIH Landscape Architect, and Captain Edward Pfister, Environmental Compliance Officer, both from the NIH Office of Research Facilities and Development Operations (ORFDO) accepted the award on behalf of NIH.

INFORMATION

Lynn Mueller
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http://orf.od.nih.gov/dep_info.htm

Presenting the White Oak Award on behalf of the Maryland Department of Natural Resources are (l-r) Todd Erickson, Regional Forester and Marian Honesczy, State Forest Conservation Program Coordinator. Receiving the award on behalf of NIH are Lynn Mueller, NIH Landscape Architect and Captain Edward Pfister, Environmental Compliance Officer both from the NIH Office of Research Facilities and Development Operations (ORFDO).

VOLUNTEERS PLANT 1,000 BALD CYPRESS SEEDLINGS

On May 7, a dozen NIH and NIH Animal Center employees and students volunteered their Saturday away, planting over 1,000 tree seedlings in a pasture along a tributary stream of Broad Run that flows into the Potomac River. When the seedlings grow up to become trees, they will provide stream bank erosion protection as well as wildlife habitat.

This project is another demonstration of NIH's commitment to protecting and enhancing our natural resources. The NIH has been a long standing partner in the Chesapeake Bay program Businesses for the Bay, a group of forward-looking businesses, industries, government facilities and other organizations within the Chesapeake Bay watershed who share a commitment to preserving and improving it.

The NIH was recognized in 2002 for its significant achievement in partnering to protect the Bay.

INFORMATION

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http://orf.od.nih.gov/dep_info.htm
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ELEVENTH ANNUAL POLICE DAY

NIH CELEBRATES ANNUAL POLICE DAY
MAY 11, 2005, BUILDING I FRONT LAWN.



Officer Richard Brenner holds Coco, a German Short-Haired Pointer and member of the NIH K-9 unit, while Sergeant Richards Hawkins explains Coco's bomb sniffing training during a demonstration at the annual NIH Police Day

A member of the Metro Transit Police Department demonstrates the use of a "Segway" Human Transporter, an electric scooter for use in pedestrian areas.



SHOPPING MALL SAFETY TIPS

After a recent stabbing at Montgomery Mall's Nordstrom and a carjacking attempt in broad daylight at Tyson's Corner, the NIH Police want to share reminders about personal safety. They won't help in every situation, but by staying alert and following some simple guidelines, you may avoid danger.

- Women: carry your purse close to you
- When walking with another person, hold your purse situated between you and the person walking next to you
- Men: carry your wallet in your front pocket where it's harder for a pickpocket to grab
- Park in a well-lit area

- Have your keys already in hand before you return to your vehicle so you won't need to take extra time locating them in a purse or pocket

- Park as close to the mall entrance as possible

- When suspicious of someone's actions, contact mall security or local police

- If someone attempts to get in your car while you are in it, drive away immediately

- If unable to leave immediately, blow your horn continuously until they leave or help arrives

INFORMATION

Division of Police
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THEN AND NOW: CONFERENCE FACILITIES AT THE NIH

THEN:

In 1985, ORS centrally managed 14 conference facilities on campus for the NIH with a maximum occupancy of 1,400.

NOW:

In 2005, the ORS centrally manages 56 conference facilities, both on and off campus, for the NIH with a maximum occupancy of 4,999.

WE WANT TO HEAR FROM YOU! The Office of Research Services encourages you to submit questions, comments and suggestions about the services we provide to the NIH community. Someone from the ORS staff will respond to each question. Just e-mail, phone or fax your comments and questions to the appropriate location listed below.

For questions or comments about ORS services, contact the ORS Information Line:

E-mail: ORSInfo@mail.nih.gov

Phone: 301-594-6677

Fax: 301-402-2204

Website: <http://www.nih.gov/od/ors/security/index.htm>

For questions or comments about articles in the *News2Use* or to suggest future story ideas:

E-mail: ORSNews2Use@mail.nih.gov

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