
THE IMAGE

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Extra Paycheck in '92 Could Mean Savings for You

This year will be one of those rare years in which DMA civilian employees will receive 27 rather than 26 paychecks. According to DMA Comptroller John Vaughn this is because the paycheck due on January 1, 1993 will be issued on December 31, 1992. This action is standard practice when the payday falls on a holiday.

"Many of our employees, particularly the younger ones, may not realize that they are in for that pleasant surprise this year," said Vaughn.

For those who are planning their financial futures the added paycheck gives a relatively pain free opportunity to increase their contributions to the Thrift Savings Plan. Increasing the annual Thrift Savings contribution during the current open season (which ends December 31, 1992) by the amount of the additional paycheck can improve the anticipated financial condition retirement.

It is particularly important for those personnel under the FERS system to plan for their retirement and contribute to the Thrift Savings Plan. Without proper investment FERS individuals will not have much more than the Social Security benefits to rely on, added Vaughn.

DMA FERS employees are contributing to the Thrift Savings Plan in larger numbers and at greater rates than the government-wide averages. Of the just over 2500 DMA employees eligible for FERS 1850 currently contribute to Thrift Savings. "Such far sighted behavior confirms our pride in the quality of our work force," commented Vaughn. "But there are still those who are not contributing, or not contributing at least 5 percent of salary that would be matched by the government."

The Thrift Savings Plan is available to both FERS and civil service retirement system employees. Only those under the newer FERS system have the opportunity for the matching dollars.

"I would encourage all personnel to take advantage of the chance presented by the extra paycheck to increase their Thrift contributions," emphasized the Comptroller.

W. Hogan L. Smith Advanced To ES-5 Level

William N. Hogan and Lon M. Smith have been advanced to the executive service level 05, according to a recent announcement made in Washington, D.C.

Hogan serves as the DMA deputy director for Programs, Productions and Operations while Smith is the director of the DMA Systems Center.

Approval for the senior executive service action was received from the Office of the Secretary of Defense and became effective November 17, 1991.

In other personnel announcements, the DMA Director has approved the noncompetitive reassignment of Jerry Becker from the director of the DMA HTC San Antonio Office to a physical science administrator position in the Scientific Data Department at the DMA Aerospace Center.

Awards

Performance Awards

John M. Allen
Gary W. Nelson
Theodore P. Wagner
Sam A. Donnell
Michael J. Boehm
Brian R. Nikodym
Kathleen J. Svobada

James W. Clawson, Jr.
William Ostrander

Suggestion Award

Gary W. Gann

Ace Award

Marvin P. Staloch

Some Benchmarks of Excellence

We Lead

For all the criticism received by the Federal Government (much of it therapeutic, and some of that richly deserved), it is important for those of us who work in that system to keep a balanced perspective. "Good enough for government work" originally was a high accolade. In time, it will be again. Why? Because our Federal Government (all of it, including DoD) is leading the rest of the world in deliberately increasing its value to the people it serves. At this writing, we may still be the only country on earth with a strategic plan to significantly improve our performance across an entire national government.

At the same time, our Federal and Defense leaders have wisely made it easier to recognize individuals, groups, and organizations as models of process improvement, to us all. This article summarizes the relevant awards in existence today, in and out of government, that distinguish excellence of the quality, productivity, and management.

Whether you compete for them or not, all these awards have a common intrinsic value. Their evaluation criteria are wonderful benchmarks for organizations to assess themselves and see if they are on the right road to process improvement. They serve to focus attention, and we all know that whenever management pays attention to something, that something usually improves.

Starting With the Deming Prize

The Deming Prize is the most sought after quality honor in the world. When Dr. W. Edwards Deming taught his statistical process control methods to post-war Japanese industry, he declined payment for his services. This money was used to establish, in 1951, the annual Deming Prize. The award is made in several categories, including individual and company, and is administered by the Union of Japanese Scientists and Engineers. In 1989, a U.S. public utility, Florida Power and Light, became the first foreign company to win it.

The Baldie

The Malcolm Baldrige National Quality Award, instituted in 1987, annually recognizes U.S. companies in the private sector that excel in quality achievement and quality management. It is the nation's highest award for quality and now serves as a standard of excellence. Public Law 100-107 established two awards annually in each of three eligibility categories: manufacturing, service, and small business. In previous years, these prestigious awards have been personally presented by the President of the United States. Winners are required to promote the award and share their successful strategy. Foreign businesses, government agencies (like DMA), not-for-profit organizations, trade associations, and professional societies are not eligible. (Last year, the Department of Commerce inaugurated its own award based on the Baldie criteria.)

The National Institute of Standards and Technology manages the program for the Department of Commerce with an endowment which with application fees, will permanently fund the program.

The award's voluntary Board of Examiners of approximately 200 quality experts is selected anew each year from industry, professional and trade associations, universities, health care organizations, and government agencies. Past and present board members form a growing corps of experts promoting the national quality effort. DMA plans to nominate a candidate examiner for the 1992 award cycle. This will help us evaluate our own quality improvement effort. Detailed DMA knowledge of the latest successful improvement strategies from the private sector will be invaluable during our transition to an all-digital capability.

It is now an irony of sorts that the handsome Baldie trophy is so coveted, it has become somewhat of a victim of its own success. It is an award for progress, not perfection. Near winners have been critical of the award criteria which deliberately emphasizes continuous process improvement. Others feel the award should emphasize the quality of output products and services. In any case, the Baldie has successfully focused the American business community on the necessity of quality. In 1990, more than 180,000 copies of the criteria were requested. This year, 106 companies have made it past the initial screening. The 1991 awards will be presented in October or November.

President's Award for Quality and Productivity Improvement

This award is administered by the Federal Quality Institute (FQI) for the President of the United States. It is the federal equivalent of the Malcolm Baldrige National Quality Award. Made of Steuben glass, the award is designed to recognize entire Federal organizations, or components thereof, that can serve as models of Total Quality Management (TQM) philosophy and measurable productivity improvement. Only those who have already earned the Quality Improvement Prototype Award are eligible for consideration. Although created in 1988, there have been only two awardees to date: the Naval Air Systems Command, and the Air Force Logistics Command. Clearly, DoD is leading the way.

Quality Improvement Prototype Award

This award is also administered by the FQI. Demonstrated improvements in customer service are emphasized. Competition for this award requires a strong, extended commitment by the organization. Applications are due each August, and qualified finalists are notified within the next six weeks. This begins a six month series of site visits by the selection committee, with costs incurred by the applying organization. Unsuccessful applicants receive a detailed evaluation of strengths and areas that need to be improved. Winners are required to share their successful strategy with other Federal activities at FQI workshops. DoD is limited to a

Some Benchmarks

Continued

fixed number of applicants every year, generally five from each Service and a total of four from all Defense Agencies. There were two winners in 1991, both from DoD.

The United States Senate Productivity Awards

In 1982, Senate Resolution 503 provided for the Senators of each state to establish an award in their state to recognize particularly effective quality and productivity improvement efforts.

Senators Warner and Robb sponsor the U.S. Senate Productivity Award (SPA) for Virginia. The Virginia Productivity Center at Virginia Tech administers the award on their behalf. All businesses, large and small, and all organizations in the public sector are eligible as long as the improvement effort was implemented in Virginia. The Virginia SPA medallion is awarded in four categories: private sector manufacturing, private sector service, state and federal public sector agencies, and local public sector agencies. As with the Baldrige award, winners are expected to share their successful improvement efforts with other organizations.

The SPA for Maryland is administered by the Maryland Center for Quality and Productivity at the University of Maryland. Missouri, Kentucky, Texas, Utah, and Pennsylvania are in various stages of the implementation process. Some Senators have not sponsored an award for their state.

Secretary of Defense Productivity Excellence Award

This honorary award was created in 1983 to recognize individuals and small groups (not organizations) who make substantial verifiable savings to DoD processes. These successes

may originate as suggestions, special acts, or formal productivity initiatives from military or civilian personnel. The ideas must be a result of individual initiatives over and above normal job expectations and not be an assigned task. For saving over \$1,000,000, Certificates of Excellence are personally presented at annual Pentagon ceremonies by the Secretary or Deputy Secretary of Defense. Lesser savings of at least \$100,000 are recognized quarterly by a Letter of Commendation from the Secretary which is then presented locally by the component Directors. Over 350 certificates and 1,400 letters have been awarded to date, including some to DMA personnel. Total savings to date for DoD exceed \$1.6 billion.

Presidential Quality and Management Improvement Award Program

The President established, in 1989, a letter of commendation and an award recognizing quality and management improvement. The program is managed by the Office of Personnel Management. Presidential letters of commendation are authorized for individual or group achievements already recognized by an organization's formal incentive awards program have resulted in at least \$250,000 in tangible benefits (or intangible equivalent). In this respect, recipients of the Secretary of Defense Productivity Excellence Award are eligible. DoD organizations submit nominations directly to OPM after first having the benefits validated by the IG. There is no limit on the number of nominations. Nominees for the Presidential award must have been previous recipients of a Presidential letter of commendation which reflects the emphasis placed on continuous, not one-time, quality improvement.

PCMI Award for Management Excellence

The President's Council on Management Improvement (PCMI) created this award in 1988 to recognize individuals, groups, and organizations that have made significant management improvements in Federal service delivery to the public. This award promotes management excellence across government barriers. The Defense Productivity Program Office (DPPO) calls for nominations in early March each year. There is no restriction on the number of nominations; the PCMI generally makes multiple awards (up to 10) annually. The recipient must agree to share their success story, typically through publications, seminars, and as conference keynote speakers.

So What?

Think you are on the right road to continuous process improvement? Your local or Headquarters PIO can provide more details on individual award criteria. Find out? Either way, you'll feel better.

Footnote

These awards are not the only tools available for benchmarking. The softcopy **Quality and Productivity Self-Assessment Guide for Defense Organizations** is available in MS-DOS format (Macintosh is in development) through your local PIO for any organization in DMA to use with complete confidentiality.

Author's note: The assistance of Pat Ritchey, Defense Productivity Program Office, is gratefully acknowledged for much of the information in this article.

Reston Center Disestablished; Consolidates Under HTC

Major General William K. James, USAF, Director of DMA, has announced his decision to disestablish the DMA Reston Center (RC) as a separate component and to consolidate its mission and functions under the DMA Hydrographic/Topographic Center (HTC).

The action will help streamline the DMA organization and permit reductions in management structure and administrative overhead, commented the Director in his announcement.

Reston Center production equipment will be left predominately intact at the Reston facility. There will not be an attempt to redesign the Digital Production system to a two-Center baseline prior to full operating capability in November 1992.

The decision to consolidate Reston Center under HTC was made after several months of

study. In his letter to all personnel the Director explained, "Last July, in anticipation of significant resource reductions, I appointed a team to develop a DMA Strategic Plan to posture the Agency to provide the highest possible level of support to war-fighters within severe budget constraints. The team was chartered to look at all possible courses of action unconstrained by the way we currently do business or by existing operating location and organization. One of the recommendations in the team's September 1991 report was for the merger of RC under HTC."

The Director indicated his decision was made after review of the team proposal and after consideration of additional information provided by the director of RC.

Employees will be advised as further details of the consolidation are determined.

DMA Suggesters Save Over Half Million Dollars

IN FY 91 EMPLOYEES SUBMITTED SUGGESTIONS WHICH RESULTED IN SAVINGS OF \$516,304 WITH AVERAGE SAVINGS OF \$4111 PER ADOPTED SUGGESTION. THIS IS AN INCREASE OF \$126,159 (24%) IN SAVINGS COMPARED TO FY 90 WITH AN AVERAGE SAVINGS OF \$2748 PER SUGGESTION. THE ADOPTION RATE WAS 35% IN FY 91, UP FROM 26% IN FY 90. THE AVERAGE CASH AWARD WAS APPROXIMATELY \$300 IN FY 91. THE AVERAGE CASH AWARD IN FY 90 WAS ONLY \$215. IN FY 91, THE BENEFIT AWARD RATIO INCREASED TO 18/1 FROM 13/1 IN FY 90. DMA SUGGESTERS ARE COMMENDED FOR DEVELOPING AND SUBMITTING THEIR COST SAVING IDEAS.

THE NEED TO REDUCE COSTS AND INCREASE PRODUCTIVITY IN FY 92 IS GREATER THAN EVER AND THE SUGGESTION PROGRAM IS AN IMPORTANT VEHICLE WHICH CAN HELP US ACHIEVE OUR FINANCIAL AND PRODUCTION GOALS.

EMPLOYEES ARE ENCOURAGED TO SUBMIT THEIR IDEAS THROUGH THE DMA SUGGESTION PROGRAM. FOR FURTHER INFORMATION ON THE SUGGESTION PROGRAM PLEASE CONTACT THE FOLLOWING SUGGESTION PROGRAM COORDINATORS:

WASH, D.C. AREA: CHARLENE GARTEN - (703) 285-9444
DSN 356-9444

ST. LOUIS AREA: NOREEN HOBBS - (304) 263-4292
DSN 693-4292

Former DMA Deputy Director Dies

Former DMA Deputy Director Rear Admiral William J. M. O'Connor, USN Ret, died suddenly on December 17, 1991. Funeral services were held on Monday, December 23 at the Old Post Chapel, Ft. Myer, followed by interment at the Arlington National Cemetery.

Adiral O'Connor served as the deputy director from July 1988 until August 1989 when he retired from active duty with U.S. Navy after more than 34 years. He is survived by his wife, Mary Joan, and five children.

Violence Claims SC Employee

Mr. Norberto Carrion, was killed on the streets of Washington on 19 January 1992 when accosted by a mugger. When he refused to hand over his money he was stabbed to death.

Mr. Carrion was a Logistics Management Specialist, GS-11, assigned to the Hardware Planning Office (EGM).

Systems Center personnel have collected a substantial sum of money for the family to assist them in transporting his body back to Puerto Rico.

Clearfield Depot Closure Announced; Part of CSC Consolidation Plan

The closure of the Defense Mapping Agency Clearfield Depot, Utah has been announced by DMA Director Major General William K. James, USAF.

The closure of the Clearfield Depot by the end of Fiscal Year 1992 is part of the defense management review decision action directed by the Deputy Secretary of Defense directed the consolidation of the DMA Combat Support Center Headquarters with the depot. Actions regarding the CSC Headquarters will be addressed in subsequent announcements.

In a letter to Congressional representatives General James said, "A broad survey of available government facilities has identified our Philadelphia Depot as the only suitable site to economically support consolidation of the two Depots in Fiscal

1992." Consolidation in Clearfield was not considered cost-effective because it would increase DMA's normal distribution transportation costs by over one million dollars annually over the Philadelphia site.

Presently DMA employs 66 civilians in permanent, full-time positions; three civilian temporary employees and seven student aides at Clearfield.

Permanent employees at the Clearfield Depot will be registered in the DoD Priority Placement Program so that they may have local placement opportunities with other DoD components. The General also indicated, "I will also afford them every permissible placement opportunity at other DMA locations."

TROUBLE DESK A CALL AWAY

OPERATIONAL HARDWARE AND SOFTWARE PROBLEM?

You're operating your FE/S workstation or mainframe computer, or typing a 1556 on a typewriter, or just becoming comfortable with your office automation equipment -- the screen goes blank, the printer ball stops advancing, the diskette refuses to register. What do you do? Who do you call?

Support is provided to DMA personnel experiencing problems with hardware and software by means of the DMA Trouble Desk Service (TDS) managed and operated by DMASC and the DMATSC Help Desk.

The TDS was established to handle all remedial maintenance actions required for DMA production and mission support hardware and software. Personnel experiencing a problem with operational hardware or software should first verify that there is actually a reportable problem by performing an initial evaluation. For example, procedures may not have been followed, hardware may not be correctly configured or even connected to a power source. For office automation systems, DMATSC provides a Help Desk to assist with the initial evaluation of the problem.

The TSC Help Desk was established to assist users who are encountering problems with office automation systems and to verify that a legitimate (hardware or software) problem exists. If TSC determines that a legitimate problem exists, they will report their findings to the user or system manager that initially reported the problem.

DMATSC Help Desk telephone numbers: Merrifield:

703-285-9106, staffed 0630-1500 local time.

(For Red telephone problems call (703) 285-9519.)

Brookmont, Naval Observatory, Ft. Belvoir, Riverdale, Herndon, and Combat Support Center elements: 301-227-3177 or DSN 287-3177, staffed 0630-1700 local time.

Reston: Secure 5885 or 703-264-7021, staffed 0700-1530 local time.

St. Louis, Cheyenne, Gila Bend, Mineral Wells, San Antonio, and Louisville: 314-263-4540 or DSN 693-4540 staffed 0700-1500 local time. All offices are staffed Monday - Friday.

Once it has been determined that there is a reportable problem, the supervisor, system manager or responsible person designated by the using organization should then report the problem to the TDS using the appropriate phone number.

DMA Trouble Desk telephone numbers:

DMARC location: ext 5911 (red switch)

DMAAC location: 3-4751
All others 1-800-852-8931

The Trouble Desk is staffed 0530-1730 Central Time (0630-1830 Eastern), Monday - Friday. A pre-recorded message provides instructions on how to obtain service for both emergency and routine requests anytime the Trouble Desk is not staffed. Non-emergency calls received outside the staffed time frame will be processed the next business day.

(Note: Problems relating to Mark 90 transition/activation are handled via the ACMS 4.5 Problem Reporting System and by procedures established for that activity.)

DMA Training For Tomorrow's Challenges

Approximately two years ago over 8,000 civilian and military DMA personnel responded to the DMA workforce survey, expressing their views on a variety of Agency matters.

Survey results suggested that Agency managers could provide more effective leadership. Within the scope of these findings, inadequate training was identified as one of the sources of this problem. One of the inadequacies cited was the lack of a fully effective leadership development program. What was needed was a leadership training program that would convey DMA's values and prepare DMA leadership for the challenges of the 1990s and beyond.

The Director, DMA, approved the development of an integrated Leadership Development Program (LDP) to respond to this identified need. As one of the six initiatives resulting from the survey, the LDP is designed to develop and retain a top quality workforce into the next century.

Selections Announced for Federal Executive Institute

Major General William K. James, DMA director, has announced the employees selected to attend the FY 92 classes of the Federal Executive Institute, located in Charlottesville, VA.

They are:

Mission-
William Alder, DMASC
Irvin Buck, DMA (PR)
Dennis Moellman, DMA (PP)
Mark Schultz, (1st Alternate)
DMARC
John Sorvik, (2nd Alternate)
DMAHTC

The objectives of LDP are to: improve the quality of DMA leadership, through timely, relevant training; instill DMA leadership values through a program of integrated coursework, and reinforce the leadership career track.

LDP focuses on leadership training at all levels (supervisors, mid-managers, and executives). This training includes an integrated program of courses for each level. The two five-day core courses address the leadership training needs of first-level and mid-level leaders and are based on a detailed needs assessment process conducted in FY 90 that included over 300 DMA supervisors, managers, and executives, including senior leaders at Headquarters and the Components. To supplement the core leadership courses, a series of topical workshops will be provided to meet the specialized training needs of leaders at all organizational levels.

Two pilot courses for the Level I Supervisory training were held in the Washington area in FY 91. The FY 92 training program commenced with nine Level I Supervisory sessions scheduled for this fiscal year.

Mission Support-
Louis Katz, DMA(CM)
Morris Solomon, DMA (AQ)
Andrew Deranger,
(1st Alternate) DMA(GC)

The four week residential executive development course, entitled "Leadership For A Democratic Society," emphasizes a performance based approach to individual development and leadership in the Federal context. The fundamental program objective is to link individual development to improved organization performance.

The program addresses the active leadership role expected of career senior managers and the democratic values and beliefs that underpin that leadership. The theme of "specialist to generalist to leader" is integrated throughout the program as partici-

Three iterations of this course have been completed successfully. Each class can accommodate 24 participants from DMA organizations.

An overview of the Level II Mid-Manager Course was presented to senior managers on December 18, 1991. Three residential training sessions are scheduled for this fiscal year, to be held at the Ramada Inn in Hagerstown, Maryland. Each of the classes will have 24 participants at the GM-14 and GM-15 level. The first pilot course was successfully delivered on January 5-10, 1992. Both courses are being offered simultaneously to DMA supervisors and mid-managers in the St. Louis area.

DMA Director, Major General William K. James has strongly endorsed this training program as a timely, targeted, and prudent investment in our people for success in DMA.

Our leadership stands on the threshold of many exciting, yet difficult challenges as the 1990s unfold. We are "Training Today for Tomorrow's Challenges."

Participants focus on innovative Federal management practice, through access to distinguished speakers and week-long classes that stress the strategic view of executive management and human resource development.

DMA Receives Certificate of Merit Award

The Defense Mapping Agency was recognized for its outstanding Affirmative Action Program when DMA Director Maj. Gen. William K. James, USAF, received the Secretary of Defense Certificate of Merit Award for Fiscal Year 1990 during the 11th Annual Disabilities Awards Ceremony in the Pentagon. The award was presented by

Certificate of Merit Award

Continued

the Honorable Christopher Jehn, Assistant Secretary of Defense Air Force Management and Personnel.

This award program was established by the Secretary of Defense for DoD Components with effective affirmative action programs to increase the number of civilian employees with the severe disabilities targeted for emphasis by the Equal Employment Opportunity Commission. DMA was one of seven Components recognized for outstanding accomplishments in employment and advancement of persons with disabilities during Fiscal Year 1990. DMA was cited for the following:

- Increased employment of persons with targeted disabilities during FY 1990, even though the size of the work

force declined.

- Established an Adopt-A-School agreement with Gallaudet University to provide career counseling and job placement assistance for students with disabilities.

- Issued a policy statement assuring employees with impaired hearing or vision access to printed matter and audiovisual materials in a format they can use.

This award was presented to the Director following the presentation of the 1991 Department of Defense Award for Outstanding Employees with a Disability which was presented to Ms. Dorothy Witten, cartographer, Louisville Field Office.

Selections Made For Long-Term Full-Time Training

Selections for Long-Term Full-Time Training (LTFTT) for the academic year 1992-1993 were announced by Major General William K. James, DMA Director. They are:

COMPUTER ASSISTED MAPPING, OHIO STATE UNIVERSITY

Name	Component
Scot Amstutz	DMAHTC
Michael Fenwick	DMAHTC
Charles Forbes	DMAAC
James Gallion	DMAHTC
Joyce Glietkowski	DMAHTC
Tammie Harrison	DMAHTC
Everett Hinkley	DMAAC
Shawn Mara	DMAAC
John Sengewalt	DMARC
Lorean Smith	DMAAC

COMPUTER SCIENCE, UNIVERSITY OF MARYLAND

David Lasko	DMASC
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GEODESY, OHIO STATE UNIVERSITY

Robert Anderson	DMAAC
David Couch	DMAAC
Daniel Mullaney	DMAAC
Robert Wong	DMAHTC

GEOGRAPHIC INFORMATION SYSTEMS, UNIV. OF CA., SAN DIEGO

Michelles Limoges	DMAHTC
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GEOGRAPHIC INFORMATION SYSTEMS, OHIO STATE UNIV.

Karl Tammaro	DMAHTC
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IMAGING SCIENCES, ROCHESTER INST. OF TECHNOLOGY

Matthew Dominique	DMAHTC
Michael May	DMAHTC
Dennis Osborne	DMAHTC

INFORMATION SCIENCES, GEORGE WASHINGTON UNIV.

James Crutchfield	DMATSC
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INFORMATION SCIENCES, THE GEORGE MASON UNIV.

Bridget Fico	DMATSC
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Long-Term Full-Time Training

Continued

INFORMATION SCIENCES, WASHINGTON UNIVERSITY Gretel Grant	DMAAC
INFORMATION SCIENCES, AMERICAN UNIVERSITY Donald Wickersham	DMATSC
INFORMATION TECHNOLOGY, GEORGE WASHINGTON UNIV. Robert Laurine	DMASC
LITHOGRAPHY, ROCHESTER INSTITUTE OF TECHNOLOGY Patricia Nowicki Mark Stephens	DMAAC DMAAC
LOGISTICS MANAGEMENT Theodore Manis	DMAAC
MAPPING SCIENCES, VIRGINIA INSTITUTE OF TECH. Kenneth Manahl Gerald Powell	DMAHTC DMAHTC
ORBITAL MECHANICS, UNIVERSITY OF TEXAS Peter Kopcha	DMAAC
PHOTOGRAMMETRY, PURDUE UNIVERSITY Timothy Beam Peter Doucette Thomas Hersey	DMAAC DMARC DMAHTC
SYSTEMS ENGINEERING, GEORGE MASON UNIVERSITY John Nedza	DMARC
TELECOMMUNICATIONS, UNIVERSITY OF COLORADO Kimberly Singleton-Slater	DMAAC

DMA Employee Assistance Program Offers Help for Those Who Suffer from Anxiety

It is estimated that at some point in their lives, 24 million Americans will suffer from anxiety so intense that it interferes with their ability to function in normal everyday situations. Sadly, only 23% of them will ever get help.

The following is a little test to assess your level of anxiety. Ask yourself whether you ever...

- have difficulty breathing, excessive sweating, dizziness, lightheadedness or racing heartbeat?
- visit a doctor more than twice in 6 months because you think you're having a heart attack, only to be told upon examination that there is no physical problem?

- suddenly fear something terrible will happen?
- avoid long car rides, travel on buses, subways, airplanes?
- fear leaving home without being accompanied by someone you know?
- avoid crowds or open spaces, such as shopping malls, parks, airports?
- feel tense and unable to relax most of the time?
- spend excessive time worrying that bad things will happen?
- take alcohol or tranquilizers in order to cope with social occasions?
- get extremely anxious when you are the center of attention?

A "yes" answer to any of the above questions indicates significant anxiety, and your Employee Assistance counselor can help identify its source.

If you suffer from anxiety, why not talk to your Employee Assistance counselor. At DMAAC, contact Sid Cooper, Building 36, who may be reached on (314) 263-4848. In the

Washington, D.C. metropolitan area, contact either Guy H. Ross, M.A., or Cary Cook, M.S.W., on (301) 227-5187 or visit them in Room 506, Erskine Hall, DMA Hydrographic/Topographic Center. All Employee Assistance services are personal and completely confidential.

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Editor, THE IMAGE
Mgmt. Support Division
Systems Center
8613 Lee Highway
Fairfax, Virginia 22031-2138

Acting Director-Lon M. Smith
Acting Public Affairs Officer/Editor-Allen Eirod

Graphic Designer-Shirley S. Jenkins, GAA2