



THE SECRETARY OF VETERANS AFFAIRS  
WASHINGTON

June 26, 2009

Mr. William E. Reukauf  
Acting Special Counsel  
U.S. Office of Special Counsel  
1730 M Street, NW, Suite 218  
Washington, DC 20036

Re: OSC File No. DI-08-2766

Dear Mr. Reukauf:

This replies to your February 20, 2009, letter regarding allegations reported by Sandy R. Gonzales, Claims Examiner, West Texas VA Health Care System (WTVAHCS), Big Spring, Texas. Ms. Gonzales alleged that her supervisor, Ida Paton, improperly disclosed medical information about her to co-workers at the facility.

The Department of Veterans Affairs has thoroughly investigated Ms. Gonzales' allegations. Findings of the review are included in the enclosed Report of Investigation conducted by a fact-finding review team at WTVAHCS. The evidence does not support the allegation that Ms. Paton violated the Privacy Act of 1974, 5 U.S.C. § 552a (Privacy Act) on March 20, 2008. Ms. Paton was detailed to another position within the WTVAHCS in May 2008 and subsequently transferred to a position with the Department of Veterans Affairs National Fee Policy Office in Denver, Colorado.

WTVAHCS takes various steps to ensure that supervisors and employees are aware of their responsibilities under the Privacy Act. In addition to the agency-wide training courses that are mandatory for all employees, all WTVAHCS supervisors have been and will continue to be trained upon their appointment. As a result of the investigation, all employees in the Fee Basis Section where Ms. Gonzales is employed were provided information on the Employee Assistance Program and offered team building training. Ms. Gonzales was offered a voluntary transfer to an equivalent position in another department in the medical center, but she declined the offer.

I have reviewed the report and concur with the findings, conclusions and affirmative actions taken on behalf of the WTVAHCS and the affected employees.

Thank you for the opportunity to respond to these issues.

Sincerely,

*John R. Gonzales, Chief of Staff*

*for* Eric K. Shinseki

Enclosure

**RE: Office of Special Counsel (OSC) DI-08-2766 Big Spring, TX**

***I. SUMMARY OF INFORMATION***

An investigation was conducted in response to OSC File No. DI-08-2766 regarding allegations made by Sandy R. Gonzales (Ms. Gonzales) that her supervisor, Ida Paton (Ms. Paton), improperly disclosed medical information about Ms. Gonzales to co-workers at the facility. Mrs. Gonzales alleged that Ms. Paton violated the Privacy Act, 5 U.S.C. § 552a, by revealing Mrs. Gonzales' medical information to other employees without her consent during a routine weekly staff meeting on March 20, 2008. Ms. Herrod and Ms. Rodriguez alleged that, during a meeting with staff at which Ms. Gonzales was not present, Ms. Paton stated that Ms. Gonzales took medication for a mental health issue and that she had been absent from the office for an extended period of time to address mental health issues at a mental health facility in Lubbock, Texas.

***II. CONDUCT OF THE INVESTIGATION***

A Fact Finding Review Team (FFRT) was convened at West Texas VA Health Care System in Big Spring, Texas to conduct an investigation of the issues and allegations set forth by the Office of Special Counsel and submit their findings. The three members of this team were Cherri Rainey, IT Applications Lead; Wanda Gamble, RN, Quality Management; and Jose Hernandez, Human Resources Specialist.

The FFRT interviewed six employees: Lana Henderson, Lorinda Herrod, Denettie Landin, Melissa Rodriguez, Sandy Gonzales and Ida Paton. With the exception of Ms. Gonzales, all of the mentioned employees were present at the staff meeting on March 20, 2008. Ms. Paton was interviewed by telephone and the remaining employees were interviewed in person. Debra Newman, also present at the staff meeting, was not interviewed because she was on leave and could not be reached.

***III. SUMMARY OF EVIDENCE***

Timecards verify that Ms. Gonzales was not present for the meeting on March 20, 2008. Ms. Herrod and Ms. Rodriguez provided statements that personal medical information was shared with staff on March 20, 2008. Ms. Herrod and Ms. Rodriguez do not concur on the time of day or location of the meeting. Ms. Landin and Ms. Henderson did not recall a meeting on that day; and both denied or did not recall any comments being made by Ms. Paton regarding any private medical issues of Ms. Gonzales.

Ms. Paton adamantly denied disclosing private medical information and stated she had no recollection of Ms. Gonzales having any extended absences. Time records indicate that there were no extended absences of any kind for Ms. Gonzales, with the exception of when her brother passed away several years ago unexpectedly. Ms. Paton also denied having access to any of Ms. Gonzales' health information or records. The Chief of Human Resources Management at the West Texas VA Health Care System,

2.

Anna Osborne, verified that Ms. Gonzales' health and personnel records did not contain records of any extended absences or treatment for mental health and that Ms. Paton did not have access to employee medical records.

Ms. Herrod was the individual who informed Ms. Gonzales about the alleged March 20<sup>th</sup> discussion of Ms. Gonzales' personal health matters. The discussion between Ms. Herrod and Ms. Gonzales took place on April 10, 2008, at their duty station, the Post Office building. There is no explanation for the time delay between when Ms. Herrod allegedly heard Ms. Paton disclose Ms. Gonzales' medical information on March 20<sup>th</sup> and when she informed Ms. Gonzales about the comments on April 10<sup>th</sup>.

There are no official minutes available of the meeting on March 20, 2008. Ms. Herrod kept personal notes of meetings, but there is nothing to indicate that these minutes were adopted as accurate or provided to other staff members.

#### ***IV. SUSTAINED OR UNSUSTAINED VIOLATIONS***

The Privacy Act prohibits an agency from disclosing "any record which is contained in a system of records by any means of communication to any person, or to another agency, except pursuant to a written request by, or with the prior written consent of, the individual to whom the record pertains..." 5 U.S.C. § 552a(b), *The Privacy Act, Records Maintained on Individuals, Conditions of Disclosure*. There was no evidence provided during this investigation to indicate that the agency system of personnel and health records contains information that Ms. Gonzales has ever been treated or is being treated for a mental health issue. There is no evidence to indicate that Ms. Paton breached Ms. Gonzales' privacy by accessing her medical file, which contained no records of absences for mental health treatment. There is no evidence to indicate that Ms. Paton had knowledge, by word of mouth or otherwise, regarding any of Ms. Gonzales' medical issues. Statements provided by employees who were present in the office on March 20, 2008, were contradictory and unresponsive of a Privacy Act breach. Therefore, it cannot be concluded that Ms. Paton violated the Privacy Act of 1974.

#### ***V. ACTION TAKEN***

1. In May 2008, Ms. Paton was reassigned to a Claims Examiner position which included no supervisory responsibilities. She maintained her grade and step; therefore, this was not considered an adverse action. Subsequently, Ms. Paton left the medical center in Big Springs, Texas for a position as a Fee Program Specialist in the National Fee Policy Office in Denver, Colorado.

2. Ms. Herrod and Ms. Rodriguez were terminated during their probationary periods on June 16, 2008, for reasons unrelated to the subject of this investigation. However, Ms. Rodriguez was reinstated to a position in a different section as a resolution to the filing of an EEO complaint.

3.

3. Ms. Gonzales was offered the option of voluntary transfer to an equivalent position in another service in the medical center, which she declined to exercise.

4. Completion of electronic Privacy Act training is an annual requirement of all supervisors and employees, and is mandated as such.

5. All employees in the Fee Basis Section were provided with information on the Employee Assistance Program and offered team building training.



DEPARTMENT OF VETERANS AFFAIRS  
Office of the General Counsel  
Washington DC 20420

OCT 26 2009

In Reply Refer To:

Mr. William E. Reukauf  
Acting Special Counsel  
U.S. Office of Special Counsel  
1730 M Street, NW, Suite 218  
Washington, D.C. 20036-4505

Re: OSC File No. DI-08-2766

Dear Mr. Reukauf:

Attached please find the agency's response to your August 3, 2009 request for supplemental information in OSC DI-08-2766, regarding allegations reported by an employee of the Department of Veterans Affairs (VA) West Texas Healthcare System (WTHS) in Big Spring, Texas. VA submitted its timely response to these supplemental questions on October 2, 2009.

Thank you for the opportunity to respond to these issues.

Sincerely yours,

  
Walter A. Hall  
Assistant General Counsel

Encl.

1. The agency report explained that in addition to Ms. Paton, there were five employees who attended the staff meeting on March 20, 2008. Four of these individuals were interviewed. The report states that the fifth employee, Debra Newman, was not interviewed because she was on leave. Two of the four witnesses interviewed confirmed that Ms. Paton disclosed medical information concerning Ms. Gonzales, and two apparently did not remember or denied that Ms. Paton disclosed such information.

Ms. Newman was interviewed 8/24/09 and stated that she could not remember any specifics to an alleged meeting where medical information was given out by her supervisor Ida Paton.

- a. Given that two of these four witnesses interviewed stated that Ms. Paton made the comments regarding Ms. Gonzales' medical information, it is not clear from the report how the agency concluded that the evidence did not show that Ms. Paton disclosed this information. We are requesting further clarification of the agency's finding.

The evidence shows that a conversation occurred between Ms. Paton and her staff regarding Ms. Gonzales. The weight of credible evidence shows that Ms. Paton shared her opinion of Ms. Gonzales' mental state with the staff, as opposed to making a disclosure that the employee was actually hospitalized for mental health treatment. We considered the context of the statement, and all statements, giving more weight to the statements made closer in time to the incident, and less weight to those statements made later. Documents received prior to this complaint (Gonzales- Grievance 041708) state that Ms. Paton stated that "Ms. Gonzales was mental and needed medication." This is a statement of Ms. Paton's opinion about Ms. Gonzales at the time, and showed poor judgment and lack of supervisory skill by Ms. Paton. Ms. Paton was reassigned to a non-supervisory position in May 2008. It did not establish that Ms. Paton knew that Ms. Gonzales had sought or was being treated for an illness. The grievance on 04/17/2008 was filed at or near the time that the alleged statements were made, when the events were fresher in Ms. Gonzales' mind. It is logical that if Ms. Paton had specifically said that Ms. Gonzales had been hospitalized for mental health treatment, Ms. Gonzales would have included that fact in her grievance.

The Grievance filed 041708 and the Decision on Grievance 041708, are attached for your review. Ms. Gonzales's Grievance 041708 states that the supervisor made derogatory comments regarding Ms. Gonzales, but does not say that Ms. Paton made any statements that she was aware of any mental illness treatment and/or treatment stay. The Grievance 041708 was resolved at the first level by Bill Sullivan, the supervisor of Fee Basis at that time.

Ms. Herrod's submission dated 6/25/08 to Congressman Randy Neugebauer's office briefly states that Ms. Paton stated that Ms. Gonzales was mentally ill and needed to be on medication. This was much nearer the time of the incident, when memories were fresher, and the situation had not been subject to as much

discussion. Later, during the course of this investigation, over a year after the incident, Ms. Herrod stated that Ms. Paton stated that "Sandy was in a hospital for a period of two weeks in Lubbock and that she needed to be on medication and possibly needed to be re-hospitalized. And I remember this because I was so appalled". This is inconsistent what she alleged in her earlier letter to Congressman Randy Neugebauer's office dated 6/25/08, where she said only that Ms. Paton said Mr. Gonzales was mentally ill and needed to be on medication.

- b. Because of the apparent inconsistencies in the testimony of the witnesses, any additional information Ms. Newman can provide may be very useful, and we recommend that the agency interview her.

As stated above in response to Question 1, Ms. Newman was interviewed 8/24/09 and stated that she could not remember any specifics to an alleged meeting where medical information was given out by her supervisor Ida Paton. Although she could not specifically recall the date of any particular meetings, she remembered that at a particular meeting where Ms. Gonzales was not present that a number of staff was complaining about Ms. Gonzales' ability to work with her colleagues. Ms. Newman said that staff described Ms. Gonzales' behavior by complaining that Ms. Gonzales would "tell tales" on them frequently. Ms. Newman said that staff asked why something could not be done about Ms. Gonzales' constantly griping; in other words, going to the union, or filing EEO complaints or getting Human Resources involved. Ms. Newman said that Ida Paton told them all there was nothing that could be done since "Sandy had problems." She stated that she could not remember the exact wording, but was clear that Ms Paton never disclosed medical information. Ms. Newman did state to Ms. Paton that "Sandy has caused a lot of discord and that the staff was fed up with her complaining." Again, Ms. Paton's response was "Sandy has problems."

- c. The report states that "Ms. Landin and Ms. Henderson did not recall a meeting on that day; and both denied or did not recall any comments being made by Ms. Paton regarding any private medical issues of Ms. Gonzales." We are requesting clarification of the information provided by these two witnesses. Is it that they could not recall or that they denied that the comments were made? See III. Summary of Evidence, pg. 1 of report.

Ms. Henderson was re-interviewed to see if she could clarify her previous testimony. She said that the date and alleged meeting had occurred some time ago and she could not remember the meeting specifically; however, Ms. Henderson did say that if any disclosure of medical information had occurred she felt she would have remembered the incident.

Ms. Landin does not recall any disclosure but cannot recall the meeting in question.

2. What were the contradictions the agency identified in the statements provided by the employees who were present at the meeting on March 20, 2008? Were these contradictions material to the agency's findings? How so? *See IV. Sustained or Unsustained Violations, pg. 2 of report.*
- In her Congressional complaint of 6/25/08, Ms. Gonzales wrote that Ms. Ida Paton stated she was mentally ill and needed medication. This is inconsistent with her later statements that she heard that Ms. Paton said she had been hospitalized for mental treatment. The earlier version of Ms. Gonzales' assertion would be a statement of Ms. Paton's opinion, whereas the later version, a statement by Ms. Paton that Ms. Gonzales has been hospitalized for mental treatment, would qualify as a statement of fact. These contradictions were material to the agency's findings.
  - In her appeal to the Merit Systems Protection Board, Ms. Gonzales refers to the grievance, but does not detail the disclosure.
  - Ms. Gonzales' grievance states that Ms. Paton said "Sandy is mental and needs medication." This grievance was filed a few weeks after the meeting where Ms. Paton allegedly made the derogatory remarks, and was resolved at the first step process and no further action was taken. Again, this statement, at or near the time of the incident, is different than Ms. Gonzales' much later statement that Ida Paton allegedly disclosed that Ms. Gonzales had been hospitalized for mental health care.
  - Lorinda Herrod's Congressional complaint dated 6/25/08 stated briefly that "Ida justified Sandy's behavior by saying she was mental. She (Ida) said that she really believes she has a mental illness". It does not mention in the complaint about medication needed nor does it mention anything about treatment and a facility or seeking medical treatment for any medical condition.
  - Lorinda Herrod states in her Congressional letter that she is appalled about the alleged disclosure that Ida would say this to the entire staff. However she was not appalled enough at the time of the incident to report it to her Service Chief or the Human Resources Officer. Herrod said that she had been told numerous times that she could not go to HR and report anything; however, she has e-mailed the Human Resources Office regarding numerous issues: on 3/14/08, vacancy announcement and application- (3 separate emails); on 3/21/08, vacancy announcement; on 4/7/08, leave transfer application (3 emails); on 4/8/08, Leave Transfer application (3 emails); on 4/9/09, leave transfer application; on 4/14/08, break and meal times; on 4/21/08, leave transfer application; on 4/22/09, Chaplain announcement for friend. It is clear that when Ms. Herrod's interests are implicated she has no difficulty contacting Human Resources and articulating her concerns.
  - Lorrinda Herrod's allegation that the medical disclosure occurred on March 20, 2008 during a meeting where employees were celebrating Ida's birthday is contradicted by the recollection of other employees who state it was a routine staff meeting. Ms. Herrod took detailed notes regarding the staff meetings held in the Fee Basis section beginning April 21, 2008. There are no earlier notes, for instance, that record the meeting on March 20.

3. The report states that Ms. Herrod kept personal notes of meetings. Does Ms. Herrod have personal notes for the March 20, 2008, meeting? Were these notes reviewed by the investigators? If yes, what were the results? If not, why? *See* III. Summary of Evidence, pg. 2 of report.

Ms. Herrod took detailed notes regarding the staff meetings held in the Fee Basis section, but the notes submitted do not start until April 21, 2008. No notes have been provided for anything earlier than that date. Ms. Herrod provided meeting notes for the following dates: 5/1/08, 4/21/08 (2 meetings held on this date), 4/22/08, and 4/23/08. The fact finding team reviewed all the notes provided. Ms. Herrod's statement in the 2009 fact finding that she was appalled was not shared with Ms. Gonzales until thirty or so days after the event. Ms. Herrod reflects briefly on the alleged meeting in her letter to Congressman Neugebauer, but again failed to provide specific information to indicate that a disclosure of personal medical information occurred.

The fact finding team obtained copies of all the notes referenced. Ms. Herrod and Ms. Gonzales continued to work together after the alleged incident. Both Congressional complaints are dated 6/26/08, and both Ms. Gonzales and Ms. Herrod state the same information regarding the alleged incident: that Ida Paton stated that Ms. Gonzales was mental and needed medication. Neither of the Congressional Complaints stated anything regarding a medical treatment or medical facility.

Time line of events reported by Ms. Herrod:

- March 20, 2008 Alleged disclosure
- April 10, 2008 Ida Paton issues written Counseling for Ms. Herrod (Leave usage)
- April 17, 2008. Herrod tells Gonzales of the alleged statements by Paton.

This finding suggests a motive for Ms. Herrod's disclosure.

The agency's report stated that time records demonstrate that Ms. Gonzales was not absent for any extended periods of time except for when her brother passed away several years ago unexpectedly. The report suggests that there is no valid time period that applies to Ms. Gonzales' allegation. *See* III. Summary of Evidence, pg. 1 of report. However, as reflected in our referral letter, Ms. Gonzales asserted that Ms. Paton's statements referred to that very time period when Ms. Gonzales' brother passed away and she took extended leave and received treatment in Lubbock, Texas. *See* OSC's letter to the Secretary dated February 20, 2009, footnote 1. Therefore, we request that the agency review its findings with respect to this information.

A list of all leave requests submitted by Ms. Gonzales from Jan 01, 2001 to the present is attached. All of these requests have been reviewed. There is a request dated March 13, 2007 for 32 hrs sick leave entered into VISTA by Ms. Gonzales states "as per dr request/refer to dr note". The Human Resource Officer searched employee's medical folder (occupational health), and eOPF (electronic official personnel folder) for this note but did not find it. In 2008, Official Personnel Folders were purged and sent for scanning into eOPF. No physical medical documentation would have been retained if there had been any.

4. The report denies that a Privacy Act violation occurred and limits its analysis based, in part, on Ms. Paton's assertion that she never had access to "Ms. Gonzales' health information or records." However, as discussed, the medical information at issue may have been included with leave forms or supplemental documentation that Ms. Gonzales submitted when she requested time off in connection with her brother's death. The report does not address whether Ms. Paton had access to documents associated with employee leave requests. Therefore, we are requesting that the agency review this issue to determine whether this medical information was included with Ms. Gonzales' leave request(s), and whether Ms. Paton had access to that information. In addition, the report does not address whether, aside from the Privacy Act, any agency policies, laws, rules, or regulations may have been violated, including provisions regarding safeguarding employee information.

See above. Electronic record (VISTA) leave requests are entered by the employee and medical certification is generally not requested if sick leave is less than three workdays and is not requested if annual leave is taken in lieu of using sick leave.<sup>1</sup>

Regarding possible violations of agency policies about safeguarding employee information, we did not identify any other issues.

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<sup>1</sup> See VA Handbook 5011, Part III, Chapter 2, §(4)(b)(2)-(3).

OFFICE OF  
CONGRESSMAN RANDY NEUGEBAUER

Privacy Act Release Form

I am aware that the Privacy Act of 1974 (P.L. 93-579) prohibits the release of information without my approval. I request Congressman Randy Neugebauer to inquire in my behalf and do hereby give my permission for the appropriate information in my file to be released to him and/or his staff.

NAME Sandy Gonzales HM PHONE [REDACTED]  
ADDRESS [REDACTED] WK PHONE [REDACTED] Level 7  
CITY [REDACTED] ZIP CODE [REDACTED]  
SOCIAL SECURITY NO. [REDACTED]  
AGENCY CASE OR FILE NO. (if applicable) \_\_\_\_\_

NATURE OF THE PROBLEM (Please give a brief explanation of the problem):

Mismanagement, abuse of authority, I Sandy Gonzales, filed a grievance on April 16, 2008. It was served to Ida Pacion on 4-17-08. Ida was having private meetings when I was on leave, Ida told my co-workers to stay away from me, because I was mentally - mentally ill. This has created a hostile work environment for all employees involved in the Fee Basis program. Not only have the employees suffered but the veterans have suffered as well. I feel very humiliated that a supervisor could say these things and get away with it. Management treats me different than my fellow-co-workers. I have not been given a chance for my side of the story.

IDEAL OUTCOME (Please state the ideal outcome you are seeking):

Ida Pacion be terminated  
Fee Basis be moved back under Bill Sullivan

6/25/08  
Date

Randy Neugebauer  
Signature

Return to:  
Office of Congressman Randy Neugebauer  
1510 Scurry, Suite B  
Big Spring, TX 79720  
Attn. Lisa Brooks

Phone: (432) 264-0722  
Fax: (432) 264-1838

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Occasion Dianne Dickerson, Chief HAS has told me we cant get rid of Ida  
She know Fee Basis,

I know management is punishing me for something my supervisor  
has said,

June 26, 2008

Dear Congressman Neugebauer,

My name is Sandy Gonzales and I am a Claims Examiner for the West Texas Health Care System (VA Hospital) in Big Spring, Texas. I have been in the Fee Basis department for two and half years.

I have been involved in a hostile working environment since the minute I arrived in the Fee Basis department. Ida Paton has been my supervisor, but her leadership skills are questionable to say the least. She is extremely unprofessional on a regular basis. For a long time I was the only one in the department who refused to play her games, and I was an outcast because of it. I did not know it at the time, because they never told me, but two new employees, Melissa Rodriguez and Lorinda Herrod were women of integrity who were also standing up for what was right.

A number of things have attributed to Ida's hatred of me. In October 2006 there was a position open in our department and Ida had a friend that had applied and she wanted to hire her. Ida asked me to serve on a panel to interview applicants. She told me it would look good on my resume and be a great experience. I really did not have the desire to do this, but felt that I should submit to her authority and do as she asked. The panel consisted of Ida, myself, Dennettie Landin and Gregg Moore. The process of the interview is that each of us has a form with questions to ask and we each score the applicants by their answers. When the interview is over all the scores are tabulated and whoever has the highest scores earns the position. When the interviews were over, the veteran had the highest score, but Ida was not happy about this. She called me into her office and told me that she would not allow this particular veteran to work for her because he was lazy (not sure how she knew this). She said she had already spoken with Jana Cordes who at the time was Chief of Ambulatory Care, and Jana had given her permission to change up the scores of the applicants. She said she had already called Dennettie in and they had changed the scores on her paper, and we needed to do the same on mine. She also told me that she couldn't ask Gregg Moore to make changes on his. She said it was my duty to help her and that I was not leaving her office until it was done. I then realized the truth as to why she asked me to be on the panel. Keith Gaylon from Personnel was already on his way to pick up the forms, so she said we needed to move fast and make the changes before he got there. So the scores were changed and Ida's friend, Mandy had the highest score and got the job.

I lost many a night's sleep over this, because I knew what had taken place was wrong. I eventually had to seek medical attention for the stress this caused me. When I shared with my doctor what had happened, he contacted the congressman's office in Lubbock, because he couldn't believe that the VA would have a supervisor that would abuse their authority in such a manner. Ever since that day, Ida has belittled, ridiculed and targeted me on a daily basis.

Another incident happened in a morning meeting when Ida got upset with another employee (Carolyn Horvatic) and Ida actually threw a pen at her. Before Lorinda and Melissa came, Carolyn was another target of Ida's, because Carolyn also had integrity and was honest. Carolyn was able to get moved to another department, but Ida did not receive a written reprimand.

Another employee told me that Ida had shared with the rest of the group (while I was out for a funeral on March 20, 2008) that I was mentally ill and needed to be on medication. She told them that I was nothing but a problem for her because I was always running to the Union and that I couldn't get a job in another department because everybody knew that I was a problem.

Ida met with me on April 3, 2008 and told me about an employee assistance program to help with any mental problems that employees have. On that day I didn't understand what she was talking about, but it was becoming clear now. She was trying to make me look incompetent. Naturally, this did not make for the best working conditions.

Management (Brian Moore and Diane Dickerson) have astonished me by the way they continue to support her and believe her. They have always taken her side in every situation, even when the truth comes out and the proof is there. Diane has told me on many occasions that they cannot afford to lose Ida because she knows the Fee Basis program so well. I say that may be true, but knowing the program does not automatically make her a good supervisor. Ida is not trustworthy and she does not have time to get any work done, because she is too busy creating fires or trying to cover up her messes. She has done tremendous damage to this department and I believe it is in danger of completely falling. She changes reports to make it seem that certain employees are not productive and then reprimands them for this. She then takes it to her supervisors (Brian and Diane) and they believe her, so I feel like I have no place to turn in my chain of command. This is why I talk to Union as much as I do, because the things that are wrong in the department continue on a regular basis. One of the union representatives said that Brian and Diane have swept Ida's dirt under the rug for so long, that now the rug can't hide it anymore. I will never be successful in this department, because Ida changes my productivity reports and badmouths me to upper management. So I am stuck in a hostile working environment, where Veterans are not priority and because of Ida's lies, I cannot get transferred into another department. It makes for a pretty miserable work day.

Ida would always tell us to follow our chain of command, while telling us that Brian always had her back and would tell her everything we told him. She would tell us that we were not allowed to go to HR with our issues. So I felt that we had no place to turn, that nobody cared or would listen. I even felt that our union president, Kay Smith got tired of listening to my complaints, because she told me just to get to work on my productivity because the reports showed that Ida was doing ALL the work in Fee Basis.

For a period of time, it appeared that Diane and Brian were finally listening. Even though Ida was not terminated (as was suggested by our new supervisor, Bill Sullivan and the union representative, Paul Townsend) they removed her from our work area, and

things were getting better. But she still controlled things and kept talking about Lorinda, Melissa and myself, and the other girls still retaliated against us. Eventually Diane and Brian listened to her and I guess felt sorry for her and Lorinda and Melissa were terminated because they were not "a fit" for the V.A. These girls were hard workers with integrity and a work ethic that puts most of this department to shame. I cannot understand how they get terminated and Ida still has a job. They and I have always spoken the truth about what was taking place.

I am very concerned now that Lorinda and Melissa have been terminated that Ida will stop at nothing to have me terminated as well. She will 'doctor' reports and continue to slander my name. I feel desperate and hopeless. I feel that I must turn outside of the facility, as nobody there will listen to my concerns. I would like somebody to investigate the department and maybe the entire VA system, as it seems there is a 'good-ole-boy' system in place where the people who need to leave get promoted to supervisor positions and the ones with integrity and a good work ethic are thrown out, because they don't fit the mold. It is not fair or right. I am asking you to please look into this situation and help us to find a resolution.

Thank You,

Sandy Gonzales

OFFICE OF  
CONGRESSMAN RANDY NEUGEBAUER

Privacy Act Release Form

I am aware that the Privacy Act of 1974 (P.L. 93-579) prohibits the release of information without my approval. I request Congressman Randy Neugebauer to inquire in my behalf and do hereby give my permission for the appropriate information in my file to be released to him and/or his staff.

NAME Lorinda Herron HM PHONE [REDACTED]

ADDRESS [REDACTED] <sup>cell</sup> WK PHONE [REDACTED]

CITY [REDACTED] ZIP CODE [REDACTED]

SOCIAL SECURITY NO. [REDACTED]

AGENCY CASE OR FILE NO. (if applicable) \_\_\_\_\_

NATURE OF THE PROBLEM (Please give a brief explanation of the problem):

I feel as though I have been wrongfully terminated and I am being retaliated against because I reported things that were unfair and illegal that were taking place in the Fee Basis Department at the Big Spring VA Hospital.

IDEAL OUTCOME (Please state the ideal outcome you are seeking):

I would like a thorough investigation of the Fee Basis department at the Big Spring V.A. specifically Ida Paton, Brian Moore and Diane Dickerson, and a possible re-enstatement of my job and all back wages.

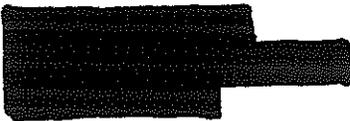
6/25/08  
Date

Lorinda Herron  
Signature

Return to:  
Office of Congressman Randy Neugebauer  
1510 Scurry, Suite B  
Big Spring, TX 79720  
Attn. Lisa Brooks

Phone: (432) 264-0722  
Fax: (432) 264-1838

6/26/08

Lorinda Herrod  


US Representative Randy Neugebauer  
1500 Scurry St Suite B  
Big Spring, Texas 79720

Dear Congressman Randy Neugebauer,

I am writing this letter in regard to a situation at the Veterans Administration Facility in Big Spring that has me greatly concerned. I sincerely hope that you will not disregard this letter or my feelings, and will hear me out. I had called on Monday of this week and spoke with Betty Thixton about getting an appointment to speak with the interim administrator, Dr. Bacorn at the V.A. She told me that she would get back with me. She has not. I had been invited to be part of the group that met with him today for my 4 month meeting to see how things were going. Because of other things that have happened, I was told that I couldn't come.

Since you do not know me, let me tell you first that I am a strong Christian woman. I set high standards and morals for my life, and always, always try to do what is decent and honest. I don't lie, cheat or steal, because it goes against the core of who I am. If I work for you, you can count on me to be there and to do the job and always jump in when there's other work to be done. Anybody who knows me can attest to this.

When I came aboard at the VA I was excited, was honored to be able to serve the veterans, to work as a team, and to make a difference in lives – both my co-workers and the veterans. When I met Mr. Bacorn at Orientation, I was very impressed. He seemed like a man of integrity, and very approachable. I quickly learned that type of leadership was not passed down to other levels of management, and my excitement was very short-lived.

This past Monday (June 23) I received a Fed Ex package in the mail with a letter of my termination. When I spoke with Jose Hernandez at HR, he informed me that I was not "a fit." If there is one thing that I have heard over and over since I came aboard it's that because I am on probation, I can be terminated for anything. However I never thought that I could be terminated for nothing! I have tried to learn and follow the rules, but there are some things that are so deplorable that eventually you must take a stand for what is right, even if it makes you unpopular. I think it is important that you know some of the things that have taken place in the Fee Basis department since I came aboard. I have attached several pages of documentation that I compiled after I had been at the VA a couple of months, and realized that somebody needed to do something. I do hope you will take the time to read them.

Since I came aboard on February 19, we have been in 3 different locations, and had 3 changes in supervisors. We started on the 6<sup>th</sup> floor at the VA, utilizing about 5 offices. After about 6 weeks, we were moved to the second floor of the Post Office, and after about 6 more weeks we were moved back to the third floor at the VA. The reasoning for all of these changes are not known to me, nor were they ever explained. My immediate supervisor when I came on was Ida Paton; her supervisors were Brian Moore and Diane Dickerson. We didn't see much of Diane or Brian. When two other co-workers, Melissa Rodriguez, Sandy Gonzales and myself finally couldn't bear the hostile working environment any longer we went to speak to our union representatives, they made some suggestions and changes began to happen. They removed Ida from our building entirely and also removed her supervisor position. She was still a part of Fee Basis, however she didn't actually have a job or a title. Brian and Diane were also no longer our supervisors. Bill Sullivan took over our department, and we thought we had struck gold. He was compassionate and caring, and truly it was the first time that we felt SOMEBODY was listening and cared. He appointed Dee Speck as our immediate supervisor who would answer to him. During this time I felt our office had hope of coming together as a team. But Ida refused to work for Bill and instead used her sick days and annual time for about 3 weeks. She was to train Bill, but because she didn't come to work, he couldn't learn anything about Fee Basis. Because of her vast knowledge of the Fee Basis department, I suppose, Diane Dickerson felt she had no choice but to remove Bill and put herself and Brian Moore back in charge over Dee, who also knew very little about the Fee Basis Department.

As soon as Ida returned the problems returned, even though she was not allowed to be with the Fee Basis department, but rather on the 6<sup>th</sup> floor. Two of the ladies (Melinda Murphree and Lana Henderson) in Fee Basis spent a great deal of time visiting her and it was clear Ida was still bitter and was keeping the talk going, because we could once again feel the division in our department starting, especially from Melinda (who I actually like, but she was very caught up in Ida's games.) Sure enough, Ida began dictating office duties through them, and once again, we were confused about what we should or should not do. Ida also continued to have the supervisory key throughout even the time that she was not our supervisor and even later when she was no longer even a part of Fee Basis at all. To my knowledge she still has it, and has the opportunity to make changes to anything at all in our department's system, including changes to the amount of an employee's workload.

Today I went to pick up the contents of my personnel folder and discovered that the written reprimand that Ida gave me for excessive absences (I was sick and in the hospital with pancreatitis) was not in there, nor was the rebuttal I typed to go along with it nor my Dr. documentation. I of course have a copy of all of this with my included attachments.

I believe there has been a real abuse of power and I have been retaliated against for blowing the whistle on her. There are many additional things that have occurred since the time of all the documentation that is included here. -

Ida told us repeatedly that we could be fired for anything because we were on probation. She told us that if we burned our bridges with one supervisor we burned them with all of them, because they all were friends and all stuck together. She talked about employees to others, even telling us that Sandy Gonzales was mentally ill and needed to be on medication. She also asked us to file EEO complaints on Sandy, because supposedly Sandy had gone to the Union complaining about Dennettie Landin leaving early. Sandy did no such thing, but

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Dennettie asked how we could get rid of Sandy, and Ida told us all we should take turns and all file against Sandy for creating a hostile working environment. A couple of us refused and Ida was not happy with us. Later when Dennettie was questioned about Ida speaking against Sandy, Dennettie responded with "Well, she might have said it, but I didn't hear it" indicating that she would lie if necessary, just to stay on Ida's good side. Melinda, Dennettie and Lana all played Ida's game well, they were 'yes' people, so they didn't get targeted. They will lie for Ida and for each other just to keep their jobs and keep from being one of Ida's targets. Others who find it unbearable in that department, leave and go to other departments, rather than stand up for what is right. This is the reason for the revolving door in the Fee Basis department. People do not stay, not because the work is too hard, but because the leadership is horrendous and there is no team in place. I feel like I was set up to fail, primarily because there is no training outline established, because I came into an already hostile setting and didn't automatically agree to jump on the "We hate Sandy" bandwagon that was already in place, and because my own supervisor didn't want me to succeed. Therefore she did everything she could to tear me (and others) down.

Once when we were at the Post Office, she asked Melissa to climb on the desk to lower the thermostat (it was hidden behind the cubicle walls). Melissa would not do it, because she wasn't feeling well and had on a skirt and heels. Ida went back to her desk and then returned to announce to all of us, "I am your supervisor and when I ask you to do something, I expect you to do it. I am Mexican, so don't cross me." She laughed, thinking this was very funny.

Ida had a sign on her desk that said, "Don't start with me, you will not win." In my opinion, that was inappropriate and I feel it was meant to intimidate.

I remember after I had been there about 2 weeks, I turned to Debra Newman and asked, "Are we anti-veteran in here?" I felt that the way the veterans were talked to, both in person and on the phone was appalling. I also was amazed at the amount of claims that were denied. And it seemed there was never enough money to pay the ones that were approved. I can't help but wonder why this is the case. Vendors would call all day every day, angry because their bills weren't paid. We were told to have them re-send the claims. This is because there was no tracking, no organized file system, no way to tell what we had received, because the back-log was so tremendous. Of all the people who did NOT need to be doing Customer Service it was Debra. She was loud, abrasive and just flat RUDE to the veterans. It is no wonder we have so many angry veterans and vendors. I've also seen Debra just flat not answer the phones on MANY occasions.

Once when we were at the Post Office a veteran came in and Ida happened to be near the door when he entered. She immediately started asking him what he was doing there and who told him to come over there, rather than trying to help him. I was shocked at her rudeness. Finally she did try to help him. I guess the veteran must have gone back to the hospital and complained about how he was treated, because the next morning at our "pow-wow" she talked about how she had took the hit for another employee who was rude to the veteran. Everyone in the room just looked at each other, because NOBODY else had even poken to him, only her. I was stunned because nothing she was saying had any truth to it.

Melinda Murphree would take advantage of the fact that her sister, Janet Daylong works there as the compliance officer and whenever anybody upset her in or outside of our

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department she would run to Janet, telling us that she had "Sister Privileges." It wasn't unusual for people to find themselves in trouble because of Melinda taking advantage of her family ties there.

At one point Melissa Rodriguez was to have a luncheon with Dr. Bacorn, and Ida dictated to her what she could and could not bring up, telling her not to "burn her bridges." And when Melissa returned she was right there asking her what all was discussed. Melissa of course was scared to tell Dr. Bacorn anything that was really going on in there for fear of retaliation.

After we talked to Union, Diane and Brian called us into meetings and/or sent e-mails and asked us questions, but it seems they didn't like what we said, because they are the ones that made the choice to remove Bill as our supervisor and to terminate Melissa and myself. I never felt one ounce of support from them. Even when we had a big meeting with the two of them and Bill and Paul Townsend (union rep), Brian and Diane didn't offer one bit of compassion or concern for what we had been through. In fact Ida regularly told me that she had to fight to keep me, as they wanted me fired because I had excessive absences (was **only** absent when I was sick and in the hospital). Both Bill and Paul recommended terminating Ida, but Diane and Brian didn't listen.

I know I am not alone in my feelings, as once at a baseball game, I was approached by Carolyn Hortavich, who previously worked in Fee Basis. She asked me how it was going. I sort of smiled and said it was going okay. She then asked me, "No, how is it, really?" She came and sat by me and when I shared my concerns, she nodded her head in agreement and said she understood, because it was awful when she was there, and the reason she left the department was because of Ida Paton's abusive leadership style.

I do hope you will seriously look over the remaining documentation that I have included. I think I have been retaliated against for speaking up against the issues that were taking place. It has truly been the worst working environment I have ever been in. I am amazed that at this point that people like Ida Paton still have a job and honest people like Melissa and myself, who just stepped up and told the truth, do not. And that Brian Moore and Diane Dickerson who have covered up Ida's messes for so long are allowed to continue to do so. And that people like Anna Osborne (HR supervisor) who refused to answer my e-mails or phone calls when I tried to find out if Ida had ever turned in my request for donated leave and who MAILED my termination papers, can be considered an asset to the facility. In fact I am quite astonished at the lack of leadership and the lack of accountability there that I've had the misfortune to witness.

Melissa and I were both excellent workers and my prayer is that SOMEBODY will listen and do some investigating of management and stop the insane issues that continue there. I would also like my job to be reinstated, in a different department. I do appreciate your time and attention in this matter.

Sincerely,

Orinda Herrod

## Issues in Fee Basis Department

### Severe lack of training.

When I came aboard, Ida had Debra train me, so she trained me in Mill Bill which is the program that she works. After about a week, Ida realized that I was being trained in Mill Bill instead of unauthorized, which is where she wanted me. So basically we wasted a week. Debra started training me in the Unauthorized program, but was constantly interrupted by phone calls and veterans coming into the office. So I grabbed a few things here and there, but never had any real training. Then Ida chewed on Debra constantly because her production numbers were down. Even I was in trouble for not having my numbers high enough and I didn't even feel comfortable enough with my job to have any 'numbers'.

After I had been here several weeks, Ida said something to me about trailblazing and scrubbing. When I told her that I didn't know what that was, she laughed at me. That has happened on more than one occasion. I even asked her one time why did she laugh at me, because I didn't see the humor in it.

By the second week, Ida was telling Melissa and I things like 'the honeymoon is over' and 'it's time to cut the cord'. I panicked because I KNEW that I had not been trained adequately enough to be on my own yet. This caused great stress in my life, because I pride myself on doing my job effectively and correctly.

### Staff Meetings

On our first day, Ida talked to Melissa and I in her office and told us how she bends over backwards for her employees and how she will support us. She also told us there was a tattletale in the office and we needed to be very careful because this person would tell on us for any little thing. The next day was my first staff meeting, and it seemed this was a completely different person than I had seen in my interview and the day before. Weeks later, Melissa and I were talking and she shared that she had the same feelings that day. It was like Jekyll and Hyde, and that is who we have seen since then. She said she would be recording meetings, and the way that she said it made me feel that it was necessary to do so. In that meeting I picked up on who the 'tattletale' was that she was referring to just by the way she spoke to her and avoided her. I cannot tell you how many times we have been warned not to be ONE minute late. Or how many times we have been told that we are on probation and that up until that one year we could be terminated at any time. After that it is almost impossible to fire someone. She also frequently tells us that anything we do will get back to her almost immediately.

At any given time, a 'pow-wow' can be called. One day last week I was meeting my son at the Kidney Dialysis Center at 11 – that is when I was taking my lunch that day. He has a kidney disease and his Nephrologist comes from Lubbock once a month, so we purposely scheduled the appointment at that time, because I could go at 11 during my lunch, and my son has an off period at that time. Just as I was about to leave, she called a meeting. She was agitated because she was having to clean up 'S \_\_\_' that people had left on their desk. This was a 30 minute meeting. Because she was already upset I knew she would not let me go to the Dr. with my son, I felt it was best to just keep quiet and not ask. Of course I had to call my son, who had been expecting me to be there and tell him I couldn't be there. I was devastated about this.

In meetings, we are constantly reminded about tardiness, abusing sick leave, the dress code, using our cell phones, and truly NOBODY is abusing these things, so we don't know who she is referring to.

In a meeting a few weeks ago, Sandy was out for the day and Ida initiated a 15 minute conversation about Sandy, telling us that she was a big problem for her, always goes to the Union, and tattles about everything. She justified Sandy's behavior saying she was mental. She said that she really believes she has a mental illness. I was appalled that she would say this to the entire staff that was present that

day! She also said that Sandy has been passed around from department to department because she causes problems everywhere she goes. To me, that is poor management and poor leadership.

When Debra complained about her hip bothering her from climbing the stairs at the PO, Ida jumped on the chance to move her back to the VA and bring Melinda over here. Melinda is one of her favorites, and probably one of everyone's favorites. Since Debra has been gone, there have been a number of 'comments' made about her in front of the staff. We have even been told not to answer her calls, but to let our voice mail answer it. She should know what she is doing and shouldn't have to be calling over here all the time. She's been over there for about a week. One time last week when she saw Debra on the caller ID, Ida said, "Speaking of the devil."

### Lack of Leadership/Hostile Working Environment

1. While still at the VA, she came into the office where Debra and I were on two different occasions and told Debra that her voice was "shriekish", and was giving her a headache. I couldn't believe that a manager would speak to an employee in this manner.
2. We have been warned repeatedly not to talk on our cell phones, and if we do to make it quick and to the point. Everyone in our office follows this, but we are still reminded about it constantly. However, on many days Ida is on the phone on personal calls for great lengths of time.
3. One time some people from SMMC came to get papers signed and as Sandy was opening each envelope and looking over them and signing, we were all just talking to them as we worked. As soon as they left, Ida called a 'pow-wow' and we were told not to let our guests get too comfortable and not to let them sit in our chairs! However on Friday of last week, she had a former employee and her kid come to visit and stayed about an hour, just chatting and visiting with her.
4. Ida admittedly cannot multi-task, and being in cubicles at the PO has been HORRENDOUS. One day she even had us all leave the room because she couldn't concentrate. She prefers we don't talk, because it distracts her, so we have to pretty much come in, do our job, no socializing. One day she even told us she could hear us whispering! I felt like I was in jr. high school and the teacher was walking around with a big stick ready to slap our hands if we looked at her wrong.
5. One day a veteran came into the Post Office and she was quite rude, asking him who told him where we were and that we have a designated person at the VA that he should talk to. FINALLY she agreed to help him. I felt so sorry for him. He was not ugly or rude or hostile. He just wanted some answers to his questions. How was he supposed to know where to go? To me this is not fair to the veterans.
6. We are not allowed to ask co-workers for help. She wants ALL questions directed to her. However many times she is busy and asks us to wait or come back. I feel this is just her way of keeping us from talking to each other and micromanaging everything we do. Melinda was going to go over a couple things with me this morning, and Ida stopped her, wouldn't allow her to help me.
7. A few days ago, Melinda was doing something on the computer, and Ida asked her, "What are you doing on my time?" Melinda explained that she was on her break and Ida told her morning break time was over. It was 10:45am. Melinda asked if that was a VA policy and Ida told her, "Yes."
8. The file room at the VA was the biggest mess I've ever seen in an office. For the life of me, I cannot figure out HOW or WHY that was allowed to happen. On Friday before we moved, Ida instructed Melissa and Lana to go through the files and get them organized. The batches were numbered (five digit numbers) and were just stacked on the floor, in baskets, on top on file cabinets, etc. Ida instructed me to put them in numerical order. I would guess there were thousands of them! I thought she was kidding. But I went to work on them, and worked all day on them. She left at noon. At 3:00 we got the word that we were moving the next day. I

packed up our office, as Debra was out, but I didn't have enough boxes to put the batches in. By the next morning, before I got there, the movers had come in and tossed all of the batches in a big bin in no order. My whole day's work had been wasted. On Monday, Ida instructed us that before we could put our desks in order, we had to get all the files and batches finished. She told me she would help me. She might have sorted through 50. Actually she was gone 2 days that week. I worked from Monday until about 3:30 until Thursday doing NOTHING except sorting through these batches. We had no table, so I had batches stacked all over the floor, and I was having to bend and stoop and search. By Thursday, my entire body ached, my head was SICK of trying to put them in order, and I felt that my only purpose was to clean up years and years of a mess. I literally couldn't do it anymore. I thought I was done, had even put a few in the file next door, when I found one more box of batches. It was the breaking point for me. I went to the bathroom, trying to compose my frustration and not cry. When I came out of the bathroom, Diane was in the room next door, telling the other girls that they didn't belong there. I just picked them up and took them out of there. Later Ida told me that Diane called her at home, to tell her that I was mad about having to move the files. That was NOT the case at all. I was upset, but because I was physically DONE with those batches, not because we were asked to move them. I would like the opportunity to clear that up with Diane, and apologize for my actions, because they were not directed towards her or anyone.

9. Because of the file and batch messes we didn't get to put our desks together until Friday of that week. I felt like a good leader would have let us put our desks together, just to start feeling like we had something accomplished, and had a place to set our stuff.
10. On Wednesday, March 26, I asked to go home as I wasn't feeling well. I had been having discomfort in my upper abdomen for 3 days, and it was getting worse. I thought maybe I was catching the stomach bug that was going around. Sure enough on Thursday I had diarrhea, and by Thursday evening I was feeling better, and planning to return to work on Friday. I decorate cakes in my home professionally and one of the girls in the office had ordered one for Friday. I still didn't feel great, but my daughter-in-law helped me and we got the cake done. Again, I had full intentions of coming to work on Friday morning. On Friday morning, I had some sort of an attack, and decided this was more than just a bug and I went to the doctor. She ordered some lab work and sent me back home, thinking maybe it was a case of diverticulitis. By Saturday, she had the lab results and it was determined that I had Acute Pancreatitis. She put me to bed and decided to check my labs again on Monday morning to see if there was any change and if not I would have to be hospitalized. And this is exactly what had happened. I went into the hospital. It was determined that I had an intestinal obstruction, which was causing the Pancreatitis, and there was talk of surgery and 'fishing' out the blockage. Because I am a woman of faith and I had many people praying for me, by the next morning when they were ready to call I the surgeons, they ran another blood test and my enzyme levels were dropping, my pain was subsiding and by Tuesday evening it was declared a miracle had occurred and I was allowed to go home, but probably should stay home the remainder of the week. Because I knew I had no time built up as a new employee I talked the doctors into letting me work ½ day for the rest of that week. I inquired at HR department if there was anything I could do to be compensated for my time off. Johnny Deleon sent me a form to fill out and get signed, told me to get documentation from my doctor and that maybe I would qualify to get donated hours from other employees. On Thursday I asked Ida to sign it and she told me this was a big deal, she had to get Brian to sign it, and that I probably wouldn't qualify. I was stunned. The next day I gave her the doctor documentation and asked her to please get it to Johnny. During the next week I asked Johnny several times and he said she had not brought it over there.
11. On April 10, I was sent an e-mail by Ida at 9:00 stating that she needed to meet with me in the break room at 9:15. I did as I was instructed. She informed me this was to counsel me for my excessive sick leave. She told me that I didn't qualify for the donated hours, but didn't explain why. She said she would recommend against it. She based this on the fact that I had made that

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cake for my co-worker, so I must not have been very sick. I explained to her that I was feeling better but that my daughter-in-law had helped me and that I had full intentions of coming to work the next day when I did that cake. She told me it didn't matter. As the conversation continued she accused me of spending lots of time on my cell phone, which is an absolute lie. She said my unhappiness was apparent, which I am sure it is. She told me I was borderline to even hire, because my references were not good, and that she had heard things about my attitude in the community. It seemed the more I came back with my feelings, the more she grabbed at opportunities to tear me down. I was appalled and quite upset. I did take the opportunity to tell her that I thought she was rude and that she had no tact and that we got chewed out on a daily basis. She indicated to me that she is aware that I have applied for other positions, but that supervisors are very close and talk amongst themselves, implying that I didn't have a chance of getting out of here, because they are all very tight. She also told me that she had to fight to get to keep from having me terminated simply because of these UNEXCUSED absences. I asked her what she would have had me do differently in this situation. She had no answer. My 'counseling' session was in fact a written reprimand, and before I signed it I typed a rebuttal to attach to it.

I have worried, cried and stressed over this job more than any I have ever had. I have never left a job on a bad note. Every day I dread coming to work. I walked into the bank the other day and the atmosphere was such that I was acutely aware of the difference there and in our office. It made me very sad. I have asked God many times why He sent me here, because I believe there is a purpose for everything. After praying one night and asking for a clear vision God gave me two dreams about me saving someone from drowning. Maybe that doesn't mean anything to others, but I am a person who NEVER dreams and if I do, I don't remember them. I believe God was showing me that maybe my purpose here is to keep people from drowning, maybe even Ida herself. I truly do not believe she is a bad person, but just because a person is talented or skilled in an area does not automatically make them a leader. My goal here is to be a part of the solution, not to get anyone in trouble or become another target for her in this office. I simply cannot stay if I am retaliated against or if it gets any worse.

Truthfully and sincerely,

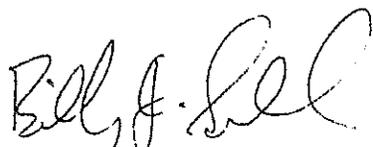
Lorinda Herrod

# Memorandum

## DEPARTMENT OF VETERANS AFFAIRS

Date: May 12, 2008  
From: Chief, Fiscal Service  
Subject: Decision-Grievance, 041708  
To: Sandy Gonzales  
Thru: Ione Crane-Rangel, Union Steward, AFGE

1. This is in response to Grievance Number 041708, and is being processed as a step one grievance under Article 42, Section 7 of the Master Agreement between the Department of Veterans Affairs and the American Federation of Government Employees.
2. In your grievance, you allege that your immediate supervisor made some derogatory comments about you to your co-workers and she warned them to stay away from you. As a result, a hostile work environment has been created.
3. Management is aware of the situation and concerns you have addressed in this grievance. I assure you that every effort is being done to prevent this from re-occurring.
4. Your adjustment request will be granted. As a result, you will be guaranteed conditions of employment which promote and sustain human dignity and self respect and public embarrassment and ridicule will not be tolerated.
5. This letter satisfies step one of the grievance procedures. I hope this reply satisfies your request for adjustment. However, if you disagree with this decision, you have seven calendar days after receipt of this letter to forward the grievance to the second step. Your second step grievance must be submitted to the Chief, Fiscal Service.

  
BILLY J. SULLIVAN  
Chief, Fiscal Service

GRIEVANCE FORM  
AMERICAN FEDERATION OF GOVERNMENT EMPLOYEES

LOCAL 1934 GRIEVANCE CASE NO. 041708  
NAME OF EMPLOYEE Gonzales, Sandy JOB TITLE CLAIM EXAMINER  
DEPARTMENT FEE Basis SHIFT 8:00-4:30 OFFICE \_\_\_\_\_  
DATE INCIDENT OCCURRED 3-20-08  
DATE EMPLOYEE BECAME AWARE INCIDENT OCCURRED 4-14-08  
DATE PRESENTED TO SUPERVISOR 4-17-08  
IMMEDIATE SUPERVISOR Ida Patton

STATEMENT OF GRIEVANCE BY EMPLOYEE CO-WORKERS WERE told by the Supervisor  
That Ms. Gonzales is "MENTAL" and they should stay away from  
their co-worker. A "HOSTILE" work environment has been created

WHAT SECTIONS OF CONTRACT OR AGENCY REGULATIONS OR OPM LAWS OR EXECUTIVE ORDER APPLY  
Article 16: SECTION 9 a, c.  
SECTION # 8  
Section # 11

WHAT AGENCY PRACTICES, CUSTOMS OR GRIEVANCE SETTLEMENT (IF ANY) APPLY TO THIS INCIDENT?  
THE VA HAS agreed that employees will not be harrassed. EMPLOYEES,  
Medical "MENTAL" issues ARE diagnosed by qualified medical practitioners,  
ARE PRIVATE ISSUES.

WHAT OTHER INCIDENTS, STATEMENTS OR ACTIONS (IF ANY) RELATE TO THE COMPLAINT AND BY WHOM (GIVE NAME AND TITLE)  
SEVERAL times other employees have been t  
the supervisors opinion of what she thinks SANDYS ISSUES ARE

WHAT ADJUSTMENT IS EXPECTED? That SANDY be allowed conditions of Employment  
Which promote and sustain human dignity. SELF RESPECT  
And no more reports of public embarrassment or ridicule occur to any other

EMPLOYEE SIGNATURE Sandy Gonzales  
STEWARDS SIGNATURE James K. Gene-Roy

RESULT OF CASE \_\_\_\_\_

Supervisors Signature x Ida Patton  
Date Received by Supervisor April 17, 2008

Monday, April 21 – 8:00-8:35 am Meeting

"If I'm feeling something, I'm just going to say it:

"If you are going to quote me, quote me correctly."

"Someone told another employee that I don't want us to be friends." She began defending Dennettie, but nobody knew why. Said we are very fortunate to have her, she is the one person she can go to and talk to. They have been through so much together.

"I become defensive when someone is spreading crap."

"Don't come in here with an attitude."

"Fix mistakes as soon as possible. NONE of you are excluded from productivity."

Lorinda and Sandy need to have 50 claims per day.

Customer Service – "Payors are doing a remarkable job, programs are slow."

"Use your bins, that's a direct order. I thought I had made this clear – I want your files every 2 hours Lorinda and Sandy."

"Look at your own flaws, instead of everybody else's."

2<sup>nd</sup> Meeting, April 21 – 2:15

Biggest Issues – Customer Service – internal & external

"I will not write you up unless I am told to."

"When I talk to you about mistakes, it is only constructive criticism. I will not ever document against you without letting you know. I will never blindside you."

"It's important to know who not to piss off in the VA. Everything you say is repeated, sometimes not the way you said it. We are each other's customers."

"If I have it my way, I will no longer be your supervisor. Mr. Sullivan will. I will still direct you and may even have a big fancy title (haha), but will not be dealing with the personnel issues."

"Newbies, you need to follow the chain of command, if you are upset with your co-worker and aren't comfortable talking to me, you can ask to speak to Brian or Diane, but most likely they will call me and let me know, anyway." If we need to go speak to HR about your issues, such as insurance, etc, do it on our breaks or on lunch. If it is about something else and it is on her time, then we must inform her. But we really don't need to go to HR about office related issues. We MUST follow the chain of command! Lana asked why can't everybody just get along, and Ida said because we are women and we are hormonal. Melissa said that is not necessarily true, as she worked with a bunch of women that got along great all the time!

"Brian says we don't realize how lenient I am."

Leave – "Some are good about putting in your leave. If you put in for a day and you don't really need it, don't take it, especially if your leave is really low."

"Lorinda, what is the oldest claim in your basket?" I of course don't know that.

"When productivity is up and then drops, I get concerned."

Tuesday, April 22 – 8:00 – 8:15am

Accountability – "If you do something, take accountability for your own mistakes." So much is misinterpreted in here and you are creating an environment when you blame others."

"If you have a question about your leave – there is a lot in the system that is questionable. Make sure you are not one of those that is using leave as soon as you get it."

"Programs, I have given you fair warning – make sure you are taking care of what is on your desk." "Lorinda, you need to do your appeals. I see you have two bins, that is scary." I told her I was going as fast as I can.

"Sandy and Lorinda, I still want to see your stuff every 2 hours."

"There's a lot to learn, we just have to be positive and lose the negative."

"I have to be really careful on how people interpret what I say. Yesterday I said something about HR. I'm not talking about your personal stuff. That's what they are there for."

"I wish you could sit where I am – body language speaks very, very loud."

"I have the attitude, JUST DEAL WITH IT. Not everybody is like that."

Following the meeting, she called me to her desk, and told me that I only did 34 claims yesterday and I need to pick it up. I need to do 50 per day.

April 23, 2008

"We have a few things:"

"Whether you listened or not, I don't know." We no longer will be entering authorizations for patients who need a means test or for those patients who are ineligible. Do I have any takers? Melissa? Lorinda?" I asked, "Takers for what? Not sure what you are asking?" She replied, "I think you just don't know the full program."

"We are spread thin. I think this is where people get attitudes that people aren't pulling their weight, not doing their job."

"I tell you that I communicate everything to Brian – I don't like it when people think we're buds and he will let me get away with anything. I am offended when people make comments like this."

"Some of you document every misinterpreted thing that I say."

"Kudos to Melinda for the way she handled a veteran who came in the office yesterday. Not long ago we had a veteran come in and I took the hit, I took another employee out of the picture. Does anybody remember that conversation?" (IDA is the only one who spoke to that veteran, so I have no idea who she took the hit for.) Some of you don't see that I will always back my employees and that is a shame."

"Yesterday I asked a question to all of you, does anybody remember what that was? When I ask these questions, its not to put you down for not knowing the answer, it's just to make things a little more fun."

"We are behind in payments, behind in the mail, so we may all have to pitch in, and which program is the least priority? That would be mill-bill."

"You should be getting an e-mail shortly with all the new changes, which I can't wait for."

"Look at your leave requests. If you need to edit anything do it before Friday, so I will be able to approve what is in there, before the changes happen on Monday."

I asked where Bill's office will be located. She said she didn't know, but that she will probably be in the same office with us.

"Things are never what they seem – so you better have it in black and white."

After we had all returned to our desks, she called us back and told us that there is a lot of whispering going on in the office – she can hear us, and just because she is whispering doesn't mean that it is about us. So we should not be concerned that she is talking about us. (This is crazy, because it is she who frequently tells us, "I can hear you whispering.")

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## Fee Basis Minutes 04/21/2008

- Customer Service
- Be attentive to all matters discussed in meetings
- Work claims by oldest date first to most recent date stamp date
- Watch office gossip and mind your own business ( Lana Henderson), office gossip may hurt our co-workers
- We choose our attitudes every morning
- Mistakes are made by all, learn from them and correct ASAP to delay other mistakes
- Productivity
- Unauth/MB Claims should not have suspense file, work and send back to Vendors for any additional information
- All staff was giving an invitation from Ida to attend meeting with Dr. Subarraman this week of 4/21 to 04/25.

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## Fee Basis Minutes 04/22/2008

### 8:00 to 8:15

- Try to make the least amount of copies until part has come in to repair
- Continue Productivity Sheets
- Accountability for your own mistakes
- Remember to park in VA parking spots
- Correct mistakes ASAP to delay other mistakes
- Watch your time and leave
- Know whats on your desk
- Remember chain of Command
- All staff was given an invitation from Ida to attend meeting with Dr. Fish this week

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## Fee Basis Minutes 04/23/2008

### 8:00 to 8:33

- Do Not Enter Authorizations if a mean test is needed or patient is ineligible
- In the event a Vet comes to post office make them feel comfortable and help (remember customer service)
- Be flexible to move around into a different program
- Personalize your own area to best fit you for your job
- Please check all leave request and have them in by Friday
- Fee ID training on Monday by Melinda

Realignment of Fee Basis Program Meeting 5/1/08

Fee Basis – What We Do

Pay Bills  
Enter Claims  
Verify Eligibility  
Sort and re-sort mail (LOTS!)  
Review Charts  
Internal and External Customer Service  
Scrub and Healthnet  
Disposition different programs  
Letters  
Vet and vendor interaction  
Auths, appeals and determination  
Denials  
1358s  
Spending trends  
Track AH patients

Positive Aspects

Helping Vets  
Serving Vets  
Make sure payments are correct  
Pay bills so vet isn't responsible  
Proud to be able to help vets  
Listen to vet's needs  
Provide education to lots of different aspects  
Vendor guidebook created  
Process claims in date order received  
We have a job to come to every day!  
Teamwork  
The integrity here  
Communication

Areas of Concern

Volume of workload!!  
Steps to complete work  
Time frame to complete work  
Quantity verses quality  
50 claims worked per day  
Errors lead to duplicate work  
Short staffed  
Having to clean up each other's messes  
New employees  
Training  
Accountability  
Use of Guidebook  
SOP  
Putting out fires  
FTE in near future (3)  
Disrespect  
Negativity  
Trust  
Gossip & hearsay

Action Plan

Training  
\*1 designated trainer  
\*Face to face, hands on training  
\*Syllabus  
\*Core Training  
\*Formalized  
FTEs – temps?  
Evaluation of workload  
Overtime or comp time commitment  
SOP  
Evaluation of workflow  
Involving stake holders  
Customer service with vendors  
Communication  
Evaluate staff meetings  
Team building  
Open positive communication  
Clear air and MOVE ON!  
Meet again in 2 weeks

"You all saw the e-mail from Bill." (Several responded that they hadn't seen it yet.)

"I spend 60% of my time on personnel issues. I won't be dealing with personnel issues anymore. I will be focusing on productivity and errors. I won't even give you courtesy anymore. I've been asking for this for some time. Any personnel issues you have, go through him, I don't want to hear them. I am done. I'm going to have a different title; I will work the program, that is my specialty. This is effective today, not Monday like we thought. It is important to keep a good line of communication. The line of communication in here is poor. Like voting, bitching and moaning doesn't count, if that is all you do."

Lana: "Are you still going to help us?" Ida: "I don't know."

"You can't keep making errors. If I see something wrong you WILL know about it. There are a lot of things that I keep tight-lipped about. I know that some of you have been struggling with productivity."

"There will be a VISN meeting tomorrow morning at 9:00, so some of you better get thick-skinned, we may all get our feelings hurt."

Lana: "If I need help, do I go to you or Melinda?"

Ida: "Try to figure it out first. I don't want to affect Melinda's productivity."

"Sandy, you have a back log. What frustrates me more than anything is people pointing fingers at others when you have a bigger problem in your own program. I can't stand that. None of us in here are perfect, close, but not perfect."

She informed us that she would be doing our mid-term appraisals today.

"Customer service is a big problem. Leaving computers up and going – you will not get an outstanding appraisal. Last year a door was left open and that affected MY appraisal."

Melissa asked about C numbers. Ida told her that we don't communicate effectively. "Don't rely on people to give you the information."

Lana said that Melissa still can't do reports. Ida: "Mmmmm, tell Bill. That's not a big concern. You need to communicate with each other."

"Someone WILL get the authorized hospital. Everything Melinda knows will have to be learned by someone else."

Lana: "Will Bill change us around from our programs?" Ida: "I'll still be doing that. My job will be exactly the same – I just won't be dealing with the personnel issues. "When you are sick to your stomach every single morning coming to work, it's bad. I'm burned out. This is what I've been wanting for over a year. I'm still looking for my title."

"You guys complain about the phones, but you don't know how much my phone rings, so I don't have pity on you. Phones aren't being answered, we aren't getting paid and authorizations aren't entered. I can identify which employees are bendable – probably half and half. Melissa, you are one of those that are bendable."

Melinda: "How do I keep track of mail?" Ida: "Count it – we might have to do inches of mail with you."

Sandy: "One thing that concerns me is that when I was doing my program, it doesn't show all the claims I entered." Ida: "You've got to be a little bit smarter – make sure the system works for you. Put everything in folders so I can track everything. Make sure you are tracking every piece of paper. I will only count what crosses my desk. I still want to see stuff several times a day – don't pile them upon me at the end of the day."

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Sandy: "Do I do those that fall to Mill Bill?" Ida: "You're going to be accused of doing it wrong anyway."

Melissa: "Yeah, some people just become territorial about their jobs." Ida: "Not territorial, just want to have something to bitch about. I don't think some of you realize how lenient I have been, but you are going to find out. My biggest mistake as a supervisor is that I gave people the benefit of the doubt, rather than holding them accountable."

Melinda: "Debra is telling providers that she is on strike."

Ida: "These issues are going up to the directors now. There will be report of contacts. I've worked with you guys long enough to know what you will say and what you won't say. We'll see how long I stay here."

VA TIME & ATTENDANCE SYSTEM  
T&L 363 LEAVE REQUESTS

Page 1

From 1-Jan-01 to 25-Aug-09

GONZALES,SANDY R

08:00A 4-Jun-01 to 04:30P 8-Jun-01 40 hrs Annual Leave Approved  
Requested: 13-Jun-01 9:01am

08:00A 31-Jul-01 to 04:30P 31-Jul-01 8 hrs Sick Leave Approved  
Requested: 5-Sep-01 10:07am

08:00A 6-Aug-01 to 04:30P 7-Aug-01 16 hrs Annual Leave Disapproved  
Requested: 26-Jul-01 8:35am  
Supr: coding backlog

08:00A 6-Aug-01 to 04:30P 6-Aug-01 8 hrs Sick Leave Approved  
Requested: 5-Sep-01 10:08am

08:00A 7-Aug-01 to 04:30P 10-Aug-01 24 hrs Sick Leave Approved  
Requested: 5-Sep-01 10:07am

08:00A 10-Aug-01 to 04:30P 10-Aug-01 8 hrs Annual Leave Approved  
Requested: 3-Jul-01 9:24am

08:00A 13-Aug-01 to 04:30P 13-Aug-01 8 hrs Sick Leave Approved  
Requested: 5-Sep-01 11:26am

08:00A 14-Aug-01 to 04:30P 17-Aug-01 32 hrs Annual Leave Approved  
al in lieu of sl  
Requested: 5-Sep-01 11:28am

08:00A 20-Aug-01 to 04:30P 24-Aug-01 40 hrs Without Pay Approved  
Requested: 5-Sep-01 10:10am

08:00A 27-Aug-01 to 04:30P 31-Aug-01 40 hrs Without Pay Approved  
Requested: 5-Sep-01 10:10am

03:30P 24-Sep-01 to 04:30P 24-Sep-01 1 hrs Without Pay Approved  
Requested: 25-Sep-01 8:06am

08:00A 23-Oct-01 to 04:30P 23-Oct-01 8 hrs Without Pay Approved  
Requested: 27-Sep-01 9:56am

11:30A 2-Nov-01 to 04:30P 2-Nov-01 5 hrs Sick Leave Approved  
Requested: 5-Nov-01 10:04am

08:00A 5-Nov-01 to 10:00A 5-Nov-01 2 hrs Sick Leave Approved  
Requested: 5-Nov-01 10:04am

08:00A 23-Nov-01 to 04:30P 23-Nov-01 8 hrs Annual Leave Approved  
Requested: 13-Sep-01 9:09am

10:00A 28-Nov-01 to 11:00A 28-Nov-01 1 hrs Without Pay Approved  
Please note did not have lunch break this day.  
Requested: 3-Dec-01 10:17am

02:15P 10-Dec-01 to 03:15P 10-Dec-01 1 hrs Authorized Absence Approved  
FROM DONATING BLOOD ON 11-27-01  
Requested: 10-Dec-01 8:15am

03:15P 10-Dec-01 to 04:00P 10-Dec-01 .75 hrs Authorized Absence Approved  
AA FOR DONATING BLOOD ON 11-27-01  
Requested: 10-Dec-01 4:07pm

02:00P 21-Dec-01 to 02:30P 21-Dec-01 .25 hrs Authorized Absence Approved  
Requested: 21-Dec-01 2:53pm

08:00A 24-Dec-01 to 04:30P 24-Dec-01 8 hrs Annual Leave Approved  
Requested: 9-Oct-01 4:09pm

08:00A 26-Dec-01 to 04:30P 28-Dec-01 24 hrs Annual Leave Approved  
Requested: 9-Oct-01 4:15pm

08:00A 5-Feb-02 to 04:30P 5-Feb-02 8 hrs Sick Leave Approved  
DOCTORS APPT  
Requested: 29-Jan-02 12:27pm

03:00P 7-Feb-02 to 04:30P 7-Feb-02 1.5 hrs Family Care Approved  
SICK BABY  
Requested: 8-Feb-02 3:41pm

03:00P 13-Feb-02 to 04:30P 13-Feb-02 1.5 hrs Family Care Approved  
Baby Ill. Can not attend daycare.  
Requested: 12-Feb-02 1:11pm

02:30P 14-Feb-02 to 04:30P 14-Feb-02 2 hrs Family Care Approved  
Sick child  
Requested: 14-Feb-02 8:43am

08:00A 21-Feb-02 to 04:30P 21-Feb-02 6.5 hrs Annual Leave Approved  
Requested: 20-Feb-02 10:31am

08:00A 21-Feb-02 to 09:30A 21-Feb-02 1.5 hrs Annual Leave Approved  
Requested: 22-Feb-02 12:35pm

09:30A 21-Feb-02 to 11:00A 21-Feb-02 1.5 hrs Authorized Absence Approved  
Requested: 22-Feb-02 12:36pm

11:30A 21-Feb-02 to 01:00P 21-Feb-02 1.5 hrs Annual Leave Approved  
Requested: 22-Feb-02 12:37pm

08:00A 4-Mar-02 to 04:30P 4-Mar-02 8 hrs Sick Leave Approved  
DOC'S APPT  
Requested: 6-Feb-02 8:15am

03:30P 8-Mar-02 to 04:30P 8-Mar-02 1 hrs Family Care Approved  
baby sick  
Requested: 8-Mar-02 8:39am

08:00A 11-Mar-02 to 04:30P 15-Mar-02 40 hrs Annual Leave Disapproved  
Requested: 29-Oct-01 9:12am  
Supr: shortage of leave

08:00A 11-Mar-02 to NOON 11-Mar-02 4 hrs Family Care Approved  
daughter has dr.appt  
Requested: 27-Feb-02 1:39pm

12:30P 11-Mar-02 to 04:30P 11-Mar-02 4 hrs Family Care Approved  
Baby Sick  
Requested: 14-Mar-02 2:34pm

12:30P 15-Mar-02 to 01:00P 15-Mar-02 .5 hrs Authorized Absence Approved  
FROM BLOOD DONATION  
Requested: 15-Mar-02 8:04am

04:15P 15-Mar-02 to 04:30P 15-Mar-02 .25 hrs Authorized Absence Approved  
From Donating blood  
Requested: 15-Mar-02 4:06pm

08:00A 28-Mar-02 to NOON 28-Mar-02 4 hrs Annual Leave Approved  
Requested: 22-Mar-02 8:08am

09:00A 2-Apr-02 to 10:00A 2-Apr-02 1 hrs Authorized Absence Approved  
(Blood Donation)  
Requested: 1-Apr-02 1:39pm

12:30P 4-Apr-02 to 04:30P 4-Apr-02 4 hrs Family Care Approved  
Daughter Pre Op Dr.Visit  
Requested: 1-Apr-02 10:11am

08:00A 5-Apr-02 to 04:30P 5-Apr-02 8 hrs Family Care Approved  
Daughter to have outpt surgery.  
Requested: 12-Mar-02 8:05am

03:30P 9-Apr-02 to 04:30P 9-May-02 1 hrs Authorized Absence Approved  
Donating Blood (daycare closed due to death in family)  
Requested: 9-Apr-02 8:10am

03:30P 9-Apr-02 to 04:30P 9-Apr-02 1 hrs Authorized Absence Approved  
(DONATING BLOOD- DAYCARE CLOSED)  
Requested: 16-Apr-02 9:07am

08:00A 26-Apr-02 to NOON 26-Apr-02 4 hrs Annual Leave Approved  
Requested: 18-Apr-02 2:59pm

12:30P 26-Apr-02 to 04:30P 26-Apr-02 4 hrs Annual Leave Approved  
Requested: 25-Apr-02 3:59pm

08:00A 29-Apr-02 to 04:30P 29-Apr-02 8 hrs Family Care Approved  
My daughter has a dr.'s appt out of town.....  
Requested: 25-Apr-02 8:22am

08:00A 30-Apr-02 to 04:30P 30-Apr-02 8 hrs Family Care Approved  
Daughter sick  
Requested: 1-May-02 9:28am

03:30P 9-May-02 to 04:30P 9-May-02 1 hrs Authorized Absence Approved  
From donating blood  
Requested: 9-May-02 9:41am

08:00A 30-May-02 to 04:30P 31-May-02 16 hrs Annual Leave Approved  
Requested: 2-May-02 11:55am

08:00A 3-Jun-02 to 04:30P 3-Jun-02 8 hrs Annual Leave Approved  
Requested: 2-May-02 11:56am

08:00A 24-Jun-02 to 04:30P 24-Jun-02 8 hrs Sick Leave Approved  
dr.'s appt  
Requested: 28-May-02 3:58pm

12:30P 28-Jun-02 to 04:30P 28-Jun-02 4 hrs Family Care Approved  
Requested: 28-Jun-02 11:36am

12:30P 12-Jul-02 to 04:30P 12-Jul-02 4 hrs Family Care Approved  
Daughter's have Dr.'s appt  
Requested: 12-Jul-02 10:21am

08:00A 15-Jul-02 to 04:30P 15-Jul-02 8 hrs Family Care Approved  
girl's sick  
Requested: 16-Jul-02 8:23am

08:00A 31-Jul-02 to 04:30P 31-Jul-02 8 hrs Sick Leave Approved  
Dr. appt  
Requested: 8-Jul-02 1:47pm

03:30P 5-Aug-02 to 04:30P 5-Aug-02 1 hrs Sick Leave Approved  
Dr.appt  
Requested: 5-Aug-02 8:25am

08:00A 29-Aug-02 to 04:30P 29-Aug-02 8 hrs Sick Leave Approved  
DR.'S APPT.  
Requested: 1-Aug-02 3:14pm

03:00P 9-Sep-02 to 04:30P 9-Sep-02 1.5 hrs Authorized Absence Approved  
donating blood in August.  
Requested: 9-Sep-02 12:27pm

08:00A 10-Sep-02 to 08:15A 10-Sep-02 .25 hrs Authorized Absence Approved  
from donating blood in august  
Requested: 10-Sep-02 8:36am

08:00A 13-Sep-02 to 04:30P 13-Sep-02 8 hrs Sick Leave Approved  
tooth extraction-Needs to be done ASAP  
Requested: 10-Sep-02 10:50am

08:00A 16-Sep-02 to 08:15A 16-Sep-02 .25 hrs Authorized Absence Approved  
I was here at 8:10 this morning.  
Requested: 16-Sep-02 8:21am

08:00A 17-Sep-02 to 04:30P 20-Sep-02 32 hrs Annual Leave Approved  
Mom having surgery  
Requested: 26-Aug-02 8:45am

08:00A 26-Sep-02 to 04:30P 26-Sep-02 8 hrs Sick Leave Approved  
doc appt  
Requested: 30-Aug-02 8:07am

08:00A 30-Sep-02 to 04:30P 30-Sep-02 8 hrs Sick Leave Approved  
Requested: 1-Oct-02 8:16am

02:30P 7-Oct-02 to 03:30P 7-Oct-02 1 hrs Sick Leave Approved  
Requested: 7-Oct-02 3:26pm

08:00A 29-Oct-02 to 04:30P 29-Oct-02 8 hrs Sick Leave Approved  
dr.appt  
Requested: 27-Sep-02 8:25am

09:00A 4-Nov-02 to 10:00A 4-Nov-02 1 hrs Sick Leave Approved  
Doc appt  
Requested: 4-Nov-02 10:05am

08:00A 27-Nov-02 to 04:30P 27-Nov-02 8 hrs Annual Leave Approved  
Uncle's Funeral approved per Joe Lujan  
Requested: 26-Nov-02 8:08am

08:00A 29-Nov-02 to 04:30P 29-Nov-02 8 hrs Annual Leave Approved  
Requested: 16-Aug-02 11:41am

03:30P 3-Dec-02 to 04:30P 3-Dec-02 1 hrs Sick Leave Approved  
dr.appt out of town approved per Joe Lujan  
Requested: 3-Dec-02 8:22am

02:15P 19-Dec-02 to 03:15P 19-Dec-02 1 hrs Authorized Absence Approved  
From donating blood (ATTEND DAUGHTER'S X-MAS PARTY)  
Requested: 17-Dec-02 11:41am

01:30P 27-Dec-02 to 04:30P 27-Dec-02 3 hrs Sick Leave Approved  
dr.appt  
Requested: 27-Dec-02 10:58am

03:30P 30-Dec-02 to 04:30P 30-Dec-02 1 hrs Sick Leave Approved  
Requested: 30-Dec-02 8:26am

03:30P 6-Jan-03 to 04:30P 6-Jan-03 1 hrs Annual Leave Approved  
Requested: 6-Jan-03 8:09am

03:30P 17-Jan-03 to 04:30P 17-Jan-03 1 hrs Sick Leave Approved  
dr.'s appt  
Requested: 15-Jan-03 2:56pm

03:30P 22-Jan-03 to 04:30P 22-Jan-03 1 hrs Sick Leave Approved  
dr.'s appt  
Requested: 13-Dec-02 4:10pm

03:30P 27-Jan-03 to 04:30P 27-Jan-03 1 hrs Annual Leave Approved  
Requested: 27-Jan-03 7:56am

02:30P 7-Feb-03 to 04:30P 7-Feb-03 2 hrs Sick Leave Approved  
Requested: 7-Feb-03 1:49pm

08:00A 14-Feb-03 to 04:30P 14-Feb-03 8 hrs Annual Leave Approved  
Requested: 3-Feb-03 8:27am

08:00A 21-Feb-03 to 11:00A 21-Feb-03 3 hrs Authorized Absence Approved  
donating blood  
Requested: 24-Feb-03 8:08am

11:30A 21-Feb-03 to 02:30P 21-Feb-03 3 hrs Annual Leave Approved  
Requested: 24-Feb-03 8:10am

02:30P 21-Feb-03 to 04:30P 21-Feb-03 2 hrs Sick Leave Approved  
Requested: 24-Feb-03 8:10am

08:00A 3-Mar-03 to 04:30P 4-Mar-03 16 hrs Family Care Approved  
sick child  
Requested: 5-Mar-03 8:07am

03:30P 10-Mar-03 to 04:30P 10-Mar-03 1 hrs Annual Leave Approved  
Requested: 10-Mar-03 1:28pm

08:00A 11-Mar-03 to 08:30A 11-Mar-03 .5 hrs Annual Leave Approved  
Requested: 11-Mar-03 8:31am

03:30P 14-Mar-03 to 04:30P 14-Mar-03 1 hrs Annual Leave Approved  
Requested: 10-Mar-03 1:30pm

08:00A 18-Mar-03 to NOON 18-Mar-03 4 hrs Annual Leave Approved  
My appt for 3/17/03 was cancelled to 3/18/03

Requested: 17-Mar-03 8:10am  
12:30P 18-Mar-03 to 04:30P 18-Mar-03 4 hrs Sick Leave Approved  
Requested: 19-Mar-03 8:04am  
03:30P 18-Apr-03 to 04:30P 18-Apr-03 1 hrs Sick Leave Approved  
Requested: 18-Apr-03 3:32pm  
08:00A 21-Apr-03 to 04:30P 21-Apr-03 8 hrs Sick Leave Approved  
dr.'s appt  
Requested: 7-Apr-03 1:23pm  
11:00A 25-Apr-03 to 04:30P 25-Apr-03 5.5 hrs Sick Leave Approved  
dr.'s appt  
Requested: 25-Apr-03 8:34am  
10:30A 2-May-03 to 04:30P 2-May-03 6 hrs Sick Leave Approved  
dr.appt  
Requested: 2-May-03 9:12am  
03:30P 5-May-03 to 04:30P 5-May-03 1 hrs Sick Leave Approved  
Requested: 5-May-03 8:07am  
08:00A 6-May-03 to 04:30P 6-May-03 8 hrs Family Care Approved  
Requested: 7-May-03 8:02am  
08:00A 13-May-03 to 04:30P 13-May-03 8 hrs Family Care Approved  
Requested: 16-May-03 10:38am  
08:00A 14-May-03 to 04:30P 14-May-03 8 hrs Without Pay Approved  
Requested: 16-May-03 10:39am  
12:30P 28-May-03 to 04:30P 28-May-03 4 hrs Sick Leave Approved  
Requested: 28-May-03 11:39am  
09:00A 29-May-03 to 10:00A 29-May-03 1 hrs Authorized Absence Approved  
donating blood 5/22/03  
Requested: 27-May-03 8:08am  
08:00A 29-May-03 to 09:00A 29-May-03 1 hrs Authorized Absence Approved  
donating blood 5/22/03  
Requested: 30-May-03 8:06am  
01:30P 1-Jul-03 to 02:30P 1-Jul-03 1 hrs Sick Leave Approved  
dr.appt's  
Requested: 1-Jul-03 8:31am  
12:30P 3-Jul-03 to 04:30P 3-Jul-03 4 hrs Family Care Approved  
breavement  
Requested: 3-Jul-03 11:44am  
08:00A 14-Jul-03 to 04:30P 18-Jul-03 40 hrs Annual Leave Approved  
al  
Requested: 8-May-03 2:46pm  
12:30P 15-Aug-03 to 04:30P 15-Aug-03 4 hrs Annual Leave Approved  
Requested: 4-Aug-03 10:40am  
08:00A 18-Aug-03 to 08:30A 18-Aug-03 .5 hrs Authorized Absence Approved  
From donating blood  
Requested: 18-Aug-03 8:23am

02:30P 3-Oct-03 to 04:30P 3-Oct-03 2 hrs Authorized Absence Approved  
from donating blood  
Requested: 2-Oct-03 9:28am

08:00A 6-Oct-03 to 04:30P 6-Oct-03 8 hrs Annual Leave Approved  
dr. appt  
Requested: 1-Oct-03 8:17am

11:00A 16-Oct-03 to 04:30P 16-Oct-03 5 hrs Sick Leave Approved  
Requested: 16-Oct-03 10:10am

08:00A 22-Oct-03 to 04:30P 22-Oct-03 8 hrs Sick Leave Approved  
Requested: 17-Oct-03 9:08am

08:00A 10-Nov-03 to 04:30P 10-Nov-03 8 hrs Sick Leave Approved  
dr.'s appt  
Requested: 4-Nov-03 10:52am

08:00A 28-Nov-03 to 04:30P 28-Nov-03 8 hrs Annual Leave Approved  
DAYCARE CLOSED  
Requested: 3-Sep-03 3:39pm

03:30P 1-Dec-03 to 04:30P 1-Dec-03 1 hrs Sick Leave Approved  
dr.'s appt  
Requested: 1-Dec-03 8:36am

01:00P 19-Dec-03 to 02:00P 19-Dec-03 1 hrs Annual Leave Approved  
dr.called  
Requested: 19-Dec-03 12:18pm

08:00A 29-Dec-03 to 04:30P 2-Jan-04 40 hrs Annual Leave Approved  
Requested: 24-Nov-03 2:30pm

12:30P 16-Jan-04 to 04:30P 16-Jan-04 4 hrs Sick Leave Approved  
Requested: 16-Jan-04 11:25am

08:00A 26-Jan-04 to 04:30P 26-Jan-04 8 hrs Annual Leave Approved  
funeral services  
Requested: 23-Jan-04 9:12am

08:00A 27-Jan-04 to 04:30P 27-Jan-04 8 hrs Sick Leave Approved  
sick  
Requested: 30-Jan-04 10:26am

08:00A 28-Jan-04 to 04:30P 28-Jan-04 8 hrs Sick Leave Approved  
Requested: 30-Jan-04 2:52pm

08:00A 4-Feb-04 to 04:30P 4-Feb-04 8 hrs Sick Leave Approved  
dr.appt  
Requested: 2-Feb-04 9:09am

01:30P 26-Feb-04 to 04:30P 26-Feb-04 3 hrs Family Care Approved  
breavement leave  
Requested: 26-Feb-04 9:34am

08:00A 27-Feb-04 to 04:30P 27-Feb-04 8 hrs Family Care Approved  
breavement leave  
Requested: 26-Feb-04 9:35am

08:00A 15-Mar-04 to 04:30P 15-Mar-04 8 hrs Annual Leave Approved  
sick child  
Requested: 16-Mar-04 11:59am

03:30P 26-Mar-04 to 04:30P 26-Mar-04 1 hrs Annual Leave Approved  
Requested: 26-Mar-04 11:05am

12:30P 26-Mar-04 to 03:30P 26-Mar-04 3 hrs Authorized Absence Approved  
from donating blood  
Requested: 26-Mar-04 11:05am

10:30A 29-Mar-04 to 04:30P 29-Mar-04 6 hrs Annual Leave Approved  
sick child  
Requested: 30-Mar-04 8:49am

08:00A 9-Apr-04 to 04:30P 9-Apr-04 8 hrs Annual Leave Approved  
daycare/school to be closed  
Requested: 31-Mar-04 8:51am

08:00A 12-Apr-04 to 04:30P 12-Apr-04 8 hrs Authorized Absence Approved  
AA granted by director  
Requested: 24-Feb-04 3:33pm

08:00A 27-Apr-04 to 04:30P 27-Apr-04 8 hrs Sick Leave Approved  
Requested: 28-Apr-04 8:27am

09:30A 29-Apr-04 to 10:30A 29-Apr-04 1 hrs Sick Leave Approved  
Requested: 29-Apr-04 9:03am

08:00A 7-May-04 to 11:00A 7-May-04 3 hrs Annual Leave Approved  
Requested: 5-May-04 8:26am

02:30P 20-May-04 to 04:30P 20-May-04 2 hrs Annual Leave Approved  
Requested: 18-May-04 2:32pm

02:00P 24-May-04 to 04:30P 24-May-04 2.5 hrs Annual Leave Approved  
Requested: 18-May-04 2:34pm

12:30P 16-Jun-04 to 04:30P 16-Jun-04 4 hrs Sick Leave Approved  
Requested: 16-Jun-04 8:58am

01:30P 9-Jul-04 to 04:30P 9-Jul-04 3 hrs Authorized Absence Approved  
donating blood  
Requested: 9-Jul-04 12:47pm

08:00A 19-Jul-04 to 04:30P 30-Jul-04 80 hrs Annual Leave Approved  
Requested: 18-Feb-04 9:18am

08:00A 1-Sep-04 to 04:30P 1-Sep-04 8 hrs Sick Leave Approved  
Requested: 19-Aug-04 11:10am

01:30P 17-Sep-04 to 04:30P 17-Sep-04 3 hrs Authorized Absence Approved  
from donating blood  
Requested: 17-Sep-04 8:49am

02:00P 8-Oct-04 to 03:00P 8-Oct-04 1 hrs Annual Leave Approved  
Requested: 8-Oct-04 10:18am

08:00A 2-Nov-04 to 04:30P 2-Nov-04 8 hrs Sick Leave Approved  
dr appt  
Requested: 20-Oct-04 11:13am

08:00A 26-Nov-04 to 04:30P 26-Nov-04 8 hrs Annual Leave Approved  
No school/daycare  
Requested: 4-Oct-04 3:34pm

08:00A 2-Dec-04 to 04:30P 2-Dec-04 8 hrs Sick Leave Approved  
dr appt out of town  
Requested: 1-Dec-04 9:54am

01:30P 17-Dec-04 to 04:30P 17-Dec-04 3 hrs Authorized Absence Approved  
from donating blood  
Requested: 3-Dec-04 12:18pm

10:00A 23-Dec-04 to 11:00A 23-Dec-04 1 hrs Family Care Approved  
take daughter to dr appt  
Requested: 23-Dec-04 11:18am

08:00A 27-Dec-04 to 04:30P 30-Dec-04 32 hrs Annual Leave Approved  
Requested: 17-Aug-04 10:34am

08:00A 3-Feb-05 to 04:30P 3-Feb-05 8 hrs Sick Leave Approved  
appt reschedule from prev ask 1/24/05 not approved  
Requested: 31-Jan-05 2:59pm

08:00A 21-Mar-05 to 04:30P 21-Mar-05 8 hrs Sick Leave Approved  
otitis media  
Requested: 22-Mar-05 1:22pm

08:00A 25-Mar-05 to 04:30P 25-Mar-05 8 hrs Annual Leave Approved  
Requested: 15-Mar-05 8:07am

03:30P 29-Mar-05 to 04:30P 29-Mar-05 1 hrs Authorized Absence Approved  
from donating blood on 2/17/05  
Requested: 29-Mar-05 2:52pm

08:00A 15-Apr-05 to 04:30P 15-Apr-05 8 hrs Family Care Approved  
child sick-diarrhea,vomitting,fever,etc  
Requested: 15-Apr-05 7:02am

08:00A 20-Apr-05 to 04:30P 20-Apr-05 8 hrs Sick Leave Approved  
DR APPT OUT OF TOWN  
Requested: 19-Apr-05 11:06am

08:00A 29-Apr-05 to 08:30A 29-Apr-05 .5 hrs CompTime/CreditHrs Approved  
Requested: 29-Apr-05 11:06am

09:00A 6-May-05 to 11:00A 6-May-05 2 hrs Authorized Absence Approved  
from donating blood 2/17/05  
Requested: 19-Apr-05 10:02am

08:00A 24-May-05 to 04:30P 25-May-05 16 hrs Annual Leave Approved  
Requested: 14-Mar-05 9:39am

08:00A 29-Jun-05 to 04:30P 29-Jun-05 8 hrs Sick Leave Approved  
dr appt out of town  
Requested: 14-Jun-05 9:09am

08:00A 5-Jul-05 to 04:30P 5-Jul-05 8 hrs Sick Leave Approved  
surgery day  
Requested: 30-Jun-05 8:15am

02:00P 19-Jul-05 to 02:30P 19-Jul-05 .5 hrs CompTime/CreditHrs Approved  
Requested: 18-Jul-05 1:56pm

02:30P 19-Jul-05 to 04:30P 19-Jul-05 2 hrs Authorized Absence Approved  
from donating blood 5/2005  
Requested: 18-Jul-05 1:57pm

08:00A 21-Jul-05 to 04:30P 21-Jul-05 8 hrs Family Care Approved  
daughter having surgery in Lubbock  
Requested: 19-Jul-05 7:41am

08:00A 1-Aug-05 to 04:30P 5-Aug-05 40 hrs Annual Leave Approved  
summer vaction requested wrong vaction days back on 4/2005  
Requested: 1-Jul-05 11:53am

08:00A 8-Aug-05 to 04:30P 12-Aug-05 40 hrs Annual Leave Approved  
vaction  
Requested: 28-Jun-05 4:10pm

02:30P 5-Oct-05 to 03:00P 5-Oct-05 .5 hrs CompTime/CreditHrs Approved  
parent/teacher conference at school  
Requested: 5-Oct-05 3:27pm

09:00A 20-Oct-05 to NOON 20-Oct-05 3 hrs Annual Leave Approved  
Requested: 21-Oct-05 8:34am

08:00A 3-Nov-05 to 04:30P 3-Nov-05 8 hrs Sick Leave Approved  
dr appt reschedule from 10/13/05  
Requested: 11-Oct-05 9:10am

08:00A 25-Nov-05 to 04:30P 25-Nov-05 8 hrs Annual Leave Approved  
daycare closed for Holiday  
Requested: 29-Aug-05 12:30pm

08:00A 20-Dec-05 to 04:30P 20-Dec-05 8 hrs Family Care Approved  
family member in hospital  
Requested: 21-Dec-05 8:29am

08:00A 20-Dec-05 to 04:30P 20-Dec-05 8 hrs Annual Leave Approved  
brother in hospital  
Requested: 27-Dec-05 8:50am

12:30P 21-Dec-05 to 04:30P 21-Dec-05 4 hrs Family Care Approved  
family member in hospital  
Requested: 21-Dec-05 10:49am

12:30P 21-Dec-05 to 04:30P 21-Dec-05 4 hrs Annual Leave Approved  
Requested: 27-Dec-05 8:50am

08:00A 22-Dec-05 to 04:30P 22-Dec-05 8 hrs Annual Leave Approved  
Requested: 27-Dec-05 8:51am

08:00A 23-Dec-05 to 04:30P 23-Dec-05 8 hrs Annual Leave Approved  
Requested: 27-Dec-05 8:51am

08:00A 3-Jan-06 to 04:30P 6-Jan-06 32 hrs Annual Leave Approved  
Requested: 28-Sep-05 1:13pm

08:00A 3-Jan-06 to 04:30P 6-Jan-06 32 hrs Sick Leave Approved  
Requested: 10-Jan-06 8:33am

08:00A 9-Jan-06 to 04:30P 9-Jan-06 8 hrs Annual Leave Approved  
Requested: 10-Jan-06 8:38am

08:00A 12-Jan-06 to 04:30P 12-Jan-06 8 hrs Family Care Approved  
Ashley's Dr.Appt  
Requested: 20-Jan-06 9:00am

08:00A 13-Jan-06 to 04:30P 13-Jan-06 8 hrs Annual Leave Approved  
breavement leave  
Requested: 20-Jan-06 9:06am

08:00A 17-Jan-06 to 04:30P 17-Jan-06 8 hrs Annual Leave Approved  
breavement leave  
Requested: 20-Jan-06 9:01am

08:00A 18-Jan-06 to 04:30P 18-Jan-06 8 hrs Annual Leave Approved  
breavement leave  
Requested: 20-Jan-06 9:02am

08:00A 19-Jan-06 to 04:30P 19-Jan-06 8 hrs Annual Leave Approved  
breavement leave  
Requested: 20-Jan-06 9:02am

08:00A 14-Apr-06 to 04:30P 14-Apr-06 8 hrs Annual Leave Approved  
Daycare/school to be closed  
Requested: 21-Feb-06 3:58pm

10:00A 30-May-06 to 11:00A 30-May-06 1 hrs Annual Leave Approved  
award assembly at school  
Requested: 22-May-06 8:59am

10:00A 1-Jun-06 to 11:00A 1-Jun-06 1 hrs Annual Leave Approved  
Requested: 4-May-06 4:30pm

08:00A 7-Jun-06 to 04:30P 7-Jun-06 8 hrs Sick Leave Approved  
Dr appt in Lubbock  
Requested: 4-May-06 4:37pm

NOON 20-Jun-06 to 04:30P 20-Jun-06 4.5 hrs Family Care Approved  
daughter sick  
Requested: 20-Jun-06 11:34am

08:00A 10-Jul-06 to 04:30P 10-Jul-06 8 hrs Sick Leave Approved  
f/u dr appt in Lubbock  
Requested: 8-Jun-06 8:20am

08:00A 14-Jul-06 to 04:30P 14-Jul-06 8 hrs CompTime/CreditHrs Approved  
All-Star Tournament out of town...Rq6/15/06.....  
Requested: 7-Jul-06 12:13pm

08:00A 20-Jul-06 to 04:30P 20-Jul-06 8 hrs Sick Leave Approved  
f/u dr appt out of town  
Requested: 11-Jul-06 7:55am

08:00A 31-Jul-06 to 04:30P 4-Aug-06 40 hrs Annual Leave Approved  
Requested: 1-Mar-06 1:41pm

08:00A 7-Aug-06 to 04:30P 11-Aug-06 40 hrs Annual Leave Approved  
e  
Requested: 1-Mar-06 1:41pm

08:00A 29-Aug-06 to 08:30A 29-Aug-06 .5 hrs Annual Leave Approved  
running late due to car accident  
Requested: 29-Aug-06 8:54am

08:00A 11-Sep-06 to 04:30P 11-Sep-06 8 hrs Sick Leave Approved  
dental f/u appt  
Requested: 21-Jul-06 9:40am

08:00A 6-Oct-06 to 04:30P 6-Oct-06 8 hrs Sick Leave Approved  
dr.appt  
Requested: 13-Sep-06 8:33am

08:00A 19-Oct-06 to 04:30P 19-Oct-06 8 hrs Sick Leave Approved  
dental appt  
Requested: 10-Oct-06 9:04am

09:30A 20-Oct-06 to 04:30P 20-Oct-06 7 hrs Family Care Approved  
daughter sick-dr appt  
Requested: 23-Oct-06 8:26am

08:00A 24-Nov-06 to 04:30P 24-Nov-06 8 hrs Annual Leave Approved  
daycare close  
Requested: 10-Oct-06 9:05am

08:00A 30-Nov-06 to 04:30P 30-Nov-06 8 hrs Sick Leave Approved  
appt reschedule as dr out town on 11/7/06  
Requested: 7-Nov-06 8:42am

08:00A 2-Jan-07 to 04:30P 5-Jan-07 32 hrs Annual Leave Approved  
Requested: 10-Oct-06 9:07am

08:00A 17-Jan-07 to 10:00A 17-Jan-07 2 hrs Annual Leave Approved  
school delays/bad weather  
Requested: 17-Jan-07 11:55am

03:15P 31-Jan-07 to 03:30P 31-Jan-07 .25 hrs Annual Leave Approved  
pick-up homework for daughter  
Requested: 31-Jan-07 3:50pm

08:00A 1-Feb-07 to 04:30P 1-Feb-07 8 hrs Family Care Approved  
daughter sick/dr.appt  
Requested: 2-Feb-07 8:09am

02:00P 14-Feb-07 to 03:00P 14-Feb-07 1 hrs Annual Leave Approved  
Requested: 12-Feb-07 3:33pm

02:30P 14-Feb-07 to 03:30P 14-Feb-07 1 hrs Family Care Approved  
Requested: 11-Feb-08 9:11am

08:00A 12-Mar-07 to 04:30P 12-Mar-07 8 hrs Sick Leave Approved  
dr appt in Lubbock  
Requested: 28-Feb-07 9:11am

08:00A 13-Mar-07 to 04:30P 16-Mar-07 32 hrs Sick Leave Approved  
as per dr request/refer to dr note  
Requested: 19-Mar-07 8:12am

08:00A 9-Apr-07 to 04:30P 9-Apr-07 8 hrs Sick Leave Approved  
dr appt in Lubbock  
Requested: 3-Apr-07 9:15am

08:00A 24-Apr-07 to 08:45A 24-Apr-07 .75 hrs Annual Leave Approved  
Requested: 20-Apr-07 4:21pm

10:15A 2-May-07 to 10:30A 2-May-07 .25 hrs Annual Leave Approved  
Requested: 2-May-07 10:28am

08:00A 21-May-07 to 09:15A 21-May-07 1.25 hrs Annual Leave Approved  
Requested: 21-May-07 9:22am

09:45A 23-May-07 to 11:45A 23-May-07 2 hrs Annual Leave Approved  
Requested: 18-May-07 2:12pm

08:00A 4-Jun-07 to 04:30P 4-Jun-07 8 hrs Sick Leave Approved  
dr appt in Lubbock  
Requested: 10-Apr-07 4:20pm

08:00A 18-Jun-07 to 04:30P 18-Jun-07 8 hrs Family Care Approved  
appt for daughter  
Requested: 13-Jun-07 9:53am

08:00A 20-Jul-07 to 04:30P 20-Jul-07 8 hrs Annual Leave Approved  
Requested: 14-May-07 11:59am

08:00A 23-Jul-07 to 04:30P 27-Jul-07 40 hrs Annual Leave Approved  
Requested: 14-May-07 11:59am

08:00A 30-Jul-07 to 04:30P 3-Aug-07 40 hrs Annual Leave Approved  
Requested: 14-May-07 12:01pm

08:00A 20-Aug-07 to 04:30P 20-Aug-07 8 hrs Sick Leave Approved  
laceration to knee-swelling dr advice to stay off of it  
Requested: 21-Aug-07 8:28am

01:00P 21-Aug-07 to 04:30P 21-Aug-07 3.5 hrs Sick Leave Approved  
knee pain/bleeding  
Requested: 21-Aug-07 12:27pm

09:00A 30-Aug-07 to 10:00A 30-Aug-07 1 hrs Sick Leave Approved  
dr appt  
Requested: 30-Aug-07 10:13am

08:00A 7-Sep-07 to 08:15A 7-Sep-07 .25 hrs Annual Leave Approved  
Requested: 7-Sep-07 8:54am

02:45P 11-Sep-07 to 04:00P 11-Sep-07 1.25 hrs Sick Leave Approved  
dr appt  
Requested: 11-Sep-07 4:04pm

08:00A 5-Oct-07 to 04:30P 5-Oct-07 8 hrs Annual Leave Approved  
Requested: 4-Sep-07 9:23am

10:30A 9-Oct-07 to 12:30P 9-Oct-07 2 hrs Family Care Approved  
dr appt  
Requested: 9-Oct-07 1:33pm

08:00A 10-Oct-07 to 08:15A 10-Oct-07 .25 hrs Annual Leave Approved  
school/Tiffany  
Requested: 10-Oct-07 8:12am

08:00A 18-Oct-07 to 09:30A 18-Oct-07 1.5 hrs Sick Leave Approved  
dental appt  
Requested: 18-Oct-07 11:35am

08:00A 19-Oct-07 to 04:30P 19-Oct-07 8 hrs Sick Leave Approved  
Requested: 22-Oct-07 8:34am

08:00A 23-Nov-07 to 04:30P 23-Nov-07 8 hrs Annual Leave Approved  
Requested: 29-Aug-07 10:20am

03:30P 26-Nov-07 to 04:30P 26-Nov-07 1 hrs Annual Leave Approved  
Requested: 26-Nov-07 9:58am

08:45A 27-Nov-07 to 09:00A 27-Nov-07 .25 hrs Annual Leave Approved  
Ashley school  
Requested: 27-Nov-07 10:13am

08:00A 28-Nov-07 to 04:30P 28-Nov-07 8 hrs Sick Leave Approved  
dr appt out of town  
Requested: 25-Sep-07 11:29am

10:00A 29-Nov-07 to 01:30P 29-Nov-07 3.5 hrs Family Care Approved  
Tiffany dr appt-Midland  
Requested: 29-Nov-07 1:44pm

08:00A 13-Dec-07 to 04:30P 13-Dec-07 8 hrs Sick Leave Approved  
dr appt out of town  
Requested: 29-Nov-07 3:43pm

02:00P 17-Dec-07 to 04:30P 17-Dec-07 2.5 hrs Annual Leave Approved  
out of town basketball game  
Requested: 8-Nov-07 1:38pm

08:00A 26-Dec-07 to 04:30P 28-Dec-07 24 hrs Annual Leave Approved  
Requested: 2-Jul-07 8:59am

08:00A 31-Dec-07 to 04:30P 31-Dec-07 8 hrs Annual Leave Approved  
Requested: 2-Jul-07 8:59am

02:00P 8-Jan-08 to 04:30P 8-Jan-08 2.5 hrs Annual Leave Approved  
Requested: 8-Nov-07 1:38pm

03:30P 8-Jan-08 to 04:30P 8-Jan-08 1 hrs Annual Leave Approved  
edit leave request from 11/8/2007 to change times.  
Requested: 8-Jan-08 11:45am

08:00A 9-Jan-08 to 04:30P 9-Jan-08 8 hrs Sick Leave Approved  
dr. appt out of town  
Requested: 7-Dec-07 8:30am

02:00P 22-Jan-08 to 04:30P 22-Jan-08 2.5 hrs Annual Leave Approved  
Requested: 8-Nov-07 1:39pm

03:00P 25-Jan-08 to 04:30P 25-Jan-08 1.5 hrs Annual Leave Approved  
Requested: 25-Jan-08 9:02am

03:00P 4-Feb-08 to 04:30P 4-Feb-08 1.5 hrs Annual Leave Approved  
Requested: 8-Nov-07 1:39pm

02:00P 4-Feb-08 to 04:30P 4-Feb-08 2.5 hrs Annual Leave Approved  
edit leave request from 11/8/2007  
Requested: 4-Feb-08 1:27pm

10:30A 5-Feb-08 to 11:30A 5-Feb-08 1 hrs Family Care Approved  
dr appt for tiffany  
Requested: 5-Feb-08 9:52am

08:45A 12-Feb-08 to 09:45A 12-Feb-08 1 hrs Family Care Approved  
f/u appt (Tiffany)  
Requested: 7-Feb-08 10:41am

08:30A 12-Feb-08 to 09:00A 12-Feb-08 .5 hrs Annual Leave Approved  
had to go home for a mintue.  
Requested: 12-Feb-08 4:05pm

11:45A 14-Feb-08 to 12:30P 14-Feb-08 .75 hrs Annual Leave Approved  
lunch date w/ over  
Requested: 14-Feb-08 12:25pm

10:15A 20-Feb-08 to 11:00A 20-Feb-08 .75 hrs Family Care Approved  
emergency at Jr.High daughter  
Requested: 20-Feb-08 10:58am

12:30P 21-Feb-08 to 01:00P 21-Feb-08 .5 hrs Annual Leave Approved  
Requested: 21-Feb-08 1:13pm

08:45A 12-Mar-08 to 09:15A 12-Mar-08 .5 hrs Annual Leave Approved  
awards ashley school  
Requested: 13-Mar-08 10:52am

08:00A 20-Mar-08 to 04:30P 20-Mar-08 8 hrs Family Care Approved  
Requested: 19-Mar-08 10:37am

08:00A 21-Mar-08 to 04:30P 21-Mar-08 8 hrs Annual Leave Approved  
Requested: 17-Jan-08 4:24pm

03:00P 25-Mar-08 to 04:30P 25-Mar-08 1.5 hrs Family Care Approved  
Requested: 24-Mar-08 11:51am

02:30P 28-Mar-08 to 04:30P 28-Mar-08 2 hrs Annual Leave Approved  
Requested: 4-Mar-08 10:22am

08:00A 28-Mar-08 to 04:30P 28-Mar-08 8 hrs Family Care Approved  
beaverment leave  
Requested: 2-Apr-08 8:52am

08:00A 31-Mar-08 to 04:30P 31-Mar-08 8 hrs Family Care Approved  
beaverment leave  
Requested: 2-Apr-08 8:53am

08:00A 1-Apr-08 to 04:30P 1-Apr-08 8 hrs Family Care Approved  
beaverment leave  
Requested: 2-Apr-08 8:53am

08:00A 21-May-08 to 04:30P 21-May-08 8 hrs Family Care Approved  
husband sick  
Requested: 23-May-08 10:49am

08:00A 22-May-08 to 04:30P 22-May-08 8 hrs Family Care Approved  
husband-hospital  
Requested: 23-May-08 10:49am

08:00A 27-May-08 to 04:30P 27-May-08 8 hrs Family Care Approved  
husband f/u appt  
Requested: 23-May-08 11:58am

12:30P 28-May-08 to 04:30P 28-May-08 4 hrs Family Care Approved  
husband having surgery  
Requested: 28-May-08 7:57am

10:00A 29-May-08 to 11:00A 29-May-08 1 hrs Annual Leave Approved  
Tiffany awards/Jr.High  
Requested: 29-May-08 11:35am

08:00A 4-Jun-08 to 04:30P 4-Jun-08 8 hrs Family Care Approved  
f/u appt  
Requested: 3-Jun-08 6:21pm

08:00A 9-Jun-08 to 04:30P 10-Jun-08 16 hrs Annual Leave Approved  
Requested: 2-Jan-08 10:51am

08:00A 11-Jun-08 to 04:30P 11-Jun-08 8 hrs Annual Leave Approved  
Requested: 23-May-08 11:57am

08:00A 18-Jun-08 to 04:30P 18-Jun-08 8 hrs Sick Leave Approved  
f/u appt  
Requested: 6-Jun-08 3:55pm

08:00A 24-Jun-08 to 04:30P 24-Jun-08 8 hrs Sick Leave Approved  
stomach  
Requested: 26-Jun-08 8:20am

10:00A 3-Jul-08 to 11:00A 3-Jul-08 1 hrs Sick Leave Approved  
dr appt  
Requested: 3-Jul-08 10:54am

NOON 10-Jul-08 to 12:30P 10-Jul-08 .5 hrs Annual Leave Approved  
had asked Dee for 1/2  
Requested: 10-Jul-08 12:33pm

08:00A 11-Jul-08 to 04:30P 11-Jul-08 8 hrs Annual Leave Approved  
Requested: 5-Feb-08 9:53am

08:00A 14-Jul-08 to 04:30P 14-Jul-08 8 hrs Annual Leave Approved  
Requested: 5-Feb-08 9:54am

08:00A 28-Jul-08 to 04:30P 1-Aug-08 40 hrs Annual Leave Approved  
Requested: 11-Jan-08 9:13am

08:00A 4-Aug-08 to 04:30P 8-Aug-08 40 hrs Annual Leave Approved  
Requested: 11-Jan-08 9:14am

09:00A 13-Aug-08 to 10:30A 13-Aug-08 1.5 hrs Family Care Approved  
dentist appt  
Requested: 13-Aug-08 11:09am

12:45P 25-Aug-08 to 01:15P 25-Aug-08 .5 hrs Annual Leave Approved  
school  
Requested: 25-Aug-08 1:17pm

12:30P 3-Sep-08 to 01:00P 3-Sep-08 .5 hrs Annual Leave Approved  
Requested: 3-Sep-08 1:14pm

08:00A 3-Oct-08 to 04:30P 3-Oct-08 8 hrs Annual Leave Approved  
Requested: 1-Oct-08 9:19am

08:00A 15-Oct-08 to 04:30P 15-Oct-08 8 hrs Sick Leave Approved  
appt  
Requested: 14-Oct-08 8:01am

02:15P 31-Oct-08 to 04:30P 31-Oct-08 2.25 hrs Sick Leave Approved  
Requested: 31-Oct-08 2:04pm

03:00P 10-Nov-08 to 04:30P 10-Nov-08 1.5 hrs Annual Leave Approved  
Requested: 30-Oct-08 11:58am

02:00P 10-Nov-08 to 04:30P 10-Nov-08 2.5 hrs Annual Leave Approved  
Requested: 10-Nov-08 10:34am

03:00P 17-Nov-08 to 04:30P 17-Nov-08 1.5 hrs Annual Leave Approved  
Requested: 30-Oct-08 11:58am

08:00A 24-Nov-08 to 04:30P 28-Nov-08 32 hrs Annual Leave Approved  
Requested: 24-Apr-08 4:26pm

08:00A 26-Nov-08 to 04:30P 26-Nov-08 8 hrs Annual Leave Approved  
Requested: 25-Nov-08 10:38am

08:00A 28-Nov-08 to 04:30P 28-Nov-08 8 hrs Annual Leave Approved  
Requested: 10-Oct-08 9:32am

03:00P 1-Dec-08 to 04:30P 1-Dec-08 1.5 hrs Annual Leave Approved  
Requested: 30-Oct-08 11:58am

03:30P 1-Dec-08 to 04:30P 1-Dec-08 1 hrs Annual Leave Approved  
going out of town  
Requested: 1-Dec-08 2:31pm

03:00P 8-Dec-08 to 04:30P 8-Dec-08 1.5 hrs Annual Leave Approved  
Requested: 30-Oct-08 12:02pm

03:30P 11-Dec-08 to 04:30P 11-Dec-08 1 hrs Family Care Approved  
dr appt  
Requested: 11-Dec-08 9:23am

08:00A 18-Dec-08 to 04:30P 18-Dec-08 8 hrs Sick Leave Approved  
dr. appt has been re-scheduled  
Requested: 9-Dec-08 8:03am

08:00A 24-Dec-08 to 04:30P 24-Dec-08 8 hrs Annual Leave Approved  
Requested: 10-Oct-08 9:30am

08:00A 29-Dec-08 to 04:30P 29-Dec-08 8 hrs Annual Leave Approved  
Requested: 10-Oct-08 9:31am

08:00A 30-Dec-08 to 04:30P 30-Dec-08 8 hrs Annual Leave Approved  
Requested: 4-Dec-08 3:23pm

08:00A 31-Dec-08 to 04:30P 31-Dec-08 8 hrs Annual Leave Approved  
Requested: 4-Dec-08 3:23pm

03:00P 8-Jan-09 to 04:30P 8-Jan-09 1.5 hrs Sick Leave Approved  
Requested: 6-Jan-09 5:37pm

02:30P 22-Jan-09 to 04:30P 22-Jan-09 2 hrs Sick Leave Approved  
Requested: 21-Jan-09 10:01am

01:30P 23-Jan-09 to 04:30P 23-Jan-09 3 hrs Family Care Approved  
daughter sick/appt  
Requested: 23-Jan-09 10:15am

08:00A 28-Jan-09 to 10:00A 28-Jan-09 2 hrs Annual Leave Approved  
school's delay  
Requested: 28-Jan-09 10:06am

08:00A 12-Mar-09 to 04:30P 12-Mar-09 8 hrs Sick Leave Approved  
dr appt  
Requested: 27-Feb-09 8:10am

09:00A 20-Mar-09 to 10:00A 20-Mar-09 1 hrs Annual Leave Approved  
Requested: 16-Mar-09 2:01pm

08:00A 20-Mar-09 to 09:30A 20-Mar-09 1.5 hrs Annual Leave Approved  
Requested: 20-Mar-09 9:27am

01:45P 20-Mar-09 to 04:30P 20-Mar-09 1.5 hrs Sick Leave Approved  
sick

Requested: 20-Mar-09 2:38pm  
08:00A 23-Mar-09 to 04:30P 23-Mar-09 8 hrs Sick Leave Approved  
Requested: 24-Mar-09 8:14am  
08:00A 10-Apr-09 to 04:30P 10-Apr-09 8 hrs Annual Leave Approved  
Requested: 10-Oct-08 9:34am  
08:00A 24-Apr-09 to 04:30P 24-Apr-09 8 hrs Annual Leave Approved  
Requested: 20-Apr-09 2:09pm  
08:00A 4-Jun-09 to 04:30P 4-Jun-09 8 hrs Sick Leave Approved  
dr appt-out of town  
Requested: 6-Apr-09 8:38am  
08:00A 18-Jun-09 to 04:30P 18-Jun-09 8 hrs Sick Leave Approved  
Requested: 17-Jun-09 10:45am  
12:30P 26-Jun-09 to 04:30P 26-Jun-09 4 hrs Annual Leave Approved  
Requested: 26-Jun-09 11:54am  
12:30P 2-Jul-09 to 04:30P 2-Jul-09 4 hrs Family Care Approved  
Ashley dr appt  
Requested: 1-Jul-09 2:52pm  
12:30P 10-Jul-09 to 04:30P 10-Jul-09 4 hrs Family Care Approved  
eye appt  
Requested: 6-Jul-09 3:44pm  
08:00A 16-Jul-09 to 04:30P 16-Jul-09 8 hrs Sick Leave Approved  
dr appt  
Requested: 11-Feb-09 11:04am  
08:00A 17-Jul-09 to 04:30P 17-Jul-09 8 hrs Annual Leave Approved  
Requested: 11-Feb-09 11:03am  
08:00A 20-Jul-09 to 04:30P 20-Jul-09 8 hrs Annual Leave Approved  
Requested: 11-Feb-09 11:03am  
08:00A 21-Jul-09 to 04:30P 24-Jul-09 32 hrs Annual Leave Approved  
Requested: 29-Jun-09 8:34am  
08:00A 27-Jul-09 to 04:30P 31-Jul-09 40 hrs Annual Leave Approved  
Requested: 27-Apr-09 11:18am  
08:00A 6-Aug-09 to 04:30P 6-Aug-09 8 hrs Family Care Approved  
dr.appt  
Requested: 3-Aug-09 10:30am  
08:00A 20-Aug-09 to 04:30P 20-Aug-09 8 hrs Family Care Approved  
Ashley f/u appt  
Requested: 7-Aug-09 9:29am  
03:30P 24-Aug-09 to 04:30P 24-Aug-09 1 hrs Annual Leave Requested  
pick up Ashley/school  
Requested: 24-Aug-09 2:34pm