

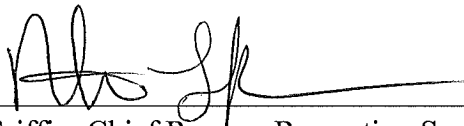
**Volunteer Coin Nomination for Ms. Lorna Willis
Mountain Home Project Office (MHPO), Little Rock District (SWL)**

Ms. Lorna Willis was a volunteer at the Mountain Home Project Office for over 2 ½ years. During that time, Lorna donated 2,880 volunteer hours to the project office, saving the government an estimated \$65,536.57 in labor costs, and proving herself to be a great asset. She assisted the Duty Ranger at the front desk: manning the phones; greeting visitors, answering questions, and providing them with area information; maintaining brochure supplies in the visitor center; selling annual passes; and assisting with much needed filing and record keeping. Lorna was considered part of the team by all employees, and is greatly missed.

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Kathleen V. Payne, Volunteer Coordinator
Mountain Home Project Office, Norfolk and Bull Shoals Lakes



Alan Griffin, Chief Ranger, Recreation Section
Mountain Home Project Office, Norfolk and Bull Shoals Lakes

Volunteer Coin Recommendation for Lorna Willis

Millwood Project Office

Lorna Willis has a true volunteer spirit. She has been with the Millwood Project Office for almost a year and in that time she has become such an asset, donating 1,124 hours of time and saving the government \$28,601. Lorna answers all public phone calls and customer inquiries with professionalism, positivity and kindness. She takes time to provide accurate information to the public and has changed the public perception of the project office to a very positive one. She has independently learned about every park on Millwood Lake and provides a vast amount of knowledge to the public, regarding the parks. Lorna sells all America the Beautiful and USACE annual passes, allowing permanent employees to continue their work uninterrupted. Lorna files all law enforcement logs, vehicle trip tickets, and visitor logs for the office. She utilizes her CAC card to send invoices and receiving reports to the Contracting Office Representative and the Administrative staff. These actions streamline many of the administration processes creating a very efficient work atmosphere. The Millwood Project Office has been short staffed for over a year and without Mrs. Willis' expertise and positive attitude many tasks would not have been completed. Lorna also takes initiative to do projects to improve the office and grounds. She has spent countless hours in the project's flowerbeds, has repainted and repaired bird houses, picks up litter and is willing to perform any task to beautify the project lands and waters. Not only does Lorna provide volunteer duties but she also is essential in team building at the Millwood Lake Project Office. She encourages all employees and has boosted morale at the Millwood Project Office. Lorna also encourages every young visitor to become a Ranger or become interested in the great outdoors. Mrs. Willis has a special gift of educating children on natural resources and water safety. She promotes water safety by having children try on life jackets or even throwing a water safety Frisbee to them while they wait on their parents. She truly encourages them to experience the outdoors and when they leave the office, they are a junior ranger! Lorna's positive attitude and willingness to make Millwood Lake a better place is a testament to her volunteer spirit. Volunteers such as Mrs. Willis, are rare and deeply appreciated. The Millwood Lake Project would like to recommend Mrs. Willis for a volunteer coin as she truly promotes the Corps volunteer spirit.



US Army Corps of Engineers

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