



NAME: CAPTAIN (CAPT) GEORGE J.
HAVENS

JOB TITLE: SENIOR SUPERVISORY
PROGRAM MANAGEMENT OFFICER

AGENCY: DEPARTMENT OF HOMELAND
SECURITY

EDUCATION/DEGREES/CERTIFICATES/INSTITUTIONS:

CAPT Havens completed his Bachelor of Science in Pharmacy in 1985 at the University of Illinois at Chicago.

CURRENT JOB DESCRIPTION:

CAPT Havens currently serves as the Senior Supervisory Program Management Officer, Medical Field Operations Unit Leader of the National Disaster Medical System (NDMS) Federal Emergency Management Agency of the Department of Homeland Security (DHS). In his current position, CAPT Havens has a vast array of duties and responsibilities. Since January 2005, he has been involved in designing and supervising the medical disaster relief and responses efforts in support of the National Response Plan of DHS. CAPT Havens engages in meeting the identified requirements for NDMS and Federal medical interventions to disaster response events. He directs, evaluates and analyzes regional NDMS readiness activities. He also has supervisory oversight of 23 NDMS Regional Emergency Coordinators during disaster responses.

CAPT Havens develops policies and procedures in support of relief medical response operations. He assists the Department of Health and Human Services in coordinating public health and medical responses during a disaster, providing medical response technical assistance to international disasters when requested by the U.S. State Department and deploys in response to all-hazard disaster events. When serving in a liaison capacity, he coordinates Federal, State and local emergency response programs and serves as NDMS Liaison to the Emergency Support Function (ESF) #8. ESF #8 provides supplemental assistance to State and local governments in identifying and meeting the health and medical needs of victims of major disasters, emergencies or terrorist attacks.

QUALIFYING SKILLS FOR CURRENT POSITION:

CAPT Havens acquired many of the skills needed in his current position during assignments with the Indian Health Service and while serving as Regional Coordinator with the U.S. Agency for International Development (USAID). Prior to deciding to become a pharmacist, CAPT Havens served in the U.S. Navy both on active duty and as a reservist; he received over five awards recognizing his excellence in service to his

country. Since joining the USPHS, CAPT Havens has received over 25 PHS Awards (including the Meritorious Service Medal, two Commendation Medals and the Crisis Response Service Award), 9 USAID Awards and numerous Certificates of Appreciation for his work in the community. CAPT Havens credits his public service involvement beginning at an early age and through adulthood with his career choice to assist people in need locally and internationally.

REASONS FOR CHOOSING THE USPHS AS A CAREER:

CAPT Havens chose the USPHS because he wanted to continue to serve the public in his professional life. He is active with the youth, particularly Boy Scouts, and he derives personal satisfaction from being a public servant.

PREVIOUS USPHS ASSIGNMENTS:

CAPT Havens started his USPHS career in an assignment with the Indian Health Service in December 1987. He held the position of a Staff Pharmacist at the PHS Indian Hospital in Fort Defiance, Arizona until March 1989 where he performed both inpatient and outpatient pharmacist duties. He was then promoted to Assistant Chief Pharmacist where he was responsible for the daily operations of the Outpatient Pharmacy and ensuring pharmaceuticals and supplies inventory levels were adequately maintained. In August 1990, CAPT Havens accepted an isolated duty assignment at the PHS Indian Health Center in Neah Bay, Washington to serve as Chief Pharmacist. In this position, he managed the pharmacy program for a four-tribe, 4,000 member service unit and he served as Chairperson of the Pharmacy & Therapeutics and Continuous Quality Improvement Committees.

CAPT Havens next two assignments were with the PHS Indian Hospital in Fort Belknap, Montana; also considered an isolated duty assignment. When he transferred there in August 1993, he served as Assistant Chief Pharmacist where he started both a unit-dose and intravenous admixture program, oversaw the acquisition of medications and supplies and was responsible for the overall management of the Inpatient Pharmacy. In October 1995, he was promoted to Chief Pharmacist. CAPT Havens was able to draw on his past experiences when he served as Chairperson of the Pharmacy & Therapeutics, coordinated the pharmacy's two quality improvement programs and established both a main and satellite pharmacy department.

After spending over a decade with the Indian Health Service, CAPT Havens moved to the Washington, D.C. area to accept an assignment as Emergency Public Health Officer/Pharmacy Disaster Specialist for the U.S. Agency for International Development (USAID), Office of Foreign Disaster Assistance in May 1999. During his time at USAID, he also served as Regional Coordinator for Europe, the Middle East and Central Asia from 2001 to 2004 where he was responsible for a budget that exceeded \$270 million. He continued working regional issues with USAID until January 2005. The challenges CAPT Havens faced in these positions allowed him to draw on his past experiences and exposed him to new adventures and responsibilities. CAPT Havens served as a liaison with senior U.S. Governmental officials; with senior officials of the United Nations and non-governmental organizations and with U.S. and Allied Military Commands to formulate humanitarian response policies. CAPT Havens also served as the USAID Office of Foreign Disaster Assistance representative at U.S. Congressional Committee meetings.

CAPT Havens work with USAID led to his travel to a majority of the areas he oversaw as Regional Coordinator. He directed services involving pharmaceutical and medical supplies to disaster affected areas such as to Kosovo and Sierra Leone during the Civil Wars of 1999 and 2000, respectively. He served as Team Leader/Deputy Team Leader for the Disaster Assistance Response Teams (DART) in Uzbekistan and Pakistan and also as Acting USAID Mission Director in Kabul, Afghanistan during Operation Enduring Freedom from January to May 2002. He continued to provide his skills and expertise to the people of Iraq during Operation Iraqi Freedom from February to June 2003 and to the victims of the Iran Earthquake later that same year.

CAPT Havens left USAID in January 2005 to accept his current position with the Department of Homeland Security.

MOST REWARDING USPHS PROFESSIONAL EXPERIENCE:

CAPT Havens recounts the assistance he was able to provide to victims of foreign disasters as his most rewarding experiences. During his involvement with international disasters, he encountered people who had to live in war zone areas or were victims of natural disasters and had subsequently lost everything they owned. The assistance CAPT Havens was able to provide allowed the people in these areas to receive aid that was needed and greatly appreciated.

When asked to compare his international disaster experiences to those he recently experienced here in the U.S. due to the hurricanes of 2005, CAPT Havens felt the greatest difference could be found in the support system. The disastrous effects to the support system tend to be more far reaching in an international catastrophe.

OTHER PROFESSIONAL INTERESTS/ACTIVITIES:

CAPT Havens is a member of the Commissioned Officers Association of the USPHS (COA), American Pharmacists Association and the Association of Military Surgeons of the United States (AMSUS). He has shared his experiences in the international arena by being a presenter at over 5 COA, AMSUS and NDMS conferences and as an instructor in more than 5 courses designed to provide attendees with a first hand account of a field deployment to a disaster area.

CAPT Havens has served as a faculty member at the University of Montana, College of Pharmacy. He is actively involved with the Boy Scouts where he particularly enjoys the outdoor activities.

SPECIAL NOTES OF INTEREST:

CAPT Havens wanted to express to other pharmacists to 'think outside the box' and expand your horizons when charting your career paths. There are numerous opportunities available in which it might not appear that a pharmacist would be qualified for, but would actually be an excellent candidate for the job.

By LCDR Jacqueline Thomas