

## TEAM MEMBER SPOTLIGHT

### GCE Team Member of the Year 2020



When Wanda Faye Tye was laid off from her factory job more than 10 years ago, a neighbor told her about GCE. She was born deaf, and the notion of working for a company that sought to employ people with disabilities was appealing. Since then, she's grown in her role as mail clerk at Fort Rucker to now be the "face" of the U.S. Army Post Mail and Distribution Center.

Wanda pushes herself to step outside her comfort zone, and she even overcame a bully. Wanda knows what her regular customers need before they ask. She has received several ICE comments (Interactive Customer Evaluation) for the level of service she provides at Fort Rucker.

She loves her job and trusts her team. They celebrate on special occasions, and she never feels left out. A woman of few words, Wanda said, "These past 10 years have been good."

To learn more about Wanda go to our website [GCE.org](http://GCE.org) and select "videos" in the top blue bar, then select "2020 Team Member of the Year - Wanda Tye."

## GOVERNMENT AND COMMUNITY RELATIONS

Many people are still trying to understand and cope with intense emotions surrounding the 2020 presidential elections. Ending a year marked by a deadly pandemic, murder hornets, the death of NBA legend Kobe Bryant, national protests, an impeachment acquittal, a roller coaster stock market, wildfires, and hurricanes, it was a given that the election would attract record voters, and it did just that. The following three tips may bring some needed peace of mind as we venture into the political atmosphere of 2021:



## A NOTE FROM XAN

*While 2020 felt quite turbulent, we're motivated now more than ever to make meaningful and positive impacts for our team*

*members, customers, and communities in 2021. We have been pushed in ways we could never have imagined, but I feel fortunate to work with such capable and resilient team members*



Xan Smith, GCE President

*who always rise to the challenges that come our way. Reflecting back on last year, I am in awe of so many things our team members accomplished across the country and of the impact by those who are no longer with us. In moments, by the hour and the minute, you revealed your strengths, and when we needed it most, we came together as one team, aligned and committed to our Mission, Vision, and Values.*

*At lighting speed our team developed new pandemic-related solutions and safety mechanisms for customers and team members. This was no small accomplishment and every one of you should be proud you made this happen. We continued to deliver world-class service at our work sites all over the country and in every line of business. We responded with creativity and resolve, and that's how we'll continue to serve through collaboration, agility and care.*

*We know we must take the lead to help shape the future of jobs for people with disabilities and for our brave veterans. Thank you for challenging us, questioning us, and pushing us to innovate and improve helping to share the future of GCE.*

**Find Calm.** Considering everything that's going on, "finding calm" can seem like an impossible task, but think long and hard about what makes you feel at ease. Look for the little things each day that bring you joy and help reduce stress, and choose to capitalize on those.

**Unplug.** If you feel overwhelmed by news reports or social media, do yourself a favor and unplug. Take a break. While it can be helpful to stay informed, the world might prove to be overwhelming at times. During those times, we encourage you to find time in your day to disconnect from all screens – phone, iPad, computer, or television. If that's not possible due to your work or an important need to stay connected, at least set firm boundaries for yourself, such as no screen time right before bedtime.

**Sleep.** Disconnect from all devices. Leave them in another room. Plan your day so that you can get eight good hours of sleep each night. Allowing your body to rest is essential for your physical and mental health, and a proven way to reduce stress.

Never forget, your voice doesn't end once election results were finalized. You always have the opportunity to speak to the Congressional leaders from your state. They have offices in-state as well as Washington, DC. You can call their offices, email them through their websites, or make it a point to stop in and visit. Your voice matters. At GCE, we have taken part in more than 25 meetings this year and continue to meet with our Congressional leaders via zoom technology. Our goal, as always, is to continue discussions and invite our Congressional leaders to our sites across the country so that they can meet our team members and learn more about GCE.

## UPCOMING EVENTS / WHO KNEW?

Beginning January 2021, GCE will provide services in Pasco, Hillsborough, Pinellas and Manatee counties in Florida. Services in these areas will include on-the-job training (OJT) and job placement and retention. We look forward to partnering with the Vocational Rehabilitation (VR) staff and customers in these counties.

GCE 2021 Calendars – if you didn't get your copy, let us know. Your project manager or assistant project manager should have calendars on-hand. Everyone loves the team picture collage showcasing people from across the U.S. inside the calendar. It is perfect!

## SAFETY, QUALITY AND FSO SECURITY

### SAFETY WITH JONATHAN BROUSSARD

#### Slips, Trips and Falls

Slips, trips, and falls are frequent causes of on-the-job injuries. GCE team members experienced 31 slip, trip, and fall incidents in fiscal year 2020. While not every incident resulted in harm, each one had the potential to result in a serious injury. Each incident was preventable.



**JONATHAN BROUSSARD**

The incidents occurred from a variety of hazards including:

- Ascending or descending stairs.
- Straying off paved walkways and stepping into holes.
- Stepping on objects that were unstable or slipped from underneath.
- Stepping on slippery food items on the floor.
- Walking on the floor after stripper was freshly applied.
- Entering or exiting vehicles improperly.
- Tripping over items left in walking paths.

#### Mitigation strategies include:

- Maintaining three points of contact when ascending or descending stairs.
- Never going up or down stairs while carrying multiple items and without at least one hand free to hold on to the rail.
- Using caution when stepping on objects to ensure they are stable prior to placing your weight on the object.

- Using three points of contact and ensuring your foot is fully on the step rail when entering or exiting a vehicle.
- Using the running board or steps to enter a vehicle and never jumping directly to the ground.
- Always wearing the proper footwear with slip resistant soles.
- Cleaning the treads of footwear after stepping on food products or after they become packed with mud.
- Cleaning all spills immediately when they occur, and picking up all food products off the floor.
- Never walking on freshly applied stripper until someone has operated a machine to agitate the floor surface.
- Establishing boundaries for application of stripper with objects or equipment and warning others not to enter the area until the area has been agitated.
- Tying shoe laces immediately if they become untied. (Never walk even a short distance with your shoe laces untied.)
- Remaining on paved walkways and never taking shortcuts off the walk paths. This will prevent you from stepping in unseen holes, and will preserve the appearance of the grounds.
- Remaining alert to your surroundings and footing at all times.

Please, be alert to other team members' actions and encourage them to follow the procedures as well. Working together as a team we can reduce these types of incidents.

## QUALITY WITH STEPHANIE COOPER

### Quality Control vs. Quality Assurance

As a service provider, we have to ensure that we are meeting our customer's requirements. The first step is determining what these requirements are. The requirements are detailed in your contract or task order performance work statement. This document tells us what needs to be done and, for most of our sites, how often. The Program/Project Manager then develops a schedule or project plan to complete the work. However, we can't stop there. Just because we develop a schedule or plan does not mean that we will meet the customer's requirements. Each contract site must have a defined quality control process. While this process may look different depending on the line of business, they all achieve the same results: identifying deficiencies in the services we provide. GCE's Organizational Management Service (OMS) department is responsible for the quality assurance process: ensuring that the customer and quality requirements are fulfilled.



**STEPHANIE COOPER**

The table below details the differences between quality control and quality assurance:

Quality Control (QC)	Quality Assurance (QA)
<ul style="list-style-type: none"> <li>• <i>Service-oriented and focuses on deficiency identification</i></li> <li>• <i>QC focuses on identifying (and correcting) defects in the completed service. or deliver the service. QA, therefore, is a proactive process.</i></li> <li>• <i>The goal of QC is to identify defects after a service is performed and before it's completed</i></li> <li>• <i>QC is achieved by finding and eliminating sources of quality problems through inspections so that customer requirements are continually met.</i></li> <li>• <i>Examples of how QC is done at GCE contract sites are TAMS inspections, software testing, etc.</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>Process-oriented and focuses on deficiency prevention</i></li> <li>• <i>QA prevents defects with a focus on the process used to make the product or deliver the service. QA, therefore, is a proactive process.</i></li> <li>• <i>The goal of QA is to improve processes so that deficiencies do not arise when the service is being performed</i></li> <li>• <i>QA is achieved by establish a good quality management system and assessing its adequacy. Periodic conformance audits of the operations of the system are performed.</i></li> <li>• <i>Examples of how QA is done at GCE include internal audits, inspection validation, etc.</i></li> </ul>

### **Cybersecurity Tips for Remote Working during COVID-19**

Cybersecurity is essential as more of our team members are working remotely as a result of COVID-19. Teleworking comes with the added responsibility of taking the appropriate steps to protect our organization's data while being connected online. Keep these tips in mind:



**JOHNNIE ZIMMERMAN**

- Know the GCE/Lakeview telework policies. This includes when and where it is acceptable to work away from the office, as well as any security measures or best practices.
- Use only devices approved by our organization. Avoid using personal computers, tablets and cellphones – as well as those shared with others – to work.
- Use VPN when necessary. Virtual private networks, which provide secure direct connections to our organization's computer network, might be necessary when accessing files, working with sensitive information, or using certain websites. For more information on how to obtain a VPN, contact our help desk at 850.434.4578.
- Update your router's software. Home routers should be updated to the most current software and secured with a lengthy, unique passphrase.
- Think before you click. Avoid downloading or clicking on unknown links in emails. If you aren't sure if you should, call the sender first. Hackers often use fake websites to trick you into giving sensitive information or to install malware (malware software is designed to disrupt, damage, or gain unauthorized access to a computer system) onto your device.
- Guard your devices. If you are allowed to work from somewhere other than your home, never leave your laptop, tablet or cellphone unattended. Avoid entering passwords where others can see.
- Create strong passwords. Be sure they include a mix of upper and lowercase letters, numbers and symbols. Make them difficult enough that someone can't guess them.
- Use two-factor (or multi-factor) authentication. Although it can be inconvenient, two-factor authentication, if available, provides an extra layer of security to keep hackers from accessing accounts. Baptist Health Care is in the process of implementing multi-factor authentication so stay tuned for more details.
- Encrypt your email. Some data and information might need to be encrypted before sending it electronically.
- Update your devices. If you are using a personal device that's been approved for teleworking, be sure it's running the most current operating system and that your web browsers and other applications also are up-to-date. Also be sure you are running an up-to-date and modern anti-virus software solution. Updates include important changes that improve the performance and security of your devices.
- If you need technical support, contact our Help Desk at 850.434.4578. Don't try to fix technical issues yourself.

Always remember that cybersecurity awareness and practicing safe OPSEC is an important key to having a successful teleworking experience.

## WE SALUTE YOU

### IT and Training Services - Value as a Competitive Advantage - Mark Mellott

Now is an exciting time to be at GCE. Six months into my position as your Chief Operating Officer for Technology and Training Services, I continue learning from my fellow team members every day. One question I've been considering is: What provides GCE a competitive advantage in the market place? A competitive advantage can be cost or other differentiators in service delivery and strategy. We compete with all types of companies. GCE has many different lines of business. We take a person-centered approach, on providing accommodations for the specific needs of our team members, to help ensure they are receiving a living wage. So what separates us and makes us great... the choice for our customers? I would argue that the GCE competitive advantage is our Values.

We talk about this all the time. Our Values are our V.O.I.C.E.S (Values = Ownership, Integrity, Compassion, Excellence, and Service). I see our Values at work all the time and at every level of GCE. From our Daily Line-Up meetings via Zoom, to the incredible work being accomplished both remotely as well as at our customer sites in 26 states. This team embodies and lives our Values!

I spent more than 24 years in the U.S. Army. I was both proud and humbled to serve my country. The Army, as an institution, is at its core a values-based organization. Many times, we dealt in operations surrounded by ambiguity and imperfect information. What drove us to be the best military force in the world? Our shared values. That is what made us strong and pulled together people from all walks of life.

GCE also is a values-based organization. Each one of us strives to be the best version of ourselves... to live our Values which drive us to strengthen who we are today and who we want to be in the future. Our V.O.I.C.E.S. are our competitive advantage.

Be well and stay safe!

Mark Mellott – Chief Operating Officer (IT/Electronic Health Records Training Services)

### **Award: Eglin Air Force Base Medical Information Systems GCE IT Team:**

#### **Air Force Material Command Medical Information Systems Team of the Year**

Recipient: 96th Medical and Dental Group Information Systems Flight: 25% of the flight is comprised of GCE team members and we have helped ensure the continuation and advancement of IT for the Medical Treatment Facility.



Eglin IT team pictured left to right: Glenn Harley, Kellen Lloyd, Jeffery "Cutty" Doyle, Alex Huggett, Robert "Bo" Baxter, Evans Appiah, Richard Aring, Michael Sloan, and Jodie Owen.

## LIVING OUR VALUES (value coin recognition)

**Ownership:** accountable, engaged, stewardship, responsive, committed

**Integrity:** honest, principled, trustworthy, transparent

**Compassion:** empathetic, merciful, sensitive, kind, giving, forgiving, hopeful

**Excellence:** safety, quality, distinguished, learning, improving

**Service:** welcoming, attentive, humble, respectful, exceeds expectations, collaborative



GCE Value coins are given out by managers and supervisors to recognize team members for consistently living one of our Values every day. When a team member earns all five Value coins he or she will receive a Value pin, coin holder and plaque with certificate.

## Five Coin Recipient Value Plaques (September – November 2020)

**Armed Forces Retirement Home – Gulfport, in Gulfport, MS – Food Services:** Melonia McFarlane, Cemon Mack, Omar Hemmings, Bridget Carter, Edward Nash, Ramon Alford, Kyle Wilson, Logan Washburn, Markisha Harris, Virginia Johnson, Umeko Johnson, Mildred Byrd, Charles Smith

**Lakeview Center, Pensacola, FL – Custodial Services:** Tracy Godwin, Brenda Robinson, Johnny Richardson, Derrick Posey

**Joint Base Lewis-McChord Air Force Base, Tacoma, WA – Food Services:** Matthew Amendt

**Armed Forces Retirement Home, Washington, D.C. – Custodial Services:** Michael Jolly, Antoine Roberts, Pia Bell

**GCE Business Operations Division, Pensacola, FL:** Holly Weaver

**Naval Construction Battalion Center (Navy Seabees), Gulfport, MS. – Food Services:** Michael Bougere, Jessica Chasse, Paloma Gulledge, Teresa Hall, Lily Lam, Jarvis Lathan Jr., Peggy Oatis, Earl Reuter, Carlos Agee

**Organizational Management Services, Pensacola, FL:** Lori Schumann

## Value coin recipients (September – November 2020)

### **DMDC Seaside, CA – IT Services:**

Gopal Mishra, Ian Davis, Jamal Kennedy, Trevor Schapiro

### **DMDC Lorton, VA – IT Services:**

Arunima Advani, Scott Mingione, Prakash Rohra, Duane Gray, Mike Snipes, Ben Gibbs, Murali Kadaveru, Jason Jones

### **GCE Business Operations Division, Pensacola, FL:**

David Johns

### **Eglin Air Force Base, Fort Walton Beach, FL – IT Services:**

Robert Baxter, Chris Goodwin, Glenn Harley

### **Hurlburt Field, Mary Ester, FL – Postal Service and Mail Center Services:**

James Bacon, Michele Kaunath, Janessa Leatherwood, Bradley Stock

### **Lakeview Center, Pensacola FL – Food Services:**

John Jones

### **Organizational Management Services, Pensacola, FL:**

Jonathan Broussard, Lori Webster, Casey Durrstein

### **Gulf Breeze Hospital, Gulf Breeze, FL – Custodial Services:**

Karen Cowan, Spencer Dowling, Margaret Gaston, Connie Dunelew, Robert Moore

### **MacDill Air Force Base, Tampa, FL – Custodial Services:**

Miguel Rodriguez, Barbara Altman, Marabel Sutton, Victor Colon, Victor Caldero, Kimkesha Devenport, Williams Atenogenes, Moriana Melian, Melton Harris, Larry Burrows, Irma Castrejon, Iva Luic, Cristine Duque, Donna Wilkerson, Jason Lesniak, Justin Anderson, Robin Hill, Carlos Apon-  
te, Narine Ramlakhan, Jessie Campana, Raymond Colon, Lillian DeJesus, Victor De La Cruz, Yelene De La Cruz, Elton Dilworth, Bourny Eluna, Mandy Stout, Maria Freyre, Johnathan Giddens, Marta Martinez, Gregory Messick, Jason Michaelsen, Christopher Mortimer, Evelyn Patterson, Sherard Payne,

Frank Shields, Anthony Pritchett, Mary Ramos, Tamario Robson, Ana Mae Scott, Mauvette Virgo, Kareen Woodhouse

### **Fort Knox, KY – Custodial Services:**

Kenda Gillespie, Jacob Bell, Rachel Daughtery, Carolyn Staley, Mark White, Andrew Plough, Harry Newby

### **Transition & Support Services, Pensacola FL – Targeted Employment Navigators:**

Tess Vaccaro

### **Joint Base Lewis-McChord Air Force Base, Tacoma, WA – Food Services:**

Brandon Baker, Nigel Coppin, Robert Johnston, Faith Manning, Sang Hee Yoo, Matthew Amendt, Gramer Cook, Thaddaeus Crisp, Natasha Hall, Nashya Taylor

### **U.S. Army 7<sup>th</sup> Special Forces Group, Eglin Air Force Base, Fort Walton Beach, FL – Food Services:**

Justin Kelley, John Porter, Katie Scott, Robert Sinnott, Tyshawna Walker

### **Fort Campbell, Fort Campbell, KY – Custodial Services:**

Margaret Bowen, Linda Schadeegg, Dexter Young, Jodi Bryant, Alex Icheke, Ashley Ferranti, Aaron Cooper, Tonya Robinson, Cathy Fentress, Vernon Babb, Jack Truong, Victoria Loveless, Alyssa Twine, Carson Nanney, Francisco Valle, Ken Manson, Adam Moss, Irma Candelario, Melvin Perez, Dawn Motes, Frances Chester, Cody Whitfield, Ken Lawson

### **Fort Campbell, Fort Campbell Schools, KY – Custodial Services:**

Raquel Hunter, Paul Williams, David Keese, Timothy Rolland, Pan Yong, Jonathan Fischer, Marietta Campbell, Acredia Colvin, Corey Watts, Francisco Alvanez, Luis Ruiz Ocasio, Willie Cage, Elizabeth Rodriguez

### **U.S. Coast Guard, Air Station Clearwater, Clearwater, FL – Food Services:**

Darin Harris, Donna Rush, Michael Newsome