

EMPLOYEE SPOTLIGHT

The **Living the Mission Award** is given to individuals who personify the GCE Mission without fanfare or desire to be recognized, but just because of who they are. This award went to two very caring individuals: Gary Murphy and Russ Schreiner. Gary and Russ, both senior operations executives, have been integral



Richard Waters, Russ Schreiner, Gary Murphy

“I don’t think any explanation is needed as they both live, eat, and drink GCE, and their passion for what they do is honest and sincere.”

– Richard Waters, Senior Operations Executive Total Facilities Maintenance

in making GCE what it is today. They were nominated by Richard Waters who said, “I don’t think any explanation is needed as they both live, eat, and drink GCE, and their passion for what they do is honest and sincere.”

Both celebrate individual and team accomplishments. They help guide and mentor people for bigger roles and responsibilities. They have helped hundreds of people, year after year, throughout their life journeys. ●

CURRENT BUSINESS SPOTLIGHT

The GCE Chief Technologist from our IT line of business, Christian Grijalva, was asked to speak at a summit held March 19 through 20 in Monterey, California. The purpose of the summit, titled “Insider Threat,” was to discuss employees’ security issues including computer-generated security challenges and capabilities, which means constant and continuous electronic monitoring of persons with higher than normal access to sensitive systems and information. A strong awareness of insider threats due to numerous newsworthy attacks and unauthorized leaks brought the attendees together to better understand security challenges in order to better defend against insider threats. Chris has been invited to speak at this conference every year since its inception. In the past he’s spoken about his participation in the federal effort to re-engineer the national security process; the physical and cyber security issues related to the Fort Hood and Washington Navy Yard shootings; and the Monetization Model used by hackers on the dark web. ●

A NOTE FROM RICH

Since the last newsletter, a lot has taken place.

- Several GCE team members visited Peckham Industries in Lansing, Michigan to benchmark, and they brought back a list of great ideas to begin implementing.
- Under the leadership of **Lori Kain**, our Quality Work Environment (QWE) team is advancing both self-advocacy training and refinement of career ladders.
- I had the pleasure of visiting with our EITS team at our Seaside, CA location and learning how **Gopal Mishra** and his team are meeting the needs of customers.
- GCE has hired a Chief Operating Officer (COO). **Jeff Read** joined the team on February 26 and will help GCE to continue excelling in the spaces we operate.
- The Winter GCE Leadership Conference, held January 30 through February 2, was a great success. Approximately 55 GCE leaders from across the country assembled in Orange Beach, Alabama to learn, plan for the future, and celebrate accomplishments.



Rich Gilmartin,
GCE President

Lastly, my wife and I just moved into a new home. We lived with our daughter for eight months while construction took place. There were many lessons learned during the process, some painful and some heartwarming. Perhaps the biggest lessons were simply reminders. For example, many of us tend to accumulate a lot of stuff and attach too much meaning to it. But far more importantly, it was a great reminder that the bonds among family are incredibly strong and can be a great support during times of stress. ●

GOVERNMENT/COMMUNITY RELATIONS

Thank you to everyone involved in the 2018 GCE Leadership Conference. One special part of the conference was on Thursday morning. We invited front line team members to join in self-advocacy training. About 30 people attended. Why is self-advocacy so important? It provides the knowledge needed to succeed, and individuals are given an opportunity to participate in decisions that are being made about their lives. There is a saying in the disability world: “nothing about me without me.” As our world quickly changes around us, so do government policies which bring on changes that affect individuals with disabilities. Every voice is important. Understanding how to be heard in your community is needed. All GCE employees have a story about why employment is important to them and the impact that GCE has made on their lives. The members in the advocacy group training shared their stories using some of the skills they learned in this valuable training so that they can do the same in their communities. They did a great job! ●



Front line team members join in self-advocacy training

WE SALUTE YOU!



The Spencer B. Jones Outstanding Achievement Award went to Art Mueller, project manager, Eglin Air Force Base (custodial contract). Each year this award is presented to a project manager who has demonstrated performance excellence and achievement of the highest level, all while advancing the Mission of GCE.

Thank you Art from your GCE family! ●

UPCOMING EVENTS / WHO KNEW?

Planning is under way for the employee engagement survey to launch in early June. Proctoring was a success, and we are planning to do that again, with a few changes learned from last year.

We are working with two pilot sites in Pensacola to test the ability of potentially offering computer access to all front line team members at each GCE site. This process started as a Quality Work Environment (QWE) team initiative to provide access to the following online resources:

- *Lawson Employee Self Service (ESS) – A system where employees can see check stubs, W-2s, set up direct deposits, and more.*
- *iDevelop - A learning management program that provides training opportunities for staff.*
- *Internet – Access to job searches and submitting applications.*

We have enlisted the help of our IT team, led by Christian Grijalva, to develop password access by retinal, or eye, scan of each staff member.

Trakstar, Lakeview Center's new performance management software tool, has been implemented for GCE's IT and contact center lines of business. Implementation for the remaining GCE lines of business is now under way and is expected to be up and running for fiscal year 2018 year-end performance evaluations. This tool offers a modern approach to employee performance management and will provide a more dynamic experience for both the employee and supervisor. A few standout capabilities are: 1.) year-round note-taking and metric progress updates, 2.) email reminders for goal tasks, 3.) and streamlined workflow to facilitate the annual cycle. Look for a mid-summer rollout and training schedule to be shared with leaders. ●

Safety with Jonathan Broussard

Safety Successes

Many injuries we experience at work result from a lack of situational awareness, or the failure to see potential dangers in our work areas.

Situational awareness means being aware of our surroundings and being on the lookout for dangers that could cause harm. When we repeatedly do the same tasks, our perception of danger goes down. It's human nature to become complacent, but that can lead to overconfidence and more risk-taking behavior.

Reducing these types of injuries requires a two-pronged approach:

1. Create a greater sense of awareness in your area. Don't ever assume that a great amount of experience will always prevent injury. Avoid feeling overconfident when working.
 - Look – What is happening in and around your work area?
 - Think – What could happen next? Constantly reassess your work area.
 - Act – Identify any hazards and take steps to isolate them before they cause injury.
2. Teamwork is another method of combatting this issue.
 - If you see coworkers who aren't fully focused on the task at hand, speak up.
 - Keep the interaction positive to avoid confrontation, and let them know you're concerned about their safety.
 - Ask if they need a moment to refocus, and encourage them.
 - Don't assume your coworkers see a danger or hazard. Point it out to ensure everyone is aware and sees what you see.

Quality with Stephanie Cooper

ISO 9001 Update

As we reported in the Winter newsletter, we are implementing the ISO 9001:2015 Quality Management standard for our IT line of business. The process has us evaluating the service line structure, our processes/procedures, and our relationship with customers.

What's next?

- **Stage 1 Audit –March 19, 2018**
During this audit the registrar, Dekra Company, will review the management system's documented information, evaluate our site-specific conditions and have discussions with employees. They are currently reviewing the scope of our management system and obtaining information on our established processes, operations and levels of control. Ultimately, the results of this audit will tell us if we're ready to move forward with the Stage 2 Certification Audit.
- **Stage 2 Certification Audit – Tentatively scheduled for April 9, 2018**
This audit will evaluate the implementation and effectiveness of the organization's integrated management system (combining both ISO 9001-quality and Capability Maturity Model Integration (CMMI)). Dekra Company will determine whether or not we are in compliance with the ISO 9001:2015 standard. They will report any non-conformances or potential non-conformances that we need to correct before the certification can be issued.
- **How can you help?**
 - Know GCE's policies and where to find them.
 - Maintain customer focus and report customer feedback to your senior leader.
 - Understand GCE's procedures.

Security with Johnnie Zimmerman

International Travel

Spring is here, and many of us are already planning our summer vacations – some of those vacations will include travel abroad. Whether you are traveling alone or in a group, planning ahead can help ensure your time abroad is both enjoyable and safe. Here are a few important reminders:

Before You Go

- Familiarize yourself with local laws and customs in the areas where you plan to travel. You are expected to obey these laws, which may include dress standards, photography restrictions, telecommunication restrictions, curfews, etc.
- Make copies of your passport, airplane ticket, driver's license, and credit cards that you plan to take with you. Keep one copy at home, and carry a second copy with you, but keep it separate from the originals. This will help speed up the replacement process if your important documents are lost or stolen. Do not take unnecessary identification or credit cards.
- Establish points of contact for your family to reach you, and register your trip with the State Department. Obtain the phone number and address for the U.S. Embassy or consulate in the country(s) you plan to visit.
- Take any necessary medications in the original containers and keep them in your carry-on luggage during flights. Verify you have adequate medical insurance.

During Your Stay

- Protect your passport! Theft of American tourist passports is on the rise. It is recommended that you carry your passport in a front pants pocket or in a pouch hidden in your clothes, and that it remains with you at all times. If your passport is lost or stolen, immediately report the situation to the nearest U.S. Embassy or consulate.
- Be courteous and cooperative when processing through customs. Do not leave your bags unattended. Stay alert.
- Use authorized taxis. You could be overcharged, robbed or kidnapped when using illegal taxis also known as “pirate” or “gypsy” taxis.
- Do not carry large amounts of cash.
- Be aware that theft from sleeping compartments on trains is common.
- Do not leave drinks unattended. Someone could slip a drug into it that causes amnesia and sleep.
- Avoid long waits in lobbies and terminals, if possible. These areas may harbor pickpockets, thieves, and violent offenders. Laptop theft is especially common in airports.
- If you are arrested for any reason, ask to notify the nearest U.S. Embassy or consulate.
- If you wish, you may obtain specific pre-travel risk assessment(s) for the country(s) you plan to visit from Johnnie Zimmerman, Facility Security Officer (FSO), through email johnnie.zimmerman@gce.org or by calling 850.429.6961. If there are specific issues you should be aware of it can prepare you and help ensure your safety and peace of mind.

If you do click on a link, be sure to run your virus protection software for a full scan of your computer. It would be a good idea to change your passwords and notify your bank and/or credit card company if you think you have been compromised. ●

LIVING OUR VALUES (value coin recognition)

This reward and recognition program is based on our organization's Values: Ownership, Integrity, Compassion, Excellence and Service.

Ownership: being accountable, committed, responsive and engaged
Integrity: being honest, trustworthy, transparent and principled
Compassion: being sensitive, kind, giving, forgiving, hopeful and empathetic
Excellence: being quality driven, focused on safety, improvement in performance
Service: being attentive, humble, exceeding expectations at your job, collaborative and welcoming

Value coins are given out by managers and supervisors to recognize a team member 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 certificate.

November 2017 – January 2018

Joint Base Lewis-McChord, Tacoma, Washington – Food Services

Rashaante Hart, Deborah Schliesinger, Sukie Berg, No Pak, Un Chu Kim, Daisy Balaoing, Nam Powell, Adrienne Chavis, Faith Manning, Suk Haddock, Ronald Murray, Tal Hockenbrock, Jane Choi, Casey Hanson

Armed Forces Retirement Home, Gulfport, Mississippi – Custodial Services

James Rogers, Quishona McCoy, Silvia Irahela, Tynise Rich, Christina Everett, Tonya Richardson, Antoine Roberts

Armed Forces Retirement Home, Gulfport, Mississippi – Food Services

Howard Johnson, Christopher Antonelli, Fuk Wong, Michael Scott, Linda Robinson

EITS, Lorton, Virginia

Shade Mallory

Gulf Breeze Hospital, Gulf Breeze, Florida – Custodial Services

Amanda Simon, Neal Wingard, Stacey Mack, William McKinney, Timothy Robinson, Bryant Johnson, Kevin Garner, Paul Napier, Michael Showers, Cameron Senior, Morissa Reado, Kenny McGruder Jr., Sheila Jones, Joshua Elliott, Denise Carmichael, Raechal Caille, Connie Brazile, Rebecca Borribeau, Anthonette Albritton

Naval Air Station Whiting Field, Milton, Florida – Custodial Services

Ronnie Dowdle, Brian Hicks, Angila Bowers, Stephanie Lindsey, David Hewes, Deborah Vuchanan, Jeanette Henderson

Fort Knox, Kentucky – Custodial/Facilities Maintenance

Linda Goslee, Melissa Eads, Tiffany Rambo, Alfredo Reano, Devin Clinkenbeard, William Frazier, Velkis Isakson, Clyde Whittedge, Christa Lewis, Rodney Rains, Tim Clem, Scott Powell, James Dozier, Ron Rankin, Helen Claycomb

Eglin AFB, Army 7th Special Forces Group, Fort Walton Beach, Florida – Food Services

Keshia McTear

GCE, Pensacola, Florida - Administration

Tracy Johnson

West Florida Community Care Center, Milton, Florida – Food Services

Jean Perdue, Tyler Bohannon, Amber Pate

U.S. Customs, Orlando, Florida – Custodial Services

Milagros Molina

U.S. Army Reserve, Orlando, Florida – Custodial Services

Mary Estiven, Lavila Estiven

Naval Support Activity, Orlando, Florida – Custodial Services

Felicita Fontanez, Natalie Cabrera, Roberto Figueroa, Natalie Cabrera

Naval Education and Training Command, Pensacola, Florida – Business Services

Linda Collins, Aaron Jackson, Kevin Cromwell, Alan Young

Naval Air Station Pensacola, Florida – Food Services

Jim Young, Kristina Bennett, Kathy Erwin, Perry Hardy, Trinh Nguyen, Agnes Tran, Deanna Jernigan, Nicho White

Fort Campbell, Kentucky – Custodial Services

Andrew Whitaker

Eglin Air Force Base, Fort Walton Beach, Florida – Custodial Services

Jared Francis, Raymond Hayes, Greg Weeks, Cristain Arzuaga, Jordan Hover, Quellan Jones, Brenda Griffith

Fort Polk, Louisiana – Food Service

Laura Nix, Cala Williams, Delaney Borges, Cherry Coates ●