

EMPLOYEE SPOTLIGHT

In this newsletter we spotlight Lance Height from the GCE Business Development team. Lance has been a member of the team for four years. He took on a new role for GCE in May of 2017 when he moved to Colombia, South America. GCE leadership realized that we would need to establish a permanent presence in Colombia to build our brand and meet our international business development objectives.



What we have accomplished in South America:

- Established a GCE Colombia branch office and registered as a non-profit organization with Colombia's Chamber of Commerce
- Created a Latin American GCE website and social media presence
- Hosted two Christmas charity events for foster children with disabilities in collaboration with the Bogota Mayor's office
- Provided disability subject matter expert (SME) support on a U.S. Agency for International Development (USAID) funded project to provide entrepreneurial training and establish businesses for 20 persons with disabilities
- Participated in multiple speaking engagements throughout Colombia with the Ministry of Work to advocate for the employment of individuals with disabilities
- Signed a contract with Ebisu Construction to develop and implement a corporate social responsibility program for the employment of individuals with disabilities

The future for GCE in South America:

The future in Colombia is being shaped by the demand of both the government and the commercial sector. GCE has adapted a business model to accommodate the role that we have been asked to fill. The model includes but is not limited to consulting and subject matter expertise. Over the next year GCE Colombia will begin multiple on-the-job-training (OJT) programs that mirror our efforts in the United States. In preparation for the anticipated OJT programs we plan to continue developing and sharing GCE's expertise and corporate culture with Colombia. - continued on next page...

A NOTE FROM RICH

The month of October was filled with NDEAM celebrations at many GCE contract sites. These events provide an opportunity to recognize the accomplishments of people with disabilities who have found success in the workforce. In November, we saluted veterans and recognized the sacrifices they made to protect our freedoms. While October and November have been identified by our federal government for these recognitions, at GCE we recognize and celebrate the achievements of people with disabilities, including veterans, all year long.



Rich Gilmartin, GCE President

GCE's Performance Accountability Report (PAR) results for FY18 demonstrated good performance health.

Performance Pillar	Measure	Goal	Status
People	Employee Active Engagement	4.48	Yellow
People	Employee Retention	75%	Green
Service	Customer Satisfaction	4.50	Green
Quality	Direct Labor Ratio	75%	Green
Quality	Internal Quality Surveys	92.59%	Green
Quality	Site Safety	80%	Green
Quality	Access to Services	4.50	Green
Financial	Achieving Budgeted Net Revenue	100%	Green
Growth	People with Disabilities Placed in Jobs	370	Yellow
Growth	Operating Revenue	100%	Green

Key: Green = made or exceeded goal, yellow = narrow miss, red = missed goal

This scorecard is a reflection of our organization's performance and general health on key performance metrics. As you can clearly see from the status column, it was a healthy year for GCE, though we do have areas to work on (but no red this year!).

GCE is fortunate to have leaders focused on promoting the health of GCE, as an organization and as employees. Congratulations on a great year, and thank you for helping GCE achieve some amazing results that benefit the people we were created to serve. ●

Rich

Lance answers: What is it like living in Colombia, South America?

“Living in South America is similar to living in the U.S. in many ways and very different in others. Fortunately, my experience living in other countries has helped me adapt to the cultural difference easier than most. Although, still adjusting, it is a daily learning experience.”●

CONTRACT OPERATIONS SPOTLIGHT

GCE Nurse Auditing Services

Three years ago, RESPECT of Florida approached GCE with a need from the Department of Management Services (DMS) to ensure that privately run prisons were providing appropriate health care to prisoners. GCE was fortunate to be in a position to utilize Lakeview’s Staffing Solutions team led by Marvic Goodspeed and Brittany Taylor. Staffing Solutions provides nurses, behavior techs, and administrative assistants to Lakeview Center and Baptist Hospital. Staffing Solutions and the GCE business development team put together plans to audit nursing and health care services at seven privately run prisons across Florida. The pilot was a success, and the department of management services contracted with GCE to provide this audit at each prison two times per year. Audits are very complex and allow us to provide detailed reports of our findings to DMS after each audit. After two years of providing these services, DMS asked GCE to begin providing a third audit each year along with the annual statistical review.

The original idea behind this contract was to provide administrative jobs for people with disabilities who would take all the audit information and turn that information into reports. Over the life of this contract, the team determined that it is more effective to have the nurses prepare these reports. Since GCE’s goal is to provide jobs for persons with disabilities, the Staffing Solutions team worked with us to recruit nurses with disabilities to fill the roles on this contract.

Government / Community Relations

Elections are over and both old and new representatives will soon be busy on Capitol Hill in Washington D.C. as well as others in our state capitols. The question is: Did you vote in November? Voting is a right and privilege. Your voice matters, and your vote is just one way for others to hear your voice.

Our next self-advocacy group is set to launch at JBLM (Joint Base Lewis-McChord) in Tacoma, Washington. Initial meetings took place in early December with Lori Kain, director of GCE Governmental and Community Relations; Jo’el Roth, targeted employment navigator; and Betty Geren, food services operations executive. The first site, Naval Air Station Pensacola, started a self-advocacy group more than a year ago and is still going strong thanks go to a committed group of team members who volunteer their time. Bimonthly meetings are held in the custodial breakroom and the group decides where they want to volunteer in the community; how to qualify for a habitat for humanity home; and most recently how to take part in financial literacy training in a partnership with Regions Bank. The group also hones their public speaking skills so that they can share their personal stories in front of an audience (i.e. Congressional leaders, the community, family, friends, or co-workers).●

UPCOMING EVENTS / WHO KNEW?

In an IT Minute: Christian Grijalva, chief technologist, spoke at a conference in Hot Springs, Virginia on December 6, 2018. He was invited by the Department for Aging Rehabilitative Services (DARS) to speak at the Hire Education Conference about the ins and outs of building an IT talent pipeline.

New office sites for the IT team are now up and running in Alexandria, Virginia and Denver, Colorado. This growing line of business now has four locations in the U.S.

Out with the old... in with the new...

Over the past few months, GCE has worked diligently to standardize some definitions of frequently used terms in our organization. *- continued on next page..*

As part of our GCE culture, all team members are encouraged to immediately start using the new terminology listed below:

Old Terminology	New Terminology
Staff, Employees, EEs	Team Members
Rehab Services Division of GCE Southeastern Vocational Services (SVS) Vocational Services	Employment and Support Services
Targeted Employment Coordinator (TEC)	Targeted Employment Navigator (TEN)
NISH	SourceAmerica
Total Facility Maintenance / Total Facility Management (TFM)	Facility Maintenance (FM)
Admin Services	Business Services
Service Lines	Lines of Business
Decision Support Systems (DSS)	Organizational Management Services (OMS)
Vocational Services	No longer use this term

SAFETY, QUALITY AND FSO SECURITY

Safety with Jonathan Broussard:

A frequent task performed by GCE team members involves the collecting, carrying and handling of trash. It occurs in all lines of business to some degree and is typically one of the most common causes of injury each year.

Ensure you and other team members follow these procedures to prevent injury:

- Never push down on trash in a bag to make more room. There is no way to know what is inside. Contents can include broken glass, sharp metal edges and even needles. Potential injuries include lacerations and punctures.
- Never carry trash over your shoulder or bounce it against your body/leg. Items inside the bag could protrude through the bag and cause an injury such as a laceration or puncture.
- Never attempt to carry heavy bags of trash alone. If the bag is too heavy, ask another team member to help you.
- Never attempt to throw heavy bags into dumpsters. Ask another team member to help you place the bag into the container.
- Never overload bags. Do not attempt to reduce the number of trips by combining too much trash in a bag. It may become too heavy or cumbersome to carry and could lead to injury.
- Look out for other team members and be willing to lend a hand, even if they don't ask for help. Everyone should work together to prevent team member injuries. If you see a team members performing unsafely, encourage him or her to adhere to our GCE procedures. ●

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. The 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 of ensuring that the customer and quality requirements are fulfilled.

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

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

SECURITY WITH JOHNNIE ZIMMERMAN

During the holiday season there are people who will take advantage of any situation for personal gain, regardless of the expense to you. A little holiday safety for you and your loved ones goes a long way.

Social Media – I can't think of a better way that people set themselves up as targets than by announcing details of their personal lives on social media, especially when traveling. Thieves would have no difficulty connecting a social media account with a physical address. Once those two data points are connected, they can monitor the residence in a Snuggie while sipping hot cocoa.

Boxes – Drive through any neighborhood the day after Christmas and you will gain a sense of what gifts were exchanged by looking at the boxes out by the curb for trash pickup. If you are enjoying a shiny new 55-inch television while the box sits outside for the garbage man, you may have just made yourself a 'target' who could quickly be upgraded to 'victim' at the hands of a thief.

Shopping – During this time of year, we buy a lot of stuff. With an increased volume of transactions comes an increase in opportunities for thieves to get your personal information. One way you can protect your finances is to use a credit card instead of a debit or check card. Protections come with a credit card transaction that are not provided with a check card transaction. Don't carry an excessive amount of cash, and make sure you keep track of your receipts and securely store them in your home.

Out and About – If you are buying numerous packages, you may feel compelled to make a trip out to your vehicle between stores to drop off your packages. **Please understand that this is a bad idea.** If anyone is watching, it designates your vehicle as a high-value target. However, if you must drop off packages, park your car in a busy, well-lit location, and lock your valuables in the trunk not leaving anything of value in sight. **If it's practical, consider moving your car with each trip.**

Travel – Lastly, if you are traveling this season, pay a few bucks to someone for checking on your house. Use timers to turn on and off lights, a radio or a television, to give the impression that someone is at home and not away on vacation. ●

WE REMEMBER JAMES ROGERS - a wonderful member of the GCE family at the Armed Forces Retirement home in Washington D.C. James began his career with GCE in May of 2008. He was an Army veteran who served for six years, and when he came to GCE he worked as a custodian/floor tech. His fellow team members love and dearly miss him. The Armed Forces Retirement Home honored James with a memorial service which was greatly appreciated by GCE and his family. ♥





Johnnie Kidd, Pam Walker – project manager

Happy Retirement Johnnie Kidd

Naval Air Station Pensacola Custodial Services wished Johnnie Kidd a happy retirement on November 28, 2018. Johnnie has been a valued team member since he was hired in 1993, 25 years ago. We wish him all the best, and he will be truly missed by his GCE Family! ●

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 RECIPIENTS (May - July):

Naval Air Station Pensacola, FL – Food Services:

Jess Rocafort, Sheila Jackson, Mary Stewart

Naval Air Station Pensacola, FL – Custodial Services:

Paul Smith, Johnnie Kidd

Joint Base Louis-McChord Tacoma, WA - Food Services:

Deborah Schliesinger

MacDill Air Force Base, Tampa, FL. – Custodial Services:

Ronesha Monroe, Irma Casterjon

Eglin Air Force Base, Fort Walton Beach, FL - Custodial Services:

Katie Leifemann, Jarred Frances, Raymond Hayes

Eglin Air Force Base, Fort Walton Beach, FL - Custodial Services:

Randy Schreiner, Gregory Weeks, Nelly Reed, Arle Ferguson, Michael Bowling

Naval Air Station Pensacola, FL – Food Services:

Eddie Williams, Cameron Marlow, Charles Brandon, Aaron Scott, Maxinia Head, Chary Carey, Bryan Lowe, Mary Horan, Kathy Erwin, Gerry Riddlebarger, Logan Forester, Melissa Mims, Joey Johnson, Daniel Bennett, Chevelle Robinson, Tim Long

EITS (Enterprise Information Technology Services), Seaside, CA – IT:

Araceli Arias, Marybelle Pimental, Chris Watkins, Jeremy Colwick, Cliff Cummings

U.S. Army 7th Special Forces Group Eglin Air Force Base, Fort Walton Beach, FL. – Food Services:

Amber Limes, Tyshawn Walker, James Johnson, John Porter, Scott Williams, James Woods, Michelle McLemore

Baptist Hospital Custodial Services, Pensacola, FL:

Judy Brahier

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

Reggie Stone, Kimkesha Davenport, Marabel Sutton, Miguel Rodriguez, Larry Burrow, William Atenogenes, Alcinor Aurelien

GCE Corporate Headquarters, Building T, Pensacola, FL:

Russ Schreiner, Tia Takigawa, Angie Kahiapo (LCI) ●

Value coin recipients August - October 2018

Joint Base Louis-McChord Tacoma, WA - Food Service:

Sun Asher, Carri-Anne Chambers, Rachel Chow, Hayli Gourley, Shawn Halk, Corky Henderson, Tim Kelley, Un Mays, Ron Murray, Yong Sim, Cindy Socall, Rafietou Agoro, Matthew Amendt, Chong Anderton, Don Chandler, Gavin Coy, Tamra Cushway, Jason Groshong, Tong Harms, Leslie Kenan, Chung Lim, Yi Navas-Algarin, Nashya Taylor, Doreen Weed, David Zimmerli

Ft. Campbell, Clarksville, TN – Custodial Services:

Robert Brooks, Paula Martin, Dawn Motes, Josh Switzer, Emmanuel Roman, Mark Rushing

Naval Air Station Pensacola, FL - Custodial Services:

Tammy Ramos, Sandra Stevens, Chris Jackson, Eric Wotis