

## EMPLOYEE SPOTLIGHT

In June the Department of Rehabilitation (DOR) held their annual awards event in San Jose, California. The event was a chance to meet with GCE's West Coast DOR partners who provide opportunities for individuals by introducing them to GCE jobs. The event was hosted at the San Jose Department of Education and opened with employees who honored those who helped them find work which has given them the opportunity to excel in life. GCE team member and DOR sponsor/client, Veronica Velasco was invited to participate in the Disability Round Table discussion. She spoke of the barriers she faced as a person with a disability who eventually attained employment with GCE. Veronica shared her journey and the steps she took to achieve her role as Business Analyst I. Her goal in sharing her story was to encourage others to strive, be self-driven, and never stop learning regardless of the obstacles they face. ●



## A NOTE FROM RICH

After many months of groundwork, GCE began its first contract in Colombia, South America. The contract involves training Colombians with disabilities on pre-employment skills as well as how to run a small business. Congratulations to Lance Height, Mark Kessler and Lisa Bloodworth on this accomplishment.



Rich Gilmartin, GCE President

Lori Kain once again led the GCE team at the Grassroots Conference sponsored by SourceAmerica® in Washington, D.C. You will find more information about this great event in this newsletter.

Keith Lynch, former Army Ranger and a member of our Business Development team, has been collaborating with SourceAmerica and the AbilityOne® Commission staff to advance the focus on employment of veterans with disabilities. Keith has been a part of presentations in Indianapolis and Chicago aimed at helping non-profit agencies recruit and employ veterans.

In our previous newsletter, I mentioned that GCE was exploring the feasibility of acquiring another non-profit organization and that more details would be shared. I am happy to report that Able Forces, Inc., which was based in Front Royal, Virginia, become a part of GCE on August 1. Able Forces has specialized in creating employment opportunities for veterans with disabilities. GCE has a long history with Able Forces as they have helped recruit veterans with disabilities for our EITS contract for several years. Chris Seventko is managing this endeavor. The acquisition provides GCE with access to new customers, expands our knowledge-based contracts, and adds two new states (Nebraska and Georgia) to our footprint. Welcome to our newest members of the GCE family!

Chris Grijalva is running point for GCE on identifying new tools and approaches that help employees efficiently and effectively accomplish their work. In a world that is changing more and more rapidly thanks to technology, it is critical that GCE keep up and adopt ways to provide our customers with the very best service at the lowest reasonable cost. We need to make technology an essential part of our operations. ●

Rich

## CONTRACT OPERATIONS SPOTLIGHT

GCE Food Services is on the move, submitting bids for new contracts, for instance a contract opportunity in West Virginia with the Border Patrol. We are developing new food service concepts, using the Armed Forces Retirement Home (AFRH) in Gulfport, Mississippi as a pilot site. The GCE Food Services Team has been diligently working to develop and test their ideas for a Food Court Cafeteria under one roof. GCE will have a grab and go area to include sandwiches, salads and wraps, pizza, grill, extensive soup options, salad, fruit and protein station and of course the ever popular, dessert and pastry station. The change is in addition to our standard hot breakfast, lunch and dinner bar. Residents at AFRH tested some new menu items, and referred to them as "flavor explosions." Residents are happy to help, and they find the new taste options very pleasing! ●

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## GOVERNMENT/COMMUNITY RELATIONS

In June of each year GCE team members travel to Washington, D.C. to participate in the SourceAmerica Grassroots Advocacy Conference. Our team is comprised of self-advocates who are key in making the trip a success. This year Allison

Ashmore (GCE Employee of the Year - Naval Station Newport) and Ronesha Monroe (MacDill Air Force Base) made the trip and helped educate congressional leaders about the importance of work opportunities for people with disabilities. Allison and Ronesha shared their struggles and successes in finding meaningful work and becoming members of the GCE family.



Pictured L to R: Ronesha Monroe, supervisor, MacDill Air Force Base; Allison Ashmore, GCE Employee of the Year - Naval Station Newport.

We are honored that GCE team member Jo'el Roth represented our organization at the U.S. Special Olympics in Seattle this year. She did an excellent job. Not only did Jo'el take part in an on-site job fair, but she also joined SourceAmerica representatives on stage to participate in a group



Pictured L to R: John Kelly, SourceAmerica vice president; Jo'el Roth, GCE targeted employment navigator; David Egan, SourceAmerica ambassador.

discussion about employment opportunities for people with disabilities. This was the first time a job fair or panel discussion was held at the Special Olympics. Jo'el shared our Mission with the audience and explained who we are and what we do. She also shared examples of some of the jobs available at our sites across the country. A main focus for the panel was to discuss inclusive or "unified" employment (a term used by Special Olympics representatives), and what that means to GCE and to individuals with disabilities. The job fair was well-received by families and participating athletes. Many are now encouraging Special Olympics to hold more job fairs at regional events. ●

## UPCOMING EVENTS / WHO KNEW?

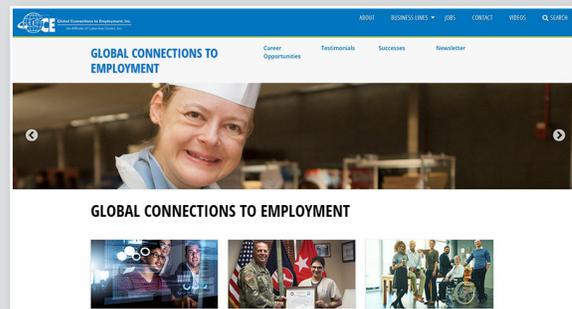
### National Disability Employment Awareness Month (NDEAM) – October 2018!

We celebrate our wonderful team members across the country during the month of October.

The theme this year is "America's Workforce: Empowering all." Observed each October, NDEAM celebrates the contributions of team members with disabilities and the value they bring to our organization by way of their skills and talents.

### New to View

Have you seen the GCE website lately? If not, go to GCE.org. The website has a new look that we hope you find easy to use. You can use your home computer, mobile phone, or iPad to check it out.



## WE SALUTE YOU!



Jim Avett, GCE project manager, joined our organization after serving 25 years of active-duty in the U.S. Air Force (USAF) and another 27 years of civil service on the mail services team for the USAF. Jim retired this year, and we want to thank him for his service with us and most certainly his more than 50 years of service to our country. Happy retirement Jim! ●

Pictured left to right: Pamela Nabors, Russ Schreiner, Jim Avett, James Bacon, Michele Kaunath.

## GREAT NEWS FROM THE IT GROUP IN VIRGINIA!

The GCE IT Line of Business is happy to share news of an exciting opportunity for a new AbilityOne contract with the Defense Health Agency (DHA). The team has been working over the past year to develop a relationship with DHA to show them how persons with disabilities are ideally suited to train end users across the globe on software used at Military Treatment Facilities (MTFs). DHA is supportive of and committed to GCE's Mission and the success of our Enterprise IT Services (EITS) contract in providing career opportunities for our country's Wounded Warriors. We hope that this work will begin in the second or third quarter of 2019. Our goal is to expand this contract to include other areas of IT services and program management within DHA. More details will come as we move through the AbilityOne Commission process for establishing this contract. ●

## FALL CONFERENCE 2018

Leading with purpose, financial performance, and contracting were just a few of the topics covered during learning sessions at the 2<sup>nd</sup> annual GCE conference in September. The sessions were created to help assistant project managers develop the new skills and knowledge necessary to build more engaged and effective teams. The specialized focus of the conference helps attendees return to their work sites and immediately put into practice their new skills. During lunch on the first day we were joined by the Naval Air Station Pensacola self-advocacy group members who shared individual stories about why work is so important to them and how it has changed their life journeys.

A key takeaway from GCE President Rich Gilmartin: "We are always striving to be better than we were yesterday so that we are ready for tomorrow." ●



## 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 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 plaque with certificate.

### FIVE COIN RECIPIENTS (May - July):

*Spencer Dowling - Second time being recognized*

**Armed Forces Retirement Home, Washington, D.C. - Custodial:**

*Michael Burner, Timothy Hart, Laketia Moore, Silvia Iraheta, Frederick Edwards*

**Gulf Breeze Hospital, Gulf Breeze, FL - Custodial:**

*Meghan Thomas, Bryant Johnson, Neal Wingard, Amanda Simon, Spencer Dowling*

**Eielson Air Force Base, Fairbanks, AK - Food Service:**

*Kevin Jackson, Rabiab Gadow*

**MacDill Air Force Base, Tampa, FL - Custodial:**

*Charles Rose*

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

*Kuei Scott*

**Naval Air Station Pensacola, FL - Food Service:**

*Sheila Jackson, Janas Marlow, Paul Markam, Jose Kaibigan*

**Joint Base Louis-MChord Army Base Tacoma, WA - Food Service:**

*Deborah Schliesinger*

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

*Charles Kilberg, Keshia McTear, Scott Williams, Justin Kelley, Christopher John, Amber Limes*

**Fort Knox, Fort Knox, KY - Custodial and Facilities Maintenance:**

*Christa Lewis, Jason Krapata, Jennifer Moody, Jerry Cook, Dominique Harding, William Castellano, Brenda Lyall*

**Naval Air Station Pensacola, FL - Custodial:**

*Johnnie Kidd, Victor Caldero, Victor Colon, Ed Laster, Sandra Stevens, Eric Wotis, Chris Jackson, Amanda Appelberg*

**VA Administration Office, Montgomery, AL:**

*Falessia Vinson, Johnny Morris*

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

*LeRoy Stafford, Steve Willis, Sesless Stokes, Katie Leifermann, Emma West, Dison Kilafwasrv, Wally Reed*

**Naval Air Station Pensacola, FL - Food Service:**

*Logan Forester, Melissa Mims, Joey Johnson, Mary Horan, Daniel Bennett, Chevelle Robinson, Tim Long, Kristina Bennett, Lori Webster, Doug Braden, Tina Padgett, Robair Wall, David Humphrey, Belinda Savage, Alex Rodriguez*

**Gulf Breeze Hospital, Gulf Breeze, FL - Custodial:**

*William McKinley, Denise Carmichael, Anthonette Albritton, Connie Brazile, Timothy Robinson*

**Fort Polk U.S. Army Installation, Leesville, LA - Food Service:**

*Amber Major, Heatherlee Martin-Minion, Mikala January, RJ Woods*

**GCE Corporate Headquarter, Building T, Pensacola, FL: (February - July)**

*Lisa Bloodworth, Robin Bivins, Teresa Patterson, Cristina Landau, Johnnie Zimmerman, Stephanie Cooper, Nikki Thomas, Dawn Russell, Marty Cherry, Candy Crossman, Sue Kasic, Sandra Plocharczyk, Cheyenne Robinson, Tracy Johnson, Lori Kain, Russ Schreiner, Tia Takigawa. ●*

### Value coin recipients May – July of 2018

**Joint Base Louis-MChord Army Base Tacoma, WA - Food Service:**

*Ti Aras-Algarin, Madison Taylor, DJ Rideout*

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

*Robert Ranger, Andrey Samstov, Colter Wood, Lotchana Belford*

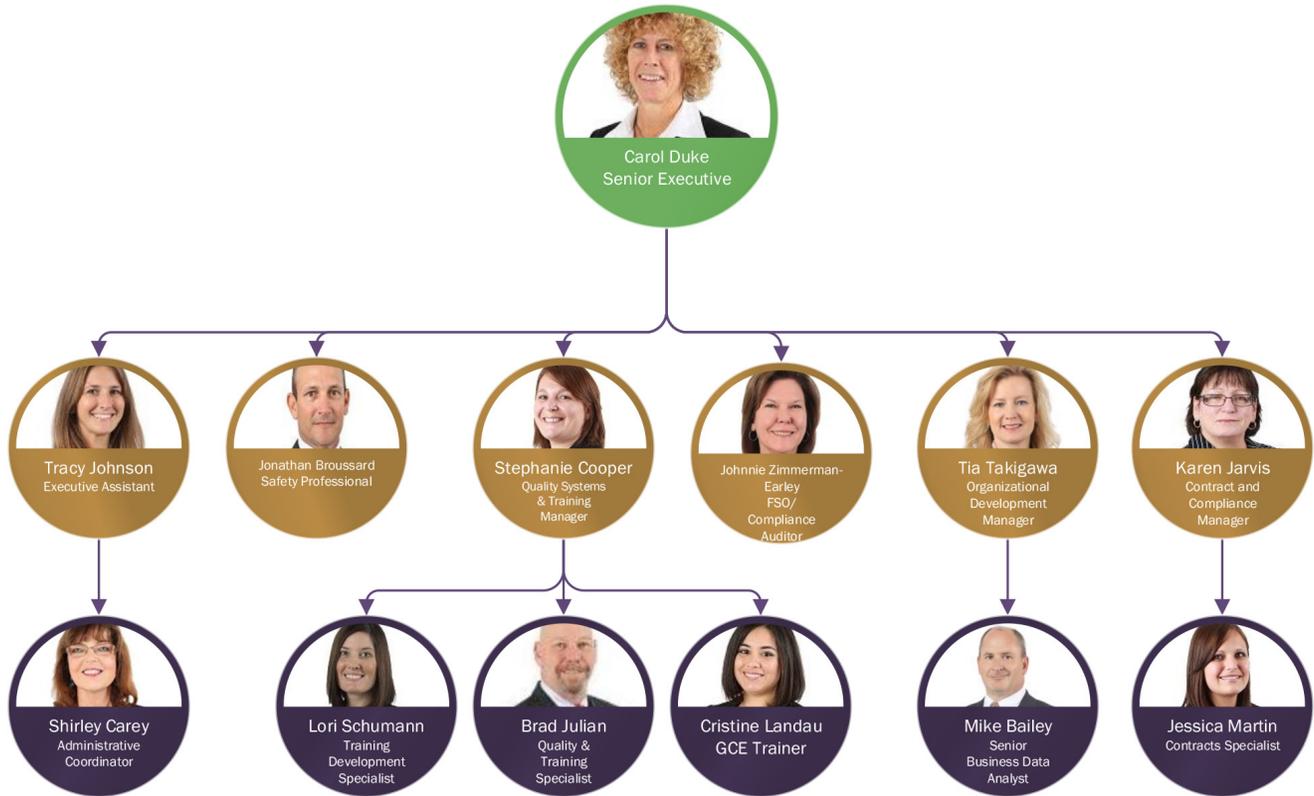
**Naval Air Station Whiting Field, Milton, FL - Custodial:**

*Brian Hicks, Angila Bowers, Erin Henderson, David Hewes, Alex Carroll, Walker Rich, Domick Ellis, Scott Gordon, Celeste Parise, Fred Frome, Ashley Gordon, Stephen Leggett, Robert Parham, Christopher Matthews, Emily Chever*

**Armed Forces Retirement Home Washington, D.C. - Custodial:**

*Pia Bell, Michael Jolly, Mathew McKinley*

# ORGANIZATIONAL MANAGEMENT SERVICES



## ORGANIZATIONAL MANAGEMENT SERVICES - CONT'D



### **Carol Duke — Senior Executive** [ 850.429.6967 | [Carol.Duke@gce.org](mailto:Carol.Duke@gce.org) ]

Carol Duke's role as Senior Executive of Organizational Management Services (OMS) is to provide leadership and guidance for the OMS team, overseeing the functions as outlined in the following sections for the benefit of all GCE lines of business. Ensuring the team's activities support internal and external customer requirements and needs is key. Carol participates as a member of GCE's senior management team to identify challenges and to strategize with the team to coordinate and implement appropriate solutions. She also liaises with Lakeview Center corporate functions, and participates on the Performance Measurement & Management and Risk Management quality assurance teams.



### **Johnnie Zimmerman-Earley — Facility Security Officer** [ 850.429.6961 | [Johnnie.Zimmerman@gce.org](mailto:Johnnie.Zimmerman@gce.org) ]

Johnnie Zimmerman-Earley is the Facility Security Officer (FSO) for GCE, responsible for providing expertise, guidance, and advice to executive management concerning all security administrative functions in support of a compliant National Industry Security Program. Johnnie's core functions include the processing of personnel security clearances, record maintenance, maintaining an understanding of the intelligence community and access requests, administering security awareness training programs, and preparing for monitoring visits. Johnnie also is responsible for training and consultative services regarding AbilityOne regulatory requirements for Targeted Employment Navigator Services (TENs), in addition to regular auditing of the TENs program staff's work in that regard.



### **Jonathan Broussard — Safety Professional** [ 850.429.6961 | [Jonathan.Broussard@gce.org](mailto:Jonathan.Broussard@gce.org) ]

Jonathan Broussard is primarily responsible for the development and maintenance of GCE's health and safety programs, with the goal of providing a safe and healthy workplace for team members across all GCE sites. This includes investigating accidents to identify the cause, developing strategies to prevent incidents from reoccurring, identifying and eliminating hazards where possible, and developing procedures to prevent injury or unsafe behavior. In addition, Jonathan visits GCE sites to perform safety inspections and to assist with enhancing employee safety at each location.



### **Tia Takigawa — Organizational Development Manager** [ 831.620.2292 | [Tia.Takigawa@gce.org](mailto:Tia.Takigawa@gce.org) ]

Tia Takigawa widely supports GCE's goal of establishing the human capital of our organization as a critical component to accomplishing our business goals. Acting as GCE's liaison to Lakeview Center Human Resources to facilitate organizational initiatives across all lines of business, Tia ensures the HR related initiatives properly align with GCE's strategic and operational objectives. Her role is key in advocating and contributing to the continuous improvement of a culture that attracts and retains a talented, engaged, and high-performing workforce. Specific initiatives include policy and procedure definition, job description development, performance management coordination, as well as process definition and documentation. Tia is located in Carmel, CA.



### **Mike Bailey — Senior Business Data Analyst** [ 850.429.6976 | [Mike.Bailey@gce.org](mailto:Mike.Bailey@gce.org) ]

Mike Bailey is primarily responsible for developing reports and dashboards that translate GCE's complex data into information that tells a clear story through data visualization. Mike collaborates with senior leadership and other team members to provide tools that help drive business decisions based on identified trends and forecasts. Mike's role is crucial in developing business strategies based on data. He also serves as the primary point of contact for PAR and DLR related questions and coordinates gathering data for external reporting requirements.



### **Karen Jarvis — Contracting and Compliance Manager** [ 850.429.6975 | [Karen.Jarvis@gce.org](mailto:Karen.Jarvis@gce.org) ]

Karen Jarvis, as GCE's Contracting and Compliance Manager, oversees the daily management of GCE's contract administration processes. She is responsible for cradle-to-grave contracting and related activities, such as subcontractor procurement oversight, risk assessment, subcontract terms and conditions evaluation and negotiation, subcontractor compliance, and contract document management. She regularly communicates with external customers and subcontractors, and provides information to senior leadership as it relates to contractual issues. Karen also serves as liaison for any contract-related audits in which GCE is involved.



### **Jessica Martin — Contracts Specialist** [ 850.429.6960 | [Jessica.Martin@gce.org](mailto:Jessica.Martin@gce.org) ]

Jessica Martin's primary responsibility is to manage the contract life cycle for all of GCE's various operational contracts and subcontracts. She participates in the construction of the contracts, routes the contracts to the appropriate personnel for approval, and maintains the contracts and related documentation in the contract management software system. Jessica also manages the submission of responses to requests for proposals and quotes, and prepares subcontractor contract modifications. She is the primary point of contact for MediTract, GCE's current contract management system.



### **Tracy Johnson — Executive Assistant** [ 850.429.6966 | [Tracy.Johnson@gce.org](mailto:Tracy.Johnson@gce.org) ]

Tracy Johnson provides administrative support to GCE leadership in Pensacola and across the country. Some of her duties include maintaining organizational charts and the GCE Directory, processing reimbursement forms and check requests, organizing, planning, and coordinating documentation through the document control process, coordinating the driver request process, purchasing supplies and promotional items, and overseeing the front desk at GCE headquarters. Additionally, Tracy fills the role of primary coordinator for the winter Senior Leadership Summit and the fall Leadership Summit each year.



### **Shirley Carey — Administrative Coordinator** [ 850.437.8989 | [Shirley.Carey@gce.org](mailto:Shirley.Carey@gce.org) ]

Shirley Carey provides front desk and administrative support to not only GCE, but also to Lakeview Center Corporate Development. She is the first point of contact for all staff, customers, and clients who come to the GCE Headquarters and Corporate Development building on the Lakeview campus, providing assistance to all walk-in and call-in customers. Shirley also acts as the facility coordinator for the building, helping to keep the building maintained and safe for its occupants. She handles timekeeping for GCE leadership, prepares orientation booklets, and oversees the "length of service" program, among other duties.



### **Stephanie Cooper — Quality Systems and Training Manager** [ 850.469.3473 | [Stephanie.Cooper@gce.org](mailto:Stephanie.Cooper@gce.org) ]

Stephanie Cooper oversees the quality and training areas for all lines of business within GCE. She is responsible for developing the strategic goals and objectives for the quality programs and the training programs for GCE, aligning them with the overall goals and objectives of the organization. Core to Stephanie's role are: Evaluating and implementing practical and sustainable processes related to GCE's overall quality management system, and instituting strategic training initiatives. In addition, she oversees all third party accreditations and ensures the sustainability of these certifications. Stephanie also liaises with the Lakeview Center corporate quality and training functions.



### **Bradley Julian — Quality and Training Specialist** [ 860.752.8243 | [Bradley.Julian@gce.org](mailto:Bradley.Julian@gce.org) ]

Brad Julian primarily supports the food service-line of business in his role as quality and training specialist. Brad's responsibilities include developing standardized quality procedures and process documents, performing quality assurance verification inspections, conducting internal quality audits, assessing quality issues, and performing root cause analyses. In addition, Brad is the system administrator for GCE's TAMS quality control inspection system. In this capacity, he supports all lines of business in maintenance, troubleshooting, new builds, and training on the TAMS system. Brad is located in Groton, CT.



### **Cristine Landau — GCE Trainer** [ 850.437.8986 | [Cristine.Landau@gce.org](mailto:Cristine.Landau@gce.org) ]

Cristine Landau is responsible for coordinating GCE's orientation and onboarding processes, and for delivering on-site and remote mandatory training to all GCE team members, as well as providing soft skills and leadership training. Cristine works with contract site management to provide guidance and support with respect to training initiatives. She also participates in training initiatives with Lakeview corporate training, to include coordination of the leadership training hours requirement this year. Cristine holds several certifications include: certified Myers-Briggs (MBTI) instructor, certified Cleaning Management Institute (CMI) "train-the-trainer," and will soon be a certified Purpose instructor.



### **Lori Schumann — Training Development Specialist** [ 850.603.2402 | [Lori.Schumann@gce.org](mailto:Lori.Schumann@gce.org) ]

Lori Schumann's primary role as training development specialist is to assess the current and future training needs throughout GCE and work with all levels of management and subject matter experts to create training that addresses those needs. Lori researches current technologies, trends, and techniques throughout the training and development industry in order to update GCE's training programs. She also manages, and serves as the point of contact for GCE's Learning Management System (LMS - iDevelop) to include data analysis, accuracy of reporting, training assignments, and compliance. Lori is located in Indianapolis, IN. ●