

EMPLOYEE SPOTLIGHT



Bonnie Blaydes
GCE Team Member of the Year

Global Connections to Employment (GCE) has selected Bonnie Blaydes as the 2019 Team member of the Year. Bonnie was chosen from a pool of approximately 1,800 team members who work at sites across the nation.

Bonnie was born with methamphetamine in her system and grew up around substance and domestic abuse. Eventually, she began to abuse drugs. Then, while trying to turn her life around, case workers with the Department of Vocational Rehabilitation discovered that Bonnie had a learning disability. She was connected to GCE for employment, and today she works as a food services shift leader at Eielson Air Force Base in Fairbanks, Alaska. Bonnie speaks about addiction and recovery to audiences at schools, churches and detox centers. She also serves as a board member at the Bread Line, a nonprofit organization that feeds the hungry.

"We are honored to work with Bonnie and share in her positivity and daily encouragement," said Rich Gilmartin, president, Global Connections to Employment. "She embodies our Mission and deserves this award."

To read Bonnie's full story go to gce.org/successes

A NOTE FROM RICH

A Different Day –

Forty-two and one-half years after entering this career, this particular journey has come to an end for me. I could tell you it has been a blast, but that would not be entirely honest. It has actually been much, much more than that. Yes, there have been some disappointments along the way, but they pale in comparison to the positive difference we have made in the lives of thousands of people who put their trust in us to assist them. Some have even told us we actually "saved their lives" by giving them an opportunity to achieve the self-worth and dignity that work can bring.



There have been many lessons learned over the course of this journey. Some are obvious, for instance, hire people smarter than you are if you want to succeed; fulfill your promises; listen more than you speak; treat people with respect; and seize the right opportunities. There are other lessons that have driven me throughout my time here, most notably that each of us, regardless of job title, is responsible for protecting and enhancing the reputation of GCE. I hope that I can say I have done that over these years.

So now it is time for a new president of GCE. I do have absolute confidence that Xan will advance our mission of helping people throughout life's journey in ways I never could have dreamed possible. I believe it is reasonable to predict that there will be a few disappointments along the way, but those are learning moments, when that happens he will benefit from your support and active engagement, just as I did.

And so, I leave GCE with a sense of accomplishment and terrific appreciation for your good work. The curtain for Act 2 is now raised, and it will be an exciting time.

OPERATIONS SPOTLIGHT

GCE Senior Leadership Conference February 2020

Every February GCE invites project managers to visit Pensacola for a three-day conference where our senior level team members receive training. The goal of the event is for our leaders to apply what they've learned at their work sites in their everyday operations. We ended the conference, on Thursday evening, with an awards banquet where we announced honorees of our key recognition programs: Employee of the Year, Spencer B. Jones, Project Manager Support and GCE Living the Mission award. Each winner is highlighted in this newsletter.

Below are a few moments captured during the conference.



Self-Advocacy ... how to tell your story!

Roughly 30 front line team members came together to learn how to speak up for themselves and others with disabilities at the 2020 GCE Senior Leadership Conference in February. Self-Advocacy is our commitment to help team members with disabilities advocate for employment opportunities and choices regarding where they want to work. Lori Kain, GCE director of Governmental/Community Relations and Debbie Ignatz, SourceAmerica member relations, discussed some key issues that impact people with disabilities and how their voices need to be heard. We also focused on the importance of voting and the impact on persons with disabilities by decisions made in Washington D.C. on Capitol Hill and by state policy makers. This year there was a twist to what we have



done in the past. The second half of the training took place with a panel discussion featuring a few of our GCE self-advocates who took the stage and answered questions from our project managers in the audience. We then followed up with a fun tabletop team building exercise which everyone enjoyed.





GOVERNMENT AND COMMUNITY RELATIONS

The government and community relations department of GCE constantly monitors policy on disability and employment issues from Capitol Hill in Washington D.C. and state government in 16 states and the District of Columbia. Sometimes there are key issues at hand from our Congressional leaders in Washington D.C., other times from state government and not in the best interest of GCE or our team members. This is when our good relationship with those leaders and their staff helps us get our message to them. These relationships also have led to partnerships that are helping GCE's ability to hire individuals with disabilities to include veterans. We share our GCE newsletter with federal and state office teams so that they can see how our team lives our mission, vision, and values all year long.

Don't forget to register to vote if you have not done so. Your voice matters and can make a difference. Sometimes it just takes a couple of votes to make the difference as to who wins an election and who does not. If you don't know how, please reach out to your project manager at your site or contact Lori Kain, director of GCE Government and Community Relations at lori.kain@gce.org or call 850.908.6969. The presidential election is this year so don't be left out.

UPCOMING EVENTS / WHO KNEW?

Helping Hands – A Message from A GCE Supporter

GCE team members are fortunate to be able to participate in the Helping Hands program. Helping Hands is a program that assists team members after a catastrophic event. The program is available to any GCE team member anywhere in the country. It is available whether you contribute or not. The last newsletter covered the program in detail. I'd like to challenge us to do more. I have personally witnessed the assistance that this program has provided to people who have experienced house fires, floods, car wrecks and other tragic events. When you have had a great loss – having a program like Helping Hands to rely on for assistance means a lot.

I looked at a report the other day from 2019 that said 91 people from GCE contribute to Helping Hands. That is 5% of our team. Thank you to those 91 people. I have been one of the 91 as long as we have had the program in place. The other day I realized I could check the box and say I was giving – but I could do more. So I increased my contribution. If you are one 1,791 GCE team members who are not currently participating I am asking that you consider it. Everyone's financial situation is different - but a few dollars per paycheck from the 95% of GCE team members who are not giving could make a big difference to our team mates when tragedy strikes.

Russ Schreiner
Senior Operations Executive

If you would like to be a part of helping hands please reach out to Lori.Kain@gce.org to learn how.

SAFETY WITH JONATHAN BROUSSARD

Many injuries or illnesses which occur on the job can be attributed to taking shortcuts. Instead of taking the time and effort to do things properly, people sometimes take a shortcut which usually results in an unsafe action or behavior. Taking shortcuts with regard to safety can occur in many different ways.



JONATHAN BROUSSARD

Examples of shortcuts include:

- Walking over the top of equipment in a closet versus removing items to create a safe walking path. Your legs can easily get tangled up in the equipment, resulting in a fall and injury, as well as potentially damaging the equipment.
- Allowing equipment to clutter the work environment versus spreading it out to make sufficient room to safely perform tasks. This could lead to others walking into equipment, tripping over the clutter or bumping into one another
- Rushing during tasks or not taking the time required to perform assigned tasks. Rushing can cause you to lose focus on the task at hand and lead to injury.
- Cutting across grassy areas instead of remaining on the designated walking paths. Potential hazards can occur in the grass such as falling into unseen holes or falling on a slippery area.

It is important to avoid the use of these types of shortcuts, so we have a safer work environment for all team members. Many times, team members think it will not happen to them ... until it does.

Ways to avoid taking shortcuts:

- Taking shortcuts is an individual choice. Hold yourself to a higher standard and never take the easy way out.
- Always take the time and energy required to perform every task in a safe manner. Make it a habit to adhere to safety practices and procedures, which were created for a reason. Others have been injured by not following the practices.
- Be a leader and show others that taking shortcuts is not an option. If others notice you are not taking shortcuts, they are less likely to take them.
- Understand taking shortcuts may not only affect you. It could lead to property damage or the injury of other team members.

Shortcuts also go against our GCE values. Ownership, Integrity, Compassion, Excellence and Service are not on display when we are taking shortcuts to accomplish a task.

It can sometimes take a little longer to do things the proper way, but, it is worth the extra time taken if it prevents an injury. If you are ever uncertain of how to safely perform any task, ask your supervisor.

QUALITY WITH STEPHANIE COOPER

IT ISO 9001:2015 Surveillance Audit

Our IT Line of Business has been ISO 9001:2015 certified since September 15, 2018. On Tuesday, March 3 and Wednesday, March 4 we participated in our Year 2 Surveillance Audit at our Lorton, Virginia site. During this audit, our registrar, Dekra, evaluated the effectiveness of our quality management system and determined whether or not we are in compliance with the ISO 9001:2015 standard. We did extremely well and the audit resulted in no major or minor non-conformances, with only three opportunities for improvement. I would like to thank Heather Hunter, Srini Garimella, Martin French, and Annette Williamson for their participation in the audit. I would also like to say thank you to Sherrita Taper for her welcoming attitude and coordinating activities.



STEPHANIE COOPER

What Does Your Fitbit Know About You?

It sits quietly on your wrist: counting up your steps, tracking your sleep, monitoring your heart, and calculating the difference between a light jog and a mad sprint. But wait: There's more ... there's always more.

Recently, an athletic networking site released a global user-activity heat map showing the running and cycling routes of people wearing fitness trackers. Some of these individuals were from military and intelligence agencies, and the U.S. military saw a need to re-examine its security policies for the social media age.

Although security breaches from these devices is usually considered a low threat for civilians, anyone using them should consider or be aware of any possible personal risk. Data from devices that track your movements can reveal daily routines and the outlines of locations for anyone with access to the accounts. Certain analysts have suggested data could also reveal individual users, by name.

Think Operations Security (OPSEC) when using any device or app that is capable of tracking your movements, recording audio and video, or connecting to the internet, in general. What can your fitness device say about you?

- What is your typical route? Start and stop locations could equate to your home address.
- How long are you in a certain area? This information could make you an easy target for someone looking to do you harm.
- Do you stop and rest at the local Starbucks? What a great way for someone to know exactly where you are when you are not at home. And, who is at home while you're at Starbucks? No one? Your kids?

Many of us accept the risks associated with these devices because they are fun to use and capture helpful data. Just remember to always be thinking OPSEC whenever your work or other tasks require a certain level of discretion

Be Aware and Prepared!



JOHNNIE ZIMMERMAN

WE SALUTE YOU

Living the Mission Award 2019

The Living the Mission Award is given to an individual who personifies the GCE Mission without much fanfare or expectation of being recognized. It's just who they are. Bill Dietz, project manager at the Clearwater Coast Guard base in Clearwater, Florida, was selected as the recipient of this award at the 2019 GCE Awards Banquet in February 2020. Rich Gilmartin said: "Our Mission of 'helping people throughout life's journey' can take many shapes."

- Supporting people through tough moments in their lives
- Teaching people how to advocate for themselves
- Treating others' mistakes as teaching moments to build better futures
- Preparing people for bigger roles and responsibilities
- Celebrating individual and team accomplishments



Spencer B. Jones Outstanding Achievement Award

This award was presented to Susan Orr, project manager Armed Forces Retirement Home, Gulfport, Mississippi. Each year, the Spencer B. Jones Outstanding Achievement Award is presented to a project manager who has demonstrated performance excellence and achievement at the highest level, all while advancing the Mission of Global Connections to Employment by Helping People Throughout Life's Journey.



Project Manager Support Award

This Award recognizes one individual who provides critical services directly to project managers throughout the year. The services of this person help GCE managers perform administrative duties such as hiring, contracting, invoicing, payroll, employee relations, customer relations, safety and training and other tasks. This year the award went to Jonathan Broussard, safety professional, for GCE.



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 (November 2019 - February 2020)

Naval Air Station Pensacola, Pensacola, FL – Food Services: Alex Appelberg, Rebecca Jernigan, Breashley Dixon, Lucy Compeau, Eva Mekoll, Brenda Heath, Bryan Lowe, Cuc Nguyen

Lakeview Center, Pensacola, FL – Food Services: Michael Preyer

Gulf Breeze Hospital, Gulf Breeze, FL – Custodial Services: Jorge Siri, Hamby McCaskill

New Port Richey VA Clinic, New Port Richey, FL – Custodial Services: Joe Catalano

GCE Administration: Cristine Landau, Michael Bailey

Value coin recipients (November 2019 - February 2020)

Naval Air Station Pensacola, Pensacola, FL – Custodial Services:

Veronica Harris, Amy Noble

IT Services Lorton, VA:

Srini Garimella

Lakeview Facilities Maintenance:

Wayne Schmelzle, Richard Slack, Bryan Camacho

Lakeview Center, Pensacola, FL – Custodial Services:

Louis Jones, Johnny Richardson, Jayvaris Rathel, Brenda Robinson, Sherwander Flanory, Deborah Long, Carrie Miller

West Coast IT Training Academy, Monterey, CA – IT Services:

Angel Carmona

Fort Polk, Fort Polk, LA – Food Services

Brenda McCarter, Delaney Borges, Sherell King

Naval Air Station, Pensacola, FL – Food Services:

Adela Stewart, TJ Langford, Della Tolbert, Katail Watts, Scott Russell, Fred Doneghy, Blake Watts, Tyrone Jones, Shantavia Kyles, Latoya Donatus, Tearra Malone, Jonathan Strawn, Arlee Brown, Helen Dela Paz, Letty Garcia, Nancy Pressley, Ed James, Jeff Thompkins, Keith Cota, Michele Johnson, Jacob Ballard

Ft Knox, Fort Knox, KY – Custodial and Facilities Maintenance Services:

Mark White, Brannndon Williams Cheryl Wood

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

Cristain Arzuaga, Jordan Hoover, Quellan Jones, James McTear, Becky Smith, Derick Stokes

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

Rafietou Agoro, Chong Anderton, Helen Archie, Daisy Balaoing, Young Bell, Travena Billingsley, Tim Busch, Carri-Anne Chambers, Don Chandler, Gavin Coy, Cindy Curtis, Vincent Frick, Sharon Johnson, Un Chu Kim, In Sook Kwon, Chris Larsen, Donovan McCarthy, Ron Murray, Yuk Pierce, Michael Pruette, DJ Rideout, Yong Sim, Debby Tabios, Ki Sum Weaver, Doreen Weed, David Zimmerli, Hayli Gourley, Yuk Pierce

MacDill Air Force Base, Tampa, FL – Custodial Services

Sherard Payne, Mandy Stout, Marta Martinez, Yelene De La Cruz, Maria Freye, Jason Lesniak, Irma Castrejon, Jason Michaelson, Mary Ramos, Moriana Molina

Fort Campbell, Fort Campbell, KY – Custodial Services:

Alex Icheke, Cody Whitfield, Dawn Bowen, Emmanuel Roman, Frances Chester, Irma Candelario, Ken Lawson, Mark Rushing, Matthew Gallaway, Melvin Perez, Michael Hammonds, Nadine Moore, Patrick Rose, Rakia Johnson, Willie Cage, Tonya Robinson, Vernon Babb, Dexter Young, Ashley Ferranti, Linda Schadegg, Kenneth Manson, Adam Moss, Victoria Loveless, Patrick Rose, Jonathan Quam, Rhonda Bryant, Cathy Fentress, Melvin Perez

GCE Administration:

Adrian Wyer, Dawn Smith, Tracy Johnson, Holly Weaver, Angelica Johnson, Belinda Kasic, Casey Durrstein, Frances Love, Lori Webster, Cristine Landau, Danielle Wold, Sandra Plocharczyk



GCE's SENIOR LEADERSHIP



Xan Smith, President of GCE

My role is to continue the advancement of our mission: helping people throughout life's journey, a role I don't take lightly. As we grow so does the complexity and volume of our contract and subcontract requirements. It is imperative that we continue to focus on our team, providing the tools for their success, and meeting the needs of our customers every place GCE has a footprint. As I guide GCE into the future I do so knowing that we have a great leadership team throughout our organization. We are truly committed to supporting individuals with significant disabilities in their search for meaningful employment, which is the reason for GCE's existence.

Jeff Read, Chief Operations Officer – IT

My role is to provide leadership, support and growth strategies for the highly skilled lines of business at GCE. These currently include Call Centers, IT Support Service Centers, EITS and IT Hospital lines of business. I also serve on GCE's senior management team and am an Officer of Baptist Health Care.



Russ Schreiner, Senior Operations Executive

My role is to support the leaders on GCE's contracts for services in Environmental, Business and Custodial lines of business. These contracts provide jobs for team members on commercial and federal locations. In addition to supporting the GCE team, I work with current customers and our partners such as SourceAmerica and RESPECT of Florida to continue and grow business opportunities. I am a part of Baptist Health Care and Lakeview Center's support services teams that ensure our facilities meet the needs of BHC and LCI family and those they serve. As a leader on the GCE team, my role is to continue to make sure we are always improving our processes and maintaining our reputation by living and teaching our values.

Gary Murphy, Senior Operations Executive

My role is the leadership, oversight and expansion of the GCE Food Service Division. Employing over 700 team members on 20 contracts operating in 7 states and the District of Columbia, the Food Service Division operates award winning food service contracts for the U.S. Army, Air Force, Navy and Coast Guard. GCE also operates health care dietary contracts at the Armed Forces Retirement Homes, Gulf Breeze Hospital and a local psychiatric hospital.



Jimmy Vickers, Senior Operations Executive

My role is the support of multiple internal and external levels of GCE to ensure the success of the Environmental Services and Total Facilities Management lines of business. Jimmy supports our mission of helping people throughout life's journey, our leaders at all levels, and our contract customers. As a GCE leader, I live our values which allows me to be a trusted partner to the federal government, SourceAmerica, state agencies, and our GCE, Lakeview, Baptist team members.

Lisa Bloodworth, Director of Transition and Support Services

My role is to provide leadership and guidance for the Project SEARCH, Targeted Employment Navigation Services (TENS), Veteran TENS, and Communication Access Services teams. Responsibility includes oversight of daily program operations to ensure expected outcomes are being met. I also participate as a member of GCE's senior leadership team which provides oversight of the organization and is responsible for ensuring that GCE's mission, vision, and values are aligned, standardized, and integrated throughout the organization. Finally, I serve as a member of the GCE Veteran's Initiative Core Team and is the chairperson of the Project SEARCH Steering Committee.



WHO'S WHO AND WHAT THEY DO



Carol Duke, Senior Executive of Organizational Management Services

My role is to provide leadership and guidance for the OMS team, overseeing the functions of quality, safety, talent development, organizational development, data analysis, and security/compliance for the benefit of all GCE lines of business. Ensuring the team's activities support internal and external customer requirements and needs is key. I participate as a member of GCE's senior management team to identify challenges and strategize with the team to coordinate and implement appropriate solutions. I also liaise with Lakeview corporate functions, participate on the Risk Management quality assurance team, and serve as GCE's alternate Facility Security Officer.

Katrina Simpkins, Director of Community Employment Services

My role is to provide guidance to the Employment and Support Services team, which provides career planning and assessment, training, and employment services to youth between the ages of 14 and 21 as well as adults with disabilities. The services I oversee consist of Comprehensive Vocational Evaluation, Vocational Rehabilitation Career Camps (Job Exploration Counseling, self-advocacy, work readiness training and work-based learning experiences), On-the-Job Training Services, and Job Placement and Retention Services.



Mark Kessler, Vice President of Business Development

My role is system wide strategic business development to include, but is not limited to: strategic partnering, international business development expansion, AbilityOne program development, innovation of new business strategies, new lines of business development and launch, development/capture of international, federal and commercial opportunities.

Gagan Grewal, Senior Executive of Business Operations Management

My role is guiding my team in the overall support functions of contract management, including subcontracting activities such as evaluating and negotiating subcontractor terms and conditions; the Deltek Costpoint ERP system which currently includes time collection for specific team members, and will soon include modules to capture financial information by project; and program control activities for the EITS contract, such as forecasting and subcontractor invoice validation. My department works with the Senior Operations Executives of our various business lines to ensure we are providing appropriate support for our internal and external customers.



Lori Kain, Director of Governmental and Community Relations

My role is to stay on top of legislative issues which may impact GCE and our team members. This includes federal and state government, where we have contracts and requires relationship building and communication with congressional offices and teams. Community relations includes: planning efforts to cascade information across GCE, facilitating grassroots/advocacy efforts, develop social media content and engage followers, coordinate and help develop marketing/branding needs for all of GCE, and community outreach to promote/collaborate with senior leaders and site leaders across multiple states to increase awareness of GCE's mission and team member recognition and engagement initiatives.