

TEAM MEMBER SPOTLIGHT

If you don't know Mike already, get to know Mike Bailey! Mike is GCE's senior business data analyst. He keeps GCE leaders "in the know" with the data he provides. Mike has been with the organization for 20 years, starting at Lakeview in various roles, then moving to GCE four years ago, in 2018.

Mike is responsible for ensuring data integrity and for developing reports and dashboards that translate GCE's complex data into information that tells a clear story. Mike collaborates with leaders and other team members to provide tools that help drive business decisions. His role is crucial in developing effective business strategies based on data.



Mike Bailey

Mike is also responsible for the voluminous amounts of data gathering, compilation, and submissions for internal and external reporting, such as the mandatory reporting to SourceAmerica. This area seems to continue to grow daily! Data compilation is also vital for the routine audits GCE undergoes with RESPECT, SourceAmerica®, and the AbilityOne® Commission. What once took days to compile now takes hours because of Mike's expertise.

Mike also serves as the point of contact for GCE's direct labor ratio (DLR) data and related questions. His work in this area has been instrumental in understanding and making decisions around this critical piece that supports GCE's mission.

Mike excels in creating process improvements and efficiencies. He has the ability to evaluate a process and then use technology to improve upon it. For example, Mike recently improved the process of compiling food service inspections for GCE's quality measure. It used to take several days to pull data from the inspection system, compile it into an Excel document, compare the data actual against required inspections, and then create a report. Mike created a procedure that allows the entire process to be completed in a few hours, which also yielded a new user-friendly report format for leaders.

We are lucky to have Mike on the GCE team!

A NOTE FROM DWIGHT

I'd like to say thank you for taking the time to teach me about GCE and what it means to help people throughout life's journey. Though I still have many places to visit and team members to meet, I feel comfortable laying out my vision for the coming months as we race toward the end of a productive year.



Dwight Davis, GCE President

I have three near-term goals that are driving the actions of our leadership team. First, we are working to ensure that our largest contract is closed out with no loss in quality to the customer. We learned a lot about managing the Enterprise Information Technology Services (EITS) contract to share with the AbilityOne® community. Second, we've made it a priority to recruit and hire talented team members. We are working with the Lakeview Center Recruitment Department, FamiliesFirst Network, and Lakeview Behavioral Health teams to help establish a "Recruitment Dream Team" to better understand the issues and offer solutions for hiring the people our teams need to be successful. Third, we are developing a strategic plan to guide and inform GCE corporate structure, business development targets, and growth strategy for the next three to five years.

Our GCE family has experienced significant changes over the last two years, and I am sure this trend will continue for the foreseeable future. However, this family will succeed and come out stronger for it. These are exciting times, and I look forward to sharing them with all of you!

Yours in service, Dwight

ROBINS AIR FORCE BASE IN GEORGIA AND TINKER AIR FORCE BASE IN OKLAHOMA

We want to introduce you to Shekennia Grover, Jarrell Gray, and Rachel Snyder who work at Robins AFB and Janessa Leatherwood who works at Tinker AFB. All four team members work at their respective contract sites as technical writers.



Shekennia Grover



Jarrell Gray



Rachel Snyder



Janessa Leatherwood

- Each person works on a different task order.
- They are responsible for technical order changes in aircraft maintenance manuals.
- They have the difficult job of interpreting engineering drawings.
- They communicate with technical order managers, illustrators, quality control team members, and equipment specialists on various task orders.
- They are responsible for writing time compliance technical orders for our military customer.

Perhaps you are wondering what a technical writer does on a military base contract? Most often, they work on contracts (i.e. GCE contracts) and previously served in the military. While active duty, they were superbly trained to break down every task into locally arranged procedural steps, which is what technical writing is all about.

Jarrell notes: "I'm a quality control technician for DSS (Digital Schematic Solutions), and I close the final stages of the process before releasing technical orders (TO). When a TO comes to me, I review to make sure all the information on the document is up-to-date, legible and there are no missing pages inside the TO. After those steps, I format according to the type of TO it is, by setting a page size and margins, shifting page images if necessary, merging documents, hyperlinking, arranging and creating book markings. Once done, the TO is forwarded on to be uploaded for print or digital copy.

Rachel let us know that the majority of her workday is focused on revising Air Force technical manuals based on requests from our customer. This is done using SGML (Standard Generalized Markup Language). "The senior writers have been extremely helpful by answering questions when I come across something I am unfamiliar with or technical difficulties occur. I will often need to coordinate with the team's illustrator to create new diagrams or correct those that are already in a manual."

GCE TEAM ASSISTS WITH AFGHANISTAN EVACUATION!

GCE software developers and information technology team members assisted the Department of Defense in evacuating U.S. citizens from Afghanistan during the armed forces withdrawal from that country. These individuals developed complex software and processes that were used by the military to ensure U.S. citizens could safely evacuate and return home.

GOVERNMENT AND COMMUNITY RELATIONS

The 2022 United States House of Representatives elections will be held on November 8, 2022. Elections will be held to elect representatives from all 435 congressional districts across each of the 50 U.S. states, as well as five non-voting delegates from the District of Columbia. The winners of this election will serve in the 118th United States Congress. It's an important job that can be seen as the pulse of democracy and can shape laws on the local and national levels. Members of the Senate and House of Representatives make up Congress. House of Representatives serve for two years while Senators serve six years before they are up for re-election.



Lori Kain, Director of Government and Community Relations

In November, it's important that you vote for your district's (community where you live) House of Representative and Senators who are up for re-election. For example, Senators from states where GCE has contracts – including - Alaska, Alabama, California, Florida, Kentucky, Louisiana, Maryland, Washington State, Georgia, and Oklahoma – are up for re-election in November 2022. Do you live in one of these states? If so, are you registered to vote?

Now is a crucial time to amplify our voices. Disabilities intersect many key issues, from racial disparities to equal access to health care, to fair and equal employment opportunities. Electing the right people into office can help us see change.

You and your team members deserve to be heard.

Please register to vote, and make sure you gather information about those running for office. Consider whether or not they meet your needs and represent what you want to see happen in your neighborhood, state, and on Capitol Hill. You are your best advocate for yourself and your work colleagues. Invite your family and friends to get involved too. Together, we can make a difference. **VOTE IN NOVEMBER 2022!**

WHO KNEW

Transition and Support Services News

Did you know that GCE has a team that provides Job Retention Support Services? The Targeted Employment Navigation Services (TENS) team can offer support to you and your team members when experiencing challenges that impede successful job retention. We all face challenges at work and away from work at some point in time. Facing those challenges alone can lead to stress, burnout, disengagement at work, poor performance, etc. The good news is that GCE recognizes this challenge and has a team ready to assist. The struggle is real. We have all felt the impact of needing qualified applicants for our open positions. Retaining existing team members is critical. This is where the TENS team can help. In addition to Lakeview Team Member Relations and employee assistance program (EAP), a TEN, can also work with you and your team member who may be struggling to identify needs and potential solutions. The TENS team is geographically located at sites across the country and provides on-site and virtual support. You can access this support by speaking with your site's assigned TEN or by contacting Robin Bivins at robin.bivins@gce.org.

Just a reminder that GCE also offers [sign language interpreting services](#) for GCE team members. The interpreters currently advise of their availability via email each day. If you do not have access to email, please contact Lisa Bloodworth at 850-281-3331 for assistance.



SAFETY WITH JONATHAN BROUSSARD

GCE has significantly reduced the number of slip and fall occurrences over the last five years. However, we have recently started to experience an increase in slips and injuries. The most frequent cause of a slip is not wearing proper slip-resistant footwear.

Other causes include:

- Excessive wear to the sole of the footwear
- Allowing the sole to become filled with things like food debris or mud
- Stepping on objects that slide on the floor



JONATHAN BROUSSARD

Team members may only wear shoes approved by GCE. Shoes are not approved simply because the manufacturer labels them as slip-resistant. The list of approved footwear has been thoroughly evaluated to ensure they meet the standard of slip resistance. As many of you know, the Skechers footwear brand is not approved for use at GCE. Yet, many times on site visits I identify team members wearing Skechers. Therefore, it is crucial to monitor the footwear being worn to prevent slips in the future.

We are very fortunate that GCE provides all team members with two pairs of shoes per year. We should not wait until the tread providing slip resistance is completely worn before replacing them. Excessive wear in the upper part of the shoe is also cause for it to be replaced. Team members and supervisors should frequently evaluate the sole of the footwear and clean out treads immediately if they become filled. Finally, we should always avoid stepping on objects not affixed to the surface. One can never know if the object will begin to slip on the surface.

If anyone has questions about ordering footwear for their site or getting information about approved footwear, please do not hesitate to contact me at: 337-519-9191 or email jonathan.broussard@gce.org.

SECURITY WITH JOHNNIE ZIMMERMAN

Doxing

Doxing is a type of online harassment that involves uncovering someone's personal information — such as their real name, address, job, or other identifying data — and exposing it publicly, usually on the internet. Doxing happens without a victim's consent, with an intent to expose information meant to stay private. It can also apply specifically to uncovering the real person behind an anonymous username, and exposing that person's real identity online, or to create accounts or profiles about the person that are fake, but woven with threads of truth to appear more authentic.



JOHNNIE ZIMMERMAN

While the concept is old, doxing is still alive and well, and it can be very dangerous, especially as it becomes more mainstream. Once someone's physical address, job location, phone number, email, or other information is out there, they can be an easy target. Doxing attacks range from the relatively benign, such as fake mail sign-ups or pizza deliveries, to far more dangerous situations, like harassing a person's family or employer, **swatting**, identity theft, threats and other forms of cyberbullying, or even in-person harassment.

What is swatting?

Swatting (a form of doxing) is when someone calls the police to report a serious emergency, such as a bomb threat or hostage situation, at their victim's address. A SWAT team responds to the location, believing the emergency to be genuine, and surprises the victim. Streamers are frequent targets of swatting, with perpetrators aiming to interrupt their livestreams.

One tragic example of swatting involved a teenage gamer who was upset about a \$1.50 bet he made over Call of Duty. He recruited a known swatter who then reported a hostage situation at the opponent's home, but with an old address where the intended victim no longer lived. When heavily armed police arrived, they ended up shooting and killing the unarmed 28-year-old resident when he opened the door.

Swatting is a recent phenomenon, but it's becoming increasingly dangerous. Many cities don't know how to protect against swatting. Seattle, Washington, started an anti-swatting registry to allow people who are worried about getting swatted to list their address in a database.

Then, if a call comes in, police check the registry before showing up at the address. That means they can be much more cautious and potentially avoid harming or killing anyone.

What to do if you've been doxed?

If you've been doxed, or if you think someone may be doxing you, act quickly to stop the spread of your personal information. Here are a few simple steps you can take right away if you think you've been doxed:

- Document the evidence. Take screenshots of everything in case you need to report it to the police.
- Report the doxing to the platforms hosting your info. Sites like Facebook and Twitter have terms of service agreements that prohibit doxing, and they should respond to your request and suspend the account of the doxer(s).
- Report the cybercrime — doxing is often a cybercrime — to the appropriate authorities in your area.
- Lock down your accounts. Create new, strong passwords for your accounts and store them securely in one of the best password managers. Protect your accounts with multi-factor authentication and strengthen your privacy settings on all your accounts.
- Ask a friend or family member for support. Doxing can be emotionally taxing. Ask someone to help you navigate the issue so you're not dealing with it on your own.
- Consider changing your number. Depending on what information was exposed, you may want to consider changing your phone number, usernames, or other personally identifying info where possible.

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 (December 2021 - February 2022)

Joint Base Lewis-McChord, Tacoma, WA – Food Services: Amy Buckler, Vincent Frick, Roy Jacob, Kevin Karalus, Joe Mackay, Gabriel Rivera, Ki Sun Weaver, Mitchell Wright

Fort Knox, Fort Knox, KY – Custodial and Facilities Maintenance: Lisa Robinson

US Army 7th Special Forces Group, Eglin Air Force Base, Fort Walton Beach, FL – Food Services: Amber Limes

Fort Polk, Vernon Parish, LA – Food Services: Jerry Williams, Cala Williams, Linda Foster

Pensacola Federal Courthouse and Arnow Federal Building, Pensacola, FL – Custodial Services: David Martin

Fort Campbell Schools/Department of Defense Education Activity (DODEA), Fort Campbell, TN – Custodial Services: Tony Bell, Willie Cage, Raquel Hunter

Tampa Health Custodial, Tampa, FL – Custodial Services: Alphonso Sheppard

U.S. Customs, Orlando, FL – Custodial Services: Fred Davis

U.S. Coast Guard Air Station, Clearwater, FL – Custodial Services: Joseph Clark, Miquel Negrón

Value coin recipients (December 2021 - February 2022)

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

Tammy Keeling

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

Rachel Chow, Chad Buggy, Crystal Hall, Michael McCray, Rafael Quiles, DJ Rideout

Lakeview Center, Pensacola, FL – Grounds and Facilities Maintenance:

Danny Touart, Jethro Powers

Fort Campbell Schools/Department of Defense Education Activity (DODEA), Fort Campbell, TN – Custodial Services:

Ajay Vang, Craig Mikhel, Matthew Cameron, Elizabeth Rodriguez, Tony Bell, Shantel Baldwin, Willie Cage

GCE Administration, Pensacola, FL:

Gary Murphy

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

Daniel Marlow, Robert Fort, Christopher Wermers, Jason Shaeffer, Letty Garcia

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

Justin Kelley, John Porter, Tyshawn Walker, Scott Williams, James Woods

Armed Forces Retirement Home, Gulfport, MS - Custodial/Grounds:

Lois Washington, Loretta Lofton, Michelle Priest, Tenicia Benson, Cortez Simms, Margaret Page, Steven Ladner, Kerra Gates, Angelina Gonzales, Garrin Sauer, Adonus Barnett, Barry James, Marissa Gholar, Jefroy Grizzle, James Sands, Susie Baumunk

Department of Defense (DMDC), Monterey, CA – EITS (IT):

David Santa

Fort Polk, Vernon Parish, LA – Food Services:

Delaney Borges, Obie Ashworth, Patricia McCalin, Patricia Redman, Isaiah Vallaire, Pearl Lott, Latasha Vallaire, Brenda Ward

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

Zane Meadors, Darrin Harris, Robert Robinson, Thomas Wright, Micheal Mewsom, Andrey Samstov, Jerome Marvel, Andrey Samstov