

TEAM MEMBER SPOTLIGHT

Welcome Samuel "Sam" Hillmon to GCE!



We welcomed Senior Operations Executive Samuel D. Hillmon to our organization this summer. He is overseeing the Defense Health Agency (DHA) contract for the IT line of business. Sam is responsible for managing and growing the Training Services line of business in both commercial and government sectors. He is working with clients, commercial business teaming partners, government agencies and others to grow business and ensure substantial employment opportunities for persons with significant disabilities.

Sam comes to GCE from Maximus Federal Services where he served as director of Technical Programs, Federal Health IT. In that role, he performed P&L responsibilities for programs supporting the Defense Health Agency (DHA) and the Centers for Medicare and Medicaid Services (CMS). He led program management operations, IT infrastructure engineering design, cybersecurity operations, and enterprise application development and sustainment for a variety of DHA and CMS clients. He also was responsible for supporting business development efforts within both organizations.

Sam is a native of Tifton, Georgia. He holds a bachelor's degree in Biology from Valdosta State University, Valdosta, Georgia. He also holds master's degrees in Information Technology and in Health Care Management – both with honors – from Marymount University, Arlington, Virginia. He also holds a master's degree in International Relations from Troy University, Troy, Alabama. A 20-year veteran of the United States Air Force, he served as an IT Officer, mostly in Asia and Europe. He is a lay Pastor at the Oakland Baptist Church, Alexandria, Virginia.

A NOTE FROM XAN

NDEAM Theme for 2020: Increasing Access and Opportunity

The goal of National Disability Employment Awareness Month (NDEAM) is to celebrate the many contributions and accomplishments of workers with disabilities. Held each October, it is important for all of us to understand the critical role we play in building an inclusive community and innovative workforce. This year's theme is "Increasing Access and Opportunity" and it's also the nation's 75th NDEAM observance. As one of the largest employers of individuals with disabilities in the AbilityOne program, it is our responsibility to create inclusive employment opportunities where everyone feels welcome and can be successful.



Xan Smith, GCE President

GCE's success is the result of every person, every skill, and every ability in our family. This has been a unique year and one that has tested our resilience as an organization. We have all been on a COVID-19 journey together since March. You have been asked to adapt to rapidly changing circumstances by wearing masks and specialized clothing, by socially distancing, and by washing your hands every chance you get while at work. We have undergone an unprecedented transformation during this difficult time, and it would not have been possible without the extraordinary efforts put forth by each and every one of you.

Thank you for being strong, living our values, and staying the course. Our customers have told us how much they appreciate your dedication and commitment to safety. On behalf of GCE and me personally, I want you to know that we are proud of you. We appreciate you. You amaze me each and every day. ~ Xan

GOVERNMENT AND COMMUNITY RELATIONS

Register, Educate, Vote, Use Your Power.

You may be asking “Why does the presidential election matter?” or thinking “My vote doesn’t matter in 2020.”

That could not be further from the truth. Your vote – your voice – does matter. The President of the United States has many powerful responsibilities such as deciding how the laws of our country are to be enforced and choosing officials to help run the executive branch of government in Washington D.C. Voting is an important way to voice support or dissent about what you care about and what means the most to you in your everyday life. Your vote will help ensure we have a president who you think can best enact the changes you want to see for the next four years, from 2021 to 2024. Think long-term and consider what that means to you or your family.

Are you registered to vote? If not, why not? Do you need help? If you do, contact your supervisor, project manager or Lori Kain at lori.kain@gce.org.

Do you know where to go to vote in your community?

Can you get to the polls to vote on November 3, 2020?

In 2020, approximately 23% of the American electorate (voters) – over 35 million people – will be people with disabilities. As individuals with disabilities we want to make sure you have the opportunity to live independently and contribute your talents and energy to the future success of our great nation.

UPCOMING EVENTS / WHO KNEW?

October is National Disability Employment Awareness Month (NDEAM). Each year GCE celebrates our team members with disabilities and hopes to raise awareness of the employment needs and contributions of individuals with all types of disabilities. This year marks the 75th observance of NDEAM across the country, and the theme is “Increasing Access and Opportunity.”

Due to COVID-19 and restrictions placed on gatherings at military bases, our typical celebrations will have a new look (this year only). This will ensure that our team members remain safe and healthy. Each of the project managers along with senior operations executives are working to make sure each site recognizes the team members working at each site. Plans also are under way for those working from home.

SAFETY, QUALITY AND FSO SECURITY

SAFETY WITH JONATHAN BROUSSARD

Distracted driving is a leading cause of accidents. Although cell phones are a major source of distraction, there are many other sources of distraction to drivers, including car radios, navigation systems, passengers, adjusting seats or mirrors, and eating/drinking to name a few.



JONATHAN BROUSSARD

Driving a vehicle is a highly complex task that requires full focus and attention. Losing concentration while operating a vehicle, even for a matter of a few seconds, can lead to serious consequences. Numerous studies have confirmed it is not possible to multitask and handle distraction. Those who frequently operate a vehicle can become complacent to the dangers involved. Over confidence in one’s abilities can lead to serious consequences.

The following safety precautions should be adhered to:

For vehicle operators:

- Adjust the seat / mirrors while the vehicle is parked.
- Set expectations for passengers and give any special instructions before you begin operating the vehicle. Ensure all passengers are seated and have their seat belts secured.
- Never attempt to enter navigation information while operating the vehicle.
- Use voice commands when possible for radio adjustments. Be aware these measures, while helpful, still do not prevent distraction, so use them only as necessary.
- Do not use cellphones while operating a vehicle.
- Limit eating or drinking while driving.
- Never attempt to clean up spilled items while driving.

For vehicle passengers:

- Enter the vehicle, take your seat, and secure your seat belt immediately.
- Avoid questioning the operator.
- Minimize conversation which could lead to driver distraction.
- Remain alert and let the operator know if you see things they missed, such as a pedestrian about to enter the path of the vehicle.
- As with most safety related issues, planning ahead, and avoiding potential distraction before getting in the vehicle, is always the best solution.

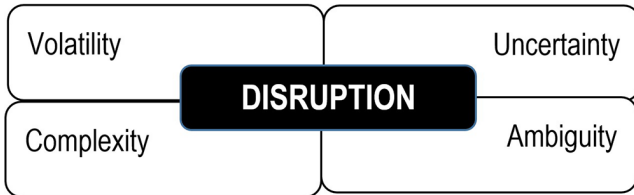
QUALITY WITH STEPHANIE COOPER

Risk-Based Thinking

Volatility, uncertainty, complexity, and ambiguity are the drivers for disruption and/or disruptive change. Our organization changes and adapts constantly, whether it be from new regulations, competition, customer changes or most recently, COVID-19. The pandemic has many organizations scrambling to find new ways to conduct work and provide service



STEPHANIE COOPER



to existing customers. COVID-19 is the perfect storm when all four disruptors (volatility, uncertainty, complexity, and ambiguity) present themselves at the same time and magnitude.

How does an organization react and grow in a world with so much disruption? It adopts a Risk-Based Thinking (RBT) philosophy and a new management paradigm. This shift in philosophy leads to higher levels of risk assurance and transparency. ISO 9001 introduced RBT

in its 2015 standard. GCE uses ISO 9001:2015 as the foundation for our quality management system.

So, what does this really mean? GCE has been able to adapt to a rapidly changing and disruptive environment by changing the way we identify and process risk. The following table details “old thinking” vs. “new thinking.”

Volatility	
Old	New
<ul style="list-style-type: none"> • Is inwardly focused • Accepts the status quo • Expects cause and effect relationships • Process stability 	<ul style="list-style-type: none"> • Is outwardly focused • Thinks about tomorrow’s risks before they occur • Understands risk correlation is more important than causality • Process innovation

Uncertainty	
Old	New
<ul style="list-style-type: none"> • Clings to existing processes when they are unstable • Relies on past solutions to solve today's problems • Wants known business objectives and plans to achieve them • "This too shall pass" attitude 	<ul style="list-style-type: none"> • Develops new stable and capable transforming processes • Recognizes opportunities to change processes and seeks to adapt • Understands that objectives are fluid and flexibility is critical to success • Anticipates uncertainty to develop new or modify existing business models

Complexity	
Old	New
<ul style="list-style-type: none"> • Looks at an issue, but ignores the context and environment surrounding the issue • Attempts to understand the entire issue before acting • Is overwhelmed by complexity 	<ul style="list-style-type: none"> • Considers the context, issues, stakeholders, and environmental relationships surrounding an issue • Defines what is in and out of scope and moves forward • Simplifies, as much as possible, complexities surrounding the issue

Ambiguity	
Old	New
<ul style="list-style-type: none"> • Is uncomfortable with ambiguity • Seeks structure and direction • Cannot identify the right problem to solve and starting point of the problem 	<ul style="list-style-type: none"> • Uses ambiguity to act and to innovate • Is comfortable with fluid structure and movement to solve a problem • Has a feeling for critical issues, frames them, and creates "what if" scenarios

SECURITY WITH JOHNNIE ZIMMERMAN

Cybersecurity Tips for Remote Working during COVID-19

Cybersecurity is essential as more of our team members are working remotely as a result of COVID-19. Teleworking comes with the added responsibility of taking the appropriate steps to protect our organization's data while being connected online. Keep these tips in mind:



JOHNNIE ZIMMERMAN

- Know the GCE/Lakeview telework policies. This includes when and where it is acceptable to work away from the office, as well as any security measures or best practices.
- Use only devices approved by our organization. Avoid using personal computers, tablets and cellphones – as well as those shared with others – to work.
- Use VPN when necessary. Virtual private networks, which provide secure direct connections to our organization's computer network, might be necessary when accessing files, working with sensitive information, or using certain websites. For more information on how to obtain a VPN, contact our help desk at 850.434.4578.
- Update your router's software. Home routers should be updated to the most current software and secured with a lengthy, unique passphrase.
- Think before you click. Avoid downloading or clicking on unknown links in emails. If you aren't sure if you should, call the sender first. Hackers often use fake websites to trick you into giving sensitive information or to install malware (malware software is designed to disrupt, damage, or gain unauthorized access to a computer system) onto your device.
- Guard your devices. If you are allowed to work from somewhere other than your home, never leave your laptop, tablet or cellphone unattended. Avoid entering passwords where others can see.
- Create strong passwords. Be sure they include a mix of upper and lowercase letters, numbers and symbols. Make them difficult enough that someone can't guess them.

- Use two-factor authentication. (Although it can be inconvenient, two-factor authentication, if available, provides an extra layer of security to keep hackers from accessing accounts. Baptist is in the process of implementing multi-factor authentication so stay tuned for more details).
- Encrypt your email (encrypting helps to prevent unauthorized/unwanted access). Some data and information might need to be encrypted before sending it electronically. This might also include information that you might otherwise share in a conversation if you were at the office.
- Update your devices (cellphones, tablets, personal computers). If you are using a personal device that's been approved for teleworking, be sure that it is running the most current operating system and that your web browsers and other applications are also up to date. Also be sure you are running an up-to-date and modern anti-virus software solution. Updates include important changes that improve the performance and security of your devices.
- If you need technical support, contact our help desk at 850.434.4578. Don't try to fix technical issues yourself.

Always remember that cybersecurity awareness and practicing safe OPSEC is an important key to having a successful teleworking experience!

WE SALUTE YOU

...all of our team members at Fort Polk and Barksdale Air Force Base in Louisiana.

Recently, GCE team members were impacted by Hurricane Laura on August 27, which came onshore as a Category 4 storm. Food services team members at Fort Polk and Barksdale Air Force were all impacted both personally and professionally. We thought it was important to give us an idea of the tenacity and dedication of each and every one of our team members from the perspective of the project managers.

Randy Williams, project manager at Barksdale Air Force Base shared: “During Hurricane Laura at Barksdale Air Force Base, precautions were taken and the base was closed down. Talking to the GCE team members, many have never experienced anything like this before. The howling wind and the fear of having a possible tornado, made everyone realize just how serious the storm was. The rain was a major factor considering it floods here a lot. Shreveport/Bossier is such a low lying area that it was a real possibility that flooding was going to be a problem. When Laura made her way here and things began to decline, panic set in due to that fact that no one knew what to expect. Trees and power lines were going down, transformers started to go and so did the lights. A few members of the team were without lights for a couple of days or more. Due to not having electricity there was a loss of food. The worst part was the summer temperatures, 90 degrees and higher, with no air conditioning. Having no lights and A/C made it unbearable to function. After days of clean up and prayers from others, our team pulled together and made it through. We are all safe and have a great new respect for Mother Nature.”

Fort Polk, Louisiana – Heather Lee Martin-Minion, assistant project manager; and Mikala January, project manager, shared: “On August 27 at approximately 1 a.m., hurricane Laura’s outer-bands started impacting Beaufort, Vernon Parish and Fort Polk. Almost instantly all areas lost electricity. Fort Polk restored power intermittently on or about Thursday, September 3. As of September 10, a number of team members remained without power in their homes. Two team members lost their entire dwellings and



Barksdale Air Force Base



Barksdale Air Force Base

everything inside, and a few had slight damage to their homes and property. Although dining facility operations on base have been restored to normal operations with COVID restrictions in place, a few of our team members are still struggling with the basic essentials for everyday life such as food, water, shelter, clothing and more.

All of our team members at Fort Polk want to express gratitude and appreciation for the assistance and prayers that everyone in the corporate department has shown. It is an ongoing struggle, but all of the supplies that have been received and the generosity shown have gone a long way to make this hardship a little more bearable.”



Fort Polk

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 (June - August 2020)

Lakeview Center, Pensacola, FL – Custodial Services: Johnny Richardson, Jayvaris Rathel, Damon Herny, Jonathan Gardner, Austin Clark, Johnny Kidd, Glynn Salter

Baptist Hospital, Pensacola, FL – Custodial Services: Carrie Miller, Robert Baker

Dairy Queen Bradenton and Lakewood Ranch, Tampa FL – Food Services: Abby Tran, Jaylah Warren, Skylar Miller, Anthony Warren Jr.

Joint Base Lewis-McChord, Tacoma, WA – Food Services: Cindy Socall, Hayli Gourley, Hak Kupfer, Yuk Pierce, Kenrick Davis, David Zimmerli, No Kyong Pak

Fort Campbell, Fort Campbell, KY – Custodial Services: Alex Icheke, Cathy Fentress, Dawn Motes, Irma Candelario, Mark Rushing, Michael Hammonds, Patrick Rose, Nick Andruszka, Ken Lawson, Melvin Perez, Dawn Bowen

Value coin recipients (June - August 2020)

Eielson Air Force Base, Fairbanks, AK – Food Services:

Eugene Frisby, Emma Greenley, Keri Gregorio, Kristina Slifer, Kristiona Williams

IT Services, Seaside, CA

Gopal Mishra, Sal Horquita, Ben Gibbs, Ian Davis, Jamal Kennedy, Trevor Schapiro, Carlos Cadenas

IT Services Lorton, VA:

Scott Mingione, Prakash Rohra, Duane Grey, Mike Sipes, Arunima Advani

GCE Business Operations Division, Pensacola, FL:

Holly Weaver, David Johns

Fort Rucker, Fort Rucker AL – Mail and Records/Publications Services:

Wendy Henderson, Wanda Tye, Crystal Baxter, Jennifer Johnson

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

Daniel Fairley

Organizational Management Services, Pensacola, FL:

Lori Schumann, Danielle Wold, Brad Julian, Lori Webster, Annette Williamson, Cristine Landau, Caroline Yeager, Casey Durrstein, Jonathan Broussard

Dairy Queen (DQ), Big Bend, Riverview, FL – Food Services:

Justin Cohen

Gulf Breeze Hospital, Gulf Breeze, FL – Custodial Services:

Laura Cleckler, Mario Hollingsworth, Tim Robinson, Alexandria Senior, Chris Johnson, David Robinson, Margaret Gaston, Jorge Siri

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

Jason Anderson, Dante Colleton, Amantha Valderama, Jason Michaelson, Mary Ramos, Jason Lesniak, Troy Zornes, Tino Foley, Evelyn Patterson, Mandy Stout, Marissa Brown, Kenny Ramos, Brian Douglas, Patrick Clifford, Melton Harris, Narine Rhamlakan, Larry Burrows, Jason Michaelson, Cecilia Gonzalez, Carmen Ruiz, Willis Burnson, Victor Roe, Rodolfo Portillo, Kelly Mitchell, Gregory Messick, Donna Wilkerson, Marianit Freyer, Yelene De La Cruz, Jose Moy, Larry Burrow, Jason Lesniak, Marta Martinez, Reina O, Spencer Harrison, Justin Anderson, Evelyn Patterson, Melton Harris, Migdalia Rodriguez, Javier Ortega, Enrique Acevedo, Ana Mae Scott, Carlos Aponte, Melton Harris Jr., Miguel Rodriguez, Marta Martinez

Tampa Health Department, Tampa, FL – Custodial Services:

Mary Ramos

Ft Knox, Fort Knox, KY – Custodial Services:

Tammy Keeling, Stanley Keith, Mary Lawrence, Isaiah McElroy, Jerry Renfro, Austin Peddy, Jacob Pettus, Johnathan Tryon

Joint Base Lewis-McChord, WA – Food Services:

Rafietou Agoro, Gramer Cook, Thaddaeus Crisp, Jason Groshong, Aaron Jackson, Robert Johnston, Tamra Kershner, Kace Larson, Cheryl Mullins, Hwa Park, DJ Rideout, Gabriel Rivera, Madison Taylor, Sun Watson, Eric Wosk

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

Amber Limes, Michelle McLemore, John Porter, Robert Sinnott, Scott Williams, James Woods

Fort Campbell, Fort Campbell, KY – Custodial Services:

Alyssa Twine, Ashley Farranti, Carson Nanne, Cody Whitfield, Craig Hollis, Dexter Young, Ebonye Pegues, Eli Winans, Frances Chester, Jack Truong, Jodi Bryant, John Wrobel, Josh Switzer, Ken Lawson, Ken Manson, Linda Schadegg, Matthew Gallaway, Nadine Moore, Tonya Robinson, Vernon Babb, Victoria Loveless, Dalton Roberts, Eddie Campbell, Eli Winans, John Quam, Nadine Moore, Linda Schadegg

Fort Campbell, Fort Campbell Schools, KY – Custodial Services:

Elizabeth Rodriguez

Fort Polk, Vernon Parish, LA – Food Services:

Jerry Williams, Sharolotte Cossey, Pattie McClain, Delaney Borges, John Borel

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

Jaqueline Hegwood, Antonio Mitchell, Vernon Young, Keangela Matthews, Benita Gavelin, Corey Strawn, Deangelo Hardaway, Nathan Gist, Charlotte Odom, Chath Nguon, Ed James, Maria Grubbs

Transition and Support Services, Pensacola, FL:

Tess Vaccaro

Lakeview Center, Pensacola, FL – Custodial Services:

Brenda Robinson, Terry Salter, Derrick Posey, Tracy Godwin, Thomas Greathouse, Sherwanda Flanory, Daborah Long, Cleo Spencer, Louis Jones

Barksdale Air Force Base, Barksdale, LA – Food Services:

Melani Laffitte

