

# The Green Scene

Quarterly Newsletter of Professional Contract Services, Inc.

## New Look for PCSI!

Keep your eyes open for PCSI’s new look! You’ll see it across the top of the Green Scene, and you’ll see it on PCSI’s new website, [www.PCSI.org](http://www.PCSI.org). When the website goes live in just a few days, look, too, for photos of PCSI workers on the job. You might even see yourself online!

The Information Technology and Marketing departments in the Austin corporate offices have been working hard for months to create a new website and a new look for our company—one that reflects the stature we have achieved and the direction we are headed.

The new “swoosh,” as we call it, is a design element you will see across different media, including the Green Scene, website, fact sheets, handouts, and brochures. Our purpose is to create a unified look so that our brand will be easily recognized. PCSI is “going places,” and we want the world to know.



## Derek Garner, New Hospital Services Operations Manager

Austin, TX

Welcome, Derek Garner, PCSI’s first Operations Manager of Hospital Services. Derek moved from the San Francisco area to Austin where he began work in the corporate office on January 2nd.

As a Wounded Warrior with a 20-year career in healthcare and environmental services, Mr. Garner was quite the match for this new PCSI position. He joined the Army in 1993 as a medic. In 2000, he left active duty to become a reservist and an Executive Housekeeper at St. John’s Medical Center in Santa Monica, Kaiser Permanente in Oakland, and other hospitals in California, Arizona, and Alaska. In 2006, he became a Certified Executive Housekeeper (CEH) through the International Association of Executive Housekeepers (IEHA). In 2007, while deployed in Iraq, Derek Garner was injured by an improvised explosive device (IED). The injury affected his walking and his ability to stand at attention. A relentless trooper, he believes that his service-related disability came with a disguised blessing. Because it slowed him down, he became more attentive to the details of his job and the needs of those he supervises.

Derek is thrilled to be on board with PCSI. Working closely with Hospital Services Director, Erick Rodas, Garner is keeping tabs on all the PCSI hospital job sites, including Evans, Fort Belvoir, Ireland, Naval Medical Center Portsmouth, and Winn. The purpose of his visits is to spot-check operations, trouble-shoot problems, and to advise and support the managers and hourly staff. He is also involved in PCSI’s pursuit of new contracts with civilian hospitals.

Garner holds a bachelor’s degree in journalism from the University of La Verne in Southern California, where he also lettered in track and football. He is a military history buff who wants the next generation to appreciate the sacrifices American service men and women have made for this country.

Welcome, Derek Garner, and thank you for your service!

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## Ireland Goes Green

### Ireland Army Community Hospital (IACH) Fort Knox, KY

Ireland Army Community Hospital is now green like the Emerald Isle! Beginning in mid-March (just before St Patrick's Day), Ireland will use only environmentally-safe, "green" chemicals for cleaning and disinfecting. PCSI's Healthcare Environmental Services team at Ireland, together with the hospital's Infection Control team, spent six months in discussion before deciding to make the switch.

In February, Spartan Chemical representatives came to train PCSI Healthcare Environmental Services to use its "Green Solutions" product line. The first week of March, PCSI personnel installed new dispensers that measure out pre-set amounts of chemical product in order to prevent waste and contamination.

Ireland will now stock 11 rather than 21 different chemicals. This reduction saves the hospital money while putting safer, less irritating, non-polluting chemicals into circulation. Thank you, Team Ireland, for your efforts to benefit the customer and the environment!



*PCSI management team with Spartan representatives during training, 2/24/14*



*L-R: Alvin Erwin, John Farmer, Paul Kester, Ted Sanders, CSM Richard Fisk*

## Accolades for Clearing Fort Sill Roads

### Fort Sill, Lawton, OK

Severe weather impacted much of the United States this winter, and Fort Sill, in Lawton, Oklahoma, was no exception. On December 5, 2013, a snow storm made the base's roads impassable, including a road to the Thompson Hill Range Complex. There, soldiers from Fort Campbell, Kentucky were scheduled to train under Fort Sill soldiers. Without the training, the Fort Campbell unit would not be ready for deployment.

The base called upon PCSI's Roads Department to clear the road from the main post to the training area. The conditions were harsh, but PCSI employees, Alvin Erwin, John Farmer, Paul Kester, and Ted Sanders, were undeterred. They removed ice and snow to make the Thompson Hill Range Complex accessible so that training could be completed on schedule.

Erwin, Farmer, Kester, and Sanders received certificates of appreciation from Command Sergeant Major, Richard O. Fisk, in honor of their hard work in support of the mission.

# PCSI Readies Schriever for SecAF Visit

## Schriever AFB, Colorado Springs, CO

With only one week's notice, PCSI's custodial and grounds-keeping staff raced to ready Schriever Air Force Base for the sort of VIP visit that occurs once in a blue moon. The Honorable Deborah James, U.S. Secretary of the Air Force (SecAF), was on her way to meet the Airmen and women of the 50th and 310th Space Wings on March 16.

Custodial staff cleaned and polished every corner and crevice. Grounds maintenance staff braved the elements, including two, round-the-clock snow events, to make the grounds not just presentable, but pristine. Quality Control Manager, Villiam Kundlack, worked overtime to ensure that all was prepared to command standards. Together, PCSI staff invested 78 hours above and beyond contract requirements. It was spring cleaning on steroids.



Keith Joi



Jason Ragon

Here are some of the compliments our people earned from a Colonel, a Lieutenant Colonel, and the Contracting Officer:

*Knocked it out of the park*

*You made our boss look good*

*The visit could not have gone any better*

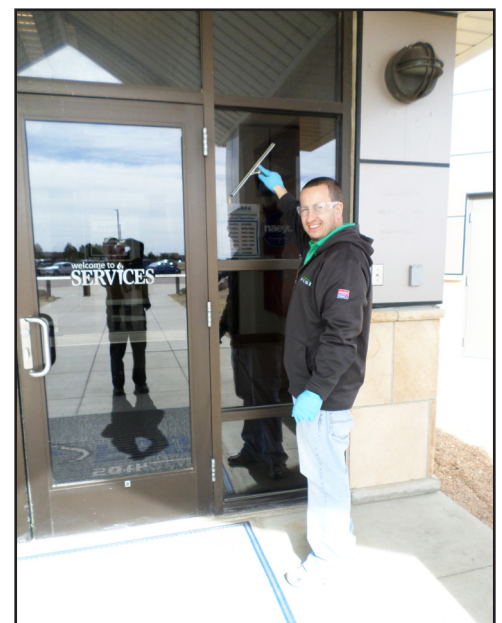
*Phenomenal execution*

*Never looked better than today*

*Outstanding show*

According to PCSI Contract Manager, John Madrid, "The site 600 staff are exceptional in their pride and dedication to customer service and quality. I am proud to work with them to showcase our company. They are the backbone of our success."

Congratulations, job sites 600 and 630 on a job well done!



Chris Nolte

## R.E.D. Fridays at Schriever

### Schriever AFB, Colorado Springs, CO

Quality Control Manager, Richard Charlton, and Administrative Assistant, D. J. Wyatt, dressed for R.E.D. (Remember Everyone Deployed) Friday at Job Site 600/630 (Schriever AFB, Colorado Springs). PCSI staff and civilian workers on base wear red button-down shirts and jeans on casual Fridays to show their support for our armed forces serving overseas.



L-R: Richard Charlton, D.J. Wyatt



L-R: Keith Walker, Juan Colon, Janet Smith; seated: Robert Mays

## Honoring Volunteer, Giving Gifts at JBLM

Joint Base Lewis-McChord (JBLM),  
Tacoma, WA

Juan Colon couldn't come to the ceremony in Austin on December 6, 2013 to receive his PCSI Volunteer of the Year award because he was busy volunteering! But that doesn't mean the ceremony couldn't come to Juan. In January, PCSI Vice President, Keith Walker, travelled to JBLM in Tacoma, Washington where he presented Juan with his well-deserved award.

Mr. Walker's visit was also an opportunity to present a \$1,000 donation to the Tillicum/AmericanLake Gardens Community Center in Tacoma. The Center's Director, Karen Priest, received the check with heartfelt thanks. In December, PCSI staff at JBLM collected donations to stock the Community Center's food pantry and clothing bank. PCSI followed the JBLM team's lead in recognizing the Center as an important resource to this low-income community.

Juan Colon's volunteerism, the JBLM staff's donation drive, and PCSI's check are all signs of our company's commitment to recognizing and meeting the needs of others. They are signs that we live up to the values we ascribe to, especially being people-centered and compassionate. We are a young company, but we have already established a tradition of giving. Long live the tradition of volunteerism and charity that our people represent so well!





L-R: Jennifer Carrasco, Luis Covos, Carroll Schubert, Julia Marquez

## Big Bend Region Celebrates Anniversaries

### Marfa and Alpine, TX

There were many employment anniversaries to celebrate at PCSI job sites in the Big Bend region of West Texas. At job site 580, where PCSI has performed janitorial and grounds maintenance for the U.S. Department of Homeland Security—Customs and Border Patrol since 2001, six employees celebrated 10-year anniversaries with PCSI; three celebrated 5-year anniversaries, and six celebrated 1-year anniversaries. At job site 150, where PCSI has served the Texas Department of Transportation since 2002, two individuals celebrated 10-year anniversaries and one a 5-year anniversary.

While traveling in West Texas in mid-March, PCSI President, Carroll Schubert, met with Big Bend region employees, and offered his congratulations and appreciation to these individuals for their years of dedicated service.

Thank you PCSI employees in the Big Bend Region!



## JBLM Celebrates Anniversaries

### Joint Base Lewis-McChord (JBLM), Tacoma, WA

In January, JBLM honored eight, first-year anniversary employees and one Employee of the Month, Raymond “Scott” Lessard. Because the JBLM contract has been in effect since 2010, there were only first-year anniversaries to celebrate at this time. But in 2015, 25 current employees will be eligible for five-year anniversary certificates, 17 of whom were among the contract’s initial hires in the spring of 2010.

Today, there are 45 full-time employees at JBLM. They perform minor maintenance on almost 1.5 million square feet of dormitory space where enlisted personnel reside. They also maintain, warehouse, and manage the 10,000+ pieces of furniture that the residents use.

Initially, the JBLM contract employed 69 people to manage the dormitories, 24/7. However, as has happened on other PCSI contracts, cutbacks reduced employee numbers. JBLM experienced its greatest losses in February 2012.

It is always sad when people are let go, so we celebrate when fortune allows us to keep our teams together. The new PCSI anniversary program honors employees who have dedicated one, five, ten, and more years of service to the company.



## Recognition for El Paso Employees

### El Paso, TX

Out with the old and in with the new. PCSI employees in El Paso hauled out 20 years of accumulated debris when customers in Building B at Job Site 660 changed offices. For one month, PCSI employees emptied overflowing trash cans every day as office occupants emptied their desks and file cabinets in preparation for the move.

PCSI's efforts did not go unnoticed. Field Technology Supervisor, Nick Cadena, and Contract Specialist, Barbara Aspera, wrote memos acknowledging the hard work of our employees. Mr. Cadena praised the "exemplary work ethic and perseverance" of the crew. Ms. Aspera took special notice of Maria Hernandez and Juan Alvarado who, unprompted, moved a heavy desk to dig out long-forgotten paperclips, pens, papers, and post-it notes, and to tame a tangle of electrical cords. Aspera also noted the "difference" Project Manager, Bill Acosta, has made since arriving on the job in October 2013.

The El Paso team's actions demonstrate PCSI values, especially agility (being flexible and innovative in getting the job done) and people (focusing on customers first). Keep up the good work, Team El Paso!

## Francis Duenas, New Laredo Project Manager

### Laredo, TX

Welcome, Francis Duenas, PCSI's newest Project Manager. In March, Francis began overseeing the "Laredo Sector"—a 400 mile stretch along the Texas-Mexico border where PCSI provides custodial and grounds services to 16 border patrol stations for the U.S. Department of Homeland Security.

Before joining PCSI, Duenas was a full-time, university student at Texas A&M-Laredo, learning management information systems—an important tool for managing contracts like PCSI's Laredo Sector. He values being a PCSI project manager because it lets him contribute to meaningful employment for people with disabilities. He is responsible for visiting all 16 Laredo Sector stations. His job is to support the PCSI staff, ensure their safety, and verify that work is performed according to contract.

A native of Guam and a U.S. Army veteran, Francis has lived in Texas since 1990. He enjoys hunting, fishing, golf, and "hanging out" with his wife. He anticipates a long career with PCSI which he regards as a "good home" for him. Welcome home, Francis Duenas!



## John Madrid Becomes R.E.H.

Schriever AFB, Colorado Springs, CO

Congratulations, John Madrid, on becoming a Registered Executive Housekeeper (REH)! REH certification, earned through the International Executive Housekeepers Association (IEHA), represents a high level of knowledge in best practices for cleaning and servicing facilities. Those who manage PCSI's Environmental Services contracts in healthcare facilities—which require the highest levels of cleanliness and sanitation—have REH certifications.

As Contract Manager of Janitorial Services at Schriever AFB since 2008, John decided to enhance his skills by pursuing REH certification. He made certification one of his SPEAK goals. He began his studies in fall 2013, and in March 2014, he finished with a 100% score on his exam!

John is no stranger to servicing facilities, having worked for 20 years in the Colorado Department of Corrections. Prior to joining PCSI, he spent seven years as Director of Operations for Aspen Diversified Industries, another AbilityOne nonprofit agency like PCSI.



### SPEAK

SPEAK employee performance evaluations will take place May 1-30. At this time, every PCSI employee will evaluate his or her performance in relationship to the company values:

**I**ntegrity: Always be honest at work, with customers, and with fellow employees

**P**eople: Focus on people—customers and employees—first

**A**gility: Be flexible and innovative in getting the job done

**C**ompassion: Understand and support the needs of fellow employees

**E**mpowerment: Empower people with opportunity, training, and knowledge

Let's say you are General Maintenance Worker who discovers damaged or missing customer property and you report that loss immediately to your supervisor. Your behavior on the job represents the values of integrity (being honest) and people (focusing on the customer).

When evaluating your performance, it is important that you describe what you do or did on the job and how that relates to PCSI values. There is no need to describe what you believe.



## PCSI All Stars

### Employee of the Month

November 2013: Clinton Bradshaw, RSOON

December 2013: Pam Gordon, RSOON

January 2014: Raymond Lessard, JBLM

February 2014: Joshua Keller, Ft. Sill

March 2014: Rigoberto Armendariz, El Paso

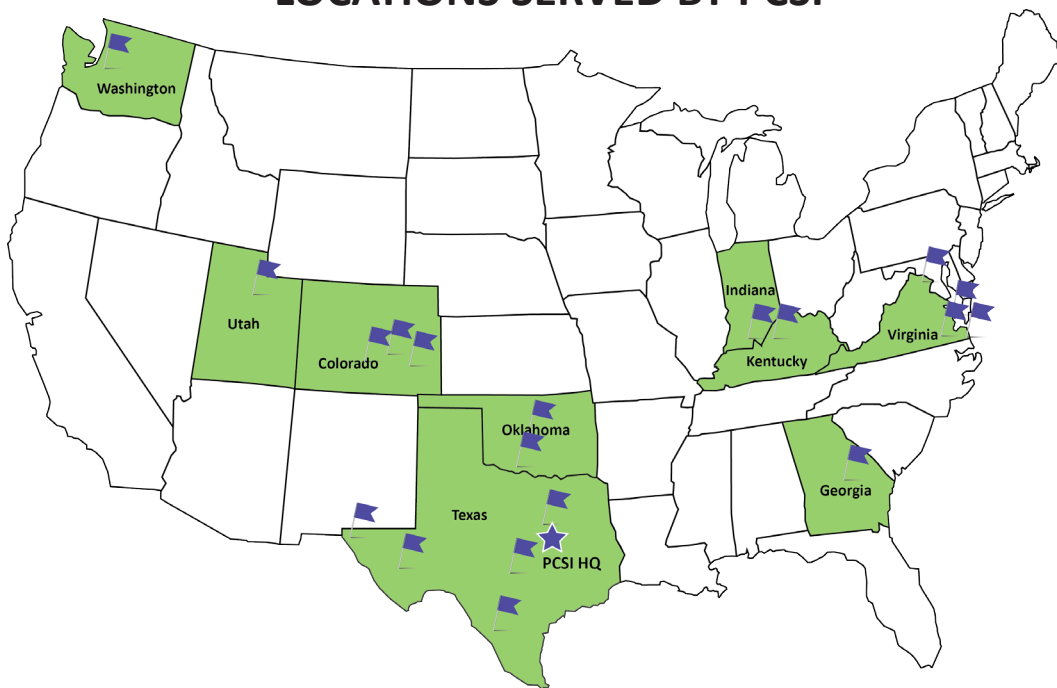
### First Quarter 2014 Awards

Employee of the Quarter: Pam Gordon, RSOON

Supervisor of the Quarter: Mercedes Bournes, JBLM

Volunteer of the Quarter: Darion Reese, JBLM

## LOCATIONS SERVED BY PCSI



*If you have a story idea or photo that you want to share with the Green Scene, tell your supervisor or contact Public Affairs directly at [PublicAffairs@pcsiinc.com](mailto:PublicAffairs@pcsiinc.com).*

**SourceAmerica**



Jobs for People with Disabilities