

3rd Annual Training Conference

Austin, Texas



Keith Walker, VP Operations & Business Development, leads training session

PCSI held its third annual training conference at the Austin Hilton, Thursday, December 5 and Friday, December 6. PCSI managers and staff gathered from across the U.S. to learn about issues affecting PCSI contracts. Participants attended ten sessions addressing contract compliance and management, HR procedures and policies, rehabilitation, technology, and collective bargaining agreements and the law.

Capping off the two-day conference was a dinner and awards ceremony. PCSI corporate employees in Austin joined the job site staff, along with their spouses and personal guests. Tables were decorated with holiday-themed artwork created by students with special needs from the Monarch Academy in San Antonio.

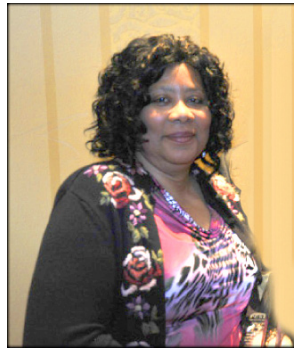
The highlight of the evening came when PCSI President and CEO, Carroll Schubert, announced the company's annual award winners and called the surprised recipients forward for photos, trophies, and applause.



Natalya Kuti receives her award from Carroll Schubert

PCSI Awards Employees

Austin, Texas



Margie Ashley, Supervisor of the Year



Vicki Hoppes, Project Manager of the Year

Employee of the Year, Natalya Kuti, is a Secretary III at NMCP where she executes her job with grace and skill. "You Rock!," "Perfect!," and Employee of the Month are some of the accolades she has already received. Her work is meticulous and her attitude always upbeat. We are proud to have Natalya on board.

Volunteer of the Year, Juan Colon (Maintenance Worker, JBLM), was not present to receive his award because he was busy volunteering! Juan's volunteer activities include helping at the local food bank, teaching religious school at his church, supervising school children in an extended day care program, and maintaining veterans' grave sites. Juan spends as much time volunteering as he does at his PCSI job—40 hours per week!

Supervisor of the Year, Margie Ashley (Lead Warehouseman, RSO Norfolk), is described as "irreplaceable," a "trainer par excellence," and "exceptionally dedicated to the employees she supervises." Under her supervision, no resources—time or materials—are wasted. She is "the total package"—capable, competent, and conscientious. Congratulations, Margie!

Vicki Hoppes was named Project Manager of the Year because so many great things have happened on her watch. PCSI's vehicle fleet at Tinker AFB has been recognized three times as one of The 100 Best Fleets in North America. Vicki's leadership has produced tremendous reductions in material costs, hazardous wastes, and—most importantly—human injuries. Thank you, Vicki Hoppes.

Crowe Wins Management Excellence Award



Jesse Crowe, right, awarded

Congratulations to PCSI’s Jesse Crowe on receiving the 2013 East Region National Council of SourceAmerica Employers (NCSE) Management Excellence Award! Crowe accepted his award at the NCSE’s annual meeting in Williamsburg, Virginia on December 11. The purpose of the Award is to recognize “excellence in leadership” in managing an AbilityOne contract while “enhancing employment opportunities for people with significant disabilities.” Indeed, Jesse Crowe has accomplished this in the East region where he serves as Project Manager at the U.S. Navy’s Regional Supply Offices in Norfolk and Oceana (RSOO, RSON), Virginia. Operations Manager, Terry Schmille, nominated Crowe on the basis of his “unwavering commitment to his team” of 42 talented employees who provide supply chain management and warehousing services at RSOO/RSON. Under Crowe’s leadership, Schmille notes, the team has received numerous accolades for exceeding performance expectations and for providing exceptional customer service. As part of the award, Mr. Crowe will receive extensive SourceAmerica media coverage and \$1,000 in SourceAmerica Training Vouchers.

Clarifying our Values

PCSI managers considered ways to state the company’s values more simply and directly. Here’s what they selected:

Integrity: Always be honest at work, with customers, and with fellow employees

People: Focus on people—customers and employees—first

Agility: Be flexible and innovative in getting the job done

Compassion: Understand and support the needs of fellow employees

Empowerment: Empower people with opportunity, training, and knowledge

As you can see, our values are unchanged. Future references to PCSI values will use this language.

Tag Line Contest

In the last issue of the Green Scene, we invited all of PCSI to vote on a company tagline. The choices were:

- 1: Bridging Boundaries
- 2: Bridging the Gap
- 3: Leading the Way
- 4: Guiding Others to Lead the Way
- 5: People, Community, Service, Integrity
- 6: People, Community, Service, Innovation

And the winner is . . . **People, Community, Service, Integrity!**

PCSI Exceeds 75 Percent Rule

In order to win and keep SourceAmerica contracts, PCSI must follow the 75 percent rule: At least 75 percent of the direct labor force we employ must be made up of people with significant disabilities. True to our mission—and in true PCSI form—we have exceeded the 75 percent threshold. Our direct labor force is now populated with 80 percent who have significant disabilities. Go, PCSI!

INSIDE:

Evans.....p. 3	JBLM Celebrates p. 6	Government Shutdown p. 8	Texas Governor’s Trophy ... p. 9
Namesake.....p. 4	Winn Celebratesp. 7	Winter Wellness p. 8	All Stars & Awards p. 10
Seattle Lighthouse p. 4	Tinker Accomplishment p. 7	David Titus p. 9	
Holiday Cheer p. 5	SPEAK..... p. 7	Christine Gagne p. 9	

Evans Acts Quickly to Clean Flooded Hospital Floors

Evans Army Community Hospital (EACH), Colorado Springs, CO

On Monday morning, August 19, PCSI Quality Manager, Donna Charlton, saw something unusual: water trickling down a wall of Evans Army Community Hospital. She looked around. Almost two inches of water had accumulated on the floor of the atrium, reaching from the ER, through the hallway, and exiting the dining hall. As she would later discover, malfunctioning fire sprinklers had caused the flooding.

Donna found Lead Supervisor, Nellie Campbell, who paged the PCSI housekeepers on duty. Soon ten were assembled with mops and wet-dry vacuums to remove the water from both hard floors and carpeting.

The Evans command staff thanked the PCSI crew for their quick response with words of appreciation and a gift of "100 Grand" candy bars to symbolize how valuable the PCSI housekeeping staff is to Evans.



Soup kitchen volunteers

planned to collect food and personal items for victims of the historic September floods. However, the government shutdown in October made it impossible to hold a donation drive at the Army hospital that month.

Undeterred, PCSI managers took up another project. On Wednesday, October 23, they served lunch to over 600 people at the Marion House Soup Kitchen in Colorado Springs. And when lunch was over, they washed the dishes. All agreed it was a valuable experience they would repeat.



Evans Employees Enjoy Potlucks

EACH, Colorado Springs, CO

PCSI employees at Evans love to cook and eat. Every three or four months, they whip up delicious potluck meals to share. Word has it that the evening shift team serves the best spread.

Some 30 members of the evening team last shared a pot luck dinner on October 28. Favorite dishes served buffet style included Posole (Mexican hearty soup), Bulgogi (Korean BBQ), deviled eggs, green bean casserole, mango chicken, African rice, and more. Yum!

Evans Celebrates Halloween

EACH, Colorado Springs, CO

Boo! Halloween arrived early at Evans with two haunted houses (decorated by our PCSI team) and a candy give away for young, visiting trick-or-treaters on October 25 from 5-6:30 pm.





Honoring Evan's Namesake

EACH, Colorado Springs, CO

Felix Miller takes time out of cleaning Spec. 4th Class Donald W. Evans' Medal of Honor and painting display case to look at the man for whom the Fort Carson Hospital was named.

"This is the most important thing I have done in the six years that I have worked here," said Miller. "It is an honor to do it because I came home, he didn't."



PCSI Tours Seattle Lighthouse for the Blind Facility

Joint Base Lewis McChord (JBLM), Tacoma, WA

On Wednesday, November 6, PCSI Program Manager at Joint Base Lewis McChord (JBLM), Janet Smith, along with community leaders she selected, toured Lighthouse for the Blind's (LHB) manufacturing facility in Seattle, Washington. There some 240 blind, deaf-blind, and visually impaired workers make airplane parts for Boeing as well as office products for sale in six local Base Supply Centers (including three at JBLM).

"Amazing" is how Janet described the assistive technologies that let people with visual disabilities operate computers and machines at the LHB facility. These technologies include Job Access With Speech (JAWS), a text-to-speech software package; refreshable braille displays that interface with JAWS; and ZoomText software which magnifies images on screen for workers with low-vision.

Mrs. Smith invited several influential people from the Tacoma, Washington community to accompany her on the tour. She was joined by representatives of Veterans Affairs (VA) and Puyallup School District, and two fellow-PCSI staffers, Mercedes Bournes and Daryl Heckard.

When asked how and why she chose her guests, Janet replied, "If I can get a few people from the VA on this tour, and get them connected with a few people at Boeing, can you imagine how many wounded soldiers could have a chance at working, or have a career?"

Security concerns limited the tour group from taking photographs, although nothing seems to limit Janet Smith in her commitment to increasing access to jobs for people with disabilities.



Seattle Light House for the Blind facility





Mercedes Bournes shows drive goals achieved

The JBLM team was delighted to bring joy to an often-overlooked community in the Tacoma area. The Center, Ms. Bournes discovered, provides hundreds of people—singles, families, and seniors—with much-needed services, including a library, health clinic, and WIC offices.

Thank you to the JBLM team for representing PCSI so well!

JBLM Delivers Holiday Cheer

JBLM, Tacoma, WA

The PCSI team at JBLM played a neighborly Santa this holiday season. Under the direction of Mercedes Bournes, Rehabilitation Specialist and Office Manager at JBLM, the team collected donations for the Tillicum/American Lake Gardens Community Center in Tacoma. The Center serves a high-poverty community with a food and clothing bank, which the JBLM team stocked with over 1,000 donated items.

Team JBLM's first "Annual Peanut Butter, Tuna Fish, Clothing and Toy Drive," started on November 26 and culminated on December 12 with a delivery to the Center of all items collected. PCSI's resident Santa, Bruce Strandberg, rode his truck/sleigh along with his elves—a group of PCSI managers and employees—to the Center. Karen Priest, Director of the Center, was struck speechless as they unloaded their gifts.



JBLM elves unload gifts



Karen Priest (first row, second from left) with JBLM team at Tillicum/American





JBLM celebrates NDEAM with barbeque and open house

JBLM Celebrates NDEAM With Open House

JBLM, Tacoma, Washington

On October 25, about 40 people attended an open house and barbeque at the PCSI office on JBLM. PCSI hosted the event to publicize NDEAM and SourceAmerica, to show appreciation for our customer, JBLM, and to share a good lunch. The program included remarks by PCSI employee and SourceAmerica spokesperson, John Packer, as well as an information table with literature on PCSI and SourceAmerica.

A number of community leaders attended the open house, including officials from the City of Tacoma and Washington State; representatives of SourceAmerica, Warrior Transition Battalion, and Veterans Affairs; and officers and administrators of the First Sergeant's Barracks Program contract which PCSI serves at JBLM.

Janet Smith applauded her team for a "great job" and a "great event." Guests "genuinely enjoyed themselves" while learning about PCSI and AbilityOne, and PCSI employees thanked Smith for an open house that made them proud. Smith looks forward to a larger turnout next year after word gets out.



JBLM Program Manager, Janet Smith





Evelyn Thooft

Winn Celebrates Events, Milestones

Winn Army Community Hospital (WACH), Fort Stewart, GA

It was Halloween when PCSI employees at Winn caught up on celebrating their many events and milestones: the last day of NDEAM, customer and employee

appreciation, and good-bye to Evelyn Thooft. A top-notch PCSI housekeeper who has served at Winn for one year, Evelyn is moving with her new soldier-husband to Fort Carson in Colorado Springs where her co-workers hope she will join the PCSI housekeeping team at Evans Army Community Hospital.

The PCSI team at Winn celebrated with a potluck meal. Contracting Officer Representative, Angie Boatright, and Infection Control Officer, Stephanie DeLoach, shared in the festivities. Ms. Boatright thanked the PCSI staff for the great work they do every day, and the Command Wing feted Evelyn with flowers on her going away. Executive Housekeeper, Chris Hall, described the event as "fantastic." Congratulations Evelyn and Winn!



Three Minors at Tinker = Major Accomplishment

Tinker Air Force Base (AFB), Oklahoma City, OK

With only three "minors," the PCSI team at Tinker AFB is doing majorly amazing work! PCSI employs 60 people at Tinker to maintain a fleet of over 800 motor vehicles on base. When last evaluated in November, Air Force inspectors found only three minor discrepancies in contract performance. This achievement is remarkable in light of the fact that Team Tinker (as they call themselves) must comply with thousands of regulations, orders, and procedures. According to Program Manager, Vicki Hoppes, "We made ourselves and our customer shine!"



PCSI Winn team



SPEAK

PCSI's Human Resources department wants to remind you to complete your annual SPEAK performance review. This process is important because it helps YOU understand your strengths, your weaknesses, and your career opportunities at PCSI.

Everyone appreciates feedback on job performance, coaching on how to improve, and assistance with career development. The SPEAK process can help with all of these. Take advantage of the SPEAK process and make it work for you!

Stay tuned for more information on new SPEAK learning tools and training programs.



PCSI Employees Hard Hit by Government Shutdown

PCSI employees were hard hit by the government shutdown that furloughed 180 PCSI workers at various federal job sites in October.

At Fort Sill in Oklahoma, where PCSI maintains a Directorate of Public Works (DPW) contract, 68 employees stayed home for 13 days. In Colorado, seven were sidelined from the Schriever Air Force Base (AFB) grounds maintenance contract for three full weeks. At the Norfolk and Oceana warehouses in Virginia, 45 employees were furloughed for three days. Some 60 employees on the fleet maintenance contract at Tinker AFB in Oklahoma spent one day at home. In all, PCSI and its employees lost about 1,200 work days.

The shutdown stressed employees financially and emotionally. Although local businesses kindly offered free meals, haircuts and other services to furloughed workers, these extras did not pay the mounting bills. Although many filed for unemployment, most did not receive benefits because they were back to work before the initial waiting period was over.

All were glad to see the furlough end, although there was much to catch up on after a long absence. Grounds maintenance employees at Schriever AFB had many winterizing tasks to do, and Fort Sill DPW employees returned to a backlog of preventive maintenance jobs.

PCSI customers celebrated PCSI's return to work. According to Jesse Crowe, Project Manager at Norfolk/Oceana, "All military personnel were extremely happy to see us back and even went as far as to tell us we can never leave again!" Indeed, we were missed because the work we do is so important.

Winter Workout Wellness



Does winter weather make you want to sit by the fire and sip hot cocoa? The importance of exercise does not change with the seasons. The benefits of raising your heart rate, using diverse muscle groups, and increasing blood flow are just as significant in January as in July. Walking is excellent winter exercise. Here's how you can prepare for your winter walking workout in cold-weather climes:

- **Get a good pair of walking shoes; replace every six months.**
- **Layer your clothing.**

- o First: thin, synthetic materials (not cotton) that draw sweat away from the body
- o Second: lightweight insulated material that dries quickly, such as a fleece
- o Third: waterproof shell

- **Keep exposed areas covered.**

- o Cover your head, face, hands, and feet to protect them from the cold.

- **Apply sunscreen to exposed skin.**

- o Snow can reflect sun rays and cause sunburn.

- **Hydrate.**

- o The need to drink water is no different in winter than in summer.

- **Prevent injuries by warming-up and stretching.**

- o Walk slowly for about 5 minutes. Then do some stretches, such as:
- o Stand 18 inches from a wall, lean forward and push against the wall with the hands, keeping heels on the ground.
- o With knees slightly bent, bend at the waist and touch the floor. Hold the stretch, being sure not to bounce.

Keep healthy and fit in the cold!

Barbara Curd

Director of Safety and Loss Control



David Titus Promoted

Camp Bullis, San Antonio, TX

Although employed with PCSI for less than a year, David Titus has already been promoted from General Clerk III to Quality Manager.



According to his supervisor, Michael Harris, David has been “a valuable asset” to the Total Facilities Maintenance contract at Camp Bullis. In a short time, Titus has mastered the computer system known as Maintenance Connection, and he has learned to run the supply system efficiently so that adequate supplies are always on hand and costs are held down.

In his off-work hours, Titus keeps busy with his two teenage daughters and coaching youth sports. He is a great fan of the Chicago Bears, the Chicago Cubs, and the San Antonio Spurs. His other interests include the rodeo and country music.

Compliments for Christine

JBLM, Tacoma, Washington

Sometimes it's the little things that count most, for instance, a handwritten note. JBLM Commanding Officer, Colonel Hodges, recently penned a “thank you” to PCSI general maintenance worker, Christine Gagne. In it, he asked her to “accept this simple note as a token of appreciation for all you do for the JBLM Team,” and praised her for providing exemplary customer service.

Christine, who has performed general maintenance work at JBLM since 2011, had served 26 years in the U.S. Army Military Police Corps before retiring as a Master Sergeant. In addition to working at JBLM, Christine enjoys motorcycling, exercising, and hunting.

Congratulations Christine on a job well done!

PCSI President and CEO, Carroll Schubert, Awarded Texas Governor's Trophy

Waco, TX

The Texas Governor's Committee on People with Disabilities honored PCSI President and CEO, Carroll Schubert, with its highest award—the Governor's Trophy—for his contributions to employing people with disabilities. Mr. Schubert, who helped found PCSI in 1996, was celebrated for growing the company from three to over 1,300 employees—most of whom have significant disabilities.

Mr. Schubert received his award on Friday, October 18, at a ceremony and luncheon in Waco, Texas. Dis-



Carroll and Patty Schubert with Keith Walker

abilities rights researcher and champion, Lex Frieden, offered a welcome address. Texas Governor, Rick Perry, appeared on video, thanking the award recipients for their contributions, and offering a special shout-out to his friend and our president, Carroll Schubert.

Each year since 1979, a panel of judges reviews nominations from all over the state and chooses recipients for the Texas Governor's Committee awards. Winners are honored in October as part of National Disability Employment Awareness Month. In 2012, PCSI won the Committee's Large Employer of the Year Award.



PCSI All Stars 2013 MILESTONE ANNIVERSARIES

15 years

David Armendariz
Berta Lord

10 years

Brenda Andrews
Blas Benavides
John Dowdy
Lillian Estes
Viliam Kundlak
Carlos J. Sanchez
Robin Schuricht
Arturo Urquidez
Wendy Washechek
Veronica Ybarra

5 years

Rena Archuleta
Trina Baumgarten
Sonya L. Brooks
Bertha Codina
Ricardo Corral
Martha Elena Flores
Eva Garcia
Issai Garcia
Noe Garcia
Leticia Gonzalez
Ruben Hernandez
Daniel Koepp
Jared Landon
John Madrid
Ana Martinez
Sandie Martinez

Ernest Montoya
Michael Mora
Stephen Morris
Raul Munoz
Evangelina Pereda
Fernando Ramirez
Naomi Reazola
Elvira Rodriguez
Kyle Smith
Mario Tejada
Joshua Ulmer
Javier Vaca
Keith Walker
Audrey Wilcher
DJ Wyatt

AWARDS

Employee of the Month

July 2013: Ladonna Thompson
August 2013: Lesa Stone
September 2013: Iris Ebron
October 2013: Douglas Wyatt

Fourth Quarter 2013

Employee of the Quarter: Lesa Stone
Supervisor of the Quarter: Margie Ashley
Volunteer of the Quarter: Vivian Colony
Corporate Employee of the Quarter: Lila Alemar

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.

SourceAmerica 



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