

The Green Scene

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- Employee of the Quarter:
Greg Sawyer!
- Volunteer of the Quarter:
Alexander Heath!
- Supervisor of the Quarter:
David Derrick!
- Corporate Employee of the Quarter:
Melanie Diaz!

PCSI Change Announcement

Much has changed since PCSI started in 1996 with one contract and a handful of workers. We now employ 1400 people on 36 contracts in 12 lines of service in nine states.

In light of these changes, PCSI is refreshing the company brand. As you can see, we are using a new news-letter format. We also have new statements of mission, vision and guiding principle to describe our company more accurately:

Mission: To create employment opportunities for people with every type of disability.

Vision: Meaningful employment for every person with a significant disability.

Guiding Principle: People with disabilities, given opportunity, training and mentorship, will excel in the work-place.

The PCSI Business Development team wants your input on a new PCSI tagline. We have four tagline options listed below and would like you to vote for your favorite. Your creative ideas and suggestions are also welcome. If you have a better line, send it in! If we choose your tagline over those listed, PCSI will throw you a party!

T1: Bridging Boundaries

T2: Bridging the Gap

T3: Leading the Way

T4: Guiding Others to Lead the Way

T5: People, Community, Service, Integrity

T6: People, Community, Service and Innovation

Project Managers: Please collect and submit votes and tagline entries by Friday, September 6, 2013.

100 Best Fleets for 2013 Way to Go Tinker!

The vehicle fleet at Tinker Air Force Base received recognition as one of the 100 Best Fleets in North America for the third time on June 12, 2013 at the Government Fleet Expo & Conference in San Antonio, Texas. The award is a reflection of the effort and expertise of the PCSI vehicle maintenance team at Tinker which keeps the base's 1,037 vehicles—tractors, trailers, and all types of trucks—mission ready.

Currently in its 10th year, the 100 Best Fleets program rewards organizations that do an excellent job managing government- and publicly-owned vehicle fleets. Competitors include varied organizations—city, county, state, school—that maintain varied vehicles—cars, buses, vans, trucks—that serve varied functions—public transport, police, fire, emergency. Tinker's was one of the few military-based fleets to win the



award. Thank you, jobsite 650, for setting the bar!

Is your fleet one of the best? Visit http://the100bestfleets.com/100_best_criteria.html to review the selection criteria, and apply by March 15, 2014 for next year's 100 Best Fleets Award.

Tinker Helps with Clean Up of F5 Tornado



David Derrick in front of his destroyed house

On Monday afternoon, May 20, 2013, 45 terrified PCSI employees on Tinker Air Force Base (AFB) took shelter in four, above-ground rooms and listened to the roar of the Oklahoma City tornado outside. Soon the tempest would lay waste to Moore, Oklahoma, killing 24 people, including seven school children.

Fortunately for Tinker, the tornado turned south and missed the base. But not without destroying the nearby homes of three PCSI families: David Derrick, Stan and Rose Hudson, and Linda Kirby. Derrick was still in the base shelter when a neighbor texted him the bad news: his house was gone.

Hudson was at home in his underground shelter as the tornado demolished his house above. PCSI employee, Wayne Tinnin, who was also at home, huddled in a closet, listening nervously as the tornado battered

his roof, but left his house standing.

After the storm passed, the air men and women of Tinker AFB mobilized to assist victims, and PCSI mobilized to assist Tinker AFB. Since 2006, PCSI has provided vehicle operations and maintenance services to the base by keeping its vehicles in good repair, filled with fuel, and ready for driving. Following the all-clear, PCSI Contract Manager, Vicki Hoppes, reported, "Our operations never stalled. . . . Team Tinker called on PCSI to support with vehicles and drivers, and I am very proud to say all our employees showed up."

When night fell on May 20, PCSI provided tractor-trailers to transport giant "light-all" beacons to shine on the nighttime search for survivors in Moore. Throughout the week-long rescue and recovery effort, PCSI drove buses to bring Tinker Air Force personnel to and from the disaster

area.

On May 26, President Obama came to view the damage, flying in and out of Tinker AFB on Air Force One. PCSI supported his official visit in several ways. They delivered a flatbed trailer as a stage for the media. They delivered and

drove vehicles to

transport the president's Secret Service and White House Communications staff.

PCSI also bused tornado victims to and from Tinker AFB for short, face-to-face visits with the President at his arrival and departure. Among the victims were PCSI employee, David Derrick, and his wife, Cindy, who met the President and took pictures with him.

Support came quickly from PCSI headquarters in Austin. Operations Manager, Andy Ketchum, offered to book hotel rooms for displaced employees. President and CEO, Carroll Schubert, called to ask about needs. Other executives and managers sent email messages.

On base, PCSI employees collected \$640 for co-

workers who had lost their homes. A company-wide drive collected \$900 dollars to purchase three \$300-Target gift cards for the same. About the supportive response, Hoppes stated, "I could not have felt more blessed during this tragedy."

The PCSI corporate office also donated \$10,000 to the Tinker AFB Emergency Family Assistance Center (EFAC) to aid in the disaster relief.



Cindy & David Derrick next to Air Force One

speaK Phase 1 & 2

Congratulations, PCSI, on completing Phase I of SPEAK—our new performance management evaluation program. SPEAK—short for Success, Performance, Engagement, Alignment, and Knowledge—is an important tool for evaluating and improving performance.

In Phase I of SPEAK's rollout, em-

ployees and managers entered goals, values and competencies using the SPEAK Performance Evaluation Tool on the SPEAK site/HR intranet site. A helpful "How To" assisted users with creating a Performance Document and establishing Performance Criteria—key components of the SPEAK program.

Soon we will review Phase I results

(including feedback from you, the users), and prepare to kick-off Phase II. During Phase II, we will make the SPEAK system more functional and secure, while enhancing its potential for improving work flow and developing leadership capabilities.

Thank you, PCSI, for your support of this new initiative, and stay tuned for more information.

SPEAK and be inspired!

Judi Alley Quilts for PCSI Tornado Victims

After the devastating Oklahoma City tornado struck on May 20th, PCSI Human Resources Business Partner in Austin, Judi Alley, asked herself: What can I do to help? How can I give comfort to someone who has lost a home? A life-long crafter and needlework hobbyist, Judi lit upon the answer quickly: a quilt.

In four weeks, Judi pieced together a beautiful, patchwork quilt, sized for a twin bed. She named it "Sweet Dreams" and shipped it to Vicki Hoppes, PCSI Contract Manager at Tinker Air Force Base, who will ask the principal of Plaza Towers Elementary in Moore, Oklahoma—the school that collapsed—to give it to a

deserving student.

Born to a family of quilters (her grandmother, mother, and aunts made quilts of old feed sacks and fabric scraps), Judi learned needlecraft early. She began looming potholders at age 6. As a child, she busied herself cross-stitching towels with pre-printed

designs bought from the 5 & Dime store. When Judi became a mom,

she decorated almost every piece of her children's clothing with cross-stitching. Over the years, she experimented with quilting.

Five years ago, Judi took her quilting up a notch when she bought a specialized machine and enrolled in a

class. Now she's hooked on both hand- and machine-quilting. She attended the International Quilt Festival in Houston last year, and hopes to enter one of her creations in a show someday.

Judi jokes that she's "addicted to the needle," and that she wants to die with a hoop in her hands. For travel, she has an app on her phone to tell her where the nearest quilting store is located.

It's no wonder Judi works in human resources. She certainly brings the human touch to her work, life, and needlecraft.



Judi Alley's OK-bound quilt

Joint Base Lewis McChord (JBLM) Staying Cool with Positive ICE

PCSI seeks customer feedback on all contracts through "Interactive Customer Evaluations" or ICE. From May through July, 2013, PCSI staff at JBLM received 16 ICE evaluations—all of them positive!

ICE is the "Yelp" or "Angie's List" of service contracts where customers are encouraged to post ratings, comments, and service requests. Since people are often more motivated to complain than to compliment, the fact that PCSI staff received 16 positive ICE responses is amazing.

In addition to the "love" PCSI enjoyed on ICE, JBLM Garrison Commander, Colonel Hodges, hand wrote notes to two PCSI employ-

ees—Juan Colon and Timothy Diana—thanking them personally for their exceptional customer service.

Housing Assistant of the Warrior Transition Battalion, Lorea Dahmen, had this to say about PCSI's Area 3A Maintenance Team (Jessie Thompson and Timothy Edwers): "All service requests and completions have tripled: the reaction/response times have been reduced for all maintenance services due to their expertise and attitude. . . . Their professionalism brings great credit upon them and their section at PCSI."

Thrifty & Resourceful: Art Cash

Art Cash, Grounds Laborer at the Alpine Border Patrol Station, applied his art to save some cash when he recycled a shovel with a broken wooden shaft. Thrifty and resourceful, Mr. Cash burned out the wood shaft from the original metal blade and handle.

He replaced the wood with a long length of metal pipe, which he welded into place. Now he has a sturdy tool with a long

shaft that saves his back from strain. Good thinking, Art!



Art Cash and his handy shovel

PCSI Volunteer of the Quarter: Alexander Heath



Loraine & Gina Kelly, Lori Meagher, Alexander Heath, Jesse Crowe

Alexander Heath, Warehouseman for the Regional Supply Office (RSO) at Norfolk, has been selected as PCSI Volunteer of the Quarter. Alexander volunteers in Hampton Roads public schools, signing stories to deaf children, ages 5-9, in the cities of Chesapeake and Virginia Beach, Virginia. According to his Project Manager, Jesse Crowe, Alexander sees his time with the students as "volunteer fun"

rather than "volunteer work." Crowe adds that Alexander's dedication to work and cheerful manner make him a valued employee of PCSI. Way to go, Alexander!

Employee Excellence: Margie Adams



Marilyn Weber & Margie Adams

Margie signed on with PCSI in August 2005, and has worked at Camp Bullis as a General Clerk since. Because of her warmth and charm, she soon made many friends around the office including two hearing-impaired PCSI co-workers. Because of her tenacity and concern for others, she began relearning sign language she had studied 30 years prior in order to communicate better with her new co-workers.

Jack moved away, and Margie had no reason to continue signing, until 30 years later when she began working at Camp Bullis for PCSI. Margie reached out to her fellow PCSI employees—as she had to Jack—as a colleague and a friend.

According to the Webers, who come to the base to meet the needs of its deaf workers: “There are certain people and organizations you work with that just seem to do it right! Margie Adams and PCSI exemplify doing it right!”

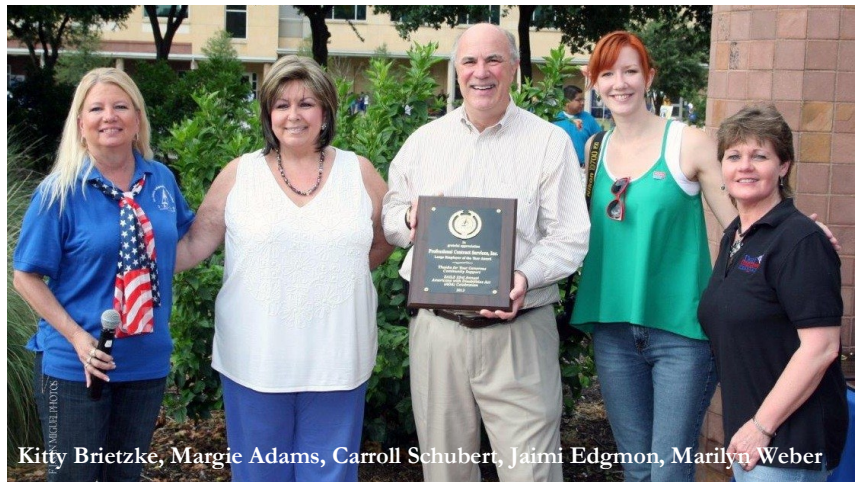
According to Margie, “It has been an honor for me to get to know some amazing people through sign language. This has been a miraculous journey for me, and I am so very, very grateful.”

Thank you, Margie, for all you do, say, and sign!

PCSI and Margie Adams received awards from San Antonio Independent Living Services (SAILS) on Saturday, July 27, 2013. The occasion: The American's with Disabilities Act 23rd Anniversary Celebration. The awards: Large Employer of the Year for PCSI and Employee Recognition for Margie.

PCSI and Margie were nominated for the SAILS awards by Marilyn and John Weber, owners of Deaf Interpreter Services, Inc. in San Antonio. The Webers came to know Margie as a co-worker of hearing impaired PCSI employees at Camp Bullis near San Antonio, Texas.

How did Margie initially learn to sign? Years ago, she and her husband befriended their pastor's deaf son, Jack, when he became a widower at age 28. To better communicate with Jack, Margie insisted that he teach her sign language. “At first, he tried to dissuade me, but I was determined,” Margie explained. Every week Jack taught Margie a few signs. She bought a book; she enrolled in classes. Soon she was able to interpret Jack's father's sermons for him.



Kitty Brietzke, Margie Adams, Carroll Schubert, Jaimi Edgmon, Marilyn Weber

Winn Army Community Hospital (WACH)- “One of the cleanest hospitals!”

During the week of May 27-31, 2013, a “Tiger Team” of PCSI Hospital Housekeeping experts assembled at WACH to prepare the hospital for its Joint Commission (JC) inspection. JC accredits and certifies over 20,000 hospitals that meet its high performance standards. Assigned to their departments of expertise, the Tiger Team members set out on a five day blitz to cross every “t” and dot every “i” to ensure that hospital housekeeping at WACH would meet strict JC standards. “This was a true show of teamwork and commitment as key personnel from various job sites and states traveled to Georgia and worked 12 hour shifts supporting our mission,”

said Eric Rodas, Director of PCSI Hospital Services Division. WACH completed an exceptional JC inspection. Chris Hall, Tiger Team Leader and newly-appointed Project Manager at WACH, stated, “Every day of the inspection the surveyors commented how great the hospital looked.” According to WACH Chief of Logistics, Joselito Lim, JC inspectors identified WACH as “one of the cleanest hospitals they had ever seen.” Congratulations to the PCSI team at WACH for doing an excellent job!



Tiger Team:

Men: Chris Hall, Robert Thomas, John Dowdy, David Johnson, Marc Parra (not pictured)

Women: Robin Robbins, Kiará Griggs, Cindy Booker, Joyce Johnson

Employee Discounts for Cell Phone Service

Did you know that AT&T, Sprint and Verizon offer discounts for our employees' personal cell phone lines? These discounts are available for **new and existing accounts** – you **DO NOT** have to sign a new contract to take advantage of them.

The information below is current as of 7/24/2013. Updated information about these and other discounts is maintained at <http://intranet/it/Documents/CorporateDiscounts.aspx>.

Provider	AT&T	SPRINT	VERIZON
Discount	11% applied to all lines on account; not applied to add-on service or equipment	18% applied to primary line of service; not applied to add-on service or equipment	22% applied to primary line of service; not applied to add-on service or equipment
Enroll online	http://www.att.com/wireless/pcsi Use your PCSI email address during enrollment or a scan of your most recent pay stub	http://www.sprint.com/verify Use your PCSI email address during enrollment	http://www.verizonwireless.com/b2c/support/employee-discount-email Use your PCSI email address during enrollment OR http://www.verizonwireless.com/b2c/store/controller?&item=b2elitem&action=discountEligibility&noMatch=true If you do not have a PCSI email address
Enroll in store	Bring a copy of your most recent pay stub to any AT&T store with billing services to request the	Bring a copy of your most recent pay stub to any SPRINT store with billing services to request the employee	NOT AVAILABLE
Enroll by fax	NOT AVAILABLE	Download form from http://mysprint.sprint.com/global/pdf/business/biz_il_enroll.pdf and fax to 877-687-8211; include copy of most recent pay stub	NOT AVAILABLE

On behalf of PCSI, Carroll Schubert, CEO, accepted the Texas School for the Deaf Foundation, Partner of the Year Award on May 23, 2013. PCSI donated \$25,000 to the foundation for fiscal year 2013 and has been one of the leading donors for several years. Mr. Schubert stated, "We are delighted to help the Foundation in its most worthy mission and honored to be the Texas School for the Deaf Foundation's Partner of the Year!"

Coach Chad Cloutier

Chad Cloutier, Assistant Project Manager at Naval Medical Center, Portsmouth (NMCP), Virginia, is a natural team leader, on and off the field. Chad, who joined PCSI in March 2011, coaches his PCSI colleagues on the NMCP consolidated services contract, and, in his free time, he coaches little league baseball for the Southern Chesapeake Athletic Association (SCAA). Project Manager, David Johnson, describes Chad as the "ultimate volunteer" who wears every hat—manager, coach, field manager, groundskeeper, concessionaire, fundraiser—in support of youth baseball in his community. Johnson notes that Chad is sensitive to the needs and limits of his 12 to 14-year-old Pony Leaguers, emphasizing teamwork, sportsmanship, and fun over competition. Chad's young players affectionately call him "Coach Next Pitch" and "Coach Make an Impact" because he

teaches them that: a) the most important pitch is the next one; and b) one should make an impact on and off the field.

Chad has and continues to make an impact on the lives of his players, his team at PCSI, and the lives of those

patients PCSI is grateful to serve at NMCP.



Coach Chad Cloutier and Little Leaguer.

Joint Base Lewis-McChord (JBLM) Renovation



In January 2013, when returning Special Forces reclaimed JBLM buildings that had housed PCSI offices, PCSI employees began eyeing two unclaimed buildings, condemned since World War II. Where JBLM saw uninhabitable structures, PCSI saw opportunity to renovate and repurpose. Thanks to the successful partnership of PCSI Maintenance, JBLM and its Department of Public Works, the renovation was soon underway. PCSI Maintenance Team, John Packer and Troy Cable, led the renovation effort along with six employees, all of whom held down their JBLM "day jobs" at the same time. They gutted the two 1,000 square foot buildings, and rebuilt everything from wiring and drywall to flooring and access ramps. "It took a lot of hard work and excellent workmanship to make these condemned WWII buildings like new and ready for occupancy," said Janet Smith, Operations Manager at JBLM. As the before and after pictures show, their hard work and dedication paid off in May 2013. Great Job!

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"It took a lot of hard work and excellent workmanship to make these condemned WWII buildings like new and ready for occupancy," said Janet Smith



Keep S-A-F-E, Safe!

Remember these four steps to safety

Prevent accidents on the job by staying **S-A-F-E**, which stands for:

Stay alert.

Pay attention to your work. Avoid becoming complacent or taking shortcuts, no matter how many times you've done a job. Be prepared for the unexpected.

Ask questions.

Don't take anything for granted. Check with your supervisor when you are unsure about a substance, procedure, or piece of equipment. If you're not sure if something is a hazard, ask. If something seems wrong, but you're not sure what, ask. Never let a safety question go unanswered!

Focus on safety problems.

Take time to look for hazards. Inspect your work area, tools, equipment, and materials before you start every job. Anticipate potential problems and be prepared to deal with any problems that arise while you work.

Eliminate hazards.

Take responsibility for your safety. Follow safety rules. Used assigned PPE. Keep your work area neat and safe. Remove or repair safety hazards you're trained to handle, and report the ones you can't correct to your supervisor.

Make safety an important part of your job, every minute of every day. Thank you for all that you do.

From Solitaire to Stained Glass... Farewell Mark!

PCSI's longest-tenured employee, Mark Blonde, will retire on his 16th year work anniversary: September 8, 2013. PCSI hired Mark on September 7, 1997 as a carpenter for its first federal contract at Camp Bullis in Texas. The company was one year old.

PCSI performs "total facilities maintenance" at Camp Bullis—a 28,000 acre U.S. Army site near San Antonio where 180,000 troops train every year. PCSI is responsible for a multitude of building and maintenance projects on base—from laundry to lawns to latrines.

In his 16 years at the Camp Bullis job site, Mark graduated from Carpenter to Quality Control Manager (QCM) to Contract Manager (CM). According to Mark, each promotion was the result of divine intervention; although it seems his own work ethic and ingenuity were hard at play.

Mark is quick to note the intervention of his peers in helping him rise from carpentry to management. He thanks Dawn Mondrik, who taught him Excel so that he could assume the respon-

sibilities of QCM. He appreciates Michael Harris, who ably filled his old shoes as QCM when he (Mark) became CM. He is grateful for all his Camp Bullis staff who go above and beyond, like Margie Adams, who delivers "a binder with tabs, spreadsheets, and color" when he only asks for "a page."

Mark describes his rise to management with self-deprecating humor, as each promotion occurred on the tails of a retiring supervisor. During his first year as QCM, Mark noticed the CM above him playing computer solitaire. "That's the job I want!" thought Mark. When that CM retired at the end of 2004, and Mark was hired to replace him, Mark soon discovered that solitaire wasn't a pastime, but a way to relieve the stress that came with the CM's job.

Mark is proud of the many improvements he and his staff have made to the facilities at Camp Bullis over the years. He is especially pleased with two projects that improved his team's

working conditions. In one, his people converted a condemned storage building to a useful workshop with lighting and electricity. In the other, they purchased a large (24' x 56") modular storage unit, which allowed them to better organize their supplies. With well-organized spaces for work and storage, the team is equipped to do their jobs with greater efficiency.

Mark is grateful that, although one contract at Camp Bullis was lost in 2012, the remaining contract requirements were increased, which made it

possible to retain all employees. He notes that these changes made his job as CM much more challenging, but that's OK because solitaire "gets boring."

Mark says he now has his eye on a new job he can do from home. This one involves reading, gardening, kayaking, woodworking, photography, and stained glass. He looks forward to starting soon. Good luck and best wishes, Mark!

Best Civilian Leadership Award: Christopher Erickson



Chris & Suzette Erickson

On July 31st, Christopher Erickson, Fleet Monitor at Tinker Air Force Base, received the Best Civilian Leadership for a Contractor Hourly Employee Division Award at the local Air Force Association (AFA) Annual Awards Breakfast. This is the first year for contractors to be included in the AFA Awards.

Congratulations, Christopher!

Exceptional Customer Service: Iris Ebron

Iris Ebron was recognized for "continuous exceptional customer service" at Regional Supply Office in Norfolk (RSON), Virginia in an awards ceremony on July 3, 2013. Employed on a PCSI contract since December 2010, Iris has served RSON for a total of 23 years as chief HAZMAT/Shipping specialist. In this capacity, she processes shipments of hazardous materials to Naval and Marine squadrons stationed in the U.S. and throughout the world.

At the RSON warehouse, Iris issues and stores materials, loads and unloads trucks, and even builds crates. She also transports and delivers materials, helping to keep the fleet in motion.

According to RSON customer, Bruce Morgan, there has never been a lost, damaged, or delayed shipment on Iris' watch. Her ability to "get to the bottom" of things is exceptional. According to Iris' PCSI Project Manager, Jesse Crowe, she is "the best in the business! We are truly fortunate to have her on our team."



SUPO LCDR Glover, Iris Ebron, Jesse Crowe

PCSI

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If you have a story idea, great company photograph, an exceptional teammate, etc., that you want to share with the Green Scene, tell your supervisor or contact Public Affairs directly at jedgmon@pcsiinc.com. Your submittal does not guarantee publication; however, all submitted materials will be kept on file for possible future inclusion.

We're on the web!

pcsiinc.com

The future PCSI tagline will be stated here!
Good luck, everyone!



SourceAmerica



PCSI All Stars

Employees Celebrating Their 16-Year Anniversary with PCSI:

Mark Blonde 500 Camp Bullis

Employees Celebrating Their 15-Year Anniversary with PCSI:

David Armendariz 07900 State

Employees Celebrating Their 10-Year Anniversary with PCSI:

Carlos J. Sanchez 00275 El Paso
Myra Ramos 00551 Fort Hood
Julissa Watkins 00551 Fort Hood
Viliam Kundlak 00600 Schriever Air Force Base

Employees Celebrating Their 5-Year Anniversary with PCSI:

Evangelina Pereda	00163	El Paso Airport	Noe Garcia	00560	Laredo
Rena M. Archuleta	00570	Fort Carson	Barbara J. Heights	00551	Fort Hood
Jose E. De Jesus	00551	Fort Hood	Audrey Wilcher	00570	Fort Carson
Dorian P. Frieson	00551	Fort Hood	Raul Munoz	00163	El Paso Airport
Issai Garcia	00560	Laredo	Kyle Smith	00650	Tinker Air Force Base

Employee of the Quarter:

Greg Sawyer, Oceana Warehouse

Supervisor of the Quarter:

David Derrick, Tinker Air Force Base

Volunteer of the Quarter:

Alexander Heath, Norfolk Warehouse

Corporate Employee of the Quarter:

Melanie Diaz, PCSI Corporate Office

Employee of the Month for April 2013:

Chris Erickson, Tinker Air Force Base

Employee of the Month for May 2013:

Sadina Small, Oceana Warehouse

Employee of the Month for June 2013:

Natalya Kuti, NMC, Portsmouth