

# The Green Scene

Quarterly Newsletter of Professional Contract Services, Inc.

## PCSI Starts New Contracts

PCSI is growing employment opportunities for people with disabilities through the start of new contracts. On September 1, PCSI welcomed over 40 new Total Facilities Maintenance personnel who began work at the U.S. Army Garrison-Detroit Arsenal in Warren, Michigan. We also welcomed over 30 new Healthcare Environmental Services personnel who began work at Reynolds Army Community Hospital in Fort Sill, Oklahoma. Congratulations to all! Glad to have you onboard.

More details to follow in the fall issue of The Green Scene.



*Grounds maintenance crew members*

## PCSI Renews Grounds Maintenance Contract

**Carl R. Darnall Army Medical Center, Fort Hood, TX**

On July 1, PCSI started—or restarted—a Grounds Maintenance contract at Fort Hood much like the contract PCSI performed from 2004 to 2012.

The newly hired team of ten is responsible for grounds surrounding the 35 buildings on post that make up the Darnall Army Medical Center. Each day, the workers cut grass, trim bushes, rake leaves, tend flower beds, pick up litter, and empty trash cans that surround six to nine buildings. At this rate, they visit each building on contract once weekly.

The day begins with a safety briefing from Project Manager Thomas Crockett before proceeding to the work location. Upon arrival, workers pair off to start the day's tasks.

Welcome aboard, and keep those gardens growing!

### INSIDE:

Farewell JBLM.....	p. 2
Exceptional Ratings.....	p. 2
EVS Week.....	p. 3
5 Year Anniversaries.....	p. 4
PCSI Initiatives.....	p. 4

Beach Elected.....	p. 5
EVS Praised.....	p. 5
Hoppes Wins.....	p. 5
B-2 Up Close.....	p. 6
Janitors Clean.....	p. 6
Bailey Nominated.....	p. 6

July 4th with Veterans.....	p. 7
JBLM Employees Volunteer.....	p. 7
Annual Salsa Festival.....	p. 8
Disability Charities.....	p. 9
PCSI All Stars.....	p. 10



*Farewell to John Lange*

## Farewell, JBLM. Hello, Detroit.

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

JBLM sent off two of its finest—John Lange and Chris Boyd—to the new PCSI Total Facilities Maintenance (TFM) contract that started September 1 at the U.S. Army Garrison-Detroit Arsenal in Warren, Michigan. Both Lange and Boyd are leaving JBLM and arriving at Detroit as General Maintenance Workers (GMW). Boyd joined PCSI at JBLM in November 2012 as a GMW. Lange, who joined in July 2010 as a Furniture Laborer, was promoted to GMW in November 2012.

The two employees were celebrated on their respective last work days in August. For their send-offs, both John and Chris received—in addition to greeting cards, gift cards, hugs, and well wishes—a framed photo collage with co-worker signatures on the matte and an engraved brass plate in the center. Refreshments included cake at John's send-off and bagels at Chris'.

Their JBLM friends wish them well knowing that both will benefit from the transfer. The Detroit Arsenal contract is a good career move for John and Chris. It's also a move that brings the men closer to their families who live in the Detroit area. But this doesn't mean they won't be missed or that it wasn't sad to see them go.

Good luck, John Lange and Chris Boyd, in your new adventures!



*Farewell to Chris Boyd*

## JBLM Team Gets 5th All “Exceptional” Ratings

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

It's a first in AbilityOne history. The PCSI team providing Hospitality Management services at JBLM since 2010 has received its fifth all “Exceptional” rating on the annual Contractor Performance Assessment Reporting System or CPARS. This is the fifth consecutive year that the Government Customer has recognized the PCSI JBLM team for outstanding performance in all categories, including quality, schedule, management, and business relations.

Go, Team PCSI-JBLM!



NMCP EVS team

## Environmental Services & Housekeeping Week

Healthcare Environmental Services (EVS) teams across the nation celebrated Environmental Services & Housekeeping Week, September 13-19. Established by the Association for the Healthcare Environment in 1981, EVS Week recognizes and celebrates the dedication and commitment of the thousands of floor technicians, service aides, and housekeepers who serve patients, families, and hospital customers daily. PCSI's EVS teams celebrated as follows.

### Evans Army Community Hospital (EACH), Fort Carson, CO

EACH Managers organized a special event for each day of EVS Week.

- Monday—wear jeans—everyone loves comfy, broken-in jeans
- Tuesday—Yakatori Chicken Dinner—brought in by managers for each shift
- Wednesday—snacks to share—from homemade chili verde to Hostess Twinkies
- Thursday—wear sports team jersey—a dead heat between Cowboys and Broncos fans
- Friday—fresh popcorn—office still smelling like a movie theater

In addition to the above, gifts of treats and thoughtful cards from hospital staff appeared in the PCSI break room throughout the week.

### Naval Medical Center-Portsmouth (NMCP), VA

NMCP Managers acknowledged the contributions of their staff with daily gifts of breakfast, candy, souvenir mugs, smart wallets, jackets, and raffle tickets. The week

culminated with a picnic luncheon organized by Supervisor Tara Taylor. The menu included fried chicken, pulled pork, coleslaw, potato salad, drinks, and cake. For entertainment, Floor Technician Tyrone Williams performed as DJ while the more outgoing danced. Hospital leadership addressed PCSI employees at the picnic with words of thanks and high praise for the critical role they play in the environment of care. The next morning, the Director for Administration, Captain Case, provided donuts and more praise for the staff.

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

Staff at IACH enjoyed specialty foods in honor of EVS Week. They also received EVS Team lunch bags.

- Monday—BBQ prepared by Contracting Officer and Chief
- Tuesday—Krispy Kreme doughnuts
- Wednesday—sausage, cheese, and veggie trays
- Thursday—cakes baked by Rehab Specialist Marcia Frahler

### Reynolds Army Community Hospital (RACH), Fort Sill, OK

Two weeks after the start of PCSI's new EVS contract at RACH, staff celebrated EVS Week with a pizza party dinner. The team of 33, including incumbent employees and new hires, enjoyed getting to know each other, lots of laughter, and no talk about work.



EVS lunch bags for IACH team





*First five-year anniversary celebrants*

## Five-Year Anniversaries Celebrated

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

You know PCSI employees at JBLM love their jobs because they never leave. The First Sergeant's Barracks Program (also known as Hospitality Management) at JBLM began five years ago this summer. Out of 45 current employees, 24 are receiving five-year anniversary pins in 2015.

These loyal employees include:

- |                      |                    |
|----------------------|--------------------|
| • Gerry Bradshaw     | • Robert Mays      |
| • Wyatt Byers        | • Wayne Morris     |
| • Juan Colon         | • Tom O'Dell       |
| • Tony Cox           | • Robert Phallan   |
| • Tim Edwers         | • Darion Reese     |
| • Christina Genereux | • Bob Sinz         |
| • Kevin Joyce        | • Terry Skyles     |
| • Jarrod Landsberger | • Lesa Stone       |
| • John Lange         | • Bruce Strandberg |
| • John Lauterbach    | • Dwayne Smith     |
| • Jeremy Leatherwood | • Janet Smith      |
| • Jon Livermore      | • Jessie Thompson  |

The first round of anniversary honorees received their pins on May 13 during a site visit by Operations Manager Daisy Harrison and Human Resources Business Partner Melanie Diaz.

Go, Team JBLM!

## PCSI Initiatives for Young Adult Transition to Work

### PCSI Corporate Headquarters, Austin, TX

Recognizing the critical need for young adults with disabilities to transition effectively into the world of work, the PCSI Board of Directors called the company to action. Two initiatives developed as a result. One, PCSI became a partner Community Rehabilitation Program (CRP) in the development of a new ProjectSEARCH job site in San Antonio. Two, PCSI established its own Community Employment Program (CEP) for transitioning young adults with disabilities.

ProjectSEARCH is an internationally-recognized transition program that began at Cincinnati Children's Hospital in 1996. It has since grown to include over 300 sites, one of which PCSI started at La Cantera Hill Country Resort in San Antonio. Now there are 11 students of the Nellie Reddix School—a special needs high school—working internships this fall as greeters and housekeeping aides, thanks to PCSI. One intern, Randall Esquivel, received a commendation on day 7 of his new job.

But there are more students at Nellie Reddix and other special needs schools than ProjectSEARCH can employ. That's why PCSI, led by Director of Rehabilitation Vanessa Ferguson, initiated CEP. "So that no person is left behind" is its motto. With a newly hired Program Manager, Todd Foreman, and Job Coach, Jerry DeCicca, PCSI CEP is ready to develop more community-based jobs for young adults with disabilities. The plan is to transition students into meaningful work, beginning in San Antonio and spreading to other locations.

Be on the lookout for more stories on ProjectSEARCH and CEP in future Green Scene issues.





Lea Beach

## Beach Elected to AHE Board

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

On September 23, the Association for the Healthcare Environment (AHE) announced its election of Lea Beach to serve three years as an At-Large Board Member. AHE is a professional association of the American Hospital Association (AHA) and the authoritative source on caring for the healthcare environment. AHE awards Certified Health Environmental Services Professional (CHESP) and Technician (CHEST) to qualified candidates. Lea, PCSI's Executive Housekeeper at IACH, is CHESP and Trainer-CHEST certified.

Lea's election to the AHE Board followed ten years of active involvement during which she served on AHE committees, delivered Webinars, facilitated online courses, presented at conferences, conducted case studies, and judged the Orkin Awards for green pest control. She also published articles on lean principles in AHE's magazine, *Explore*, and in *Health Facilities Management*.

To be considered for AHE Board membership, Lea was first nominated by a committee comprised of five past presidents. Then she completed a lengthy application, which was reviewed and approved by all Board members.

As an At-Large Member, Lea will contribute to the AHE's five-year strategic plan, government initiatives and programs, and new AHE projects. She will also serve as a voice for AHE members. Her responsibilities will include attending four Board meetings each year and participating in monthly teleconferences.

Beach believes she brings a unique perspective to the Board because she knows all aspects of EVS. She started her career as a housekeeper and moved up the ranks to supervise, manage, and direct EVS teams. Beach describes herself as "passionate" about the work of Healthcare Environmental Services.

Congratulations and good luck, Lea Beach! Your IACH team and PCSI are all so proud of you.

## EACH EVS Praised as "Best"

### Evans Army Community Hospital (EACH), Fort Carson, CO

The Western Regional Medical Command (WRMC) completed its Organizational Inspection Program (OIP) of Environmental Services at EACH on July 23. The Inspector stated that Evans is among the cleanest hospitals with one of the best EVS programs in the WRMC. The Inspector complimented PCSI's processes and procedures, while noting that he wished all contractors performed so well.

Congratulations, Team EACH, on earning such high praise!



Hoppes' Gerrity Chapter and OK State AFA Awards

## Hoppes Wins Contractor of the Year Awards

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

On behalf of PCSI's Fleet Management contract at Tinker AFB, Project Manager Vicki Hoppes took home both chapter- and state-level Air Force Association (AFA) "Contractor of the Year" awards. Vicki was honored by the AFA Gerrity Chapter at an awards breakfast on June 23 at the Tinker Club on base. On July 18, daughter Jessica received Vicki's award for her at the AFA Oklahoma State Convention in Tulsa.

Team Tinker's Functional Area Chief, Mike Carocci, submitted papers to the AFA in support of both awards for Vicki and her staff. The AFA is an independent, nonprofit association that promotes understanding of aerospace power through education.

Congratulations to Vicki Hoppes and Team Tinker!







*Team Tinker members on flight line with B-2*

## Up Close with the B-2

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

Seventeen members of Team Tinker enjoyed a close look at the Northrup Grumman B-2 Spirit—a heavy strategic bomber with stealth technology that enemy radar cannot detect.

On September 16, the B-2 came to Tinker as part of a “stop over”—the sort of event for which PCSI bus drivers usually transport guests. Over a four-hour period, PCSI bus drivers shuttled 1,250 passengers to see the B-2 on the Tinker flight line. However, on this occasion, the six drivers, along with 11 other PCSI employees, were also allowed to view and photograph the bat-like plane.

The six drivers included: Rowdy Miller, Terry Kovash, Renee Koehler, Jim Riddle, Richard Farrow, and Stanley Hudson. The other 11 PCSI employees included: Vicki Hoppes, David Derrick, Chris Erickson, Wayne Tinnin, Randall Hixson, Terry Cooper, Jared Landon, Melissa Baker, Susan Bomar, Tracy Alexander, and Mark Heimdale.

Thank you, Operations Manager David Derrick, for obtaining permission for your co-workers to see an amazing aircraft.

## Janitors Clean for VIP Visit

### Schriever Air Force Base (AFB), Colorado Springs, CO

PCSI’s Janitorial team at Schriever received thanks and praise for thorough cleaning before a visit from Assistant Secretary of the Air Force (SECAF), Dr. William LaPlante. The team learned late Thursday, August 13 about the six-hour, VIP visit on Monday, August 17. Schedules were adjusted and an all-out effort was made to clean bathrooms, floors, carpets and windows in multiple buildings, including areas and tasks not on contract. According to Steven Sanchez, Facility Manager of the U.S. Air Force Warfare Center at Schriever, “We couldn’t do it without your team!”



*PCSI janitors at Schriever*



*Robert Bailey*

## Bailey Nominated for TIBH Award

### El Paso International Airport, TX

Robert Bailey was nominated for the eighth annual Artie Lee Hinds Award. Sponsored by Texas Industries for the Blind and Handicapped (TIBH) and named for TIBH’s founder and former chairwoman, Artie Lee Hinds, the award recognizes an employee with disabilities who exhibits leadership, independence, and responsibility.

Bailey, who has been employed by PCSI as a janitor at El Paso International Airport since 2012, was recommended by his manager, Jimmy Martinez, who praised Robert’s transition from shy young man to crew leader of the second shift.

Congratulations, Robert Bailey!



*Quality Control Manager Lillian Estes serves guests*

## Celebrating July 4th with Veterans

Fort Hood, Killeen, TX

PCSI food service employees put their culinary skills to work while doing good for local veterans and their families. On June 26, Star Group - Veterans Helping Veterans, a community-based nonprofit in Killeen, Texas, hosted over 1,000 guests at its annual, indoor Independence Day Picnic. Delicious food was provided for veterans and their families—free of charge—along with entertainment, fellowship, and fun. As a corporate sponsor, PCSI donated money to the event while PCSI staff—Lillian Estes, Mike Barker, Chris Parker, and Barry Woods—fixed the good eats. Veterans of World War II and Vietnam received special recognition at this year's celebration.

Many thanks to all for your service to others!

## JBLM Employees Volunteer, PCSI Donates

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

PCSI employees at JBLM don't just give at the office. They give after work at local charities, too. When PCSI employees volunteer many hours to charities whose mission is relevant to ours, PCSI may donate up to \$500 to the charity.

Wayne Morris, Furnishing Supervisor at JBLM, was recently named Volunteer of the 3rd Quarter for his work benefiting City Gates Ministries. This charity provides food, clothing, and toiletries to impoverished and homeless people in Olympia—a city near JBLM. Wayne regularly stocks a van with provisions which he delivers to the Ministry's weekly distribution event held Thursday evenings in an outdoor parking lot. His example has inspired other PCSI employees to join him in this effort.

On August 20 at a Thursday evening distribution, Wayne received his Volunteer of the 3rd Quarter award. He also presented the City Gates Ministries president with a \$500 check from PCSI. Friends who came to cheer for Wayne included: Project Manager Janet Smith, Operations Manager Dwayne Smith, Quality Control Manager Michelle Edwards, and her husband Don Edwards.

Christine Gagne, General Maintenance Worker at JBLM, has volunteered for years on behalf of the Brothers in Arms Motorcycle Club, which helps fund the Veterans Memorial Museum in nearby Chehalis. When Christine was recognized as Volunteer of the 2nd Quarter in 2014, PCSI donated \$500 to the museum. In 2015, she petitioned PCSI to contribute again to this worthy cause, and the company obliged. Christine had the honor of presenting this second check to the museum director on August 29.

Thank you, Wayne and Christine, for generously volunteering your time. And thank you, PCSI, for backing their efforts with cash donations.



*Janet Smith (at mic) and others honor Wayne Morris*



*Museum director receives PCSI check from Christine Gagne*





*L-R: Jessie Thompson, DJ Wyatt, Timothy Edwers*



*Janet Smith with Country musician Zach Hinson*

## JBLM Participates in Annual Salsa Festival

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

Where there is salsa and fiesta, PCSI is sure to follow. On Friday, September 18, the JBLM Wounded Warrior Transition Battalion (WTB) Service Member and Family Assistance Center (SFAC) sponsored its 6th Annual Salsa Festival. PCSI staffed an information booth at the event, while serving refreshments to many of the 200+ attendees from 11 am to 2 pm in the WTB Courtyard. Fiesta activities included a salsa making contest, live music, face painting and piñatas for the kids, and grilled hamburgers and hot dogs for all.

PCSI was invited to participate because of excellent support provided to previous SFAC events. With funds from the corporate office, Project Manager Janet Smith bought bottled water, coffee, hot cocoa, cider, cookies, and hot tamale candies to serve. The refreshments attracted visitors who received information about employment with PCSI. Smith was assisted at the booth by Rehabilitation Specialist DJ Wyatt, Quality Control Manager Michelle Edwards, and General Maintenance Workers Tim Edwers and Jessie Thompson.

Participating in special events on base or post is a great way to promote and publicize our PCSI teams. If you would like to know more about getting involved, email [PublicAffairs@pcsi.org](mailto:PublicAffairs@pcsi.org).





*PCSI bowling team with Ruby's Rainbow founders*



*Miss San Antonio, SAILS keynote speaker*



*Camp For All 2U participants*

## PCSI Supports Disability Charities

### PCSI Corporate Headquarters, Austin, TX

PCSI supports many disability-related charities and events through sponsorships, donations, and participation. Three summer events near the Austin headquarters that PCSI supported are:

- Ruby's Rainbowl on July 12
- San Antonio Independent Living Services(SAILS) Americans with Disabilities Act (ADA) 25th Anniversary Celebration on July 25
- Camp For All 2U on August 5

Ruby's Rainbow is a nonprofit organization that grants scholarships for post-secondary education, enrichment, or vocational classes to adults with Down syndrome. As a "Perfect Game Sponsor" of "Ruby's Rainbowl," PCSI contributed enough to fund one scholarship. Four corporate representatives—Nathan Matarazzo, John Quiroga, and Jaimi and John Edgmon—bowled in the "Rainbowl" in Austin and won a trophy for highest scoring team.

As a "Logo Sponsor" of the SAILS celebration of the ADA 25th anniversary, PCSI's logo appeared on all event t-shirts and programs. Public Affairs Manager Jaimi Edgmon staffed a PCSI booth at the half-day event at The University of Texas-San Antonio (UTSA). Miss San Antonio, Emma Rudkin, who is a non-hearing UTSA student, gave the keynote address.

Camp For All 2U is a new outreach program of Camp For All—a special needs camp located between Austin and Houston which PCSI supports. Camp For All 2U brings the camp experience to hospitalized children. Public Affairs Manager Jaimi Edgmon attended Camp For All 2U at Dell Children's Hospital in Austin where she joined the kids and their families in scavenger hunts, archery, putt-putt, and other fun activities.

## PCSI All Stars

### Employee of the Month

April 2015: Pauline Rodriguez, EACH

May 2015: Barry Benesh, EACH

June 2015: Jacquette Walker, Ft Hood

July 2015: Omar Gonzalez, Ft Hood

August 2015: Tony Watterwhite, NMCP

### Third Quarter 2015 Awards

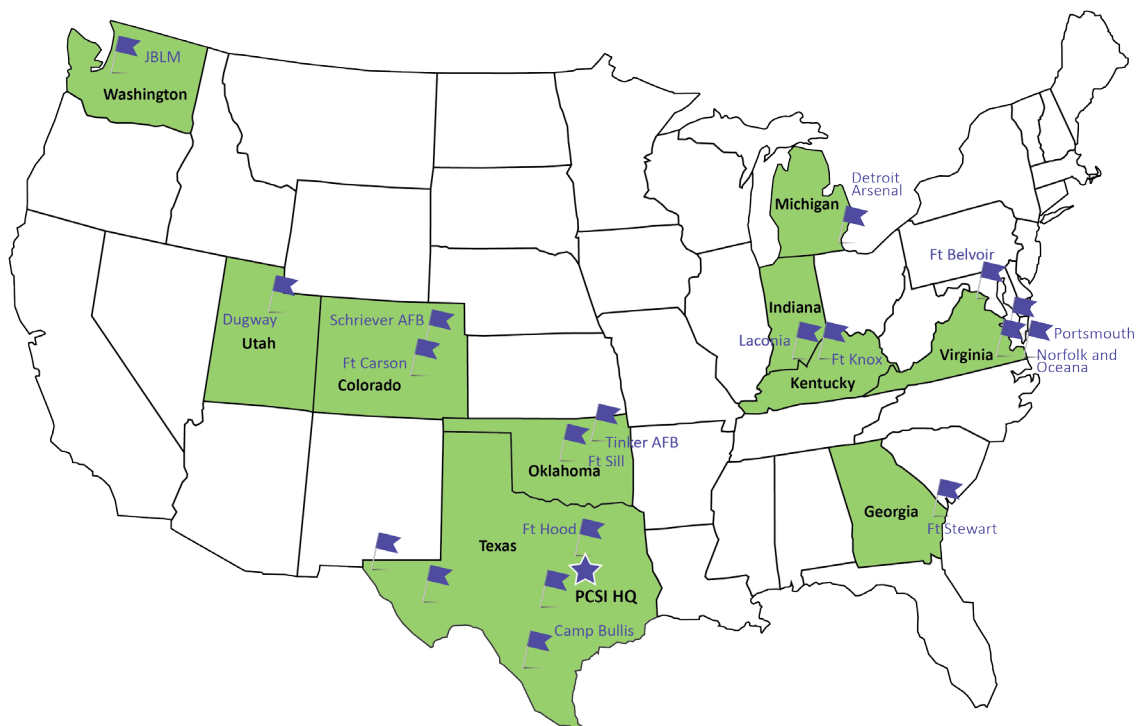
Employee: Jacquette Walker, Ft Hood

Supervisor: Mark Bridenstine, NMCP

Volunteer: Wayne Morris, JBLM

Corporate Employee: Daryl Heckard, Austin HQ

## 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@pcsi.org](mailto:PublicAffairs@pcsi.org)*

**SourceAmerica**



Jobs for People with Disabilities