



Winter 2011, Issue 3

Executive Corner • Feature • Service in the Spotlight
 Did You Know? • Performance • Service Listing • Contact PSC Communications



Executive Corner

Message from the PSC Director

Welcome to the Winter issue of *Service Matters*, our quarterly customer newsletter! Despite a period of government-wide budget challenges and doing more with less, we had a banner year in fiscal year 2011. I'm pleased to share some of our accomplishments:

We managed large sums of money for federal agencies

- Disbursed more than \$401 billion in grant payments across HHS and external agencies
- Handled more than \$5.3 billion in ARRA payments and \$400 million in ARRA grant obligations
- Processed more than \$10 billion in salary and wages

We saved the government money

- Reviewed 2,871 grantee cases with cash refunds of \$54 million and cost avoidance of \$1.2 billion
- Enabled a projected cost avoidance of \$3.4 million for customers with the *GO!card™*
- Consolidated hosting for 100 percent of PSC owned and operated systems. This includes ITAS, Business Intelligence Information System (HR reporting), EWITs, and Property Management Information System with savings estimated at almost \$1 million annually

We enhanced and protected the health and wellness of federal employees

- Distributed more than 300,000 doses of the seasonal flu vaccine to federal facilities worldwide and provided almost 200,000 flu immunizations to federal employees
- Held a robust health and wellness program, FedStrive, and engaged 1,740 participants to complete the Health Risk Assessment, increasing health awareness

We provided aid for disasters and critical incidents

- Providing travel support to the Japan earthquake relief for the Assistant Secretary for Public Affairs and acquisition support to the Assistant Secretary for Preparedness and Response
- Responded with a team of EAP counselors at the mass shooting in Tuscon, Arizona

We supported agencies mission critical functions

- Awarded \$67.7 million in ARRA funding through 29 contract actions
- Closed out 563 contracts de-obligating \$16.7 million
- Certified 351 Contracting Officer's Technical Representatives
- Surpassed all small business acquisition goals

Your opinion matters, so in early December we will send out our Annual Customer Survey. As a customer-focused organization, we're committed to serve you as best possible. There's more information on the survey [here](#). Thank you for your support!

Cordially,
 Paul S. Bartley

Feature

Employee Assistance and Work/Life Program: A customer's experience



When employees face a life-changing issue, the Federal Occupational Health (FOH) Employee Assistance and Work/Life Program is there to help. A recent testimonial sheds light on this valuable service, from a customer's perspective. EAP is a valuable service offered to all federal agencies.

HHS Deputy Assistant Secretary for Human Resources Denise L. Carter (formerly Denise Wells) shared her personal experience using EAP and Work/Life to deal with a life-changing event. Her message is: "This is a useful service with caring people who can help our employees cope with work/life issues. I'm glad EAP* was my first call."

Here are excerpts from our interview with Mrs. Carter:

PSC Service Matters: Can you tell us about your EAP and Work/Life experience?

When my sister suddenly passed away in June, I became the primary caregiver for my mother. Everything was happening so fast. My mom was moving to Virginia in August, and I knew nothing about eldercare services.

Fortunately, I had attended an EAP presentation earlier and learned about their many services, including eldercare. I called EAP and spoke with a representative. In an instant, I felt better knowing someone was there to help me. She explained the process so simply: "Denise, as soon as your mom arrives, we can set up an appointment for a consultation." Sure enough, within days of my mom's arrival in Virginia, a social worker met with us for three hours conducting an assessment to get an understanding of my mom's medical needs. Two weeks later, I received a management report that outlined all of the various services, including points of contact, processing information and telephone numbers, available to my mom in Virginia.

EAP helped tremendously. They did all the legwork for me, so I was able to focus on my work. With their help, my mom and I had everything we needed to make the right initial decisions for her care.

PSC Service Matters: What did you appreciate most about the service you received?

Without EAP, I wouldn't have known how to begin the process. They saved me so much time and effort. The eldercare management report had everything I needed. I learned about the services and providers in Virginia. So, within 30 days after my mom arrived, I was able to get her the right health services to meet her needs.

PSC Service Matters: Often we lose ourselves in the process of our busy schedules and having to care for other people. How did EAP and Work/Life address that?

When I first called EAP, I was touched by the representative's sensitivity to my personal needs during a difficult time. She said, "Let's not forget to take care of Denise. You just lost your sister. Do you need grief counseling? If you find that you're getting overwhelmed with that, just let us know, and we can send someone to talk with you." I found that very comforting. Coincidentally, in August, EAP held a brown bag lunch on eldercare caregiving. They provided valuable information on taking care of yourself while you're taking care of someone else. It was like mini-caregiver training. That was phenomenal.

PSC Service Matters: In your opinion, how would you say the EAP and Work/Life Program enhances the quality of employees' work/life?

With EAP, I felt valued and taken care of as an employee. And, since I'm the head of HR, I'm always looking out for employees' needs. One day, it was my turn [as an employee] to need and receive help. I needed someone to care about my problem and help me get through it. EAP took the time to do that. In

my case, EAP eased my burden and gave me peace of mind. The service was timely, compassionate and confidential. Also, many employees don't realize this wonderful service is free and available with just a telephone call.

PSC Service Matters: What would you suggest to employees who may be hesitant to use EAP?

I would tell them that EAP provides valuable services for any employee dealing with work/life issues. They ought to check out EAP's services. I'm so glad I did!

*FOH EAP and Work/Life services are conveniently coordinated through one call center. Whenever you need counseling or caregiving support, simply call 800-222-0364. To learn more about FOH EAP and to sign up your agency for the service, please visit <http://www.foh.dhhs.gov/services/eap/eap.asp>.

Service in the Spotlight

FedStrive integrates services to improve employee health

Imagine a workforce that is healthy, happy, fulfilled and more productive. Well, there's a revolution taking place among federal employees — a health and wellness revolution — called FedStrive.

Led by PSC's Federal Occupational Health, FedStrive is a comprehensive and integrated program of worksite health and wellness and work/life balance. What began as a pilot program in October 2009 is looking to expand to other agencies.

FOH developed a robust program for the five buildings of the HHS Southwest Complex. It includes customized support such as nutrition and weight management, fitness services such as a health center and trainers, health education classes, and tobacco cessation. Also included are health clinics for walk-in care for minor illnesses and injuries; immunizations; screenings for cancer, cholesterol, diabetes and other chronic diseases; Employee Assistance Program and Work/Life Services; and environmental health services. There's a monthly newsletter on such topics.

"FedStrive took all of the preexisting services and integrated them, which means that instead of working as independent silos, they work synergistically for a better outcome, with a focus on improving the health and wellness of the target population," said FedStrive Director Cmdr. Tom Hochberg.

The program supports the President's Federal Employee Worksite Wellness Initiative. In an effort to improve health, it also strives to facilitate a culture of wellness, improve productivity, decrease absenteeism and presenteeism, reduce the burden of healthcare costs, and enhance the quality of life.

FedStrive is about taking charge of your life and striving for a healthier lifestyle. The cornerstone is the Health Risk Appraisal (HRA). This self-assessment is taken by the employee privately via a website and has general areas: physical, mental, spiritual and work satisfaction. This baseline provides a snapshot of your overall wellness. It allows the user access to the FedStrive website, which has a cornucopia of tools, articles and resources to track personal medical concerns and improve health. For a chronic disease, users could go to the clinic and get their blood pressure, record it online, and receive patient education. Users also can graph their blood pressure.

Another great thing about the HRA is that it can pull aggregate data and get an inside look at a population. If there's a category that stands out, such as blood pressure or diabetes, FOH knows where to focus. The website has many capabilities. There's a tracking tool for physical activity. If you went cycling today, you could select how fast, how far and calories burned. It has a nutrition log. Since inception, FedStrive has engaged 2,433 participants to complete the HRA, increasing health awareness. Fifty-one percent who completed the HRA in years 1 and 2 and were categorized as high risk in FY 2010,

reduced their level to moderate or low in FY 2011. Another emphasis of FedStrive is health classes based on the needs of the population. For example, a class could be on the cardiac risk profile report or on a topic with different angles, such as weight and nutrition during the holidays and coping with holiday depression.

There are team challenges including a Team Lean Challenge weight-loss competition and a pedometer challenge. A team of five people has access to an online message board so that they can coordinate exercises or offer encouragement. "Competition motivates people to walk farther, or walk when they otherwise might not," said Hochberg. Indeed. There have been more than 210 participants in the Team Lean Challenges over six months and nearly 600 pounds lost!

Natalia Guevara of CMS lost 60 pounds and achieved a goal of running a 10-mile race. "Being a part of the Team Lean Challenge changed my life," said Guevara. "I had never been athletic. I didn't even like to sweat. I thought I couldn't do it. The spirit of competition appealed to me and staff encouraged me every day. The classes were perfect. Before I knew it, the weight melted off and I felt great. Now, I know I can do it and my body was built to move!"

Lifestyle coaching is offered. "All of these things seek to change the culture to reduce the negative habits and increase the positive habits," said Lt. Evan Spencer. "It starts with the Health Risk Appraisal. Our goal is to have them repeat that year to year. Then we can look at the health metrics in aggregate and see what kind of impact the program is having."

Research has consistently demonstrated that healthy employees are happier and more productive, showing a return on investment. On average, companies report a savings of \$3.50 in absenteeism and health care costs for every \$1 invested when employees engage in worksite wellness. An organization saves approximately \$350 per employee per year by keeping healthy employees at low risk. Preventable illnesses make up 70 percent of health care costs in the U.S.

The FedStrive team holds special events. They've championed the use of social media, including text messages and GovDelivery, as social revolutions of today spread the word. They held a Health and Energy Connection Expo at HHS headquarters, in conjunction with a flu campaign, and provided 113 flu shots. They also held "Zumba in the Plaza," in which the Surgeon General and more than 200 people participated, at HHS headquarters. It was in partnership with the FreshFarm Market. They held a Turkey Trot around the National Mall.

FedStrive is looking to expand nationwide. Agencies such as HRSA, Transportation Security Administration and U.S. Patent and Trademark Office have already signed on. Whether its fitness or nutrition, FedStrive provides a supportive environment. "It's pushing out information to help folks make an educated decision, and to support those choices. Knowledge is power. All of these things are aimed at changing the culture and giving a positive culture room to grow and take root," said Hochberg.

Sounds like a true revolution. For more information, including the case for worksite wellness, factsheet, metrics and sample HRA reports, visit <http://www.foh.hhs.gov/fedstrive/fedstrive.html>.

Did You Know?

Annual Customer Satisfaction Survey

Your opinion matters. We want to know how we can better serve you. To support that goal, PSC will launch its third annual Customer Satisfaction Survey to customers in early December.

The survey targets customers who can speak for their organization in relation to the level of service provided by PSC. The survey captures information on our responsiveness, knowledge, value, communication, and your overall satisfaction with our service.

Your feedback last year provided us with deep insights into what we are doing well and where we have opportunities to improve.

To recap our FY 2010 survey results:

- **Response Rate:** Approximately 28 percent of our customers responded to the survey, providing feedback on PSC performance in areas such as staff, communication, quality and overall satisfaction.
- **Customer Satisfaction:** Of the survey respondents, over 80 percent indicated they were satisfied with the service they received and that they would recommend PSC.

Both were improvements over our FY 2009 survey results. Our FY 2011 survey will be administered by the PSC Business Office in collaboration with the PSC Office of Business Process Improvement. We will share results in a future issue of *Service Matters*. For more information, or if you want to participate in the survey, please contact Edgar Esmabe at PSCPerformanceManager@psc.hhs.gov.

2012 PSC Service Directory now available

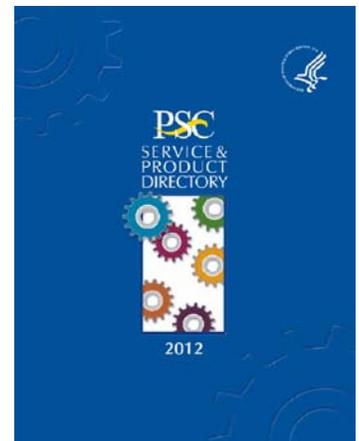
Just a reminder, PSC's 2012 Service & Product Directory is now available at <http://www.psc.gov> in HTML and PDF formats.

The directory showcases the lines of business offered by PSC and includes specific points of contact, performance standards and rate information standards.

The directory is a ready reference on PSC service information.

- Service offerings are organized by function to make it easy for customers to find what they need.
- Service and product offerings are described in detail with the benefits, quality and value.
- Reference tables show services and products grouped by type and Service Area. These helpful pages include cost center codes, rates and page numbers for each description.

To request hard copies, please contact PSCcommunications@hhs.gov.



Your timely feedback is valuable

Did you know about PSC's Customer Comment Survey? The online survey is accessible as a link on the bottom of email correspondence.

The survey takes only a minute to complete and it's a valuable way in which we receive real-time feedback from our customers. The results of the survey are a key component of our overall customer satisfaction ratings. You can take this brief survey at anytime but preferably after you have received a specific service from PSC.

PSC recently refined its survey tool using the American Customer Satisfaction Index (ACSI) methodology perfected by ForeSee Results. The ACSI is the

methodology recognized and recommended by the Office of Management and Budget as an accurate and consistent measure of customer satisfaction.

Got a minute? Tell us about your customer experience.

The Scoreboard: PSC's Performance

PSC is carefully tracking its performance indicators and feedback from our customers. The key performance indicators are as follows:

- **Customer Satisfaction Target:** 90 percent of customers responding to PSC Comment Cards indicate excellent/good ratings for satisfaction of services.
- **Service Quality Target:** 95 percent of cost centers are achieving quality targets.

Our goal every month is to exceed these targets. We believe it is important to develop strong relationships with our customers and a working knowledge of our services so that we can better communicate with others across government about PSC.

For Customer Satisfaction, we achieved 91 percent in September. For Service Quality, we achieved 97 percent in September.

PSC Services

For detailed information including service descriptions, rates, performance standards and contact information, please visit <http://www.psc.gov>.

- **Acquisition Services**
 - Negotiated Contracts and Simplified Acquisitions
 - Purchase Card Management
- **Commissioned Corps Support Services**
 - Compensation
 - Board for Corrections
 - Medical Affairs
 - Commissioned Corps Systems
- **Customer Contact Centers**
 - ONE-DHHS Contact Center
 - Payroll
- **Financial Services**
 - Accounting
 - Cost Allocation/Indirect Cost Negotiations
 - Debt Collection
 - Financial Reporting
 - Payment Management (Grant)
 - Payroll Accounting
- **Information Management Services**
 - Freedom of Information Act
 - Operations and Management of Enterprise Systems
 - Information Security
- **Logistics Services**
 - Storage
 - Labor and Moving
 - Mail Management and Policy
 - Medical Supply
 - Product Distribution
- **Occupational Health Services**
 - Clinical
 - Employee Assistance Program
 - Work/Life Services
 - Wellness/Fitness
 - Automated External Defibrillator
 - Environmental Health
- **Project Management Services**
- **Property Management Services**
 - Building Management
 - Employee Child Care
 - Asset Management
 - Property Disposal
 - Real Property
 - Space Acquisition and Alterations
 - Shredding
- **Regional Support Services**
- **Security Services**
 - Background Investigations
 - Digital Fingerprinting and Special Agency Checks
 - HSPD-12 Badge Issuance & Recertification
 - Physical Security
- **Telecommunications Services**
- **Transportation, Travel and Telework Services**
 - Travel
 - Relocation
 - Vehicle Rental
 - Telework Strategy Solutions
 - Subsidized Mass Transit Tickets (Transhare) and **GO!card**[™]
- **Visual Media Services**
 - Departmental Forms Management
 - Graphic Arts
 - Printing Procurement

PSC *Service Matters* is published by the PSC Office of Communications. To ask questions, provide comments or add news, please contact the editor, John Moynihan, at john.moynihan@psc.hhs.gov or call 301-492-4650. Learn more about PSC by visiting <http://www.psc.gov>.