



Summer 2012, Issue 5

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Executive Corner

Message from the PSC Director

Welcome to the Summer issue of PSC *Service Matters*! We've had some exciting developments that I am pleased to share with you. Our Financial Management Service's Division of Financial Operations (FMS/DFO) and Strategic Acquisition Service (SAS) have relocated to their new home at the Twinbrook Place Building in Rockville, Md. It's a new beginning, especially for our staff who have worked at the Parklawn Building for many years. A portion of our Federal Occupational Health staff also moved just a few blocks from its Bethesda location to better optimize its space use.

During the move, business continued as usual without a disruption in service. We arranged for key staff to telework, so we were able to continue to make payments and address all email correspondence. For example, we disbursed millions of dollars in payments to vendors and processed intergovernmental payment transactions for our governmental customers.

The moves were carried out by our own services, including Space Acquisition and Alterations, Labor and Moving, and many other elements of the Division of Property Management staff. All were instrumental in making the moves happen. These services are available to support you as well.

Our Service Managers and staff have been working hard on the **SMART** budget process to keep our rates low and ensure our resources are aligned to best serve you. Our primary goal is to continue making PSC a best-value service provider. We're keeping rates down and focusing on areas of growth, without compromising quality. As you know, the Service Managers are your primary contact for information about the services you utilize or any questions and concerns you may have.

On May 21, we launched the redesigned **PSC.gov**, and our new online service portal, GovZone™, to a pilot user group. This is the start of something big toward enhancing your access to our services and improving the overall customer experience. I hope you like the new PSC.gov. I am committed to communicating with you as much as possible and providing exceptional customer service. I look forward to our continued efforts to meet and exceed your expectations.

Thank you for your support.

Cordially,
Paul S. Bartley

Feature

ONE-DHHS Contact Center provides customers with one-stop service support

Customers seeking service support need to remember just one telephone number: 1-888-ONE-DHHS (663-3447). The ONE-DHHS Contact Center is a multichannel contact center providing support through telephone, email, and a self-service Web portal for employees and the public.

ONE-DHHS's toll-free assistance offers a fully staffed contact center to meet the diverse needs of a variety of HHS business areas and other federal agencies. A team of knowledgeable and courteous Tier I agents provides quality customer service and first-call resolution. As needed, ONE-DHHS partners with other help desks to handle more complex issues requiring higher tier-level support. A state-of-the-art tracking system records each customer contact to capture and analyze service request details and to report on customer service trending and contact center performance.

ONE-DHHS standard business hours are 7 a.m. to 9 p.m. Monday through Friday except federal holidays. It also provides 24/7 support and other operating-hour options to some of the business areas based on their individual business needs. During nonbusiness hours, ONE-DHHS offers automated support. The self-service Web portal provides an online point of entry to the Contact Center's extensive customer support content. ONE-DHHS customers can access solutions at their convenience 24 hours a day, seven days a week. In addition, the interactive voice response system provides unattended services including voice mail, special announcements, and pre-recorded messages. Customer voice mails left after hours are responded to the following business day.

The ONE-DHHS Program Management Office staffs a dedicated team of business analysts, who use historical and real-time contact center data to support continual service improvement efforts and develop cost-saving solutions. An automated customer satisfaction survey offered to each caller measures the quality of service. This valuable customer feedback allows ONE-DHHS to monitor the level of customer support and make corrections or adjustments as needed. ONE-DHHS has met or exceeded a 98-percent overall customer satisfaction rating year after year since the operation began in 1995.

ONE-DHHS now supports PSC's drive toward one-stop service. Through a single toll-free number, ONE-DHHS provides PSC customers with one number to call to reach any PSC Service Area. Key features of this new referral service include:

- Only one telephone number to remember for all PSC services and products
- No need to remember or research which business area provides which services
- Connection to the right business area with one telephone call

ONE-DHHS Contact Center services are provided to all federal agencies by agreement per customer. If you are interested in gaining greater service and cost efficiencies for your contact center or help desk needs, consider taking advantage of ONE-DHHS's growing economies of scale and continual improvement focus. For more information, or to schedule a business consultation, please contact Kathy Cooper at 301-443-0866 or email kathy.cooper@PSC.hhs.gov.

Service in the Spotlight

PSC Labor and Moving service actively relocating organizations

If you've ever moved from a home, apartment or office, you know it's a major undertaking and a major pain. Moving is stressful. In these times of realignments, optimizing office space, and saving costs, relocation has become a reality for more and more businesses. The PSC Labor and Moving service is ready to help. From the planning stages to the move, Labor and Moving provides a responsive, professional, experienced, and low-cost service. They actually make it a great experience!

And lately they've been quite busy. "We're moving people constantly," said Logistics Services Branch Chief Debbie Orfe. "People have to be in their right work environment, and we make that happen for them. With cost cutting these days, people are realigning their offices all the time, and we've got to help them in a timely way so they can keep costs down. It's already traumatic for a lot of people to move, so we try to make that pretty painless."

Relocating offices in the federal government can be a fact of life. With construction of the "New Parklawn Building," the Financial Management Service's Division of Financial Operations (FMS/DFO) and Strategic Acquisition Service (SAS) relocated to Twinbrook Place during May and June. PSC's own Labor and Moving service handled the moves. The service removes the burden so organizations can focus on their missions and continue business with minimal disruption.

The Labor Services team provides labor, guidance, and move support to all federal agencies. They offer pickup, transport, and unloading of materials for interoffice moves and building relocations by a professional workforce. This work includes assembly and disassembly of furniture and components, pickup and delivery of boxes and packages, rearrangement of office space, and labor services for other nonpersonal service requirements.

They handle moves for 90 different buildings in the D.C. metro area. "We do a lot for HHS, but we also do a lot of movement for small agencies outside HHS," said Orfe. In fiscal year 2012, they completed 50 moves for the Health Resources and Services Administration (HRSA) alone within the Parklawn Building. It totaled 10,000 hours of work. They have completed 5,695 additional hours of internal and external moves for Parklawn. They've relocated organizational units such as the Commissioned Corps, Building Management, Printing/Graphics, and Security. It's estimated that Labor Services has provided 75 percent or more of the labor crew to conduct Parklawn moves (restacked within the building or from the building).



Staff from the PSC Labor and Moving service assist SAS Move Coordinator Debbie Mahoney during a move on June 1.



Outside Parklawn, they have completed 3,800 hours of moving, mostly the Office of Human Resources (OHR) and PSC to Bethesda Place and Silver Spring, and small contingents within the Centers for Medicare & Medicaid Services (CMS). They cleared the data center for FDA, a huge job, with all the servers they moved to White Oak. They've already moved the Office of the General Counsel (OGC) once, to a building next to Parklawn. They do a lot for the Indian Health Service (IHS) and the Substance Abuse and Mental Health Services Administration (SAMHSA). Downtown, the Assistant Secretary for Preparedness and Response (ASPR) is one of their biggest returning groups. A good portion of ASPR moved from the Cohen Building to 409 Third St. Some of the larger non-HHS entities for which they provide service include the Treasury, Executive Office of the President, and Peace Corps.

The benefits are clear. The service is timely and responsive — they can ramp up with 24 hours' notice. It's also inexpensive, professional, and easily accessible — you don't need to get a new contract. "If an agency wanted to get their own movers," said Orfe, "they'd have to do a solicitation, go out and get bids, do a technical evaluation, award a contract, and then they'd have to manage it. We take care of all those administrative steps for them. All that's handled as part of our service."

They do the project management part too, the planning, and help with covering all the areas they need to be thinking about. "Before a move takes place, we establish some dialogue with the point person in charge of the section we're moving," said Operations Manager Eddie Moore. "We set up a meeting to give them an overview of our role and process, and to make it as easy and painless as possible. All the things they never think of. We have project managers who think of all that ahead of time and bring that to the customers' attention. That's what makes us unique. We help with the planning and execution, and we're there the whole time monitoring to make sure it goes off without a hitch. Then we follow up after everyone's moved in to clear up any loose ends. We're there from beginning to end."

Customers routinely send thank you notes singing praises for the outstanding job done on the moves by the service staff. "Our responsiveness, professionalism and cost are what bring customers to us," said Orfe. "People just keep coming back, so obviously we're doing something right."



Did You Know?

PSC office moves

Several PSC offices have moved their locations in the past month. The first move involves the Financial Management Service's Division of Financial Operations (FMS/DFO) and Strategic Acquisition Service (SAS). SAS and FMS/DFO completed their long awaited move to Twinbrook Place.

Twinbrook Place (12501 Ardenes Avenue) is located around the corner from the offices' previous location at the Parklawn Building on Fishers Lane in Rockville, Md. A massive renovation and modernization project transforming the Parklawn Building necessitated the moves, which took place during mid-to-late May and early June. FMS/DFO and SAS contact information remains essentially the same, as employees were able to keep their existing telephone numbers and email addresses.

DFO includes Accounting Services, Debt Collection, and Payroll Accounting. Payroll Accounting remains in Bethesda Place, in Bethesda, Md. SAS units that moved include the Office of the Director, the two Divisions of Acquisitions Management, and a portion of the Division of Quality Assurance. The SAS Service Supply Center remains in Perry Point, Md.

The moves were done efficiently and seamlessly, so there was no disruption in services for customers. For example, FMS/DFO arranged for key staff to telework during the move. "We were able to continue to make payments even during the move day and address all email correspondence," said Accountant Brad Lindgren. "It was business as usual despite going through move day, packing the day before, and unpacking the day after that. We disbursed millions of dollars in payments to vendors and processed intergovernmental payment transactions for our governmental customers." FMS/DFO has experienced moving before as multiple units have moved within Parklawn since August 2011 because of construction.

In addition, Federal Occupational Health (FOH) moved a large portion of its headquarters staff to the Bethesda Crescent on 7475 Wisconsin Avenue in Bethesda, Md. This move also occurred in May 2012, and employees maintained their existing telephone numbers and email addresses. FOH's D.C. Clinical Team will remain at the Air Rights Center on 4550 Montgomery Avenue, Bethesda, Md.

Robert High and Division of Transportation Services win Green Champions Awards

HHS held its annual Green Champions Awards to recognize the significant efforts of employees to save the government money by conserving energy and protecting the environment. This year, PSC's Robert High garnered two awards, and the Division of Transportation Services received one.

HHS selected High for an **Energy & Fleet Management Award**, for his efforts to reduce energy use at the Parklawn Building. He is the Energy Manager and Facilities Management Specialist for the Building Management Branch in the Administrative Operations Service (AOS). As PSC prepared for the major renovations to the Parklawn Building in late November 2011, High initiated changes to the building operations to reduce energy use through energy retrofits, improved operations, and awareness campaigns. Also, High asked, "Why should the government pay for the energy used in the building owner's construction efforts?" So PSC directed the building owner to transfer construction power to a separate metered feed and take it off the government meters. As a result, PSC has reduced energy use in 2011 by almost one-third, compared with the 2003 baseline.



Robert High

High also won the **Water Use Efficiency and Management Award**. On March 22, 2011, PSC held the Department's first-ever World Water Day, a global day of awareness originated by the United Nations Conference on Environment and Development (UNCED). Educating all employees on the government's goals and initiatives helped change employee habits and maximized water-use efficiency and savings.

PSC's aggressive water reduction efforts have reduced annual water use by over 12 million gallons from the initial baseline in the year 2000, which was 27 million gallons annually.

The Division of Transportation Services (DTS) won a **Change Agents Award**. DTS has revolutionized transit subsidy benefit distribution and program management for HHS and its federal agency customers. Through the *GO!card*[™], DTS has moved toward a paperless office so there's no need to print, process and store 40,000 new pieces of paper annually. The time it takes for users to receive benefits also went down two months to an average of 14 days. Also, greater internal management controls and accountability led to a cost savings of more than \$3 million in fiscal year 2011 alone. The Transportation Safety Administration and the Department of Labor have already signed on as new customers. The Green Champions Award cites the contributions of PSC employees, including David Flynn (DTS Director), Brittany Burgin, Victor Bailey, Kim Tran, Charlene Freeman, Janene Brown, Howard Sprague, Alisa Cottone, Joy Chapman, Guerry Lim, Thomas Dollarhide, Joseph Smallwood, Hilleary Topercer, Padraig Burns, and Rose Wachowski.

You can find all of the Winners and Honorable Mentions, as well as descriptions of their Green projects, on the [Go Green Get Healthy HHS Green Champions website](#). All of the HHS Green Champions Winners will be recommended for the 2012 GreenGov Presidential Awards, for even more recognition of their innovation and dedication.

Information Systems Management Service, Security realigned

The Assistant Secretary for Administration, E.J. Holland, Jr., has realigned the Information Systems Management Service (ISMS) under the Office of the Chief Information Officer (OCIO). All the components of ISMS, with the exception of the Freedom of Information Act (FOIA) service, were realigned as of May 6, 2012. FOIA was transferred to the Administrative Operations Service (AOS). ISMS was a longtime component of PSC, and we will miss our colleagues. PSC will continue to partner with ISMS, through GovZone. "I thank ISMS for their legacy of great service and support to our customers," said PSC Director Paul Bartley.

Also, Mr. Holland has consolidated its security and intelligence functions forming the newly constituted Office of Security and Strategic Information (OSSI). As part of this realignment, AOS's Division of Security and Emergency Services (DSES) was absorbed by OSSI. "I want to thank Director David Peterson and his staff for making DSES a top-notch security service in HHS — exemplifying a well-functioning PSC service," said Director Bartley. "We also wish them well."

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 92 percent in April. For Service Quality, we achieved 98 percent in May.

PSC Services

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

- **Acquisition**
 - Negotiated Contracts and Simplified Acquisitions
 - Purchase Card Management
- **Commissioned Corps Support**
 - Compensation
 - Board for Corrections
 - Medical Affairs
 - Commissioned Corps Systems
- **Customer Contact Centers**
 - ONE-DHHS Contact Center
 - Payroll
- **Financial**
 - Accounting
 - Cost Allocation/Indirect Cost Negotiations
 - Debt Collection
 - Financial Reporting
 - Payment Management (Grant)
 - Payroll Accounting
- **Freedom of Information Act**
- **Logistics**
 - Storage
 - Labor and Moving
 - Mail Management and Policy
 - Medical Supply
 - Product Distribution
- **Occupational Health**
 - Clinical
 - Employee Assistance Program
 - Work/Life Services
 - Wellness/Fitness
 - Automated External Defibrillator
 - Environmental Health
- **Property Management**
 - Building Management
 - Employee Child Care
 - Asset Management
 - Property Disposal
 - Real Property
 - Space Acquisition and Alterations
 - Shredding
- **Regional Support**
- **Transportation, Travel and Telework**
 - Travel
 - Relocation
 - Vehicle Rental
 - Telework Strategy Solutions
 - Subsidized Mass Transit Tickets (Transhare) and *GO!card*[™]
- **Visual Media**
 - 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>.