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Executive Corner

Message from the PSC Director

Ensuring our rates are low for you

Welcome to the Fall 2013 issue of *Service Matters*! At the Program Support Center (PSC), we understand the challenges that agencies face in these times of budget cuts, sequestrations, and furloughs. We care and are committed to providing the best value in shared services so you can focus on your core mission.

On that note, we've been working hard to keep our rates low for the coming fiscal year. We undergo a rigorous rate setting process. We follow a structured, automated process to develop rates, ensuring full transparency of all costs and no markup on services. For the past seven fiscal years, PSC has followed this process, automated by the Fee-for-Service System. PSC has a history of keeping rates low despite increases in rent, utilities, contracts, and other operating costs.

A third party also reviews our rates for accountability. We present projected cost details, usage estimates, and proposed rates to the Service and Supply Fund (SSF) Work Group for review and to the SSF Board for approval. Each HHS Operating Division (OpDiv) has representatives on the Work Group and the Board. Upon the Board's approval, the PSC Business Office prepares Service Level Agreements and distributes them to each OpDiv. The rates are then published at <http://www.psc.gov>. The site also includes full service and product descriptions, the performance standards for service quality and timeliness, and contact information. All updates go live on Oct. 1.

Through aggressive cost management and increased external business, we've been able to hold constant or reduce rates. PSC will continue to manage its rates to ensure that our customers receive the best value. We've also made a strategic commitment to growth. We derive 70 percent of our business from non-HHS customers, enabling us to spread fixed costs over a greater revenue pool. This outside revenue allows us to lower our rates and, from conservative estimates, reduce them by up to 20 percent.

We are energized and excited for the fiscal year ahead and look forward to working with you! Thank you for your continued support.

Cordially,
Paul S. Bartley

Feature

Indian Health Service, Program Support Center continue vital, trusted partnership

The Indian Health Service (IHS) has a mission of raising the physical, mental, social, and spiritual health of American Indians and Alaska Natives to the highest level. The Program Support Center (PSC) provides a range of services to support that mission.

“PSC is certainly a major partner for us,” said IHS Deputy Director for Management Operations Robert McSwain. “You are a critical partner because of what you’re able to do, whether it’s Perry Point pharmaceuticals or your other services.”

IHS delivers health care for 2.1 million people across the country in 35 states. They serve 566 tribes. The federal system consists of 28 hospitals, 61 health centers, and 33 health stations. In addition, there are 33 urban programs, ranging from community health to comprehensive primary health care services. They have traveling dental teams that visit remote villages in Alaska, including by flight. American Indian Tribes and Alaska Native corporations administer 16 hospitals, 235 health centers, 75 health stations, and 164 Alaska village clinics.

Their efforts are paying off. Since 1972, they have reduced mortality rates, including tuberculosis, by 91 percent; cervical cancer, by 85 percent; and heart disease, by 43 percent. IHS is actively ensuring safe water and waste disposal in communities, at times in very challenging circumstances. The safe water and waste disposal have helped reduce the infant-maternal mortality rates by 70 to 80 percent. Indian life expectancy has increased by about 10 years since 1973. IHS and tribal nations are also working together to eliminate health disparities such as in diabetes, injuries, alcoholism and suicide.

IHS priorities are to renew and strengthen the partnership with tribes, reform IHS, improve the quality and access to care, and ensure their work is transparent, accountable, fair and inclusive. PSC provides many services to IHS, such as Transshare (commuter benefits)/Parking, the Employee Assistance Program, Acquisitions, Real Property, Mail Operations, Asset Management, Travel, Forms Management, Grants, Product Distribution (Warehouse), and:

- **Medical Supply:** The HHS Supply Service Center maintains a close working relationship with IHS. “We provide IHS with a variety of pharmaceutical and medical supplies to meet their everyday health care,” said Perry Point’s Chief of Logistical Operations Mark Burchess. “We also process emergency orders upon request.”
- **Environmental Services:** So far in FY 2013, Federal Occupational Health has provided approximately \$1 million for environmental health services. The majority has been earmarked for energy, greenhouse gas, and environmental surveys in support of overall sustainability programs. FOH contributes significantly to the IHS injury prevention programs and environmental health training. They also provide many other types of training and consultative services.
- **Financial Reporting:** The Division of Financial Reporting (DFR) is dedicated to assisting IHS by making all data accountable and transparent. DFR provides financial services to IHS, responds to inquiries, and resolves accounting issues. Before finalizing IHS statements, DFR ensures they are correctly reported by preparing various analyses to review data, identify anomalies, and correct errors. DFR prepares quarterly statements, footnotes, and variance analysis for IHS to ensure compliance with Department policies and reporting guidance. DFR prepares and reports the Federal Agencies’ Centralized Trial-Balance System data for IHS to the Treasury Department.
- **Payroll Accounting** ensures employees are paid correctly and on time.
- **Publishing Services** has been hard at work developing design and layouts for multiple IHS reports. The goal of these reports is to reach a specific population in the Indian community and communicate comprehensive health information. They presented several impressive concepts that included abstract design images and graphic manipulation to include all the Indian communities, not just one particular one. Once the design process is approved and finalized, they provide a PDF document that is Section 508-compliant. The document is posted and available to the public as a digital report via the IHS website.

For more information about IHS, visit their remodeled website, <http://www.ihs.gov>, including fact sheets.

Service in the Spotlight

Product Distribution service warehouses, delivers the goods

When FDA needs warning labels and product safety information sent to different locations, they count on PSC to distribute the material from PSC's warehouse. It could be mass mailings. Or, say, when information needs to be shipped to embassies overseas, PSC stands ready. PSC helps customer agencies with all their warehousing and product distribution needs.

At the Supply Service Center's Logistics Operations in Gaithersburg, Md., the Product Distribution business line offers delivery of customers' products in a timely, effective, and cost-efficient manner. "Customers can be sure that their products are in good hands with our dependable Logistics Operations team," said Team Lead Eddie Moore. Through inventory control, management services, and an integrated, internal shipping and handling service, the team minimizes customer-paid shipping costs to move printed items.

The service is a growth area. Through the first three quarters of FY 2013, the business line has processed 4,154 orders, resulting in a total of 26,270 line items — a 19.6 percent increase over this period in FY 2012. Services offered include:

- Receiving, storing, and distributing customer-owned stock
- Issuing forms, letterhead, envelopes, memorandum stationery, publications, and other promotional and advertisement material (e.g., pamphlets, brochures, mugs and pens)
- Reporting statistical data on inventory status, storage space utilization and fees, product utilization, and postage and distribution costs
- Tracking customer orders and reporting demand history to customers, as required
- Maintaining a website (<https://propshop.psc.gov>) for 24/7 electronic product orders

Other services by agreement include: developing mass mailings, including packaging, labeling and mailing.

The service is available to all federal agencies. Besides FDA, some of their other customers include the Small Business Administration (SBA), Federal Occupational Health, IHS, and NIH. The service offers several benefits. "I think the main benefit is space," said Moore, who noted their warehouse has 87,000 square feet of storage space. "Two, it takes the burden off the agency and allows them to concentrate on other core operations, which saves resources. This way, you don't have to have five agencies doing the same thing. It consolidates space and reduces redundancies."

There's also timely service and ease of use. If a customer is going to have a conference, for example, in Texas, oftentimes the team will have material delivered to the site. "They don't have to worry about carrying it on the airplane or shipping it themselves," said Moore. "We'll ship it, and it will be waiting for them once they arrive. The customer can issue it to their selected population at the conference." An agency may say, "We want those forms to be available to our customers." Each agency has their own customers who utilize their products. FDA is one of their largest customers. They may have pamphlets on being a diabetic for medical offices or informational guidelines for the elderly.

One of their Key Performance Indicators is that 100 percent of orders will be shipped within three business days. They seek to exceed the standard by shipping in a day. Utilizing their own UPS access and USPS capabilities, they are able to ship or mail anywhere in the world. The service leverages technology. "We let customers know trends for the number of products going out and not being utilized and then make recommendations," Moore said. "It's information they can use to make a management decision. Our system alerts them when they need additional stock." Customers can go on the website and order services 24/7. A customer may need a particular label from FDA and with authority can go in and request labels.

As their customer base increases, costs have gone down. "Everyone benefits from lower costs," said Moore. They are able to handle increases in volume by their computer-interface automated storage retrieval system, consisting of a two-tier Carousel. This system allows for multiple orders to be processed without the person having to walk all over the warehouse to fill an order. To explore how PSC can help your agency, please contact [Eddie Moore](#) or [Michael Plowden](#).

Did You Know?

PSC is the leader in federal grant payments

Did you know that PSC has almost 75 percent of the federal market share with approximately \$380 billion grant payments processed each year? We currently serve seven cabinet Departments and five non-cabinet level agencies. We serve customers throughout the U.S. and around the globe.

PSC's **Division of Payment Management's grant payments** service provides grant and grant-like payments, cash management, and grant accounting support services to agencies processing civilian grant payments made by the federal government.

The PSC Payment Management System is one of two civilian grant payment systems approved by the Chief Financial Officers Council. It provides awarding agencies and grant recipients the tools to manage grant payment requests, drawdowns, and disbursement reporting activities. Awarding agencies may designate the level of oversight to be provided for a specific grantee's payment requests.

To explore how PSC can assist your agency, please call 301-492-4935; or email Director Michael Peckham at michael.peckham@psc.hhs.gov.

Employee Assistance and Work/Life Program provides employee support

Personal problems and daily life responsibilities can impact not just your peace of mind but also your ability to effectively do your job.

It can be a sizable challenge to keep one's professional duties on track while also dealing with personal responsibilities and concerns. Even daily life events, such as having a baby, going to college, caring for an aging loved one, or planning for retirement, can compete for your valuable time at work and at home. At such times, it's important to have access to resources that can provide support and sound guidance. Federal Occupational Health's comprehensive Employee Assistance and Work/Life Program can help!

The **Employee Assistance Program** (EAP) helps employees and managers develop the skills and confidence needed to deal with challenges and opportunities at work and in life. With the help of the EAP, employees learn how to manage issues such as stress, relationship concerns, grief, addictions, financial distress, or health problems. The **Work/Life Program** provides a flexible range of options to help boost productivity by providing resources and tools to help employees ease the tension between their work and personal priorities.

The Employee Assistance and Work/Life Program promotes emotional wellness and helps federal agencies build a healthy and productive employee workforce. Did you know that the EAP and Work/Life:

- Serves 1.1 million federal employees governmentwide.
- Is available 24/7 — whether at work, home, or on vacation — access is available!
- Offers free financial consultations and help with identity theft.
- Offers free legal consultations on a range of issues, such as retirement planning.
- Offers resources and information pertaining to:
 1. Child care and parenting
 2. Adult care and aging, including free in-person assessments by a professional geriatric manager
 3. Pregnancy and adoption
 4. Financial and legal concerns, including retirement planning
 5. Daily needs (e.g., moving relocation, home repair, and others)
- Provides educational kits specific to prenatal care, child safety, college, adult care, and wellness.

When the stress piles up, the Employee Assistance and Work/Life Program is available to help 24/7. To explore how FOH can help your agency, please contact 1-800-457-9808; or FOHPortal@foh.hhs.gov. More information is available at <http://www.foh.hhs.gov>.

Strategic Acquisition Service saves customers money

Did you know that the Strategic Acquisition Service has saved customers' agencies more than \$956,000 so far this fiscal year through effective competition and negotiation strategies?

The **Negotiated Contracts and Simplified Acquisitions** service provides comprehensive support for negotiated contracts and simplified acquisitions by trained and certified acquisition professionals from start to finish. To explore how this service can assist your agency, please contact 301-443-6557; pscacquisitions@psc.hhs.gov or david.snight@psc.hhs.gov.

Federal Occupational Health's September campaign promotes CRP and HRA

Federal Occupational Health is launching a September campaign that encourages federal employees to "Have a Heart-to-Heart Talk with Your Nurse" and to learn the numbers that can help keep you healthy. For the full online experience, go to <http://www.FOH.hhs.gov/calendar/crp.html>.

FOH's "Have a Heart-to-Heart Talk with Your Nurse" campaign encourages people to take stock of their health with a cardiac risk profile (CRP) and health risk appraisal (HRA), and then take steps to improve their health. The online campaign offers information, tips and tools to help federal employees take charge of their health through the information and action points provided by the CRP and HRA. Along with useful tips and links to helpful resources, the "Heart-to-Heart" website offers a poll about knowing your numbers.



To learn about HRA, go to <http://www.FOH.hhs.gov/calendar/september.html>.

The September campaign is part of a series of monthly campaigns offered by FOH's Center for Health Communications. Each campaign includes easy-to-use promotional materials, like fliers, posters, bulletin-board graphics, and even customizable email messages and fliers.

For the full calendar of observances, visit <http://www.FOH.hhs.gov/calendar>.

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 87 percent in June. For Service Quality, we achieved 88 percent in July.

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
- **Customer Contact Center**
- **Financial Services**
 - Accounting
 - **Debt Collection**
 - Financial Reporting
 - **Grant Payments**
 - **Indirect Cost Negotiations**
- **Freedom of Information Act (FOIA)**
- **Logistics Services**
 - **Labor and Moving**
 - **Medical Supply**
 - Personal Property Management System
 - **Product Distribution**
 - **Property Disposal**
 - **Shredding**
 - **Storage**
- **Mail Services**
 - **Mail Delivery**
 - **Mail Screening**
- **Other Employee Services**
 - Board for Corrections
 - **Child Care Subsidy Program**
 - **Payroll Liaison**
- **Media Services**
 - Departmental Forms Management
 - **Digital Conversion and Archiving of Documents**
 - **Graphic Arts**
 - **Printing**
 - **Section 508 Testing and Remediation**
- **Occupational Health Services**
 - **Automated External Defibrillator**
 - **Employee Assistance Program**
 - **Environmental Health**
 - **Health Clinics**
 - **Wellness/Fitness**
 - **Work/Life Program**
 - **Workers' Compensation Management**
- **Organizational Development & Leadership**
- **Real Property & Facilities Management**
 - **Employee Child Care Centers**
 - Facilities Operations and Management
 - McKinney-Vento Act Administration
 - **Real Property Strategy**
- **Regional Support**
- **Travel and Transportation**
 - Employee Motor Pool
 - Executive Motor Pool
 - **GO!card[®] Transit Benefits**
 - Parking Space Administration
 - **Travel Arrangements and Reimbursements**

*Services listed in green are available to agency customers outside of HHS.

PSC Departmental Policy and Oversight Areas

- **Environmental Programs**
- **Fleet**
- **Mail**
- **OSHA/Safety**
- **Personal Property**
- **Printing**
- **Real Property**
- **Sustainability Programs**

PSC *Service Matters* is published quarterly 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>.