



Executive Corner

Message from the PSC Director

Welcome to the Fall 2014 issue of *Service Matters*!

As PSC embarks on our 20th year and with the start of the fiscal year, we are working to review our services closely to ensure that we provide the best value to you, our customers, with a full range of support services focused on your needs — so you can focus on your core missions.

On October 1, we published our updated PSC services at www.psc.gov which includes all of our service descriptions, rates and points of contact. This year we worked to improve and bolster our service descriptions to make them even more user-friendly, concise and useful.

Once again, through aggressive cost management and increased external business, we've been able to hold constant or reduce our rates for nearly 90 percent of our services, with over 50 percent of our rates decreasing. We go through a rigorous rate-setting process backed by a third party review for accountability and to ensure full transparency for all costs with no markup on services. Moreover, our multiyear history of keeping rates low continues despite increases in rent, utilities, contracts, and other operating costs. We will continue to manage our rates to ensure that PSC customers receive the absolute best value.

At PSC, we are also continually exploring new options for services to meet market demands and to ensure that our customers are meeting their most pressing needs. As always, our [Service Directors](#) are here to provide you information about the services you utilize or any questions and concerns.

I look forward to another successful year and encourage you to let us know how we can serve you better in FY 2015.

Cordially,

Paul S. Bartley

PSC Staff Receive Strong Ratings From Annual Customer Survey

Survey Respondents Consistently Rate PSC Staff as Greatest Asset

The results of the Division of Administration Annual Customer Satisfaction Survey for FY 2013 have been reviewed, and, yet again, customers rated PSC’s staff as the greatest asset. Also, of 13 areas rated, PSC scored higher than each cumulative score for the Division.

The goal of the survey is to identify areas to improve the quality of service delivery. Thank you for your feedback!

Customers gave PSC the highest ratings (out of 5) for knowledge (3.96) and responsiveness of staff (3.94), followed by knowing who to contact (3.87), receiving information needed (3.80), and satisfied with service (3.74). Customers were least positive about service improvements over the past year (3.38), followed by meets my needs (3.70), timely information (3.73), status of requests (3.73), and resolved to satisfaction (3.73).

Question	Cumulative	PSC
Satisfied with Service	3.41	3.74
Recommend to Others	3.42	3.75
Receive Timely Basis	3.45	3.79
Quality Service	3.45	3.76
Service Improved	3.19	3.38
Meets My Needs	3.36	3.70
Staff Responsive	3.65	3.94
Staff Knowledgeable	3.69	3.96
Receive Info Needed	3.52	3.80
Timely Information	3.45	3.73
Status of Service Requests	3.42	3.73
Know Who to Contact	3.50	3.87
Resolved to Satisfaction	3.36	3.73

Overall highlights of results from five Division of Administration business units include:

- Customers tended to be either extremely satisfied or extremely dissatisfied, resulting in a median score in the 3.00 to 4.00 range;
- Customers were the most positive regarding staff, with a rating of 3.67;
- Customers were least positive about service improvements over the past year, with a rating of 3.19;
- The response rate was consistent with prior years: 10 percent for Users and 5 percent for Buyers (8 percent total);
- Recurrent areas of improvement included responsiveness, knowing who to contact, and communication.

FY 2013 Survey Quick Facts

- ✓ **1,231 people responded to the survey and evaluated 1,670 services.**
- ✓ **The survey segmented customers into two groups: Buyers and Users.**
- ✓ **The survey was conducted January to February 2014.**

PSC conducted the survey on behalf of the following business units: PSC, Office of Security and Strategic Information (OSSI), Office of the Chief Information Officer (OCIO), Office of Human Resources (OHR), and EEO Compliance and Operations Division (EEOCO).

Customers were segmented into two groups: Buyers and Users. Buyers are those who signed an agreement (e.g., Customer Service Agreement, Interagency Agreement, and Service Level Agreement) or in some manner manage or participate in the management of service delivery on behalf of the customer agency. Users are the employees of our customer agencies who receive a benefit from the service.

Both groups were presented 13 questions in three sections (Overall Satisfaction, Staff, and Information), while Buyers were presented an additional section (Cost and Billing), consisting of four questions. Each question was rated on a five-point Likert-type scale from Strongly Agree to Strongly Disagree. All participants’ cumulative Satisfaction score was 3.50. The ratings by section were Overall Satisfaction 3.38, Staff 3.67, and Information 3.46.

For more information, contact **Jd Walter** at (301) 492-4641 or Jd.Walter@psc.hhs.gov.

Services in the Spotlight

PSC's Automated External Defibrillator Program Helps Save Lives

If someone were having a heart attack in your office, would you be prepared to save a life?

Did you know that more than 400,000 Americans die of sudden cardiac arrest every year? Many incidents occur in the workplace. Immediate use of an automated external defibrillator (AED) could save up to 50 percent of those lives. It could be the difference between life and death.

PSC's Federal Occupational Health (FOH) partners with Federal agencies to implement a successful national AED program. "This FOH AED program not only provides an AED device, but also integrates this life-saving equipment into a comprehensive program that includes: (1) training, (2) clinical expertise, and (3) quality assurance. This full-service program ensures the highest level of responder preparedness," said National Program Manager **Rich Blank**.

FOH is the leader in establishing a national AED program for the Federal government, has established itself as the largest overall public access AED program in the nation, with more than 3,800 units. FOH provides this effective, full-service structured program.

Technological advances in medicine have made it possible for non-medical persons to save lives with AEDs. An AED is a portable, computerized device, about the size of a laptop, which analyzes the heart rhythm and prompts a rescuer to deliver an electrical shock if needed. It automatically diagnoses the cardiac arrhythmia (abnormal heartbeat) and can correct it through defibrillation. Defibrillation is the application of electrical therapy that stops the arrhythmia, allowing the heart to reestablish an effective, normal rhythm. The device is applied by using chest pads and can effectively stop certain abnormal cardiac rhythms, allowing the normal electrical pulses of the heart to restart, thereby restarting the heart.

The American Heart Association promotes the "Chain of Survival" concept, a sequence of interventions resulting in significantly improved survival from sudden cardiac arrest. Early defibrillation has emerged as the single most important intervention. Performing cardiopulmonary resuscitation (CPR) is also important until the AED arrives. CPR helps circulate the blood until the AED shocks the heart into a regular rhythm. When used in conjunction with CPR, AEDs can increase survival rates more than tenfold, from 4 percent to over 40 percent.

To optimize usage, FOH can analyze floor plans and determine the optimal number of units and within appropriate proximity to meet desired response times. The optimal response time is three minutes or less to retrieve the AED and return to the victim. Survival rates decrease by 7 to 10 percent for every minute that defibrillation is delayed beyond this initial three-minute period. Therefore, it is recommended that Federal agencies train as many employees as possible. After 10 minutes, the probability of survival is extremely low. "We make sure that an agency is trained on the requirements," said Blank.

A research study published in the [January 2014 Journal of Occupational Medicine](#) demonstrates that the FOH AED program clearly benefits survival after cardiac arrest in the workplace. "Without a program, nationally, a person's chance of surviving a true cardiac arrest is 3 to 4 percent," said National AED Medical Director Dr. Marc Leffer. "With an established AED program, the current data shows that the survival rate can be greater than 40 percent. Therefore, this AED program provides a person who has been witnessed to go into cardiac arrest his or her only realistic chance to survive."

FOH's package of AED services ensures that:

- Programs are based upon American Heart Association best practices and current standards of care
- AED responders are appropriately trained and confident in their skills for medical emergencies at work
- A qualified physician reviews each cardiac event tracing and response for quality assurance

FOH services include:

- Development of customized AED programs and protocols – site specific for unique needs
- AED Medical Director services – physician oversight and the required AED prescription
- CPR and AED training – up-to-date education and tracking
- Equipment selection and purchase – latest technology and maintenance such as the batteries and pads
- Sudden cardiac arrest event analysis – thorough review of AED event data and interviews by FOH AED Medical Director
- Critical Incident Stress Management – counseling after an event

For more information, visit the [PSC](#) and [FOH](#) websites, or call 1-800-457-9808.

PSC Service Matters Fall 2014



PSC's Wellness and Health Promotion Services Deploys High-Tech/High-Touch Model to Reach Feds 'Where They Are'

The Department of Veterans Affairs (VA) challenged PSC's Federal Occupational Health (FOH) with getting VA employees more actively engaged in a healthier lifestyle. It's no small endeavor — the VA has 320,000 employees spread out across the U.S. in 1,700 facilities, some in remote areas. FOH is providing the solution by maximizing the outreach of Health and Wellness Services to increase service utilization.

FOH created a new organizational structure to strategically staff areas in all regions. "Our attempt is to reach every fed with our services," said FOH Wellness and Health Promotion Services (WHPS) Director **Matt Zakielarz**. FOH also created a virtual program with an interactive Web portal, mobile accessibility 24/7, virtual coaching, telephonic health coaching, online chat, and tailored tracking tools. It combines technology with Health Promotion Coordinators (HPCs) at regional locations.

Generally, activities include team challenges and on-site events. FOH offers health education programs and an interactive Web portal with tools, such as the Health Risk Appraisal (HRA), that support awareness and behavior change.

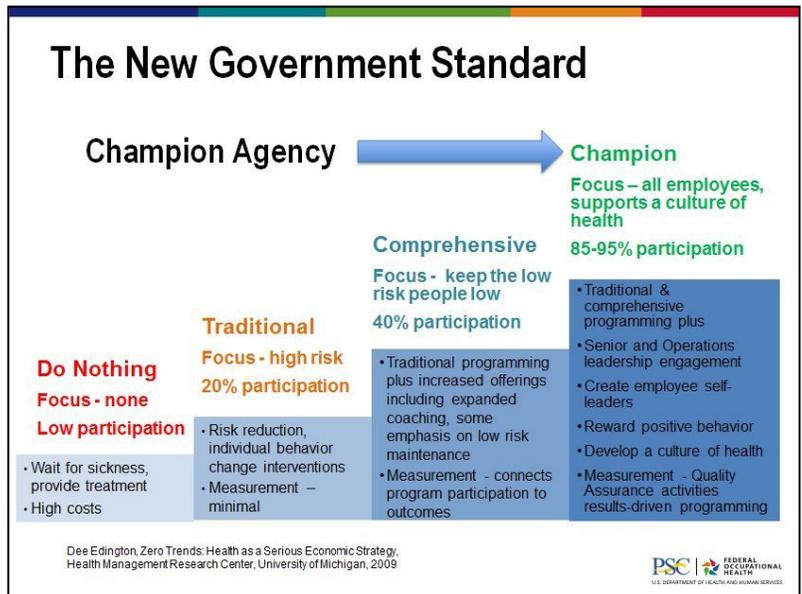
Participants receive a Personal Wellness Profile with individually targeted information and interventions. HPCs can engage the populations, work on different challenges, and support events and programs such as health fairs and health walks. Outside of the VA, FOH is adding HPCs to large Federal campus locations housing numerous agencies and standardized how services are delivered to 40 wellness/fitness centers, with integrated services, coaching, and tracking.

PSC's [Wellness and Fitness](#) programs benefit employees and employers by improving overall health and fitness, which can impact absenteeism and health care costs and increase productivity, job satisfaction, and morale. FOH provides agencies with the certified professionals, facilities, programming, and support to establish and maintain on-site fitness centers and virtual programs. FOH WHPS leads FedStrive, a national integrated health, wellness, and work/life balance program designed to help all Federal staff reach their goal of a healthier, more balanced life. Integrated services include:

- Health Promotion – nutrition education, motivational and incentive programs, and behavior change training
- Health Screenings – online HRAs, cholesterol/glucose tests, and blood pressure monitoring
- Wellness/Fitness Services – includes management of fitness centers, fitness assessments, sponsored fitness activities, and personal training sessions
- Health Events – includes health fairs and walking programs
- Health Education Programs – provided in clinics, fitness centers, or worksites
- Smoking Cessation Programs – rendered through health centers, fitness centers, and phone support
- Health Coaching – virtual and in person

"FOH's aspiration is to help our customer build a champion-level agency," said Deputy Director **Garry Lindsay**. "This model is covered in Dr. Dee Edington's book 'Zero Trends: Health as a Serious Economic Strategy.' It's not just about individuals," Lindsay continued, "but what our Federal agencies can do to encourage a culture of health. Examples include: healthy food options in vending machines and cafeterias, encouraging people to incorporate exercise into their day, including policies allowing participation in programs, flextime to work out during breaks, and walking meetings. We work with senior leadership and mid-level managers to promote and champion these efforts."

To explore how PSC's Wellness and Fitness programs can boost your agency, please visit <http://www.psc.gov/wellness-and-health/wellness-fitness.html>.



PSC's Best-Kept Secret

Pharmaceuticals, influenza vaccines, and bandages

Oftentimes, PSC's Supply Chain Operations - Perry Point, Maryland, is viewed as being an immense storehouse for *seemingly typical* medical and dental supplies. However, this FDA-registered bulk pharmaceutical repackaging facility contains resources for national *and* international Federal civilian agencies (as well as branches of the U.S. Armed Forces) that have admirably impacted a number of humanitarian efforts through the support of PSC's Acquisition Management Services (AMS).

PSC's **Timothy Bouchelle** and his team of nine dedicated acquisition support professionals have worked arduously to successfully complete acquisition requirements that backed PSC's Federal Occupational Health's mission to aid the Office of Foreign Disaster Assistance (OFDA); aided the Air National Guard in their healthcare and disaster relief and response needs; and assisted the Department of Interior (DOI) with supporting American territories in the Pacific Basin, which includes Guam Memorial Hospital Authority on Pohnpei. But there is more. As a result of providing acquisitions services to Homeland Security's nationwide laboratory operations, Bouchelle has humbly acknowledged that his team of specialists has earned the confidence of the Department of Homeland Security (DHS), thus expanding PSC's role *from* "ordering" *to* partnership with DHS!

"We do important work for important people," said Bouchelle. "What better effort is there than that of impacting people's lives and health in a positive way?" Bouchelle added, "No one here labors alone. All these efforts are in lock step with PSC, of course."

One person extremely appreciative of PSC's work is **CAPT Joseph Hughart** of the U.S. Public Health Service. Last month, CAPT Hughart stated, "Gracias. I am in Mexico, training their new national heavy urban search and rescue team with all of the stuff you bought over the past three years. Bless you for this life-saving service to people who really need it. Mexico City has extremely damaging earthquakes, a population of 19 million, and no national heavy urban search and rescue team. Until now."

In light of the Ebola threat activities and impending hurricane season, PSC may undoubtedly become increasingly involved with these additional humanitarian efforts. Bouchelle and his team welcome the thought of participating in such causes. "I would like to expand our role with humanitarian efforts — including for the U.S. Agency for International Development, Peace Corps, and FEMA," explains Bouchelle. "I inherited a good group. They make my job easier with their ongoing motivation and dedication."

Even with the construction of a new "cured cage" to house more controlled substances, including nerve agent antidotes, this group of professionals continues to strive onward to tirelessly complete several missions simultaneously. "I wish more people knew about us. In talking to the customers, I often hear, 'You do that? You can do that, too?!'" mentioned Bouchelle.

Well, Tim, we now know *all* of what your acquisitions team can do — and we commend you all.

To explore how PSC's Medical Supply Fulfillment service can support your agency, please visit <http://www.psc.gov/logistics/supply-service-center.html>.



From left: Tim Bouchelle and David Flynn at the warehouse in Perry Point.

PSC's Grants Management Service Has Global Impact, Innovates

With Medicaid payments to states, AIDS research in Africa, or general public assistance awards, PSC's Grants Management Service provides crucial payment support to customers around the world. Indeed, we serve 146 countries! During the government shutdown, the Office of the Secretary, the Office of Management and Budget, and state governors wanted to know the operating status of the PSC Payment Management System (PMS). When the answer came back that the service would be operational to support programs considered critical to the nation's infrastructure, there was a noticeable wave of relief!

Whether there's a government shutdown, a massive snowstorm, or a hurricane, when Federal offices are closed, our operations continue. And we have implemented automation and innovation such as a paperless process management system to support and enhance operations. "The work doesn't stop because we're not in the office," said team lead Accountant **Nicole Dunning**. "We built five workflows into the system that allow us to continue servicing our customers in the event we need to continue operations at an alternate site."

PSC provides grant and grantlike payments for HHS and various other civilian Federal agencies. Payments range from life-saving research, to state education assistance, to FEMA disaster relief. We also support programs like Temporary Assistance for Needy Families, and Head Start, which promotes school readiness of children ages birth to 5 from low-income families by enhancing their cognitive, social, and emotional development. Such programs rely on PSC to provide these critical services.

We support approximately 80 percent of civilian grant awards processed each year. This support encompasses agencies from seven Cabinet Departments as well as five subcabinet-level agencies. In FY 2013, we processed 423,788 payment transactions for nearly \$405 billion! PSC's Grants Management Service has more than 30 years of experience providing payments, cash management, and grant accounting support services. Our primary function is to provide awarding agencies and grant recipients value-added services in managing grant payment requests, drawdowns, and expenditure reporting activities.

"We are a full-service provider of grant payments services," said Director, Payment Management Services, PSC, **Mike Peckham**. "We handle all aspects of the payment process, allowing the awarding agency to focus on their mission, monitoring the performance of the grant. One of the key pieces of feedback I have heard is that we handle the day-to-day telephone calls, and that in and of itself is worth the cost!"

Advances made over the past year include those that should promote long-term savings, such as implementing the automated registration process that replaces paper with an electronic workflow that is traceable and measurable. The system replaces paper functions with electronic documents for setting up recipient accounts, establishing users, setting up their banking, and processing payments that require awarding agency approvals. These improvements "automate some of the main manual processes," explained Dunning. We also updated our reporting tools to provide information in a more modern and flexible format, an improvement that has been applauded by customers.

Overall enhancements have been made to upgrade systems to an Oracle 11G platform. We've complied with IPERIA (the Improper Payments Elimination and Recovery Improvement Act of 2012) with participation in Treasury's Do Not Pay program and implemented the Expired Grants Functionality to minimize potential improper payments. In addition, we've been having regular customer outreach meetings. Peckham summed it all up in stating, "Our first concern is providing a service that maintains financial integrity and compliance, supporting our customers' processing goals in a manner that will pass any audit standard."

PSC's Grants Management Service's ability to support various Federal Departments and agencies is an example of how we are "*Managing the Business of Government!*"

Learn more at <http://www.psc.gov/financial/grants-management.html>.

Did You Know?

FY 2015 PSC Products and Services Now Available!

PSC's FY 2015 Products and Services are completely refreshed and updated with PSC's offerings for FY 2015. The information is now online at <http://www.psc.gov>!

The 2015 directory went live Oct. 1 and showcases the lines of business offered by PSC. It includes service descriptions, rates, and points of contact. This year we also included some additional information, such as customer testimonials, interesting factoids, and case studies. We will continue to bolster the service description pages.

This is a ready reference on PSC service information. Service offerings are described in detail with the benefits, quality and value. Service offerings are organized by function to make it easy for customers to find what they need. We provide a full range of shared services to HHS and other federal agencies, allowing them to focus on their core mission. We invite you to browse our services and learn how we can improve your business operations.



Among new and updated PSC services include:

FedStrive Advantage - offers an integrated employee health, wellness, and work/life program brought to you by FOH and the U.S. Department of Health and Human Services.

Medical Employability - provides expert medical opinions and recommendations pertaining to employees' abilities to perform the essential functions of a specific position as it relates to their health condition.

Medical Surveillance - monitors the health of employees who work in settings where they may be exposed to occupational health hazards.

Room Scheduling - provides a Web-based, self-serving scheduling tool to manage the discovery and scheduling of shared-space conference rooms. This service is planned to be available in the second quarter.

Space Design and Construction – provides a turn-key approach to space occupancy and office relocation that consists of planning, design, and construction management services for many types of projects.

PSC Acquisition Management Services (AMS) Aids the Innocent

Responds with Humanitarian Crisis Contracting Services

Who can resist the face of a child in need?

Not the employees of PSC's Acquisition Management Services, who recently responded to an urgent request to fund support services for Unaccompanied Alien Children (UAC). PSC's *response* was in the amount of \$60 million!

Orchestrating the U.S. Interagency Agreement (IAA) between the Federal Emergency Management Agency (FEMA) and the Department of Health and Human Services Administration for Children and Families (ACF) to secure monies was no routine assignment for PSC. Normally, grant programs are used to provide support for the UAC community. This time, *contracted services* were required, and PSC wrote an IAA specifically for ACF's Office of Refugee Resettlement (ORR) program office.

Collaboration among Federal agencies to address the humanitarian crisis created by the large numbers of unaccompanied migrant children is part of an urgent directive issued by President Barack Obama. PSC acted speedily and efficiently with their participation in this monumental effort, and their actions have not gone unnoticed.

PSC's involvement, spearheaded by AMS Branch Operations Chief **Darnese Wilkerson**, recently received written praise from Matthew McKearn, ACF Director of the Office of Legislative Affairs and Budget (OLAB). McKearn wrote, "Thanks so much. I can only begin to tell you how appreciative we are of all your efforts and your willingness to jump in and demonstrate such strong leadership in this effort."

Best known for providing optimal customer satisfaction at affordable rates, PSC staff were well aware that this project was not just a matter of conducting *standard business*. It was a matter of caring for children — in need of medical, psychological, and housing services.

Learn more about how PSC's Acquisitions services can support your agency at <http://www.psc.gov/acquisition/acquisitions.html>.

PSC Demonstrates Leadership at Shared Services Forum

PSC exhibited and participated with speakers at the American Council for Technology-Industry Advisory Council (ACT-IAC) Shared Services Forum held September 16, 2014, at the Grand Hyatt Washington, in D.C.

The annual event focused on the challenging issues related to the acquisition and incorporation of shared services strategies, policies, and implementation.

The forum was held in coordination with the Federal CIO Council. The one-day professional development event provided an innovative atmosphere for dialogue-driven workshops designed specifically around the questions and issues being addressed by the Federal shared services community. The goal of the forum was to engage government and industry leaders who are focused on best practices/lessons learned in shared services transitions, delivery, and critical success factors for expanded use of shared services, as well as leveraging public-private shared services partnerships.

There were more than 200 attendees, including CFOs, CAOs, CIOs, program leaders, federal shared services providers, and government and industry professionals interested in addressing the challenging issues related to the acquisition and incorporation of shared services strategies, policies, and implementation. Members of the ACT include full-time government employees from all functions and levels of government focusing on the improvement of government through the efficient and innovative use of technology. The IAC includes private sector companies that provide services to all levels of government with an interest in the improvement of government through the efficient and innovative use of technology.

PSC Director **Paul Bartley** led and moderated a panel discussion, "Critical Success Factors in Migration to Shared Services." He was joined by panelists Darren Ash, Deputy Executive Director for Corporate Management at the U.S. Nuclear Regulatory Commission; Mark Kneidinger, Senior Advisor for Cybersecurity and Communications Federal Network Resilience at the U.S. Department of Homeland Security; Tim McCrosson, Chief of Agency Oversight and Implementation, OMB; and Matt Goodrich, Acting FedRAMP Director at GSA.

The PSC exhibit included a video and several handouts about PSC and our services. Handouts included the PSC Fact Sheet, PSC Negotiated Contracts and Simplified Acquisitions Fact Sheet, FOH Fact Sheet, and Service Area chart. PSC staff included: Customer Relationship Management Director **Jd Walter**, Customer Relationship Management Marketing Analyst **Ginny Aristorenas**, and PSC Chief of Staff **Ann-Marie Massenberg**. Communications Senior Advisor **Richard Warren** gave a presentation and demo on Uncle Sam's List.

"This was a good opportunity to build brand awareness across PSC's services, showcase our services, generate sales leads for saturation and emerging services, demonstrate PSC's expertise, and establish PSC as a thought leader," said Walter. [Upcoming PSC events are posted here](#). For more information, contact Jd Walter at jd.walter@psc.hhs.gov.

PSC Service Matters Fall 2014



Above: PSC Director Paul Bartley leads a panel discussion.
Bottom: Jd Walter discusses PSC services.



Check out the video of [PSC Director Paul Bartley leading the panel discussion here](#).



PSC Shared Services Events for FY 2015 First Quarter

Events	Date	Location	Services	Participation
<i>The Pentagon Library</i> Pentagon Tech Day: IT and Digital Media Services	Nov. 6	Washington, DC	PSC Mail and Publishing Services	Exhibit
<i>School of Public Affairs and Administration</i> NECoPA	Nov. 6-8	Portsmouth, NH	PSC	Speaking
<i>SSON-IQPC</i> Shared Services & Process Improvement for Higher Education & Government	Nov. 17-19	San Diego, CA	PSC	Speaking

PSC Honored for Excellence in Accountability Reporting



Front row, from left to right: Angela Walter, Doreen Shute, Keri Skawski, Carla Mewborn, Scott Brna, Terri Richburg, Autumn Lee, Hanh Nguyen, Cathie Kaufuss. In the back: Jason Aston and Paul Ambrozewicz. Not pictured: Joan Hebron and Jenny Lee.

HHS was presented an award by the Association of Government Accountants (AGA) for Recognition of Excellence in Accountability Reporting during a ceremony at the Hubert H. Humphrey Building Great Hall on July 23. Staff from PSC's Financial Reporting Services were recognized.

The Certificate of Excellence in Accountability Reporting (CEAR) is a prestigious national award issued by the AGA to Federal agencies in recognition of excellence in performance and accountability reporting efforts. The CEAR Award Program was established in 1997, in conjunction with the Chief Financial Officers Council and the Office of Management and Budget, to improve financial and program accountability by streamlining reporting and improving the effectiveness of such reports.

A panel of five distinguished experts from inside and outside the financial management profession performs an in-depth review of the Agency Financial Report. The review panel provides specific recommendations for improving the effectiveness of the report. It then decides whether the report merits the award. Receiving the CEAR Award represents a significant accomplishment for a Federal agency and its management.

"We're here to celebrate the collaborative reporting process that allowed our Department to produce an exceptional FY 2013 Agency Financial Report," said Secretary Burwell. "We're honoring key contributors to the report from across HHS and celebrating your dedication and hard work. As a result of all of your efforts, for the first time ever, we earned this recognition. This prestigious award recognizes our ability to achieve transparency and accountability in financial management, as well as our commitment to effective stewardship of taxpayer funds. It's the highest form of recognition in Federal government management reporting, and something we can all be very proud of.

"We celebrate the significant contributions that were made in a number of ways, including financial statement and note preparations, management assurances, improper payments reporting, and many, many more. So many people worked together to deliver meaningful impact to those we serve, the American people. I am proud of the extraordinary team effort that made this possible and am thrilled that you and your staff have joined us today for this celebration. Congratulations!"

The Scoreboard

PSC Performance

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

- **Customer Satisfaction Target:** 90 percent of customers responding to PSC's Point of Service (POS) satisfaction survey indicate excellent/good ratings for satisfaction of services.
- **Key Performance Indicator Target:** 85 percent of cost centers met or exceeded individual performance indicator 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 August. For Key Performance Indicators, we achieved 98 percent in August.

PSC Services

For detailed information including service descriptions, rates, and contact information, visit <http://www.PSC.gov>.

- [Acquisition Management](#)
 - Acquisitions
- [Customer Care](#)
 - Customer Contact Center
 - *Payroll Liaison*
- [Financial](#)
 - Accounting
 - Debt Collection
 - Financial Reporting
 - Debt Collection
 - Grants Management
 - *Indirect Cost Negotiations*
- [Freedom of Information Act \(FOIA\)](#)
- [Mail and Publishing](#)
 - Mail Operations
 - Mail Screening
 - Departmental Forms Management
 - Digital Document Management
 - Graphic Arts
 - Printing Program Management
 - Section 508 Compliance
- [Clinical Health](#)
 - Health Clinics
 - Medical Employability
 - FedStrive Advantage
 - Medical Surveillance
 - Workers' Compensation Management
- [Behavioral Health](#)
 - Employee Assistance Program
 - Work/Life Programs
 - Organizational Development and Leadership
- [Wellness and Health Promotion](#)
 - Wellness and Fitness
- [Environmental Health and Safety](#)
 - Environmental Health and Safety
 - Automated External Defibrillator
- [Supply Chain Management](#)
 - Storage
 - *Medical Supply Fulfillment*
 - Labor and Moving
 - Publications Fulfillment
 - Personal Property Asset Management
 - Personal Property Disposal
- [Building Operations](#)
 - Facilities Operations and Maintenance
 - Room Scheduling
 - Regional Support
 - Shredding
 - Parking
- [Real Property Management](#)
 - Real Estate Strategy
 - *Real Property Disposal*
 - Space Design and Construction
- [Transportation](#)
 - *Charge Card Management*
 - *Child Care Subsidy Program*
 - *Fee Operations*
 - Transit Subsidy Program Management
 - Travel Program Management
- [Other Employee Services](#)
 - *Board for Corrections*

(Italicized services available to HHS only)

HHS Departmental Policy and Oversight Functions

- Environmental Programs
- Fleet
- Logistics
- Mail
- OSHA/Safety
- Printing
- Real Property
- Sustainability Program
- Travel

PSC *Service Matters* is published quarterly by the PSC Office of Communications. To ask questions, provide comments, add news or subscribers, 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>.



Program Support Center

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