



## Executive Corner

### Message From the PSC Director

Welcome to the Spring issue of the Program Support Center (PSC) *Service Matters*! This issue incorporates a new look for PSC which keeps our current logo but highlights our global nature. Some examples of our global services include: making grant payments to grantees in 146 countries, providing pharmaceuticals and medical supplies to agencies on six continents, and deploying staff for disaster relief to support federal agencies wherever we are called to do so worldwide.

Here at PSC we are *Managing the Business of Government*<sup>™</sup> responsibly. PSC takes great pride in setting HHS Departmental policy in areas such as fleet, travel, and real property while operating a robust group of services for agencies across the federal government. I'm proud to say that PSC continues to add value to our services by preserving resources, saving taxpayer dollars, and striving to set the standard for leadership in administrative support services.

Finally, thank you to everyone who participated in our [Annual Customer Satisfaction Survey](#). We will share results in the Summer issue of *Service Matters*. Thank you for your continued support.

Cordially,

A handwritten signature in black ink that reads 'Paul'.

Paul S. Bartley

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## Feature

# PSC Leads Transition to New HHS Travel System

PSC's Transportation Services (TS) is managing the HHS-wide transition to a new federal travel system that will offer improvements and benefits for travelers, travel administrators, and the federal government, and, in turn, will make the experience easier and more efficient.

HHS employees will soon have access to the new travel system, E-Gov Travel Service 2 (ETS2), Concur Government Edition (CGE).

PSC is collaborating with HHS Operating and Staff Divisions (OpDivs/StaffDivs) to ensure a smooth and seamless transition from the current travel system, GovTrip, to CGE. HHS will switch to the new system this summer. OpDivs/StaffDivs will migrate to CGE in stages, grouped by the financial systems they use. The Federal Travel Regulation requires that all federal government agencies transition to the new system under CGE.

Extensive training will be provided to all HHS users before the transition. Training will include computer-based courses and town hall webinars for all users, along with classroom instruction for travel administrators. In addition, PSC TS is now offering demos to provide a "sneak peak" of the new travel system.

Some of the new and improved features offered by CGE include:

- ✓ **A more intuitive, user-friendly platform, similar to commercial booking engines such as Travelocity® or Expedia®**
- ✓ **Streamlined booking and authorization processes**
- ✓ **Creation of automatic authorizations**
- ✓ **E-receipts**
- ✓ **Quick tips on each page**
- ✓ **An interface with Amtrak so travelers can explore rail options**
- ✓ **Increased user security (e.g., greater protection of Personally Identifiable Information [PII])**
- ✓ **Improved policy compliance**

"The transition to CGE marks a major milestone in HHS moving more from travel tracking to a more proactive strategy of travel management," explained PSC TS Director Kristin Gillham. "Through features such as increased policy compliance controls and robust reporting capabilities, the new system will allow the Department to significantly bolster its travel budgeting and planning."

The impact of this new system is huge. HHS employees embarked on 115,640 trips in FY 2013 at a cost of nearly \$174 million. HHS is striving to meet the target set by **OMB Memorandum M12-12** to reduce travel spending by 30 percent while producing satisfied customers. This goal is achieved by traveling smarter — following policy, applying proper management oversight, traveling with essential staff (only), reducing conference travel costs, and using teleconferencing and videoconferencing. HHS travel has been in decline for the past few years. With CGE, there will be a wider variety of airline data and hotels currently unavailable with GovTrip. Smarter travel saves money and supports **Executive Order 13514** with travel alternatives, such as public transit and ride share options, by reducing **greenhouse gas emissions** and the **environmental footprint**.

Each OpDiv/StaffDiv will provide details and instructions for their specific agency. In addition to providing management and transition support for the new CGE travel system, PSC's **Travel Program Management** service offers comprehensive services featuring operational assistance and a broad range of customer services to all federal agency employees on official business. Related services include: managing the federal Travel Charge Card services to allow employees to purchase airline and rail tickets, book lodging, and purchase incidental items associated with official travel.

PSC is *Managing the Business of Government™*. For more information, including the CGE training and detailed transition schedule, please visit the HHS CGE Resource Center at <http://intranet.hhs.gov/psc/ets2/>.



### CGE Demo Schedule and Registration Links:

Thu, Apr 24, 2014, 1-2:30 p.m. EDT  
Tue, Apr 29, 2014, 10-11:30 a.m. EDT  
[Demo website with resources](#)

## Service in the Spotlight

# EH Makes Safer, Healthier Workplaces

When GSA requested urgent response services, PSC's Federal Occupational Health (FOH) **Environmental Health** (EH) services team took action and provided a solution.

Three Border Patrol employees were recently diagnosed with staph infections. FOH immediately provided an industrial hygienist on site within 24 hours to conduct a visual inspection and sampling for suspected fungal growth in carpets, flooring, and ceiling tiles.

FOH examined the HVAC system, including, but not limited to, the filters, drip pan drainage, and possibilities of fungal and other biological growth. They collected representative measurements of carbon dioxide, carbon monoxide, relative humidity, and temperature. Swab samples confirmed the presence of staphylococcus aureus bacteria. FOH provided appropriate guidance for cleaning and disinfecting of all surfaces. This guidance included recommendations for long-term operations and maintenance to properly maintain safe and healthy conditions in the impacted area.

EH also offers a wide range of environmental, industrial hygiene, health, and safety consulting services to all federal agencies. EH is one of **the largest providers of environmental, health, and safety services in the federal government**. "Our services offer the expertise and experience needed to anticipate, evaluate, and control hazards in the workplace while maintaining and improving employee health, safety and productivity," said **Acting Service Director Bradley Christ**. "We have a highly qualified staff, with a broad range of certifications, and a proven track record of developing comprehensive and cost-effective solutions."

EH also offers high-quality technical consulting services for agencies with challenges that may overwhelm in-house resources or technical expertise. It is an integrated approach to helping agencies comply with OSHA standards, environmental health regulations, and industry practices.

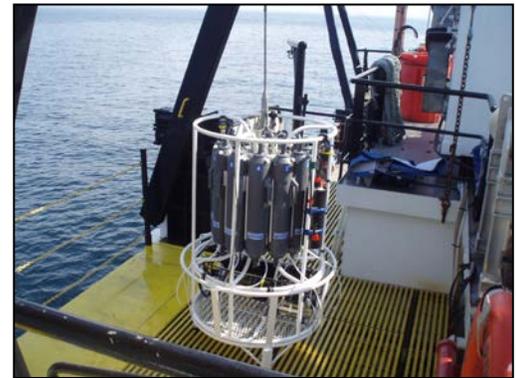
A hallmark of EH is innovative solutions. "The field of environmental health and safety is very technical, and there are constant technological improvements in industrial hygiene sampling equipment and analysis methods," said Christ. "We identify cost-saving solutions as a consultant during exposure assessments and job hazard analysis of chemical, biological, and physical hazards."

With services offered in all 10 Regions, EH serves multiple HHS operating divisions, such as IHS, but 98 percent of their clients are outside HHS. These include the National Guard, SSA, ICE, and EPA, among the over 115 customers. EH completed more than 2,100 projects for more than 160 agencies and divisions in FY 2013. As an example of one service offering, they completed more than 900 ergonomic assessments for 59 agencies last year. Recent service growth has been in the areas of indoor air quality evaluations and firing range assessments.

Their services range from training, lab services, and agency food and water safety inspections to noise hazard assessments. "In addition, our laboratories offer rapid turnaround for the analysis of organics, metals, mold, and asbestos samples," said Christ. "One notable service is our ability to quickly provide personal protective equipment and safety supplies in response to emergencies."

EH completed post-Hurricane Sandy indoor quality inspections of two affected federal facilities, ran radon tests at eight child care centers located in eight states, managed assessments at the border crossing of trucks for fume and noise exposures, conducted ventilation evaluations of buildings housing animals and safety inspections of helicopter repair facilities, and did many other projects. "We engage our customers' managers and staff, listen to concerns, identify cost-effective solutions, and make federal workplaces safer and healthier," said Christ. "We are always looking for new opportunities to partner with federal agencies and innovative ways to improve the health, safety and productivity of federal employees."

To explore how your agency can benefit from this service, visit this link, **[Environmental Health](#)**.



## Did You Know?

### FOH Chemists Provide Water Quality Monitoring Services

Did you know that the FOH Environmental Laboratory in Chicago provides analytical services for the EPA Great Lakes National Program Office research project?

These services take place aboard the research vessel Lake Guardian and on site at the FOH lab.

The project supports the Great Lakes Restoration Initiative and the Great Lakes Water Quality Agreement between Canada and the U.S. During the spring and summer, the FOH team will participate in two Great Lakes surveys to collect and analyze more than 6,500 lake-water samples for various organic and inorganic parameters. **[Photo gallery](#)**.

For more on analytical services, contact Michelle Stemmons at 312- 886-0413; **[Michelle.Stemmons@foh.hhs.gov](mailto:Michelle.Stemmons@foh.hhs.gov)**.

## Did You Know?

# PSC Wins Shared Services and Outsourcing Network Honors

PSC recently won two Shared Services Excellence Awards at the 18th Annual North American Shared Services & Outsourcing Network (SSON) Week conference in Orlando, Fla.

PSC won the “Excellence in Customer Service” award for EAP work at the Navy Yard. PSC’s counselors provided crisis services to employees there after a mass shooting in September. PSC was the Runner Up for “Excellence in Improvement and Innovation” for GovZone.™

When HHS Secretary Kathleen Sebelius was made aware of the good news, she responded with “Great to hear – congratulations!!”

Dr. Priscilla Clark, Director, Behavioral Health Services, spoke eloquently to the audience during her acceptance about PSC’s role in providing EAP services to federal employees at the Navy Yard.

PSC immediately established a Crisis Center on site and a team of experienced counselors delivered a range of crisis response services, including grief groups, management consultations, and one-on-one meetings. PSC counselors provided psychological first aid and individual counseling to help employees activate their coping and problem-solving skills in an effort to alleviate the long-term impact of trauma.

PSC provided nearly 400 individual one-on-one consultations, conducted 62 critical incident stress groups with 1,330 attendees, and responded to almost 200 telephone calls from Navy Yard personnel and the Navy community at large.

PSC developed the online presence GovZone to improve the customer experience and simplify customer requests and transactions by providing a central location to interact with shared service providers. GovZone integrates, automates, and modernizes business processes and systems to reduce costs and increase productivity. It provides an automation platform to respond to urgent and changing policy and business needs.

A panel of five judges from shared service organizations reviewed applications and voted unanimously for the awards. SSON’s annual Shared Services Excellence Awards represent achievement on the highest level for shared services operations around the globe. The Excellence Awards are presented at flagship regional events across the world and cover operations worldwide.

SSON’s awards honor, recognize, and promote shared services that demonstrate leading practices. These awards form the industry’s benchmark in best practice and process excellence and provide an opportunity for shared services and outsourcing professionals to gain recognition for their achievements and initiative. More photos are [here](#), and more information about the SSON awards is [here](#).



*At left is Dr. Priscilla Clark, PSC Director Paul Bartley, and panel judge Edward Hansen, Partner at McCarter & English LLP.*



# Annual Customer Satisfaction Survey — Thank You for Your Participation!

We value your feedback. To that end, PSC launched its annual Customer Satisfaction Survey on Jan. 13. PSC's annual Customer Satisfaction Survey was deployed in conjunction with the new HHS Division of Administration survey to more than 5,000 customers. Your feedback provides PSC with valuable insights into what we are doing well and where we have opportunities to improve.

The survey expanded in scope this year. The Division of Administration Annual Customer Satisfaction Survey (CSS) for FY 2013 included services provided by 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). In total, we surveyed customers for approximately 80 Division of Administration services.

Thank you for your input. We will share results in the Summer issue of *Service Matters*. For more information, contact Jd Walter at (301) 492-4641 or [Jd.Walter@psc.hhs.gov](mailto:Jd.Walter@psc.hhs.gov).

## PSC's Ergonomics Services Boost Productivity, Health, Safety

It's something we all want as workers — a well-designed, comfortable workspace and safe work practices to boost productivity and avoid injuries.

That's where ergonomics comes in. Ergonomics is the science of optimizing the job to the worker — maximizing the safe and efficient interaction between people, their work systems, tools, tasks, and environment to enhance productivity and minimize costly injuries. PSC's Occupational Health Portfolio (FOH) offers several programs to assist organizations in developing safe and cost-effective solutions to workplace ergonomics issues to avoid or diminish problems such as carpal tunnel syndrome, back, and other cumulative trauma disorders.



Prevention is crucial because carpal tunnel syndrome, and muscular strains and sprains, represent the largest occupational injury and illness in the U.S. today. FOH Ergonomics services are part of a comprehensive Wellness Program. "FOH works with agencies to ensure key ergonomic principles and practices are incorporated into the design of work environments and work practices," said **National Program Manager Rich Blank**. "Recommendations may include engineering, work practice, and administrative measures based on job tasks, physical demands and capabilities, space requirements, demographics, and agency budgets."

FOH consultants assess workstations and work practices to identify ergonomic risk factors such as awkward work postures, repetitive motions, or forceful exertions, and their influence on employee reports of discomfort, pain, or difficulty. They then provide functional abatement recommendations. FOH completed more than 900 office and manual material handling ergonomic assessments for 59 agencies last year.

*"The assistance provided by FOH over the past eight years has been immeasurable. These services have included individual office workstation evaluations, space planning, and training. Thanks to FOH, there is not an employee whose ergonomic needs cannot be met."*

Ergonomics Program Manager,  
U.S. Department of Agriculture

"Discomfort, stiffness, and injury can worsen over time and lead to long-term chronic pain and disability," said Blank. "FOH can assist in addressing these issues by providing custom, proactive and reactive solutions. FOH consultants analyze job task requirements, work practices, and workstations to enhance productivity and safety and to minimize the injury risk. FOH helps managers and employees address musculoskeletal disorders with training sessions focused on preventing or minimizing occupational hazards. All programs are interactive, intervention-focused, and customized to agency needs."

An FOH ergonomic program can entail:

- Consultation on workstation equipment, furniture, and space planning
- Individual workstation and work practice evaluations
- Training seminars (in person and online)
- Return To Work and Reasonable Accommodation consultations
- Regulatory compliance through assistance with OSHA ergonomics guidelines

"Ergonomics affects the overall health and wellness of the office and non-office workforce," said Blank. "Chronic pain and injuries are very real and affect many. If you're using poor work practices and/or at a workstation that is not adjusted to meet your needs, you're probably not producing at the right level."

Productivity can be impacted by any kind of physical limitation. FOH can accommodate employees with disabilities by assisting in evaluating accommodation requests while meeting U.S. Rehabilitation Act requirements. After a comprehensive on-site assessment, written recommendations address workplace modifications, work process changes, adaptive devices, training, and other measures to enable employees to perform essential job functions. Benefits include:

- **Practical, economical, and customized solutions** that enhance employee health and productivity
- **Expert credentialed staff** who provide training and consultation that empower managers and employees
- **Simple and flexible service delivery method** using an Interagency Agreement (IAA)

FOH Environmental Health Services is your "**FOH Ergo-to Go**" partner for Ergonomics Consultation Services. Explore how your agency can benefit; visit <http://www.foh.hhs.gov/fs> and call 1-800-457-9808.

# PSC Provides Flood Support to HHS OCIO Team

When a water fountain supply line burst during the weekend and flooding occurred, it did not look good for a return to the office anytime soon. Fortunately, PSC responded quickly with its expertise and management solutions.

The flood occurred in the Silver Spring Center where an Office of Chief Information Officer (OCIO) team was located. It was discovered by an employee who came in on Sunday, March 16, to retrieve a laptop the day before a snow storm. The carpets were saturated with about an inch of water.

On Monday, federal offices in the D.C. area were closed because of the snow storm. About 60 employees telecommuted on Monday and during the week as the flood remediation continued in order to extract the water. The Office of Enterprise Application Development (OEAD) team manages systems including the ITAS interface and EHRP, which feeds payroll, in partnership with PSC's Payroll Services Division. HHS employees were able to be paid on time.

The area needed to be dried with fans and dehumidifiers and tested. There were risks for contaminant growth like mold. **PSC Facilities Operations Specialist Martin Giddens**, a certified indoor environmentalist, came on site daily to quickly provide expertise. "I assessed the situation, observed what the remediation staff was doing, discussed the plan of action, took photos, and presented findings," he said. "I made sure things were being done as I thought they should and offered assistance with various areas of expertise." Giddens has more than 21 years of experience in indoor air quality and remediation, including hurricane work in Florida.

Giddens served as a liaison and met with the building owner, building engineer, GSA representative, and the OCIO leadership, including **IT Specialist Ed Szymanski** and **Director of HR Enterprise Services Management Jack Stoute**.

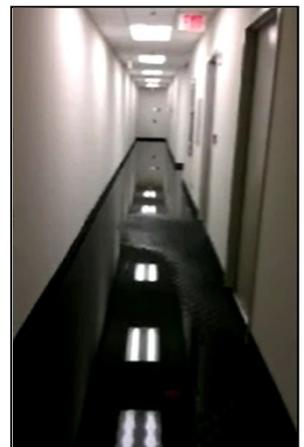
The drying, cleaning, and moisture testing continued during the week. Some drywall was removed as a safeguard, due to the moisture content. Air scrubbing and air sampling were performed. The remediation work was completed; environmental tests were conducted in the space on Friday morning. PSC advised that it would be about a week before the certifiable lab written report results would be ready, but that PSC would try to get a verbal confirmation sooner. **Director of Facilities Management Services Jack Sweeney** received official results from the Industrial Hygienist (tester) via email on Friday afternoon, the same day the tests were conducted. "When we got the results the same day, we were very happy," said Stoute.

"The key is being proactive and using preventive methods," said Giddens. "If you're reactive, it can be too late and then you're in trouble. It's seeing the good quality of work and eliminating any possibilities of contaminants growing."

"PSC did a great job to get us back up and running as soon as possible," said Stoute. "Martin jumped right in and took over handling of the incident. Martin and Jack kept us informed. PSC responded quickly, stepped in to work with GSA and the building folks, and got us back up as soon as possible." HHS CIO Frank Baitman said: "We really do appreciate PSC's efforts to get us back to our work space in a short turnaround!"

While telecommuting is productive, "some work is better done in the office," said Stoute. "You can walk next door to work with a colleague. Our staff was anxious about the situation and then happy to return when the all clear was given. PSC knew exactly what to do and did it well. They ensured that we had a healthy and productive environment. We are really pleased that they got the environmental work completed in a timely fashion and said, 'Yes, there are no environmental hazards, no mold, and it is safe to occupy.'"

**PSC Building Management** responds to various building-related customer service issues like air conditioning, plumbing, electrical, and environmental concerns. PSC manages more than 2 million square feet of HHS-occupied space in the District of Columbia and Maryland. For more information about our services, visit [here](#).



## PSC Services Add Value With Green Practices

PSC adds value to our services and leadership with **green/sustainable** practices. PSC takes great pride in our strategic planning, operational implementation, and innovative problem-solving skills. In conjunction with Earth Day this month, including an event by PSC, here are some highlights:

- **Ted Kozak, Capt. Ed Pfister, Lt. j.g. Laura Annetta, and Paul Kalinowski** lead the Go Green Get Healthy HHS initiative, working with OpDivs/StaffDivs to incorporate green practices. Their Go Green Get Healthy HHS **website** is rich in information and tips on sustainability. They conduct outreach, including **Earth Day events** and activities, and are available for presentations. They can provide assistance to help you develop and promote your green business line.
- PSC remains strongly committed to the efficient operation and design of buildings and data centers. One example, led by **Robert High, of PSC Building Management** in 5600 Fishers Lane, was the consolidation of two data centers. It resulted in a more energy efficient operation, with reductions in the energy footprints and maintenance requirements. The move saves energy, decreases costs, and helps HHS reach Executive Order goals.
- **PSC Building Management** in the Hubert H. Humphrey Building conducts energy-saving assessments with energy management and audits. They've also expanded the solid waste diversion through recycling and the addition of a compost collection program.
- PSC's **Procurement Management Portfolio (PMP)** procures products and services considered to have green/sustainable attributes. PMP provides training for Contracting Officers to focus on these products and services. "We established an alert on the Contracting Officer's workload report that identifies the types of requirements having green attributes to ensure there is early recognition of the acquisition," said **Marc Long**. PSC follows **Executive Orders 13221, 13423, and 13514** to incorporate environmentally preferable, energy efficient, and biobased products and services.
- PSC's document destruction service, **Shredding**, offers an environmentally friendly, reliable, convenient, state-of-the-art process that ensures sensitive paper materials remain secure from the time of collection until destruction. PSC shreds 30,000 to 50,000 pounds of paper per month. They have containers in 40 to 50 buildings at any one time. Material is recycled. **Robyn Evans** leads the service and the overall recycling program in many buildings.
- The **Property Disposal** service includes collection, classification, interagency transfer, donation documentation, and disposal services for most surplus government equipment. Disposals are conducted in accordance with all regulatory and environmental requirements. Media, disk, and electronics destruction services are offered to ensure that proprietary, personal, or sensitive information is appropriately handled. "Employees can turn in any type of government-owned electronic media to us, and we'll be happy to provide the service," said **Eddie Moore**. "Items may include BlackBerrys, cell phones, computer hard drives, CDs, magnetic tapes, and IT security tokens." The items are shredded so data cannot be retrieved. The electronic waste is recycled.
- **Publishing Services** help agencies realize the benefits of printing less. Publishing Services focuses on low paper consumption solutions and provides customers with options such as electronic documents (eBooks) and digital conversion of documents. Digital document conversion shrinks our "carbon footprint" by eliminating the need for room upon room of storage. Publishing Services can take all of your documents and put them into a digital form that can be searched and shared throughout the office. No need for multiple printed copies. They also work hand in hand with customers to publish printed media online and disseminate it to a wider audience using markets such as iTunes, Barnes and Noble, and many other sites. When a printed piece is necessary, Publishing Services can also help you design and produce a "Green" piece utilizing recycled paper products and vegetable base inks. **Diana Mathews** and **James Helton** lead the service.
- **Jim Kerr, the HHS Fleet Program Manager**, works with the HHS sustainability team to reduce the HHS carbon dioxide emission footprint. They are reducing the volume of petroleum products each year by driving smarter — using alternative fuel vehicles and public transportation, and combining trips. They have implemented programs that use electric vehicles and an aggressive program to use ethanol in dual-fuel vehicles.

## FOH's Stress Awareness Campaign: 'Take Time to Unwind'

PSC's Occupational Health Portfolio (FOH) has launched an online campaign that offers tips and tools for federal employees to help cope with stress. The **"Take Time to Unwind"** campaign advises employees on how to make time for brief stress-free moments to relax, renew and rejuvenate. For the full online experience, visit [FOH.hhs.gov/calendar/April.html](http://FOH.hhs.gov/calendar/April.html).

Along with online tips on deep relaxation and meditation, an interactive piece of the campaign will offer a three-minute relaxation experience. The website also includes a poll that surveys people's favorite ways to relax.

The April campaign is held in connection with National Stress Awareness Month. The campaign explains that while stress cannot be totally avoided, relaxation can provide a healthy antidote to its effects. For the full list of FOH in-depth health topics and observances, visit <http://www.FOH.hhs.gov/calendar>.

The "Take Time to Unwind" campaign is part of a series of monthly campaigns offered by FOH's Center for Health Communications. Each campaign includes promotional materials — fliers, posters, bulletin board graphics, and even customized email blast messages. These user-friendly "toolkits" provide resources to those who can help promote essential elements of good health among federal employees and raise awareness of FOH services. Check out all of our toolkits at <http://www.FOH.hhs.gov/toolkit>.



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### 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 96 percent in March. For Key Performance Indicators, we achieved 90 percent in March.

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## PSC Services

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

- **Acquisition Management Services**
  - Negotiated Contracts & Simplified Acquisitions
  - *Purchase Card Management*
- **Customer Contact Center**
- **Financial**
  - Indirect Cost Negotiations
  - Debt Collection
  - Grant Payments
  - *Accounting*
  - *Financial Reporting*
- **Freedom of Information Act (FOIA)**
- **Logistics**
  - Labor & Moving
  - Medical Supply
  - Product Distribution
  - Property Disposal
  - Shredding
  - Storage
  - *Personal Property Management System*
- **Mail**
  - Mail Operations
  - Mail Screening
- **Media**
  - Digital Conversion & Archiving
  - Graphic Arts
  - Printing
  - Section 508 Testing & Remediation
  - *Departmental Forms Management*
- **Occupational Health**
  - Automated External Defibrillator Program
  - 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 & Management
  - Real Property Strategy
  - *Federal Real Property Assistance Program*
- **Regional Support Services**
- **Travel & Transportation**
  - Driver Services
  - Transit Subsidy Program Management
  - Travel Arrangements and Reimbursements
  - *Parking Services*
- **Other Employee Services**
  - Child Care Program Subsidy
  - Payroll Liaison
  - *Board for Corrections*

*\*Italicized services are available to HHS only.*

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## HHS Departmental Policy and Oversight Functions

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

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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](mailto:john.moynihan@psc.hhs.gov) or call 301-492-4650. Learn more about PSC by visiting <http://www.PSC.gov>.