



Executive Corner

Message From the PSC Director

Welcome to the Summer 2014 issue of *Service Matters*! For the summer season, many of us look forward to fun in the sun and vacations. You can rest assured that PSC never wavers in our commitment to deliver top-quality shared services and best value to support your agency's mission.

We're committed to efficient operations and delivering world-class services and products, especially in these times of budget constraints. We help agencies overcome challenges and transform how services are delivered. The reward is improved operations, greater efficiency, cost savings, and satisfied customers. A PSC example is in the [Service in the Spotlight](#) of this newsletter.

We believe it is important to have trusted partnerships and strong relationships with customers. As always, our [Service Directors](#) are the responsible officials for information about services you utilize or any questions and concerns.

I hope you have a safe and enjoyable summer! Stay cool and thank you for your continued support.

Cordially,

Paul S. Bartley

FOH Staff Travel to Amman, Jordan

USAID Program Boosted in 5,900-Mile Trip

A delegation of PSC's Federal Occupational health (FOH) staff became world travelers in April, making a 5,900-mile journey from Washington, D.C., to Amman, Jordan, to promote the Staff Care Program for the U.S. Agency for International Development (USAID).

Representatives of FOH's Wellness/Fitness and Work/Life programs were deployed to Jordan at the request of USAID's Mission Director in Amman not only to promote the Staff Care Program, but also to assess the status of the mission's staff in terms of wellness, work/life balance, and resilience.

"We evaluated the available resources, challenges, and needs specific to this location," said Director of FOH's Wellness and Health Promotion Services Matt Zakielarz. "We will now be able to better address the population-specific health and wellness needs of USAID employees stationed there."

USAID is the lead federal agency that works to end extreme global poverty and enable resilient, democratic societies to realize their potential. Jordan is one of USAID's most highly visible missions. Headquartered in the U.S. embassy in Amman, the mission received 170 dignitary visits in the past year and distributed \$720 million in project grants.

FOH worked in collaboration with USAID to support the opening of its Staff Care office in 2012 to promote positive lifestyle changes, promote health and fitness, and decrease risk factors for chronic illness among USAID employees. Since then, FOH has coordinated and implemented Staff Care services at all USAID locations, both at home and abroad.

The next step after the launch was establishing programs tailored to the specific needs and challenges facing USAID employees. Initial efforts were focused on USAID employees working in the Washington, D.C., region. FOH worked closely with USAID to develop an interactive website to gather population-specific metrics through the promotion of individual Health Risk Assessments (HRAs), while offering targeted interventions, motivational programs, and lunch-and-learn seminars, and even facilitating a lactation program. The current challenge is to expand such population-specific efforts to other USAID locations both in the United States and abroad.

"We learned that in the Jordanian culture, finding resources for child/elder care is not as much of an issue as it is here in the United States, due to national policies around dependent care leave and International agreements to provide care workers," said Melissa Tamburro, the Work/Life subject matter expert on the project. "We quickly shifted emphasis toward wellness, stress reduction, and creating work/life balance, which were very well received by employees."

In addition to meeting with and surveying USAID staff and executives, the FOH representatives delivered "on the ground" services during their visit. Work/Life staff provided individual consultations with employees in Amman, while both Work/Life and Wellness/Fitness staff delivered a number of orientations and presentations over the course of their visit. Topics included "Living a Healthy Lifestyle," "Adapting and Thriving in the Midst of Change," and "Resiliency."

Post-workshop evaluations showed that 100 percent of participants were "satisfied" or "very satisfied" with the presentations, and 91.7 percent were "likely" or "very likely" to recommend such presentations to co-workers. To learn more, visit the [website](#) and contact Matt Zakielarz, matthew.zakielarz@foh.hhs.gov or (301) 492-5317.



From left, Talar Karakashian, Souheil Odeh. Back, left, Dina Handal and Dana Hussein. Photo by Health Promotion Coordinator Colin Dobbins.

PSC's Digital Conversion Helps You Go Paperless

A federal agency was faced with a challenge of consolidation from two buildings into one, and many paper-based processes are going digital.

PSC's **Digital Conversion and Archiving** service is providing the solution. The customer agency is endeavoring to have 18 million pages of documents scanned before their staff of 2,500 relocate. Their documents consist of 8.5- x 11-inch pages, photographs dating back to the 80s, onion skin paper, blueprints, audio records, and video recordings.

"In concert with GPO (Government Printing Office), we were able to write a specific workflow that will allow us to coordinate with all the different departments on site," said Digital Conversion Specialist Robin Morgan. "Each group has a different scanning requirement. The Office of Administration and their Document Conversion Task Force were able to show their staff how Digital Conversion can be a labor-saving device as well. Not only will they be saving space, they will be more efficient in record retention and retrieval of documents."



Digital document conversion eliminates the need for room upon room of storage. Publishing Services can take all of your documents and put them in a digital form that can be searched and shared throughout the office. Agencies are seeking to reduce their real estate footprint and costs.

PSC enables customers to remove bulky file cabinets, optimize limited office space, and have access to records in a situation in which a Continuity of Operations Plan (COOP) must be exercised. Services offered include: **electronic file consolidation, indexing and archiving of documents, searchable archive storage, customized reporting with flexible numbers and lengths of searchable fields, scanning for large and small documents, onsite scanning and disposition of source documents.**

Going paperless can transform your processes and can help you be more efficient. Consider: Professionals spend 5 to 15 percent of the time reading information but up to 50 percent looking for it. In a 1,000-employee company, lost productivity costs approximately \$5 million a year. Companies spend \$20 in labor to file a document, \$120 to find a misfiled document, and \$220 to reproduce a lost document.

There is the opportunity for file-sharing platforms, which benefits remote users such as telecommuters. Agencies are seeking to adhere to open government principles of the **Open Government Directive** to promote efficiency and effectiveness:

- **Collaboration** (central repository, searching, content management, and version control),
- **Participation** (content sharing, contribution, and interoperability across various units and agencies), and
- **Transparency** (documented workflow and audit trail on lifecycle).

The service especially helps **Records Managers**. The benefits include: providing assurance that the offices are protecting their records in accordance with National Archives and Records Administration regulations and General Records Schedules; boosting the presence and importance in carrying out their records management mission; increasing progress with Zero Environmental Footprint goals through paper recycling and increased creation and usage of electronic documents; and freeing up operational space for employees and resources that would otherwise be used for storage.

A move of such magnitude requires careful planning and preparation to ensure that official records and information assets are organized and accessible for continuing business operations and safeguarded against removal, loss, or damage. Also, adequate measures are taken to organize and protect official records being moved with a minimal amount of disruption, to ensure staff purge materials no longer needed, and to make sure official records that reach disposition are destroyed, retired, stored, and/or digitized.

Whether it be large or small space optimization, the return on investment is clear, and the benefits far outweigh the short-term transformation. To learn more about PSC's Digital Conversion and Archiving solutions, please visit the [website](#), and contact Publishing Services at (301) 443-6740 or PSCpublishing@psc.hhs.gov.

Did You Know?

PSC Mail Services Supports Federal Housing Finance

PSC Mail Services has developed a new business partnership with the Federal Housing Finance Agency (FHFA), in Washington, D.C., to provide mail screening services.

“FHFA staff were researching options for having their incoming USPS mail screened in an offsite facility before it reaches their office building,” said HHS Mail Manager Bobbi Sue Cline. “And they discovered PSC.” Cline said FHFA performed a Google search for mail screening and noticed PSC. “After numerous conference calls, we presented them with a Statement of Work (SOW) and a pricing proposal that they accepted.”

FHFA has requested a base year agreement and is interested in extending the contract with four options, said Cline. The partnership will add about 8 percent in new revenue, more than \$43,000 per year, to the Mail Services budget.

PSC Mail Services customized the service for FHFA. The service is unique in that it is more than what is offered to their current external customer, the National Oceanic and Atmospheric Administration (NOAA). “NOAA has a unique ZIP code assigned to their facility,” said Cline. “The post office is able to reroute NOAA’s mail from Silver Spring to Shady Grove without a problem. Because FHFA does not have a unique ZIP code, it’s a little bit more of a delivery issue for us. So we have made agreements with both FHFA and the USPS for our staff to physically pick up their mail from the D.C. Post Office and then bring it here for screening.”



Bobbi Sue Cline

FHFA had been using an outside company to screen their mail and considered PSC as an attractive alternative. “They were looking at other options and liked the fact that we are a federal agency that offers this service,” said Cline. “So they found it very appealing to be able to support another agency. And they liked the fact that I am the Departmental Mail Manager with years of experience working with the post office. I was able to negotiate with the USPS and apply my knowledge of mail regulations that FHFA doesn’t have experience in or knowledge of. This relationship with the USPS was extremely helpful, as well as my guidance and feedback, in accomplishing this change.”

Cline is also on a GSA committee called the Interagency Mail Policy Council. She will give a presentation at an upcoming meeting. “The presentation is not only on our shared service concept of mail management operations in support of other federal agencies,” she said. “Now that mail screening falls under my division, my presentation will also provide an overview of our screening services, hoping to attract other federal agencies within the National Capital Area. This will reinforce the benefits of shared services while driving new business.”

PSC provides a state-of-the-art mail and parcel inspection system to screen and detect incoming threats and to provide protection for federal customers and facilities. The equipment offers sophisticated trace detection to provide detailed images of parcel contents and can handle large suitcases and cartons.

To explore how PSC Mail Services can support your agency, please visit <http://www.psc.gov/mail.html>, and contact Bobbi Sue Cline at bobbisue.cline@psc.hhs.gov or (301) 651-3140.

PSC Offers Full Range of Publishing Services

PSC Publishing Services is your go-to source for all of your publishing needs. Whether it is graphic design for branding materials, print products such as information sheets and business cards, or Web products such as e-publications, PSC can do it all.

“Our team can create and help you disseminate e-books for different bookstores,” said PSC Publishing Services Director Diana Mathews. E-publications include the conversion of print or digital documents into “e-pub” format for access on mobile devices and dissemination to libraries, online retailers, and the general public via GPO or search engines.

View the service offerings at <http://www.psc.gov/media-services.html>, and contact Publishing Services at PSCpublishing@psc.hhs.gov or (301) 443-6740.

FOH Launches Men’s Health Campaign

Federal Occupational Health is asking male federal employees to “Man Up” by taking responsibility for their health. June is Men’s Health Month, and FOH’s “**Man Up**” campaign aims to change men’s attitudes about the “tough guy” stereotype that leads many to avoid seeing the doctor at all costs.

The FOH [Men’s Health page](#) offers health and wellness information, along with a unique interactive piece called the Wheel of Manliness — a fun interactive tool that provides men with health tips for the day.

The page also outlines five “manly” steps to good health and provides other resources that men can use to learn more about health and wellness. For the full online experience, go to <http://www.FOH.hhs.gov/calendar/June.html>.

The June campaign is part of a series of monthly programs offered by FOH’s Center for Health Communications. For the full calendar of observances, visit <http://www.FOH.hhs.gov/calendar>. Each monthly campaign also includes promotional materials — fliers, posters, bulletin board graphics, and even customized email blast messages. These user-friendly “toolkits” help promote essential elements of good health among federal employees. Check out the toolkits for the rest of the year at <http://www.FOH.hhs.gov/toolkit>.



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 April. For Key Performance Indicators, we achieved 90 percent in April.

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 Services*
- **Mail**
 - Mail Operations
 - Mail Screening
- **Media**
 - Digital Conversion & Archiving of Documents
 - Graphic Arts
 - Printing
 - Section 508 Compliance 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 Management
 - Real Property Strategy
 - *Federal Real Property Assistance Program*
 - *Parking Services*
- **Regional Services**
- **Travel & Transportation**
 - Driver Services
 - Transit Subsidy Program Management
 - Travel Charge Card Services
 - Travel Management Company Services
 - Travel Program Management
 - Vehicle Leasing Services
 - Vehicle Rental Services
- **Other Employee Services**
 - Child Care Subsidy Program
 - Payroll Liaison
 - *Board for Corrections*

**Italicized services are available to HHS only.*

HHS Departmental Policy and Oversight Functions

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

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>.