



GULF COAST QUARTERLY

Gulf Coast Enterprises

"Helping people overcome life's challenges by connecting people with disabilities to work"

August 13, 2010

Rich's Report



It would be easy to get lost in all the challenges we face these days, what with the BP oil spill, the continued hardships created by our slow economy, the difficulties our servicemen and women face

in serving our country overseas, or the struggle so many face in meeting what each day brings. But that would detract from all of the really fantastic things going on that should get our attention.

I had the privilege of recently visiting our greater Tampa area contracts and left feeling so proud of the things being accomplished by GCE. My visit started at the Hillsborough County Health Department where **Bill Dietz** and his team provide custodial/healthcare housekeeping services. I saw just how good a relationship has been built with the customer and how much a part of the customer's day GCE is. From there I visited the VA Clinic in New Port Richey, where **Mike Dwyer** and his team provide healthcare housekeeping to a very appreciative customer. This group has been together for quite a while and they attribute their successes to working as a team

The next day I brought three NISH staff to visit **Mercy Ransom**, Susan Page and their growing custodial team at MacDill AFB. We met with the government's civil engineering and contracting personnel and they all praised the team and it's leaders for their diligent work. This contract has grown tremendously, with more just ahead and yet I don't think there was a person on base that did not know Mercy or Susan!

My last visit was with **Bill Dietz** (the younger) and his team of food service and custodial workers at the U.S. Coast Guard facility in Clearwater. Once again, Bill's government customer told me what a great job GCE does for him and how much he appreciates our mission.

Life throws us many curve balls, and we must field what comes. I recently decided it was time for GCE to exit from the housekeeping contract we have with DeWitt Hospital at Ft. Belvoir, VA. The financial picture at this site showed no sign of relief after nearly 2 years, so we elected to turn the "keys" over to another organization. The mission of the other organization is very similar to GCE, and we are hopeful they will become employer to our employees at this site.

Rich Gilmartin, GCE President

Moving Up!

Larry Rice recently accepted a new position at the Pensacola Federal Courthouse. Larry came to vocational services in the school to work program. He worked on multiple projects in the workshop before moving over to the Gulf Breeze Hospital/Andrews Institute campus. Larry worked hard, always wanting to learn new skills. Larry volunteered to work with the floor techs on several occasions to learn hard floor and carpet care. In his new job Larry will be doing floors at the Courthouse on a regular basis. Larry has such a positive personality which makes him a pleasure to work with. We wish him continued success with Joe Dean and his team.



Inside this issue:

What Kind of Teammate are You?	2
National Safety Month	2
Customer Appreciation	3
New Assistant PM	4
Contract Site Visits	4
Great Employees	5
The Mighty Road Crew	6

Countdown to Bright Ideas Goal

We are in the last quarter of the fiscal year and we are very near our annual Bright Ideas Goal. Get your creative juices flowing by asking yourself the following questions.

- What do I know that can help others?
- Is there a better way of doing a task?
- How can I find solutions to things that slow progress?
- What do other contract sites do that could help my worksite?
- What improvements could enhance customer service?
- How can I make something safer?

Help GCE meet their Bright Ideas Goal for the year!

Share your ideas today!

Since its establishment in 1986, Gulf Coast Enterprises (GCE) has grown to become the largest private employer of persons with disabilities in Northwest Florida. With over 1,200 employees, Gulf Coast Enterprises consistently exceeds the expectations of its numerous governmental and commercial customers spanning the southeastern United States. Our success is grounded in our pillars of excellence:

Best People, Best Service, High Quality, Financial Performance and Growth.

WHAT KIND OF TEAMMATE ARE YOU?

Unless you have been out of the country, you have seen the drama surrounding Lebron James going to play for the Miami Heat. While he has certainly gotten a lot attention, my question is, "what kind of teammate will he be"? For the past few years I have been playing pick up basketball a few days a week with a wide variety of people who range in age from 18 to 60+. Our skills range from people that played college basketball to people that can barely play. I have to say I am in the last group. I play for the exercise and the fun of playing with the guys, not because I am any good.

A couple of weeks ago I played on a team with 3 other guys that were really good. About half way into the game, I missed several shots. This discouraged me so I decided I would not shoot anymore. As a result we ended up losing the game. The next game I told one of the guys on my team, "I know you guys could win with someone else." John, one of the younger, better players said, "we are going to win with you." He and another teammate, LT, took me aside and said, "Russ you have to keep shooting. If you don't your guy will help the other guys defend us and we can't win." I said, "I just don't have a good shot today." LT told me, "you need to quit thinking about the shot you just missed and start thinking about the next one you are going to make."

With encouragement from my teammates I hit a few shots. Enough so someone had to defend me. As a result, we won that game and the next three. I even got to hit one of the game winning shots.

I was ready to quit shooting and maybe even quit playing and go home for the day. Because John and LT were good team mates, they helped me, encouraged me and made me feel part of the team. Are you that kind of teammate? Do you encourage the people you work with, even if they are not as good as you? When your teammates are having a bad day, do you try to lift their spirits?

While Lebron James will make a whole lot more money, I doubt he will be a better teammate than John and LT. What about you?

Russell Schreiner, Contracts Administrator

MACDILL SAFETY MONTH ACTIVITIES

National Safety Month was celebrated at MacDill AFB by providing important safety information to our employees with training and demonstrations.

We recognized and celebrated our top employees for the last quarter who consistently showed their dedication through hard work and good customer relations. Congratulations to: Minnie Monroe, Denise Harrison, Eva Wakeland, Susana Lin, Kimron Causey, Kimkisha Davenport, Mike Rose, Victor Colon, Barbara Altman, Bobby Sharpe, Victor Granados, Marilyn Valdez, Patrick Clifford, Phyllis Cannon and Lloyd Gardner.

Team, I appreciate the extra time and tireless effort you put into your work these past few months. Thanks for pulling together so that I could best utilize my time getting the new contract worked out with the customers. Our customers were well-served by your professional and customer-oriented service, while delivering our promise to "Exceed Customer Expectations."

QC Team, Justo Quiles and Marabel Sutton, are doing an excellent job with inspections and working side by side with the Govt. QAPs. They are also busy gathering information for the upcoming Cleantelligent QC program.



Last, but by no means least, we'd like to thank Rich Gilmartin, Micky Gazaway, Executive Director of NISH South Region, Martin Williams, Vice President of Regional Operations, NISH and Joel Pagliarello, Director of Customer Relations, NISH, for taking time from their busy schedules to visit with us here at MacDill.

Mercy Perez, Project Manager

CUSTOMER APPRECIATION

CHEERFUL ENGAGEMENT

Ms. Heidi Cook

I have been working at the One Stop Transition Center since 1 March 2006. The office that I am responsible for is the RC Transition Center. Our purpose is to transition officer and enlisted Soldiers into reserve component assignments to follow up from active duty.

Our offices must be kept in a professional appearance at all times because it must present an image to the Soldier that they will be well taken care of. I am sending you my comment about the excellent work MS Christa Lewis has done for us every day she is on the job.

I have never known a person that enjoys her work more than Chris and who engages in doing it in a more cheerful manner. She has always been a real joy to have around and I always look forward to her arriving. Does she ever take a day off? She is so dedicated, she personally takes care of tasks whenever they need to be done to ensure this office is always looking its best for the soldiers.

I want to thank you for assigning her to my work area. Other employees could learn a lot from Chris because she really understands what Soldier's want and appreciate. She has been a true friend, a person who I really respect and will always remember her as I move into retirement.

Sincerely, MSG Stuart A. Briant
Senior RC Career Counselor

SWIFT RESPONSE PROVIDED BY GCE

To Whom It May Concern: Naval Branch Health Clinic, Naval Air Station Pensacola is very grateful for the quick and swift response provided by GCE on April 28, 2010 when the clinic experienced a broken water hose in our prosthodontic laboratory. The broken line resulted in hundreds of gallons of water being dispersed throughout the dental clinic. The staff of GCE, Mr. Ralph Martin, Mr. Johnny Kidd, Mr. Luis Ayala and Ms. Tonya Leverette quickly responded with a wet vac, mops, brooms and towels to begin cleaning up and to minimize the potential for water damage in the clinic.

The clinic, due to their immediate intervention was able to salvage all areas and clean up the water without experiencing any damages. I am very grateful for the help that morning and GCE should take great pride in the professional demeanor of their staff in this crisis. Thank you for your support and a Job Well Done!

Sincerely,

Michael S. Kohler, Commander, U.S. Navy
Officer-in-Charge by direction of the Commanding Officer

COMMENDATION FOR BRAVO

Mr. Roger Manos, Supervisor
Gulf Coast Enterprises
8001 N. Boundary Blvd
Tampa, FL 33621

Mr. Manos, I want to pass on a note of appreciation, gratitude, and commendation for the work that Mr. Sergio Bravo, (one of your employees who works diligently on the restrooms in the CENTCOM compound) does everyday. I've known Mr. Bravo since my arrival in CENTCOM back in Jul 2009. I met him as he was working in the restrooms. I am most impressed with his work ethic, tenacity, and professionalism. In fact, I just recently converted from a DOD contractor myself, to civil service. I was formally inducted into civil service in a ceremony at the MacDill Officers Club on 7 Apr 2010. I invited Sergio to the event and asked my boss at the time, Army Col (Ret) Jorge Rodriguez, a Cuban-born American retired soldier, to escort Mr Bravo to the ceremony because I wanted to spotlight him for his arduous work ethic and amplify how he serves as an example for other Americans and immigrants to our country to emulate.

Both Mr. Rodriguez and Mr. Bravo came to the event. I am proud to know Mr Bravo and enthusiastically endorse his service to your contract. Many Americans could take a page from his book on how to do their job with passion and vigor and accept nothing less than outstanding results.

VR
BRAD REINERT, YC-03, DAFC
(Colonel, USAF (Ret)
MacDill AFB



ATMORE HOUSEKEEPER'S CELEBRATIONS

On Saturday, July 10th we celebrated Matt Vickery's 21st birthday with a cake. We had fun entering the cafeteria carrying the cake, and singing "Happy Birthday" to him. He was so surprised, his face turned red and he was absolutely speechless. Not many of you know Matt, but for him to be speechless is HUGE!



Marlena (Bunkie) Malarik was awarded a STARR for her thoughtfulness and generosity. A resident at the hospital, Ms. Miles, has a flower box outside her hospital room window. Bunkie cleaned it out for Ms.

Miles and planted new flowers. bringing a little beauty and joy to her day.

BIRTHDAYS - Matt Vickery (10 July), Gary Day (15 Aug.) & Jennifer Snellgrove (8 Sept.)

ANNIVERSARIES - George (Anthony) Marshall (July 1981), Jennifer Snellgrove (23 Sept. 2009).

Tim McCollum, Site Supervisor

NEW ASSISTANT PROJECT MANAGER

I would like to congratulate and welcome my new Assistant, Susan Page. Susan started with GCE as a Supervisor for the MacDill Base-wide contract in 2002. She has worked diligently to improve her management skills and knowledge of both contracts and has helped me tremendously in gathering information needed for the FY10 contract. Thank you, Susan, for all your hard work and going above and beyond your normal duties these past couple of months.

Welcome and congratulations are due to three of our employees who were recently promoted to our Management Team:

- ✓ Amarilis Pacheco, Central Command Supervisor
- ✓ Lilibeth Sly, Manager, has teamed up with Cleo Campana, Special Operations Command Supervisor
- ✓ Marabel Sutton, Quality Control Specialist.

Thank you all for your continued support and dedication to GCE and our customers.

Mercy Perez, Project Manager, MacDill AFB

LIGHTHOUSE FOR THE BLIND

The Tampa Lighthouse for the Blind had a breakfast recently for Employer Recognition. I was lucky enough to be in the area giving security briefings and was invited to attend the breakfast with GCE managers Bill Dietz, Mercy Perez, Ann Lanning, and employment specialist Francisco Berroa-Pensa. Anthony McFarland, a former NFL defensive tackle was the keynote speaker. Anthony who works with the "I Can Wait" Foundation, gave a great speech on recognizing and taking advantage of opportunities.

During the breakfast, awards were given to our Hillsborough County Health Department and MacDill Custodial contracts for their support in hiring persons with disabilities.

Anna Geyer, Lakeview Center

WHITING FIELD / D.O.T. CELEBRATE SAFETY MONTH

Employees celebrated Safety Month together with a pizza luncheon. Each staff member was recognized for maintaining an outstanding record of over 9 years with no lost work days. When asked to give feedback on our success their response was that working together and implementing our safety bright ideas were the key. Great teamwork everyone!



On June 23rd we had the honor of a visit by Gary Bem-bry. It was exciting for the entire team to hear about what is happening with other GCE and Lakeview sites.

Teresa Patterson, Project Manager

RECOGNITION AT BMT

We would like to recognize the following employees for their years of service to GCE:

- Carlos Jones -- 9 years
- Twanna Frye -- 8 years
- Darnell Watkins -- 2 years
- Larry Flintroy, Supervisor -- 1 year

You've all done a GREAT JOB! Thank you!

June's Birthday Girls: Verna Bowling and Yvette Bridges. Happy Birthday to you both!

Judy Brahier, Project Manager

GREAT EMPLOYEES—BAPTIST MANOR HOUSEKEEPING

Michael Garret celebrated 15 years of faithful service with GCE on June 21st. We are proud of Michael and his accomplishments, which include moving into his first apartment!

Congratulations to the Staff Members who have completed their Spartan Certification in Floor Care. Certificates were received by:

Tina Padgett
Kim Harris
Chris Bright
Michael Garrett
Wendell Thompson

May, June and July Employees of the Month

May: Ann Curry
June: Kim McKay
July: Christopher Bright

Most Improved Employees of the Month

May: Jackie Simmons
June: Doug Brye
July: Michael Garrett

STAY COOL!

CONTRACT SITE VISITS

Recently I had the opportunity to visit some of my fellow Project Manager's sites in the Tampa Bay area while taking a few days off to see my daughter bowl at the State Bowling Tournament in New Port Richey, FL. What a wonderful experience I had!

My morning began with Bill Dietz, Jr., who guided me on a tour of Mike Dwyer's contract with the VA Clinic in New Port Richey. Mike is a great host and we shared valuable information about job related issues. I then visited Bill Dietz, Sr. at the Health Department In Tampa. Both sites made me feel very welcomed and I enjoyed our discussions about what we attend to on a daily basis.

Unbeknownst to me, Bill Jr. had arranged for me to have an extended tour at the U.S. Coast Guard in Clearwater, FL. The highlight of this tour was very exciting. I received a personal tour of a U.S. Coast Guard Rescue Helicopter by Chief Maloney. I was thrilled when he said I could sit in the pilot's seat! I felt like a kid again.

Chief Maloney was great. He shared a vast amount of information about the rescue helicopters, rescue training and rescue missions that he had been on. My thanks to Bill, Jr.! It was a full day of fun.

Sheila Smith, Lakeview Project Manager

COMMITMENT TO EXCELLENCE

Once each month an Employee of the Month at the Ney Hall Naval Station Food Service contract in Newport, Rhode is awarded recognition of their commitment to excellence and exceptional customer service. The following workers received this award for the last quarter:

Kayla Delehanty	April 2010
Jonathan Hurley	May 2010
Laura Lynn Miranda	June 2010

Thank you all for your contribution to the morale and welfare of our patrons dining at Ney Hall.

Rodney Novak, Manager

NAS LETTER OF THANKS

To: Pam Mowrey

On behalf of DFAS, I would like to thank the GCE crew, Anthony Speigle, Mike Halliday, Randy Schreiner and Major Shugar, for the great job done on Friday, May 28th on the top scrub at buildings 801 and 807. Their organized work made for a thorough cleaning in a timely manner. The four of them make a great crew and Anthony's leadership was remarkable.

Thanks again,

Ben Stone, DFAS Saufley Field



WHAT IS WIPA?

If you are receiving Social Security benefits and working, you might be interested to know more about the WIPA (Work Incentives Planning and Assistance) Project in your area. WIPA services can:

- Help you learn about work incentives that may help you increase your monthly income
- Provide information and referrals to other community resources
- Assist you in learning how to report your monthly earnings to the Social Security office
- Answer questions about working and what work does to your Medicaid and Medicare

These services are provided by a Certified Work Incentives Coordinator (CWIC) on an individual basis who is located in your immediate area. Services are free and can be provided as long as necessary. More information coming your way soon. Please check with your Project Manager about the upcoming news regarding this wonderful project.

*Lisa Bloodworth, Work Incentive Coordinator
Lakeview Center, Pensacola*

THE MIGHTY ROAD CREW

My Thanks to the Pensacola Road Crew for their safe travels across Escambia County while keeping Pensacola's health and city facilities clean. This great group of GCE employees are hard workers and take pride in the work they do each day.

Great Job Team Keep up the Great work!



Angelica Gratton, Sheila Bradley, Lorenzo McDaniels, Louis Jones, Sr., Willie Rich Jr., Stan Campbell, Sharon Cunningham, Eric Jones, Robert Burke, Aaron Tappin, Rachael King, Cheri Mohr, Penny Basham, Barbara Flowers, Loretta Crenshaw and Reneisha McClarron.

Barbara Flowers, Project Manager

ARE YOU INTERESTED IN RELOCATING

In June one of our GCE employees in Alabama was planning on moving to Kentucky. Because GCE has operations in nine states and the District of Columbia, she was able to transfer from one GCE site to another. Are you interested in relocating? GCE has a process for current employees to apply for other GCE positions. You can find all the positions GCE currently has available anywhere in the country on the website, www.gulfcoasterprises.org. Your project manager can get you an "in-house" application or you can contact human resources.



"Benefits for the workplace"

Open Enrollment for GCE benefits

will take place during the months of August and September 2010. Representatives from Benefit Solutions Group will meet with each employee individually to discuss their GCE Benefits Package in addition to other benefits available to them. Feel free to bring a spouse, parent or guardian with you to discuss this information. Please check with your Project Manager for your specific appointment time. We will collect the following information: Emergency Contact Name and Phone Number, Beneficiary Name and Phone Number, and Dependent Information (if applying for dependent coverage). This includes name, social security number and date of birth. Please have this information written down and available at your appointment time.

**Door prizes will be given away at all locations!
We are looking forward to seeing each of you!**

The deadline for the October 2010 issue of the Gulf Coast Quarterly is **10-1-2010**. Please send your site information to nmolter@bhcpns.org or fax us toll free at 877-827-2372



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WE'RE ON THE WEB!

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