



GULF COAST QUARTERLY

Gulf Coast Enterprises

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

April 9, 2010



Rich's Report

What a start to 2010!!

- The GCE Leadership Conference was held January 12-15 and we learned about the importance of planning and checklists, as well as how poverty shapes the lives of people experiencing it (also learned that some GCE leaders are quite the karaoke performers!).
- GCE was recognized for its role in mentoring other agencies in custodial services during a Workability-Americas meeting in Trinidad.
- GCE submitted interest to NISH for future total facilities management contract opportunities.
- I think it would be fair to say that our Washington/Virginia GCE teams have removed more snow than ever before! I'm thinking we are all more than ready for spring's arrival.
- After participating for the past year on a national steering group developing a Quality Work Environment initiative, we will soon see the output of a self-assessment for organizations like GCE to assess how we stack up in providing a quality work environment for our employees. GCE will be an early participant in this process.
- Not to steal Gary Theriault's thunder, but we are all extremely proud of the NAS-Pensacola food service team for their involvement in helping the site win the Ney Award for best ashore dining facility in the U.S. Navy. This is sort of like winning the Olympic Gold Medal.....hats-off to Gary and his excellent team!
- GCE will continue its growth, providing more job opportunities for people with disabilities, when we begin the food service contracts in the state of Washington this summer.

We have lots of moving parts and pieces, but all are connected by our mission of helping people overcome life's challenges.....thank you for doing your part.

Rich Gilmartin, GCE President

GCE 2009

EMPLOYEE OF THE YEAR



Mr. Julius Powell

Julius Powell was presented with the 2009 Gulf Coast Enterprises "Employee of the Year Award" at the Armed Forces Retirement Home in Washington, DC, on March 18, 2010. A very enthusiastic Julius smiled broadly throughout the presentation. In his humble way, Julius credited his success to the Floor Tech Supervisor and co-workers who work with him.

Julius' main responsibility is to scrub and clean the ground and main floors of the Scott and Sheridan buildings with a ride-on "Boost" automatic floor scrubber. Although, Julius uses a wheelchair, his exceptional attitude and work ethic, combined with some very clever assistive technology, allows him to provide high-quality work for our customer. While Julius may have significant physical limitations, his dedication and spirit inspire all those he works with.

As Employee of the Year, Julius received a plaque, a gift of \$250, as well as an Employee of the Year 2009 pin to wear on his uniform. We are very proud of Julius, his dedication and his accomplishments with GCE. Congratulations Julius!

Charles Clarke, Project Manager

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 United States. Our success is grounded in our pillars of excellence:

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

NAS PENSACOLA “WINS” BEST NAVY DINING FACILITY!

The Secretary of the United States Navy announced the winners of the 2010 Edward Ney Memorial Award on Friday February 19th. With more than 300 messes in the U.S. Navy, making it to the **finals** in the Ney Award is a big accomplishment. Only the best of the best in Navy food service are chosen and they deserve the highest honors and recognition that can be bestowed upon any command.



The **winner** of the 2010 Edward Ney Memorial Award for the Best Food Service Operations Ashore is **Naval Air Station Pensacola**.

GCE provides all the operating services including cooking, financial records keeping and warehousing to the Navy. The employees of GCE are extremely excited about their selection as the best. NAS Pensacola was the runner up last year and has held a “5 Star rating” as one of the best in the Navy for the last 7 years. Winning this award is the culmination of a lot of hard work and dedication of over 400 GCE employees, their sub-contractor DEW and their teamwork with the Navy.

The Capt. Edward F. Ney Memorial Award was established in 1958 by the Secretary of the Navy and IFSEA to improve and recognize the quality of food service in the Navy. IFSEA is a nonprofit food service association dedicated to enhancing the professional image and growth of persons serving the food service industry. NAS Pensacola has been recognized as one of the best Naval galleys and earned a “5 Star” rating every year.

Gary Theriault, NAS Food Service Project Manager

HOT OFF THE PRESSES

Positive employee morale remains high on the list of goals for GCE. And what better place to display it than on the “Top Places to Work 2010” list recently published by the St. Petersburg Times.

Sixty companies operating in the Tampa Bay area made the list, which was based on a survey of nearly 17,000 workers. GCE was listed as No.9 among the 20 top midsize workplaces.

Three of the four AbilityOne contracts in that area are MacDill AFB, Clearwater USCG and New Port Richey VA Clinic, the fourth is a Respect of Florida contract, Hillsborough Health Department.

This is a real tribute to the on-site leadership at these sites and all the people who report to work every day to support our country while in a GCE uniform.

Congratulations!



GCE employees representing Hillsborough Health Department with Gary Bemby, Lakeview CEO



MacDill AFB employees at work

EGLIN AFB FOOD SERVICE Hennessy Competition

On February 18-19, 2010, Eglin Air Force Base Food Service contract was inspected for the Active Duty Hennessy Award for the Best Food Service in the Air Force. To qualify for competition in this program, Eglin competed and won the Gold Plate Award as the Best Food Program in Air Material Command.

At the out brief, the Inspection Team praised GCE's sanitation and training programs, and our great customer service attitude was applauded. The Inspection Team picked twenty GCE employees as Professional Performers. They are:

Angela Adkins, Faith Clark, Trudy Clark, Timothy Gant, Kimberly Karput, Nongyao Hennen, Darbi Kimmel, Kyong Legel, Myong Lockhart, Mi McGraw, Leila McIntosh, Remedios Rankin, Lamar Shipman, Shawn Wardrop, Nora Younger, Christina Dreyfus, Angela Durham, Katie Leifermann, George Guiliams and Lori Bowen.

The winner of the Hennessy Award will be announced in early April 2010.

Mario Giacometti, Project Manager

NAS PENSACOLA FOOD SERVICE EMPLOYEES OF THE 1st QUARTER

John Simmons—NAS Pensacola Building 601
Mayni Kilar—NAS Pensacola Building 3900
Hibbert Saulter—Corry Station Building 1080
Lisa Moss—Seabee Galley NSC Gulfport

Gary Theriault, Project Manager

GULF COAST ENTERPRISES WEBSITE

Did you know that GCE has a website?



Russ Schreiner is a surfer. Here he is catching a big one at Pensacola Beach.

You can find us on the internet at www.gulfcoastenterprises.org

If you are one of those people who surfs the internet, surf over to our page and tell us what you think.

We are in the midst of a major overhaul of our site in the next few months. Our goal is for this site to be a showcase of all the great things GCE and its employees do and we want to know what you think we should show off. If you have ideas on what things we can share about your team and the work you do—we want to hear them. What do you think people coming to our website want to know about GCE? What would you like to see on our site?

Please send your ideas to Russ Schreiner at the GCE Administrative office in Pensacola. Thanks for helping us create a website that represents you well.

FIRST HAND LOOK

On February 25th, while attending a conference at Clearwater Beach, FL, Lakeview Center's CEO and President, Gary Bemby, took the time to visit GCE's contract sites at MacDill AFB and Hillsborough County Health Department. While touring both sites, Mr. Bemby had the opportunity to meet many GCE employees and supervisors, as well as several of GCE's customers.



During Mr. Bemby's visit he got a first-hand look at the complexity of the GCE contracts in the Tampa area. Among the areas he visited at MacDill Air Force Base, were the Davis Conference Center and Central Command. He also spent some quality time with some of the employees and shared his corporate knowledge over lunch with Mercy Perez, Project Manager. MacDill employs 127 personnel, 102 of which are people with disabilities.

The Hillsborough Health Department contract employs 33 personnel, 27 are people with disabilities. Housekeeping staff are dispersed throughout the county, from downtown Tampa to Plant City and surroundings areas. Bill Dietz, Project Manager and his staff travel many miles daily in order to provide our customers with superior custodial services

After a full day's agenda, Project Managers from the Tampa area met with Mr. Bemby for a meal and camaraderie. We would like to thank Mr. Bemby for sharing some of his valuable time, knowledge and leadership with us.

Bill Dietz, William J. Dietz, Mercy Perez and Targeted Employment Specialist Francisco Berroa Prensa

GREAT CUSTOMER SERVICE FT. KNOX CUSTODIAL CONTRACT

Ms. Cook / Mr. McIntyre,

I would like to take this time to praise your employee Scott Powell. He has been servicing our area for several years and has always done an excellent job. He is very courteous and serious about his duties in our area. Your organization should be proud of this young man as he serves as a good representative of quality and industriousness. He has always been accommodating to our needs and pleasant to me and my staff.

He is a credit to your organization and service. I am glad he provides service to our area in Building 1109C, Basement. Kudos to you for employing this outstanding individual. Again, we appreciate Scott and all he does for us!

Gary Elliott
US Army Test and Evaluation Command (USATEC),
Test & Evaluation Coordination Office (TECO)
DAC, YA-3

LONGEVITY IN ORLANDO

I would like to recognize the following employees for their tenure with GCE here in Orlando for these many wonderful years. Congratulations to Fred Davis -18 years, Ernest Harmer - 13 years, Tamara Scott - 10 years, Charles Glaspy -18 years, Colin Ferguson - 15 years, and Sandra Crump - 15 years. At Warfare I would like to wish Felicita Fontanez, Colin Ferguson, Zane Powell and Sandra Crump a Happy Birthday!

I would like to THANK all of the GCE Orlando staff for their hard work through the cut backs at our contract sites. We have come a long way and I truly appreciate all of your hard work. My Thanks to all of the GCE and Lakeview staff in Pensacola for their support throughout this difficult adjustment.

Sandra Pinnock, Project Manager

GREAT FLOORS at Andrews Institute

Russ, I recently accomplished a tour of the ASC with Terri Gatton. I was extremely impressed with how great the VCT in Recovery looked. The flooring in the non-sterile core was also shining brightly.

Please share my compliments with your team, especially your floor tech.

*Mike Viola, Gulf Breeze Hospital and
The Andrews Institute*

NAS PENSACOLA, CUSTODIAL NEWS

WHO DAT? Congratulations to our #1 Saints fan, Amy Noble, for getting 2 customer compliments in one month. Way to go, Amy! You're the Super Bowl Champion of Customer Service!

NAS Pensacola recently acquired custodial contracts for two new buildings, totaling over 64,000 square feet.

Special thanks to Tina House for her assistance in February.

Successful initial cleaning of Building 3600 NATTC, Medical & Dental facility. We could not have completed this job without the help of John Jones, Randy Tone, Major Shugar, Cornelius George, Anthony Speigle, Voncha Williams, Kelvin Willis, Tyrone Woods, Johnnie Kidd, Ed Laster, Chris Johnson, Veronia Harris, Curtis Johnson, Randall Digsby, Deborah Digsby, Paul Smith, Tonya Leverette, Brian Robbs, Andrew Lee and Audrey Lewis. Your assistance was appreciated!

NAS would like to send a BIG THANK YOU to Robin Bivins for helping our employees with their public trust forms. We could not have completed this process without Robin.

Welcome aboard to Randy Tone, Judi Sasser, Major Shugar, Kenneth Lillemoen, John Brownell, Kristy Scott and William Gibson.

Pam Mowrey, Project Manager, AU6870

FT. KNOX MANAGERS REPORT that after a long snowy winter and lots of hard work our floor techs and janitors did an excellent job keeping up the floors despite the snow, salt and ice. Great job team! We appreciate you!

Heidi Cook, Project Manager & James McIntyre, Assistant Project

EXCITING NEWS FROM AFRH

GCE Food Service Has The Brains
Nations Top Score

Recently, the managers at GCE-Armed Forces Retirement Home-Washington, DC, participated in the ServSafe Food Protection Manager course. Following the curriculum, the ServSafe test was administered. We are very proud to announce that both Susan Orr and Cleophus Snow scored among the highest in the Nation. Susan ranked in the top 4 percentile, scoring 98%, and Cleophus Snow ranked in the top 7 percentile in the Nation with a 94% score.

An awesome achievement from some
awesome leaders!

Liz Garris, GCE Food Service Project Manager

GCE HILLSBOROUGH CUSTODIAL SITE CELEBRATES EMPLOYEES

My thanks to all of the Hillsborough County Health Department staff for being part of my team. You make me so proud with the work that you do. Always paying attention to detail and completing the tasks you are assigned. The Health Department buildings have never looked better. You are the Best!

Bill Dietz, Project Manager

THANK YOU

I would like to thank everyone for the cards, phone calls, gifts, food and visits that I received during my recent surgery. The calls after the surgery were very helpful knowing that there were friends and coworkers willing to give a hand if needed. This was greatly appreciated by my family as well. I believe that the stress of not having to worry about my job helped my recovery. I am proud to be part of a company that treats their employees so well.

Thanks to you all!

Mary Kellis

BAPTIST MANOR

A big hearty welcome to the newest members of our team Belinda Savage, Christopher Bright, and Janet Gordon. Virkeisha Wright has also joined Baptist Manor as our new Site Manager. Welcome aboard.

Over the last couple of months the Baptist Manor facility has been undergoing major renovations and the GCE team has been focusing on our quality of services. I'm proud to say that we are accomplishing this mission with the hard work and dedication of the team.

Recently, Mr. Dave Rappa, Administrator for Baptist Manor requested a brief meeting with the GCE crew to let everyone know what a great job they were doing. He let us all know how much he appreciated the commitment and to keep up the great work.

On behalf of the Manor team I would like to also acknowledge and thank some other valuable contributors to our continuing mission. From NAS Pensacola, Randall & Debra Digsby, Randy Schreiner, Johnnie Kidd, Andrew Lee, Willie Thomas, Curtis Johnson, Randy Tone, Judy Sasser & John Jones. From Gulf Breeze, David Robinson and Leo Deason. From Lakeview campus Christy Ralph & Tira Duerksen. From Whiting Field, Hamby McCaskill. And from Pensacola City Hall, Stan Campbell. Thanks again everyone.

Teresa Patterson, Project Manager

ATMORE COMMUNITY HOSPITAL

Last fall GCE was given the chance to take over housekeeping services for the Atmore Community Hospital in Atmore, AL. One of the most satisfying things about this new opportunity is the level of teamwork between GCE and the ACH staff. The ACH employees treat the GCE housekeepers as part of their team. The focus of both teams is on what is best for the patients. When our employees and our customers work as a team, the results speak for themselves. The Baptist Leadership Group (BLG) recently featured information about the patient satisfaction scores for this team on their website. The scores went from 38% to the 90's.



Linda Lowery, HR director for ACH was inspired by the hard work of the GCE team and their mission. Linda contacted the local Atmore news magazine, who did a story about our team.



In March we held a pizza luncheon to meet with all the GCE employees and to thank them for doing such a good job. During this meeting we asked the employees if they had any problems we needed to work on. They mentioned a few things that GCE could provide, but they also mentioned a few things that ACH staff could change to make their jobs easier. We took these issues to Suzanne McGill, Director of Nursing. Suzanne listened to all our team suggestions with an open mind and agreed to bring them up at their next staff meeting. Then she asked us to make sure we recognize Anthony Marshall for the great job he is doing on the floors. It is wonderful to have such a constructive relationship with the customer that we can both make suggestions on how we do business together.

Russell Schreiner, Contract Administrator

SNOW, SNOW, SNOW

All the forecasts were correct. The snow came down fast and furious. Fortunately for Dewitt Army Hospital in Northern Virginia, GCE had a number of employees, lead by Silas Miller, that volunteered to give up their weekend and stay on site through the trying storm. With their bags of extra clothes, they came into work prior to the storm arriving. Once it hit, they were ready to brave the extremely frigid conditions that existed throughout the area. They slept in shifts in order to stay on top of what came to be one of the biggest snow falls the area has ever seen. As fast as the snow was being removed from the sidewalks, it was accumulating again. This went on during the entire storm. The employees of GCE worked for close to 48 hours to insure that anyone who needed to access the hospital had it.



3 days later the area was hit with blizzard conditions again. Once again, the employees of GCE worked through the night until the snow stopped (about 16 hours later).

This became the worse winter on record for the Washington, D.C. area with accumulations totaling more than 54" of snow.

I would like to extend my thanks to all that made it in during these storms but special thanks to those that worked around the clock. Franklin Tate, Johnson Agyare, Reke Guebremedhin, Robert Rucker, Thaniel Copeland, Thomas Griffin, Derrick Rice, Gregory Stewart, Song Tucker, James Tyreee, Reyas

Vargas, Zela Sequeiro, Paul Agyeman, Ibrahim Bangura, Audrey Tillery, Acheampong Ohemeng, Billy Sharp and Jamiel Anthony. Last but not least the man that led them throughout, Silas Miller.

Also, a very special thanks to Carmen Mojica and Carmen Darder for assuming leadership roles and keeping things running smooth. They went above and beyond their normal roles to insure that everything was running well.

*Rick Kresslein,
GCE Contract Administrator*

NAS Whiting Field and D.O.T.

Quality is our game. Early next month we will be working with the Cleantelligent inspection system to gather data so we can assess the quality of our work and make improvements if needed.

We would like to Welcome Elizabeth Ashley and Christian Fama to the Whiting Field family.

Congratulations to Elizabeth on her March 20th wedding.

Safety Month is in June and we are already planning to do something different this year. Stayed tuned for an update. Safety Month is always our biggest celebration of the year. We take this opportunity to celebrate our days with no accidents. Currently we are at 2796 days without a lost time accident. **OUTSTANDING!**

Teresa Patterson, Project Manager

NATIONAL SAFETY MONTH

Each June, GCE encourages all contract sites to get involved and participate in National Safety Month. The National Safety Council has suggested the following themes to help bring attention to critical safety issues.

2010 Dates & Themes

Week 1 6/1 - 6/6 Prescription Drug Overdose Prevention

Week 2 6/7 - 6/13 Teen Driving Safety

Week 3 6/14 - 6/20 Preventing Overexertion at Work & at Home

Week 4 6/21 - 6/27 Dangers of Cell Phone Use While Driving

Week 5 6/28 - 6/30 Summer Safety

For more information about National Safety Month visit nsc.org. Get involved and Be Safe!

The deadline for the **July 2010 issue** of the Gulf Coast Quarterly is **6-30-2010**. Please send your site information to nmolter@bhcpns.org or fax us toll free at 877-827-2372



GULF COAST ENTERPRISES

2001 N. "E" Street
Pensacola, FL 32501

Phone: 850 - 595 - 1330

Fax: 850 - 595 - 1335

Toll Free: 877 - 827 - 2372

WE'RE ON THE WEB!

www.gulfcoastenterprises.org