



Service Matters



“MANAGING THE BUSINESS OF GOVERNMENT™”

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Executive Corner

Message from the PSC Director

Welcome to the Spring 2016 issue of *Service Matters*!

At PSC we also have renewed our commitment in our value-added services. We're here to support and boost your business operations, so your agency can focus on its core mission.

We're proud to share some highlights in our “Spring Green Issue” of conserving energy, environmental preservation of trees, water, and other key resources; reducing carbon emissions and keeping the environment clean. PSC continues to demonstrate leadership in sustainable practices, and our services have established PSC as a green champion. You can see highlights in an article, [PSC Services Add Value With Green Practices](#), in this issue. We also provide guidance to HHS OpDivs and StaffDivs with Departmental policy and practices, as PSC leads the HHS Sustainability Program “Go Green Get Healthy HHS.”

Here at PSC, we are *Managing the Business of Government™* responsibly, while continuing to add value to our services for agencies across the federal government. We take great pride in setting HHS Departmental policy in areas such as fleet, travel, and real property. PSC preserves resources, saves taxpayer dollars, and strives to set the standard for leadership in shared services.

Finally, thank you to everyone who participated in our Annual Customer Satisfaction Survey. Your feedback is valued and appreciated. We have survey results to share in this edition of *Service Matters*. Thank you for your continued support.

Enjoy your spring!

Cordially,
Paul S. Bartley

PSC Staff Again Receive Strong Ratings in Annual Customer Survey

Survey Respondents Consistently Rate PSC Staff as Greatest Asset

The results of the Division of Administration Annual Customer Satisfaction Survey for FY 2015 have been reviewed, and, as has been the trend over the last several years, customers rated PSC's staff as its greatest asset. PSC scored highest of the five business units represented and had the most consistent results compared to last year.

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

Customers gave PSC the highest ratings (out of 5) for knowledge and responsiveness of staff (3.94), followed by quality service (3.91), receiving information needed (3.89), and satisfied with service (3.86). Customers were least positive about service improvements over the past year (3.46).

Two additional questions regarding staff were introduced in this year's survey:

- When a solution or service does not meet my needs, I am satisfied with the alternate options.
- Representatives provide me with information on the status of queries or service requests.

PSC's staff scored 3.81 across the four questions (including staff responsiveness and knowledge), the same as its cumulative Satisfaction Score, again signaling employees as PSC's strongest asset.

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

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

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

Question	Cumulative	PSC
Satisfied with Service	3.39	3.86
Recommend to Others	3.25	3.84
Receive Timely Basis	3.28	3.84
Quality Service	3.38	3.91
Service Improved	3.10	3.46
Meets My Needs	3.27	3.83
Staff Responsive	3.55	3.94
Satisfied with Alternatives	3.18	3.61
Status of Queries	3.32	3.76
Staff Knowledgeable	3.50	3.94
Receive Info Needed	3.43	3.89
Timely Information	3.29	3.80
Status of Service Requests	3.28	3.78
Know Who to Contact	3.37	3.85
Resolved to Satisfaction	3.24	3.77

FY 2015 Survey Quick Facts

- ✓ The survey was open for respondents from October 5 to November 3, 2015.
- ✓ The survey segmented customers into two groups, Buyers and Users.
- ✓ Over 1,710 surveys were submitted.

PSC Services Add Value With Green Practices

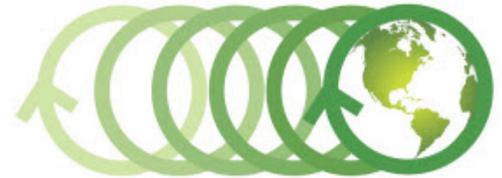
PSC continues to champion [green and sustainable](#) practices, demonstrates leadership, and add value to our services. We take great pride in strategic planning, operational implementation, and innovative problem-solving skills. PSC has been recognized with several HHS Green Champion Awards. In conjunction with Earth Day in April, PSC is leading [Earth Day events](#) in the 5600 Fishers Lane Building in Rockville, Maryland and Hubert H. Humphrey Building in Washington, D.C. Here are some service highlights:

- PSC's **Ted Kozak** and **Joshua Tchan** lead the Go Green Get Healthy HHS initiative, working with OpDivs/StaffDivs to incorporate green practices. The [Go Green Get Healthy website](#) is rich in information and tips on sustainability. PSC does outreach, including an Earth Day event at HHS Headquarters and activities, and our staff is available for presentations. PSC can provide assistance to help you develop and promote your green business line. PSC is leading an Earth Day poster contest for children and grandchildren of HHS employees to help us teach our employees what Earth Day is all about. The team is also working on an electric car energy policy.
- PSC's [Acquisitions](#) service continues to acquire green/sustainable products and services helping all our customers achieve sustainable goals. The team continues to focus on training Contracting Officers in this evolving and changing initiative, with emphasis on educating our customers. We've established controls and other monitoring features to give added support to the Contracting Officers. We've continued to meet the sustainable requirements of the Department and Executive Orders.
- **Robert High** of the [Facilities Operations and Maintenance](#) staff has worked in the 5600 Fishers Lane building for the past 27 years leading the PSC energy management program. During this time, he has implemented a large number of energy- and water-saving initiatives to reduce utility costs for his customers, HHS as a whole and, of course, the American taxpayer. Over the years, the utility savings from Robert's work have totaled more than several million dollars.

PSC takes pride in making significant progress in cutting carbon pollution, improving energy efficiency, reducing harmful greenhouse gas emissions, and conserving water. The federal government is the largest energy user in the nation and must lead by example. It is everyone's duty at the workplace and at home to help reduce greenhouse gas emissions and conserve water. These steps could help to limit the climate change that impacts flooding, sea-level rise, severe weather, and extreme temperatures. PSC remains strongly committed to the efficient operation, design, and build-out of buildings and data centers.

- The Hubert H. Humphrey (HHH) Building will soon be implementing a more robust composting program throughout the building to promote sustainable best practices, led by **Jim Windsor**. Receptacles will be designated in passenger elevator lobbies, restrooms, and the HHH café kitchen will be participating as well. Materials will be delivered to a compost facility where they can be re-used for incinerator fuel, mulch, organic soil, and organic fertilizers. A detailed All-Hands message will be shared with tenants in the coming months.
- PSC's document destruction service, [Shredding](#), offers an environmentally friendly, reliable, convenient, and 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 several buildings.
- The [Personal 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.

Go Green Get Healthy HHS



ENERGY/WATER • ENVIRONMENT • ELECTRONICS • PROCUREMENT
SUSTAINABLE BUILDINGS • TRANSPORTATION

- The [Personal Property Management](#) service has partnered with the USPS [Federal Recycling program](#). The new program provides HHS employees the option to recycle personally owned electronic property and used printer cartridges for free! The program is available to HHS employees across the nation. Property managers can also use the program to responsibly recycle government-owned electronic assets at no cost — an excellent option for remote sites. More information is available on the HHS@Work website [Federal Recycling program](#) and at <http://fedrecycling.com/>. **Phil Lynah** leads the service.
- [Mail Operations](#) is utilizing the United Parcel Service (UPS) and its many Green Advantages described below. **Bobbi Sue Cline** is the Service Lead.
 - Provides a single pickup and delivery — with one driver and one network — for all HHS air, ground, and international shipments. This minimizes the HHS carbon footprint in support of the Obama Executive Order 13514, *Federal Leadership in Environmental, Energy, and Economic Performance*
 - Supports HHS's ongoing agency initiative requesting desktop shippers to transition from traditional air to more cost-effective ground shipments.
 - Uses their 757 fleet instead of a traditional 727 fleet for their cargo aircraft. The 757 are more than 30 percent more fuel-efficient, providing *significant* reductions in fuel usage and CO₂ emissions.
 - Utilizes rail to move mid- to long-zone ground shipments (saving over 1 million metric tons of CO₂ annually).
 - Uses *Environmentally Preferred Packaging* (EPP), which can consist of 100 percent recycled fiber (80 percent post-consumer content).
 - Maintains a fleet of more than 3,100 Alternative Technology Vehicles (including natural gas, hybrid, propane, biomethane, and electric).
 - Successfully converted HHS from a primarily paper and waybill environment to a greener electronic Web package-processing environment.
- The [Printing Program Management](#) service helps agencies realize the benefits of printing less by focusing on low paper consumption solutions and by providing customers with options such as electronic documents (eBooks) and digital document conversion. PSC also works hand in hand with customers to publish printed media online and disseminates these media to a wider audience using markets such as iTunes, Barnes and Noble®, and many other sites.

When a printed piece is necessary, PSC can also help customers design and produce a “green” piece utilizing recycled paper products and vegetable-based inks. PSC is selling regular paper across the country. Part of our plan to be greener is to have clients buy paper from one company, which will cut down on multiple trucks coming to different facilities. **James Helton** is the Service Lead for Printing Program Management.

PSC has also begun a new **recyclable envelope program**, which is better for the environment at the same price. PSC's Mail and Publishing Services is undertaking a new initiative to use eco-friendly biopreferred envelopes. The move is expected to have several benefits, including saving costs, and use a “green” practice to save trees and preserve various environmental resources.

New BioWise™ ecoEnvelopes are made from 100 percent reclaimed materials (30 percent agricultural waste, 30 percent post-consumer content and 40 percent post-industrial paper). Companies save 15-45 percent on envelopes and related mailing costs and benefit from quantifiable reductions in carbon emissions, paper consumption and waste. An EcoAudit was completed with several benefits calculated. For example, for one million BioWise ecoEnvelopes, it would conserve many natural resources such as 35,274 pounds of wood or 102 trees, reduce 23,720 pounds of carbon footprint, avert, 8,138 pounds of solid waste per person, avoid wastewater of over 96,000 gallons of water, 138 million BTUs or the energy use of two homes in a year.

- [Digital Document Management](#) shrinks our “carbon footprint” by eliminating the need for room upon room of storage. PSC can take all of a customer's documents and put them into a digital form that can be searched and shared throughout the office. There is no need for multiple printed copies. Less real estate also saves on energy costs to heat and cool the office space. **Robin Morgan** is the Service Lead for Digital Document Management. Going digital is great for the environment, keeping all your data digital will save many, many trees.

- HHS Program Manager **Jim Kerr** of [Fleet Operations](#) works with the HHS sustainability team to reduce the carbon dioxide emission footprint with sustainable fleet planning and policy. They are reducing the volume of petroleum products each year by driving smarter — using alternative fuel vehicles and public transportation and combining trips. They've implemented electric vehicle programs and an aggressive program to use ethanol in dual-fuel vehicles.

HHS is executing a Drive-Cam trail program involving almost 300 fleet units in nearly every HHS deployment environment. The purpose of this approach is to actually use telematics in fleet programs all across the United States to gauge the impacts of new technology on safety, efficiency, and sustainability, along with new compliance mandates regarding greenhouse gas reduction.

- [Transit Subsidy Program Management](#) encourages employee use of mass transit, vanpools, and bikes through distribution of transit subsidy and Bike2Work benefits, thus reducing emissions and highway congestion. Distribution is handled via electronic reloadable fare media, the *GO!card*[®].
- [Real Estate Strategy](#) helps agencies with space design and construction management and is committed to Federal leadership in the design, construction, and operation of High-Performance and Sustainable Buildings, based on the guiding principles design statement for facilities. A major element of this strategy is the implementation of common strategies for planning, acquiring, siting, designing, building, operating, and maintaining High-Performance and Sustainable Buildings. **Alfred Cypress** leads the service.
- [Real Property Disposal](#) transfers applicable federal surplus real properties to states and local units of government, and 501(c)(3) tax-exempt nonprofit organizations, to be used for various public health programs, including homeless assistance programs. The team also monitors and oversees the proper use of the property after it is transferred. For example, a property of the city of Troutdale, Oregon, was originally transferred for the purpose of dewatering biosolids related to operations at Troutdale's Water Pollution Control Facility (WPCF) located on an adjacent parcel.

Per the poor results of a pilot program, that program was never fully developed. Accordingly, PSC is working with Troutdale to bring about the utilization of the property. Troutdale is proposing to use the property for (1) the storage of equipment used to provide wastewater, storm water, and drinking water services, and (2) the storage and dewatering of storm system cleaning material, such as catch basin, dry well debris, and street sweeping debris.

These uses are complimentary in that some of the stored equipment is used in the collection of the debris. Further, the proposal would centralize functions currently taking place at three separate sites. Troutdale estimates centralizing these functions will result in cost savings, but also environmental benefits. Troutdale specifically cites the potential for a reduction in the carbon footprint associated with its operations. Further, operations would support the collection of debris, which not only allows for more efficient operation of the storm water system, but prevents the flow of debris-related pollutants into waterways.

Additionally, Troutdale is also considering the installation of solar panels on the property to offset high power demand related to the operation of the WPCF.

- The [Environmental Health and Safety](#) service provides technical consultation, on-site support, and training services to help partner agencies comply with safety and environmental regulatory requirements. They respond to safety, environmental, or health incidents to provide workplace employee exposure assessments and job hazard analyses of chemical, biological, and physical hazards. Services are provided by expert consultants with the experience needed to anticipate, evaluate, and control hazards in the workplace while also maintaining and improving employee health, productivity, and morale. Consultation and evaluation services include "green" projects, environmental management systems, and associated programs. **CDR Robert Gibbs** leads the service.

PSC's Customer Contact Center — What is a Help Desk or Call Center, Really?



Above are members of the Customer Contact Center team.

Recent questions about PSC's Customer Contact Center and the services it provides have demonstrated that not everyone understands what a help desk or call center really does and how it works. So, today, we are going to take a peek behind the scenes of call center operations.

To start, what is the difference between a help desk and a call center? While they are very similar and they do overlap, a help desk is one or more people whose job is to troubleshoot or otherwise assist on a specific area when others need help. A call center is usually a larger group of Customer Service Representatives (CSRs) who work within a specific knowledge bank to assist on a range of topics or issues.

For example, in a smaller organization, an IT helpdesk may be comprised of a few people who have a shared phone number and address all IT questions or issues. In a larger organization, the help desk may hire a call center to handle the issues that can be addressed quickly and remotely, leaving the IT staff free to work on bigger problems or issues that require their physical presence.

It may surprise you to learn that DHHS has over 100 help desks, many of whom employ call center support. Sometimes, one call center might handle a number of different services. When you call or email 1-888-ONE-DHHS, you can receive help with a wide range of issues such as:

- Access Management System (AMS)
- Payment Management System (PMS)
- E-Gov Travel (Concur/CGE)
- GovZone
- Grants.gov
- HHS Learning Portal (Learning Management System – LMS)

- Transit Subsidy (Go!Card)
- UFMS (including iProcurement and MACCS)

You might wonder how the CSRs know about so many diverse systems. The answer is simple; they don't! To make a call center a cost effective solution for a wide range of services, the CSR only has a basic understanding of each system for which he/she is responsible. The majority of information comes from a computerized knowledge bank that includes scripts they can follow in order to address the most common questions.

In the call center world, services are typically broken into Tiers. Tier Zero is considered a self-help option. This is usually a website that customers can go to that includes the knowledge bank with Frequently Asked Questions (FAQs) and Job Aides to resolve most of the common questions that arise. In ONE-DHHS, the Tier Zero Self-Help Web Portal can be found at <http://www.psc.gov/ccs/index.html>.

Tier One handles the same issues covered in Tier Zero but the customer can speak to or email a live person for assistance. Help desk tickets are opened by the CSR who documents the issue(s) and the immediate disposition — resolved, escalated, referred, etc. This way, the call center can provide trending information to the customer so that high-volume issues can be covered by additional training or other interventions.

When the challenges get more complicated, they are “escalated” to Tier Two, which is staffed by Subject Matter Experts (SMEs) who are better equipped to problem-solve more complex issues. In some cases, issues may even need to go to a Tier Three which is typically the system owner or other superusers who can handle compatibility issues, glitches in the system and issues that may require a system upgrade or other complex interventions.

Call Centers often have metrics and standards that they must meet to ensure they are providing services at the quality level agreed upon. These metrics include customer satisfaction ratings, average time it takes the CSR to answer each call, the number of calls that hang up before they are answered and average call time just to name a few. The customer or system owner also looks at what percentage of calls are escalated to Tier Two or higher.

In a Tier One environment, the CSRs are dependent on scripts and FAQs to do their job. We often hear questions about why the CSR will not answer a question if it is not scripted. The reason is simple — quality control. While the CSR may have previous experience with a specific question, they may not be aware of changes, updates, enhancements, and other factors that might impact their answer. So, they are trained that even if they think they know the answer, if it is not in their knowledge bank, they cannot risk providing inaccurate or outdated information.

Next time you need call center or help desk support, hopefully you will have a better understanding of what is going on behind the scenes. For questions, please contact Lori Ruderman, Director, PSC FedResponse Services at (301) 492-4794 or Lori.Ruderman@psc.hhs.gov.

PSC is *Managing the Business of Government™*. To learn more on how PSC can boost your business operations with this service, please visit the [PSC's Customer Contact Center page](#).

Printing Program Management Supports Agency Publishing Needs

When a federal customer consulted with PSC on a printing project instead of going back to a local print shop she had been going to for years, she was skeptical that PSC could provide the same level of service and value.

It turned out that PSC provided the expertise, vast resources and modernized methods to reduce a lot of manual labor by making adjustments and using innovative alternatives. PSC produced a high-quality product. It also ended up saving \$40,000! The saved government money was freed up for other areas of the customer's agency mission. The customer was thrilled with the product quality and savings.

It's just an example of what PSC's Printing Program Management service does. PSC provides high-quality, cost-effective printing and publishing. The team's value-added services inject digital technologies into communications and educational programs, and the commitment to customer service ensures that materials are accurate, on time, and high quality, every time and are in accordance with rules and regulations set forth by the Congressional Joint Committee on Printing and The Government Publishing Office (GPO).

"We go from start to finish and can handle just about any printing program," said PSC Printing Officer **James Helton**. "We'll meet with customers to discuss their projects. We have in-house graphic artists along with contractor resources. So we go over how to best help them design a piece. Once the design is complete, we can handle the printing, distribution and mailing."

PSC's Printing Program Management service covers the gamut. "We do everything from business cards to a project we're working on right now for a White House report," said Helton. "We do campaign materials such as brochures, posters, banners for a display at any kind of convention or off-site meeting. When it comes to printing, there's not much we can't do. We offer video production services, translation, transcription, and awards. A list is ongoing and gets added to every day."

Services offered include technical advice and assistance with all aspects of the Federal Printing Program. PSC has also advanced to digital formats — which saves customer money and environmental resources --- as well as paper printing. They have experts in offset and digital printing of publications, catalogs, annual reports, and other government communications, including budget books.

They offer e-publications — 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. They can do digital conversion and archiving — document imaging solutions, with scanning services for large- and small-format documents, onsite scanning projects and disposition of source documents. They're also delving into the "augmented reality" in which you can scan the document on a smartphone from say a poster or brochure, and it links to media such as a video or a fact sheet on a website.

PSC's dedicated teams have the technical expertise to get you the best value for your dollar and make things simple for the customer. One of the biggest benefits is the knowledge and experience of the team. Helton has been in the printing industry for 37 years and has done everything from running a press, to running a print shop, to selling to management. He also worked at the Government Printing Office. "I can help them do projects that they don't know how to do," he said. "They can say to me I need this project done and I take it over and do it and it's not something where they have to spend their time trying to figure it all out. That's the beauty of using us, is that we can figure it out for them."



Above are printed samples provided by PSC Printing Program Management.

PSC has also begun a new **recyclable envelope program**, which is better for the environment at the same price. [Learn more.](#)

PSC's printing services are available to all federal agencies, and the team has customers nationwide. Their close partnership with the GPO allows PSC access to a database of thousands of vendors all over the country, ensuring fair, competitive prices. Materials can be printed locally for a customer agency instead of having to be shipped across the country, and delivered at little or no cost to the customer. Helton has traveled quite a bit to the regions and given presentations about the services to customers. PSC has done projects for agencies in areas such as Boston, Chicago, Dallas, and Denver, to name a few.

For more information, please visit the [Printing Program Management site](#) and contact James Helton at 301-594-0553 or email pscpublishing@psc.hhs.gov.

Psychological Testing and Evaluation Program

PSC's Federal Occupational Health (FOH) has launched a new Psychological Testing and Evaluation Program aimed at helping agencies identify the most qualified candidates for critical, safety-sensitive positions by utilizing psychological testing and assessment.

Agencies that maintain employees in high-risk positions often face a myriad of medical and legal considerations — particularly law enforcement agencies. To support agencies in navigating the complex medical and legal areas, FOH offers psychological evaluation and consultation services, guided by nationally recognized experts.

“We currently support numerous law enforcement agencies to ensure candidates are medically qualified, and with this program, we will now be able to support them to also ensure candidates are psychologically suitable,” said FOH Supervisory Medical Officer **Dr. Julia Shiner**. “The combination of these two services helps minimize liability for the agency and offer confidence that their workers are the right fit for safety-sensitive positions. Over the years, FOH identified that existing medical review services could be complimented through offerings from our Behavioral Health Services, so we are excited to offer our customers this program.”

FOH Clinical Health Services already provides medical surveillance and medical fitness-for-duty exams. These services can be customized for law enforcement officers, who have particularly risky jobs.

“It is very important that positions requiring an employee to carry a weapon or protect the public are filled by individuals well suited to accommodate the unique stresses of the job,” Shiner continued.

Smarter Selection and Investment: Save Money, Time, Turnover; Optimize Workforce, Minimize Risk

Agencies invest a great deal of time, money, and resources into training employees. A smarter selection process can help hire the right staff, boost retention, and protect agencies from accusations of negligence in hiring and liability. Productivity can increase and morale can improve with a safe and productive workforce, while decreasing turnover. FOH provides a roadmap to get there. Another strong feature is that FOH has a national network to accommodate clients who work independently in field locations.

Psychological Experts

FOH's licensed and highly trained team of specialists — physicians, psychologists, and mental health professionals — is available to provide comprehensive assessments and expert recommendations about an individual's suitability for a job, fitness to remain in a job, remediation strategies, and workplace modifications, as appropriate.

Psychological experts have developed psychological tests to assess personality traits, which include strengths that make them more suitable to handle pressures and risks on the job. “It is important to identify people who are well suited and can tolerate stresses on the job,” said **Jeff Mintzer**, Deputy Director, Behavioral Health Services. “But, in addition to identifying potential risks, the testing and evaluation program identifies key strengths during the pre-employment process, allowing agencies to select the optimal candidate for specified positions.”

Fitness-for-Duty Examinations and Pre-employment Screening

Agencies can increase the likelihood of hiring high-quality candidates by using FOH's pre-employment screening. FOH relies on state-of-the-art, evidence-based methods and procedures to assess the psychological suitability of candidates for high-risk positions. Validated psychological evaluations provide solid determinations of whether candidates have the traits and characteristics required for safe, reliable, and effective performance. FOH employability experts can help identify candidates who meet medical and security requirements.

Customized for Agency Needs, Goals

Because this program is customizable to address specific agency needs, it makes it a distinctive offering that customers want.

“One of the things I think is really wonderful and that makes the program unique is that our psychology experts are able to customize a program to the individual agency,” said Dr. Shiner. “Although law enforcement agencies within the federal government have much in common, there are certainly differences from agency to agency that can be addressed through this particular program.”

For example, all agencies with law enforcement officers have core traits that are important, such as reliability, trustworthiness, self-control, and attention to safety; but some agencies also have a particular need for certain elective traits. These traits can include having a high level of social competence, the ability to work well with a team, and adaptability and flexibility.

State-of-the-Art Methods

FOH employs a variety of evidence-based tools and procedures to assess candidates' physical and psychological well-being, personality functioning, and risk of counterproductive behavior. Nationally recognized experts establish and monitor screening methods, carry out assessments, and review results for quality assurance. The team of experts regularly monitors research findings, practice standards, and changes in statutory and case law to ensure that FOH practices reflect the highest industry standards.

To learn more visit the [Psychological Testing and Evaluation Program page](#).

PSC Hosts Customer Appreciation Event



PSC hosted a dynamic Customer Appreciation event in the Atrium of the newly modernized 5600 Fishers Lane building in Rockville, Maryland on February 18, 2016. Several hundred employees from the four tenant Operating Divisions attended throughout the day.

Staff from several PSC services were on hand to meet with visitors and discuss their service offerings. PSC was joined by the Office of Security and Strategic Information (OSSI). The day was an opportunity to provide outreach, to learn more about services offered, and how they help support agency missions.



Karen Buitrago speaks with attendees at the PSC Customer Appreciation event.

Featured services included: Transit Subsidy Program Management; Facilities Operations and Maintenance; FedStrive; Environmental Health and Safety; Employee Assistance Program; Mail Operations; Shredding; Graphics Arts; Travel Program Management; Room Management; and Real Estate Strategy. Physical Security information was presented by OSSI. Other activities included Fitness Center tours, group exercise demonstrations, and Health Center screenings.

Check out the [PSC Customer Appreciation Photo Gallery](#), including the newly renovated Fitness Center.

In addition to the face-to-face interaction, visitors were offered handouts as takeaway resources to learn more about the specific services and overall PSC offerings. Many visitors shared that they knew PSC also provides other services beyond those presented.

The event was a big success with attendees. Tanvi Ajmera, a Public Health Advisor for SAMHSA, said she learned a lot. "It was really helpful to know the different arenas that PSC covers," she said. "Such as the free finance services and transportation and legal services are good to know. I learned about the legal and financial for the first time."

Leo Wermers, HRSA, was impressed. "It's been good," he said. "I learned as much as I could in the time I had allotted. I especially wanted to learn about the fitness center. I'm interested in being fit."

Roxane Beharry, HRSA, was learning about PSC Building Operations from speaking with PSC Emergency Management Coordinator **Karen Buitrago**. "I was walking around and noticed the event and I'm familiar with PSC," she said. "I was curious and came over to check it out. Karen gave me a lot of wonderful information, and was very helpful. I had no idea that PSC had a cleaning service. There were a couple times that I had spilled something on my desk and I felt like 'oh, no, I just have to deal with it.'"

"I didn't realize PSC offered so many services that really can assist me and help make my workday a lot more comfortable and manageable. I've used a lot of PSC services without even knowing it, like the vaccines and parking. For example, I went to get my parking permit and everyone was very kind and helpful and directed me to where the new parking garage was. So I mean, it's great customer service and it really enhances the quality of the work environment. I didn't know the amount of services they offered and the wide variety of services until today. I found this event very beneficial in helping to learn about just how much is offered through PSC."

Emmalani Longenecker, Management Analyst, Office of Direct Service and Contracting Tribes, Indian Health Service, visited the Fitness Center. "I think it's wonderful," she said. "It's very nice, has top-of-the-line equipment, and great hours — 24/7. I've really enjoyed using it. I like to use everything from the kettle bells to the jump ropes to the free weights — basically everything. I kind of do my own thing, I have a group of friends and we do our different workouts together." She said it's a nice perk for employees: "Definitely. It's the highlight of my day. I was previously a trainer and coach so I have some background in it. And of course being into health working for the Department of Health and Human Services, it's all good."

Allie Cleaves, Wellness and Fitness Coordinator, FedStrive, Wellness and Health Promotion Services, provided tours of the Fitness Center. "We've been offering tours every hour and showcasing some of the classes from our group fitness schedule," said Cleaves. "That way members who have already joined the gym, and potential members, would be able to experience what we have to offer and make sure it's something they would like to partake in and give them a great experience."

The reception was positive for occupants. "Definitely," added Cleaves. "Since it is a new facility, about 99 percent of the equipment is new. Some of it was brought over from other agencies. So it's a great way to showcase the new and improved fitness center and what we have to offer for them so they can get the most out of their workout."

Nurse Coordinator **Alan Fitzgerald** at the Federal Occupational Health Clinic said: "It's given us a chance to show off our setting — the Health Center — and get people acquainted with what we do, who we are, and what our interests are, including health promotion and health maintenance, that sort of thing. We've had a great many people who have stopped by and showed an interest to learn more about health, what it is that we have to offer, and the furtherance of health maintenance."

The event was planned and coordinated by the PSC Customer Relationship Management team of **Jd Walter** and **Ginny Aristorenas**, along with various service staff. The goal is to replicate such an event to different areas and regions. For more information on this or future events, please email pscpm@psc.hhs.gov or call (301) 492-4600.

PSC Indirect Cost Negotiation Service Team Establishes New Customer Partnership with Social Security Administration

PSC's Indirect Cost Negotiation Service, which is part of the newly formed Grants Finance and Administration Service Area, has broadened its client base by providing new services to the Social Security Administration (SSA). Following the issuance of an SSA Office of Inspector General (OIG) report on the apparent high cost of indirect costs charged to the Disability Determination program by a Region VI state, SSA officials approached PSC for assistance.

Because of the PSC staff's unique knowledge and experience in cost allocation and indirect costs, PSC is able to approach the issue of excessive indirect costs from a different perspective than OIG. PSC has the flexibility not normally available to auditors, to adapt procedures on the fly that can more quickly focus on identifying the cause of the apparent excessive costs. PSC hopes to develop this line of business to provide customers with a quicker, more adaptive, and less expensive way of identifying the causes and possible solutions to excessive program indirect and other costs.

PSC to Train SSA

The Social Security Administration has approached PSC to provide training to its staff assigned to review state costs of the Disability Determination program. They chose PSC because of a reputation for being experts in the bewildering complexity of modern cost allocation systems used by states to allocate costs to their federally funded programs.

PSC is working with SSA by developing a training program specific to the needs of SSA staff to enable them to effectively review the costs charged to the Disability Determination programs by the states. By providing the training via Internet webinar, PSC is keeping SSA's costs lower by not having to travel to each of the regional offices to provide the training. The goal is to grow our business by adding the training of grant officer financial staff to better perform their review duties to our menu of services.

PSC to Provide Technical Support to OMB

The Office of Management and Budget (OMB) has requested that PSC provide technical support to a state that is modifying its employee retirement system. The state is taking action to cap its ever-increasing employee retirement costs by adding a system for new employees similar to the FERS/TSP programs that the federal government adopted in the late 1980s.

While OMB is clearly the policy experts on what may be charged to federally funded programs, PSC is the recognized leader in practical application of Cost Principle regulations. PSC's involvement at this stage of the process will help ensure that the state can avoid having to repay the federal government for violation of the Cost Principles.

Wellness and Health Promotion Services Partners with CDC for Online Workplace Health Promotion Resource Center



FOH employees Lcdr Janae Price, front row, fourth from left, and Garry Lindsay, back row, third from right, traveled to Atlanta to participate in the Workplace Health Promotion Resource Center steering committee kickoff meeting on January 12.

PSC's Federal Occupational Health (FOH) Wellness and Health Promotion Services (WHPS) and the Centers for Disease Control and Prevention's (CDC) National Center for Chronic Disease Prevention and Health Promotion (NCCDPHP) are partnering with ICF International, Truven Health Analytics, and Johns Hopkins University to develop an online resource center for workplace health promotion.

The resource center will include publicly available information from multiple sources inside and outside of the government. It will be designed for a variety of stakeholders, and will provide valuable information to help support the design, development, implementation, maintenance, and evaluation of effective workplace health promotion programs.

FOH Wellness and Health Promotion Services will represent one of 13 national experts in the field. This is a three-year commitment to inform the future of wellness and health promotion within the private and public sector. It supports the FOH/WHPS positioning as an industry leader/consultant and is an opportunity to work side-by-side with other public and private sector partners.

GovZone Receives Customer Kudos

The PSC GovZone team recently received kudos from the Office of the Assistant Secretary for Financial Resources (ASFR), thanking the team for their work.

ASFR partnered with PSC to develop the Conference Tracking & Approval (CTA) Orderable Service Module within GovZone. CTA automated the Departmental request-and-approval process for conferences and implemented detailed workflow controls and procedures to support searching, reporting, authorizing, and spending on conferences.

The customer wrote to **Mike Svihra**, PSC Director of Program Operations and Planning:

“Mike — below is a message I received from CTA providing notice that a requester came into CTA to attend an event that had already been approved. As you will read, I am being advised of this fact and that the additional request does not require further review/action on my part. No action to take on your end, just applauding this demonstration of CTA’s capabilities and the work of your team to make it happen.”

Congratulations to the GovZone team!

PSC Mail and Publishing Services Shines, Gets Customer Kudos

A customer from the FDA recently wrote a note of kudos to PSC Mail and Publishing Services for outstanding service:

“Good Afternoon Bobbie Sue & Paul,

My organization has been working with **James Helton** and **Amy Rumburg** for over the last year on a number of projects (printing, graphics, and general requests). Words cannot express the positive experience that they create for my team and I upon every interaction. They go the extra mile to ensure that we are satisfied and that our work is complete, accurate and on time to achieve our mission. One example would be James meeting me at 8 p.m. at a local Chick-fil-A to ensure that we received all of our materials for an agency-wide event that was scheduled for the very next morning.

Jim and Amy allow us to focus on the big things because they meet us where we are i.e. we forgot to add this file.
© We truly appreciate their partnership, teamwork, and customer service.”
Congratulations to James, Amy, and PSC Mail and Publishing Services!

PSC Transportation Services Concur CGE Team Praised

The PSC Transportation Services Concur CGE team recently received kudos from the HHS Office of Civil Rights (OCR):

“We wanted to express our sincere appreciation for making the Concur CGE Training Production Site available and your help in setting it up for OCR’s two nationwide travel meetings. We felt this system enabled the attendees to have a better grasp of the materials and we do hope to have it available in the future.”

Did You Know?

PSC to Provide Recycled No. 10 Envelopes, Go Green, Save Cost

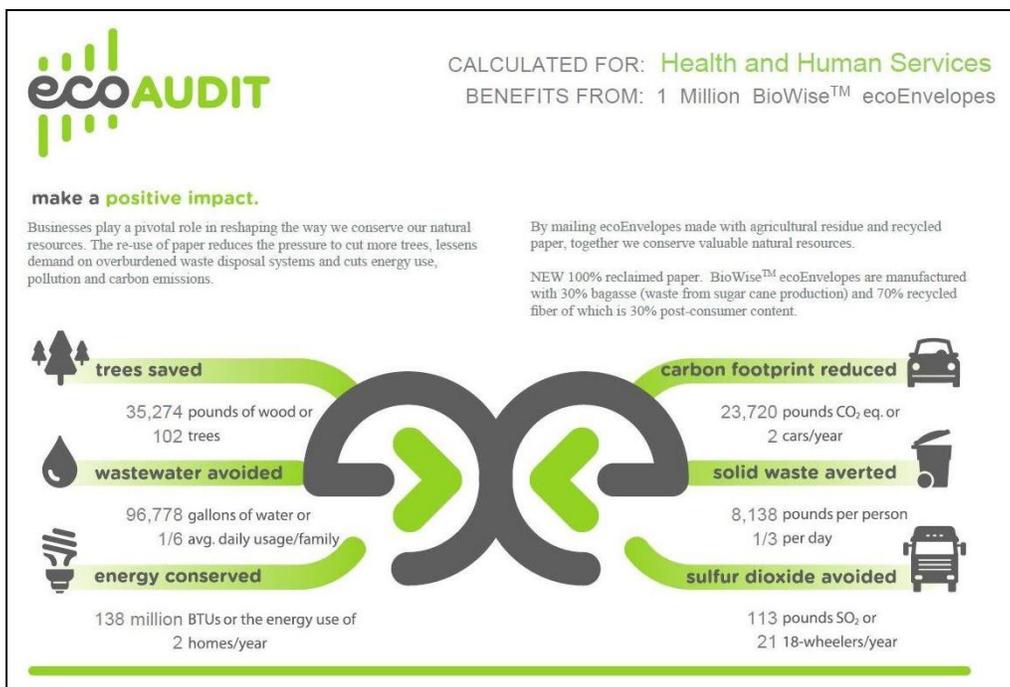
PSC's Mail and Publishing Services is undertaking a new initiative to use eco-friendly biopreferred envelopes. The move is expected to have several benefits, including saving costs, and use a "green" practice to save trees and preserve various environmental resources.

"We're really excited about this opportunity," said PSC Printing Officer **James Helton**. "This is a win-win situation. It's good for the customer and PSC. We hope to push this nationally. We are able to do the right thing for the environment and not increase costs for the customer."

PSC is partnering with EcoEnvelopes, a certified Women Owned Small Business that produces the recycled envelopes. The new solutions focus on the utilization of crop/agricultural residue to create more sustainable commercial envelopes. Currently, the ag waste component is Bagasse, which is the residue fiber remaining when sugar cane is pressed to extract the sugar. The company is working to develop sources of North American post-harvest wheat straw to make sustainable, natural, commercial envelopes.

New BioWise™ ecoEnvelopes are made from 100 percent reclaimed materials (30 percent agricultural waste, 30 percent post-consumer content and 40 percent post-industrial paper). Companies save 15-45 percent on envelopes and related mailing costs and benefit from quantifiable reductions in carbon emissions, paper consumption and waste.

The paper is sourced from a certified Service Disabled Veteran Owned Small Business and manufactured in the U.S. PSC also plans to sell recycled content copy paper, 30 percent post-consumer waste. An Eco Audit was done for HHS by an independent third party vendor the [Paper Task Force](#), a peer-reviewed study of the lifecycle environmental impacts of paper production and disposal. The audit found the following benefits:



Learn more about the [PSC Mail and Publishing Services](#) or contact James Helton at 301-594-0553 or pscpublishing@psc.hhs.gov.

Transit Subsidy Benefit Increased to \$255 per Month

PSC is pleased to announce that the monthly transit benefit for employees enrolled in the Transit Benefit Program increased to \$255 per month, up from \$130 per month as of Jan. 1, 2016.

Enrollees eligible for the increased amount are those who entered an actual monthly commuting cost greater than \$130 when they first enrolled in the Transit Benefit Program or last updated their commuting costs. [GO!card](#)[®] credit limits and Transit Program vouchers for enrollees will automatically increase starting with the January 2016 benefit period. No action is necessary if participants' commuting costs have not changed from their latest certified amount received as of Dec. 31, 2015.

Enrollees who experienced an increase in commuting costs may update their transit benefit application via the Program Support Center's GovZone™ website. Unfortunately, GovZone does not currently support the update feature for existing benefits.* In order to update/change benefits, federal employees will need to withdraw their current benefits and submit a new application by following the steps below:

- 1) Visit GovZone.psc.gov and click on the "Begin Login" button. Follow the prompts to log in via AMS.
- 2) Click on "My Services" at the top of the homepage.
- 3) Click on "Transit Subsidy Program Management."
- 4) Review the Approved Monthly Benefits amount. (*Please Note: Benefit Approvers must click "View Benefits" to reach their Benefits Profile.*)
- 5) If the Approved Monthly Benefits amount is correct, no further action is required.
- 6) To change the Approved Monthly Benefits amount, please follow these steps:
 - Withdraw your current benefit – available by clicking on the triple line button under the action column (This will not terminate existing benefits).
 - Submit a new application for approval.

The PSC Transit Team is not terminating/withdrawing benefits during the workarround period, unless the participant has left HHS employment or specifically requested to terminate participation.

The PSC Transit Subsidy Benefit Program Office validates all new and updated applications. [GO!card](#)[®] credit limit or voucher amounts will update in approximately three working days after validation and approval. Please note that program participants will still be able to use their [GO!card](#)[®] benefits during the new application approval routing period.

[GO!card](#)[®] enrollees may also call 1-888-297-0783 to validate that their card's credit limit has been increased. Each caller must provide their account number and the last four digits of their HHSID to the responding telephone support technician.

U.S. Public Health Service Commissioned Corps Defense Detailees' Transit Benefits Now Administered by PSC

Beginning Feb. 1, Commissioned Corps of the U.S. Public Health Service on detail to the Defense Health Agency are eligible to receive transit subsidy benefits through the Program Support Center. Commissioned Corps employees who are interested in receiving transit subsidy benefits should request enrollment information by sending an email to dha.ncr.dha-cae.mbx.supportagreements@mail.mil.

PSC Welcomes New HHS Travel Card Program Manager

PSC recently welcomed **Shannon Brown** as the new Travel Card Program Account Manager for the Department of Health and Human Services. Brown will support the Department's national travel card program as its National Agency Program Coordinator. She joins PSC after previously supporting travel card programs for the Department of Defense.

Brown succeeds Allison Morton, a long-time PSC team member who continues to apply her card program management expertise with the Assistant Secretary for Preparedness and Emergency Readiness. Brown can be contacted via email at Shannon.Brown@psc.hhs.gov, or by phone at 301-492-4778.

PSC Director Presents on Shared Service & Outsourcing Panel



PSC Director Paul Bartley, seated with microphone, presented at SSOW 20th Anniversary for a panel discussion on talent development.

PSC Director **Paul Bartley**, Director of Program Support Center (PSC), presented on the Shared Service & Outsourcing Week (SSOW) panel '20 Years of SSOW – A Look Back and A Look Forward at the Shared Services and Outsourcing Industry' on March 8 in Orlando, Florida.

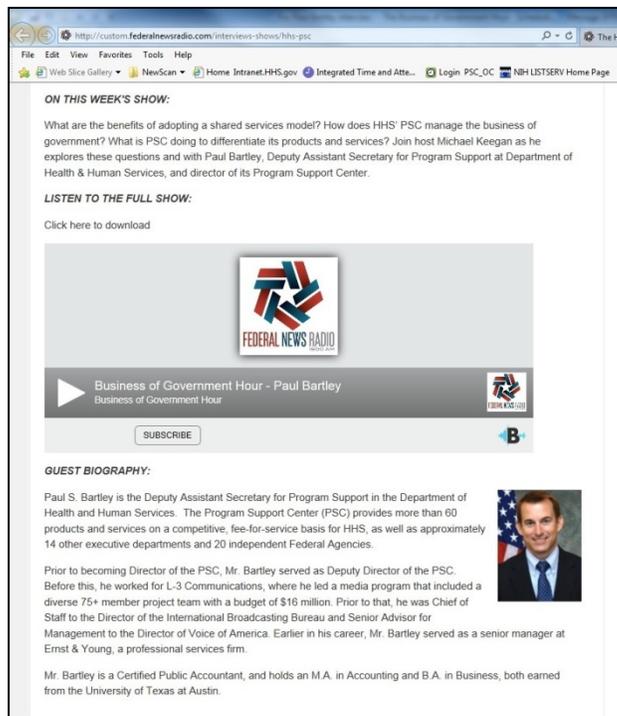
Mr. Bartley spoke to the audience about the importance of talent development for remaining competitive in the ever-evolving shared services market. PSC, the largest shared services provider in the U.S. government, has a reputation for staff excellence. "We want leaders who can run a business while making the government more efficient and effective," said Mr. Bartley.

PSC Featured on Federal News Radio

PSC Director **Paul Bartley** was recently interviewed for “The Business of Government Hour” program on Federal News Radio with host Michael Keegan.

Keegan explored three main questions with Director Bartley: What are the benefits of adopting a shared services model? How does HHS’ PSC manage the business of government? and What is PSC doing to differentiate its products and services?

You can listen to the interview at [The HHS PSC Business of Government: Interview with Paul Bartley link.](#)



The screenshot shows a web browser window with the URL <http://custom.federalnewsradio.com/interviews-shows/hhr-psc>. The page features a navigation bar with options like 'File', 'Edit', 'View', 'Favorites', 'Tools', and 'Help'. Below the navigation bar, there is a section titled 'ON THIS WEEK'S SHOW:' followed by a paragraph of text. A 'LISTEN TO THE FULL SHOW:' section includes a 'Click here to download' link and a video player interface. The video player shows the 'FEDERAL NEWS RADIO' logo and the title 'Business of Government Hour - Paul Bartley'. Below the video player is a 'SUBSCRIBE' button. A 'GUEST BIOGRAPHY:' section follows, containing a portrait of Paul S. Bartley and a detailed biography of his career and education.

PSC hosts HHS ‘Super Summit’ for Travel Leadership, Experts

PSC hosted a Travel Summit for Departmental Operational Divisions on Feb. 4, bringing together travel and systems experts for the purpose of sharing information and priorities to progress the stabilization of Concur’s travel management application.

Participants included representatives of all of the Department’s Operating Divisions’ travel program managers, principle travel system administrators, and information system subject matter experts, many of whom will serve as the Department’s Travel Leadership Coalition (TLC).

The TLC is a working group and advisory body chartered with first identifying and prioritizing ETS2 issues for the Department, and then with advising the Travel Governance Council (TGC). The TGC is the Executive leadership group responsible for the Department’s travel strategy, oversight, deciding, and performance body.



PSC Providing Transit Subsidy Program Support for U.S. Public Health Service Commissioned Corps Detailed to DOD

PSC is now administering Transit Subsidy Benefits for U.S. Public Health Service officers on detail to the Department of Defense (DOD).

Typically, officers on detail receive benefits from the agency to which they are assigned. Because Commissioned Corps are not DOD employees, they have not been able to participate in the DOD mass transit program. Recognizing the importance of attracting and retaining employees, the Defense Health Agency (DHA) and PSC explored many channels to secure funding to provide this meaningful benefit to Commissioned Corps Officers. With a funding source now established, PSC designed a nationwide program to support application through distribution of the benefit.

Through the PSC Transit Subsidy Program, Pentagon-based Commissioned Corps officers are now eligible for a monthly tax-free benefit not to exceed \$255 to offset commute costs via mass transit or qualified vanpools. To learn more about the program and/or to apply, Commissioned Corps members should contact the Defense Health Agency Human Resources Office and request an application via email at dha.ncr.dha-hr.mbx.phs-transhare@mail.mil.

Travel and Transit Tips

GO!card® User Do's and Don'ts

Here are a few tips to remember when using the *GO!card®*, brought to you by the PSC Transportation Services team:

Do's:

- Do use all of your transit subsidy benefits or lose them.
- Do spend only what you need during months when you take leave.
- Do update your account if your commuting costs change.
- Do complete a new application to recertify your participation in the PSC Transit Subsidy Benefits Program every year.
- Do call 1-800-316-6056 or email GOcard@hhs.gov to report if your *GO!card®* has been lost or stolen.

Don'ts:

- Don't use your *GO!card®* while on travel.
- Don't use your transit subsidy benefits for anything other than commuting to/from your residence and your work station.
- Don't allow anyone else to use your transit subsidy benefits.

With the *GO!card®* transit subsidy charge card, transit benefits are automatically loaded each month so you can purchase reloadable media, fare cards, and passes directly from your transit vendor. The *GO!card®* provides federal employees with the easiest and most efficient mass transit benefits available. For more information and detailed guidelines on using the *GO!card®*, please go to: www.hhs.gov/travel/gocard.



FOH Invites Employees to Take Time to Unwind



PSC's Federal Occupational Health (FOH) is offering tips and tools this April to help federal employees better cope with stress. The "[Take Time to Unwind](#)" campaign teaches employees how to relax, renew, and rejuvenate. For the full online campaign experience, go to FOH.hhs.gov/unwind.

Along with online tips to relax and recharge, the campaign provides an interactive piece that guides employees through a brief meditation experience.

Be sure to carve out some time to relax and take care of yourself each day — even just 10 to 15 minutes per day can improve your ability to handle life's stressors.

Everyone has different ways they like to relax and unwind. Here are a few ideas to get you started:

- Take a walk
- Read a book
- Go for a run
- Have a cup of tea
- Spend time with a friend or loved one
- Meditate
- Play some sports
- Do yoga

While you cannot completely escape stress, you can minimize it by changing how you choose to respond to it. The ultimate reward for your efforts is a healthy, balanced life, with time for work, relationships, relaxation, and fun.

FOH's April campaign coincides with National Stress Awareness Month. The campaign explains that while stress cannot be totally avoided, relaxation can provide a healthy antidote to its negative effects.

The "Take Time to Unwind" campaign is part of a series of campaigns offered by FOH's Center for Health Communications. Each campaign also includes promotional materials — fliers, posters, bulletin board graphics, and customized email messages. These user-friendly "toolkits" help FOH provide resources to promote essential elements of good health among federal employees and raise awareness of FOH services. For the full list of FOH in-depth health topics and observances, visit [our toolkits page](#).

Upcoming PSC Shared Services Events for FY 2016

Event	Date	Location	Participation
26th Annual Government Procurement Conference 2016 Federal Business Council, Inc.	April 6	Walter E. Washington Convention Center 801 Mt. Vernon Pl. NW Washington, D.C.	Exhibit
2016 Professional Development Training Association of Government Accountants (AGA)	July 17-19	Anaheim Convention Center & Arena 800 W Katella Avenue Anaheim, CA 92802	Exhibit
World Congress 2016 National Contract Management Association (NCMA)	July 24-27	Gaylord Palms Resort & Convention Center 6000 W Osceola Pkwy, Kissimmee, FL 34746	Exhibit

Earth Day Expo at the Hubert H. Humphrey Building!

Date: April 21, 2016

Time: 10:30 a.m. to 2 p.m.

Location: Great Hall

About: Visit the Earth Day Expo at the Humphrey building Great Hall.

Features:

- Learn ways to Go Green at the office and home
- Hybrid and alternative-fuel vehicles
- Find out your water footprint
- Submissions and winners from the children's poster contest
- Pick up office supplies at the Drop and Swap
- Electronics recycling
- Cell phone, battery, and eyeglass recycling
- Food donated by Corporate Chefs
- Exhibitors
- And more!

Join in the office Drop and Swap! Spring cleaning is coming, and that means finding unwanted office supplies. Drop off "used, but not abused" office supply items at the eighth floor penthouse in the "Drop and Swap" bin, and swing by the Earth Day Expo to pick up items for your office!

Recycle your Electronics! Drop off your e-waste in the recycling bins on the first and eighth floors of the Humphrey building. Find out [more](#).

Go Green Get Healthy HHS is still looking for more volunteers for our Earth Day celebration. If you would like to help out, please contact GoGreen@hhs.gov.

Visit the exhibitors, drop off electronics for recycling, pick up office supplies for your office, and more!

Earth Day Expo at the 5600 Fishers Lane Building!

Date: April 25, 2016

Time: 10:30 a.m. to 2 p.m.

Location: Atrium, 5600 Fishers Lane, Rockville, MD 20857

About: The support will include planning and engineering services to secure key vendors, organizations and utilities to highlight sustainability programs, products and initiatives. The design of displays and games will focus on energy, water and sustainability issues. Additional services include assistance with activities development, logistical planning, internal displays from HHS offices, organization and management, and working closely with the internal facilities management and sustainability staff.

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 the government about PSC.

For Customer Satisfaction, we achieved 91 percent in December, 80 percent in 93 percent January, and 93 percent in February. For Key Performance Indicators, we achieved 83 percent in December, 87 percent in January, and 85 percent in February.

PSC Services

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

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

(Italicized services available to HHS only)

HHS Departmental Policy and Oversight Functions

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

PSC *Service Matters* is published quarterly by the PSC Office of Communications. To ask questions, provide comments, and add news or subscribers, please contact the editor, **John Moynihan**, at john.moynihan@psc.hhs.gov, or call (301) 492-4650. Learn more about PSC by visiting <https://www.PSC.gov>.



Program Support Center

(855) 941-HELP (855-941-4357)
www.psc.gov

Managing the Business of Government™