

GCE·xpress

Government and advocacy



Lori Kain
Senior Director of Government
Affairs and Advocacy

Our team had a great week in the District of Columbia early April speaking to key members in the House and Senate on Capitol Hill. The importance of the AbilityOne program and jobs for people

with disabilities to include veterans across the country is top of mind for each meeting. This work is vital in order to educate and advocate for job opportunities for people with disabilities. Legislation ensures that people with disabilities have the same rights and access to job opportunities as their non-disabled peers. Legislation that supports work options in our communities across the country promotes self-sufficiency for everyone with a disability. Economic independence and stability are key for our team members. GCE is proud to be a leading federal contractor in the AbilityOne program and a staunch supporter and advocate for the interests of our team members



From left to right: Dwight Davis, president of GCE; Rep. Mark Green, R Tenn.; Lori Kain, senior director of government affairs, GCE; John Rose, SourceAmerica; and Jon Porter, Porter Group.

with congressional members in Washington, D.C. This work is all year long, and we will continue to educate and advocate for our team members now and on behalf of those who will be joining us

Veterans panel at University of West Florida

Dwight Davis, president of GCE, participated in the inaugural Veterans in Leadership Conference on May 15 at the University of West Florida Conference Center in Pensacola. Dwight was part of a panel featuring employers of veterans – such as GCE. Dwight and others on the panel shared about developing highly effective teams and how they used their experiences in the service to help fellow veterans and families move into the civilian workforce.



A note from Dwight

Wow! Summer is upon us. I want to tell you all about some great things coming to GCE this summer.

First, our call center contract supporting Medicare and Medicaid Benefits Coordination and Recovery with our partner



Dwight Davis
GCE President

General Dynamics has moved into their permanent space on the Pensacola campus and are well into training the first class of recovery specialists. We are excited to see this work continue to grow.

We are also excited to see two new lines of business opening for GCE this summer. The first is the North Star Inn project in Anchorage, Alaska. GCE will be performing hospitality services supporting Joint Base Elmendorf-Richardson. Employing about 22 team members, GCE will clean and turn rooms for military families and distinguished visitors transiting into and out of the base.

The second line of business involves apparel design and promotional products. I have been talking about this project for a while now but am now happy to report that we are full-speed ahead with the business of producing embroidery, heat transfer and screen-printed uniforms and promotional gear here in a production facility in Pensacola. We are calling this new business GCE Designs Powered by Spectrum, with Spectrum being our New York-based partner and mentor for the project.

GCE remains committed to growth and offers new opportunities for our team to grow with us. So, as you enjoy summer activities and hopefully some time off, some of your fellow GCE team members will be working to launch new opportunities and lines of business. It will be a great summer indeed!



"Living the Mission" award

Congratulations to GCE team member Antonio "Tony" Rios on receiving the "Living the Mission" award at the GCE "Next Generation Leadership Summit" in Pensacola, Florida. Tony is a GCE supervisor on our custodial contract at the VA in New Port Richey, Florida. Winning this award is a testament to his hard work and dedication to his team. Tony is always striving to help people at work and in his community.

From left to right: Dwight Davis, president of GCE; Tony Rios; and Jimmy Vickers, senior director of operations.

"Next Generation Leadership Summit"

GCE's "Next Generation Leadership Summit" is a conference specifically designed to develop and empower our future leaders. Our goal is to equip emerging leaders with the skills and knowledge to flourish with GCE, along with the opportunity to network with executive leadership and fellow team members from across the country. The two-day event was held in Pensacola, Florida, in April.



Johnnie Zimmerman retires

If you've ever noticed how calm and collected Johnnie always is, she has a background in counseling services and began her career with Lakeview Center in 1989 as a residential counselor at Adult Residential Treatment. Shortly after, she transitioned to working with Helpline, the organization's crisis intervention hotline. Helpline was a volunteer-staffed hotline, and Johnnie truly loved working with community volunteers providing this much-needed service. After more than a decade working with Helpline, Johnnie moved to the Corporate Development team, where she served in several different capacities over the years. In 2016, she transitioned to GCE, working as a full-time Facility Security Officer (FSO). As classified contracts decreased for GCE, her role became more diverse, branching into auditing and policy & procedure, along with various "security" processes unrelated to her FSO duties.

What will she be doing in retirement? Johnnie says she'll be working in her garden at her cabin in the mountains of North Carolina, pursuing her hobbies of candle making and canning, while missing her work family at GCE!

We wish you the very best, Johnnie! We are so grateful for the dedication and incredible value you've brought to GCE and the entire LifeView Group organization. You will be missed!



KennyWare joins the GCE family!

Hi, everyone! I'm thrilled to be joining Global Connections to Employment as a Facility Security Office (FSO)/Subcontracts Specialist. I have nearly a decade of experience in the industrial security field, supporting a variety of federal agencies, including branches of the Department of Defense and several intelligence community organizations. Throughout my career, I've helped protect some of our nation's most sensitive information by making sure secure spaces are properly managed, providing security education to the masses and making sure we follow all required government regulations. Whether it's physical, personnel or information security, I've always taken pride in building strong, reliable programs that protect people, information and missions.

As a military kid, I've lived in a few different places, but I've always valued community and connection, so I'm really looking forward to becoming part of the GCE family. I'm truly excited about this new chapter and grateful for the opportunity to contribute to GCE's mission. I look forward to working with all of you!



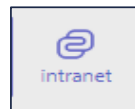
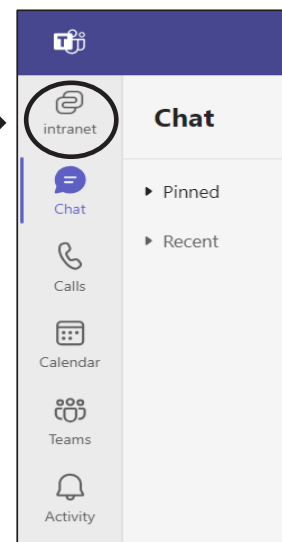
QUALITY

Q Tips

Focusing on continuous quality and performance improvement

Welcome to LifeView Group's Intranet

After opening your MS Teams application, look along the left dashboard for the icon labeled "intranet".



Selecting the Intranet Icon will open the LGI Intranet landing page.



Check out Division Pages

LifeView Group News



Congratulations to our Winter 2024 Team Members of the Quarter!

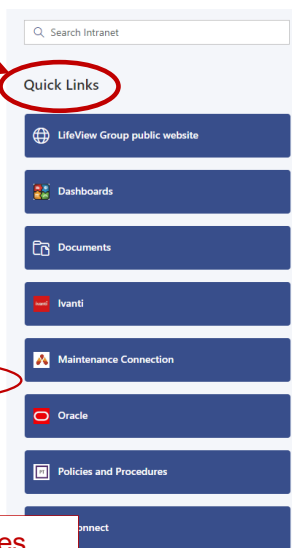
We are excited to announce our Winter 2024 Team Members of the Quarter – the recipients for our quarterly recognition program! Our Team Members of the Quarter each received a \$50 gift card and certificate from their leader to show...



Career Journey Spotlight: Elyssa Forester

Our long-standing team member, Elyssa Forester, employment services manager, has gracefully navigated her 15-year tenure at LifeView Group through personal challenges and a deep-seated love for legal intricacies. Elyssa began working wi...

Check out Quick Links



News from LCI



Intranet - Lakeview Center
Lakeview Center secures \$320,000 Florida Blue Mental Wellbeing Grant

Lakeview Center has been awarded a mental wellbeing grant for \$320,000 – the only

Check out News Stories

Team Member of the Quarter

Scott Gordon was named Global Connections to Employment Team Member of the Quarter for his inspiring resilience and unwavering positivity. Working on GCE's custodial services contract at Naval Air Station Whiting Field in Milton, Florida, Scott arrived daily with a smile, always ready to work and support his co-workers, whom he considered his second family.

On Easter Sunday 2024, Scott faced a life-altering challenge when he passed out in church, later diagnosed with brain cancer. After undergoing surgery just two days later, his focus remained on returning to church to praise God and to work to support his team. His Whiting Field team shared, "If asked how he was feeling, he'd smile and say, 'God's got me,' and carry on working." Miraculously, Scott returned to work 37 days later, undergoing daily radiation and chemo without ever complaining, inspiring all as a true hero.

Scott's faith and generous spirit shone through his love for singing at church, brightening everyone's day. Tragically, Scott passed away, leaving behind a legacy of joy, faith and dedication that continues to inspire us all.

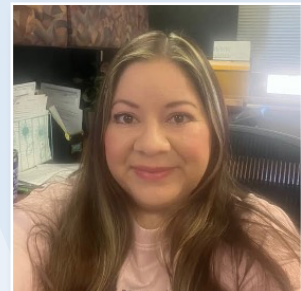


Contract site news

Fort Carson, Colorado

Congratulations to Marlina Muniz on her recent promotion from assistant project manager to project manager at our Fort Carson contact center contract in Colorado.

Site leadership shared, "Marlina's years of service on this contract, her many roles through multiple contractors, have positioned her well to lead this site. She is well respected by site leadership and team members and has created a great working relationship with our government partner. Marlina's critical understanding of the contract needs and goals made her the right choice!"



Hurlburt Field Air Force Base, Mary Esther, Florida



Congratulations to Stan Hays on his recent promotion from shift leader to project manager at Hurlburt Field Air Force Base Official Mail Center/Postal Service Center.

Brad Jackson, operations director, shared the following: "Stan has been a team member at GCE for over five years. He started as a mail clerk delivering and processing mail to the dorms on base, then quickly moved upward to a trainer role for new team members for the dorm delivery process. During this time, Stan was also cross training at the OMC 'Official Mail Center' side of the contract. This included working with accountable and USPS mail and collaborating with our customers. In October of 2021, Stan was promoted to shift leader and became the manager of the postal service center (PSC). In 2025, changes were made at this contract site, which left the door open for Stan to be

promoted to project manager. He is an exceptional team member who is dedicated, compassionate, detail-oriented and a true team player and leader."

Congratulations to William "Chris" Wesley, who has been named shift leader at Hurlburt Field Air Force Base Official Mail Center/Postal Service Center. Chris has been a valued member of the Hurlburt team since June 2022. He started as a mail clerk at the Postal Service Center, delivering and processing mail for the troops on base. He was quick to learn the requirements of the contract. His dedication, expertise and commitment to excellence will continue to make a significant impact for our customers and the GCE team. Chris's leadership skills since joining GCE have not gone unnoticed, and we are excited to see how he will inspire the team in his new role.



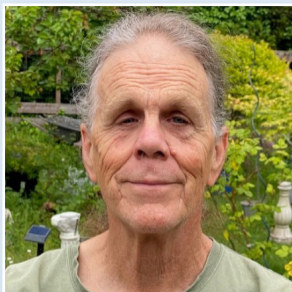


Congratulations to Justin Spears on his recent promotion from mail clerk to shift leader.

Operations Director Brad Jackson said, "Justin began his career at GCE in August of 2021. He has stepped up to the managers position many times before this opportunity, and this is a well-deserved promotion. He has shown his ability to collaborate with our customers, which includes delivering mail on and off Eglin Air Force Base. Justin's customer service skills are on full display while he is working the service window. He has always shown great interest and skill in teaching GCE team members and our customers on the correct procedures of the mail center. He takes pride in doing the best he can for GCE, his team and our customers." Justin has never let his disability stop him from reaching his career goals and acquiring the skills needed for his new role.

Mirador – Information Technology (IT)

Congratulations to Emiko Wilkinson on her recent promotion to project manager III on our Mirador IT contract. GCE's Mirador leadership noted, "Emiko took on additional responsibilities as acting project manager/coordinator for two teams on the Mirador project. As the original team grew, it was necessary to split into two manageable scrum teams, and Emiko has successfully managed the work for both teams where her peers are managing a single team. Emiko outgrew her level of responsibilities and has taken on a role as point of contact for subcontractors on the Mirador team. After six years as a project manager II, Emiko was ready to stretch herself in a leadership role starting with being the acting supervisor for two senior level subcontractors. Moving to a project manager III role will allow her to continue her growth with additional customer interaction and provide her a path for continued success."



Congratulations John Richards on his promotion to software engineer IV. John has mentored multiple junior and mid-level software engineers by sharing his experience and providing a path for them to improve their skills and gain exposure to tasks that helped them with their careers. Three of those engineers have either been recently promoted or are in consideration for promotion in the future. John developed a majority of the automated testing framework utilized in reducing testing timeframes and provided a repeatable testing process for major components of Mirador. He is considered a mentor, leader and dedicated, mission-driven team member at GCE.

Jose Grajeda has been named GCE's new quality assurance analyst IV. Never stopped by his disability, he excels at everything he does. He is a top resource for all things software testing related. Jose has testing experience with every facet of Mirador and usually has final say in testing activities and product sign-off. He has over a decade of seniority at GCE with nearly all that time spent testing applications. His experience level is an asset to the GCE Mirador IT team. He is often consulted across teams due to his depth of understanding and historical perspective that streamlines testing processes. Jose acts as a mentor to junior resources and educates members of the project team to strengthen others and add cohesiveness across roles within the organization.



Congratulations to Poulami Roy on her promotion to project manager III. Mirador leadership noted, "Poulami took on additional responsibilities as acting project manager/coordinator for a scrum team on a Mirador IT project. She stepped up and navigated the evolving change control process for the project. Poulami led the efforts to standardize procedures for all scrum teams to follow in getting application updates, patching, upgrades, etc., successfully deployed to production. She outgrew her level of responsibilities and took on a role as point of contact for subcontractors on the Mirador team. Poulami was eager to stretch herself in a leadership role starting with being the acting supervisor for two senior level subcontractors."

The month of May is an exciting time for high school graduates – a time to reflect on the success and accomplishments achieved as a student, plus a time to embrace and welcome a future full of opportunities. May was also a time for celebration – a time to recognize and honor 24 recent and amazing Project SEARCH graduates.

Thank you to our business sites for hosting the annual end of year ceremony where parents,

friends, family, co-workers, mentors, support team members and agency/community leaders were able to gather to applaud, congratulate, recognize and share in the excitement of this very special achievement for these 24 graduates.

Project SEARCH is a program whose mission is to increase employment opportunities for people with disabilities through innovative workforce and career development. We would not be able to accomplish this without the collaborative efforts of our Project SEARCH business sites, community partners, parents/family supports, Project SEARCH site team and the graduates themselves.



Lisa Bloodworth
Senior director of transition and support services

Project SEARCH is currently located at five business sites in the Northwest Florida region:

1. Baptist Hospital
2. Gulf Breeze Hospital
3. Innisfree/Hilton Hotel/Pensacola Beach
4. Innisfree/Hilton Garden Inn/Ft. Walton Beach
5. Santa Rosa Medical Center



Eye protection

Eye protection has many forms. There are hundreds of types of safety glasses and goggles. All are designed to do one thing – protect your eyes (although some types are better at performing certain functions and more fully protecting your eyes).

Some safety glasses are really good at stopping flying debris from entering your eye. However, because they do not fit tightly to your forehead or cheek, gaps exist and could potentially allow things like liquids to pass around the protection and enter the eye. When using concentrated corrosive chemicals, chemical-resistant goggles are needed to ensure these potentially damaging chemicals do not enter your eye. Employees with prescription glasses should have some type of side shield protection or wear the over-the-glasses style eye protection. This keeps fluids and debris from going around eyeglasses and entering the eye.

Eye injury often occurs when individuals are not wearing eye protection when needed. For those in custodial work, team members must be wearing eye protection any time they are performing cleaning tasks. Those in food service need to wear eye protection any time they are working in an environment with potential for splashing liquid, flying debris or particles in the air that can enter the eye. This includes team members in pots/pans, dishwashing areas, serving food and performing cleaning duties.

GCE provides eye protection at no cost for team members. It is the team member's responsibility to ensure proper care of the equipment. Please report damaged or broken equipment, and it will be replaced by your supervisor. If the protection you are provided does not fit properly, please report the situation to your supervisor so that we can take the best care of you and your eyes.

Eye protection only works if it's unbroken, fits and worn when required!

For any questions or concerns, please contact me at Jonathan.Broussard@gce.org.



Jonathan Broussard
Safety Professional

Strategic priority: Drive consistent quality

At GCE, we operate across multiple lines of business, including custodial, food services, IT, facilities management, business services and contact center support. Each area has its own specific priorities and certifications, but one common goal unites us all – drive consistent quality.

Our certifications are a testament to our credibility as a trusted partner. For example, our contact center for the Colorado Military Health System is certified by ICMI, a leader in the contact center industry. In our custodial line of business, we have proudly held for many years the ISSA CIMS-GB certification, recognized as the industry standard. In our employment and support services line of business, GCE has been awarded the highest level of accreditation by CARF International. Recognitions like these help reinforce GCE as the trusted partner.

Moreover, GCE is now ISO 9001:2015 certified by NQA for our entire organization, underscoring our unwavering commitment to excellence. This certification reflects our dedication to upholding the highest standards and achieving our strategic priorities.

Additionally, we drive consistent quality through our Internal Quality Scores (IQS). By focusing on continuous improvement of our quality system, we ensure the best possible results.

Let us continue to work together to maintain these high standards and drive consistent quality across all our operations. This is what defines GCE and sets us apart!

If you have any questions or comments, please feel free to reach out to me directly at j.white@gce.org. Thanks for all you do!



Jeremiah White
Quality Program and Business
Development Manager

Cherokee Federal receives award

GCE's partner Cherokee Federal receives SourceAmerica National Award at XForce Conference!

GCE team members attended the National SourceAmerica XForce Conference in Indianapolis, Indiana in May – along with other organizations from across the country. From keynote speeches to panel discussions, networking opportunities, government updates and program advancements, all focused on moving the AbilityOne program forward for increased workforce development and job opportunities for people with significant disabilities.

GCE nominated Cherokee for the 2025 Business Partnership award, and we are super proud that Cherokee was selected to receive this prestigious recognition. This award honors a small-to-large commercial business that has partnered with a SourceAmerica nonprofit agency (GCE) to increase employment opportunities for people with disabilities. GCE's president Dwight Davis was joined by Cherokee leaders Major General Kenneth Dowd and Art Spring in accepting this award from SourceAmerica President Richard Belden. Our first partnership with Cherokee Federal resulted in the Fort Carson Colorado Patient Services call center over a year ago. This contract now employs over 70 GCE team members on the Military Health System contract.



Helping Hands

Many of our team members experience unforeseen financial hardships. That is why we established the Helping Hands program. This employee-assistance program provides emergency assistance to those in need. Money comes from donations by fellow team members throughout the year. It can be just a dollar from your paycheck bi-weekly to help. Donations have helped team members experiencing needs like car repairs on the primary car used by a team member to get to work, a medical condition or complex illness, funeral expenses for a spouse/child/parent, unexpected home repairs, food assistance, and support when a team member must take an unexpected leave from work without pay. Ask your supervisor or project manager for more information.

Employee Resource Groups

The Individuals with Great Abilities (IWGA) Employee Resource Group (ERG) is looking for your participation. The IWGA ERG was created to help cultivate an engaged and inclusive work environment through team member connections, by promoting diversity awareness, and through advocacy and collaboration. We are currently looking for new members as well as ideas/suggestions on topics and activities you would like to see from the group. Please share your thoughts and recommendations on how we can best support you in the workplace by emailing LGIERGIWGA@lifeviewgroup.org.

Keep up with GCE stories and recognition by following us on Facebook, LinkedIn, and Instagram.

