

# GCE·Xpress

## Government and advocacy



**Lori Kain**  
Senior Director of Government Affairs and Advocacy

GCE's food services team at NAS Pensacola was fortunate to recently host a tour for Katie Birmingham, Northwest Florida District Director, and Carey Griffin, Northwest Florida legislative aide—both

from Senator Rick Scott's office—as well as Ann Sharpsteen, Northwest Florida Regional Director for Senator Moody's office.

Having Senator Scott and Senator Moody team members take the time to meet our team members, hear their stories and see the work performed for the military men and women on base is greatly appreciated by GCE.



Visits like these turn policy into people. The AbilityOne Program can look like a line item in a budget or a paragraph in a statute, but after meeting team members in person and seeing the work performed, the program becomes human. They see careers, productivity, taxpayers and community members contributing to our war fighters. It elevates disability employment as a workforce solution.

## GCE Team Member of the Year

**Congratulations to our Team Member of the Year, Theresa Wohlfarth!** Theresa serves as a Project Manager at the Official Mail Center on Eglin Air Force Base, where her passion for customer service and leadership shines every day. Whether she's assisting customers or supporting her team, Theresa brings a friendly smile and a positive attitude that makes a lasting impact.



## A note from Dwight



Dwight Davis  
GCE President

*In February, the LifeView Group family of companies held our annual leadership conference. For GCE, this event provides a valuable opportunity to bring our Project and Program Managers from across the country to Pensacola for meaningful conversations about leadership and the management of our various lines of business.*

*This year, our leaders heard from speakers about building a just culture within the organization. A just culture creates an environment where leaders and team members can foster a healthy workplace that reflects our shared values. When done correctly, it sets clear expectations for responsibilities and behaviors—ensuring everyone is respected and empowered to be their best selves at work.*

*Our leaders also participated in a hands-on awareness exercise and panel discussion designed to help them experience and better understand the challenges associated with certain disabilities. The exercise and discussion were a tremendous hit, and we plan to continue offering them—possibly even bringing them to your site so your teams can experience them firsthand.*

*As we traditionally do at our conferences, the senior leadership team—Russ, Carol, Mark and myself—took questions from the audience. The first question was a fun one: "What advice would you give your younger self?"*

- *Russ jumped in first: "It's OK to fail. Ask more questions and don't pretend to know the answers."*
- *Carol added: "Don't worry about looking stupid—ask the question."*
- *Mark kept it short and powerful: "Never settle—keep pushing the limits."*
- *As for me, I shared: "Take the time. Learn about people. Know their skills and use them."*

## GCE Leadership Conference

The GCE leadership conference took place in Pensacola in February and was a great success. Feedback from our contract site leaders was positive, some saying it was the best conference to date. Team members from around the country came together to share best practices, celebrate awards, and discuss the future of GCE.

Congratulations to this year's award winners:

- Performance Excellence Award: Chrisopher Seventko, operations director for contact center services
- Living the Mission Award: Pam Aman, operations director for custodial services



## Contract site promotions

*Congratulations to Aaron Oeth on his recent promotion to project manager at our Eielson Air Force Base food service contract in Alaska.*

Stephen Sandquist, operations director, shared, "When Aaron was recruited for the assistant project manager position, it was clear he was a leader capable of more. His 20 years of service in the Air Force, primarily in services roles, combined with his experience managing the Two Seasons Dining Facility for the Air Force—one of the same facilities he now manages for GCE—made him uniquely qualified for the role. GCE's culture was one of the primary factors that attracted Aaron to the organization, and he has proven to be an excellent fit. From Aaron's time overseeing GCE's contract with the Air Force to his current role, he has consistently demonstrated strong leadership. He has earned the trust of GCE's leadership team, the team members he leads and our Air Force customer."



***Congratulations to Heather Harris on her recent promotion to shift lead II at our Fort Knox contract site in Kentucky.***

GCE site leaders noted, "Heather is a motivator who leads by example. She knows how to build trust and effective communication, which is key to meeting the needs of our customer." On the move for GCE, never letting her disability stop her from meeting her career goals. Well done, Heather!

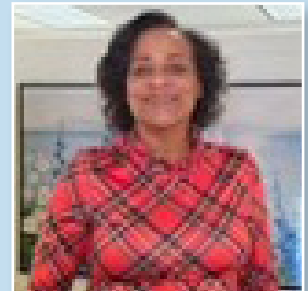


***Congratulations to GCE team member Eric Miller on his recent promotion to maintenance mechanic II at our Lakeview Center contract site in Pensacola, Florida.***

Tommy Picard, Eric's supervisor, notes, "This is a well-deserved promotion for Eric. His dedication, consistent performance and commitment to excellence demonstrates his values, love of his craft and accountability to his team."

***Congratulations to GCE team member Sertello Glennbracey on her recent promotion to team leader at our Fort Carson contract site in Colorado.***

Marlina Muniz, project manager, noted, "Sertello came to GCE with 18 years of military experience, serving in the medical field in both combat and peace time. She is committed to serving her community and continuously learning processes and best practices that equip her co-workers with the tools they need to effectively assist patients. I have faith that she will ensure that every patient will receive outstanding customer service."

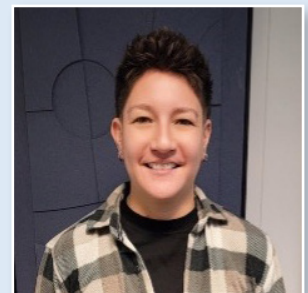


***Congratulations Brianna Grunberg on her promotion from patient appointment technician to quality liaison at GCE's contract site at Fort Carson, Colorado.***

Marlina Muniz, project manager, shared, "Brianna's dedication to excellence and her attention to detail will play a huge part in her new position. This on top of her interpersonal skills will give her great success. I look forward to seeing her grow and thrive."

***Congratulations to Crystal Aguero on her promotion from quality liaison to workforce management at our call center contract at Fort Carson, Colorado.***

Site leaders noted, "Crystal's reliability, consistency and positive attitude make a difference every day. She is highly committed and determined to keep daily operations running smoothly, and we know she will do well in her new position. She is driven to see things through to completion, and if there's one person to hold people accountable, it would be her. Congratulations, Crystal! You're going to do great!"



***Congratulations to Duan Byrd on her promotion to general clerk on our food service contract at Eglin Air Force Base.***

Keron Williams, project manager, shared, "Since joining our 7th Special Forces dining facility team, she has consistently demonstrated strong performance, dedication and a collaborative spirit. We are excited to see the continued impact she will make in this next chapter of her career with GCE."



***Congratulations to Maricel Carreon on her promotion to cook I at Naval Air Station Pensacola (NAS) GCE's food service contract site.***

Eric Gonzalez, project manager, shared, "Maricel has assisted other GCE cooks in the preparation and presentation of recent holiday meals. She has over 5 years of cooking experience, from a restaurant in Pensacola, that we are benefiting from and so is our military customer. Maricel is passionate in her craft, which shows up in everything she prepares in the galley at NAS."

***Congratulations to GCE team member Travis Edwards on his promotion from IT inventory management to network administrator at Eglin Air Force Base.***

In this photo, he is dressed in scrubs getting ready to do some network maintenance in one of the OR (operating room) suits at Eglin's 96th Medical Group at Eglin Air Force Base in Fort Walton Beach, Florida. Site leadership noted, "His leadership turns complex challenges into clear solutions. This promotion is a reflection of his integrity and the strength he brings to the team."



***Safety update: Near-miss reporting***

I would like to highlight the importance of near-miss reporting in maintaining a safe and secure work environment.

A near miss is an incident in which an accident could have occurred but did not result in injury. Reporting near misses is critical, as it allows us to identify and address potential hazards before they lead to harm.

In the past, the term was sometimes misapplied to minor injuries that did not require medical attention. However, that does not accurately reflect the definition of a near miss.

By reporting near misses, we can proactively correct unsafe conditions such as spills, damaged equipment or unsafe practices. This approach strengthens our procedures, increases awareness and helps prevent future incidents. Even seemingly minor near misses are important—early reporting can prevent serious injuries.

Please report any hazards you observe, even if no injury occurs, using the safety observation form. Tracking near-miss incidents enables us to identify trends, address unsafe conditions and reduce workplace accidents.

If you have questions or would like further clarification on near-miss reporting, please feel free to reach out.



***Jonathan Broussard***  
Safety Professional

***Phishing for your affection***

Valentine's Day is centered on connection, appreciation and trust. Also coming up are Mother's Day and Father's Day. While many of us think about cards and thoughtful gestures this time of year, cybercriminals see opportunity. Phishing attempts often increase around holidays, using seasonal themes and emotional triggers to catch people off guard.

Just like in relationships, security is built on awareness and intentional action.

***Recognize the red flags***

Phishing messages are crafted to look legitimate and spark emotion. Attackers may send fake delivery notifications for flowers or gifts, promotional offers, electronic greeting cards or messages that appear to come from trusted contacts. Some impersonate executives or government agencies. Others create urgency, claiming your account will be locked or a payment must be approved immediately.



***Kenny Ware***  
Facility Security Officer (FSO)

Pause before clicking. Check the sender's address, hover over links and question unexpected attachments.

**FSO Insight:** Most phishing attempts succeed when we react emotionally instead of thinking critically. Attackers rely on urgency and curiosity. Taking just a few seconds to verify a message can prevent a significant incident.

### **Protect your credentials**

Credential phishing remains one of the most common threats organizations face. Fake login pages designed to mirror trusted platforms can capture usernames, passwords and authentication codes. Once access is compromised, attackers can move quickly.

**FSO Insight:** Nearly every major cyber incident begins with compromised credentials. Protecting your login information is one of the most impactful ways you can safeguard LifeView Group's people, data and mission.

### **Think beyond email**

Phishing is no longer limited to inboxes. Attackers use text messages, voice calls, QR codes and collaboration platforms to reach employees. A message on Teams or a text to your phone can be just as malicious as an email.

Stay cautious across all communication channels, especially when asked to share sensitive information, approve payments or provide login credentials.

### **Report, do not ignore**

If you receive a suspicious message, report it through the proper company channels. Reporting is not about blame. It is about prevention. The sooner we identify phishing attempts, the faster we can block threats and protect others.

At LifeView Group, protecting information is part of how we treat people right and take care of each other. Security is not just an IT function. It is a shared responsibility.

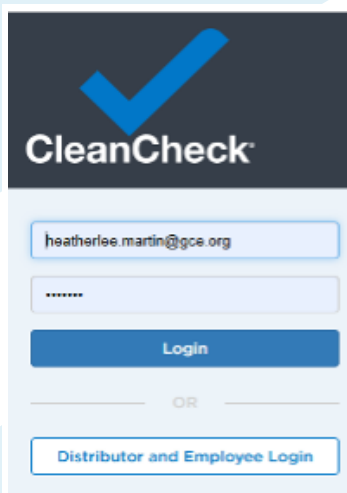
As we celebrate a season focused on trust and connection, let's commit to being thoughtful in how we engage online. By staying alert and reporting concerns, we help ensure that the only thing phishing this month is a clever headline.

## **Quality and CleanCheck training**

CleanCheck by Spartan is an excellent resource for delivering consistent, standardized training to our team members. The program includes bilingual training courses and printable training cards that can be easily kept on carts for quick reference.



**Heatherlee Martin**  
Quality Program Manager



Relevant modules for the services we provide include: the ABCs of Cleaning Chemistry, Food Processing Sanitation, Fitness Facilities, Carpet Care, Classroom Cleaning, Hotel/Resort Cleaning, Restroom Care, Office Cleaning and Hard Floor Care.

By standardizing our cleaning processes, we not only improve the quality of our work but also ensure that all safety guidelines are properly followed. While small variations may occur, this program helps us establish a uniform approach to how we perform our tasks.

If you do not already have access to CleanCheck, please reach out to your Quality Team:

- Alx Rodriguez – Food Service Quality Specialist
- Devon Sonley – Custodial Quality Specialist

## GCE Designs is open!

The official ribbon cutting took place on February 11 for GCE Designs in Pensacola, Florida. GCE Designs is proud to serve as a national hub for custom apparel, embroidery and promotional products—while advancing our mission of employment for people with disabilities.



## Rest in Peace - Pam Aman



*It is with a heavy heart that we share the news of Pam Aman, one of GCE's long-time leaders and team members, who unexpectedly passed away in early March.*

*Pam began her career with GCE as a janitor at NAS Whiting Field. She left GCE for a few years and then returned as a leader at the NETC administrative services contract. She later worked in quality control for the NAS Pensacola janitorial contract. After eventually moving to the project manager role at that site for many years, she became a senior director of operations.*

*Pam's unspoken role was as a leader in our culture. Every day, she lived our values of "treat people right," "take care of each other" and "never settle."*

*Please keep her family and team members in your prayers.*

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

