

Connections

a quarterly newsletter from the PSC

Summer 2007, Volume 1, Issue 1





Message From the Assistant Secretary

It has been a great pleasure and a privilege for me to lead the Office of the Assistant Secretary for Administration and Management (ASAM) for the past two years. ASAM, located in the Office of the Secretary, has a key role in ensuring that the U.S. Department of Health and Human Services (HHS) policies and management systems, tools, and processes facilitate the accomplishment of the HHS mission. An important responsibility of ASAM is to effect improvements and efficiencies by structuring HHS as "One Department," in support of the Secretary's goals and the President's Management Agenda. Our customers, all of HHS Operating and Staff Divisions (OPDIVs and STAFFDIVs), and their employees rely on ASAM every day for the products, services, and guidance they need for success. The Program Support Center (PSC) is a key component of ASAM and plays a major role in ensuring that we meet our customers' needs.

The PSC is striving to become a more professional, customer-focused organization – proactive in anticipating issues and responsive to the management and administrative needs of the Department, its employees, and stakeholders. It is also working hard to improve its performance – the quality of its products and services, timeliness of delivery, and overall cost-effectiveness. In fact, the PSC has made major strides in FY 2006 by exceeding its performance goals for customer satisfaction and timeliness of service delivery while reducing or holding many of its rates constant.

We are more enthusiastic than ever about the PSC's progress and strongly believe that the actions we have taken over the past few years – business reengineering, consolidation of services, and analysis of product offerings – have given us the right ingredients for success and created a solid foundation to better serve our customers' needs. Although good progress has been made, we are not done. We know that constant renewal is an important part of becoming a higher performing organization. Accordingly, we are making concerted efforts to transform the PSC and implement strategies to improve the way in which we communicate to our customers. We would like to hear how we are doing and how we can serve you better, as we remain focused on moving the PSC toward improved performance.

Our progress is due to our dedicated and committed employees, to whom I extend my warmest thanks. To our customers, I would like to express my sincere appreciation for your continued support.

Joe Ellis
Assistant Secretary
for Administration and Management

Message From the Director

During my two-year tenure at the Program Support Center (PSC), I have been fortunate to work with an exceptional group of individuals – everyone from the senior management team within the Office of the Assistant Secretary for Administration and Management, to the PSC executives, to our hard-working employees. All have shown great commitment to our success and transformation. Together, we have made decisions every day with the best interests of our Customer Agencies in mind.

In FY 2006, we continued to build momentum around our mission to provide a wide range of administrative support to the U.S. Department of Health and Human Services (HHS), allowing HHS OPDIVs to concentrate on their core mission objectives. As the shared services provider for HHS and other Federal Agencies, the PSC has continued to focus its efforts toward improving customer service and providing customers with products and services that meet or exceed their expectations at the lowest possible cost.

More than 90% of customers responding to PSC Comment Cards provided us with excellent/good ratings regarding their satisfaction with our services. Also, more than 95% of our services met their timeliness targets. Moreover, we have held constant or reduced more than 65% of our rates from FY 2006 to FY 2007, despite dramatic increases in rent, utilities, contracts, and other operating costs. We were also able to further drive down already low corporate overhead to 1.4% of total revenue.

Our performance reflects the hard work and important contributions of our people. As evident in the results, we believe our commitment to deliver high performance translates into success for our Customer Agencies. I look forward to another successful year and encourage you to let us know how we can serve you better in FY 2007.

On behalf of all PSC employees, I thank you for your continued support.

J. Philip VanLandingham
Director, PSC

Connections



Welcome to *PSC Connections*, a quarterly newsletter dedicated to sharing ideas and information that create value for the PSC's customers.

PSC Connections will:

- Provide regular up-to-date information about the PSC's products and services
- Provide greater insight into the PSC's organization and its employees
- Provide information on the PSC's performance
- Provide an opportunity for customers to provide us with feedback

We hope you enjoy this newsletter, and we'd appreciate your feedback. Please send your comments to Earl Pinto at: earl.pinto@psc.hhs.gov.

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PSC Connections is published by the PSC Business Office (Communications) for HHS employees.

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Quarterly Tips

Save Energy!

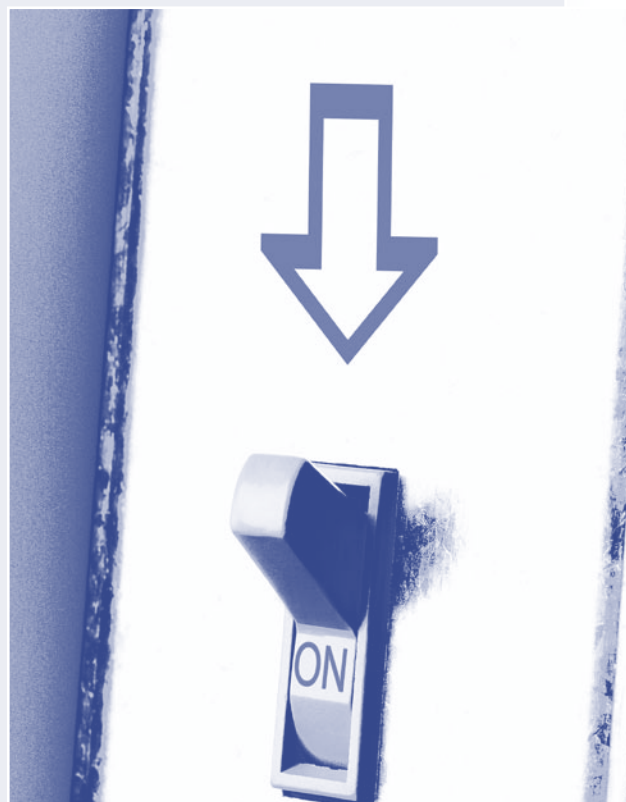
Every HHS employee should act to conserve energy.

Here are a few tips that everyone should follow:

- ☞ Set computers to Energy Saving Mode. This step saves energy during periods of inactivity.
- ☞ Close blinds to control solar heat gain.
- ☞ Turn off copiers after work and switch to Energy Saving Mode during work.
- ☞ Turn off lights when not in use or when leaving work areas.
- ☞ Take the stairs to save energy and burn calories in the process.
- ☞ Turn off computer peripherals (e.g., printers and monitors) before going home or when not in use.

Here are a few tips that you may want to consider at home:

- ☞ Use a programmable thermostat to control the heating and cooling in your home.
- ☞ Compare your energy use against the national average.
- ☞ Conduct a home energy audit to determine the largest savings potential.
- ☞ Install energy efficient lighting such as compact fluorescent lamps (CFLs).
- ☞ Hire a professional to help you insulate and repair your ducts.



Feature Article

How Does the PSC Develop Its Rates?


Did you know that the PSC doesn't want to make a profit? Hard to believe? Well, as a fee-for-service organization, the PSC is successful when it breaks even. To this end, the PSC follows a structured, automated process to develop its rates, ensuring that there is no mark-up on services and full transparency of all costs to customers. For the past three fiscal years, the PSC has followed this process, automated by the Fee-for-Service System (FFSS). The process involves the following steps:

- Cost Center managers allocate labor and non-labor costs to each cost center they support.
- Overhead costs are allocated in proportion to the direct costs to determine total annual cost for each service.
- Along with historical data, PSC managers and customers collaborate on usage/demand estimates to arrive at the number of total work units.
- Total costs are divided by total work units to arrive at a break-even unit price/rate for each service.

The projected cost detail, usage estimates, and proposed rates are presented to the Service and Supply Fund Work Group for review and the Service and Supply Fund Board for approval. (Each Operating Division is represented on both the Work Group and the Board.) Upon the Board's approval, Service Level Agreements are prepared by the PSC Business Office and distributed to each OPDIV Work Group member for signature.

...the PSC follows a structured, automated process to develop its rates, ensuring that there is no mark-up on services and full transparency of all costs to our customers.

The rates are then published in the *PSC Directory of Products and Services*, which is available via the Internet at http://www.psc.gov/aos/business/products_services.html. Hard copies can be obtained by contacting the PSC Business Office at (301) 443-0034.

Through aggressive cost management and increased external business, the PSC was able to hold constant or reduce more than 65% of its rates from FY 2006 to FY 2007, despite dramatic increases in rent, utilities, contracts, and other operating costs. 

Service in the Spotlight:

The PSC Warehouse Operations

The PSC Warehouse Operations has the warehouse services your office needs ... Now! Staff are available to assist with every aspect of warehouse operations, from door-to-door delivery and pick-up services, to disposal services, to distribution of forms, publications, and other material from a storage site that is video monitored 24 hours per day. The PSC Warehouse Operations comprises hands-on managers with a record of providing outstanding customer service and clean and accurate storage services in 100,000 square feet of storage space. In FY 2006, more than 98% of its customers have rated its customer service as excellent/good!

Key to exceeding aggressive performance targets is the PSC's outstanding warehouse management system. Based on a secure and tested wireless platform, it reports

statistical data on inventory status, storage space utilization, product utilization, postage/distribution costs, and customer demand history.

Warehouse Operations also maintains a high level of flexibility in meeting clients' dynamic needs and keeping costs low. It develops "pilot" programs that enable the PSC to modify its standard offerings to clients' specific warehousing requirements. It also maintains a flexible contractor service that enables it to adjust workforce levels to meet current labor needs. Furthermore, to ensure that services are provided at the lowest possible price, Warehouse Operations reviews costing and performance data monthly. For example, it has consolidated warehouses and, where necessary, partnered with commercial and governmental logistical service providers.

Major PSC FY 2006 Accomplishments

Contributed to implementation of the UFMS.

Led HHS-wide effort to consolidate its legacy systems into a single database, the PMIS.

Held constant or reduced more than 65% of its rates from FY 2006 to FY 2007, despite increases in operating costs.

Competed for and was awarded the privilege to be HHS' E-Gov Travel Center of Excellence.




The PSC Warehouse Operations serves all HHS OPDIVs and a wide range of Federal

... to ensure that services are provided at the lowest possible price, Warehouse Operations reviews costing and performance data monthly.

Agencies who need more space, labor services, better product distribution, material transportation services, and property disposal services. Moreover, it utilizes a state-of-the-art carousel system tied to a barcode-driven inventory management system to store and distribute forms, letterhead, envelopes,

memorandum stationery, publications, and other material, enabling the processing of hundreds of orders, delivered on line, without error. The PSC Warehouse Operations staff stand ready to meet the warehouse requirements of Washington metropolitan area clients.

For 24/7 electronic product ordering, please visit <http://propshop.psc.gov>. For information about performance standards for timeliness and quality, rate and billing methodology, and points of contact for the PSC Warehouse Operations, see the *PSC Directory of Products and Services* available online at http://www.psc.gov/aos/business/products_services.html. 

Implemented OMB Circular A-123, Appendix A, which requires management to conduct an assessment of internal controls over financial reporting.

Led HHS-wide implementation of eWITS, an application that tracks and monitors performance and metrics of HHS human resource functions.

Provided critical occupational and environmental health support to FEMA and other Federal organizations for U.S. areas affected by Hurricane Katrina.

Assumed the lead Federal Agency role for two additional CASUs previously managed by U.S. Departments of Treasury and Veterans Affairs.

Customer Success Story: The PSC Visual Communications Branch

The PSC Designs, Edits, and Publishes a Healthy Lifestyle Book

When the U.S. Department of Health and Human Services' (HHS) Office of Disease Prevention and Health Promotion (ODPHP) needed to publish its book, *A Healthier You: Based on the Dietary Guidelines for Americans*, it turned to the Program Support Center (PSC) to ensure that it had the highest quality publication possible.

In the run-up to its Annual Conference in October 2005, ODPHP contracted the PSC to redesign, edit, and procure printing for one of its cornerstone publications, a book entitled *A Healthier You: Based on the Dietary Guidelines for Americans*. Since the time between the contract award and final printing of this very complex, 350-page publication was only 5 months, the PSC's Visual Communications Branch was faced with a very tight deadline.

This publication also had to be of the utmost quality because it was to receive scrutiny from the White House and high-level Departmental staff. If these challenges were not enough, the chapters were submitted sporadically and the book's several different authors required the PSC to edit and harmonize multiple writing styles into one "voice."

'... [the PSC] did an unbelievable job with redesigning the book. We here at ODPHP are very pleased with the design, editing, and oversight and dedication we have received and are very happy to be working with [the PSC].'

Goals for PSC FY 2007 and Beyond

Will provide increased acquisition support requested by IHS, CDC, and NIH.

Will meet new challenges as part of the Department-wide initiative to implement a consolidated financial system.

Will begin providing operational customer support as Department's E-Gov Travel Center of Excellence.

Will continue to be challenged by the need to maintain, if not reduce, rates while continuing to improve quality and service.

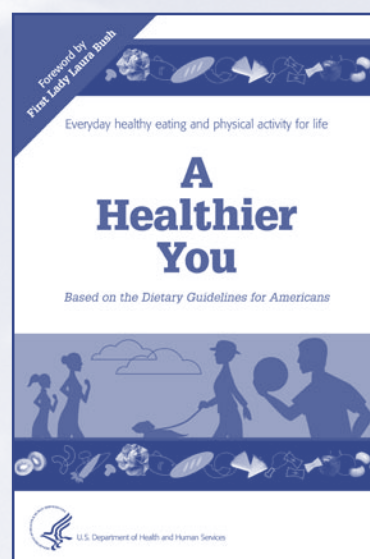
All of these issues required seamless coordination among the PSC’s graphic arts, editing, and printing procurement functions and daily interaction with the various stakeholders, including ODPHP, the Government Printing Office, and the Dietary Guidelines Advisory Committee.


Despite the many potential obstacles to the success of this complex project, the PSC rose to the challenge and delivered the book on time, printed it under budget, and exceeded the design and quality expectations of the customer. The following quote exemplifies just one of the customer’s many accolades:

“... [the PSC] did an unbelievable job with redesigning the book. We here at ODPHP are very pleased with the design, editing, and oversight and dedication we have received and are very happy to be working with [the PSC].”

As a result of the PSC’s efforts working with ODPHP, the book has received much praise

and approximately 50,000 copies have been printed to date. As a further testament to its quality, *A Healthier You: Based on the Dietary Guidelines for Americans* is now available to the public through popular booksellers such as Amazon.com and Walden Books.



The ODPHP was so impressed with the PSC’s work that this year they reached out again to the PSC to create a Spanish version of the book and a Toolkit for Health Professionals based on the book. 

Will participate in the initiative to implement the HHS Consolidated Acquisition System (HCAS), a Department-wide contract management system that will integrate with UFMS.

Will play a key leadership role in helping the Department to achieve Homeland Security Presidential Directive 12 (HSPD-12) goals and OMB deadlines.

Will ensure that SSC continues to be a major distributor of influenza vaccine for the Federal worker, the military, and populations served by various Federal Agencies.

Employee Spotlight




Dr. Julie Dunnwald leads Federal Occupational Health's (FOH's) marketing and business development efforts. She holds a Bachelor of Special Studies (B.S.S.) from Cornell College, a Master of Science in Social Work (M.S.S.W.) from the University of Iowa, and a Doctorate of Philosophy (Ph.D.) in Organizational Psychology from the California School of Professional Psychology.

As the Business Development Director, Dr. Dunnwald develops Web content, newsletters on occupational health, service-oriented fact sheets, brochures, customer satisfaction surveys, posters, and related informational and marketing materials. She also reviews print materials to ensure brand and content consistency. Finally, she manages FOH's Organizational Development,

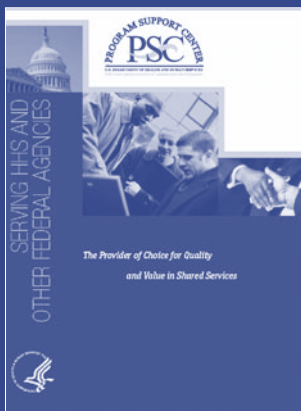
Management Consulting, and Training Program.

"We have worked hard to create a high-velocity organization – one that operates with a sense of urgency in a competitive world where customers are demanding increased responsiveness and higher levels of service," said Julie.

Dr. Dunnwald is married with two children, ages 2 and 5. She is involved in her community and contributes by serving on the Board of the Seattle Scholarship Program, an organization that helps high school and college women earn scholarship money for higher education.

Dr. Dunnwald exemplifies the occupational health and wellness principles that the Department promotes. She is a committed student of yoga, and for 16 years she has studied various styles of yoga. 

The PSC Brochure



The PSC Brochure is available. The Brochure is a small booklet that provides overview information about each Service Area within the PSC, including a list of its products and services.

Hard copies can be obtained by contacting the PSC Business Office at (301) 443-0034.

Employee Spotlight



Russ Garisto is the Chief of the Medical Affairs Branch, Office of Commissioned Corps Support Services, in the Enterprise Support Service. He is

board certified in healthcare management as a diplomat of the American College of Healthcare Executives. As Branch Chief, he provides administrative management and direction relating to medical matters affecting Commissioned Corps Officers, retirees, and their family members. The Medical Affairs Branch has taken the initial steps toward implementing an electronic medical records system for members of the U.S. Public Health Service (USPHS) in accordance with President Bush's directive. The Branch ensured that USPHS' personnel were physically and mentally prepared to deploy for Hurricanes Katrina and Rita. Before this position, Russ was the Administrator for Emergency

Medicine for the National Naval Medical Center in Bethesda. He is also a former member of the National Capital Area Disaster Preparedness Committee.

"My team works hard to build strong relationships with customers so that we deliver to them the highest quality of service possible," said Russ. "We strive to strengthen our reputation for being responsive to customer needs."

For the last six years, Russ has worked part-time as a bartender for the White House. At White House events, he has met President George W. Bush, former President Bill Clinton, and numerous celebrities. He was born and raised in New York and is a passionate New York Yankees and Giants fan. In his spare time, he enjoys tutoring children in reading, math, and science. He is married with two children, ages 8 and 11. 



PSC Directory of Products and Services

The *PSC Directory of Products and Services* is available. This publication includes detailed descriptions of the products and services offered by the PSC, performance standards for timeliness and quality, rate and billing methodology, and points of contact.

Hard copies can be obtained by contacting the PSC Business Office at (301) 443-0034 or via the Internet at http://www.psc.gov/aos/business/products_services.html.

Interesting Facts:

Administrative Operations Service

The Administrative Operations Service (AOS) is one of five distinctive Service Areas in the PSC. AOS is responsible for providing a wide range of administrative and technical services to customers within the Department and to other Federal Agencies, as well as corporate support to the PSC.

Did you know that AOS has:

- Managed more than 3.2 million sq. ft. of leased space nationwide
- Distributed more than \$5 million in Transshare media annually
- Handled approximately 1 million mail pieces per month
- Distributed more than 20,000 product packages on demand
- Supported 75,000 lines and 50,000 mailboxes at 75 locations, and processed approximately 4,400 Telephone Change Requests per year
- Processed more than 2,500 background checks

Note: All statistics are as of FY 2006, unless otherwise noted above. This is just a glimpse of what AOS has recently accomplished, as well as what it can do for you. Visit <http://www.psc.gov/aos> to learn more about this exciting Service Area within the PSC!

PSC Customer Service Storefront

As you may know, the PSC Customer Service Storefront opened Monday, October 2, 2006. For HHS employees located in the Washington metropolitan area, the Storefront is in the lobby of the 8th floor of the Hubert H. Humphrey Building and is the latest in the PSC's efforts to further improve the service we provide to our customers. The Storefront serves as a walk-up customer service desk, providing the following:

- Facilitation of Service Delivery
- Identification of Key PSC Contacts
- Transit Subsidy Distribution
- Graphics and Printing Intake
- 24-hour Copy Center
- Payroll Services
- Information on Other PSC Products and Services



Grand opening of the PSC Customer Service Storefront on October 2, 2006.

Regional News:

Cooperative Administrative Support Units

HHS serves as the Lead Agency for the Cooperative Administrative Support Units (CASUs) located in Kansas City, Denver, and New York. The PSC's AOS provides oversight to the CASUs and provides them with personnel, financial, and procurement support.

The CASUs consist of Federal employees and contractors who provide administrative support services to other Federal Agencies. The CASU program originated from a 1985 President's Council on Management Improvement recommendation that called for cutting administrative costs by reducing duplication of administrative support functions in field offices. The focus was to share common administrative functions among Federal Agencies.

The PSC CASUs provide mailroom services, nationwide contract staffing services, copier management services, digital imaging, warehouse services, and procurement acquisition services for Federal Agencies.

To learn more about the CASUs and how they can help you, please contact Michael Tyllas, Director, Administrative Operations Service, at michael.tyllas@psc.hhs.gov or (301) 443-2516.

PSC Regional Support

In addition to the services provided in the Washington metropolitan area, the PSC's AOS provides a wide range of products and services to customers in the 10 regional offices with locations in Boston, New York, Philadelphia, Atlanta, Chicago, Dallas, Kansas City, Denver, San Francisco, and Seattle. Such services include facilities, space and personal management, mail operations, office automation, Transhare, fingerprinting, and badging. These services are provided to the HHS entities that occupy the main headquarter buildings in each of these cities.

For more information about the Regional Support program, please contact Lisa Buzzuro, Project Officer, at lisa.buzzuro@psc.hhs.gov or (301) 443-3516/(301) 443-2518.

PSC Regional Contacts:

Regional Support Coordinator: Lisa C. Buzzuro

Region I: (617) 565-1077

Region II: (212) 264-0489

Region III: (215) 861-4667

Region IV: (404) 562-7673

Region V: (312) 353-0682

Region VI: (214) 767-3206

Region VII: (816) 426-3491

Region VIII: (303) 844-7882

Region IX: (415) 437-8383

Region X: (206) 615-2016

Performance for Results

The PSC has a multifaceted Performance Management Program aimed at ensuring that we meet our customers' expectations for quality, timeliness, and value. The cornerstone of the program is our 10 Key Performance Indicators (KPIs), which are driven by our mission, strategic goals, HHS objectives, and input from our customers. Key elements of our performance monitoring are:

- Tracking and monthly reporting of all performance standards listed in our Directory of Products and Services and Service Level Agreements
- Customer Feedback forms, both electronic and hard copy, with monthly reports to the PSC Executives and tracked followup of issues
- Annual PSC-wide Customer Survey and additional service-specific surveys
- Ongoing communication with customers

About our customer satisfaction and timeliness performance measures, FY 2006 was a great success for the PSC. Our customer satisfaction target is 90% of customers responding to PSC Comment Cards indicating excellent/good ratings for satisfaction with services; and our timeliness target is 95% of services achieving timeliness targets as set in our services' performance standards. In all, the PSC met or exceeded these performance targets 20 out of 24 times in FY 2006. We strive to continue this high-level of performance in FY 2007. See the graphs below for a look at the year in review. 

PSC Timeliness Performance for FY 2006



PSC Customer Satisfaction Performance for FY 2006



Frequently Called Numbers

Parklawn Building

ACQUISITION MANAGEMENT	(301) 443-6557	MAIL/MESSENGER SERVICES	(301) 443-2447
AUDIO-VISUAL EQUIPMENT	(301) 443-1092	MOTOR POOL	(301) 443-0557
BACKGROUND INVESTIGATIONS	(301) 443-2714	OVERNIGHT DELIVERY SERVICE	(301) 443-1485
BUILDING MAINTENANCE	(301) 443-6340	PARKING	(301) 443-2414
CHILD CARE CENTER	(301) 443-0726	PHOTOGRAPHY	(301) 443-1090
CHILD CARE SUBSIDY PROGRAM	(301) 443-0055	PRICES HELP DESK.....	(301) 443-0034
CONFERENCE ROOM RESERVATIONS	(301) 443-2585	PRINTING.....	(301) 443-6740
COUNSELING SERVICES	(301) 443-4357	PROPERTY DISPOSAL	(240) 276-0806
CREDIT UNION.....	(301) 881-1870	RECREATION & WELFARE (R&W)	(301) 443-1949
DFO CUSTOMER SERVICE	(301) 443-3050	RECORDS MANAGEMENT	(301) 443-5252
EMPLOYEE LOCATOR.....	(301) 443-2414	RECYCLING.....	(301) 443-6340
EMPLOYMENT VERIFICATION	(301) 504-3295	RENOVATIONS	(301) 443-2001
GRAPHIC ARTS	(301) 443-1090	SAFETY/SECURITY.....	(301) 443-2714
GUARD OFFICE	(301) 443-4144	SHUTTLE INFORMATION	(301) 443-2414
HEALTH UNIT	(301) 443-1238	SPACE MANAGEMENT	(301) 443-2001
HRS HELP DESK.....	(301) 504-3000	TELEPHONE TROUBLE & REPAIR.....	(301) 402-9935
ID PHOTOS	(301) 443-2714	TELEPHONE ACQUISITION SERVICES	(301) 443-2495
IT HELP DESK.....	(866) 699-4872	TRANSIT SUBSIDY (TRANSHARE)	(301) 443-2414
LOADING DOCK	(301) 443-6454	VISITORS INFORMATION	(301) 443-2414
LOST AND FOUND	(301) 443-4144		





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<http://www.psc.gov>