

Message from the VP of Regional Operations

Hello All,

Thanks to all Regional Operations Staff for your support of this year's Grassroots Advocacy Event. Representatives from each Region, Products and Strategic Business Development provided support to our Government Affairs team.

We are in the midst of a busy season. Our Board Meeting this July will occur in Portland, OR. During the meeting, we'll be discussing FY12 Corporate Goals, FY12 Budget Approval, as well as a myriad of issues that affect our great program. We are also in the planning stages for our Quarterly Retreat during the final week in August.

Have an enjoyable and safe summer!

Best Regards,

Martin Williams
VP, Regional Operations

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Bobby Hanna – A CMS Program Success Story

Bobby Hanna's participation in Los Angeles Habilitation House (LAHH) CON Training Program is a shining example of how CRPs and the CMS program are helping disabled veterans integrate back into society. Read on to learn more about how the CMS program is changing the lives of disabled veterans.

Bobby Hanna, United States Air Force Veteran, recently completed the CON 100 program offered by LAHH, this is one of the steps in becoming a Contract Officer/Specialist. In addition to participating in the CON training sessions at LAHH, Bobby is currently working at the Vocational Rehabilitation office for the Department of Veterans Affairs as part of the NPWE (Non-Paid Work Experience) program. Although, participants in this program are not compensated they receive valuable on the job training and a subsistence allowance.

Initially, Bobby worked with program specialists and learned how to use various government software and filing systems. Eventually, Bobby was assigned to work directly with the on-site Contract Specialist, this gives Bobby hands on experience within the contracting field. In addition to gaining knowledge of contracts, Bobby is able to pursue classes at Defense Acquisition University (DAU) and complete the Level I Federal Acquisition Certification (FAC) training. Once Bobby completes the FAC training and the CON 120 training offered by LAHH, he will have all the necessary certifications to obtain his goal of becoming a Contract Officer/Specialist. The CON training sessions have enabled Bobby to have a better understanding of how the government works in regards to solicitation of bids and contracts. Participating in the NPWE program and LAHH's CON Training Program has given Bobby back his confidence and enabled him to become a productive citizen. *From LAHH Newsletter*

Business Highlights

- Joel worked with a team of nonprofit agencies to develop an MOU for the HAMS line of business (Hospital Aseptic Management Services). This event was hosted in the South Region. He has also been involved in selecting candidates to fill positions for TFM at the Ft. Knox project of excellence location.
- The B1 internal working team have been putting "finishing touches" on documents related to the process, and all materials will be ready for rollout on time. There will be notification and training related to this topic when the official release occurs. Stay tuned.

Who's Who in Regional Operations?

Joel S. Pagliarello, M.S. **Director, Customer Relations**

As Director of Customer Relations, Joel works to provide consultation and support for the largest producing CRPs in the AbilityOne Program. Their needs are often complex and diversified, so he is focused upon getting to know each agency individually. There is no "one size fits all" approach that adds the most value. A few key components of his role:

- Conducts visits to maintain constant communication with each agency that is a top tier producer in the AbilityOne program (as defined by AbilityOne sales volume).
- Retrieves data pertinent to each top tier producing agency's financial, operational, and strategic goals.
- Identifies areas for potential expansion and/or growth by analyzing existing business systems and making recommendations for improvement.
- Recommends training programs to strengthen staff development and productivity, and evaluate areas where potential risks to existing projects may be imminent.
- Conducts quality systems reviews to ensure top tier CRPs are taking advantage of NISH's most updated technology and service offerings.
- Ensure cross-regional consistency for issues such as phase-ins, ratios, subcontracting plans, etc., where it affects a top tier CRP.
- Ensures top tier CRP perspectives on key issues related to the AbilityOne program are brought to NISH for consideration.

Sheila Sandford **Director, Special Projects**

Sheila Sandford is the Director of Special Projects. The main role of this position is to provide support and coordination for ad hoc projects that impact Operations' workload. The intent is to develop project plans that maximize existing data and resources with minimum expense of time or human resources from the regions and other business units.

Sheila is responsible for responding to requests for data from NISH and Committee senior staff for use during site visits or speeches. She is striving to identify methods to gather the necessary data without the need for data calls. She is also looking for methods to "close the loop" to provide feedback on the use of the data.

Sheila has developed a number of procedures designed to assist the regional operations business units such as the procedures for Request for Influence, Request for Early Publication and Response to Appeals. In an effort to better educate NISH and CRP staff, Sheila recently developed the NISH eTIPs, which will be published quarterly as a resource for federal procurement trends.

Sheila will continue to work with the regional operations business unit team members to identify other methods to support them and improve NISH processes.

Cheri Pierce **Program Manager, Contract Management Services**

As Program Manager for Contract Management Services (CMS) – Contract Closeout, Cheri coordinates all activity on this new line of business in partnership with NIB. The AbilityOne program is the sole provider to the government for **all** outsourced DoD Contract Closeout activities. The current prime contract supports closing out Firm Fixed Price type contracts within DoD. Currently, the CMS program is developing concept pilot projects to add Cost Reimbursement and other type contracts to the program. These services are provided as either an onsite facility model or a virtual offsite model at the CRP facilities.

Cheri provides all required program guidance and support to NISH CRPs enrolled in the CMS program as well as marketing and program design services. Additionally, the CMS program is capable of providing additional support services to the customer such as post award activity and contracting support services. The focus of this program is to provide high quality brand recognition within the DoD, Government and Commercial customers for Contract Support services. Highlights of responsibilities:

Non Profit agencies:

- Provide assistance to 45 NISH nonprofit agencies enrolled in the NISH CMS program
- Assist with development of readiness of the 400 +/- individuals enrolled in CMS programs through their agencies
- Assist agencies in identifying and recruiting Wounded Warrior and Disabled Veterans for the program
- Conduct onsite agency readiness reviews to ensure quality and ensure capacity and capabilities
- Develop and coordinates various training utilizing DAU, ESI and CACi, etc.
- Assist CRPs operational setup involving turn key operations

Customer:

- CMS presentations and consultation
- Conduct onsite customer needs assessments prior to performance
- Pricing and proposal preparation

NISH:

- Coordination of all NISH CMS activity and communication
- Providing CMS support to Business Development team members
- Develop policies and procedures in coordination with NIB
- Ensure and implement program wide quality control
- Assess and improve procedures to increase productivity

As a member of the Regional Operations business unit, Cheri supports all Regional Operations initiatives and is responsible for any and all assignments as well as representing the team on behalf of all regional activity.