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Fall Edition

2019

# The Cutting Edge



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# A MESSAGE FROM CEO, JIM MOODY



The leaves are starting to change colors and the temperatures are beginning to drop. The Autumn season, also known as Fall, is descending upon us. It marks the transition from summer to winter and brings with it a feeling of cleansing and renewal as we rejuvenate our professional and personal lives.

In this edition of the Newsletter, we update you on several initiatives, spotlight our bright and successful personnel, and provide insights about some of our programs.

Since the summer of 2018, our Staffing Pros Division has been helping our Government and commercial customers with their short and long term staffing requirements. Our customers include, the U.S. Bureau of the Census, U.S. Army TARDEC, Booz Allen Hamilton (BAH), Morgan 6, and Cardinal Health. We are pleased to have recently added Hughes Network Systems (A Division of Echostar), KAM Manufacturing, Blackfish, GI4, Omnitec, and Xcelerate to our list of customers. Way to go Staffing Pros!

Unfortunately, at the end of September, we successfully completed our contracts in support of two programs, the Common Computer Enclave (CCE) and the DPS TOPS program, for our customers at the Military Surface Deployment and Distribution Command (SDDC). Based in great part on the success of these two and other projects, VETS was just awarded a new, multi-year contract as part of the TecSynap Team supporting the SDDC SEITS contract. This project is scheduled to begin in November 2019.

VETS, as part of a World Services Team, was also awarded a new task order to support the U. S. Small Business Administration's Network Operations Support Center (NOSC). This project also begins in November 2019.

VETS continues to provide software engineering, software development, testing and infrastructure support to American Innovative Applications Corporation (AIAC) and their cloud-based Waitbusters Digital Diner software-as-a service (SAAS) program. We are proud to announce that we have now helped Waitbusters to develop and field their online ordering platform and we are in the process of fielding a new Delivery-as-a-Service (DAAS) capability.

We look forward to the coming months and the opportunity to see the growth of our many operations. I am thankful, this season, for the hardworking teams that make our accomplishments possible.

*Jim*





# SPOTLIGHT:

## Kendele Underwood, Director of Corporate Operations

This edition of the VETS Employee Spotlight is on Kendele Underwood, Director of Corporate Operations. Kendele was previously VETS' Human Resource Manager. She is an active member of the Society for Human Resource Management (SHRM). Holding an Associate's degree in Information Systems Technology, she has more than 15 years of experience in Human Resources, managing all aspects of HR to include hiring, training, supervising, and directing staff. Her focus at VETS is on management and compliance in which she leads the Human Resources, Accounts Payable, Accounts Receivable, Payroll, Office Management, and IT departments with responsibility for all corporate functions.

Since beginning with VETS in 2009 as an IT Consultant, Kendele also worked as the Office Manager prior to becoming the HR Manager. In 2015 she was promoted to her current position. During her time with VETS, Kendele has created, applied, and managed strategically transformational HR plans/programs across all functional areas of HR, as well as disciplinary actions, performance improvement plans (PIP's), individual development plans, investigations, and terminations. She leads the Affirmative Action Program to include successful completion of two OFCCP audits in recent years, as well as all annual reporting. Kendele collaborates with cross-functional staff and operational leadership to achieve and maintain an effective, regulatory compliant HR division as well as oversight of multiple corporate departments and staff. She plans, coordinates, and facilitates annual benefits enrollment for health and retirement, medical, dental, vision, Section 125 FSA, Section 132 Commuter, and STD, LTD, and 401K offerings.

Kendele also has extensive experience with Service Contract Act (SCA) group benefits and administration for SCA staff who are governed by wage determinations mandated by the Department of Labor (DOL). In addition to administering workers' compensation, disability, and FMLA claims, she serves as liaison with carriers on all insurance filings. She spearheaded the development of a



Kendele pictured with her daughter, Taylynn, and her husband, Paul.

comprehensive Employee Handbook and Supervisor's Manual that includes all employee forms and detailed internal procedures to ensure federal and state regulatory compliance, as well as operational consistency across VETS.

When asked what she enjoys best about working at VETS, Kendele shared how appreciative she is that VETS allows her to explore different areas of business and government contracting. That freedom and support has allowed her to grow professionally in the past ten years with VETS. Kendele said she has had the great fortune and pleasure of working with so many visionary leaders and coworkers who represent the best in their field – all of whom have challenged her to grow and succeed.

Kendele said this melds well with her driving values. "I believe you should always do your best; when you are ready to give up – try harder!" She was quick to note, however, that everyone is different and special. "I always try to help anyone in need, make them feel comfortable and welcome – it makes me feel good. There is nothing better than being able to mentor others and leave a lasting business and personal impression on them. I enjoy being the "go-to" for the variety of issues that come up. I feel gratified that people often seek my counsel when they don't know an answer or even where to begin to reach out to someone."

*Continued on the next page.*



# SPOTLIGHT:

## Continued: Kendele Underwood, Director Corporate Operations

Kendele continues, “On the personal side, I’ve developed so many special friendships –they will stay with me for a lifetime.” Kendele said that these friendships, and the respect everyone at VETS displays for each other and our different cultures and life experiences – it makes a beautiful team, which is the one thing she values most at VETS. She states, “I just enjoy people – helping them whenever I can. Sometimes that help is just listening. Sometimes I help by offering advice. One thing people know they can count on from me is that I won’t tell you what you want to hear – I will always tell you the truth – tempered it with kindness whenever possible.”

Kendele was born and raised in Mecklenburg County, where VETS is located. She currently lives in Skipwith, VA with her husband, Paul, and daughter, Taylynn Gray,

and her four-legged, 15-year-old son – her Chihuahua, Domino. Kendele is an active member of the Mecklenburg Lioness Club; she was nominated as Lioness of the Year for 2018-2019. She also serves on the Advisory Board for the Orchestra 2100, *Encore!* Kids program, which is a non-profit music and art program benefiting Mecklenburg County and other Virginia elementary school students. Earlier this year, she was elected to serve on the Board of Directors for VCU Health– Community Memorial Hospital.

Her free time is spent enjoying sunny days on the lake with family and friends. Kendele also enjoys reading cookbooks, cooking big meals for family on Sundays, taking a walk at sunset, sitting on the porch listening to the frogs, and playing games and puzzles with her family.



## Refresh Complete

The VETS website construction project is complete. The site has a fresh, modern look that makes accessing information easy from laptop, iPad, and smart phone technologies.

Pages currently live include the following --

- VETS Landing / Home page ..... <https://www.vets-inc.com/>
- VETS About Us page ..... <https://www.vets-inc.com/about-us>
  - Company Overview
  - Leadership
- Newsletter page ..... <https://www.vets-inc.com/newsletters>
  - Featured Edition
  - Archives
- VETS Careers page ..... <https://www.vets-inc.com/careers>
- VETS Contact Us page ..... <https://www.vets-inc.com/contact>

VETS invites you to take a moment and checkout your new company website. Special recognition goes out to Kendele Underwood, Dave Winn, Sue Settell, and Kelly Cassella of Genaeisis, for all their hard work and dedication is assuring the VETS website revamp was a success. Finally, VETS extends its appreciation to all our employees for their patience and support while the site was under construction.

*Thank You!*



# Spotting Potential Leaders within Your Team

Ask ten different leaders what they believe are the essential traits of a successful leader and you will probably get ten different lists. Yet, you are likely to find a specific set of traits running across all ten leader lists, like honesty, integrity, and transparency. If you work for a leader who demonstrates these best-in-class behaviors, you are lucky. Research shows the most profitable companies on the planet have leaders whose actions and deeds reflect the same outstanding manners.

These leaders are referred to as servant leaders, conscious leaders, authentic leaders, or transformational leaders.

Whatever term you choose to use, they are great for an organization, its people, and culture. Traits they regularly demonstrate include a desire to share their position power and status for the benefit

**“Leaders establish trust with candor, transparency, and credit.”**  
~ Jack Welch, former CEO of General Electric ~

of all those under their charge. In a nutshell they practice a people over profit mindset – which, incidentally, actually results in the company making more profits.

In *Give and Take*, author Adam Grant says when individuals find purpose in their work, it improves their happiness and boosts productivity. Grant believed that employees want purpose in their work. He went on to say if you give employees the opportunity to meet the customers they serve, their success will increase dramatically. Grant’s work concluded having employees meet those they serve is the greatest motivator, even if just for a few minutes.

Seeing the human impact of their work on customers’ lives is critical. Employers who give employees access to customers have a competitive edge. Employee motivation and performance is enhanced when employees feel what they do each day makes a difference in the world, whether

they design apps or lay down asphalt. Moreover, it fosters a learning spirit within the company. That’s why fostering an overall organizational learning spirit is ingrained in the mindset of such leaders. It’s not just good business but increases team performance, as well.

The true success lies in developing employees. Great leaders embrace employee development. Their management goals include identifying employee gifts, talents, strengths, and personality to increase job fit and to allow every individual employee to reach their potential within the organization. They send a clear message that growing our people is one of our highest priorities. That requires a leader willing to commit the fiscal resources and human capital for training, coaching, and mentoring in alignment with a job purpose, performance metrics, and company mission.

Strong leaders ensure a healthy work environment whose culture is built on joy; where employees look forward to going to work, not dread it. They promote highly collaborative environments filled with respect, teamwork, encouragement, and shared values. When leaders successfully shape such a culture it results in a synergy that’s hard to beat.

Managers often want to know how to spot leadership potential in their team members. There is no one right answer to that question. However, identifying employees that possess specific traits that sets them apart on their team is a good beginning. Look for employees who assume unofficial authority over their own jobs and who build credibility.

What might that look like?

Potential leaders are or become subject matter experts (SMEs) in their job, whether it be in administration, information technology, or any other field they might work in. These individuals use their expertise to strengthen customer relationships.

*Continued on the next page.*

They are a role model for their team members. Look for individuals with both experience and humility. People that give clear, constructive, actionable feedback in a way that makes others feel respected are great succession planning candidates for key areas and positions because other employees listen to them.

Potential leaders are adept at building a culture of trust that can be transformative to their company.

Competency at their job helps build trusting relationships with their managers, peers and direct reports, as well as customers. They maintain confidentiality, avoid gossip, and always keep their word. They listen and are interested in what others have to say, regardless of their status within the organization. They are able to admit mistakes and accept responsibility. Potential leaders always share credit where it's due.

An employee who possesses the emotional agility to manage both thoughts and feelings during stressful times is worth considering for leadership material. The ability to approach uncomfortable emotions in an objective, proactive, value-driven way shows maturity; the ability to identify emotions affords them the opportunity to release those that do not serve them or their organization. These potential leaders also practice mindful listening. Employees that seek to understand, ask great questions,

seek clarity, and are adept listeners – traits that a potential leader should possess.

Willingness to mentor and be mentored is a characteristic of a potentially great leader. These informal leaders are able to identify their colleagues' strengths, provide timely, constructive, actionable feedback, and inspire others to care about organizational goals. In the process of their daily work they work hard to make their boss look good, protect their reputation, and discreetly provide information beneficial to their boss. Potential leaders act in ways that demonstrates to their boss that they have their back. These individuals think like leaders even during difficult times, avoiding blaming/shaming others. They use facts, information, and data to problem solve.

There will always be employees with no official authority who choose to use their SMEs and influence to help their organization when things get tough. Notice those types who have built credibility through job excellence, being competent, accepting feedback, and finding ways to build up team mates. They will inspire others to care and achieve excellence too. The ability of a manager to identify candidates for leadership roles is critical. Being able to recognize candidates who show the ability and willingness to help strengthen a positive corporate culture, while engaging other employees who will also support acceleration of company growth.

**“People who are truly strong lift others up. People who are truly powerful bring others together.”**

~ Michelle Obama, attorney and former First Lady of the United States ~

**“Become the kind of leader that other people would follow voluntarily; even if you had no title or position.”**

~ Brian Tracy, motivational speaker, author, and personal development expert ~

## *Period of Employment Awards*

VETS provides an award to employees with continuous Service of 5, 10, 15, 20, & 30 years. Awards are presented during the calendar month in which the employee's anniversary occurs.

The following employees have earned their Period of Employment Awards:

### *5 Years*

Jerri Morales, September 26, 2019  
Carrie Turpening, September 26, 2019

### *10 Years*

Kendele Underwood, October 19, 2019

# Halloween Health and Safety Tips

Many fall celebrations, like Halloween and Harvest Days, are fun and exciting times for children (and many adults). They get to dress up in costumes, enjoy parties, and eat yummy treats and candy in abundance. They also can offer a chance to celebrate by giving out healthy snacks, getting physical activity, and focusing on safety.

The CDC offers the following tips to help make the festivities fun and safe for trick-or-treaters and party guests of all ages.



## Expecting Trick-or-Treaters or Party Guests?

Follow these tips to help make the festivities fun and safe for everyone:

- Provide healthier treats for trick-or-treaters such as low-calorie treats and drinks.
- For guests, offer a variety of fruits and vegetables.
- Use party games and trick-or-treat time as an opportunity for kids to get their daily dose of 60 minutes of physical activity.
- Be sure walking areas and stairs are well-lit and free of obstacles that could cause someone to fall.
- Keep candle-lit jack o'lanterns and luminaries away from doorsteps, walkways, landings, and curtains. Place them on sturdy tables, keep them out of the reach of pets and small children, and never leave them unattended.
- Remind drivers to watch out for trick-or-treaters and to drive safely.

## Going Trick-or-Treating?

- S** Swords, knives, and other costume accessories should be short, soft, and flexible.
- A** Avoid trick-or-treating alone. Always walk in groups or with a trusted adult.
- F** Fasten reflective tape to costumes and bags to help drivers see you and your friends.
- E** Examine all treats for choking hazards and tampering before eating them. Limit the amount of treats you eat—there's always tomorrow!
- H** Hold a flashlight while trick-or-treating to help you see and others see you. **WALK** from house to house – don't run.
- A** Always test make-up in a small area first. Remove it before bedtime to prevent possible skin and eye irritation.
- L** Look both ways before crossing the street. Use crosswalks whenever possible.
- L** Lower your risk for serious eye injury by not wearing decorative contact lenses.
- O** Only walk on sidewalks whenever possible, or on the far edge of the road facing traffic to stay safe.
- W** Wear well-fitting masks, costumes, and shoes to avoid blocked vision, trips, and falls.
- E** Eat only factory-wrapped treats. Avoid eating homemade treats made by strangers.
- E** Enter homes only if you're with a trusted adult. Only visit well-lit houses.
- N** Never accept rides from strangers.

~ VETS Team wishes you and your family a Happy Halloween! ~

# Chaplain's Corner

Am I responsible for my sister? How about my distant cousin? Do I bear a responsibility only to my family or to those that I live with in a community? How about those who I may never meet, but provide for my food, water, protection or other needs

Who we should care about and how we should care for them is a question as old as humanity. We learn in our earliest years not to bite, hit or tattle. As we get older, we form smaller groups of friends who we relate to because of shared values or interests. As we enter our late teens and twenties, we began to experience the results of competition; those with the best grades and skills are rewarded and those who do not measure up receive less. The urge to win can create a world view that leads us to only value those who are like us and can help us.

Of course, all of us lose sometimes. The relationship breaks up, the job doesn't work out, the investment vanishes or our health fails. Those who only associated with us because we helped them win have no use for us when we lose.

The person who is in need today may be the person who helps us when we are in need tomorrow. Helping someone to overcome their present difficulty will enable them to assist someone else. All of the systems we live in (family, work, community, etc.) are strengthened by strengthening the members of that system. Care and support is not an option, it is a necessity.

Am I my brother/sister's keeper? Of course. Because you and I and all of our fellow travelers on this small, blue planet are affected by the status of others. Bless and care and lift up when you are able, because we all will need to be helped on the journey.

On the journey together,

*Greg*

Dr. Greg Randall,  
VETS Corporate Chaplain



*You can contact Greg via e-mail at [chaplain@vets-inc.com](mailto:chaplain@vets-inc.com). Feel free to send a prayer request or ask a question anytime. To speak to Greg, call 855-483-8746 ext 121. Please leave a message if you get the voice mail, and the chaplain will return your call. Greg is available to talk with you about spiritual issues, family issues, relationships, stress, grief, or any other area that is a concern for you. All chaplain services are voluntary and at the employee's direction and initiative, and the chaplain does not favor or promote one expression of faith over another.*

## Fun Fall Activities

Fall is a time to reflect on the bounty of summer and make plans to celebrate the waning warm weather before winter arrives. Some of my favorite Fall activities include listening to leaves crunch under foot, the smell of pumpkin-spice baking, and hosting Halloween parties. Check out the following fun activities and make a list of things you love to do in the Fall. Then share your list with family and friends – it's sure to be a hit with young and old alike!

- 🍁 Go apple picking
- 🍁 Get lost in a corn maze
- 🍁 Go hiking, take a picnic
- 🍁 Go for a hay ride
- 🍁 Collect colorful leaves
- 🍁 Tailgate at your local football game
- 🍁 Plant bulbs for Spring in your garden
- 🍁 Watch a kids' soccer game
- 🍁 Attend a fall festival
- 🍁 Watch birds flying south
- 🍁 Take a drive and look at the changing leaves
- 🍁 Buy something from a bake sale
- 🍁 Rake up leaves and jump in them
- 🍁 Eat a candied apple
- 🍁 Make butternut squash soup
- 🍁 Drink hot spiced cider
- 🍁 Eat a warm slice of pumpkin bread
- 🍁 Make a big batch of chili
- 🍁 Carve a pumpkin into a jack-o-lantern
- 🍁 Make your kid's (or your own) Halloween costume
- 🍁 Go to a scary haunted house with friends
- 🍁 Give out candy to trick-o-treaters
- 🍁 Host a potluck Thanksgiving dinner
- 🍁 Take a walk in the crisp, cool air
- 🍁 Think of things you are thankful for and say them out loud!

# WAIT BUSTERS

*Spend Less Time Standing Still*

## Waitbusters' Hot Spot Delivery Feature has Significantly Increased Sales for The Bobbin' Cork

Reston, VA (RestaurantNews.com) Waitbusters, LLC announced that The Bobbin' Cork, Clarksville, VA has been using its hot spot delivery feature to serve up their finest cuisine to the customers along the lake. This is the first of Waitbusters' partner restaurants to begin using this innovative feature along the East Coast.

Waitbusters' wanted to take its online ordering and delivery platform one step further and allow customers to receive their food at more convenient locales. By utilizing hot spot delivery, customers can order online and select from any predetermined location given by a particular restaurant. This allows customers the convenience of having their meals at a beach, dock, park or other outdoor location.

This type of convenience has been a game changer for restaurants like The Bobbin' Cork that sits along the banks of Buggs Island Lake and serves to massive crowds along the lake in the summer. The Bobbin' Cork's owner, Jonathan Chumney explained, "Utilizing hot spot locations for delivery allows me to reach a mass of customers at locations outside of my normal delivery parameters. It's also been a tremendous help for tourists in our area to order with ease. Overall my customer base has widened because of just how easy it is for them and my revenue has increased three-fold!"

In addition to providing an online ordering platform with hot spot delivery, Waitbusters' Digital Diner features include:



- ⇒ Wait Line and Reservation Widgets and the ability to perform those functions via Amazon Alexa
- ⇒ Social Media Marketing
- ⇒ SMS Text Message Marketing
- ⇒ Delivery Driver Logistics and Delivery As A Service (DAAS)
- ⇒ Your Own Custom Restaurant Chatbot
- ⇒ Jump-The-Line Revenue Generator

### About The Bobbin' Cork

The Bobbin' Cork is the dream fulfilled of lifelong Clarksville, VA resident Jonathan Chumney and his wife Melissa. Each day, The Bobbin Cork serves up the freshest and finest in soups, salads and sandwiches in Clarksville and along the banks of Buggs Island Lake. Come on in or order online breakfast, lunch or dinner.

**About Waitbusters Digital Diner:** Waitbusters LLC, a service-disabled veteran owned company, is a provider of innovative restaurant technology solutions. The Digital Diner solution offers restaurants the ability to create better experiences for their guests, save money, create new revenue streams, become more profitable, and find and retain happy customers. E-mail [sgau@waitbusters.com](mailto:sgau@waitbusters.com) to schedule a demo. **Contact:** Anicia Gau, Waitbusters, LLC -- 571-612-0213 / [agau@waitbusters.com](mailto:agau@waitbusters.com).



## HR Highlights

*Our people strategy IS our business strategy*

Hello VETS Team -- *It's that time of year again!* This is a friendly reminder to be sure to work with your manager regarding your annual Employee Performance Appraisal. Highlights of the processes and the Employee Performance Appraisal Form are discussed below. Your manager may have recently provided you with instructions for accessing and completing your annual Employee Performance Appraisal Form. If you have not been contacted, please reach out to your manager for details.

### Employee Performance Appraisals

During VETS' Focal Review process, all full-time and part-time employees receive performance appraisals. Appraisals cover performance during the prior performance year (Sept. 1 - Aug. 31).

A new employee who has not received an anniversary year appraisal will be evaluated for performance since the employee's date of hire. For example, an employee who was hired on Dec. 1, 2018 will receive a 9-month appraisal covering the period Dec. 1, 2018 - Aug. 31, 2019.

Your completed performance appraisal is due to Corporate Human Resources no later than Nov. 1. Your Manager will communicate your team schedule to ensure adherence to the schedule.

An explanation of the Employee Performance Appraisal Form will follow. It is a four-part form comprised of the following sections:

- Section 1: Employee Certifications – To be completed by you prior to completion of your Appraisal by your Manager.
- Section 2: Skills/Knowledge Assessment – To be completed by your Manager.
- Section 3: Objectives for Next Performance Period – To be completed jointly by you and your manager during your performance appraisal meeting.
- Section 4: Signatures – To be executed by your Manager and the next level Manager prior to meeting with you, by you at the conclusion of your appraisal meeting, and by your Vice President prior to forwarding your completed Appraisal to Corporate Human Resources.

### Below are the steps for the Employee Performance Appraisal process:

1. Your Manager will create a schedule for your team to ensure that Appraisals for you and your team members are completed, approved, and submitted to Corporate Human Resources no later than November 1<sup>st</sup>. Your team schedule will consider the number of employees to be evaluated, project-related deadlines and other constraints your team must meet, scheduled time off, and so forth.
2. Your Manager will complete the identification section at the top of each Appraisal (Employee Name, Employee No., etc.). You will receive a soft copy of your individual Appraisal form. Your Manager will ask you to complete Section 1: Employee Certifications and send the Appraisal back to your Manager based on your team's schedule.
3. Your Manager will complete Section 2: Skills/Knowledge Assessment by assessing your skill/competency level for each category and assigning a performance rating based upon the five-factor rating scale shown at the top of Page 2 of the Appraisal. Carefully read the definition for each factor prior to your appraisal meeting to ensure that you understand the key differences among them. Your Manager will evaluate your performance against the standards and requirements of your position, not in relation to others' performance.

*Continued on the next page.*

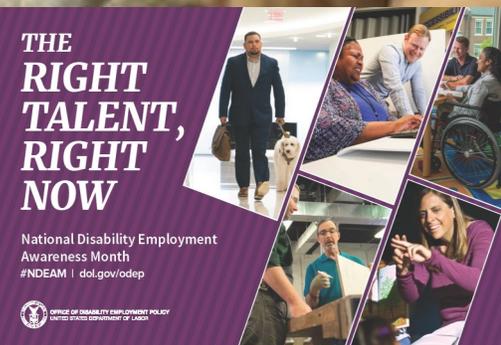


4. Note on the rating scale that any Unsatisfactory rating requires supporting documentation. In such cases, your Manager will explain the job requirements and provide examples of your performance or behavior that warrants a "1" rating. If you receive a "1" rating in any area, your Manager will prepare a Performance Improvement Plan (PIP) and you will be reassessed within three months.
5. Following completion of Section 2, your Manager will compute an overall Appraisal rating by summing the ratings for all categories and dividing by 25. The resulting numeric rating will be inserted in the Overall Rating box.
6. Your Manager will obtain approval from the next level Manager and then contact you to schedule your appraisal meeting.
7. The purpose of the appraisal meeting is to provide performance feedback for the review period as well as establish expectations and objectives for the upcoming performance year (September 1, 2019 - August 31, 2020). The meeting provides an opportunity for you and your Manager to review performance, identify areas of strength, and focus on areas needing more concentration.
8. Following review of Section 2, your Manager will collaborate with you to determine three performance objectives for the next 12 months. These are documented in the space provided in Section 3.
9. At the conclusion of your appraisal meeting, your Manager will ask you to sign the Appraisal form. Note in the signature block that your signature indicates you have read the Appraisal and discussed it with your Manager, not necessarily that you agree with the ratings or comments. If you wish to provide a written response to your Appraisal, you may do so within 10 calendar days following the appraisal meeting. Any written response you submit will be attached to the Appraisal and filed in your personnel file.
10. It is important to remember that your Appraisal contains sensitive and confidential information. You should refrain from discussing the Appraisal or similar confidential data with other employees, other than your Manager or a Human Resources representative.

### **Salary Reviews**

Salary reviews are a separate process that may occur following completion of your Employee Performance Appraisal (EPA). Salary reviews are not directly related to appraisals and may depend on a variety of factors including, but not limited to, company or project profitability and growth, and the pay status of similarly situated employees both within and outside VETS. A salary review may or may not result in a salary increase.

*Please feel free to contact Corporate Human Resources if you have any questions.*



## **October is National Disability Employment Awareness Month**

Reflecting a commitment to a robust and competitive American labor force, the 2019 National Disability Employment Awareness Month (NDEAM) theme is *"The Right Talent, Right Now."*

Observed each October, NDEAM celebrates the contributions of workers with disabilities and educates about the value of a workforce inclusive of their skills and talents.

VETS is a service-disabled, veteran-owned small business committed to recruiting and hiring *qualified applicants without regard to race, color, religion, gender, sexual orientation, gender identity, marital status, age, national origin, protected veteran status, or disability.* VEVRAA Federal Contractor.

For more information on current VETS job openings go to <https://www.vets-inc.com/careers>.

# Referrals AND Building Bridges

A well-managed employee referral program may be the single most powerful weapon in an organization's recruitment arsenal. In fact, employee referrals continue to be a top source for hires. By encouraging employees to refer contacts in their professional networks for open positions you:

- Improving quality-of-hire
- Increasing new hire retention
- Boosting employee morale and recognition
- Increasing diversity within the organization
- Sourcing candidates with a specific skill set
- Reducing the time-to-hire for external candidates
- Better targeting and sourcing of passive job seekers
- Deepening the pipeline of potential applicants

After all, who better to refer great candidates and sell those candidates on why they should join your organization than you, our employees?



- **Faster time-to-hire:** A LinkedIn study uncovered that it takes an average of 29 days to hire a referred candidate compared to 39 days to hire a candidate through a job board.
- **Top talent begets top talent:** Another LinkedIn survey revealed that star employees tend to refer other star employees. Tapping into your top talent can help organizations source and hire high performers more effectively.
- **Better employee retention:** Not only are candidates hired via an employee referral typically of higher quality, they also tend to stay at their jobs longer, with 46 percent remaining in their position for at least three years.

## WHERE IS STAFFING PROS...



### SOCIAL MEDIA REFERRALS

Facebook: @StaffingProsUS  
LinkedIn: @StaffingPros  
Twitter: @ProsStaffing

### AUTO-POSTING OPEN ROLES

StaffingPros.US  
Vets-inc.com  
INDEED.com (search both Vets-inc and Staffing Pros)



## Pumpkin-Spice Cookie Recipe

### INGREDIENTS

- 🍂 1 (18.25 ounce) package spice cake mix
- 🍂 1 (15 ounce) can solid pack pumpkin

### Directions

Prep Time: 15 minutes  
 Cook Time: 20 minutes  
 Ready Time: 35 minutes  
 Servings: 24 cookies

1. Preheat oven to 350 degrees F (175 degrees C). Grease cookie sheets.
2. In a large bowl, stir together the cake mix and pumpkin until well blended. Drop by rounded spoonful onto the prepared cookie sheet.
3. Bake 18 to 20 minutes in preheated oven. Allow cookies to cool on baking sheet for 5 minutes before removing to a wire rack to cool completely.

### Nutrition Facts (per serving / 1 cookie)

98 calories  
 2.7 g fat  
 17.2 g carbohydrates  
 1.5 g protein  
 0 mg cholesterol  
 188 mg sodium

For more information go to:  
[www.allrecipes.com/recipe/25831/pumpkin-spice-cookie/](http://www.allrecipes.com/recipe/25831/pumpkin-spice-cookie/)

### Reader Suggestions (nutrition not shown)

- 🍂 Add 1/2 teaspoon pumpkin pie spice
  - 🍂 Add 1 cup chopped walnuts
  - 🍂 Add 1 cup chocolate chips
- Or Add All Three!*



## Pumpkin-Spice Latte Recipe

### INGREDIENTS

- 🍂 2 cups milk (dairy or non-dairy)
- 🍂 2 tablespoons pumpkin puree (canned or homemade)
- 🍂 1 to 3 tablespoons vanilla extract
- 🍂 ½ teaspoon pumpkin pie spice (plus more for serving)
- 🍂 ½ cup strong hot coffee
- 🍂 Whipped cream (to taste for serving)

### Directions

Prep Time: 5 minutes  
 Cook Time: 5 minutes  
 Ready Time: 10 minutes  
 Servings: 2 drinks

1. Add milk, pumpkin puree, and sugar to a saucepan over medium heat. Heat until hot (don't boil). Remove saucepan from heat; whisk in vanilla, pumpkin pie spice, & coffee.
2. Divide the mixture between two mugs. Top with whipped cream and a sprinkle of pumpkin pie spice.

NOTE: Tastes best with 2% or whole milk, but skim, soy, almond, or coconut also work.

### Nutrition Facts (per serving / 1 drink)

Nutrition facts below are estimates using USDA database to calculate approximate values. We assumed 2% milk and 1 tablespoon of sugar.  
 Calories 171  
 Protein 9 g  
 Carbohydrate 21 g  
 Dietary Fiber 1 g  
 Total Sugars 20 g  
 Total Fat 6 g / Saturated Fat 4 g  
 Cholesterol 24 mg

For more information go to:  
<https://www.inspiredtaste.net/8419/pumpkin-spice-latte-at-home-recipe/>

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