



VETS

# THE CUTTING EDGE

## Spring 2019 Edition

### TABLE OF CONTENTS

|                                    |    |
|------------------------------------|----|
| President & CEO Message            | 2  |
| Robin Hammond Employee Spotlight   | 3  |
| Quiz: Do You Know VETS?            | 4  |
| VETS Corporate Growth              | 5  |
| Chaplain's Corner                  | 9  |
| Waitbusters Digital Diner VSL      | 10 |
| HR Highlights                      | 11 |
| Website Refresh Update             | 12 |
| Quiz Results                       | 13 |
| Leading When You're Not the Leader | 14 |
| Period of Employment Awards        | 16 |
| VETS Contacts                      | 17 |

### **VETERANS ENTERPRISE TECHNOLOGY SOLUTIONS, INC.**

is a Service-Disabled Veteran-Owned Small Business (SDVOSB).

This publication and featured articles within are a trademark of  
Veterans Enterprise Technology Solutions, Inc.

#### **Corporate Headquarters:**

134 Commerce Drive, Clarksville, VA 23927

855.483.8746 (toll free) / 855.4VETS-INC (toll free)

Website: [www.vets-inc.com](http://www.vets-inc.com)

If you would like to contribute to this publication please contact: Sue Settell at [ssettell@vets-inc.com](mailto:ssettell@vets-inc.com)

# President & CEO Message

Jim Moody



With the coming of spring, we have hopes for warmth and sunshine, outdoor activities, and personal and corporate growth. It has been a challenging, but also an exciting and fruitful winter. Spring is near and the recent federal government shutdown is finally over. While it did not cause any lasting effects on VETS nor our personnel, it did delay some contract awards, start-ups, and invoice payments and it caused unnecessary concerns for our employees.

This newsletter will bring you some updates regarding our corporate growth, and our personnel.

First, our VA Identity Access Management (IAM) program received accolades from Mr. Bill James, the Deputy Assistant Secretary for Development and Operations Office of Information & Technology at the Department of Veterans Affairs (VA). In his congratulatory message, Mr. James stated, "I thought IAM was so complex that the ability to migrate to the cloud would be stymied by technical reasons ... When the team was able to overcome those technical complexities, I was (and still am) over the moon! Please convey my appreciation to the entire team for a job well done."

As we had planned, we have experienced considerable growth and success in our new practice areas, including, Cloud migration, cybersecurity, identity access management, and staffing support.

Our Waitbusters Digital Diner tool has quite a few new capabilities, including, Online Ordering, Language Localization, Guest Profiles, Split Payments, Wait Time Estimator, Multiple Table Merging, and many more. We are now in over 50 restaurants and have processed over 250,000 online customers. We are in talks with several restaurant chains, as well as numerous Point of Sales (POS) vendors.

Our new Staffing Pros Division has also been busy providing staffing support to a number of customers, including, Cardinal Health, the U.S. Census, U.S. Army TARDEC, the Department of Veterans Affairs, and Booz Allen Hamilton (BAH). We are also in discussion with numerous other government and commercial customers and hope to add them to our customer list sometime soon.

For additional information about these and other updates, please read through the newsletter.

Mona and I wish you and your families a wonderful spring filled with health, happiness, professional success, and quality family time.



**Back row (left to right):** Teagan, Cherri, Ryan, and Ben. **Middle row (left to right):** William, Robin, and Quiani. **Front row:** Elyse.

## Robin Hammond Employee Spotlight

Our Employee Spotlight this issue is shining on Robin Hammond, VETS' Human Resources (HR) Manager. Robin came to VETS as a temporary employee in April 2012 as a Payroll Specialist, and formally joined the VETS Team in October 2012. She became the HR Generalist in December 2012. She previously worked for 15+ years as a tax professional for a CPA firm. She eventually became the firm's Administrator, which led to her interest in the field of Human Resources. Robin has a Bachelor of Science in Professional Communications with an HR emphasis and has a PHR certification.

Robin grew up in Northern Virginia in a gregarious Italian family who loves to eat! As a child, she felt lucky to spend two-three weeks each summer at Ocean City, Maryland. Robin spent her college summers waitressing to offset her tuition, room, and board. Her favorite place is still any Atlantic Coast beach. Thirteen years ago, Robin moved to the Southside Virginia area with her husband of 32 years, William. They live with a "trio of terrors ... or, terriers", Bella, Kris, and Tucker. They have two sons, Ben and Ryan, who live in Florida, along with Robin's sorely missed three-year-old granddaughter, Teagan, and one daughter, Elyse, who is in her final year of grad school in DC.

Robin said her favorite piece of advice she ever received was from her mother. Her motto was, "The best you can do is the least you can do." Robin said her mother impressed on her children that what they did and how they did it should matter to them. It's advice she has shared with her own children and others she has worked with. It's a work ethic Robin brings to work every day. Along those same lines is a quote that resonates with Robin, from the book "The Prophet", by Khalil Gibran. "Say not, I have found the truth," but rather, "I have found a truth." She feels this is especially important to keep in mind in the workplace, especially in light of the current cultural environment.

She enjoys reading fiction and her favorite books include *The Good Earth*, *Cutting for Stone*, and *To Kill a Mockingbird*; she also reads SHRM and Toastmasters magazines to increase her professional knowledge. She supports and volunteers with children's educational and school programs and enjoys representing VETS at local school events and fundraisers. Robin loves to sing and has sung at weddings and parties, and, she laughed, even had a few "cool gigs" in her youth. Because she suffers from stage fright, Robin said she prefers to sing in an ensemble or group.

*(Continued on page 4)*

## Employee Spotlight *(Continued)*

Listening to music, watching Game of Thrones, hiking with the “terrors”, and Facetiming with her granddaughters and kids are other pastimes that Robin loves. She looks forward to her annual “sisters trips” where they have gone on adventures to Boston, Charleston, San Francisco, San Diego, Nashville, and DC; they are hoping to hit the Florida Keys later this year.

When asked what she likes most about working at VETS Robin said, “Everything!” She said the people she works with are phenomenal and bring their very best each day, which makes working alongside them wonderful. Finally, Robin said she is so appreciative that President and CEO, Jim Moody, supports not just professional development, but also supports community involvement both as a company and individually.

Robin seeks to see the good in people and believes that most people are trying to do the same. She said, “In HR it’s easy to become a cynic – you almost have to be. But it’s important to remember there is a human being on the other side of an interaction, especially when the outcome is not going to be pleasant for them.” Robin stated another reason she loves her job is that she and VETS have similar values. Both uphold the principle -- “People first, People always.”

---

## Quiz: Do You Know VETS?

***Take the quiz and see how much you know about VETS!***

1. What year did VETS become a company?
2. Who were the four original VETS employees still with VETS today?
3. What was the agency name of the first contract VETS won?
4. What is VETS’ motto/slogan?
5. How many states does VETS currently have contracts in?

***(Check out page 13 to see how many you get right!)***

# VETS Corporate Growth

## Business Development Team

Like most companies, VETS depends on retaining current customers and bringing in new work to meet its business goals. Without our professional teams of dedicated staff that would not be possible. We wanted to share with you some of our recent successes. They include additional funding to add RMF Support to the TOPS Sustainment contract, the government's exercise of Option Year 3 for the DISA DECC contract, receipt of additional funding to continue SBA Hosting support, additional funding to add Cloud Support to SDDC CCE, and the government's exercise of Option 1 on OUSD/HCMO.

The SBA Hosting Program Project Manager (PM) is Kettya Ok. Through the team's successful O&M and Security Support Services, our customer requested VETS support the transition from a data center environment to a Cloud-based solution. VETS database architects developed and deployed a solution that transfers data from legacy mission-critical applications to new Cloud-based data architecture. A successful proof of concept was developed and demonstrated; it led to the approval of additional funding to continue development activities and to support security compliance of future infrastructure.

The SBA Hosting Program Team received special appreciation (right) from our customer for their work performance and support. It included a special thanks to reviewing cycle MVP Diane Schlecht, for "attention to detail".

The OUSD/HCMO contract, under PM Mark Muller, provided outstanding support to the Office of the Under Secretary of Defense/ Human Capital Management Office. The customer provided the team high marks on the quality of staff, work output, and all contractual obligations. Due to the efforts of Erycka Reid, Nathan Bloom, Tammy Loper, Hilary Ledesma, Olufemi (Femi) Adebiji, and Randy Hinkle, VETS received the first Option Year of the five-year contract.

This past fall, VETS led a proposal response on an SBA IDIQ to support the Office of the Chief Information Officer (OCIO). This is an 8a set aside with World Services LLC as prime. VETS was a driving force behind writing the proposal and winning four of the first eight task orders (TOs) that came after the IDIQ award.

*(Continued on page 6)*

**From:** Vance, Kerry S.

**Subject:** Account re-certification COMPLETED

*I wanted to take a moment now that the re-certification process is finalized and submitted to let you all know that I appreciate all your support. This effort has NEVER been successfully completed, EVER. It has been a requirement since SOP 90 47 2 in the 2009 -2010 days but not necessarily as detailed as today. In 2012 with SOP 90 47 3 because of all the non-success the agency decided it would be a good idea to do it twice a year, that didn't actually solve the issues. This is the third time ODA/DCMS has attempted to complete this effort based on the updated annual requirement in FY 17 we came really close but alas we did not hit the mark.*

*We may still get an NFR, but we did all the steps in the process, documented the findings, closed the findings, and have completed it with 1.5 days to spare. So thank you all for supporting this effort.*

*Special thanks to the MVP of this review cycle (Diane Schlecht). Her attention to detail caught a number of items in areas that were previously not reviewed or overlooked.*

*I continue to hope that 2.0 and the ACM system capabilities enable enhancements and automation to this process.*

Thanks,

Kerry

## VETS Business Successes *(Continued)*

The OED-EDMIS Migration Analysis TO objective includes conducting a business process analysis to generate requirements for a comprehensive recommendations report for the planning/implementation of a modern data management system. The future result will be the development of an Enterprise Data Management Service model for the OCIO and program offices. This system will integrate Core Business data elements shared by multiple program offices and supporting agencies. This system will integrate Core Business data elements to be shared by multiple program offices and supporting agencies.

Over the past eight months, the major efforts underway for TOPS Sustainment have focused on Cloud migration for the TOPS applications and transitioning from the DoD Information Assurance Certification and Accreditation Process (DIACAP) to the Risk Management Framework (RMF).

In 2014, the Department of Defense (DoD) introduced the Risk Management Framework (RMF) to help federal agencies better manage the many risks associated with operating an information system. The DoD RMF aligns with the National Institute of Standards and Technology (NIST) Risk Management Framework (RMF). This transition was a new undertaking for USTRANSCOM with many continuous challenges along the way. However, the VETS Team is fully committed to maintaining a secure development environment and providing code and patches that meet all security requirements.

To support this major undertaking, VETS brought on board Mr. Mitch McKinney. Prior to onboarding with us, Mitch conducted assessments of hundreds of Veteran Affairs (VA) software applications and systems for the purpose of attaining their Authority to Operate (ATO) with 100% success rate. Mitch generated two System Security Plans, which were evaluated for ATO and approved by the VA. He was later assigned to the VA Cyber Security Assessment and Authorization contract.

Since his onboarding, our Customer has acknowledged and embraced Mitch's expertise in this area. He has prepared and submitted over 19 RMF deliverables to our Customer and identified and presented numerous items and issues to the Customer for their further investigation. We highlight Mitch McKinney as TOPS Sustainment RMF expert and recognize the efforts of the entire TOPS Sustainment Team.

VETS has been supporting our DISA DECC St. Louis, Missouri Customer since 2013. We won re-compete of this work in 2015. The VETS DISA DECC Team is responsible for monitoring Data Centers worldwide for the DIA and maintaining the functional capability for customers utilizing services under the DECC Enterprise Service Delivery Center (ESDC) environment. Our 24x7x365 watch desk monitors all systems and networks for performance and availability and collects data in order to analyze trends, while keeping tabs on health, welfare, and availability of individual components, systems, and services.

*(Continued on page 7)*

## **VETS Business Successes *(Continued)***

Use of network management systems and enterprise system management tools help identify outages, failures, and faults. Watch desk experts coordinate with all appropriate organizations reference events/ activities that may impact service. Furthermore, our team has provided similar support through DISA DECC Columbus.

Over the years, we have witnessed superb management oversight from Project Managers and Team Leads. Our current Project Lead is Mr. Alex Sloan who accepted the Lead role in October 2018, at the recommendation of the then Project Lead, Mr. Mike Speicher. Alex stepped into the role of maintaining the 24x7x365 schedule with his six-member team -- submitting monthly reports and continuing to constantly face changing schedules, employees, and requirements -- as we transitioned to our last year of support.

Alex has stepped in, along with his team members, to cover the 24x7/365 schedule without a full staff. Numerous overtime hours have been worked to ensure full coverage of this effort. Alex continues to fill schedule gaps and meet Customer requirements. This article highlights Alex Sloan's uncompromising support and dedication as Project Lead and recognizes the entire DISA DECC Team.

In 2013, VETS won the support of the Surface Deployment and Distribution Command (SDDC) Common Computing Environment (CCE) -- SDDC CCE. The CCE is comprised of enterprise hardware, software, communications, and network equipment supporting more than 40 SDDC system applications on 1000 VMs within a Veritas High-Availability (HA) or MS cluster configuration. VETS leveraged virtualization technologies for both Solaris and Windows operating systems using VMware, Solaris zones, Veritas clustering, integrated enterprise backup capability, load balancing, fault tolerance, centralized Network Attached Storage (NAS), Common Internet File System (CIFS), and Storage Area Network (SAN) with NetApp hardware. Our CCE database servers use Symantec Veritas Cluster Server technology to couple multiple servers, creating an HA solution. With continued technological advances, this project has witnessed steady growth. Since 2013, we have doubled the number of virtual servers from 500 to 1000.

Our latest modification to the Contract includes transitioning the existing Central Enclave (CE) environment to the Cloud. The Sprint to the Cloud effort was directed by the USTC and SDDC Commanders. The VETS Team is supporting the Centralize Enclave, which is the current environment and the transition to the USTC AWS GovCloud. This increased support will encompass both Cloud application migration and sustainment tasks across both environments through September 30, 2019. VETS will add an additional nine positions in support of this significant undertaking.

***(Continued on page 8)***

## VETS Business Successes *(Continued)*

Our current Project Manager, Mr. Jim Butler, is totally up for this challenge as he accepted the PM role, transitioning from one of the Team's Technical Leads with the resignation of David Reifschneider in June 2018. Jim has supported the CCE effort for over ten years and totally sees the big picture from end to end and tries his best to keep us away from pitfalls and other challenges. He wants to bring on the right players to make this migration effort a success for both VETS and the Customer. Jim and his entire team's expertise is highly respected by the Client and they have extended the Contract for an additional year. The contract's Vice President, Ethel Andersen, gave a big "shout out" to Jim Butler and his entire Team for their dedication, tireless support, and maintaining their "Can Do" attitude!

On another front, the Staffing Pros Team is going full force on the new Census 2020 project. The goal of CENSUS 2020 is to count each and every individual once using mobile technologies, geospatial initiatives, and internet self-response. It has come a long way from its 1790 origin, when the US population was 3,929,214 and the largest city, New York, had a population of 33,131. The last CENSUS in 2010 had the US population at 308,745,538 individuals.

Every community benefits when everyone is counted accurately in the correct location. Our team helps make that happen. Staffing Pros has been a part of the 2020 exercise since the fall of 2018 when the first sites began to open. During the first round of hiring, Staffing Pros sourced close to 200 individuals and hired close to 60 over 11 locations nationally. With the second round fast approaching, we will have individuals billing at close to 25 locations across the United States. Our teams are responsible for 2020 Decennial Fingerprinting of CENSUS seasonal employees tasked with collecting data from citizens.

A huge VETS shout out to our teams on the ground at existing contract sites, who have worked, and continue to work, tirelessly to provide our customers with world-class expertise, high-quality technical skills, and superior customer service.

Special recognition also goes out to the VETS Business Development (BD) Team for all their hard work, much of which is done behind the scenes. Through their unflinching efforts and intimate knowledge of our customer, John Folino, Mark Muller, Chris Beamer, Katie Marini, Ashley Lenzi, and the entire BD Team and its subject matter experts, continue to bid and win both new and re-compete contracts.

VETS recognizes that it is through the efforts of all its teams of employees that our company continues to grow and be a recognized leader in the industry. We truly are many individuals and teams that work and support each other as one.

*Thank you, VETS Team!*



# Chaplain's Corner

Dr. Greg Randall, VETS Corporate Chaplain

*"If you want others to be happy, practice compassion.  
If you want to be happy, practice compassion." -- The Dalai Lama*

Compassion: A concern for the misfortune or troubles of others that leads to acts of kindness, mercy, and care.

To have someone pay attention to you when you are in need, to listen to you intently when you experience sorrow or to sit with you in a comfortable silence when you feel alone is to have experienced the gift of compassion. The gift of compassion demands from the giver honesty and vulnerability. It is a risk to practice compassion because it allows our vulnerability to connect with someone who is already vulnerable.

When compassion is given, it benefits both the one who gives it and the one who receives it. To the one who gives compassion, they experience deep joy, knowing they have blessed and helped another person. The one who receives it finds peace in their trouble and a renewed hope in the world.

Practice compassion with your friends and family, but also seek places to practice compassion where you might not usually go. As you do, lives will be forever changed. Including yours.

On the journey together,

Greg



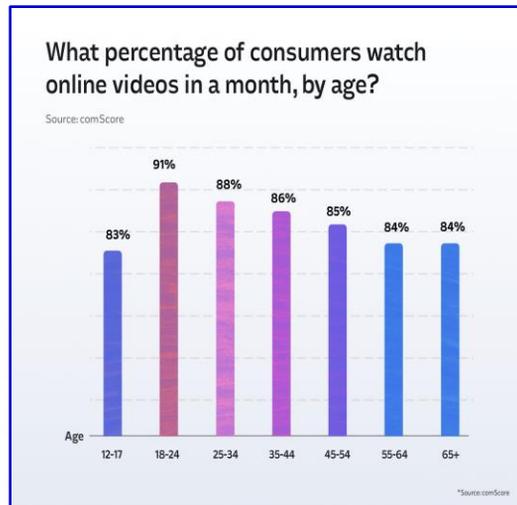
# Digital Diner Rolls Out Video Sales Letter

M. Sue Settell, VETS Training & Communication Director & DD Newsletter Editor

Anicia Ogonosky-Gau, Vice President of Social Media and Marketing kicked-off 2019 by announcing the rollout of Waitbusters Digital Diner (DD) Video Sales Letter (VSL). Admitting it took about 17 takes, Anicia said it was worth the extra effort; the salesprocess.io team said it was the best VSL they had ever seen. Interested in watching the VSL? Click [Digital Diner VSL](#) and see what you think.

Reports on sales with VSLs vs text-heavy emails demonstrate VSLs experience significantly higher conversion rates than sales pages with text or text and images alone. Writing and producing DD's first VSL was definitely time well spent. The extensive video content being produced and consumed today goes far beyond entertainment. People use video content for everything from learning new skills to solving problems. For Anicia and the Digital Diner Marketing Team, this has meant creating a variety of user tools, such as tutorials, sales webinars, a digital library, and, most recently, a Video Sales Letter (VSL).

This graphic (right) in an article "The top marketing statistics for 2018 and why they matter" from Intercom, a US-based software company with 100,000+ monthly users, makes it easy to recognize the high percentage of consumers across all age groups watching online video content. Even the least tech-savvy group (65+) reported watching online videos.



In addition, trade associations report eight in ten video consumers who watched online ads in the last week remember the video ads, compared to less than two in ten who remembered display ads they watched ([Digital Content Next](#)). Industry leaders predict by 2021 video traffic will comprise 80% of all traffic ([Cisco, 2017](#)). With its ability to drive consumer reach, engagement, and conversion, it's not hard to see why a VSL is a smart introduction to Waitbusters' Digital Diner 2019 marketing and sales campaign.



# HR Highlights

*Our people strategy IS our business strategy*

As a VETS, Inc. employee, you are eligible to become a member of the NASA Federal Credit Union. If you previously opened a Health Savings Account (HSA) through NASA FCU, then you are already a member and you can access your account via the link below.

VETS has partnered with NASA Federal Credit Union (FCU) to offer all employees a free credit union membership, which gives you and your family members access to numerous benefits.

If you are interested in joining, you can do so by applying online at <https://www.nasafcu.com/membership/>.

In your VETS email, you were sent “Exclusive Offers” fliers that explain how employees of VETS can pocket up to \$125.00 with different services from the credit union. Below are some key points about the credit union that are included with your free membership:

- NASA FCU is a FREE benefit for all VETS employees and their family members.
- NASA FCU offers a full range of financial services, just like banks.
  - The difference is credit unions are not-for-profits and return earnings to members in the form of better rates, fewer fees, and improved services.
- A nationwide network of 6,700+ locations across the US.
  - Get cash when you need it at over 30,000 free ATMs located conveniently where you live, work, shop, and travel. (Find locations at [www.nasafcu.com/locations](http://www.nasafcu.com/locations).)
- Choose from three Premier Checking Accounts fully loaded with great benefits like Early Access Payroll for access to direct deposits up to one day earlier.
  - NSF FreePass for one waived NSF fee per year.
  - Free check card that pays you back when you use it – and more.

Joining is easy – to get started visit <https://www.nasafcu.com/membership/>

Questions? Contact Robin Hammond, your HR Manager, at [HR@vets-inc.com](mailto:HR@vets-inc.com) or call 434-374-5899 (Toll Free: 855-4VETSHR [855-483-8747]).





## Refresh Continues

The VETS website continues under construction after hitting a few information “highway” roadblocks. After a series of delays and detours, the site is now solidly back on the road to completing the website refresh.



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>
- VETS Careers page ..... <https://www.vets-inc.com/careers>
- VETS Contact Us page ..... <https://www.vets-inc.com/contact>
- VETS Newsletter page ..... <https://www.vets-inc.com/newsletters>



We anticipate the rollout of the Our VETS Team page (with biographies, photos, and more), Information Technology and Mission Support Services page, Social Activities page (with event photographs), and Social media page by mid-April 2019.

### Website Design Quote:

*“A designer knows he has achieved perfection not when there is nothing left to add, but when there is nothing left to take away.”*

*Antoine de Saint-Exupéry*

# VETS Quiz Answers

1. 2005
2. Jim Moody, Chris Beamer, Jennifer Boit, and Kendele Underwood
3. Veterans Affairs (VA)
4. People first, People always.
5. 28 States

## How Well Did You Score?

5 correct –  100% -- **OUTSTANDING** -- well done VETS fan!

4 correct –  80% -- You're awesome – way to rock it!

3 correct –  60% -- Good job – you passed the quiz!

2 correct –  40% -- Oops -- better luck next time!

1 correct –  20% -- Hey, were you just guessing?!

0 correct –  *Uhhh, you know who VETS is, right?*

## LEADERSHIP

# Leading When You're Not The Leader

By M. Sue Settell, VETS Training & Communication Director

LIKEABLE

ENGAGING

AUTHENTIC

DEPENDABLE

EMPATHETIC

RESPONSIBLE

STRATEGIC

HUMILITY

INTEGRITY

POSITIVITY

An article in *Inc.* online by Suzanne Lucas, "10 Tips For Leadership When You're Not The Boss" (January 2015), caught my attention. Because leadership ability questions often come up in many new hire or promotion interviews I've conducted, my interest was piqued.

In my experience, candidates are not prepared for leadership questions. They assume because they're not managers or CEOs, this line of questioning doesn't apply to them. Sure, their role contributed to the company's overall success; but, because they didn't supervise direct reports or oversee a project, they aren't sure how to articulate roles they've played that demonstrate their leadership abilities.

The title "leader" is not instantaneously granted by the leadership gods when you become a boss. The words boss and leader are not interchangeable. We've all worked for a boss at some time that was not a good leader. Leaders are not always at the top of the organizational chart. They work throughout organizations at every level. Yes, they can lead from the top down -- but look around and you will see they are just as likely to lead from the bottom up, as well as laterally across departments and companies.

Leaders work on acquiring and demonstrating a group of specific skills and characteristics. Being able to recognize and relate those attributes and proficiencies to tasks and assignments you've performed is critical in job interviews, whether it is for a promotion within your current company or a new position elsewhere.

Ms. Lucas' article provided a list of ten (10) solid ideas to employ to strengthen your leadership skills, regardless of where you fall on the organizational food chain. Following is a summary of those tips for anyone looking to increase their leadership skills.

(Continued on page 15)

## Leading When You're Not The Leader *(Continued)*

| Skill/Characteristic | Overview/Short Description   |
|----------------------|--|
| Communicate Clearly  | Leaders don't complain when things get tough. They don't waver when they say yes (or no). Their words convey what they mean in ways people easily understand.  |
| Be Flexible          | Leaders don't micromanage. They are open to new ways of doing things. Their focus is on outcomes not insisting others do it "their" way. Leaders constantly look for diverse ways of thinking from both their key advisory and functional employees.                             |
| No Doormat           | Leaders stand up for themselves. If interrupted, they don't get angry; they respond politely. If co-workers try to dump their work on them they clearly set boundaries. They're team players, helping others if they can – not simply because they can't say no.                 |
| Help Others          | Leaders share the credit for a job well done with others. They look for ways to raise others – not just themselves. They don't look for opportunities to blame or step on others when things go wrong. Leaders look for every occasion to help others be successful.             |
| Take Responsibility  | Leaders take responsibility for their mistakes by "owning" them. They don't throw blame around when an error occurs. Instead, leaders focus on getting the error fixed. When things go wrong they don't panic. Leaders know when to ask for help from others.                    |
| Good Listener        | Leaders listen to others' ideas, even when they think their own ideas are great. They solicit input, never discouraging people or cutting them short. True leaders understand good ideas come from a variety of people and sources. They're willing to listen and learn.         |
| Takes Risks          | Not everything goes smoothly for leaders. Like everyone else, leaders experience failures on the road to success. Leaders are able to examine risks against potential payoffs; they have the ability to think clearly, accept the manageable risks, and take action accordingly. |
| Sauvé Networker      | Networking is all about connecting with people. Leaders understand this principle. They learn through trial and error which interactions with people are effective. They use networking to help people's careers, demonstrating their skill to lead and guide others.            |
| Thick Skinned        | Leaders do not let terrible people or situations get them down. They don't immediately jump to conclusions when treated poorly/wrongly. They fairly evaluate situations and are able to change their behavior, if warranted, or disregard it if they determine it's not.         |
| Special Treatment    | Leaders recognize no one is inherently special. Leaders don't ask for special treatment or exceptions. Leaders understand working harder and smarter is how you earn favor. They recognize a raise or promotion for exceptional work is fair, not special treatment.             |

Being able to articulate these traits and skills in your everyday work is critical, especially if you are seeking a promotion or new position. For a more detailed breakdown of the skills above, check out the full article. Interested in learning more about adding leadership to your arsenal of professional skills? Check out the leadership courses available to VETS employees through RedVector. If you do not have access to RedVector and wish to, contact your manager.

### Leadership Quote:

*"The Challenge of leadership is to be strong, but not rude; be kind, but not weak; be bold, but not bully; be thoughtful, but not lazy; be humble, but not timid; be proud, but not arrogant; have humor, but without folly."*

*Jim Rohn, Entrepreneur & Motivational Speaker*

## Period of Employment Award

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 employee has earned their five-year  
**Period of Employment Award:**

**Amanda Rodriguez – February 18, 2019**

## 5 Fun Facts About Spring!

1. The earliest known use of the term "spring cleaning" was in 1857.
2. The first spring flowers are usually daffodils, dandelions, lilies, tulips, iris and lilacs.
3. Spring fever isn't just a saying – experts say the body's makeup changes due to different diets, hormone production and temperature.
4. There's more daylight during spring because the earth's axis tilts toward the sun at this time of the year.
5. If you stand at the equator on the first day of spring, you'll see the sun pass directly overhead. This happens only twice a year – the first day of spring and the first day of autumn.



# VETS Contacts

## Name, Position – Phone -- Email

### ACCOUNTING

Pam Clay, Controller -- 434-374-5899 ext. 108 -- [pclay@vets-inc.com](mailto:pclay@vets-inc.com)

Tiffany Ayscue, Accounts Receivable -- 434-374-5899 ext. 100 -- [tayscue@vets-inc.com](mailto:tayscue@vets-inc.com)

Jacqueline Wagstaff, Accounts Payable -- 434-374-5899 ext. 107 -- [Jwagstaff@vets-inc.com](mailto:Jwagstaff@vets-inc.com)

Josh Glasscock, Corporate Office Manager -- 434-374-5899 ext. 114 -- [jglasscock@vets-inc.com](mailto:jglasscock@vets-inc.com)

Aaron Jones, Payroll -- 434-374-5899 ext. 114 -- [ajones.@vets-inc.com](mailto:ajones.@vets-inc.com)

### HUMAN RESOURCES

Kendele Underwood, Director of Corporate Operations & HR -- 434-374-5899 ext. 103 -- [kunderwood@vets-inc.com](mailto:kunderwood@vets-inc.com)

Robin Hammond, Human Resource Manager -- 434-374-5899 ext. 113 -- [HR@vets-inc.com](mailto:HR@vets-inc.com)

### RECRUITING & SECURITY

Jennifer Boit, Vice President of Recruiting & Security -- 703-960-7539 -- [jboit@vets-inc.com](mailto:jboit@vets-inc.com)

Tiffany Ayscue, Specialist & Security Coordinator -- 434-374-5899 ext. 100 -- [tayscue@vets-inc.com](mailto:tayscue@vets-inc.com)

### TRAINING & COMMUNICATION

M. Sue Settell, Director of Training and Communication -- 402-405-5229 -- [ssettell@vets-inc.com](mailto:ssettell@vets-inc.com)

### CONTRACTS

Christine Beamer, Vice President of Contracts & Pricing -- 240-409-7567 -- [cbeamer@vets-inc.com](mailto:cbeamer@vets-inc.com)

Ashley Lenzi, Contract Specialist -- 540-220-1552 -- [alenzi@vets-inc.com](mailto:alenzi@vets-inc.com)

### INFORMATION TECHNOLOGY

Dave Winn, Network and Desktop Support -- 434-374-5899 -- [help@vets-inc.com](mailto:help@vets-inc.com)

### BUSINESS DEVELOPMENT (BD)

John Folino, Sr. Vice President of Operations & BD -- 703-967-3135 -- [jfolino@vets-inc.com](mailto:jfolino@vets-inc.com)

Mark Muller, Vice President of Civilian Programs -- 571-230-7949 -- [mmuller@vets-inc.com](mailto:mmuller@vets-inc.com)

Katie Marini, Senior Proposal/Capture Manager -- 571-572-8466 -- [kmarini@vets-inc.com](mailto:kmarini@vets-inc.com)

### PRESIDENT & CEO

Jim Moody, President & CEO -- 434-738-8945 -- [jmoody@vets-inc.com](mailto:jmoody@vets-inc.com)