

## Table of Contents

A Message from VETS President and CEO, Jim Moody	Page 2
VETS Spotlight: M. Sue Settell, Director of Training and Communication	Page 3
VETS Spotlight: Jane Clarke and the Growing Business at and near Scott Air Force Base	Page 4
David Reifschneider and the VETS Centralized Enclave Team at Scott Air Force Base	Page 6
Special Announcement: Waitbusters!	Page 7
Leadership Corner: "Climb, Conserve, and Confess" Your Way Out of Trouble	Page 8
Josh Glasscock: The VETS Link to Broadway	Page 9
Chaplains Corner	Page 10
Period of Employment Awards	Page 10
Jason Brown, Former NFL Player, Gives Back to the Local Clarksville Community	Page 11
News from HR and Payroll	Page 11
The LearnSmart Corner: Your Professional Skills Development Center	Page 12

Fall Edition

2016



# The Cutting Edge

*Veterans Enterprise Technology Solutions, Inc. is a Service-Disabled Veteran Owned Small Business (SDVOSB)*

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

*If you would like to contribute to this publication please contact  
Melissa Chumney at [mchumney@vets-inc.com](mailto:mchumney@vets-inc.com).*

### Contributors

Jim Moody  
Sue Settell  
David E. Reifschneider  
Jane Clarke  
Josh Glasscock  
Robin Hammond  
Ethel Anderson  
Dr. Greg Randall  
John Rose  
Melissa Chumney

### **Corporate Headquarters:**

134 Commerce Drive  
Clarksville, VA 23927

### **Website:**

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

### **Toll-Free**

**Phone Number:**  
(855)4VETS-INC  
(855) 483-8746

# A Message from VETS President and CEO, Jim Moody

Dear Fellow Employees,

As many of you may have heard I have a medical challenge to address.

A cancerous growth has found its way into my colon and must be removed. I have already undergone a 5 week chemotherapy and radiation regimen; surgery will take care of the rest. I expect to be away from the office for a couple of weeks, but you can count on me looking at email before my official return.

I expect a full and complete recovery but it will take some time. In the meantime, I have full trust and confidence in our senior leadership team. With your help they will continue to move forward providing superior executive support to our clients, customers, and friends.

Should I not be available and something needs to be brought to my attention, please contact your supervisory chain of command or one of our senior executives:

--John Folino: Senior Vice President, Operations; [jfolino@vets-inc.com](mailto:jfolino@vets-inc.com)

--Kendele Underwood: Director of Corporate Operations; [kunderwood@vets-inc.com](mailto:kunderwood@vets-inc.com)

--Chris Beamer: Vice-President of Contracts and Pricing; [cbeamer@vets-inc.com](mailto:cbeamer@vets-inc.com)

--Pamela Clay: Corporate Controller; [pclay@vets-inc.com](mailto:pclay@vets-inc.com)

--Jennifer Boit: Vice-President Recruiting & Corporate Security; [jboit@vets-inc.com](mailto:jboit@vets-inc.com)

I look forward to being back on the job after a short break. Wish me luck....and your prayers will certainly be welcome.

Please take a moment to review this issue of the VETS Newsletter. It contains information and insights on various projects we are working on, tells you a bit about some of our people, and offers tips on how to enhance your professional development and skills. Please scan and see for yourself the depth of talent we have on our team and the scope of our activities.

As the holidays are fast approaching, my wife, Mona, and I wish all of you and your families a healthy, happy and enjoyable time with family, friends and colleagues.

*James H. Moody*

President & CEO





# SPOTLIGHT

M. Sue Settell,

Director of Training and Communication

VETS is proud to welcome M. Sue Settell to the position of Director of Training and Communication. Sue comes to the position from the VETS' SCOSS contract in Lincoln, Nebraska where she managed the Human Resources team in support of a four-and-a-half year, \$117 million task order for the Department of Homeland Security, United States Citizenship and Immigration Services, serving over 350 employees in five locations and across two states. In 2012, Ms. Settell was the recipient of the VETS, Inc. Chief Operating Officer Award for Exceptional Impact for her work on that contract. She brings expert knowledge of communication with 20+ years of professional experience in the public and private sector. Sue holds a Master's in Management from Doane College where she specialized in management leadership.

Sue is the proud parent of two grown children, Jessica and Nikkolas. She has two rescue dogs, Claire, a six-year-old Lab-Pit mix, and Hayate (think Manga), a one and a half year-old Border Collie-Husky mix.

Sue enjoys traveling and entertaining, and when time allows she volunteers her time to various community and professional organizations. Sue's passion is communications. Her goal for 2017 is to begin a doctoral program in Intercultural or International Communications.

As VETS' new Director of Training and Communication, Sue is responsible for managing training and development for employees, and all internal and external corporate communication. Since last October she has been laying the groundwork for the training and communication department. During that time, she has been working on plans for evaluating VETS' training and communication programs and processes. This includes developing employee surveys for baseline measurements of existing programs for comparison against achievement of future goals.

Sue believes that having a professional training and development unit will increase employees' access to professional skills and expert knowledge training. Training is a benefit to employees, and is important to the company in today's increasingly competitive busi-

ness market. Additionally, having a communications department provides a channel for two-way communication between management and employees, one that promotes a culture of transparency, trust, and increased employee satisfaction. In the end, it will strengthen the organization and ensure VETS remains the kind of place top-notch employees like ours want to stay.

Sue is currently working on training materials for new federal regulations, such as the upcoming changes to the Fair Labor Standards Act, as well as a new employee orientation unit. Sue's portfolio includes providing leadership and guidance in creating a VETS' communication plan, identifying departmental needs, and budgeting.

Additionally, in February, Sue joined the Business Development team, assuming the role of Proposal Manager. She oversees all facets of proposals that present VETS' services in response to requests from current and prospective government Customers. In her role Sue collaborates with members of Business Development, contracts, incumbent services teams, partners, and consultants to ensure submitted content is complete, accurate, and timely.

One of Sue's favorite quotes is by Paul J. Meyer, who said, "Communication – the human connection – is the key to personal and career success." Sue continued by saying, "One of the things I love about working for VETS is that it's a good fit for me, because I believe it is that human connection that makes us successful in life." VETS displays that same value through its maxim, "People First. People Always."

Sue invites each of you to share your favorite communication or overall life quote with her at [ssettell@vets-inc.com](mailto:ssettell@vets-inc.com).



# VETS SPOTLIGHT

## JANE CLARKE AND THE GROWING BUSINESS AT AND NEAR SCOTT AIR FORCE BASE

In this edition of the VETS Newsletter we focus on the great work of Jane Clarke who works from the VETS office, near Scott Air Force Base, Illinois, and has oversight of three new projects. They are:

--The Army National Guard Bureau, Mission Command Training Support Program (MCTSP), with VETS Network Support Teams (NSTs) located at six Mission Training Complexes (MTCs) across the US;

--USTRANSCOM's Transportation Operational Personal Property Standard System (TOPS), Program Management Office, with Sustainment Support personnel located in the Scott Air Force Base (AFB) and the Washington D.C. Metro areas, and;

--U. S. Air Force Air Mobility Command (AMC) Remote Manifesting and Resolution Center (RMRC), with technical and functional experts located at Scott AFB, IL.

### U.S. ARMY NATIONAL GUARD MISSION COMMAND TRAINING SUPPORT

The ARNG MCTSP mission is to develop and sustain proficient battle staffs, information system(s) (IS) operators and leaders, and Commanders who are trained and proficient in the art and science of Mission Command through the MCTSP mobile training teams (MTT). The MTT's are a part of the Mission Training Complexes (MTCs) which were originally located at Camp Dodge, IA, Fort Indiantown Gap, PA, Fort Leavenworth, KS, Camp Atterbury, IN, Gowen Field, ID and Fort Chaffee, AR. At the beginning of the new fiscal year (October), the Network Support

Team's (NST) locations were consolidated to the first three locations above, requiring relocation of VETS NST positions to the site being consolidated.

Overall contract support includes professional IT and training services for MCTSPs with doctrinal Mission Command Systems and training support to eight (8) ARNG Divisions; twenty-eight (28) Brigade Combat Teams (BCTs); and one hundred and thirty-nine (139) other Support Brigades (BDE), Functional BDE, and BDE equivalents. Training support is provided through a regional training concept including general support training assets.

VETS provide qualified technical support personnel to include, at a minimum, Network Lead Engineers and Network Engineers, to support establishing, troubleshooting and maintaining stand-alone administrative networks for the ARNG MTCs.



### THE UNITED STATES TRANSPORTATION COMMAND, SCOTT AIR FORCE BASE, ILLINOIS

The United States Transportation Command (USTRANSCOM) mission is to provide air, land, and sea distribution for the Department of Defense (DoD), during both peace and war. The Commander, USTRANSCOM, is the single manager of the Defense Transportation System, and the DoD Distribution Process Owner. An important functional requirement is the management of personal property shipments. Each year, the DoD is responsible for moving and storing approximately 500,000 to 600,000 household goods (HHG) shipments at a cost of over \$2.2B

The Transportation Operational Personal Property Standard System (TOPS) is a legacy system, to be replaced by the Defense Personal Property System (DPS). TOPS provide the Military Services'

*Continued on the next page.*



transportation counseling and shipping offices with the means to assist Military and DoD members on shipment and/or storage of their personal property and household goods.

The VETS Team provides TOPS operational and sustainment support to the TOPS Program Management Office. Key focus areas for sustainment include software module maintenance, system availability, and customer support.

The TOPS Sustainment Team began a new contract this past year with the consolidation of additional system application sustainment services that encompasses the Central Web Application (CWA), along with the ETOPS (web-TOPS) applications and maintenance support that originated in 2011. We were fortunate to pick up the functional and technical expertise on both the contracts to best support our customer.



### **AIR MOBILITY COMMAND REMOTE MANIFESTING AND RESOLUTION CENTER (RMRC); SCOTT AIR FORCE BASE**

The RMRC supports a breadth of Information Technology (IT) services and related management support functions for the United States Air Force (USAF), Air Mobility Command (AMC). The Transportation Systems and Data Management Branch (A4TI) acts as the USAF functional manager for the Global Air Transportation Execution System (GATES) and the lead for identifying and implementation of Automatic Identification Technology (AIT) to enhance business processes.

The VETS RMRC team consists of 4 VETS employees who are part of a larger team of 16 personnel. However, the VETS team members have over 80 years of experience working air transportation and bring the expertise necessary to support 65 units' worldwide managing passenger and cargo movements through the GATES air system. They often train port personnel on procedures to obtain the correct information for manifesting and billing DoD customers for airlift movement.

The RMRC earns its keep every day. Under the Missing Manifest Reconcile program, there were 16,079 total manifest reconciled. From this total, 9,181 manifests generated TWCF revenue of \$36,369,888.

We will bring you more details about these three efforts and the very talented and dedicated people that work on each project in the next edition of our newsletter.



Clearly Jane Clarke is one of our busiest executives. She works day and night to keep the defense transportation system moving. We are lucky to have Jane on our team.

What you may not know about Jane is that she and husband (Andy) have an unusual outdoor hobby and passion. They are "Custom Model Railroad Builders"! They have an outdoor model railroad track with trains that encompass most of their backyard. It is quite amazing to watch as the locomotives make their way around landscaped hills, valleys, bridges and mountain sides. If you are visiting the area during the warmer months, I am sure she would love to provide you with a tour.

# David Reifschneider and the VETS Centralized Enclave Team at Scott Air Force Base

David Reifschneider is our VETS Project Manager for the Centralized Enclave Project. This effort is located at Scott AFB, Illinois under the Surface Deployment and Distribution Command (SDDC), a major Army component command of the US Transportation Command (TRANSCOM).

As the Army component of USTRANSCOM, SDDC performs a vital role for the Department of Defense (DOD) in deploying, redeploying, and sustaining United States forces worldwide. To facilitate this mission, SDDC has developed a number of integrated transportation and business system capabilities that support the various DOD functional, financial and operational elements. SDDC's technology programs have increased the efficiency, effectiveness and security of DOD's business processes, and these efficiencies will be leveraged and grown to include USTRANSCOM and Transportation Component Commands (TCCs) business and transportation systems and processes.

Dave oversees a 30 person team that provides direct support of the 5-year SDDC contract worth over \$14M. This comprehensive effort includes project management support, technical engineering, IT infrastructure support services, and operational sustainment to a highly available and secure data center whose direct mission is to enable the automated delivery of world-class, origin-to-destination distribution of IT solutions.

Dave's teams sustain and secure a highly virtualized data center utilizing Oracle Solaris, Windows Server, Horizon View Remote Access desktop instances, Oracle Database, Cisco network equipment, NetApp storage devices, CommVault/VEEAM backup solutions, and VERITAS clustering services, to name just a few.



*SDDC Centralized Enclave Team at work. From the top, you have the Database, Solaris, and HBSS teams, followed by the Tier 1 and Network teams, and then the Window's team at the bottom. The team rotates shifts working from home so you have 20 of the 30 staffed represented in this picture.*

The team provides 24/7/365 operational support to the functional and administrative users representing over 20 program management offices. Dave's team utilizes sustainment personnel to migrate new programs into the data center, and to engineer new projects to make the data center more capable and efficient.

Dave and his CE Team members ensure first class support of Defense Transportation Systems and the mission of USTRANSCOM, SDDC, the Military Services, Defense Finance Services, General Services Administration, US Embassies, the commercial transportation industry, and others by providing worldwide logistics support and services to over 163,000 soldiers, sailors, airmen, Marines, Coast Guardsmen, DOD and US Embassy civilians worldwide!

A salute of "thanks and gratitude" go to Dave and the Centralized Enclave Team!! Dave and his team are making a difference, a very positive and sustained difference, in the lives of many serving our country.

# SPECIAL ANNOUNCEMENT:

## Waitbusters!!!

With great fanfare we are happy to announce the launch of our first commercial software initiative: “Waitbusters!”

This venture is the brainchild of Jim Moody who came up with the idea while waiting A LONG TIME to be seated at a restaurant in Las Vegas. He concluded that there must be a better way. Waitbusters and the accompanying “Get in Line Remotely” widget and chatbot services have been an immediate hit with both end-users and partners alike.

### What is Waitbusters?

Waitbusters is a forward thinking compilation of automated in-house and 3<sup>rd</sup> party created services accessed through existing chat platforms and consumed as a chatbot by end-users. Our initial offering helps users identify and utilize chatbots, and to more efficiently navigate through varied friction-based tasks in the restaurant and travel industries, such as, avoiding waiting in lines unnecessarily. As a testament to creativity and out-of-the box solutions, and within 4 months since the initial idea, Waitbusters has filed seven intellectual property patent applications and has partnered with the largest provider of airport security screening solutions. You can expect to see a Waitbusters provided widget and chatbot service on your mobile device very, very soon!

### What are Chatbots?

Chatbots are a new type of application, programmed to interact with humans and address their immediate needs. They are found within most text messaging services and social media platforms. In the near future, companies will no longer produce mobile apps, instead creating bots that integrate their offerings with operating systems and other supporting bots. Larger than life examples of this are Alexa, OK Google, and Siri.

Text chatbots interact with humans so well that most humans cannot tell they are, in fact, conversing with an artificial intelligence system, and not a real person. The next time you are “chatting” ask yourself, is this a bot or a real person? Although chatbots have been around for what seems like forever (think back to original operating system command lines and their responses), only recently they have begun experiencing a rapid resurgence through newfound technologies and their ability to interact on a human level. Chatbots are instantly available to answer questions and direct users to the information they are seeking. They put “humans” in contact with other “humans” when needed, while connecting them to the services and products they seek. Artificial Intelligence is here now, and VETS is proud to be leading the charge.



### Why wait?

We invite you to pull out your smart phone, open the Facebook Messenger application and say “hello” to our first chatbot offering: Qwazou!

Qwazou is a discovery and engagement platform for chatbot. In simple terms, it is a chatbot directory and provides a direct link to chatbots. The objective is to capture the market leader position for chatbot discovery and engagement. Through a curation process, information regarding deployed chatbots is discovered and captured in Qwazou. Users simply browse the chatbots by category or enter a search term to find the bot service you are seeking.

We hope you will find our initiative of value. Feel free to check us out. We welcome your thoughts, comments and feedback. Send any comments to Shane Gau, Chief Product Officer, at [sgau@vets-inc.com](mailto:sgau@vets-inc.com).

We look forward to hearing from you.

# “CLIMB, CONSERVE, AND CONFESS” YOUR WAY OUT OF TROUBLE

## The Fall 2016 Leadership Corner

John P. Rose

I teach a graduate seminar on “Leadership” for students at Missouri State University. One book students are required to read is Donald Rumsfeld’s “Rumsfeld’s Rules: Leadership Lessons in Business, Politics, War and Life.” I ask students to read this book because Secretary Rumsfeld’s insights on leadership, work, life, family and career are among the best I have read. Take a moment to read the book and you will see that his advice and insights are priceless.

Former Secretary of Defense Donald Rumsfeld has had a fascinating career in public and private service. He began his career as a Naval Aviator, served as an elected member of Congress, worked as the White House Chief of Staff under President Ford, served as the U.S. Ambassador to NATO, Special Presidential Envoy to the Middle East under President Reagan, and twice as the Secretary of Defense. In the private sector, Rumsfeld was the Chief Executive Officer of two companies and has served as a Corporate Board Member.

“Rumsfeld’s Rules” takes us on a journey through life, amplifying his experiences as a small boy to the heights of power interacting with several American Presidents. Along the way he shares what he found most valuable about leadership and life’s lessons. It is a fascinating journey providing practical advice, including cunning revelations, and how best to think about challenges we face. He provides a series of lessons, challenges, do’s & don’ts and everyday suggestions on ways to succeed. I strongly encourage everyone to read this book whether you are serving in government or business. His thoughts are apolitical, candid, practical and sound advice for everyone.

One of the most thoughtful pieces of advice comes from what Rumsfeld learned as a naval aviator. He was taught very simply that when flying and in trouble: “climb, conserve, confess.” “Climb” allows one to gain altitude in order to see further, to get a better handle on the situation and “if necessary glide without power to a safe landing.” “Conserve” relates to slowing down, reducing airspeed to save fuel and buy time, and, most importantly, to give yourself time to think through a solution. Finally, “Confess” suggests that when in a tough situation, reach out to tell others

you need help. This is great advice for all of us. It does not matter what job or position, nor where we are in life. When in a difficult situation it will never hurt to step back and “climb, conserve, confess.”

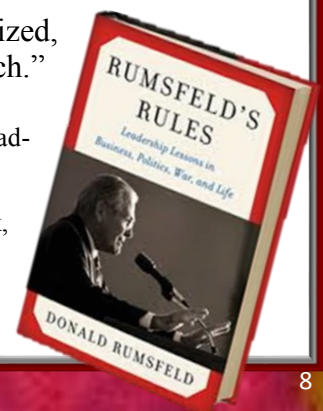
This is only the scene setter for a book filled with practical thoughts on issues such as how best to run and organize a meeting, what to look for in selecting teammates, how to plan for uncertainty, and even what to consider when confronting a crisis.

But, see for yourself. Read this book. It will make you think, and it will give you pause to consider alternatives. Along the way you will pick up tips on becoming a better leader, manager, teammate, colleague and friend.

Finally, here are a few of my favorites from Rumsfeld’s Rules:

- “If you can’t measure it, you can’t manage it.” (Peter Drucker)
- “You can’t recover the fumble unless you’re on the field. Get out there.” (Tim Russert Sr.)
- “The most important things in life you cannot see--civility, justice, courage, peace.”
- “Put yourself in the other person’s shoes.”
- “Proper preparation prevents poor performance.”
- “If you don’t know where you’re going any road will get you there.” (Paraphrase of Lewis Carroll)
- “The worst mistake is to have the best ladder and the wrong wall.”
- “If you don’t like change, you are going to like irrelevance even less.” (General Eric Shinseki)
- “If you are not being criticized, you may not be doing much.”

Source: RUMSFELD’S RULES: Leadership Lessons in Business, Politics, War, and Life; Donald Rumsfeld; HarperCollins Publishers, New York, NY; 2013.



# Josh Glasscock: The VETS Link to Broadway



Josh Glasscock has been on the VETS team for nearly four years. He serves as Financial Analyst & Payroll Specialist at the corporate office. But that is just his day job. At night, Josh is

a community theatre volunteer, mentor, actor, composer, writer and director. While Josh excels in corporate finance and accounting, his first love is the theatre. He absolutely loves acting. Josh has been on stage since he was two years old. He had his first role in a church Easter production in 1992. All together, Josh has been a part of 40 productions with his church, school, and theatre, playing over two dozen characters. Some of those roles include Buddy Holly in a "USO Christmas Show," the Baker in "*Into the Woods*," and Jud Fry in "*Oklahoma*."

Josh began his community theatre career in 2004 when he attended auditions with his family for a children's Christmas play at the Clarksville theatre. He, along with his mother and two brothers, Zachary and Lucas, received parts and fell in love with acting. They have been involved with the theatre for over 12 years, wearing many different hats.

His mother, Georgene, took over as Children's and Youth Theatre Workshop director in 2005. She asked Josh to be her musical director when they produced the summer workshop's first musical in 2008. Together, they have produced many plays, musicals, and revues. The team finished their last youth theatre project in June when they successfully directed a revue comprised of only Disney songs entitled "*A Little Walt Music*."

Both Josh and his mother have served the Clarksville Community Players (CCP) in multiple ways. Georgene directed the spring musical of "Fiddler on

the Roof" in 2012 and served as Treasurer on the Board of Directors from 2011-2014. Josh has been the Vice President of the Clarksville Community Players since 2011.

His most recent endeavor was the role of Judah in "Joseph and the Amazing Technicolor Dreamcoat" this past October. In addition to having a lead singing role, Josh choreographed one of the songs which included a show-stopping cup routine. Josh also played the role of the Butler, opposite his brother Lucas, who played the Baker/Pharaoh.

Outside of his financial management career, Josh is preparing for the Clarksville community spring musical, "*Beauty and the Beast*" which will be performed in May 2017 under the direction of Georgene Glasscock. He will be the Vocals Director as well as co-choreographer alongside his brother, Zachary, who is presently majoring in theatre at Longwood University in Farmville, Virginia.

Community theatre has always been a family affair for the Glasscocks and they plan to keep it that way.

Josh would like to encourage anyone who has even the slightest desire to do theatre to get out there and audition! You never know how much you like something until you give it a try!

The Clarksville community and VETS alike are so very proud to have Josh part of our Community Team.



# Chaplain's Corner

In an ophthalmologists exam room at the Duke Pediatric Eye Center, these words are written on the wall: "I opened two gifts this morning. My eyes."

As we come to the close of the year, we will celebrate Thanksgiving and many of us will be giving gifts during the month of December. The close of the year can become very busy, with family dinners and other celebrations to prepare for and attend. When all of the shopping and parties are added to our already busy schedules, we can easily feel overwhelmed.

The best way to keep the schedule from getting out of control is to make appointments with yourself. Try scheduling some of these activities into the next few weeks to help you enjoy all the coming months have to offer.

Give thanks every day. Write or say 3 things you are thankful for each morning before you leave for work or at the end of each day.

Serve others at least once before the end of the year. Spend some time at your local children's hospital, VA hospital, nursing home or homeless shelter. Caring for those in need helps us appreciate our blessings.

Schedule 20 minutes a day to be still. Meditate, pray, listen to beautiful music, read something inspirational, or gaze at the beauty of the world. A few minutes of peace each day will refresh and energize us.

Be creative every week. Art, music, photography, writing, building or creating new things helps us to relax and find meaning in the midst of busyness. Keep up your creative activities even when you get busy.

I hope you have a wonderful season of giving thanks for all your blessings. May your journey be full of gratitude and hope.

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.

## Period of Employment Awards

VETS provides an award for employees with continuous service for 5, 10, 15, 20, and 30 years. Awards are presented during the calendar month in which the employee's anniversary occurs. The following employees have earned their 5 Year Period of Employment Award.



- Diane Cameron 9/26/16
- Jonathan Chumney 10/11/16
- Donald Erminger 10/3/16
- Goran Kova 10/24/16

**Congratulations! We are delighted to have you on our team!**

# JASON BROWN, FORMER NFL PLAYER, GIVES BACK TO THE LOCAL CLARKSVILLE COMMUNITY



*Jason Brown, former NFL player, harvesting sweet potatoes at his farm in Louisburg, NC.*

If VETS had a “Clarksville Community Service Award” it would go to Jason Brown (Former NFL player and Ethel Anderson’s nephew) who retired from the NFL in 2012 after a seven-year NFL career with the Baltimore Ravens and the St. Louis Rams.

Jason established a farm (First Fruits Farm) in Louisburg, North Carolina in 2013. First Fruit Farms is a non-profit organization that gives away all of its produce to local hunger relief agencies and provides a variety of educational opportunities to youth, churches and other volunteer groups with an emphasis on teaching and mentoring young people.

This is their third year with a sweet potatoes harvest. They harvested over 250,000 pounds (125 tons) of sweet potatoes this fall. Some of the harvested sweet potatoes were distributed to the needy in the Clarksville, VA area, which is home to VETS Corporate office.

When Ethel Anderson, Vice President of Operations– DOD Programs, told Jim Moody, President and CEO, that she would bring some sweet potatoes that she helped to harvest at the farm, Jim stated “I expected a bushel - maybe two, but she brought a pick-up truck full. I took them to the local Ruritan's. We were in the process of unloading the truck, when people heard about them. Within 30 minutes, the truck was empty and a LOT of people went home very happy.”

Jason sees his service to the community as greater in scope than providing food for the needy. “We’re not just about giving back. It’s about empowering our local communities as well,” he said.

Whether you are in state or out of state, plan to come out and volunteer next year!



## News from HR and Payroll

### VETS Team:

Effective January 1<sup>st</sup>, 2017, VETS will be switching from a bi-weekly pay frequency to a semi-monthly pay period schedule. The change to a semi-monthly pay period schedule more closely aligns with our customers for billing purposes and is more widely recognized as a standard for professional staff.

### When does the change take place?

The last bi-weekly pay period of 2016 will end on December 30, 2016. Any employees scheduled to work on 12/31/2016 will be subject to a ‘special payroll’ to capture that days’ work. The new, semi-monthly pay period will start on January 1, 2017. Each month, the pay period will start on the 1<sup>st</sup> and end on the 15<sup>th</sup>, and then the next pay period will start on the 16<sup>th</sup> and end on the last day of the month.

Please check your VETS email for more information regarding this change. If you have any specific questions regarding this change, please contact HR at [hr@vets-inc.com](mailto:hr@vets-inc.com) or call 434-374-5899.



## THE LEARNSMART CORNER: YOUR PROFESSIONAL SKILLS DEVELOPMENT CENTER

At present we have 100 employees registered to use LearnSmart. In September 2016, 14 employees used their accounts to access LearnSmart courses. **This means that less than 15% of you are taking advantage of this free learning opportunity.**

On a positive note, VETS leadership wishes to acknowledge and congratulate those employees that are using LearnSmart programs to benefit their professional growth:

- ♦ **Sue Settell** leads all employees having completed 14 courses to date.
- ♦ **Jane Clarke & John Nixon** both have completed 12 courses.
- ♦ **Linda Wankow** has completed 10 courses
- ♦ **Tiffany Ayscue** has completed 6 courses
- ♦ **Lori Schwind & Pavani Mukthipudi** both completed 5 courses.

Congratulations to all those using LearnSmart to build, hone and enhance their professional skills and knowledge.

*More and more courses are being released monthly by LearnSmart. These are definitely the kind of courses our employees should seriously consider.*

LearnSmart has [5 course catalogs](#) with up to date PDFs and Excel documents that outline over 1000 courses with multiple lessons and offerings available.

To highlight, some of the "HOT" Topics covered in these 5 library categories include the following:

### **IT Enterprise**

**Premier Courses** include: Cisco, CITRIX, Comp TIA, Programming, SQL Server 2012, Windows 8, Windows Server 2012, Security.

**Standard Courses** include: Adobe, Basis Computing Skills, CISCO, CIW, Comp TIA, CWNP, ECouncil, ITIL, Windows Server 2008 & 2003, Exchange Server 2007, 2010 & 2013, Sharepoint 2007 & 2010, Security, Web Development, multiple Windows Programs, Microsoft Project, Python Programming

**Project Management Enterprise:** Agile, PMP, courses with credits

**Office and Productivity:** Microsoft Office, Google Documents

**HR, Safety, and Compliance Enterprise:** OSHA, Sexual Harassment Prevention

**Business Skills:** Business Execution, Communications Skills, Customer Service Skills, Diversity & Compliance, Efficiency Skills, Executive Leadership, Executive Management Skills, Leadership Skills, Productivity Skills, Successful Management Skills, Telephone Communications Skills, Intuit.

### **Quick Links:**

[Course Catalogs](#): LIVE PDF & Excel documents of course offerings

[Course Production Schedule](#) - See new releases and what is scheduled to go live next

[Client Services](#) - Quick start tutorials - know how to get the most out of your training

If you are interested in improving your professional skills, and want to position yourself for promotion and/or more highly skilled positions, then LearnSmart is where you should start!