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Fall Edition

2017



THE CUTTING EDGE

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

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A Message from VETS President and CEO, Jim Moody

The world we live in is hard to understand at times. The past several months have been one of those periods. Our nation and our people have been tested repeatedly with unbelievably tough situations. We have endured three hurricanes, a tragic and horrific mass shooting in Las Vegas, deadly raging wildfires in Northern California, and, if that were not enough, our neighbor and friends in Mexico have experienced a terrible and destructive earthquake.

Destruction to human life, flooding of homes and businesses, high winds that up-root trees and power lines, storm surges that bring waves of water and fire have destroyed homes, businesses, and infrastructure that will take years to fully repair.

It is hard to imagine the power of nature and the destructive path hurricanes brought to Texas, Florida, the U.S. Virgin Islands and Puerto Rico, as well as what an out of control fire did to multiple cities in Northern California. Thousands of people were up-rooted and forced to relocate and when they were able to return home they found that their lives had changed forever---they lost everything.

But, in spite of the destruction to homes and businesses and the terrible loss of life, we find that difficult times tend to bring us closer together. Reports of hundreds of people lining up in Las Vegas to give blood acted as inspiration to both the living, those in critical need of blood, and a tribute to those that did not survive. Seeing volunteers in boats bringing people to safety from a flooded home and first responders going door to door surrounded by an unpredictable fire to save lives says a lot about our fellow neighbors and first responders.

I certainly cannot answer why these events happen, but if there was a "silver lining" to all of this it is that we have people with courage, willing to assist, rescue and care for thousands of people whose homes and belongings have been destroyed. Great credit must go to the herculean efforts of our First Responders (Police, Fire, Rescue, EMTs, Coast Guard, military and the doctors and nurses all over the dis-

aster areas) and countless volunteers that reached out to help in whatever way they could. The rise of fellow American citizens to help those in greatest need was inspirational. Most people did not wait to be asked to assist, they just did it.

At times like this we look to our faith, family, and caring institutions to get us through. What is most gratifying is that we are a people that reach out to help others.

In this edition of the VETS Newsletter we will highlight the volunteer work of a couple of our employees, Jonathan Chumney, his wife Melissa (the editor of this newsletter) and Arnold Benton, in the rescue of both people and animals hit by flooding in Texas and Florida. We will also highlight the work being done by our VETS Small Business Administration (SBA) team to assist in providing disaster loans to those suffering loss to home and business resulting from the horrible hurricanes, as part of the U.S. Small Business Administration.

Please take a moment to read about both of these remarkable efforts. I am so very proud of Jonathan, Melissa and Arnold and all on our SBA team for their dedicated and unselfish service to help fellow Americans in need.

We are seeing people in all walks of life reaching out to help and to repair both physical and mental wounds that will take years to address.

Now people and fellow citizens must put their lives back together having lost everything. It is not just the physical losses but the mental impact on people's lives that will take years to address as well.

We are far from finished and it is not the time to slow the pace of repair, support and assistance for those in need—both physical and mental.

James H. Moody

President & CEO



NEWS FLASH

HURRICANES HARVEY AND IRMA AND THE VETS TEAM RESCUE EFFORTS

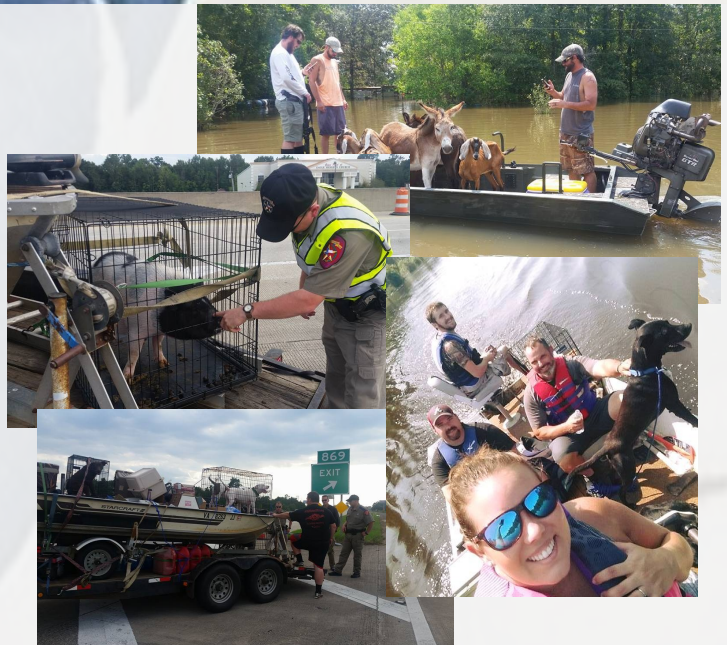
In the middle of Hurricane Harvey's destructive path in and around the Houston, Texas area, and amid the tragic news of missing people and stranded pets, Jonathan Chumney (VETS Sales Executive for the WaitBusters team), his wife Melissa (editor of the VETS Newsletter and a school teacher in the Clarksville community) and Dylan Stembridge (a volunteer fire fighter from Clarksville), decided they needed to do something.

On Wednesday August 30th, Jonathan, Melissa and Dylan collected from VETS leadership, neighbors, friends and citizens in the Clarksville and surrounding areas, several thousand pounds of supplies including food, water, paper towels, clothing, diapers, baby formula and a ton of other supplies, all within a 10- hour period. Along with dog and cat food, they took a number of animal crates, all donated by the Lake County SPCA shelter. Once all was loaded on- to a flatbed trailer along with the Chumney boat, they set out for Houston with the aim of helping those in greatest need.



After a grueling 20-hour overnight journey, they arrived near the town of Orange, Texas, where flood-

waters prevented them from going further. Along the way they listened to news reports while deciding where they could best help. Taking no time to rest they immediately established contact with other rescue agencies ready to go to work. They set out by placing their 16-foot boat in water that had once been highway, roads and yards (15 feet high at some points). Over the next several days they rescued people, pets and livestock. Altogether the team rescued 6 goats, 2 donkeys, a pot belly pig, a dog and a gentleman that took over 7 hours to reach by boat. Operating on little sleep, they worked around the clock until all supplies were exhausted.



Jonathan noted that people from all over the country were coming to help. "I have never seen anything like this in my life," said Jonathan. "It was as horrible of a natural disaster as one could imagine." Melissa also stated, "It really felt good to be there and help, to see the smiles and relief on the faces of so many people. I cannot thank enough VETS leadership, our friends and neighbors in the Clarksville area, as well as the Lake County SPCA for what everyone did to respond immediately to our request for supplies. I can absolutely assure everyone that it did make a difference in the lives of those we touched. It made my heart feel good that so many people in our community were willing to help in whatever way they could."

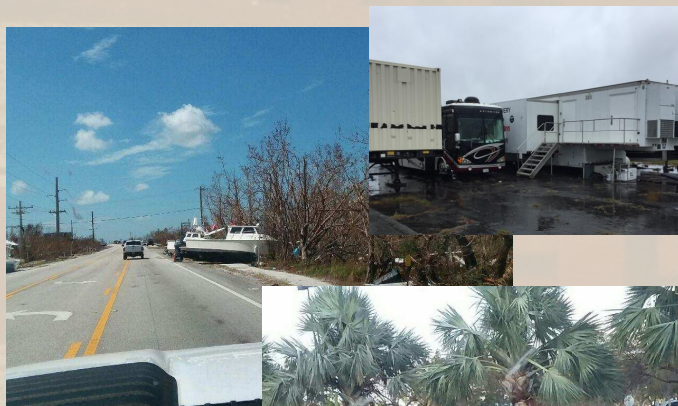
After another 20 hour drive they arrived home on September 4th, happy with what they were able to accomplish but exhausted from the trials of their journey. Melissa noted, "The positive results all go to the people of Clarksville, our neighbors and friends that helped us with their prayers and supplies."



Continued on the next page.

A SECOND CALL FOR HELP

Jonathan Chumney had no sooner returned from his Texas journey, when Hurricane Irma struck and a second call for action arrived. This time it was from a fellow VETS employee, Arnold Benton, our Director of Special Projects, an electrician contractor and disaster recovery expert.



As the nature of the storm developed in scope and the consequences looked awesomely bad, calls

came for support. Arnold and Jonathan decided they could not sit at home. They departed on September 8th. With the assistance and support of Jim & Mona's motor coach generously stocked with food and water, they headed for Florida. They ended up in Lake City, Florida (60 miles west of Jacksonville) and for the next 17 days, were determined to provide immediate aid, assistance and support to anyone needing help.

Arnold and Jonathan rode out the storm on an aircraft runway in Lake City, Florida, where the eye of the storm passed directly over their camp, before moving to the Homestead area and taking up residence in the Home-



stead Municipal Ball Park. There they found and agreed to assist the efforts of Darryl Jones and Electric Paramedics to support the Gulf Coast Health Care Network of 30 nursing homes that had lost power or were in critical need of support. The focus of their effort

was to dispatch generators to assisted living facilities that were without power and required immediate assistance. It was critical that these nursing homes be supported within a critical 10-hour time period or people were likely to suffer greatly and potentially die.

Overall, they served 30 facilities and delivered 35 generators that were critical to the people living in those facilities. It may not have been the most glamorous work, but their efforts saved the lives of people suffering from the effects of a sweltering heat and intense rain. As with the efforts of Melissa, Jonathan and Dylan, Arnold and Jonathan worked day and night with little rest. Both Arnold and Jonathan agreed that the effort of restoring power for the elderly was critical and life-saving. "I just could not sit at home and read about what others were suffering," said Arnold. "Both Jonathan and I felt a strong conviction that we could help and we were ready and willing to do so." Both Governor Scott of Florida and the President of the Gulf Coast Health Care Network provided written commendation for their work.

EPILOGUE

We are most fortunate to have such wonderful people in our community—certainly Melissa, Jonathan, Arnold and Dylan, but special thanks must go to ALL those that contributed supplies, support and their prayers. We are extremely proud and honored to be included in a community that reaches out to assist others when they most needed it. Special



Pictured left to right: Arnold Benton, Melissa Chumney, and Jonathan Chumney.

recognition must also go to the Lake County SPCA for their very generous contribution of supplies as well.

These two efforts were a small contribution to the overwhelming challenges that fellow citizens faced during this very difficult time frame. As Melissa, Jonathan, Arnold, and Dylan have noted: there were thousands of volunteers that came to help and made an enormous difference. The lesson we all should take away from these disasters is that fellow citizens just didn't sit around and read about what was happening. They left the safety and comfort of their homes and communities to help those truly in need. We are fortunate to live in such a society and among people that "act" when the need occurs.

VETS SURGES TO MEET CLIENT NEED IN WAKE OF DISASTER

Disaster can strike with little to no warning. Although scientific advances and technology are more accurately projecting potential danger zones and effect on those in the storm's path, the devastation is never fully known until after the storm. Americans in the path of disaster not only lose their homes, family heirlooms, and personal belongings; they may be faced with the loss of their business, inventory, supplies, and equipment. The financial devastation of disasters can be just as traumatic to communities and individuals as it is physically.

Providing financial assistance to those affected by disaster through low-interest, long-term loans is the mission of the Small Business Administration (SBA) Office of Disaster Assistance (ODA). The office is responsible for providing assistance to citizens throughout the United States and its territories, including Puerto Rico, Guam, and the U.S. Virgin Islands. VETS is honored to support the ongoing and surge effort of the ODA.



ODA's critical program is providing low-interest, long-term disaster loans to businesses of all sizes, private non-profit organizations, homeowners, and renters. This program is the primary assistance provided by the Federal Government after a disaster. These loans fund the repair or replacement of non-farm private sector disaster losses; including real estate, personal property, machinery and equipment, inventory, and business assets damaged or destroyed in a declared disaster area.

A critical step in processing these loan requests, as with any lending, is credit management. This is where VETS brings our technical and program expertise; ensuring the systems are in place and functioning at extreme capacity around the clock. The VETS-supported Disaster Credit Management System is the application used by the Disaster Assistance Program loan officers and workforce to process the time sensitive loans for disaster-stricken businesses and individuals. In addition to this critical role, VETS also provides network consulting to the SBA Office of Performance Management and the Chief Financial Officer. This office plays the vital role of disbursing the loans to applicants who are approved from the Disaster Credit Management System.



These last few months were an extremely busy time for ODA and the VETS team. Beginning with disaster preparations for Hurricane Harvey, which struck Houston, TX and Gulf of Mexico coastal communities on August 27, 2017 as a Category 5 storm, the VETS team implemented plans to equip ODA to fulfill its mission. Within the same week and even before initial damage estimates were complete, Hurricane Irma, another Category 5 hurricane, churned through the northern Caribbean and the Florida Keys. This storm created disaster areas in Florida and US territories in the Caribbean. A mere 13 days later an unprecedented third storm, Hurricane Maria, struck the Caribbean creating mass devastation in the US territory of Puerto Rico. Then the extreme, fast-moving wildfires flared up on October 8 in California. Our SBA client and its systems are now responding to four ma-

major disasters, literally from shore to shore and across the sea.

The Disaster Loan Assistance Portal is a public facing portal and a subsystem of the VETS-supported Disaster Credit Management System. Since the first disaster struck in late August, this system is receiving an average of 10,000 applications per day through the Disaster Loan Assistance Portal. The combined access numbers of the Disaster Credit Management System and the Disaster Loan Assistance Portal ranges from a consistent 1,000 to 6,000 connections at any given time. In comparison, as of October 17, 2017 the SBA Disaster Loan application submissions from the first three of these disasters surpassed the total number of loan applications from Hurricane Katrina. Remember, in 2005 Hurricane Katrina produced 5 to 10 inches of rainfall in a 48 hour period. Hurricane Harvey dropped over 50 inches of rain in some areas of Texas, an amount greater than the city of Houston receives in one year.

Continued on the next page.

Here's a summary of the numbers thus far. Our client, the SBA, as of September 25, 2017 has approved 5,587 disaster loans worth a total of \$474 million for Hurricane Harvey, and 40 disaster loans for a total of \$2.2 million for Hurricane Irma. This surge in applications for disaster loan assistance is expected to continue over the next several months.

ODA is focused on hiring Government surge staff in areas of damage verifiers, construction analysts, lawyers, loan specialists, customer service representatives, and administrative support assistants. VETS is also busy recruiting and sourcing our growing team with the additional surge positions to meet the client needs of technical complexity and expanded schedule requirement to 24 hours per day, seven days a week systems support.

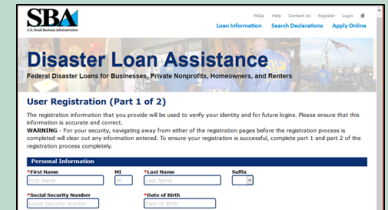
The innovative and technical solution proposed and implemented by VETS includes optimizing database and system performance, hardware and storage upgrades, and application enhancements using current industry best practices.



VETS also used this opportunity to identify new system and technical performance thresholds, propose a roadmap for future upgrades and systems enhancements, and prepare our client for the next iteration of system design.

VETS' commitment to SBA disaster assistance is resolute. While workloads may increase, our performance and system integrity will not suffer. In recent months, the VETS team has quadrupled our tickets closed and system support response through improving our processes, surge staffing, and dedication of our team. Continuous customer satisfaction is our goal. "People first, people always" is more than a corporate slogan for the members of this VETS team!

Pictured from left to right: Todd Wilcox (Windows Engineer), Jeff Wan (DBA), Diane Cameron (Customer Service Manager), John Burton (Network Engineer), Angela Ford (Project Coordinator), Brendan Nary (Windows Engineer), Aj Orlebar (Project Manager), Drew Droze (Windows Engineer), Vivek Srinivasan (DBA).



US ARMY CADET COMMAND, *All in a Day's Work*

Ethel Anderson, VETS Inc., VP of DOD Programs, salutes Travis Riddick, Program Manager, and his Cadet Command C4IM/IT Team for continued exceptional and dedicated services in support of the US Army Cadet Command's Mission.

In keeping with its mission, the U.S. Army Cadet Command (USACC) partners with universities to recruit, educate, develop, and inspire Senior ROTC Cadets to commission officers of character for the Total Army; and partners with high schools to conduct JROTC to develop citizens of character for a lifetime of commitment and service to the Nation.

Mr. Riddick's team supports the Chief Information Officer (CIO), G6, USACC, who is responsible for ensuring the necessary C4IM\Information Technology (IT) support Command-wide. One area of IT support includes audio/visual

(A/V) and other state of the art technology support at four Conferencing and Training Centers within the Fort Knox community, who welcome visiting units and organizations, such as the U.S. Army National Guards, and U.S. Army Reserves.

This article focuses in on the G6 Audio Visual (A/V) Team that oversees a huge and daunting mission; yet they do it seamlessly and tirelessly.

Our A/V team is based out of **Palma Hall**, a recently renovated conferencing center that uses state-of-the-art equipment. This facility has become the most desired and sought-after training facility on the Fort Knox installation. Visitors have the option to make reservations seven days a week for use of the Facility.

Continued on the next page.



Pictured left to right: Bryan Beggs, David Wieber, and Andy Medders.

The A/V Team, pictured above, brings a dominant and extensive background in A/V installation, video conferencing, IT administration, and networking. Chad Butler has a long history of serving the Fort Knox community, while Bryan Beggs, David Wieber, and Andy Medders bring prior military service insight and vision to the A/V Team. Visitors of Palma Hall receive excellent customer service and technical support because of the expertise and professionalism of the A/V Team. The Center's state-of-the-art technology is completely digital with the capability of video teleconferencing (VTC), multimedia recording, local presentation set up, and live-streaming to Facebook or similar social media outlets and more.

Palma Hall also features two large conference rooms; four traditional classrooms; five private office suites; and a kitchen facility with a large break area along with extensive A/V capabilities. This facility is perfect for General Officer engagements or Commander's Conferences.

Since opening the training center in June 2015 the facility has hosted over 1,600 events with an average increased rate of 35% per year. Military functions and training activities are supported seven days a week and can consist of small team meetings to annual training events that support ROTC, Cadre and Faculty Development Course (CFDC), and official ceremonies.

Beyond the walls of Palma Hall, the AV staff schedules 21 conference rooms across several additional locations. Equipment setup is provided at those locations along with troubleshooting and repairs. **Hill Hall** is one of Fort Knox's newest training facilities designed for contemporary classroom-centric sessions with A/V technology in each room. There is total of 18 classrooms that support 24 students each. The rooms can also be divided for a total of 36 class-

rooms with 12 students per side. This facility provides a more collegiate feel in a formal training environment. Since the opening of the conference center in mid-2016 there have been over 725 events with an average increased rate of 50% per year. Events are primarily supported five days a week and groups reserve numerous rooms at a time, depending on course requirements. Several ROTC course sessions occur throughout the academic year to meet Cadet Command's mission requirements.

Both conferencing locations cater to every events' needs with on-site support staff to provide setup of A/V equipment, extended hours of operation, administrative support, and facility management. The desire for visitors to use these facilities has grown to the point where requests are submitted almost a year in advance to ensure availability for any given date. The Army Cadet Command as well as the entire Fort Knox community is welcome to use Palma and Hill Hall facilities. Several Army organizations have specifically traveled to the area to host high visibility events. These commands include but are not limited to Recruiting Command (USAREC), Recruiting and Retention School (RRS), Medical Recruiting Brigade (MRB), Human Resources Command (HRC), Installation Management Command (IMB), Training and Doctrine Command (TRADOC), Network Command (NEC), various National Guard units, and multiple Army Reserve Commands.

Olive Theater is another training facility with over 900 seats and is the largest training area for a single audience on Fort Knox. The facility was massively overhauled earlier this year and re-opened in time to support Cadet Summer Training with over 57,000 student/visitors in three months. Last, **Abrams Auditorium** is at the Patton Museum. This facility location is prime for retirements, promotions, and other ceremonies due to its historic landmark and preservation.

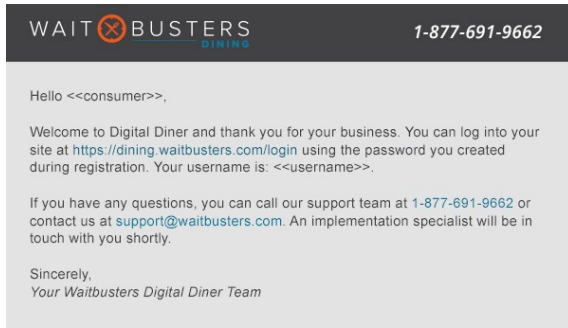


A recent visitor's comments:

The facility itself was amazing, but having such a wonderful group of professionals made it that much better. We also received comments from the participants about the professionalism of the staff and what a first-class training facility it was. This was the first time we have had training at Palma Hall. Normally we have it at Skidgell Hall or the Education Center, but none compare to this facility and staff. We hope to always have training there and know that we will receive nothing less than perfect service.

WAIT BUSTERS DINING

In the last edition of the VETS Newsletter we introduced our WaitBusters initiative. Since then we have developed a software that facilitates restaurant house management and marketing which we call Digital Diner. Digital Diner allows restaurant guests to make dinner reservations on their mobile devices.



The program went live on September 12, 2017, and over 25,000 guests have been seated. Current customers include the Busy Bee Café in Atlanta, the Rookies Sports Lodge in San Jose and the All American Steak House in Ashburn, Virginia.

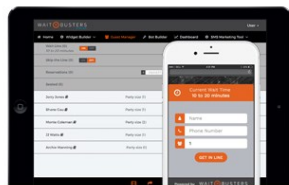
Discussions are currently in place with The Counter, a 44 location franchise, to start using the software before the holiday season.

Software will be available in Spanish and French by the end of this year to support an international expansion of the program in 2018.

The following graphics show the digital diner features and provides a more in-depth understanding of this new VETS initiative.

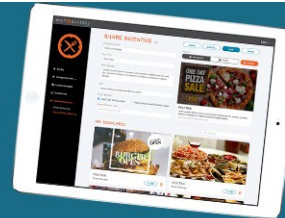
WAIT LINE MANAGEMENT

Allows guests to get in line and check wait times on their personal device while managing and communicating with guests all in a sleek user interface.



SOCIAL MEDIA SHARING

Our robust marketing tool incentivizes customers to advertise and promote your restaurant to the people who know and trust their opinions.



Should you have questions or want to know more, contact jfolino@waitbusters.com.

RESERVATIONS MANAGEMENT

Capture visitors' business while making a dining decision without the need of a third-party app.



TABLE & SERVER MANAGEMENT

Intelligently suggests where a guest should be seated based on data and pre-determined preferences.

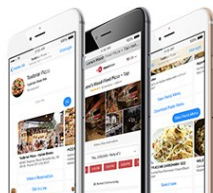


FACEBOOK INTEGRATION

Integrate a remote wait line solution directly into your Facebook Business page.

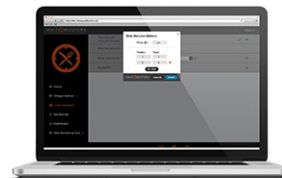
24/7 DINING CONCIERGE

Waitbusters' Facebook Messenger custom chat bots include a pre-built robust feature set, intuitive interface and simple set-up.



SKIP-THE-LINE

Reduce walkouts and contribute to your bottom line by allowing users to jump to the head of the line by paying a fee.



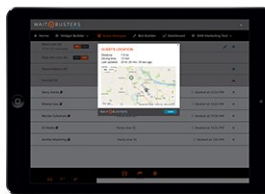
VIP GUEST TREATMENT

Flag guests as VIPs automatically, based on patronage frequency, or manually flag guests that meet other special status criteria.



LOCATION UPDATES

You can view the location of a wait line guest or a reservation party enabling you to be proactive with customer service and table management.



ANALYTICS

Collects guest behavior, analyze it and then creates a list of action items for managers to tackle or assign to staff members.



SMS MARKETING

We facilitate 2-way personalized communication before the guest arrives, during their meal and now after they leave.



VETS and Morgan 6:

A New Mentor Protégé Partnership



Morgan 6 LLC (M6) is full service Enterprise Software Development and Program Management company located in Charleston SC. We are a certified Service Disable Veteran Owned Small Business (SDVOSB) and was certified by the SBA as a HUB Zone company on November 17, 2017. The company was founded in 2012, by Doug Ross, and was purchased in May of 2017 by Gavin McCulley, Jon Campbell, and Mission Solutions Group. Morgan 6 is currently a part of Booz Allen Hamilton's T4NG team, and was an awardee on the Veterans Benefit Management System (VBMS) and Benefit Integration Platform (BIP) Task Orders. Morgan 6 has prime contracts with SPAWAR - Atlantic through the Seaport-E MAC IDIQ, and through the PM/FM contracts. At present, Morgan 6 has 12 employees.

In August of 2017, Morgan 6 and VETS Inc. formed a Joint Venture (JV) that was approved as a Mentor-Protégé by the SBA. VETS is the Mentor and M6 is the Protégé. The SBA Mentor-Protégé program was created, and codified in the FAR as part of the 2010 National Small Business Jobs Act, so that small companies could form a Joint Venture with a large company. The JV is allowed to do 2 things: 1. Allow the small company (the Protégé) to use the past performance of the large company (the Mentor), when bidding as the JV, on all government contracts. 2. Allow the JV - even though it has a large business in it - to bid on contracts set aside for small businesses. A win-win for both M6 and VETS Inc!

The name of the JV is M6-VETS LLC, and was certified as an SDVOSB by the VA on November 7, 2017. The

government currently has a goal to award at least 3% of all contracts to SDVOSBs, and that goal is proportionally higher with the Department of Veterans Affairs.

Since Morgan 6 was certified by the SBA with a HUB Zone certification on November 17, 2017, the JV will also enjoy the designation. Being a HUB Zone certified company has several advantages including the ability to receive sole source contracts up to \$4 Million. The government currently has a goal to award at least 3% of its contracts to HUB Zone companies, but only fulfilled half its goal this year. We look forward to helping contracting officers achieve their contracting awards goals for both SDVOSB and HUB Zone through this JV!

Gavin McCulley serves as the president of M6, and of the M6-VETS JV. Gavin received his degree in Finance from Providence College and is currently pursuing a Masters of

Management at Harvard University. He is a retired Army Officer who served in several roles as a Logistics Officer and Commander in the 18th Airborne Corps and then the 3rd Battalion, 7th Special Forces Group (Airborne), including multiple deployments to Iraq, Afghanistan, the Middle East and South America. Gavin lives in Charleston SC with his wife Michelle, and their daughters Mila (5) and Morgan (3).



The entire Morgan 6 team is extremely excited to be a part of the extended VETS Inc. family and is looking forward to working along side the VETS team to grow both of our organizations!

When leaders are most needed, they just show up!

The Fall 2017 Leadership Corner

John P. Rose

Multiple almost simultaneous crises as we have seen with three hurricanes, an earthquake, a mass killing in Las Vegas and out of control fires in Northern California bring out the best in our society. We call them leaders.

What we have seen, heard and read about people (neighbors, volunteers, first responders, doctors, nurses, federal authorities) coming to the aid of others should tell us something about our society and the leadership role people take on when the occasion dictates.

As we reflect on what happened in each of the noted events, what lessons and insights can we learn? What does this tell us about those that rise to a crisis event?

We know that people do extraordinary things in a crisis and what we have witnessed the past several months has been no exception.

In Las Vegas, the time it took for police to respond, locate the shooter, and engage him in the hotel room took approximately 75 minutes. The 2008 terrorist attack on innocent civilians in Mumbai took Indian authorities 3 days to bring down the terrorists. Good communications, an exchange of information and a willingness to immediately act certainly saved the lives of many.

Another example of leadership is when Aaron Stalker received a panicked call from his girlfriend attending the Las Vegas concert to inform him of the shooting underway and that her Mother had been shot. As others were fleeing the scene, Aaron, an Army Veteran, drove straight towards the danger zone. Although, unable to locate his girlfriend or her Mother, Stalker is reported to have aided over 100 people by treating their wounds and helping to move them to safety. When asked by reporters why he ran into the fray, he said simply: "I was trained to help people." He had been trained to know what to do and did it. He became a leader on the spot saving lives, helping people while showing enormous courage.

I cannot help but think that confidence that comes from training and a mindset to act were the first things on the

minds of those who rushed to help—with little to no thought given to their personnel safety.

Leaders kick in when a crisis occurs. For those not prepared or trained, it can lead to confusion, uncertainty and panic leading to a far different outcome. This comment is not meant to criticize; it is simply to note that training for such events and knowing what to do under extreme stress situations comes to those prepared and trained.

We should also not be surprised in learning that off-duty first responders from other states attending the concert in Las Vegas responded in a positive, deliberate and leader-like manner. They had been trained, taught and studied for just such situations. You do not get this from reading a book or magazine. It is by doing, thinking, training, practicing and knowing which actions to take when a crisis occurs that we see the real value of the leader taking charge.

No course or book on Leadership will make someone a leader. Books and articles can help frame the issues to be confronted and provide insights to those that have been successful and those that have failed, but it will not guarantee how anyone will react in a crisis.

Leadership in a crisis comes from thought, preparation, practice, and a willingness to act when the situation requires.

The same can be said for a couple of our fellow VETS employees: Jonathan Chumney, his wife Melissa, and Arnold Benton, who left the comforts of home to help people in both Texas and Florida hit by the hurricanes. Read more about their support in helping others on pages 3 and 4 of this newsletter. They had the skills, knowledge and training, along with a strong desire to help others in need. They knew what to do. They did not hesitate. They acted with determination and courage. When a critical situation presented itself, they were prepared, they were ready and they did what they thought was important. They emerged as leaders in our community. We should be most proud and grateful to have them on our team and in our community!!!

Chaplain's Corner

We all face tragedies in our lives. Dealing with illness, death, natural disasters and acts of violence are things we all must face. Knowing that these times will come, we can and should prepare ourselves to deal with them.

Make sure you have:

- Updated phone numbers of your family and loved ones in your phone.
- Supplies in your home (see ready.gov for lists).
- A plan to take important papers and documents with you if you have to evacuate.

Care for yourself:

When tragedies occur, we experience our highest levels of stress. To cope with those times, make sure you build times of care into your routine. Practice prayer, meditation, and other spiritual disciplines that refresh you. Take time off from work and engage in hobbies that give you peace and joy.

Reach out for help:

When difficult times come, access your support system. Talk to your doctor, spiritual leader, or seek out a professional counselor. As your Chaplain, I am here to talk with you and help you find resources to deal with hard times.

It is never easy to deal with tragedy and pain, but we can be better able to deal with difficult days with good practices in our lives.

On the journey together,

Greg

Dr. Greg Randall,
VETS Corporate Chaplain



You can contact Greg via e-mail at 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.



- **Robin Hammond** **October 29, 2017**
- **Yungeng (Eugene) Qi** **November 1, 2017**
- **Dave Winn** **November 24, 2017**



A Path Forward to Success

Jim Moody has allowed VETS employees to have unlimited access to an e-learning program designed to advance the professional skills of our employees. This program has great benefits,.....if we use it.

It is free to all VETS employees. The problem: not many with active accounts are using it effectively.

Employees with an account have access to 5 skills libraries:

- HR, Safety & Compliance Library,
- IT Enterprise Library,
- Office & Productivity Library,
- Project Management Enterprise Library,
- Soft Skills Library.

Over 1000 courses are available in these libraries. Everyone should have reason to find something of value to advance those skills that will help take them to the next level, to a more competitive position, or even to broaden their insights in a different business field.

A sample of courses available include:

- Facilitation Meetings and Groups;
- IT Pro to Manager: Developing Leadership & Transitioning into Management;
- Powerful Communication Skills;
- How to Get Things Done;
- Project Management Overview.

If you have an account go to the LearnSmart site and explore the courses that may be of interest to you.

In addition, here are a few interesting facts about our program:

- To date we have 94 employees that have access to LearnSmart courses;
- Since October 2013, 404 courses have been completed by VETS employees, but this year only 74 employees have signed into their account and much fewer have actually completed a full course;
- Only 9 employees logged into LearnSmart in October 2017;
- Supervisors can allocate courses for employees to take and can monitor and track results.

One drawback I hear is that our customers and clients are NOT likely to permit employees to charge time to participate in the program during work hours. Employees must use their own time to take courses. This is a small price to pay for the overall benefit resulting from new knowledge and training that may impact promotion, pay, and job satisfaction. Just because a customer is not going to allow us to use work time to take these courses is not a reason to fail to take advantage of the opportunities available.

As a reminder, LearnSmart is now part of RedVector. What does this mean for us? At present, no change. As a LearnSmart customer we should continue to use our existing LearnSmart login information.

you should continue to use your existing login information.

We will start seeing emails coming from RedVector in the near future.

If you do not have a LearnSmart account, are a VETS employee, want to have an account and are willing to use it, contact your supervisor who will forward your request to the VP of your team. If you have any questions feel free to contact John Rose at jrose@vets-inc.com

This is a benefit you cannot afford to miss.



LearnSmart

A Vector Solutions Company



Improving IT Infrastructure Starts Here: ITIL® Foundation Series

ITIL is part of a suite of best-practice publications for IT service management (ITSM). ITIL provides guidance to service providers on the provision of quality IT services, and on the processes, functions and other capabilities needed to support them. ITIL is used by organizations around the world and offers best-practice guidance to all types of organization that provide services.

Use this series to gain the proficiency in the principles, concepts, and tools needed to complete and **pass the ITIL Foundation Certification exam.**

UPDATED! Certified Information Systems Security Professional ((CISP) Courses

The CISP Series is a 25 –course series designed to help students become a Certified Information System Systems Security Professional. This series covers a wide variety of skills in which a CISP must be proficient, including security and risk management, security compliance and regulations, applied security, attack prevention. Security testing, security assessment , and much more!



*LearnSmart is now RedVector!
To access any of these courses, log into your LearnSmart Learning Management System profile.*

Need Assistance?

- clientsupport@redvector.com
- 866-546-1212