

# The LHC Connection

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## Hyattsville NFIP team heads to Denver Conference

By Rita Holland

LHC's management team of the National Flood Insurance Program (NFIP) will soon head to the annual Flood Insurance Conference from April 28-May 2, 2007.

Project Manager Veronica Robinson, who heads the pack which includes Operations Supervisor Greg Miller and Senior Marketing Associate Levi Poindexter, will mosey on out west to Denver, Colorado – yes sir, I said it – that's right. Denver, Colorado, the "Thinnest City in the USA."

Plenty of skiing, camping, hiking, biking and fishing- leaving less than 20% of the adult population overweight. Pack my bags, I'm on my way!

Our team plans to flaunt their stuff, taking along all kinds of goodies for the westerners and potential clients. They have exciting marketing strategies to promote LHC as an electrifying, mind explosive entity in the world of Contact Center Management throughout the USA.

Their focus is to grab attention by sharing our 20 years of flood insurance experience. Our experts have worked ever-so-hard to create the finest presentation ever and boy, are they excited!



From left: Greg Miller, Veronica Robinson, Levi Poindexter.

Levi was so excited that I practically had to hold him down to shut him up. He can't wait to get at those vendors to feed them with our capabilities which will enhance their services. His lips were moving so fast that they mesmerized me while he explained how LHC can assist with the planning and design for their

call centers.

Greg's excitement, on the other hand, had an opposite effect. He could hardly utter a word. His facial expressions came to life as he finally explained his enthusiasm and plans to support the technical development of the project.

Veronica, while also excited, remained calm and cool. She is really enthusiastic about the various flyers, brochures and most importantly the booth display. She can't wait to talk about our telephone response system and to share information on the operation of a successful contact center.

She was spitting out such things as calculating trunks/staff; emergency response; our Five 9 software and how it is capable of routing calls to any agent at any location- "Ramp up or Ramp down," forecasting and scheduling according to a company's need.

Ya'll she had a lot to say and a short time to say it, but I suppose you get the gist of it all, if not, read a brochure!

## Timesheet Mania: Completing the task

By Vincent Liser

We have now been using the web-based time keeping system for over 90 days and I thought it would be good to provide some information and tips to help complete the transition. One important point is that we need to enter time on a DAILY basis. As a contractor providing services to the Federal Government, we operate under the guidelines of the Defense Contract

Audit Agency (DCAA) which require us to record our time and attendance daily.

It also means that we are subject to an audit at any time. Therefore daily timekeeping is a good habit and a contract requirement.

Here are a few tips that will help you work with the system:

(continued on page 2)

## Timesheet Mania: Completing the task

Continued from page 1

### Entering time:

-Click on the clock above the date to enter your in & out times and calculate hours - worked; they will be displayed on the printed time sheet:

### Charge Descriptions/ Favorites:

-To add a labor or leave line, click on the binoculars to access the contract and leave descriptions that you want to add  
 -After selecting your charge descriptions to your time sheet, check the boxes to the left of the descriptions then click "Add to Favorites"  
 -You can then use the "Favorites" tab to add all charge descriptions to each timesheet.  
 -You can also open a time sheet and load your favorites in advance of the pay period: use the arrows next to the pay period date to advance to the next period, then click on the binoculars and select favorites; select the box to the left of the load column, then click "add to timesheet".

-Overtime must be recorded on a separate line: Click on the binoculars, then select Contract; select the Contract that you work under and click "add to timesheet"; on the new Charge Description move to the "Pay Type" column and click, then click the binoculars; select overtime and then add to timesheet; record the overtime hours on the overtime line only.



### Warnings & Errors:

-When you receive an "error" notification, you must insert an explanation before you complete your entry and save your timesheet; only brief explanations are needed (for example: corrected hours, added leave.)  
 -Warnings indicate a possible problem with how the hours are being charged or the category being

charged to. Continue with your entry and contact your Manager or Project Manager.



### Leave:

-You may check your available leave at any time by clicking the leave button on the top line of the timesheet.  
 - To request vacation approval in advance, click on the "Work Schedule" button to the left of the time sheet; use the calendar to select the day you want to take for vacation, select vacation (on the right side of the screen) and then click update. You must do this for each day of vacation requested. This will send a request to your manager; after it has been approved, the vacation day(s) will be displayed in green on your timesheet.

### Signatures:

-You must electronically sign your timesheet in order to submit it to payroll; it is not necessary to sign by hand after you have signed electronically. If required, print a copy of the timesheet and have it signed by the appropriate customer representative, then submit/fax the signed copy to your Project Manager.

### Printing:

-To print your time sheet, click the "Print" button on the top line of the timesheet- do not use the file/print button on the windows toolbar.

- If your timesheet won't print, make sure you have Adobe Reader on your computer. If not, check with the helpdesk in your department as they should have it or make it available to you. It is also available at [www.adobe.com](http://www.adobe.com).

Record your time  
and attendance  
daily

Warnings indicate  
a possible problem  
with hours or the  
category

Have concerns? Contact us at [employeehotline@lhenderson.com](mailto:employeehotline@lhenderson.com). It is **CONFIDENTIAL**.

# Security Spotlight: New E-Qip Instructions

by Akinola Caesar

The Security Spotlight will focus on the new procedures for getting security clearances that are mandated the U.S. Office of Personnel Management for Lionel Henderson and Co., Inc. as of March, 2007.

The process starts when the employee is initialized to sign on and complete the 35-page online E-Qip (Electronic Questionnaires for Investigations Processing) application. After the E-Qip application is completed, the employee will submit the Certification pages in the same manner as they did in the past with one exception.

In the past employees could sign their names differently on the Certification pages with no problems upon submission to OPM.

Now, the revised policy is that they must print and sign their names as well as any "AKA's" in the necessary blocks. This needs to be done by signing and printing the name as it is stated in the first line of the application; this is done under sections 1 to 5. For example, if an employee has stated her name as Jane Sue Doe in the first line of the application, with an AKA as Jane Sue Dougherty. On the Certification pages, that employee needs to sign and print that name as 'Jane Sue Doe' and state the AKA as Jane Sue Dougherty (every name being spelled out.)



In the case of the middle name being as an Initial Only then they need only have their signature block and printed name with first name, middle initial, and last name stated accurately with full address in the appropriate areas. Failure to do so for any item will result in the E-Qip application being put into a revised mode.

Afterwards, the employee's Certification pages and fingerprint card (fingerprint card is needed only if it is for an initial request for clearance are collected. Under the new policy, the Certification pages are sent to a designated fax number to link the pages to the submitted application. Once I receive confirmation and get authorization to send the fingerprint card, I send it and wait for the database to show that an investigation has begun.

In conclusion, I would like to thank everyone who has made it through this procedure and for your continuous cooperation. I do understand that it is not an easy series of steps to follow.

## LHC Quality Program ISO 9001:2000 Internal Auditor Training

by Jeff Withrow

LHC successfully passed its re-certification audit in February for its ISO 9001:2000 Quality Management System.

At LHC our Quality Management System is based on our ISO 9001:2000 certification and the standards that are required to achieve and maintain this certification reflects our commitment to providing quality services to our customers.

As part of this commitment, LHC provided Internal Auditor training on March 22- 23 for Sophy Chung, Akinola Caesar, Tameka Primm, Lien Trinh, Harvey

Malone, Yiping Hu, Doug Wacker and Jeff Withrow.

We will be able to improve our monitoring of LHC performance at our corporate offices and at our customer locations.

This company commitment is only the beginning and as with many aspects of a company's success in business, the quality of our services depends on the attitude, dedication and pride in workmanship that is demonstrated by our employees.

As part of the LHC team, employee



suggestions and comments are very valuable and an essential part of our Quality Management System.

Employees should share comments or suggestions with Project Managers, Internal Auditors or

through the use of the LHC

Employee Hotline at:

[employeehotline@lionelhenderson.com](mailto:employeehotline@lionelhenderson.com).

## Technology Corner

by Charles Mahoney

LHC is on the cutting edge of technology with our participation in the National Flood Insurance Program (NFIP) Contact Center. The NFIP Team has extensive experience in the area of Flood Management and is dedicated to the success of the program.

Inspired by its NFIP participation, LHC has also implemented a Virtual Contact Center to enhance overflow and telecommuting capabilities. The evolution of this technology dates back to the late 18<sup>th</sup> and early 19<sup>th</sup> centuries when the **Industrial Revolution** had



a major impact on our cultural, socio-economic, and technological development. There was a shift from manual labor to

manufacturing as the dominant labor force.

Now we have transitioned into the **Information Age** where data once considered a scarce resource, provides a competitive advantage to industry. This has led to the era of **Information Technology**, which includes the personal computer,

Internet and the Digital Revolution. The amount of information available has led to an **Information Economy** that allows us to manage a knowledge-based platform with more relevant information in real time.

This led to the development of the **Call/Contact Center**. The major difference between the two is that the Call Center has Customer Service Representatives organized to handle phone calls only and the Contact Center handles phone calls, E-mail, and on-line communications, including instant messaging.

# Customer Service and Performance Awards

NFIP Contact Center employees pride themselves on “exceptional customer service.” The 26 employees at the Hyattsville, Md. center answer about 900 calls a day from across the USA in the off season.

And they spend at least 3 minutes with each customer, longer if necessary.

Some of LHC’s customer service reps have been acknowledged for their service and professionalism with *You’ve been spotted* awards.

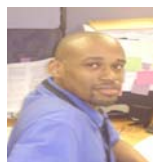
The prizes range from gift certificates to lunch to cash. Those recently awarded are: Evelyn Guzman; Leonard Harper, Deborah Poynter; Deborah Rice; Roderick Sheppard and Inez Williams.

Deborah Poynter says she loves the office environment and the array of people calling in. The callers general have questions about the status of their flood insurance policies and policy changes. Because of the constant calls, Poynter says she’s reluctant to pick up her home phone after work.



Deborah Poynter

Leonard Harper, who has taught math and science to junior high students, developed NFIP’s customer service training manual. He trains customer service representatives and introduced the concept of “creating an Atmosphere of Excellence,” said Operations Supervisor Greg Miller. “He actually inspired me,” Miller said. Harper winds down after work by listening to music “from classical to whatever” and playing video games.



Leonard Harper

**Deborah Rice** has worked for NFIP for almost a year. But she has about 30 years of flood insurance experience. When she’s not working at the contact center, she enjoys fishing, going to estate sales, and interior decorating.

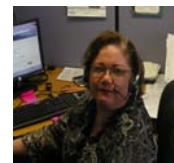
**Inez Williams** has been at NFIP for about three months, but she has been a flood insurance underwriter for 13 years. She enjoys listening to music; watching variety shows, hand-dancing; visiting museums and historical sites.

**Rod Sheppard** works long hours for LHC. He works fulltime in Diplomatic Security at the U.S. Department of State. When he pulls off that hat, he goes on-call for the NFIP Contact Center. When he’s not at LHC, Sheppard promotes Nightlife Clubs; studies culinary arts and plans to return to college to study Business Administration.



Roderick Sheppard

Evelyn Guzman, a native of Brooklyn, N.Y., has worked at the NFIP contact center for two years. The mother of four adults and two grandchildren has worked as a customer service rep for 11 years.



Evelyn Guzman

Other LHC employees receiving Customer Service and Performance Commendation awards are: **Jose Gonzalez** and **Lizette Mendez**, State Department, Miami, Fla.; **James Tate**, State Department, Washington, D.C.

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## Meet the New Hires

**Adam C. Arnett** was an intern at the U.S. Department of State last year. He enjoyed the experience so much, he recently returned as a full time LHC employee. Arnett, originally from Niles, Mich., graduated from Ohio State University about four months ago with a degree in history.

**Angela M. Blanco** recently returned to the U.S. from Zagreb, Croatia where she worked at the U.S. Embassy. She worked for the Regional Security Office as an Office Management Specialist. During her free time and long weekends, she and her husband visited Italy, France, Turkey, Slovenia, Czech Republic, Hungary, Germany, Austria, South Africa, Bosnia and Serbia.

**Michelle L. Catallo** of San Diego served in the U.S. Navy for 11 years. A native of Spain, she served as a Navy Career Counselor. She is the mother of 14- month-old twins and she does general correspondence for the Navy.

**Denise Davis** of San Diego, retired from the Navy in 2005 after serving 20 years mostly in intelligence. The mother of a 12-year-old son, Davis considers herself a soccer Mom. She enjoys reading, cross-stitching and riding her Harley.

**My-Inda N. Geddie** is a native of Washington, DC. She now works at the U.S. Department of State. Ms. Geddie works in different departments filling in for secretaries and receptionists.

**Sabina Hobbs** has worked in the administrative/secretarial field for more than 20 years. When she’s not working, she’s active in her church and serves as a mentor for elementary through high school students. “I’m a big kid a heart” said the mother of a 22-year-old college student.

**Gary Holly** lived in China, Belgium and Greece as the spouse of a career foreign service officer. During his 12 years outside of the USA, Holly worked as an assistant general Services officer. When he returned to the US, Holly worked as a cable and internet services contractor.

**Timothy Mazzarelli** taught English in Japan and Mexico and conducted a literacy program in the Spanish-speaking community in San Diego, Calif. for Americorps Vista. Mazzarelli has degrees in International Policy Studies and Political Science.

# BIRTHDAY WISHES FROM LHC



## APRIL

ROBERT MAYER  
TIFFANIE GROOMS  
TEVONNA NESMITH  
SHANETTA BAUGHMAN  
TOMEKA WATSON  
LISA PULLEN  
NIKKIA MOORE  
SANDRA FIELDS-MCMEEKIN  
TOYA JOHNSON  
DANAE GREEN  
VERONICA ALLEN  
MARY BENNICK  
SUSANA DAVILA  
JUADINE HENDERSON  
LEVI POINDEXTER

## MAY

PATRICK WILLIS  
TRAVIS DAHLBERG  
JULIA GOMEZ  
GEORGE HAAS  
LEONARD HARPER  
SABINA HOBBS  
CALVIN HUFF  
SHEILA MATTHEWS  
MILDRED MAYRANT  
RHONDA SCOTT  
CAROLYN SEWARD  
SAMEATRIA SIMMONS  
DESIREE SWILLING  
INEZ WILLIAMS

## JUNE

MARCHELLI BURNETT  
JENNIFER DARRINGTON  
DENISE DAVIS  
RUTH HART  
MARY JEAN MCCOUBREY  
RENATA MCCOY  
ANTOINETTE QUEEN  
FATIMA RIVERS  
PATRICIA WRIGHT

## Charleston Team: Performance Awards

LHC's Charleston, S.C., team handles the money for the U.S. Department of State and its overseas bureaus. The global financial service center processes payroll for retirees and current employees working both overseas and in the United States. It processes travel, transportation, vendor claims and provides central management of the department's public and private debt.

The DOS also provides Accounting Services for domestic and international operations at its two financial service centers, Charleston and Bangkok. Some of the 45-LHC employees spend long hours making sure that bills are paid, that credit card transactions are reconciled and that inquiries from State Department posts, bureaus and other government agencies are answered.



from left: Asst PM Charlie Knox, Donald Lancaster, Skip Bauman.

LHC employees work throughout the various departments. And for their efforts, many have received Customer Service and other Cash Awards.

LHC employee Donald Lancaster, an accountant for the Washington, D.C.-based International Cooperative Administrative Support Services recently received a cash award.

Carolyn Seward, Gail Pinckney, Eugenia Thorne and Glynnis Glover received accolades from Cecelia Cooper, Managing Director Global Compensation for their assistance with the Retirement Accounts Division filing project. "Their positive attitude, teamwork and attention to detail directly contributed to the success" of the Retirement Accounts Division filing project," said Project Manager Ellen Wagner.



From left: Eugenia Thorne and Carolyn Seward.

They worked long hours during the week, weekends and some holidays to finish the project, she said. They were rewarded with cash.



From left: Ruth Hart and Amy Singleton.

Ruth Hart recently received a Customer Service Award for her support in the Employee Claims Division. She handles travel arrangements for her department.

### PERFECT ATTENDANCE WINNERS:

Brittany Saetern, Elk Grove, Calif.  
Robert White, Rosslyn, Va.  
Thanhlan Nguyen, Washington, D.C.  
Ruth Harth, Charleston, S.C.