



# TCoombs & Associates LLC



Volume 1, Issue 2

April 15, 2010

## LETTER FROM OUR CEO...

Dear Family,

As we sprint ahead through the first quarter of 2010, this newsletter brings us that much closer to my dream. It remains my hope that TCA and our subsidiaries position us to help give "employment" opportunities to many. Each month, even while in the midst of our great country's economic down turn, I'm happy to report that we've been able to continue to hire. Soon, there will be well over a thousand on our team and we continue growing strong.

I realize that it is each of you who makes this dream possible. For that, I thank you from the bottom of my heart. As I lay awake many nights thinking through what will help take us to the "next level", it always comes back to you! Your dedication to our customers makes the difference. At each step of the way, I hear from many of you that we need to change this or improve that to ensure that our customers' get the "best bang for their buck". Trust me, we are listening. Numerous changes are put in place from your suggestions.

In closing, I'd like to remind each of you that my office door is always open. When you are in the Washington DC area, please come by our corporate office in Springfield, Virginia and say hello! Even if we've not met, you are on the team and you are always welcomed "home"!

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May God look over you and yours,

**Tony Coombs**  
CEO  
TCA

# HUMAN RESOURCES HARASSMENT TRAINING

## ***TCAssociates, its Subsidiaries and Affiliates have a Zero-Tolerance Workplace Harassment Policy!***

This year TCAssociates is raising the bar on HR Training for supervisors and employees. The HR Department plans to deploy this training program company-wide in an effort to help focus our Corporate Culture on Company Values that foster Respect and Professionalism.

In our first training session held at the UBO Conference on Monday, March 22, the following outline was covered:

### **Enforcement Guidance: Vicarious Employer Liability for Unlawful Harassment by Supervisors**

**SUBJECT:** Enforcement Guidance: Vicarious Employer Liability for Unlawful Harassment by Supervisors

**PURPOSE:** This document provides guidance regarding employer liability for harassment by supervisors based on sex, race, color, religion, national origin, age, disability, or protected activity.

**EFFECTIVE DATE:** Upon receipt.

**EXPIRATION DATE:** As an exception to EEOC Order 205.001, Appendix B, Attachment 4, § a(5), this Notice will remain in effect until rescinded or superseded.

### **Enforcement Guidance Outline**

#### **I. Introduction**

a. Don't under train- the importance of annual harassment training is reiterated time and time again in Supreme Court rulings under Title VII.

#### **II. The Vicarious Liability Rule Applies to Unlawful Harassment on All Covered Bases**

#### **III. Who Qualifies as a Supervisor?**

#### **IV. Harassment by Supervisor That Results in a Tangible Employment Action**

#### **V. Harassment by Supervisor That Does Not Result in a Tangible Employment Action**

#### **VI. Harassment by "Alter Ego" of Employer**

#### **VII. Conclusion**

A. In instances of supervisor harassment, there is no affirmative defense. TCA's Zero Tolerance Harassment Policy and swift and effective grievance resolution procedures have better positioned us as an organization that establishes clear lines of authority and a culture of professionalism.

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**The Human Resources Department will be contacting you soon regarding this valuable training!**

## WEST COAST OPERATIONS



Greetings west coast employees! We would like to remind you of a few of the most recent changes that have gone into effect at TCAssociates.

Many of you may have noticed an incorrect PTO (Personal Time Off) balance on your paystubs. Our payroll department has completed an audit and made all necessary corrections. Upon receipt, please review your 4/2/10 (bi-weekly) and 4/8/10 (semi-monthly) paystubs and notify your Project Manager of any discrepancies.

Secondly, because of your expressed concerns, the I Pay Electronic Paystubs has been suspended. Effective 2-19-10, you should have started to receive your paystubs in the mail to your home address. TCMP will continue to formulate a solution that is acceptable to the company and our employees in an effort to "go green". Questions or concerns may be directed to the payroll department at (703) 822-8228.

Lastly, your timesheet templates can now be found on the web by visiting <http://www.tcmp.com/index-0.html>.

Please continue to check both your government and home email accounts for future announcements. Do not hesitate to contact your Human Resources representative, Nancy Simoes, at (858) 200-0110 with questions on these recent changes or any employment related matters.

### Attention TCMP Washington and Hawaii Employees!

Effective 4/8/10, you will no longer need to submit your timesheets to (858) 200-0115. Please submit your timesheets as well as any leave requests and expense reports to your Project Manager, Nannette O'Neal to fax number (360) 720-2032.

## GREETINGS FROM THE BENEFITS DEPT...

We recently completed our 2<sup>nd</sup> quarter open enrollment period for 401k for an April 1st effective date. Mark your calendars, our next 401k open enrollment will take place in June for a July 2010 effective date!

The open enrollment period for our Cigna International expatriates ended on March 25, 2010. Please note that this was a "passive enrollment" & form submission was required only if changes to your policy were being requested.

Aloha Hawaii! Mark your calendars...open Enrollment

for HMSA/Blue Cross Blue Shield will begin in June 2010; please be on the lookout for open enrollment documentation.

The Benefits Team is always here to help... for questions or concerns regarding your benefits, please contact Jessica George, Benefits Clerk ([jgeorge@tcassociates.com](mailto:jgeorge@tcassociates.com)) or Nila Latif, Benefits Manager ([nlatif@tcassociates.com](mailto:nlatif@tcassociates.com)) at (866) 971-8267.



## EAST COAST OPERATIONS

### MEET OUR PORTSMOUTH STAFF...



*L to R: Angela Green, Christie Sewel, Ryan Wilson and Heather Winkler*

TCMP's Norfolk office supports 38 contracts with many modifications issued by Navy Medical Center of Portsmouth (NMCP). Currently we have 235 staff members supporting outlying clinics Boone, Chesapeake, Oceana, Sewell's Point, and Virginia Beach. We have other 65 staff members supporting the Naval Hospital of Portsmouth. We have are on-boarding 50 additional staff members into the staff. Simple math with a bit of rounding - 350 staff members, one would expect a large team in the TCMP office to support them, we have an outstanding team that run a very lean operation.

Angela Green is the site leader; she is an outstanding multi-tasker who learned her skills over many years as a military spouse. In addition to being the site leader, she is the lead trainer on BLS courses; she is a dedicated mom and a wonderful co-worker. She has a wonderful balance to her life as a proud parent. TCMP is really appreciative of all her hard work, dedication and vision for Norfolk team. She is at the heart of countless of requirements that this team has to manage from maintenance of credentialing records, timesheet, staff counseling's and billing to name a few.

Ryan Wilson came to TCMP as a contractor himself to help on front desk administrative duties but he was quickly noticed as an outstanding member of this team. He was hired fulltime in an administrative role to support Credentialing, Hospital and Clinic staffing. Then added to his focus scheduling responsibilities; most recent, he has become a key contact for the Hospital staff.

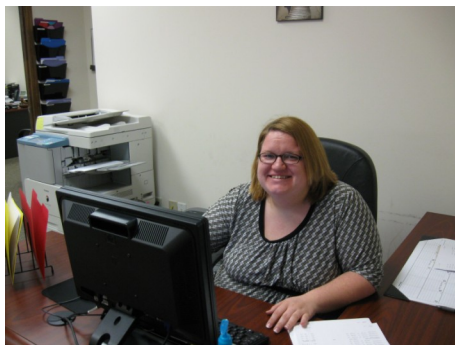
Christie Sewell came to TCMP as a contractor also to help the front desk as Ryan got promoted. Her skills and adaptability were also noticed. This led her to being hired fulltime as administrative and credentialing support. Most recently she has become the key billing coordinator for the office. The office has become a more efficient place through the addition of key staff members like her.

Heather Winkler has been instrumental in credentialing every member of the staff. We really have been lucky to have found someone who has tremendous professional drive. She has a wonderfully balanced lifestyle as a proud parent.

The ratio of 350 to 4 is amazing. Our Norfolk team is a wonderful demonstration that through hard work, dedication and most importantly teamwork so many things can be achieved. We are going to add one more person over time; we currently have a contractor again covering the front desk. We are in the business as contractors but we also do believe in it as method of gaining wonderful staff members. Our recruiting methods are broad. This is a team that strongly believes in promoting within, and as such we have been able to have team members learn and become multi-faceted strong supports to the contracts.

This TCMP Portsmouth team is constantly in touch with our employees in an ongoing basis, visits with the COR and often receives feedback from staff members of competitors that they wish they had such strong support. The way they manage the daily operation and staff support was the key reason were able to acquire an addition of 14 new tasks to the set in Portsmouth area.

The team practices many views held strongly by the partners of the TCA-TCMP organization. Through hard work, dedication and teamwork we can grow into a larger operation. We are very proud of all the achievements by this team, the local office and all the promise for the future.





# TCA FIRE DRILL



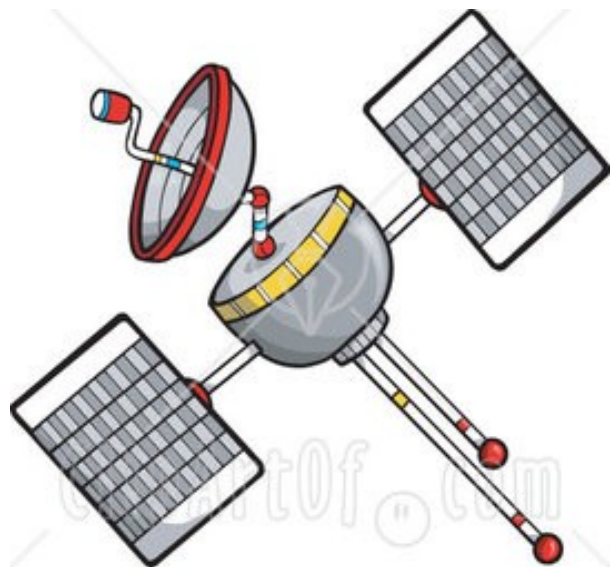
The TCAssociates inaugural Fire Drill was held on March 12, 2010. Engineering Technology Support Services (ETSS) managed the execution of the Fire Drill. Prior to the Fire Drill ETSS prepared an Occupant Evacuation Plan and sent each corporate staff member a list of Do's and Don'ts during the execution of the Fire Drill. The message was clearly received because the Fire Drill took less than 15 minutes from start to finish. As required by our Occupant Evacuation Plan our Information Technology Staff removed the backup data to ensure that had this been a real fire emergency we could resume normal operations almost immediately. The participation of the TCAssociates Chief Executive Officer Mr. Tony Coombs reflects the importance of the exercise and his desire to ensure that all employees understand the evacuation procedures and his desire for all employees to depart the building as quickly and safely as possible. Going forward the Fire Drill will be held twice a year.



# FIRST SATELLITE JOB



TCAssociates was awarded its' first satellite job in DC on March 20th. Our CEO, Tony Coombs, has gone from pulling cables to supporting satellites!



*L to R: Tony Coombs, Rosanna Holliday, Joseph Haggler & James Thomas  
Front: Jayden Haggler*

## TCA GOING GREEN!

TCA has been asked to join a GSA BPA for sustainable building initiatives. The BPA is underwritten with ARRA funds and has a cap of \$ 53 billion.

TCA through the Development & Construction, Telecommunications, Identity Access Management Electronic Security, Electrical Services & Smart Building Solutions line of business is evolving as a "Green Building" service and product provider. This includes design, build and maintenance of "smart, energy efficient buildings. The Green Building concept is also known as green construction or sustainable building initiatives is the practice of creating structures and using processes that are environmentally responsible and resource-efficient throughout a building's life-cycle: including design, construction, operation, maintenance, renovation, and deconstruction. This practice expands and complements the classical building design concerns of economy, utility, durability, and comfort.

Although new technologies are constantly being developed to complement current practices in creating greener structures, the common objective is that green buildings are designed to reduce the overall impact of the built environment on human health and the natural environment by:

- Efficiently using energy, water, and other resources
- Protecting occupant health and improving employee productivity

Reducing waste, pollution and environmental degradation.

The green building movement in the U.S. originated from the need and desire for more energy efficient and environmentally friendly construction practices. There are a number of motives to building green, including environmental, economic, and social benefits. Modern sustainability initiatives call for an integrated and synergistic design to both new construction and in the retrofitting of an existing structure. Also known as sustainable design, this approach inte-

grates the building life-cycle with each green practice employed.

Green building brings together a vast array of practices and techniques such as renewable resources, e.g., using sunlight through passive solar, active solar, and photovoltaic techniques and using plants and trees through green roofs, rain gardens, and for reduction of rainwater run-off. Many other techniques, such as using packed gravel or permeable concrete instead of conventional concrete or asphalt to enhance replenishment of ground water, are used as well.

TCA joins the current administration in supporting methods and technologies to bring into existence energy efficiencies and cost savings.





## FINANCE



The first quarter of 2010 has been very busy period for the Finance Department. During this period there have been numerous obligations that required immediate response. We have prepared and mailed W2 forms, prepared year end corporate financial statements, submitted financial information to our bank for auditing, began implementation of corporate wide electronic timesheets, and many other related issues. We are currently gathering information to submit to our auditing firm to complete our annual financial audit. Through all of these activities our staff has remained dedicated to the completion of their responsibilities. During February snow storms, several members volunteered to stay in a local hotel to ensure all financial obligations

would be met in a timely manner. We ask that during this busy period to show patience and cooperation in our department meeting your request. I want to ensure everyone that our primary objective is to satisfy the needs of our employees, clients and the corporation overall.



### **New E-Fax / File room fax numbers effective 3/5/2010:**

**Human Resources Confidential Fax Number: 703-822-8226**

Please use the above fax for any confidential/personal information.

This fax is utilized by our HR Administration, Benefits and Credentialing Staff and is dedicated to your privacy!

**Recruiting Department Fax Number: 703-822-8376 / 866-945-8267**

Please use the recruiting fax line for submittal of resumes and any documents

You want delivered to TCA/TCMP's Recruiting Department!



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Tamara Ellis  
Certified Pro-  
(CPC)



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## TCA RACQUETBALL TOURNAMENT

Our CEO, Tony, sponsored our 1st TCA Annual Racquetball Tournament, which was hosted here in our gym facilities at our corporate office in Springfield, VA. Tony wanted to promote good health by, “staying fit and healthy, while having fun.” All employees were encouraged to participate & win prizes. The goal was to introduce new players & encourage athletic sports. Matches consisted of singles & doubles that started on March 1, 2010.



After several rounds of fierce competition, the final match was played between TCA's COO, Michael Perry and our Director of Finance, Don Early...

*AND THE WINNER IS...*



**DON EARLY,**  
DIRECTOR OF  
FINANCE

***CONGRATULATIONS ON BEING THE 1st TO WIN OUR ANNUAL RACQUETBALL TOURNAMENT!***



*L to R: Tony Coombs, Michael Perry, Don Early & Roger Stull*



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