



What's New!

We are very pleased with the response to the new CeleReport. We will continually update the form and format of this product based on your suggestions.

The content of the CeleReport will continue to emphasize areas including: congratulating staff on personal achievements, fun vacations, births, graduations, memorials to those we have lost, events coming up that can be shared with others, and personal insights limited to work efficiencies or improvement ideas. We will continue to provide information on our contract and other situations that may provide opportunity for the staff. Finally, we want to make this document into an open book on who CeleraPro is and continue to introduce each of you to our growing and exciting staff.

CeleraPro leadership has received quite a few letters of commendation from both NASA and GSA customers. It is great to get positive feedbacks on staff performance. Please keep the excellent work. This monthly report will continue to provide what is important to and good about our team.

We are now in Option Year 4 at GSA and need everyone's focus on exceeding the needs and expectations of the GSA leadership. We are looking forward to receiving the solicitation for the follow-on contract very soon. If you are interested in working on writing the proposal with us, let Chuck know. We have had one or two offers already and look forward to working with you. Please note that proposal support is not a directly paid activity, but there are bonuses commensurate with level of contribution when we win and recognition for your support even if we do not.

The updated CeleraPro Employee Handbook is in review and should be out to you in the near future. Incorporated into the Employee Handbook will be the blue pages previously found in the Monthly Memorandum. The

Handbook is being revised to be one document for all staff.

Planning for a Great 2023

The leadership of CeleraPro is proud of the staff at our different locations and we were thrilled to spend a little time with you at the holiday lunch meetings. We hope this increases in the future and everyone gets back to a little more normal work environment. We want each of the staff to feel like they are part of the family at CeleraPro, for whom we try to provide the best benefits possible. 2023 will bring new changes and challenges for all of us as we try to increase our positive impacts on our customers and both the NASA and GSA Missions.

One of the first steps in January 2023 has been the selection of healthcare options. We have negotiated costs for the new year, but prices have gone up and we worked diligently with the insurer to find the best way to minimize the bite of those increases. United Healthcare (UHC) and Guardian still provide the best options for our staff. Our new rates, negotiated with BBG, will help minimize the cost impact. All staff have provided their health plan preferences to UHC and Guardian. Make sure that you review your selections to confirm that they are correct. For SCA staff, please be aware of the \$55.00 that goes into your 401K each pay period and the new individual costs for the healthcare plan you selected. Your new plans started on 1 February 2023.

Your continued daily "above-and-beyond" attitude toward customer support is an essential ingredient to winning follow-on contracts and for our GSA staff, is now and for the next nine months more important than ever. We appreciate your focus, effort, and commitment.

Tax Season: 7 Ways to Protect from Hackers

Hackers love tax season. For them, it is that magical time of year when taxpayers transfer a lot of sensitive information. Uneducated users send tax documents including their Social Security Numbers back and forth to their tax



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preparation service and then on to the Department of Revenue at both the state and federal levels.

Are you prepared to protect your organization from hackers this tax season? Learn how hackers trick companies, especially during tax season, and how to keep your organization safe. And because hackers love to impersonate Internal Revenue Service (IRS) agents, learn how the IRS communicates with taxpayers to avoid being duped. A key reason taxpayers fall for scams, particularly from the IRS, is they do not know how the IRS initiates contact. The IRS starts by sending a letter through the US Postal Service.

- After the initial contact by mail, depending on the situation, IRS agents or tax compliance officers might use these approaches:
- Call a taxpayer by phone or visit them in person, sometimes preceded by a letter.
- Call to confirm an appointment or discuss items for an upcoming scheduled audit.
- Send email or request information through the official [irs.gov](https://www.irs.gov) site.
- Make unannounced visits to their home or place of business to discuss back, delayed, or delinquent taxes.
- When contacted by an IRS representative, follow these safety practices:
- Get their name, address, and agent number. You can email requests for verification to the IRS at epp@irs.gov.
- For in-person visits, always ask for two forms of credentials:
 - A pocket commission for proof of authority
 - A personal identity verification credential
- Make tax payments only to the US Treasury.
- Hackers are good at falsifying documents and IDs. By being aware of these contact protocols, you can be better prepared for when the IRS contacts you and protect yourself from imposters. If you are in doubt, check with the IRS or the person in your organization who is asking for the information.

How Hackers Trick Staff and Companies

Despite understanding IRS protocols for initiating contact, taxpayers still fall for hackers' clever tricks and carefully calculated wording. Hackers commonly use the following methods:

- Sending fake documents or messages by mail, text message, or social media (phishing)
- Creating phony websites that mirror legitimate ones (spoofing)
- Threatening phone calls, emails, text messages, or letters to have you arrested, collect your assets, or freeze bank accounts if you do not cooperate.
- Requesting copies of tax statements, such as a W-2

These methods all have one goal: trick taxpayers into providing sensitive personally identifiable information (PII). That means trying to get your employer identification number (EIN), social security numbers in your data, and other sensitive information in your financial or tax records.

How to Protect Your Business from Hackers

Whether you are deep into tax season or preparing for it, apply these methods to keep your information and business safe from hackers.

Cybersecurity Training for Employees

Cybersecurity awareness training should be a regular practice year-round for every organization. Keeping your organization safe during the tax season starts with your employees. Before the season begins, conduct tax-season-specific training on how employees can protect themselves and your organization from falling prey to hackers. Address the common methods, tactics, and phrases they use during this season to lure their targets. And remind them about safe password protocols.

Tax-Based Phishing Simulations

Hackers love phishing. They especially love it when a vulnerable target clicks one of their links, enters their credentials or other PII, and gives them an open door to an organization's data. By providing regular phishing simulations, you give

employees hands-on practice and increase awareness to identify phishing attempts that could compromise your organization. Customize spear phishing attacks to show your employees' vulnerabilities and provide follow-up training based on simulation findings.

Encrypted Document Delivery

Delivering sensitive documents requires secure transfer. The most secure way is to deliver them in person to your employees or to your tax preparers. But in this digital age, more companies are delivering sensitive documents electronically. If you must send files this way, encrypt them before you send them. Or use a digital document transfer service that offers layered security and a secure portal that encrypts documents.

Secure Tax Preparation Service

If you need to outsource to a tax preparation service, choose one that makes IT security and cybersecurity a priority in how they run their business. Make sure you understand:

- How they exchange files and sensitive information
- How they store and back up that information

GSA Staff Reminder: Vacation / Sick Leave

With the start of the new calendar year, vacation accrual for all GSA staff starts fresh and you all now have 56 hours of sick time. Make sure to use your vacation hours throughout the year as they are accrued and use sick time only for medical reasons for yourself or a dependent.

NASA Staff Reminder: Vacation / Sick Leave

The NASA team is on an Aug-Jul schedule for sick leave and vacation. Your vacation is to be used as it accrues. Do not to wait until the end of the 12-month cycle. Plan and take advantage of vacation as it accrues or if planning a longer vacation, send the request to your supervisor for approval in advance.

All Staff: Vacation / Sick Leave

As a reminder, all employees can check their balances within Paychex on their personal pages.

Take advantage of this. If you have questions, reach out to Chuck or Keith for questions. Michelle is still available to help.

Staff Changes

We have had several changes on the GSA contract in the last month. Laura Sartain has terminated due to personal family health issues. We wish her the best with her family and hope to see her again in the future. Michelle Buhendwa will be moving from the back-office support position to replace Laura. We are pleased with this turn of events and know she will be successful.

Chanelle Flowers has been recently cleared and Jasmine Hicks is in the eQIP process ready to begin support to Rickie Knight and Joseph Kerley. Samantha Settles has moved to support Hakim Thompson. Shantee Haynes has been promoted to Sec II to support Mary Bradley. Melissa Brooks terminated on Feb 17th due to personal health. We wish her the best.

Back Office Changes

CeleraPro has reorganized its back office to reduce cost and add efficiency. The Office manager position, effectively led by Michelle Buhendwa for three years, will be distributed amongst other back-office personnel:

CeleraPro's Program Managers (PMs) and Assistant PMs (APMs). As a reminder, at GSA, Chuck Steele is the PM and Jamika Patterson is the APM. At NASA, Keith DeSpain is the PM, and we are delighted to introduce **Cindy Strother** as CeleraPro's NASA APM. Responsibilities are as follows:



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PMs are available to answer question about time charging, work hours, holidays, vacation policies, accrual, task support, pre-approval and time charging, sick days, SCA vs. exempt employee company policies for vacation and pay structure, and general guidance both personally

and on the job (always consult the CeleraPro Employee Guide first).

APMs will assist in the hiring and staffing process and participate in responding to questions about 401k guidance and content, healthcare including medical, dental, vision, life, and Short-Term Disability (STD), in coordination with the PM (always consult the CeleraPro Employee Guide first).

CeleraPro PMs are full time positions that serve as a bridge between our customer, employees, and the company. Please recognize that our APMs are part time and may not be immediately available. Please use email as your primary contact mechanism for both PMs and APMs.

Paychex Re-Sync Requirement

Check your Paychex account to see if you have been requested to do a re-sync on your account. If you are, please perform the re-sync before March 9th. This process is just making sure you have the latest tools and access.

Company News

We are currently in the process of responding to CPAR ratings from our NASA customer and developing an internal Action Plan to help respond to customer concerns in the future. It is important for staff to focus and be thoroughly committed to the needs of the NASA managers. We appreciate your daily commitment to all of our customers.

Healthcare Renewal

We appreciate the quick turnaround by staff in making plan selections. Staff have been very responsive in updating their healthcare choices this year. BBG is now working with the UHC team and Guardian team to set up you requests.

Eyes Open for Opportunities

CeleraPro is interested in finding out what companies perform the Administrative Support function at all the other NASA centers. If you know of a way to find out, please contact Keith DeSpain.

Staff Member Introduction

This month we would like to highlight one of our newer staff members *Brendan DeSpain*. He has



brought a great deal of energy and positive attitude to the team.

Brendon joined us in April 2022 after moving back from Austin, TX, where he worked in marketing for a property management company. At his new home at MSFC, Brendon works as an MSA for Safety and Mission Assurance (S&MA) under Jennifer Franzo.

Brendon was born in Indianapolis, IN, and moved to Hoover, AL, in 1998. While in Alabama, Brendon competed and won many regional and national competitions with the ACE Cheer Company. In 2005 and 2006, he was awarded paid bids, along with his team, to compete at The Cheerleading Worlds against the best of the best.

Brendon attended and graduated from Hoover High School in 2008; he then received a BA in Graphic Design and advertising from The University of Alabama (*Roll Tide*). Afterward, Brendon moved to Austin to begin a career in marketing until coming to MSFC in 2022. During his free time, Brendon explores creative outlets and learning about what Huntsville has to offer.

Staff Performance Feedback

We continue to get positive comments and feedback for our staff from NASA and GSA leadership. CeleraPro will be reaching out through the COR to get performance feedback on staff at GSA over the next couple of months. If there are special situations where the customer has provided feedback, please let us know.

Exceptional Performance

Ashley Brazier works in support of the STO Director at NASA, Dave Burns, who has sent accolades regarding her outstanding performance in her role as an Administrative Officer, saying: “Ashley has come up to speed nicely and is excelling in her duties. They are glad to have her as part of our team. She gets a shout out from the NASA leadership! People are very happy with her work on awards and related tasks. Ashley’s work is quick, accurate, and very appreciated.”



ST11 Secretary II **Miranda Cottrell** continues to get compliments and praise from her NASA customer. CeleraPro leadership is impressed with her continuing efforts to impart a positive impact to her support to the NASA client. Miranda continues to be supportive to other Branches/ Division as necessary and is also a knowledge resource for other new personnel. Miranda is a model for others with respect to commitment to the client.



Glenn Overbey, MSFC-EV40, provided a positive and complementary message about



Ladasia Word. “ I just wanted to drop you a quick note to let you know how happy I am with the support I get from Ladasia Word. Ladasia is really on top of things. I only

need to ask her to do something once and I’m confident she will get it done. I don’t have to go back and double check to make sure it was done and done correctly. Ladasia is conscientious and obviously takes pride in her work. The products she provides are of high quality and rarely need

rework. She is proactive and takes responsibility for making sure monthly safety reporting requirements are met for the whole Division! Her work ethic is outstanding, and she often goes above and beyond on what I ask her to do. Ladasia is always willing to pitch in and help whenever she can. She provides excellent support to my Branch Chiefs as well. She is friendly, approachable and a pleasure to work with.”

Onward and Upward

We are excited about the move of **Michelle Buhendwa**, from the back-office staff to a key role on CeleraPro’s GSA contract. She has been a key contributor to the success of CeleraPro and now brings her talent to the contract team. Michelle will be replacing Laura Sartain in support to Marianne Kennedy at the site in Silver Springs, MD. We look forward to her continued exceptional support from Michelle who will continue to work with the leadership team to assist staff on healthcare and onboarding of staff hires.



Personal Achievements

CeleraPro is always interested in what brings you joy and personal satisfaction and encourage you to share these joys with the CeleraPro family.

Dr. Perini gets his personal satisfaction writing about the world as he sees it. Next month, he promises his recipe for onion soup. This month he makes a statement about a life worth living:

A Life Worth Living

It is never about money,
 Or the fancy cars we drive.
 It’s not about our house, our boat,
 Or latest scuba dive.

It’s not about the things we do,
 Unless they are done for others.
 Like taking care of children,



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Or of poor expectant mothers.

Working in a shelter,
Bringing food to struggling poor,
Donating to youth groups
When they are knocking at your door.

In a flood or earthquake,
There are ways we can pitch-in,
Building houses for the poor,
Or staffing a kitchen.

With lives so short, some ask themselves,
"What did I achieve?"

Will the marks I've made on Earth,
Survive me when I leave?

The most recalled accomplishments:
Health, happiness and laughter,
Warmly holding aging hands,
Making smiles that last long after.

The spirit of philanthropy,
The opposite of greed,
Is giving of oneself,
To others urgently in need.

It is not about tax write-offs,
Or about how much we are giving,
Kindness that comes from the heart,
Reflects a life worth living.

Contributing to the CeleReport is highly encouraged as a means by which CeleraPro staff can get to know one another. Take advantage of things that are important to you. We would like to hear them.

Spotlight – Special Commitment

Special message to Keith from one of our new staff Michael Scott. "Good morning, Keith. I just wanted to share with you my new hire experience at NASA. It has been exceptionally warm and embracing. Everyone here has been a breath of fresh air unlike many places I have worked in the past coming aboard as a new hire. The culture is phenomenal and definitely has played a huge part in my transition in settling in. There has not been a day that I was not offered

assistance in my new role or reassured not to be hesitant to ask questions. It is not common to be embodied by such embrace across the board in many organizations. To say people here at NASA are FRIENDLY is an understatement, they have made me feel a part of the TEAM! I have not felt this WELCOMED as a new hire from an entire no matter what position they hold in a long time. Thanks again for this amazing opportunity to exemplify my professional and educational experience with an amazing organization; as I seek greater opportunities with CeleraPro." We are proud of the team in knowing you have stepped forward to welcome Mike!

U2US

All staff members can provide comments and personal input to the CeleReport, or provide comments to us privately, discretely, or anonymously. We care about what you care about. Talk to us.