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United States Senate

COMMITTEE ON
HOMELAND SECURITY AND GOVERNMENTAL AFFAIRS

WASHINGTON, DC 20510-6250

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July 29, 2013

Edward J. Casey, Jr.
Chairman & Chief Executive Officer
Serco Inc.
1818 Liberty St, Suite 1000
Reston, VA 20190

Dear Mr. Casey:

I am writing to request information and documents regarding the National Guard contract (W9133L-12-D-0002) awarded to Goldbelt Glacier Health Services (Goldbelt) and the subcontract award to Serco Inc., for the coordination of mental health services personnel at Air National Guard Wings and National Guard bases across the country.

On June 19, 2013, I wrote to the National Guard to request information and documents regarding this contract, including information relating to reports that the National Guard's management and oversight of this contract may have resulted in inadequate mental health care services for members of the National Guard.¹ The Subcommittee has received new allegations that Goldbelt has struggled to meet the contract's requirements, including failing to adhere to mental health counseling licensure requirements, failing to protect client confidentiality, failing to arrange for the transfer of patient files when personnel leaves, and failing to institute standard policies to ensure that adequate care is provided. It also appears that Goldbelt has failed to provide the required number of mental health professionals to serve the needs of the National Guard.²

As part of the Subcommittee's ongoing investigation, I request that you provide information and documents regarding the management of this contract. Specifically, please provide the following:

- (1) Information sufficient to show how contract requirements were divided up between Goldbelt and Serco Inc.;

¹ Letter from Subcommittee Chairman Claire McCaskill to National Guard Bureau Chief Gen. Frank Grass (June 19, 2013).

² Goldbelt Inc. Employment Opportunities, (online at www.goldbelt.com) (accessed July 15, 2013).

- (2) Information sufficient to show the number of Directors of Psychological Health (DPHs) currently employed under the Serco Inc. subcontract and their duty station, number of vacancies at the time Serco Inc. was awarded the subcontract, and number of DPHs that have left their positions since the contract award;
- (3) Information regarding the plans for providing health care services at Air Wings and bases when the position of Director of Psychological Health is vacant;
- (4) Information regarding Serco Inc.'s previous experience providing mental and psychological healthcare services, and any information detailing experience with providing mental health services in a military context;
- (5) An organizational chart detailing the management structure of the current contract;
- (6) Names of the contracting officer, contracting officer representative(s), and program manager identified by the National Guard to oversee this contract;
- (7) Documents detailing the plan for transition of patient files at the time the contract was awarded and plans for transfer of patient files when current personnel leave;
- (8) Documents detailing the standard operating procedure for Directors of Psychological Health, including information regarding time requirements, responsibilities for being "on-call" and requirements for availability during periods of excused absence;
- (9) Information sufficient to show Serco's policies for managing client care, protecting client confidentiality, and level of service required to be provided by DPHs; and,
- (10) Information sufficient to show policies regarding the input of client identifying information into a database meant to collect statistical information.

I request that you provide this information as soon as possible, but in no case later than **August 9, 2013**. If you determine that you will be unable to make a complete production by this date, please contact Subcommittee staff to discuss possible modifications to this schedule.

The jurisdiction of the Subcommittee on Financial and Contracting Oversight is set forth in Senate Rule XXV clause 1(k); Senate Resolution 445 section 101 (108th Congress); and Senate Resolution 64 (113th Congress). An attachment to this letter provides additional information on how to respond to the Subcommittee's request.

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Please have your staff contact Sarah Garcia with the Subcommittee staff at (202) 224-5602 with any questions. Please send any official correspondence relating to this request to lauren_corcoran@hsgac.senate.gov.

Sincerely,

A handwritten signature in blue ink, appearing to read "Claire McCaskill". The signature is fluid and cursive, with the first name "Claire" written in a large, stylized loop.

Senator Claire McCaskill
Chairman
Subcommittee on Financial and Contracting
Oversight

cc: Ron Johnson
Ranking Member
Subcommittee on Financial and Contracting Oversight

Enclosure