

PACIFIC REGION CIVILIAN PERSONNEL CUSTOMER SERVICE PLAN

Civilian Personnel Advisory Centers



Civilian Personnel Operations Center

March 2002

FOREWORD BY CPOC AND CPAC DIRECTORS

This Customer Service Plan was jointly developed early on in our standup with a keen desire to demonstrate our commitment to providing our customers with quality civilian personnel servicing. The Plan identifies each major civilian personnel function typically provided by personnelists and provides a performance standard/goal for each one to give you a baseline by which to judge our performance. This publication is a revision of our former Customer Service Plan. It now incorporates mission changes/additions and keys our productivity to standards set by Department of Army.

The Plan is organized into specific sections:

- ◆ A general overview of regionalization.
- ◆ Pacific Region Vision Statement.
- ◆ Pacific Region Values.
- ◆ Performance standards/goals for key service areas.
- ◆ How customers can help.

The Pacific Region personnel community embraces solid principles of customer service and is committed to service standards. We are also committed to continuous process improvement. We understand the Installation Status Report III requirements will be our baseline of measurement and we are working toward achieving the highest level of those measurements. The measures identified in this document break out the detailed steps necessary to accomplish our functional requirements making it easier for our customers to understand the processes. These measurements, in conjunction with DoD automation enhancements, lay the foundation for the future evolution of our organizations and continued improvements in product delivery and service.

We invite your comments on this plan. If we do not meet the performance standards identified, we encourage bringing it to our personal attention. We believe we are in the business of providing professional, timely, and quality products and services. We want to hear from you if we fail to do so.

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Pacific Region Continues to Move Forward

In November 1993, the Office of Secretary of Defense (OSD) established the regional personnel centers concept for DoD services and agencies. The regionalized concept supports two entities, the Civilian Personnel Operations Center and Civilian Personnel Advisory Center. The two organizations maintain different functions although each entity provides a critical support piece to management and employees by working closely to support a common mission. The CPACs provide advisory services to commanders, managers, supervisors, employees and job applicants, and the CPOC provides the behind-the-scenes personnel products. The CPAC staffs interact with customers at the installation level, providing managers with recruitment and downsizing strategies, assisting in building labor-management partnerships, advising on position management issues, personnel processes and procedures, orienting new employees, and providing advice/assistance to employees on benefits, entitlements, training opportunities, etc. The CPOC, a regional center, maintains the official personnel files; processes Notification of Personnel Actions; issues job opportunity announcements and referral lists; and processes job classification actions affecting title, series and grade. Performing production-oriented, technical work at the CPOC frees the CPACs to concentrate on providing quality advisory services.

We are constantly assessing our overall servicing against the standards established to identify where improvements are needed to successfully meet the demands of commanders. We seek your input as well because we want quantum increases in customer satisfaction levels. We believe our continued hard work, collaboration, and commitment to partnering will continue to result in steady improvements in servicing.

We are continually seeking innovative ways to provide more timely service to our customer through tools such as **Army Regional Tools** (ART) and **Gatekeeper**. ART was developed by HQDA as a common entry to the HR applications and to enhance the users' ability to track or retrieve information. It also provides a vehicle (Gatekeeper) which allows managers to provide information relevant to the requested personnel actions.

Other automated tools, such as **COREDOC**, **Modern Defense Civilian Personnel Data System**, **Position Description Library** and **FASCLASS II**, streamline personnel processes and expedite the processing of actions for managers and employees.

The Pacific Region will soon be included in the HQDA **Centralized Resumix** system. The new system will allow applicants to only submit one resume which will be maintained within the centralized database. Based on how applicants respond to geographic questions, their resume can be pulled by any CPOC servicing that area for review and possible referral.

In an effort to improve the interface to Modern DCPDS for our customers, HQDA is actively planning for the deployment of a Web based user interface. The improvements to the way our customers access employee information and fill jobs can be expected to become a reality in the 1st Quarter of FY 03.

Our HR Army leadership continues to seek ways through changes in legislation and strategic planning to simplify or eliminate outmoded civil service rules in order to produce a more flexible system with fewer inhibitors. The goal is to allow for faster processes and more decentralized authorities to manage.

PERFORMANCE STANDARDS

Function	Current Performance Time
Classification of New Position or Application of New Standard	38 Calendar Days
Fill Position – Using Local Announcement Procedures	75.33 Calendar Days
Fill Position – Using Delegated Examining Procedures	77.93 Calendar Days
Fill Position – Using DA Career Program Procedures	81.69 Calendar Days
Fill Position – By-Name Request Procedures	36.49 Calendar Days

FUNCTIONAL AREA	SERVICES PROVIDED <i>Identified by which activity (CPAC/CPOC) provides the service.</i>	TIME FRAME
Position Management	CPAC advises management on restructuring within organization, most efficient structure and assesses potential affect on employees.	As needed.
	CPAC advises on career ladders and job enrichment.	As needed.
Job Classification and Organizational Address Tables	CPOC assists management in classifying jobs (title, series & grade).	20 days after receipt of Request for Personnel Action (RPA) & draft JD by CPOC.
	CPOC processes recruit/fill actions where there is an established job description, where there are no major changes in duties.	3 days after receipt of Request for Personnel Action (RPA).
	CPOC builds organizational address tables and processes personnel actions (i.e., realignment, changes in UICs, etc.).	3 – 16 days dependent upon coordination required.
Recruitment and Placement	CPAC advises management on recruitment strategies and ensures correctness and completion of all required documents prior to forwarding Request for Personnel Action to CPOC.	Within 5 days of Request for Personnel Action in CPAC.

FUNCTIONAL AREA	SERVICES PROVIDED Identified by which activity (CPAC/CPOC) provides the service.	TIME FRAME
	Manager will establish Resumix Job Search skills (skills identification - formerly KSAs).	Prior to closing of vacancy announcement.
	CPOC will query Priority Placement Program.	Within 3 days of receipt of Request for Personnel Action in CPOC.
	CPOC will announce vacancies.	Within 5 days of receipt of Request for Personnel Action in CPOC.
	CPOC will Rate/Rank/Refer Applicants.	Within 14 days after vacancy announcement closing date (DA standard 5 days to rate/rank applicants; plus 7 days surface mail time; plus 2 days for paper copies to be scanned into RESUMIX).
	CPOC administers DoD Priority Placement Program Requirements and other entitlement programs.	On-going.
	CPOC will request DA Career Program referral lists for applicable vacancies.	Within 5 days of receipt of Request for Personnel Action in CPOC.
	CPAC advises management of Delegated Examining Unit process, if utilized.	As needed.
	CPOC (DEU) announces vacancy to the public.	Within 3 work days of receipt of SF39.
Reduction In Force	CPOC effects management decisions thru the development of retention registers/ Mock RIFs/processing RIF notices.	Provides Mock-RIF reports within 2 weeks of the Commander's request. Process written RIF notices within 10 days of completion of all mandatory steps.
Payroll Interface Cycle	CPOC flows data electronically to DFAS; resolves problems and reflows transactions.	Process within 2 workdays.
Personnel Record Keeping	CPOC maintains Official Personnel and Employee Performance files for all employees. Maintain other personnel records, as appropriate.	On-going.
Employee Benefits	CPAC will explain benefits, enrolling requirements and procedures relating to life & health insurance, leave, TSP, pay, etc.	As needed.

FUNCTIONAL AREA	SERVICES PROVIDED Identified by which activity (CPAC/CPOC) provides the service.	TIME FRAME
	Army Benefits Center – Civilian performs all advisory services and transactional processing for Federal Employees' Health Benefits (FEHB); Federal Employees' Group Life Insurance (FEGLI); Thrift Savings Plan (TSP); retirements to include - Federal Employees' Retirement System (FERS) and Civil Service Retirement System (CSRS); and survivor benefits (death and dismemberment).	Within 5 days after receipt of fully completed form.
Travel/PCS	CPAC provides advisory services in travel and permanent duty travel entitlements.	As needed.
Injury Compensation	CPAC will assist employees in filing appropriate forms; monitor long-term FECA cases; and review progress toward meeting command goals. Assist managers in controversial cases.	Processes completed forms within 5-10 days of signature of employee.
Discipline/Performance Problems	CPAC assists managers in evaluating problems and identifying courses of action; counsels employees and supervisors on administrative procedures and employee responsibilities/rights; and advises/assists with the preparation of disciplinary action memos.	As needed.
Grievances	CPAC will coordinate action to process; prepare official correspondence; provide support for resolving grievances.	As needed.
Leave Administration	CPAC advises on all aspects of leave to include Annual, Sick, Leave Without Pay, Court, Military, Voluntary Leave Transfer Program, Home And Advance Leave.	As needed.
Appraisals	CPAC advises managers on the accurate preparation and timely submission of appropriate forms.	As needed.
	CPOC reviews submission for accuracy, processes forms and inputs into MDCPDS.	Within 3-5 days of receipt.
Awards	CPAC will furnish guidance in determining appropriate recognition (honorary or monetary).	As needed.

FUNCTIONAL AREA	SERVICES PROVIDED Identified by which activity (CPAC/CPOC) provides the service.	TIME FRAME
	CPOC processes awards forms and inputs into MDCPDS.	Within 3-5 days of receipt of completed document.
Other Labor or Employee Relations issues	CPAC will assist management.	As needed.
Automation	CPAC PSM provides direct customer assistance, training and trouble-shooting.	As needed.
Training and Development	CPOC will develop Human Resource Development (HRD) administrative processes and procedures for the region; assess sources for regional training; broadcast /announce centralized training courses; and plan, conduct and evaluate regional training programs.	As needed.
	CPAC provides advisory services on training program and coordinate local training requirements.	As needed.

HOW CUSTOMERS CAN HELP

- ◆ Use Army's PERMISS (Personnel Management Information System) on the Internet (<http://www.cpol.army.mil/>) to retrieve personnel information.
- ◆ Become familiar with CPAC/CPOC Business Processing Maps in terms of procedures and timelines in processing various personnel actions located at <http://pacific-cpoc.ak.pac.army.mil/220600/index.html>.
- ◆ Don't make promises you can't keep. **Check with CPAC/CPOC on actions** you don't have control or don't have the final approval authority for, i.e., employee qualifications, timelines, personnel procedures/policies, etc.
- ◆ Submit Personnel Action requests early. The average time to fill a vacancy is 54 days. Recommend recruitment actions be submitted at least 60 days prior to need. This will allow time to fill the position and give the new hire time to transition from another position.
- ◆ Clearly identify special recruitment instructions such as area of consideration, PCS cost, clearance requirements, etc.
- ◆ **Ensure the duties of the position descriptions cited on requests are accurate prior to submitting the Request for Personnel Action.**
- ◆ Act on referral lists quickly. Request return within 17 calendar days of receipt.
- ◆ Mark information sent to CPOC/CPAC with the RPA #.
- ◆ **Review revised job descriptions quickly and respond with concurrence/comments within 3 days of receipt**
- ◆ Inform CPAC/CPOC immediately of any changes in actions being worked or upcoming events.
- ◆ Submit Job Description revisions, KSAs, or Job Search Criteria via E-mail or as attachments to RPAs.
- ◆ **Use automated tools to find the status of requests (check notes & remarks).**
- ◆ Use CSU/ART applications to find information regarding due dates for employee's within-grade-increases, probationary/trail periods, conversion to career conditional appointment, etc.
- ◆ Use the automated tools provided by Army, such as ART, Gatekeeper, COREDOC, PD Library and FASCLASS II.
- ◆ **Distribute bulletins/newsletters to the lowest level of your organization to be sure all employees have access to information.**
- ◆ Use Pacific Region CPOC (<http://pacific-cpoc.ak.pac.army.mil/220600/index.html>), and Army CPOL (<http://www.cpol.army.mil/>) homepages regularly for information.
- ◆ When establishing supervisory positions, submit organization chart indicating all subordinate positions supervised, to include AF, NAF, Military, contract, etc

Pacific Region Civilian Personnel Board of Directors' Values

HONESTY

Honesty is having the courage to not hold back what we believe to be true
Be open minded and willing to accept input (filters off)
No prevarication.

TRUST

A continuous process of consistent behavior that affirms the reliability of each group members commitment to the groups values, norms, goals.
Each group member understands the group's values, norms, and goals and acts accordingly.
Each group member continuously validates their understanding of the groups, values, norms, and goals.
Trust is a relationship based on the belief in the honesty and integrity of the person/organization/system.
Diligently work at building and maintaining mutual trusting relationships.

LOYALTY

Willingness to support, defend and commit to the goals, values and objectives of the organization.
We are loyal to each other in good times and bad times.
We commit to supporting our goals, values and objectives. We are not destructive to each other. We support the decisions made for the betterment of the program.

COURAGE

The conviction to take risks and doing what is right.
We have the courage to take a stand even though it is not popular.
We "en" courage risk taking.

RESPECT

Treat others the way we want to be treated.
Recognize cultural differences and care enough to learn how others want to be treated.

Recognized leaders in

