



THE NUGGET

NEWSLETTER FOR THE ARMY PACIFIC REGION

FORT RICHARDSON, ALASKA

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DIRECTOR'S MESSAGE

Deverette Williams, Pacific Region CPOC



The Civilian Personnel Operation Center (CPOC) has experienced many changes within the past six months and many more will come. However, one thing that has not changed is our dedication to supporting both managers and employees by providing prompt and efficient processing of personnel actions.

To assist the CPOC in processing actions timely, we ask that Requests for Personnel Action (RPAs) be submitted at least two pay periods before the effective date of an action. Additionally, please notify us of upcoming events which may create surges in our workload. Your cooperation by providing information regarding personnel issues (i.e. revised PDs, recruit actions, employees separating, etc.) as soon as you are aware of them will enable the CPOC staff to manage competing requirements and successfully meet the needs of both the managers and employees.

Managers/supervisors are strongly encouraged to obtain advice and guidance from CPAC Generalists before initiating an RPA. Such advice will reduce the number of requests for additional information, thus reducing the processing time.

The use of RESUMIX for external recruitment through the Delegated Examine Unit (DEU) is scheduled to be implemented throughout the Department of the Army within the April/May timeframe. This change will bring about more consistency between the DEU and Merit Promotion announcement systems. More information on this initiative will follow as we approach the implementation date.

Please use the Customer Feedback Surveys available on our website: <http://pacific-cpoc.ak.pac.army.mil> to let us know how we are doing.

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“PAT-ON-THE-BACK”

During the first quarter of FY04, 24 organizations returned all of the referral lists issued to them within the 17 day suspense time, which is set forth in the Pacific Region CPOC policy on canceling RPAs. We look forward to many more returning referral lists timely to get their positions filled quickly.

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Procedures for Requesting a Position Review

The Pacific Region CPOC has established an SOP for requesting position reviews. Policy and procedures are:

1. Applicability: This SOP applies to all activities within the Pacific Region serviced community.
2. Policy: Managers/supervisors may submit a position review when there is a significant change in the duties and responsibilities of a position. A significant change is any change that affects the major duties or qualification requirements for a position. Significant changes may result from 1) mission change, 2) reorganization, 3) new or revised classification standard or 4) change in technology used to perform work.
3. Responsibilities and Procedures:
 - a. The supervisor submits a Request for Personnel Action (RPA) along with the following documentation:
 - (1) an edited copy of the current position description,
 - (2) justification for the position review,
 - (3) current or proposed organization chart and
 - (4) documentation supporting/explaining mission change or reorganization, if appropriate.
 - b. CPACs. Advise management prior to submitting the RPA to:
 - (1) Review proposed changes to assure criteria for significant change is met.
 - (2) Consider prudent position management.
 - (3) Ensure all required documentation has been attached to the RPA before forwarding to CPOC.
 - c. CPOC. (Goal for completion of classification action is 20 work days.)

(1) Review proposed changes and take action to update the position description or change position classification, as appropriate.

(2) Notify supervisor of the outcome of the review and obtain concurrence on required action.

(3) Actions submitted for reclassification will not be reviewed again within a 1 year period after the final classification unless there are significant mission changes to include reorganizations. Organizations must submit new mission statement and/or orders and documentation to reflect those changes.

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Processing Awards

The Incentive Awards Program was established because the government believes employees deserve special recognition for performance excellence and creativity. Awards can be given for overall high level of performance, a suggestion, an invention, or a special act or service.

Cash awards based on performance are based on the most recent rating of record and are intended to recognize sustained levels of successful performance over the course of the rating period. Thus, performance based awards are linked to the employee's performance appraisal. The Defense Civilian Personnel Database System (DCPDS) will **not** allow the processing of awards when the last rating date in the system is older than one year.

When initiating an award Request for Personnel Action (RPA), managers must complete the associated gatekeeper checklist. One gatekeeper checklist asks for the last performance appraisal date. With this question answered, the date can be entered in DCPDS and the subsequent award will process successfully!

Performance appraisals with standards should be sent to the CPOC immediately after they are signed.

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[FASCLASS Release 4.4](#)

FASCLASS, Release 4.4, was fully and successfully deployed on 03 December 2003. Additional new features contained in this release were:

- a. Verbiage on Search Employee Name screen has been updated with correct information
- b. An implicit wild card has been added after the UIC field on any screen that uses UIC
- c. Additional information given when a user's account has been disabled
- d. Additional information given when user creates account, explanation that account will deactivate after 180 days of inactivity
- e. Major holiday greetings will appear on home page
- f. All fields for military requesting accounts will be mandatory fields
- g. Vacant positions will no longer appear in organization search results
- h. New report on exact copy PDs was created for Project Manager use only. To see all changes made to the program review the "What's New?" portion on FASCLASS home page.

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[DEU APPLICANTS](#)

Applicants applying for Delegated Examining Unit vacancy announcements should remember to address KSAs (Knowledge, Skills & Abilities) in vacancy announcements. KSAs are rated against established crediting plans developed with Staffers and Submit Matter Experts approved by selecting officials. Candidates should also be aware that while their resume may qualify them for a position, it is still only basic qualification and the score received, 70 is out of a possible 100, (vet preference not with standing). Since DEU is based on competition, a score of 70 falls at the very bottom of the applicant pool. For example, two applicants with equal experience brought forth in their resume, only one addresses the KSAs identified in the announcement and scores in the middle range. An applicant scoring in the middle range could expect to lift their score into an 80 range, separating themselves from the growing number of candidates that fail to address the announcements

KSAs. Too often, we have seen where an applicant with excellent experience and a well-written resume fails to address KSAs. Too often this applicant falls so deep into the applicant pool they cannot be reached.

Other items for applicants to consider when filing a resume for consideration thru DEU; Have I included the announcement number? Without an announcement number on the resume, we have no way of separating your resume from hundreds of others. Have I included my SSN (social security number)? A resume with out an SSN, cannot be rated, cannot be input into our automated database. Have I included the days, months, years and hours in which I gained my experience? Without this information, it is impossible to asses if an applicant meets standard qualifications set forth by the Office of Personnel Management (OPM). Is my contact information up to date? Too often, we make calls of employment availability only to find the individual no longer at the address or phone number listed. Availability? Am I available and ready to take this job should an offer be made? It happens. Would you turn the Pizza delivery away that you just ordered by phone? Is my resume a good reflection of my experience? It hardly seems possible that twenty years of military service or any experience could be summarized into one line. Is my resume too long? Have a friend read over your resume and offer constructive advice. Finally, the applicant must asses their answers to the KSAs. Have I supported my KSAs within the body of my resume as well as provided answers to the questions asked?

A good DEU resume outlines experience, includes time-frames, education background, and supports applicants' answers to the Knowledge Skills and Abilities as stated in the vacancy announcement.

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[Referral List Reminders](#)

Documenting declinations (DD) - The preferred documentation for a declination is a written statement from the eligible. If the declination was taken verbally, the official who received the declination should prepare a written summary of the eligible's

decision. Verbal declinations must come from the eligible, not from another individual.

Documenting failure to respond (FR)

You may choose how to contact an eligible (by letter, electronic mail, or telephone) to determine his or her availability. All contacts should instruct eligibles to respond by a specific date if they wish to continue to be considered for the position. If you do not hear from the eligible by that date, you should document failure to respond "**FR**" for that eligible and no longer consider that eligible for the position. No additional written documentation or notification is required.

If you are contacting the eligible via telephone, you should make a good faith effort to speak to the eligible before annotating his/her record as **FR**. You should document the record by showing who made the contact, when, with whom you talked, and a summary of any conversation that you had.

The procedures used to contact eligibles should be specified as a matter of agency policy and applied uniformly and consistently.

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HELP!

As the work climate changes because of downsizing, technological advances and increased competition, consultants at your local Civilian Personnel Advisory Center (CPAC) can be called upon to assist you with your Civilian Human Resource issues. The Generalists in the CPAC can give you the "up-front" advice that will help speed up the Civilian Human Resource processes.

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Career Ladder Promotions

Although all promotions must follow merit procedures, they do not all require competition among employees. Some jobs are filled by "career promotion". If an employee was previously selected competitively for a trainee or career ladder position (a position with known promotion potential), and the employee performs satisfactorily, then promotion is

possible without additional competition until the full performance level is reached.

When the manager initiates a Promotion request, the Civilian Personnel Operations Center will use the proposed effective date on the Request for Personnel Action (RPA) to process the career ladder promotion. Managers are strongly encouraged to submit RPAs for promotion at least two pay periods prior to the effective date.

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Open Seasons

The next Thrift Savings Plan (TSP) Open Season will be 04/15/04 through 06/30/04.

The next Federal Employees Health Benefits (FEHB) Open Season will be 11/08/04 through 12/13/04.

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Pre-Retirement Seminars

Many people look forward to retirement as an opportunity to do some new things. Based on projected life expectancies, you may have 30, 40, or 50 years of your life still ahead of you. What will you want your lifestyle to be?

As you consider retirement, you face a time of change. These changes will be social, psychological, physical, and financial. The transition will be the easiest if you know what to expect and do some planning. You have a lifetime of experiences to draw upon as you plan for your future years.

You will be successful if you start your planning now, take action on those plans, and continually review and revise them along the way. It is never too early to prepare for your retirement. Employees who are just entering federal service should plan for that phase in their life and take this course.