Regionalization

Status and Future Plans

Ms. Pamela Creek
Executive Director, Human Resources (CAH)
February 24, 1999
Agenda

• Regionalization Objectives
• HROC/CSU Responsibilities
• Deployment Status
• Technology Future
• Performance Metrics
• Human Resources News Items
• Panel Discussion
Regionalization Objectives

• **DoD Objective** -- Same or better service, at lower cost, with same or improved customer satisfaction.

• **DLA Objective** -- Cost and quality competitive service with comprehensive customer feedback, continual improvement, and cutting edge technology.
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<th>HROC</th>
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<td>• Staffing</td>
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<td>• Specified Workforce</td>
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<td>• Systems</td>
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<td>• OPF Maintenance</td>
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## HR Responsibilities: Classification

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<td>• Application of new standards</td>
<td>• Desk Audits</td>
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<td>• Agency Job Guidelines (AJGs)</td>
<td>• Position Descriptions</td>
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<td>• Position Description Library</td>
<td>• Reorganizations</td>
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<td>• Position Management</td>
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<td>• Job Re-engineering</td>
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HR Responsibilities: Labor/Employee Relations

HROC

- Process Awards
- Workers’ Comp
  - Process claims
  - File maintenance
- Drug Testing
- Administer Benefits Programs

CSU

- Performance Mgmt
- Workers’ Comp
  - Case management
  - Light Duty
  - Job re-engineering
- Drug Testing
- Labor Relations
- Discipline/adverse actions & grievances
HR Responsibilities: Workforce Development

HROC
- Administer DLA Training System
- Administer common interest programs
- Maintain records
- DAU/Service School Quota/Fund Admin
- Analysis & Reporting

CSU
- Advise/assist w/IDPs
  - Budget/funding
  - Monitor Accomplishment
- Oversee/coordinate input of reqmts/completions
- Trng Needs Surveys
- PLFA Training Plan
- Local functional trng & “local uniques”
HR Responsibilities:

**Staffing**

**HROC**
- Develop/validate crediting plans
- Announce vacancies
- Receive applications, rate, rank, refer
- Process reorgs
- Conduct RIF
- Administer PPP

**CSU**
- Review 52s
- Advice to Mgmt
- Coordinate selection process
- Local outreach
- Supplement RIF Team @ HROC
HR Responsibilities: Processing & Benefits

HROC

- Call Center/CSU Liaison
- Processing
  - Health & Life Insurance
  - Thrift Savings Plan (TSP)
  - All personnel actions
  - Retirement
- Death Benefits
- OPF Maintenance
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<tr>
<th>Site</th>
<th>Regional Evaluation</th>
<th>Work Transfer</th>
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<tr>
<td>DCMMDW</td>
<td>6/98</td>
<td>10/98</td>
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<tr>
<td>DCMDE</td>
<td>8/98</td>
<td>11/98</td>
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<td>4/99</td>
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Deployment Status

- DCMDW transfer completed 10/25
- DCMDE Transfer completed 11/22
- DCMDW Legacy Electronic OPF (EOPF) is being supported via input from HROC
- Year-end VERA/VSIP Success Story
DLA’s Future Employee Self-Service Model

Technology Enablers
- Mod DCPDS (ORACLE HR & TA)
- Integrated PPIs
- Electr OPF (TBD)
- IVRS (Edify)
- Call Center (Aspect)
- Emp. Verification (TALX)
- Job Appl (Resumix)
- Web Applications (Rtmt/VERA/VSIP/
- Benefits & Survivor Assistance

Workforce
Rick 123-45-6789
PIN 123170

Call Center

Regional Database

DSN/Toll Free Number
Front End IVR
Info and Transactions

“OPF Lookup”
On-line vacancy application

DFAS
Employee/Member Self Service

CSU Liaison
“Customer Svc Representative”

Benefits Self Appl (Rtmt/VERA/VSIP/

Benefits & Survivor Assistance
DLA’s Future Manager Self-Service Model

- Personnel Action Requests (e.g., SF-52)
- Position Classification, (e.g., PD Library)
- Staffing Services
- Decision Support Systems
- On-line Reports

Regional Database

- Personnel Services Referral list generation
- Regional Database

Technology Platform
Mod DCPDS (ORACLE HR & TA)
Integrated PPIs
Electr OPF (TBD)
Call Center (Aspect)
Staffing (Resumix)

On-site HR Staff Advice

Stafing Services

Call Center

CSU Liaison “Customer Svc Representative”
Customer Focused Metrics

• DLA baseline defines goals:
  -- CSU actual
  -- DLA aggregate

• HROC Objective performance is:
  -- CSU performance if better than aggregate
  -- Plus enhanced service through technology

• Seeking customer input to identify value added measures

• Monthly reporting to serviced Activities and Business Areas
Staffing - External Fill

Baseline = Receipt in Staffing to EOD

HROC Goal = NTE 97 days from receipt in HR (CSU) to EOD
Staffing - Internal Fill

Baseline = Receipt in Staffing to EOD

HROC Goal = NTE 97 days from receipt in HR (CSU) to EOD -- or Baseline, whichever is less
Workers’ Compensation

Baseline = Avg Days from Receipt in HR to submission to DOL

HROC/DOD/DOL Goal = NTE 10 days from receipt in HR
Retirement Processing

Baseline = Avg Days to process/forward retirement package to DFAS.

OPM/Agency Goal = To OPM within 30 days after rtmt date.

HROC Goal = NTE 10 days after rtmt date.

Note: DCMDW pre-regionalization practice was to submit package to DFAS in advance of retirement.
## Overseas Servicing: Who Does What?

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**NOTE:**
DCMDI servicing transfers to HROC on 4/25/99 - all other overseas servicing transfers NLT 9/30/99
Federal Employees’ Group Life Insurance (FEGLI)

- PL 105-311 - Federal Employees’ Life Insurance Improvement Act, October 30, 1998
- Expanded Options
- Open Season
  - April 24 - June 30, 1999
  - Elections effective April 1, 2000
- Pamphlet and Booklet will be sent directly to employees
Fair Labor Standards Act (FLSA)

• Union grievances over FLSA exemption status in process at:
  – 10+ DCMDW Subordinate activities (All GS-9 and above)
  – DISC (All GS-9 and above, except professionals)
  – DSCC (S-1670-9/11, GS-1910-11)
  – 1 DCMDE activity (8 employees)

• Discussion initiated at DSCP

• 4 cases in DCMDW are proceeding to arbitration
Supervisory Training

• DCMC chartered CAH to develop and deliver supervisory training

• DCMC and CAH currently validating:
  - best delivery approach
  - priority and coverage of training
  - delivery timeline
Changes to High Grade Program

- Revised DoD guidance (September 98)
- Aggregate DLA target based on comparison of high grades and number of professional, administrative, and technical positions
- DLA Business Area targets approved by Deputy Director
- 12/98 actual: 504; FY99 target: 499; FY00 target: 463
- Target reviewed/adjusted annually, as appropriate
Panel Discussion