



# SPECIAL EDITION **Southeast Scoop**

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## Director's Corner

Patrick L. Brown

As I visit commands and activities in Southeast Region, Commanding Officers and other leaders often ask me: "What can we do to help?" This Special Edition of the Southeast Scoop is specifically addressed to heads of serviced activities, and its purpose is to give some answers to that question. As we make the transition to the Modern System effective August 3, we will especially need you to work closely with your HRO and with us.

Take a few minutes to review items of interest to you in this edition, pass that information along to other managers and supervisors, and encourage everyone on your team to follow the guidelines provided.

The HRSC SE is committed to providing the best service possible to our customers. You have given us many suggestions on how we can improve, and we have made modifications to processes wherever possible while considering the needs of all customers. We have also implemented process improvements that are working well toward meeting your needs for improvements in recruitment timeliness and expeditious personnel action processing. ❖

### CONTACT INFORMATION

**Call Center (Job Information/Benefits Questions/Directory)**

**1-877-854-3461 or 3462**

**Job Information for the Deaf or Hearing Impaired**

**TDD Line 228-813-1136**

**Benefits Information for the Deaf or Hearing Impaired**

**TDD Line 228-813-1110**

## What's Hot?

### Help Us Prepare for Modern Deployment

We want to eliminate the possibility of non-receipt of payment, under payment or over payment of serviced personnel. In order to effect an efficient conversion from Legacy to Modern Defense Civilian Personnel Data System (DCPDS), we will need to make a temporary adjustment to some deadline dates and impose others for personnel action processing. The deadline dates are being established to ensure personnel actions that would be effective during the transition period will be accomplished in a timely manner. (Continued on page 2)

## Modern Deployment (continued)

As part of our preparation to convert to Modern DCPDS, we are attempting to clear the pipeline. That is, we need to have as few Requests for Personnel Action (RPAs) in the PERSACTION module of the Personnel Process Improvement (PPI) suite as possible. We need to do this because the RPAs and associated data in the PERSACTION module will not be converted to the Modern format.

Our deployment date is 3 August 2001. This is a change from the 20 July date previously published.

If you have questions on Modern DCPDS deployment, please send your questions to [SeModernQuestions@se.hroc.navy.mil](mailto:SeModernQuestions@se.hroc.navy.mil). Your question will be forwarded to the appropriate transition team member for a response. Keep reading!!❖

## Planning For Modern

Here's some information to assist managers in planning for submission of RPAs before and during transition:

- 30 days before transition all personnel action requests with an effective date through the pay period following deployment (12 August 01) must be received in the HRSC SE. 'EMERGENCY' action processing during the deployment period will be limited to actions such as Return to Duty, Suspensions, and SIP/VERA actions.
- RPAs must be complete. Information that is needed in the notes area must be present and any attachments, preferably in word format, should also accompany the RPA. Incomplete action requests will be closed or returned to the originator as appropriate for the action.
- Consider processing discretionary actions that would be effective during the two-week period starting with the transition date early, if possible.

There may be some actions that can be regulatorily processed with an earlier effective date without adverse impact such as discretionary reassignments, extension of temporary actions, or reorganizations.

- Review RPAs in your PERSACTION module inbox. If there is an RPA that you won't be using, delete it. If you have problems deleting an item from your inbox, send an e-mail with the RPA number, your name and phone number to [sehelpdesk@se.hroc.navy.mil](mailto:sehelpdesk@se.hroc.navy.mil)
- Keep up-to-date on suspense actions affecting your employees and submit the RPA in a timely manner. There is a report in the REGIONAL APPLICATION module that shows projected suspense dates. The HRSC also generates a report that is forwarded to each HRO for suspense items not covered in the REGIONAL APPLICATION report. These reports allow you to keep track of what suspense items will affect your employees.
- As early as 14 days prior to deployment, print RPAs that you intend to proceed with once Modern DCPDS is on-line. Remember, RPAs, notes, and attachments will not be automatically converted to Modern DCPDS. Any RPAs that are in your PERSACTION inbox must be re-entered once Modern DCPDS is on-line.
- Print all Notifications of Personnel Action (NPAs) routed to your SF-50 box in REGIONAL APPLICATION. NPAs pending the print routine will also not be converted to Modern DCPDS.
- Accomplish printing of all reports, RPAs, and NPAs at least 2 days before the transition of the Legacy database to Modern DCPDS.

We are working very hard to have as smooth a transition as possible. Consider these items in your planning and we are a step closer to that smooth transition. ❖

We welcome your comments, ideas and proposals for future practices. Please contact the Scoop's editor, Sarah B. Overstreet, at DSN 446-1039, commercial (228) 813-1039, or by email at: [Sarah\\_Overstreet@se.hroc.navy.mil](mailto:Sarah_Overstreet@se.hroc.navy.mil).

# Improve Recruitment Timeliness

While the HRSC has a major role in providing an adequate list of qualified candidates in a timely manner, there are some actions that managers and supervisors can do to help improve the overall timeliness of recruitment actions. The Deputy Assistant Secretary of the Navy (Civilian Personnel and EEO) letter of 19 Mar 01 included some best practices to improve timeliness as identified by one of the Reinvestment in Infrastructure (RII) working groups. Those items and other approaches that could significantly improve recruitment timeliness are included below.

While many managers continue to use the traditional tailored vacancy announcement strategy to fill most vacancies, it generally is not the most efficient way to hire candidates. This method is appropriate for certain circumstances such as complex or one-of-a-kind hiring requirements. However, other recruitment methods exist which are more efficient and will produce a good pool of candidates for the managers.

- The Open Continuous Register (OCR) method is a standard business practice for large private sector organizations and is very effective when hiring for recurring and hard-to-fill positions. Under this methodology, a single vacancy announcement is prepared and remains open for an extended period of time, generating an applicant pool from which selections can be made more quickly. Applicants can apply at any time. As vacancies occur, the established applicant pool is used to prepare certificates.
- The Inventory method is another very effective recruiting tool. It is similar to the OCR method except vacancy announcements are not required. This method requires employees to have a resume on file in order to be properly considered for a vacancy. The database of individual resumes is used to fill vacancies at all grade levels. For example, when a request is received, the entire candidate pool is electronically scanned based on the specific vacancy requirements. Qualified candidates and resumes are then referred to the selecting official. Additionally, managers can always let their employees know of a vacancy and remind them to submit a resume. While this method is fairly new in DON, our experience shows it will reduce end-to-end cycle time. As this process matures, that time will decrease significantly.

Another way to improve recruitment time is to encourage employees to submit electronic resumes vice hardcopy resumes. Electronic resumes support the STAIRS automated rating and ranking program by eliminating the need to scan mailed-in resumes which delay the process. Within DON, electronic resumes can be submitted either by email or through the Department's *Resume Builder* on the [donhr@navy.mil](mailto:donhr@navy.mil) web page.

Also, the data shows that supervisors frequently request the same position be advertised using both merit staffing and delegated examining procedures. The most recent data shows that approximately 75% of the certificates prepared as a result of delegated examining are returned unused, meaning the supervisor selected an employee from the merit staffing certificates. There will be time when concurrent use of these methods will be appropriate. However, due to the level of effort required, this should occur only after consultation with your Human Resources Office (HRO) advisor.

When making selections, managers should indicate a primary and alternative selection on certificates. In the event the first choice is not available, this will allow the HRSC to proceed with making subsequent job offers without delay.

Probably the most important way managers can expedite the hiring process is by making selections (or non-selecting) and returning certificates with less delay. ❖

## Monitor Your Workforce!

Quarterly workforce profile and analysis reports are prepared by the HRSC SE, EEO Department and provided to serviced activities via Human Resources Offices. These reports should be reviewed by Commanding Officers and top managers with the servicing HRO EEO specialist for awareness of activity underrepresentation and to develop strategies to overcome the underrepresentations identified. The analysis should also be made available to all managers and supervisors.

Activities should utilize targeted recruitment efforts or special recruitment programs to improve representation and create a more diverse workforce. For example, the Workforce Recruitment Program (WRP) for the placement of DOD funded disabled students in summer jobs is an excellent opportunity to hire disabled students and eliminate underrepresentation. ❖

## Offer Alternative Dispute Resolution (ADR) In All Covered Cases

Some activities are in direct violation of Equal Employment Opportunity Commission (EEOC) directives that require agencies to make ADR available to employees in the EEO pre-complaint and formal complaint process. ADR is often not offered to employees, which results in a high number of cases in the formal EEO process, which might have been resolved had ADR been offered.

The regional shared neutrals ADR program is available to participating activities, unions, and employees to resolve all kinds of workplace disputes fairly and expeditiously by a trained neutral from outside of the activity. This program has been operational for over a year now and has been extremely successful. Encourage all managers, supervisors and employees to take advantage of the many benefits this program has to offer. ❖

## Training Anyone?

### Annual Needs Assessment

Every year the Training Department surveys all serviced activities in the Southeast region to determine their generic training needs for the next year. Based on the input received from the activities, we develop a training plan to deliver all of the requested classes. The plan focuses on specific requirements identified in the various geographical areas, and activity requirements are consolidated by geographical area in order to have adequate numbers of people to run a class.

Issue: Often we are finding that based on the Needs Assessment, we offer a course and then have to cancel the course due to insufficient enrollment. The most labor-intensive part of our job is done up front--finding a vendor, arranging logistics, etc-- and this effort is wasted if a class is cancelled.

How to help? During the annual needs assessment, ensure the right people at your activity see the actual numbers prior to submitting the needs back to the Training Department. The "right" people will be different at many activities, but would probably include

department management, activity leaders and someone that manages the budget. This will help to ensure that the organizational training needs of the activity are supported by management and that there is a high probability that funding will be available rather than a "wish-list" of training submitted by the employees.

Aside from the annual needs survey, we will always respond to your emerging training requirements throughout the year and assist you in meeting this requirement--the Needs Survey is not your one and only opportunity to obtain training. ❖

### Request for Training forms (DD 1556):

The Training Department is responsible for inputting all completed training into DCPDS. We input almost 1,100 training occurrences each week. There are several mandatory data elements that we must have in order to input the training occurrence, items such as Social Security number, course title, length of training, etc. Many times we have to contact the activity to obtain this information because it was either not included on the class roster or it is illegible. This delays the inputting of the training data and causes unnecessary rework on the part of the activity training point-of-contact. We distributed a Training Process Guide to all activities that listed all information required to input training occurrences into DCPDS. By referring to this guide and remembering to complete the required fields we will ensure accurate and timely data inputting with no rework required by the activities. ❖

## Filing EEO Complaints

Employees, former employees, or applicants for employment who feel they have been discriminated against because of race, color, religion, sex, national origin, age, physical or mental disability, or reprisal for prior EEO involvement may file a complaint by contacting an EEO counselor within 45 days following the alleged discriminatory act. EEO Counselors are available through servicing Human Resources Offices (HROs). During the informal process, individuals have a right to remain anonymous, if they prefer. The Human Resources Office, New Orleans, is the servicing HRO for processing complaints against the Human Resources Service Center, Southeast. ❖

