

# workbook

c i v i l i a n   h u m a n   r e s o u r c e   m a n a g e m e n t   a g e n c y



## EMERGENCY CONTACT DATA SYSTEM

The US Army has developed an Emergency Contact Data System, a web-based emergency contact and next of kin notification, for US citizen Appropriated Fund and Non-Appropriated Fund employees.

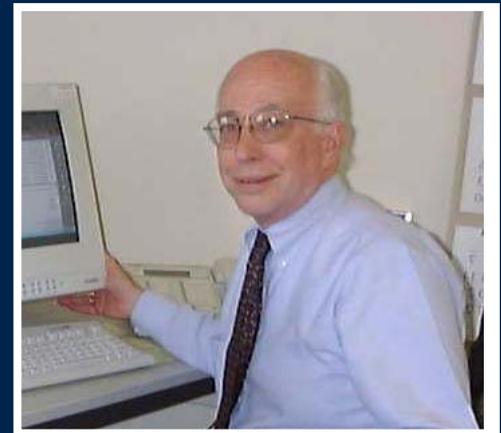
The Department of the Army strongly encourages all US citizen employees to fill out their emergency contact information at the website <http://www.cpol.army.mil> under "Emergency Contact Data." USAREUR civilian employees should visit the Civilian Human Resource Management Agency (CHRMA) website at [www.chrma.hqusaeur.army.mil](http://www.chrma.hqusaeur.army.mil) for special overseas instructions.

## An End and Beginnings

by Jeannie Davis, Director, Civilian Human Resource Management Agency

Welcome to the third issue of "Workbook" - designed to keep you updated on the latest issues in civilian human resource management. Just a reminder - if you have specific issues that you would like to see covered, please let us know by emailing us at [newsletter@chrma.hqusaeur.army.mil](mailto:newsletter@chrma.hqusaeur.army.mil).

I'd like to take this opportunity to tell you about an end and two beginnings for the Civilian Human Resource Management Agency (CHRMA) that will be coming soon. Conrad Lacy, a key member of CHRMA for the last several years, is retiring effective 2 May - after over 35 years of dedicated service to our nation. Conrad has been Director of the Europe Civilian Personnel Operations Center (CPOC) since October 1998, having come to that position from serving as the Director of the North Central CPOC. Conrad has led the CPOC through a number of changes over these last few years, many related to deployment of new automated tools. The most notable deployment was to bring the Modern Defense Civilian Personnel Data System (the Modern system, now known as DCPDS) to Europe in February of last year. This was no small task - because in addition to deploying the system for US civilian employees, four brand new modules were



CONRAD LACY

tested and deployed to take care of the Local National civilians in Germany, Italy, Belgium, and the UK - transitioning a total of nearly 30,000 records to the system. Conrad led the CPOC in deploying several upgraded versions of Resumix as well, as improvements became available. He also put into place the concept of Customer Focused Teams in the CPOC, designed to provide better, more cohesive service to customers. And, for six

months during 2000 and 2001, Conrad served as Acting Director of CHRMA, taking on leadership of the entire organization.

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**VERY IMPORTANT INFORMATION FOR DCPDS USERS!! SEE PAGE 10**

# NEW! SUBMIT WORKERS COMP CLAIMS VIA THE INTERNET

The DoD Civilian Personnel Management Service, Injury and Unemployment Compensation Division has partnered with the Office of Workers' Compensation Program (OWCP) to develop a secure, web-based system called Electronic Data Interchange (EDI)



to transmit CA-1 and CA-2 forms. This system allows supervisors and employees to use a personal computer with Internet access to fill out and submit worker's compensation claims.

The EDI Tracking System allows employees and supervisors to complete the initial claim forms on the Internet, electronically submit the

claim form to the servicing Injury Compensation Program Administrator (ICPA) for authentication to make sure all of the information is correct, and transmit the information to OWCP National Headquarters for processing by the appropriate OWCP District Office.

Supervisors and employees access the electronic forms by visiting [https://isdmid1.cpms.osd.mil/web\\_html/static\\_java\\_edi\\_sup.html](https://isdmid1.cpms.osd.mil/web_html/static_java_edi_sup.html). The web-site forms are similar to the CA-1 and CA-2 hard copy forms and the instructions for completing the forms are the same. A copy of these instructions can be obtained online at <http://www.dol.gov/esa/regs/compliance/owcp/forms.htm>.

Once the forms are completed and electronically submitted, the Department of Labor will assign a claim number within 48 hours.

Supervisors are required to print a copy of the completed claim form. Both the supervisor and the employee must sign this form, and it must be submitted to the Injury Compensation Program Administrators for filing.

For more information on the new EDI system, visit the Office of Workers' Compensation Programs homepage at [http://www.dol.gov/esa/owcp\\_org.htm](http://www.dol.gov/esa/owcp_org.htm).

## EDI BENEFITS

**The new EDI Tracking System offers a number of benefits to employees and supervisors**

**On-line completion of worker's compensation claim by employee and supervisor:**

- **Expedites processing of workers' compensation claims**
- **Reduces lag-time from supervisor to ICPA for authentication**
- **Improves communication between employee and supervisor**
- **Provides more comprehensive data for internal claims systems**
- **Generates immediate request for authentication to ICPA**
- **On-Line ICPA authentication provides efficient review of claim**
- **Electronic transmittal of claim data to OWCP reduces time lag**
- **Reduces OWCP claim number assignment time to less than 48 hours**
- **Allows for prompt medical service authorizations and bill payments**
- **Virtually eliminates data entry errors of claim information**
- **Increases level of service to claimants**

# *RPA Direct:* speeding up the process

The Civilian Human Resource Management Agency is working to improve personnel procedures for managers and commanders throughout USAREUR. Recently, the agency has undertaken a number of changes aimed at easing personnel workload, and one of its latest efforts is "RPA Direct."

RPA Direct is designed to reduce Requests for Personnel Action processing time by eliminating one stop in the routing approval chain. Under RPA Direct, Requests for Personnel Action flow from the initiator to the Resource Management Office and then directly to the Civilian Personnel Operations Center, bypassing the Civilian Personnel Advisory Center as a processing step. CHRMA is implementing RPA Direct in phases and expects full implementation by April 21, 2003. CPACs will be providing training to

managers, supervisors and liaison personnel prior to each scheduled deployment.



RPA Direct benefits all of the organizations involved. It saves time in the RPA process by eliminating a step, and allows CPACs to concentrate on advising customers at the outset of the process.

"RPA Direct keeps the CPACs focused on serving supervisors and managers, rather than processing," said Jeannie Davis, Director of CHRMA. "Customers should expect more site visits and increased coordination from the CPACs throughout the RPA process."

The GateKeeper Checklist, a questionnaire that accompanies RPAs and provides information needed for processing the action, has been revised in preparation for the implementation of RPA Direct. To facilitate this change for both management and the CPOC, additional ques-

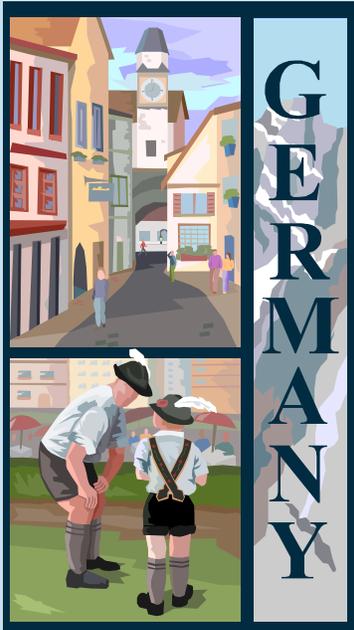
tions have been added and some questions now are mandatory, requiring a response. The revision will ensure that the necessary information required to process particular actions is not omitted, thereby reducing delays caused by incomplete checklists. The new GateKeeper Checklist was implemented January 2, 2003.

For information on when RPA Direct is coming to your community, contact your local CPAC or visit the CHRMA website at [www.chrma.hqusareur.army.mil](http://www.chrma.hqusareur.army.mil).

# EMPLOYER PENSION SCHEME

FOR LOCAL NATIONAL EMPLOYEES OF THE STATIONING FORCES IN GERMANY

*contributed by Erich Jungwirth, CPD, LN Labor Relations Specialist*



The German Old Age Property Accrual Law became effective on January 1, 2002. The intent of the law is to supplement the statutory pension insurance in order to secure the population's standard of living in the long run and to compensate for reductions of the statutory pension. In accordance with the new law, employers must give all employees who are obligated to contribute to the statutory retirement insurance the opportunity

to conclude a supplemental retirement insurance contract with a German Government licensed insurance carrier. Tariff negotiations on an employer pension scheme for LN employees of the Sending States Forces in Germany resulted in the agreement with German labor unions to implement this legal entitlement by giving employees the opportunity to contribute to a pension fund (Pensionskasse). Article 39, CTA II has been amended accordingly.

Pension fund contracts were concluded with the German insurance company "winsecura Pensionskasse Aktiengesellschaft." The contracts provide for the following options of contributing to the pension fund in the form of income conversion:

- Income conversion IAW Article 3 (63), Income Tax Law. The converted amount is tax free and not subject to social insurance contributions until CY 2008. The maximum amount that may be paid into the pension fund is 4% of the assessment limit in the statutory pension insurance.

- Income conversion IAW Article 10a, Income Tax Law (Riester Pension). Payments into the pension fund are taxable and subject to social insurance contributions. Employees taking advantage of this type of income conversion are entitled to supplements from the German Government, provided a certain percentage of the employees' gross income of the previous year is converted, amounting to a minimum of 1% in CY 2002 and CY 2003, 2% in CY 2004 and CY 2005, 3% in CY 2006 and CY 2007, and 4% in CY 2008 and out years, to include the supplements. The basic supplement in CY 2002 amounts to euro 38 per year and increases in increments to an amount of euro 154 in CY 2009. In addition to the basic supplement, employees are entitled to a supplement for each child. This supplement amounts to euro 46 in CY 2002 and increases in increments to euro 185 per child in CY 2009.

Insurance agents conducted individual employee counseling sessions at U.S. Forces' installations during the fourth quarter of CY 2002. Although the contributions are exclusively borne by individual employees, the transfer of monetary amounts to the pension fund is the responsibility of the employer and will be effected by the Administration of Defense Costs (ADC).

Employees wishing to convert income for payment into the pension fund must conclude an agreement with the employer. If at all possible, this agreement should be concluded with the assistance of an agent of the insurance company. The agreement must be signed by the employee and designated representative of the U.S. Forces.

# LN Time & Attendance Program

For LN's in Germany, timekeeping recently became much easier thanks to the hardworking team at the Civilian Personnel Directorate (CPD), Civilian Personnel Advisory Centers (CPACs) and 5th Signal Command. CPD Human Resource Specialists Renate Riseden, and Helmut Adolphy and 5th Signal Command Project Manager Michelle Curtis, and Programmers Dieter Gross and Franz Kinkopf comprised a team that built a web-based application for LN time and attendance that saves time and eliminates headaches for LN timekeepers and supervisors.

The team began working on the project in 2001. Their challenge was to replace an old program that was based on a legacy programming language. It also had to be loaded on each timekeeper's computer. The program became unreliable whenever new software was loaded because of incompatibility issues. Another of the program's major drawbacks was that it had to be loaded onto each timekeeper's computer whenever German law reporting changes occurred. This caused a tremendous workload for the CPACs who assisted with this process.

Timekeepers had to enter the data into their computers, copy the data onto floppy disks, back-up the disks, and physically deliver the disk to the CPAC, who consolidated the data and transmitted it to the German payroll office. "Timekeeping used to be an extremely cumbersome process," said Adolphy. "In addition, the data was less secure.



In fact, some of our timekeepers just went back to faxing hard copies of their time and attendance reports because they couldn't get the old automated system to work."

The team faced many challenges along the way. Adolphy said some of the

*"It was only a success because of the teamwork we shared."*

biggest challenges included obtaining the data of 12,000 LN employees (including a six-month history which had to be uploaded into the new system), keeping the data secure, and ensuring that timekeepers would only see their own data. "It was only a success because of the teamwork we shared. I've been working with the Army for nearly 30 years and this was the best

teamwork I've ever seen," said Adolphy.

The feedback on the new system has been tremendous. Adolphy said, "We're very proud of the product. Deployment went much smoother than we had expected. It was an enormous task to get all of the 640 plus timekeepers across Germany into the system all at once. But, with the help of our CPACs, we did it. No employee was incorrectly paid during the deployment."

After three months of working with the new application, the reviews from the users and the payroll office are in and are extremely positive. "It's a wonderful feeling to be stopped by someone and told "Thanks for this new LN Time and Attendance Program. It is really great," said Renate Riseden. "The emphasis we placed on user friendliness, built-in edits and help screens really paid off."



**HELP  
KEEP  
THE  
PEACE**

**consider civilian  
employment  
downrange**

The US Army Europe has job opportunities for civilians in fields such as Safety, Information Technology, Supply, Education, Security, Force Protection and more. These are remote field positions, located in the Balkans, and the Army offers a generous compensation package that may include relocation bonus, danger pay or foreign post differential.



visit the chrma website at  
<http://www.chrma.hqusareur.army.mil>  
to find out more information  
or call DSN 370-6986  
or civilian 06221-57-6986



# Army's Civilian Attitude Survey Reveals Concerns About Timeliness

**Supervisors are concerned with timeliness of referrals and the quality and timeliness of job classification and recruitment services. CHRMA is working on improvements in these areas.**

**U**SAREUR Chief of Staff MG Anthony Jones discussed results of the Department of the Army's Civilian Attitude Survey in a recent memo. The most significant issues of concern to supervisors were timeliness of referrals

and quality and timeliness of job classification and recruitment services. CHRMA is working on improvements in these areas. Important issues for employees were involvement in decisions that affect their work, decision-making authority needed to do the work, whether the organization encourages new ways of doing business, and satisfaction with career. MG Jones points out that supervisors can impact employees' attitudes and perceptions about their work. The full text of MG Jones memo is available at:

<https://www.aeaim.hqusareur.army.mil/library/home.htm> (go to USAREUR Command Memorandums, Dec 02, Results of Department of the Army Civilian Attitude Survey, 27 Dec 02).

The most significant issues requiring attention were identified through a statistical analysis called a critical components analysis (CCA). The CCA's for supervisor and employee results are available on the CHRMA website at [www.chrma.hqusareur.army.mil](http://www.chrma.hqusareur.army.mil) under "What's New." There are two parts of the analysis: "Supervisor Satisfaction with HR CCA" and "Employee Job Satisfaction CCA."



# Summer Hire Time!

CHRMA began accepting applications for the 2003 Summer Hire program on March 31. Summer Hire offers young people ages 14-23 employment for the summer in locations throughout Europe. This year's Summer Hire program runs June 16-July 25 in most locations and 23 June - 1 August for Menwith Hill Station, Benelux, and AF North..

Information on the program, including vacancy announcements and application instructions, are posted on the CHRMA website. Those interested should visit the website [www.chrma.hqusa.army.mil](http://www.chrma.hqusa.army.mil) for more information.

Summer Hire is designed to provide young people an opportunity to gain meaningful job experience, prepare for future educational and career goals, and support the Army mission. Jobs are available in clerical and labor categories. Examples of clerical work include typing, computer work, filing, receptionist work, customer service, answering telephones, or childcare duties while the labor positions may include working indoors/outdoors, light to moderate lifting, or yard work. Salary is to be determined, but will not be less than \$5.14 per hour.

## Requirements

Some special requirements for the program include:

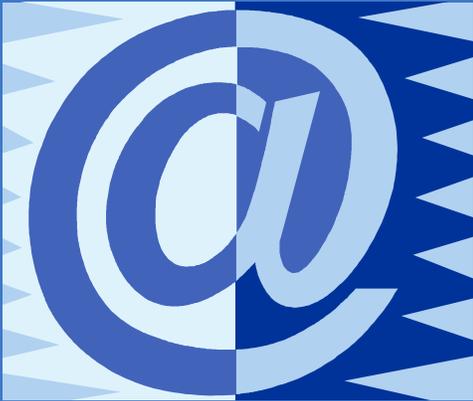
- Summer Hire is open to Family Members between the ages of 14 and 23 years old. Participants must be unmarried family members of an active military member or DoD civilian who will turn age 14 before the first day of the program and who cannot turn 24 years old prior to the last day of the program.
- For positions in Italy and Luxembourg, only US citizens can apply.
- Menwith Hill Station, Benelux and AF North will have alternate dates for the Summer Hire program from 23 June - 1 August 2003.
- Summer Hire employees in Child and Youth Services must be a minimum of 16 years old.

Applicants apply for the Summer Hire 2003 Program by submitting an 'automated resume.' Detailed instructions on how to apply are available at the CHRMA website.

Applicants may submit resumes through the web form or surface mail and all resumes must be received no later than 31 May to be considered for employment. There will be an initial cutoff date of 2 May. Applications received on or before 2 May will receive first consideration.



# CPOC to Email Vacancy Announcements to Managers



A recent Army review of the Civilian Personnel Operation Center's (CPOCs) vacancy announcement development process revealed that there was no consistent method of notifying managers when vacancy announcements will be published.

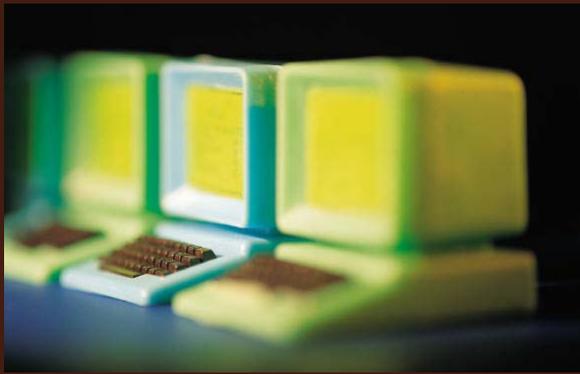
Effective immediately, CPOCs will automatically send managers an email copy of vacancy announcements when the announcement is published. This email also serves as a notification to the managers regarding the opening and closing dates of the announcement.

*tinued from page 1*

Conrad is known throughout the Army for his loyalty, dedication to duty, sound judgment, and technical expertise. CHRMA, and the Army, will miss Conrad.

While we say goodbye to Conrad with sadness, we recognize that with many endings come beginnings. As Conrad retires, he moves on to begin a new adventure, and CHRMA will have a new CPOC Director. Ms. Lisa Lessard will be joining CHRMA as the CPOC Director in June. She comes to CHRMA most recently from the Department of the Treasury, where she is a Senior Civilian Human Resource Management Specialist at the staff level. When she arrives in USAREUR, however, she will really be coming home, having spent nearly her entire career with the Army prior to the last year and a half with the Treasury. Lisa has a reputation for being responsive, smart, and caring - and will do her best to fill Conrad's shoes. She'll have the great support of the other leaders at the CPOC - Erin Freitag, CPOC Deputy Director, and Donna Riney, Glen Tieman, Pat Bilotft, and Brigitte Brown - Division Chiefs in the CPOC. We look forward to outstanding things from Lisa and her team in the coming months. We know that you will welcome her, demand greatness from her, and work with her as she takes on this new challenge.





## New Web-Based Platform Offers Benefits to Managers: ORACLE 11i

**T**he Civilian Personnel Operations Center is upgrading the Defense Civilian Personnel Data System (DCPDS), a database used to initiate and process personnel actions, to a new web-based interface called Oracle 11i. This platform will provide a new gateway to DCPDS. As a result of this change, users will be able to access all personnel systems via the Army Regional Toolset, or ART (including DCPDS, Civilian Servicing Unit (CSU), Fully Automated System for Classification (FAS-CLASS), and SF50 HISTORY).

DoD plans to upgrade the DCPDS system between 18 and 21 July 2003, resulting in two days of downtime.

With the new web-based DCPDS system, users will see some changes. For example, the user screens will have a slightly different look and feel, making them more user-friendly and similar to Army

Knowledge Online systems.

The new system offers many advantages. One of its most exciting functions is the ability to "batch route." Users can select several Requests for Personnel Action in the 'Inbox' at one time and route them to one location. Also, some of the function keys will be different with the new interface. One significant difference is the use of the F8/Execute Query and Refresh Inbox function key. To refresh in the new system, users must press the Ctrl + F11 keys.

Local Civilian Personnel Advisory Centers (CPACs) will be conducting training on the new software and the CHRMA website will offer a "Quick Start" guide for managers.

Check the CHRMA website at [www.chrma.hqusareur.army.mil](http://www.chrma.hqusareur.army.mil) in June for updates on Oracle 11i or visit [www.cpol.army.mil](http://www.cpol.army.mil) for all of the latest information on the system.

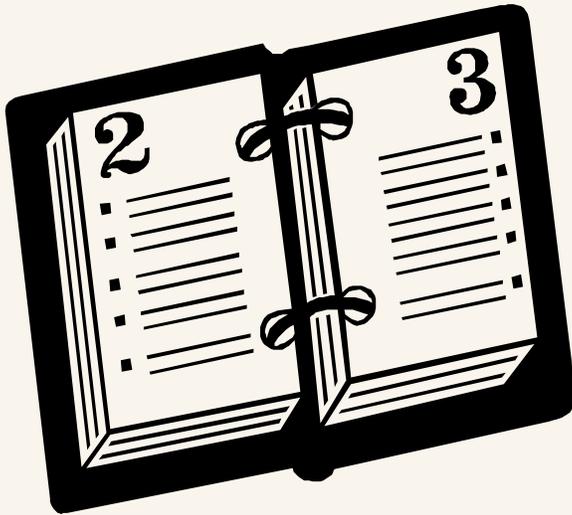
## REEMPLOYMENT RIGHTS FOR AAC PM'S

Effective immediately, centrally selected Army Acquisition Corps civilian Project/Product Managers are granted administrative reemployment rights across MACOM lines to their former positions, upon conclusion of their Project/Product Manager positions.

# VERY IMPORTANT INFORMATION FOR DCPDS USERS!!

## Army Civilian Human Resources Centralization Process Continues

DCPDS WILL BE UNAVAILABLE 6 JUNE - 24 JUNE



As part of an ongoing process to centralize the Army's human resources database, the Seckenheim-based Army Civilian Personnel Operations Center is transferring all of its human resources data to a centralized site in the United States.

As a result, the computer program managers use to initiate civilian personnel actions, called the Defense Civilian Personnel Data System,

ing this time.

CHRMA will issue guidance regarding specific dates by which actions must be received in order to be effective both the pay period before (2 June 2003) and the pay period after (30 June 2003) the shutdown period.

Emergency actions such as death, retirement and removal actions will be manually processed during this period.

Other personnel systems that rely on data from DCPDS, such as Army

will be unavailable 6 June - 24 June.

This means human resources-related actions such as recruit actions, pay changes, promotions, resignations, leave without pay, and awards cannot be processed dur-

Regional Tools (ART), Fully Automated System for Classification (FASCLASS II), SF50 History, etc., will not be refreshed with updated data during this timeframe, but will be available for tracking personnel actions, viewing employee information, job descriptions and reports.

**MANAGERS  
should CHECK  
THE CHRMA  
website FOR  
UPDATES ON the  
SHUTDOWN.**

Any RPAs located in managers' or resource managers' "Inboxes" will not be transferred to the centralized system and will need to be recreated once the system is operational.

Managers should monitor the CHRMA website, [www.chrma.hqusaeur.army.mil](http://www.chrma.hqusaeur.army.mil) for further guidance on the deadlines for RPA processing.