



# THE ADVISOR NEWSLETTER

April 2019

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## Director's Corner

As some of you know, this will be my last newsletter as the CPAC Director. As I transition to work HR from a command perspective, I reflect on the things this CPAC has accomplished. I am proud of all the accomplishments we have made as team. We have strengthened our partnership and understanding of and moved beyond the "Pink and Blue" report to focusing on what that means to both the CPAC and our supported commands. There has been significant improvement in the timeliness, quality and delivery to ensure quality classification, recruitment, employee relations and labor relations. We updated our local merit principles plan that expanded flexibilities, updated our pay setting plan, and most recently our HR Guides for Managers so that leaders have a current reference. Additionally, our ability to provide training has increase in scope and availability (HR for Supervisors, DPMAP, and overview classes on classification and hiring).



As I depart, I am departing a team of dedicated professionals preparing for the next change, whatever that may be, while executing their current mission as a high performing team. It has been an honor to work with this great team of professionals, and look forward to their continued excellent service as a customer. I would like to thank the Fort Sam Team for their support, trust and confidence in this CPAC, and ask that you continue this partnership and support as the CPAC transitions to a new (yet to be named) Director.



*Norman Fernaays*  
Director, FSH CPAC

## Phase 1, PPP Streamlining Initiative, Military Spouse Changes

- Submitted by Dora Garcia-Meza

On June 2016, the Acting Under Secretary of Defense for Personnel & Readiness approved an initiative to streamline the Priority Placement Program (PPP) process for the Military Spouses.

The PPP streamlining initiative consists of transitioning military spouses from ASARS Program S to an **application-based process**. Current military spouse registrants in Program S will be notified via email/mail that the priority placement process has been streamlined and simplified by changing how they exer-

cise their priority placement status from a registration and referral system to an application-based process which empowers them to select when to exercise their preference.

Effective April 1, 2019, the military spouse will be required to complete and submit the Military Spouse PPP Self-Certification Checklist along with their resume and other supporting documentation when they apply for DoD employment. Spouses will no longer be required to contact Human Re-

source Office (HRO) or wait to be notified about Job Opportunity Announcements.

For additional information, you may visit the Office of the Military Community & Family Policy (MC&FP) public website at <http://www.militaryonesource.mil/> and the Defense Civilian Personnel Advisory Service (DCPAS) public website at <https://www.dcpas.osd.mil/EC/Advise>.



# CLASSIFICATION

## Choices in Submitting Classification Appeals

- Submitted by Manny Pinillo

Any employee has the right to submit a classification appeal at any time. However, we encourage that you work through your chain of command and speak with your supervisor first. If you have questions your supervisor cannot answer, you may want to speak with someone in your personnel office. You can ask to see the position classification standards used to classify your position. These are usually kept in the human resources office, but some libraries may have a set. If you believe your position description does not accurately describe your work, discuss this with your supervisor. Since your supervisor certifies your position description's accuracy, he or she should be able to give an explanation of its contents. If your supervisor believes that your position should be reevaluated,

he or she can request a review by the human resources office. The human resources specialist may do a position review to obtain information about the kind and difficulty of the work you are doing and subsequently a final classification determination.

In pursuing a classification appeal, keep in mind that only a current Federal employee may appeal the classification of his or her current official position. The right to appeal ends after the employee leaves the appealed position or job. The appeal choices available depend on whether the employee is a General Schedule (GS) employee or a Federal Wage System (FWS) employee.

If you are a GS employee, you may appeal the pay system, occupational series, grade, and/or official title of your position at any time to

your agency (Department of the Army) or directly to OPM but not both at the same time. Another option available to a GS employee is to make your classification appeal to OPM through your agency. Your agency must act on your appeal within 60 calendar days or forward it to OPM for action. If your agency's decision on your appeal is not in your favor, your appeal is automatically forwarded to OPM.

Generally, we recommend that you first seek an appeal decision from your agency. If you appeal to your agency and its decision is unfavorable, you can still appeal to OPM. However, if you appeal first to OPM and receive an unfavorable decision, you cannot then appeal to your agency.

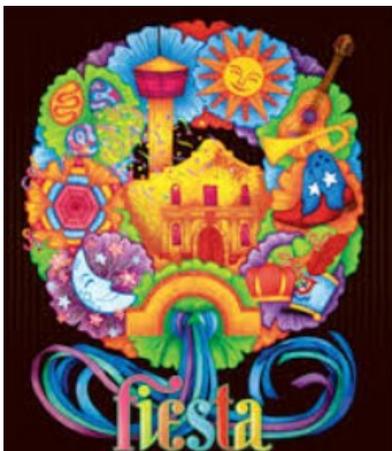
If you are an FWS employee and disagree with the

grade of your job, you must first appeal to your agency. Then, if you are dissatisfied with your agency's decision, you may appeal to OPM. Your appeal to OPM must be filed within 15 calendar days of the date you receive your agency's decision. You must tell us which specific part of your agency's appeal decision you disagree with and why.

For more information on classification appeals go to <https://www.opm.gov/>



## Fiesta San Antonio, April 18-28, 2019



Some 2.5 million party-goers enjoy Fiesta San Antonio. More than 20 percent of Fiesta-goers travel from across the state, the nation, and even the world!

### **The 5 top events to attend during Fiesta 2019:**

**Battle of Flowers Parade:** This parade has the special distinction of being the only parade in the U.S. produced entirely by women.

**Texas Cavaliers River Parade:** Attendees line the shores of the river to take part in this giant floating party.

**Oyster Bake:** The Oyster Bake is the kick-off event for the two-week long Fiesta San Antonio.

**Fiesta Flambeau:** This is the biggest illuminated night parade in the U.S.

**NIOSA:** Night in Old San Antonio is a four-night event featuring 15 different themed areas such as the French Quarter and Clown Alley.



## Telework

- Submitted by Milna Arroyo



Telework is an alternative work arrangement that permits eligible employees to perform officially assigned duties at an alternative worksite. An alternative worksite is a place away from the traditional worksite (the traditional worksite being where the employee would work absent a telework arrangement) that has been approved for the performance of officially assigned duties. It may be the employee's home or other pre-approved worksite. There are two types of telework arrangements offered by DoD:

- (1) Ad hoc/situational telework is approved telework performed at an alternative worksite on an occasional or irregular basis. Telework of less than one day per pay period is considered ad hoc.
- (2). Regular and recurring

telework is an approved work schedule where employees eligible to telework will work at least one day per biweekly pay period at an alternative worksite. It may also include full time telework (such as performing all official duties at an alternative worksite), including telework from a geographic location outside of the commuting area.

Work suitable for telework depends on job content rather than job title, type of appointment, or work schedule. Some positions e.g., entry level, trainee, and probationary status employees are not suitable for long-term telework arrangements. Other positions ineligible for telework may include employees who handle secure materials or special equipment, or employees assigned to national security or intelligence positions. Positions that require daily access to classified information, or require the employee to have daily face-to-face contact with the supervisor, colleagues, clients, or the general public are gener-

ally not eligible for telework. A telework arrangement does not alter the terms and conditions of the appointment, including the salary, benefits, individual rights, or obligations. All pay, leave, and travel entitlements are based on the official duty station. It may alter the official duty station if the employee does not spend at least two days per pay period, on a regular and recurring basis, at the traditional worksite. Where an employee teleworks full-time from a location outside of the local commuting area of the traditional worksite, and his or her alternative worksite has been determined as his or her official duty station, management funds all work-related travel outside the employee's normal commuting area, including travel to the traditional worksite. Management reserves the right to require employees to report to the traditional worksite on scheduled telework days, based on operational requirements.

Participation in telework may be terminated if the employee is not performing at the fully successful level (level 3) under

DPMAPS. Furthermore, telework arrangements may be terminated if the employee's conduct has resulted in disciplinary action within the last year, or if the arrangement no longer meets the needs of the organization. Please keep in mind Telework is not an employee entitlement, but a management decision. Decisions to allow telework are made locally, and must be in line with the supervisor's and command's direction.

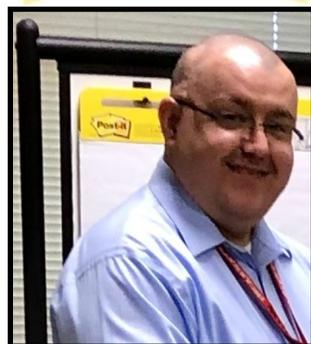
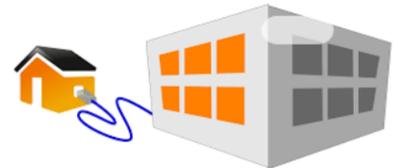
Time and attendance should be annotated using the following codes:

(a) TW = Telework Regular

(b) TS = Telework Ad hoc/Situational

(c) TM = Telework Medical (both ad hoc and regular)

Want to learn more about Telework? Visit [www.telework.gov](http://www.telework.gov) or contact your CPAC Management Employee Relations Specialist.



### Where is your hometown?

Laredo, TX

### Which Branch do you work for?

CPAC Support Branch (CSB)

### How long have you been with the CPAC?

7 months

### What is your favorite part about working at the CPAC?

I highly enjoy everyone's "can do" attitude...and that the CSB gets to say, "WOO-HOO" when we are having fun!!!

### What is something most people would not know about you?

I love to read...LOTS...I love to learn and keep growing personally...ALSO...I am a certified nutritionist.

### What is it that you do that sets you apart in providing excellent customer service?

Consistency...I keep trying until I get it right or make it right when I am doing anything.



## Got the Goal-Setting Blues? Resiliency Can Help!

- Submitted by Steve Gonzalez, CPAC & Jessica Burgett, R2 Performance Center

At this very time of the year, many people have or are on their way to giving up on their New Year's resolution(s). No matter the source, statistics always hover around 80% of Americans giving up on their resolution(s) from mid-February through the beginning of March. Goal setting is a skill that can build the competency of self-regulation in individuals. In addition, increased self-regulation positively impacts the level of resilience in individuals and that is key.

Luckily, there is hope (hooray)! Next time when you go to set a goal consider implementing these steps. First, sit down and write out to figure out what you really want and wisely select a challenging goal. Second, commit to actively broadening your perspective and grounding yourself in reality for the road ahead. To do this, mentally contrast between imagining the benefits you are likely to experience while

also acknowledging and planning for the setbacks you could encounter while pursuing and achieving your goal. Taking this step can translate realistic expectations into directed energy and behavior needed for success.

Highly-resilient individuals are consistently setting and achieving what they want most in life. Goal setting, like any other skill, requires daily practice and deliberate effort to see improvement and success. Our challenge to you is to not wait until next January 1 to set a meaningful goal. Get after it now! Let's get started!

Fortunately we have a resource available on how to enhance resilience and optimize performance. You are invited to reach out to our local JBSA, Fort Sam Houston Ready and Resilient (R2) Performance Center. The R2 Performance Center is staffed with Master Resilience

Trainers- Performance Experts whose background is in Sport and Performance Psychology. This means they want to help you take your "game" to the next level by incorporating mental skills training. From elite athletes to parents to CEO's of major corporations, individuals and teams with performances (and that's everyone...including you!), can benefit from what they have to offer. The (R2) Performance Center team is ready, willing and looking forward to working with you!



## EMERGENCY

### EMERGENCY CONTACT INFORMATION

- Submitted by Diana Inkel

The Department of the Army has established an Emergency Contact Data System for both appropriated fund and non-appropriated fund employees to list who to contact in the event of an emergency. Providing updated information in this system greatly increases the efficiency and speed at which we can contact an employee's designated contact in the event of an emergency in the workplace. When this information is not readily available, critical time could be lost in next-of-kin notifications or making other time-sensitive emergency contacts to loved ones. It is also a tool used to aid in making and maintaining contact in times of natural disaster evacuations and other national emergency situations. Employee participation is not mandatory; however, all employees are strongly encouraged to take a few minutes to complete the emergency contact information. This is a secure, web-based system, and access to employee emergency data is restricted to supervisors and those who are directly involved in emergency notifications. Employees can update their emergency contact information with both a primary and a secondary contact by going to MyBiz+, selecting "Update Contact Information" under "Key Services", then selecting "Emergency Contacts" from the drop-down.

For questions or help with updating your emergency contact data, please contact the Fort Sam Houston Civilian Personnel Advisory Center at 210-221-1425/0093.



## The Defense Performance and Appraisal Program (DPMAP)

- Submitted by Andrew Faucett

The Defense Performance and Appraisal Program (DPMAP) is designed to foster a high-performance culture for employees throughout the Department of Defense. By linking organizational missions and goals to the individual performance plans, a direct connection between an employee's duties and their impact on the mission is established. DPMAP encourages continuous dialogue between employees and supervisors in order to increase results, encourage employee engagement, build morale, and build partnerships between employees and management.

There are five (5) keys to performance management: Planning, Developing, Monitoring, Rating, and Rewarding. During the planning phase, performance elements and standards are established to measure employee effectiveness. Developing and monitoring performance involves coaching employees and building a positive, trusting relationship between the employee and supervisor. Continuous communication between the employee and supervisor are necessary to ensure this phase is effective. Rating summarizes the overall performance of the employee throughout the appraisal cycle. Rewarding is encouraged throughout the appraisal cycle, not just at the end of the cycle. Rewarding employees throughout the cycle for outstanding performance builds morale and trust. Ensure you review the appropriate reference prior to submitting an employee for an award.

The appraisal cycle for all employees is April 1 – March 31 annually. During the appraisal cycle there are three (3) required documented discussions. The initial discussion must take place no later than thirty (30) days after the start of the appraisal cycle. This discussion is interactive between the employee and supervisor and establishes the elements and standards that will be used during the rating cycle. The midterm discussion provides feedback on the employee's performance during the first half of the cycle. This should be done in a face-to-face meeting. The end-of-term discussion summarizes the overall performance of the employee during the cycle and provides a final rating of record for the appraisal.

Elements and standards are developed using SMART criteria: Specific, Measureable, Achievable, Relevant, and Time-bound. Supervisors will develop the elements and standards and have an interactive discussion with their employees in order to ensure they are relevant and efficient to measure performance. Once the performance plan is completed, a Higher Level Reviewer certification is required to validate the performance plan. Elements and standards may be changed, so long as the change will be in place for a minimum of 90 days.

For additional information and guidance, please refer to DoD Instruction 1400.25, Volume 431, DPMAP Training via DCPAS at <https://www.cpmis.osd.mil/Subpage/NewBeginnings/ResoucesReferences/>, or by contacting your servicing L/MER Specialist at the CPAC.





## Understanding Your Service Computation Dates

- Submitted by Ingrid Richardson

As federal employees, we are no strangers to acronyms used in the workplace on a daily basis. Some have a direct impact on our jobs, some don't. But there is one acronym that we should have an understanding of because it affects our leave accrual, Reduction in Force (RIF) standing, retirement, and more. So what is this all-important acronym?

SCD, which stands for Service Computation Date.

SCDs come in a variety of forms. First let's make sure we all understand what SCD even is. SCD is a date – actual or constructed – that accounts for prior creditable service and serves as a start date for various calculations. Creditable service is defined as employment or work experience gained through military or federal civilian service.

Here is a list of SCDs, what they mean, and which types of prior service are potentially creditable:

What it determines: The amount of annual leave accrued per pay period.  
Creditable service: Qualifying military and federal civilian service.

SCD RIF:

What it determines: Employee's RIF standing.  
Creditable service: Qualifying military and federal civilian service.

SCD Civilian:

What it determines: Employee's total federal civilian service.  
Creditable service: Qualifying federal civil service.

SCD Retirement:

What it determines: Employee's retirement eligibility.  
Creditable service: Qualifying federal civilian service. For military service members that are *not* retired, time that has been bought back.

SCD TSP:

What it determines: Employee's TSP vesting date.  
Creditable service: Qualifying federal civilian service.

SCD LOS (Length of Service):

What it determines: Employee's total military and federal civilian service.  
Creditable service: All military and federal civilian service.



In order to receive credit toward your SCD, you must provide supporting documentation to your servicing Civilian Personnel Advisory Center (CPAC) for verification. It's important to keep in mind that not all prior military or civilian service is automatically creditable. Your servicing CPAC will review your prior service and give credit based upon OPM regulations. You'll need DD214s and/or SF813s (Verification of a Military Retiree's Service in Non-Wartime Campaigns or Expeditions) for military service, and SF50s and/or Transcripts of Service for civilian employment.

Periods of creditable service are subtracted from an employee's Entry on Duty (EOD) date to establish the SCD. Once an employee's SCD is established, calculations can be made for his/her leave accrual, RIF standing, retirement, TSP vesting and more. It's in our best interest as federal employees to make sure we're receiving all the credit we're entitled to. Be your own advocate!





## Common Access Card Retention for DoD Employees

- Submitted by Diana Kent

Per Memorandum, Common Access Card Retention for Department of Defense Civilian Personnel Transferring Between Department of Defense Components, dated 20 December 2016, all employees should be keeping their Common Access Cards (CACs) when they move organizations or DoD Components (on DCPDS). Effective immediately, civilian personnel of the Department of Defense (DoD) who are transferring between Components or organizations within Components (e.g., a civilian employee of the Department of the Army takes a new job as a civilian employee with the Department of Air Force), will be permitted to retain their Common Access Card (CAC). This

change will ensure that transferring DoD civilian personnel have an operational CAC and are fully mission capable on their first day of work with their new Component employer. This policy is part of the Department's concerted effort to eliminate or minimize barriers to the mobility of DoD civilian personnel within the Department.

DoD Components will modify their check-out procedures to allow transferring civilian personnel to retain their CACs. Components will update their check-out and onboarding task lists to ensure that civilian personnel transferring to or from another DoD Component are directed to update their email certificates upon reporting for duty with their new Component. Components will further review check-out and onboarding procedures to ensure that employee access to Component information technology systems is revoked or granted, as appropriate.

A civilian employee may continue to use a current CAC until it expires or otherwise becomes unserviceable. The DoD Identify and DoD Personnel Identity Verification Authentication certificates, embedded in the CAC, and the employing Component, as recorded on the front of the CAC, will be updated to reflect the employee's new Component affiliation when the CAC is reissued in the regular course of business.

If employees are leaving Army to go to an Agency outside DoD, then the CAC card should be turned in.

The only reason an employee would need a new CAC is for the following reasons:

1. Name Change
2. Deploying and needs a Geneva Convention Card
3. Moving to an overseas location, which requires Exchange / Benefit privileges
4. CAC is expiring and needs a new CAC
5. Considered Emergency Essential



## CPAC's SHARP Training

Mr. Sergio Perez conducted CPAC's annual Refresher SHARP Training.



[www.safehelpline.org](http://www.safehelpline.org)



Hail and Farewell



Cathy Deboskie  
Yvonne Johnson  
Jeff Telepak  
Charlotte Uriegas  
Lilia Wilson  
Luis Montanez



Norman Fernaays  
Daniel Guerra  
Brenda Orozco  
Eileen Perez

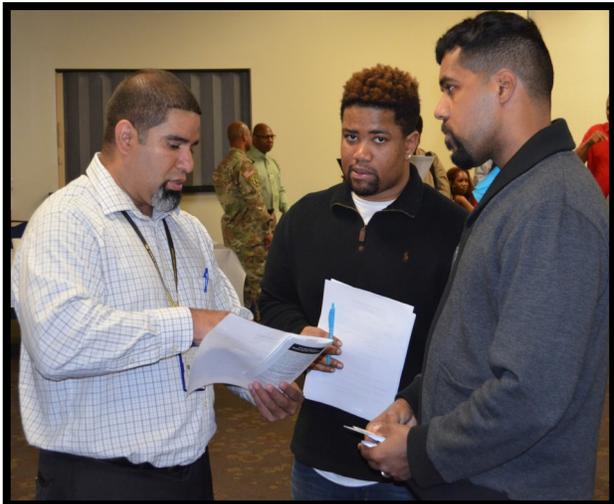


Congratulations to Mr. Norman Fernaays, CPAC Director, who accepted a position at Army South. We wish him the very best!

Ms. Nancy Lane's Visit to the FSH CPAC



Hiring Heroes Job Fair March 20, 2019



**HIRING OUR HEROES**

CIVILIAN  
PERSONNEL  
ADVISORY CENTER



Building 144  
2438 Stanley Road  
Fort Sam Houston, TX. 78234

Phone: (210) 221-1425  
Fax: (210) 221-1015



Ms. Jessica Burgett, from the Fort Sam Houston Ready and Resilient (R2) Performance Center, was invited to conduct resiliency training to the CPAC staff.



<https://www.samhouston.army.mil/cpac/index.aspx>



<https://www.facebook.com/Ft-Sam-Houston-Civilian-Personnel-Advisory-Center-217123538373277/>



<https://twitter.com/FSHCPAC>



[usarmy.jbsa.hqda-cpac.mbx.inquiry@mail.mil](mailto:usarmy.jbsa.hqda-cpac.mbx.inquiry@mail.mil)

**FSH Tax Center Open for Business**

Volunteers at Joint Base San Antonio-Fort Sam Houston, JBSA-Lackland and JBSA-Randolph will operate tax centers for eligible active duty members and military retirees. The tax centers provide free tax preparation and electronic filing for federal and state tax returns.

For more information, go to <http://www.jbsa.mil/News/News/Article/1412523/jbsa-tax-centers-opening-soon-for-business/>

Contact the Fort Sam Houston Tax Center to set an appointment:

**JBSA-Fort Sam Houston**

Location: Fort Sam Houston Community Center, Java Café, 1395 Chaffee Road  
Phone: 210-295-1040

**FSH CPAC OPERATING HOURS**



The Fort Sam Houston (FSH) Civilian Personnel Advisory Center (CPAC) operating business hours are from 0800 -1500. Anything outside the FSH CPAC core business hours will always be supported. However, we ask that an appointment or prior coordination be made accordingly. For additional information, questions, or inquiries please call (210) 221-1425.

The FSH CPAC is closed for training on the first Thursday of each month from 1400 -1600. We appreciate your patience and support during this time. The FSH CPAC staff will return phone calls and emails the next business day.