



THE ADVISOR NEWSLETTER

July 2021

Volume 14 Issue 3

CPAC Leadership Corner

Returning to Work Amid COVID-19

By Latrice Benton



INSIDE THIS ISSUE:	
CPAC Leadership Corner	1-4
Parental Paid Leave	2
Hail & Farewell	3
In the Spotlight	3
Arbitration	4
120 Day Detail in Quality Control	5
ArmyIgnitED	6
Wounded Warrior Federal Leave Act	7
The Standard	8
DCHRMS	9
CPAC Business Hours	9

As federal agencies, organizations, and offices begin to reopen, navigating the COVID-19 pandemic will continually require us, whether employees or supervisors, to be resilient, flexible, innovative, and forward-looking when it comes to returning all of us safely to our work sites.

After a year of “remote” life, returning to work may bring with it a new type of anxiety. After more than a year of working remotely, some of us have concerns about returning to the office and the life that the COVID-19 pandemic abruptly changed. Many workers are experiencing return-to-work anxiety and stress when contemplating returning to their desks. Many are trying to figure out how might such anxiety be calmed and managed? Why are some of us feeling this sense of a new type of anxiety?

Humans are inherently a social species, and changes in people’s interactions with those around them influence their neurobiology. We know from epidemiological work that the size and strength of people’s social networks are associated with enhanced cognitive functions like working memory and emotion processing. Specifically, more significant social interaction correlates with increased volume in the amygdala. This brain region encodes salient information in the environment and the hippocampus, a region important for learning and memory and greater cortical thickness in the prefrontal cortex, a region important in decision making and social behavior. Together, this distributed network of brain regions enables us to learn about and recognize emotional cues in others to navigate our social world more effectively. The flip side is that in the absence of the social interaction that our brain expects, increased isolation and loneliness can lead to increased risk for cognitive decline and mental health consequences like depression.

Returning to work may cause anxieties because we may have become more used to interacting with fewer people and turning inwards. Therefore a return to meetings, classes, and in-person social events can be overwhelming initially and lead to more significant anxiety, particularly as we have not fully exercised our social skills for over a year. As we take this next step, it is essential to be kind to ourselves and remember that others may face similar challenges. We should view this as an opportunity to be more empathic and compassionate as we collectively struggle to re-enter social life physically.

What are some tips for overcoming anxiety as it relates to working past COVID? So much has changed since March 2020. The long duration of the pandemic has allowed people to adapt to their new routine, to become comfortable — or relatively so, at least — being at home most of the time. Perhaps unsurprisingly, then, many people feel anxious as they look ahead to a time when they have to return to the office, returning to once-comfortable but now unfamiliar routines. A stressful uncertainty reveals several ways of managing these anxieties.

First, it helps to plan to gain a sense of control over the uncertain future — perhaps by re-visiting your work wardrobe, dusting off your daily planner, or looking up some new recipes for lunch-on-the-go. Second, you can look for the good in returning to work to boost hope, optimism, and quiet worry and anxiety. Are there coworkers you’ve missed? Old routines that will be a welcome relief? Finally, if all else fails, you can find challenging, engaging activities to absorb your attention — a process called “flow” — and help pass the time pleasantly while you wait for the “old normal” to return.



Hail and Farewell



Brandon Fincke
Miguel Canchucaja
Laporcha Williams



Joan Conlon
Delina Melendez



Where is your hometown?

I'm an Army brat so I don't really have a "home town". I like to refer to myself as the traveling Unicorn. LOL!

Which Branch do you work for?

I work on the amazing, marvelous, groovy Branch E

How long have you been with the CPAC?

I became part of the CPAC family in 2015 (6 years)

What is your favorite part about working at the CPAC?

I really love the family vibe and the One Team mindset we all share. At times we may not see eye to eye but at the end of the day we have each other's back and I love it!! I believe our CPAC is the epitome of one team working together to achieve a common goal of awesome customer support.

What is something most people would not know about you?

While most people know me as a free spirit, I'm not sure if they know I am also a big science and math nerd. My idea of a relaxing evening is solving math problems and researching anything Science related.....please don't judge me...LOL!

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

I always try to put myself in the customer's shoes. I ask myself, "How would I want to be treated?" We all have been a customer in some capacity and we expect nothing less than the best so I try to remember that and provide nothing but the best.

120 Day Detail in Quality Control

Submitted by Mary Corona and Liz Disdier-Figueroa



Your supervisor has informed that you are going to be “detailed” to the Quality Control Cell and your initial response is noooo...! Well, this is a normal reaction because you are used to the daily routine of coming into the office, or these days rolling out of bed, logging in to your computer, and going about your daily routine in the recruitment and staffing arena in which you have become accustomed to.

The detail to the Quality Control Cell is a challenge. It is a challenge because in this arena you will learn the various and unique recruiting and staffing processes of each individual branch and their servicing organizations. In reviewing the actions, you can't use “brain muscle” or “muscle memory” you will need to put on your private investigator hat and conduct the necessary research by utilizing the Quality Control Cell library, regulations and local guidance to be able to conduct the quality control reviews to ensure the staffers are following the regulatory guidance.

Merriam-Webster Dictionary defines quality control as “an aggregate of activities (such as design analysis and inspection for defects) designed to ensure adequate quality especially in manufactured products.” (<https://www.merriam-webster.com/dictionary/quality%20control> , 2021). Quality control allows an organization to identify errors and fix them. It is important to have a system in place to ensure we are providing quality product and services to our internal and external customers.

A quality control system shows how well an organization is trained or if there is a need for training. Errors will happen and that's ok, but it is important that repetitive errors are caught to help identify where the lack of training is.

Having a Quality Control Team and system shows that we care about our customers. As we all know, part of our work involves initiating a number of human resource actions that will have an impact in someone's life and career. When we review the work performed, we are making sure that processes and regulations are followed to avoid a negative effect in our customers.

While on the detail, you will learn the importance of quality control and reason for implementing this vital process. Quality control provide us the ability to review recruitment actions to ensure compliance and ascertain training needs.

Most importantly you will learn the importance of team work, working with other staffers from other branches with different set of eyes and mindsets. This gives you/us a different outlook and perspective which will afford you the ability to learn from each other, work with each other, discuss each other's view points and experiences and become lifelong colleagues.

If you are ever tasked to serve in the Quality Control Team, take advantage of this opportunity and use it to enhance your knowledge. The 120 day detail to the Quality Control Cell is a challenge, a welcomed challenge, where you will acquire an abundant amount of knowledge and experience.





Army Civilian Education and Training

Submitted by Wanda Ward

ArmyIgnitEd Account Creation Instructions

The Army Civilian Career Management Activity (ACCMA) offers a number of training opportunities throughout the year. However, for you to take advantage of these opportunities, you MUST ensure you have completed the following steps in order to register/ apply for training:

1. Supervisor Identified in Army Career Tracker (ACT) <https://actnow.army.mil/>
2. ArmyIgnitEd Account <https://www.armyignited.com/app/>

Additionally, all Supervisors must “accept” their employees’ in Army Career Tracker and must also create an ArmyIgnitEd account. Some of the training will require application in CHTRAS, however, to be approved for the training and for an SF182 to be created, you MUST have an **ACTIVE** account in ArmyIgnitEd.

TIPS FOR SETTING UP YOUR ARMYIGNITED ACCOUNT

1. When creating your account, you must use your enterprise email address ending in .mil.
2. To complete your account setup you must complete your profile information.
 - a. Once logged in Click username, (*Welcome Your First Name*) this will be located in the top right corner of the screen.
 - b. Select Account, on the dropdown menu.
 - c. Add your Country Code and contact phone number.
Failure to complete these steps will prevent creation of SF182s.

ARMYIGNITED ACCOUNT CREATION INSTRUCTIONS

When logging into ArmyIgnitEd, please use the following guidance:

1. After clicking continue, you will be taken to login.gov, where you will need to login or create a new account. **Your login.gov and ArmyIgnitEd email address must match to access ArmyIgnitEd.**
 - If you had an account in GoArmyEd: Utilize the email that was associated to your GoArmyEd account to login
 - If you have already logged into ArmyIgnitEd as Cadet / Civilian Education Institution or Vendor: Utilize the same account for Tuition Assistance by requesting the additional Tuition Assistance permissions through a ServiceNow Help Desk Ticket
 - If you are **NEW** to ArmyIgnitEd or do not remember your GoArmyEd account information:
 - If you have a CAC Card: Utilize your government email address associated to your CAC card (Example: John.Doe.mil@mail.mil)
 - **Note:** Utilizing your PIV/CAC as your multifactor authentication is recommended
 - If you don't have a CAC, but have a CCIMMs or ACPERS Account: Utilize your government email associated to CCIMMS or ACPERS
 - If you do not have any of the above: Utilize an email address of your choice to login and request permissions, as needed
2. If you are experiencing issues with your login after following these steps, please submit a ServiceNow Help Desk Ticket here: <https://armyignitedprod.servicenowservices.com/ignited>

To view the **ArmyIgnitEd “How to Guide”** click <https://www.samhouston.army.mil/cpac/documents/ArmyIgnitEd%20-%20Create%20a%20Civilian%20User%20Account.pdf>

To view the **ACT “Quick Start Guide”** click [https://www.samhouston.army.mil/cpac/documents/ACT%20User%20Quick%20Reference%20Guide%20\(003\).pdf](https://www.samhouston.army.mil/cpac/documents/ACT%20User%20Quick%20Reference%20Guide%20(003).pdf)

Wounded Warriors Federal Leave Act of 2015

Submitted by Tracy Forman



What is Wounded Warriors Federal Leave Act of 2015?

An employee with a service connected disability rating of 30% or more determined by the Veterans Benefits Administration (VBA) is eligible for Disabled Veteran Leave (DVL). The purpose of the DVL is to assist veterans with time off while being treated for their service connected disability/disabilities. This act is set to assist disabled veterans once they are appointed to a position with a federal agency. DVL regulation can be found under the Wounded Warriors Federal Leave Act of 2015.

What is Considered a Service Connected Disability?

A service connected disability is defined as a disability that was incurred or aggravated in the line of duty in the active military, naval, or air service (as determined by VBA), as defined under 38 U.S.C. 101(16).

DVL is a type of time off allotted for veterans with a service connected disability of 30% or more. This leave should be given to the veteran at the time they are first hired in to federal government. If the veteran who was hired on or after November 5, 2016 was deemed to be a 30% or higher disabled veteran, they are eligible for a one-time 104 leave hours. This leave must be used for appointments related to the service connected disabilities.

Who is Eligible

Newly hired veterans with a service connected disability rating of 30% or more hired on or after November 5, 2016. The term "hired" refers to employees who are

- Newly hired with no previous federal service,
- Reappointed with at least a 90-day break in service and
- Military reservists or National Guard members that return to duty in their civilian positions after a period of military service (during which the individual was in continuous civilian leave status).

The eligibility of each veteran for the DVL will be determined at the time of appointment. If the employee has not yet received the final disability rating, this can be claimed at the effective date of a qualifying disability. The 104 hours have a time limit of 12 calendar months from the first day of hire/effective date of the qualifying disability. For example, a qualifying DVL employee was appointed to the federal government on 14 February 2021. Their eligibility then starts 14 February 2021 and will expire 13 February 2022.

DVL is leave that may only be used once. Employee may transfer DVL to another agency as long as they still have hours to use and it is within their 12 month eligibility period. If all 104 hours are used in the 12 month eligibility period, the veteran is not eligible for DVL again.

Additional Information can be found using the below links:

- <https://www.opm.gov/policy-data-oversight/pay-leave/leave-administration/fact-sheets/disabled-veteran-leave/#:~:text=Fact%20Sheet%3A%20Disabled%20Veteran%20Leave%201%202012-month%20eligibility,Leave.%20...%203%20Employee%20Transfers%20or%20Separations.%20>
- <https://chcoc.gov/sites/default/files/Attachment%201%20Disabled%20Veteran%20Leave.pdf>
- <https://www.opm.gov/policy-data-oversight/pay-leave/leave-administration/fact-sheets/disabled-veteran-leave-august-17-2016-webcast-slides.pdf>

The Standard

Submitted by Christian Camacho



As a Supervisor, you will need to know what goes into determining the Title, Series and Grade of your subordinate positions. The Office of Personnel Management (OPM) Standards will be your starting point in making those decisions.

POSITION CLASSIFICATION STANDARDS

Title 5, United States Code, governs the classification of positions in the Federal service. This law states that positions shall be classified based on the duties and responsibilities assigned and the qualifications required to do the work. Section 5104 of Title 5 provides definitions for the grade levels of

the General Schedule. These grade level definitions are the foundation upon which the position classification standards are built.

The law requires OPM to define Federal occupations, establish official position titles, and describe the grades of various levels of work. To fulfill this responsibility, OPM approves and issues position classification standards that must be used by agencies to determine the title, series, and grade of positions covered by Title 5, United States Code.

Classification standards play an important role in assuring a sound Federal personnel management program. This role becomes increasingly significant as agencies decentralize more and more personnel authorities, including the authority to classify positions. With this greater delegation of authority, both personnel and operating officials at many organizational levels of agencies are classifying positions. It is vital, therefore, that the underlying principles and policies of classification, as well as the standards themselves, be applied with a full understanding of their purpose and intent, and with an acceptance of the responsibility that goes with their use.

Agencies are required to classify positions consistent with the criteria and guidance issued by OPM. Official titles published in classification standards must be used for personnel, budget, and fiscal purposes. Organizational or other titles may be constructed and used for internal administration, public convenience, law enforcement, or similar purposes.

Most occupations change over time, but the fundamental duties, responsibilities, and qualifications required generally remain the same. Thus, careful application of appropriate, established classification standards and guidance should result in correct classification decisions. Any duties or responsibilities not specifically covered in a standard can still be evaluated by comparison with classification criteria for similar or related kinds of work.

Classification standards are public documents and should be available for review by anyone interested in their content. Copies of current standards must be maintained for use by those with responsibility for classifying positions. If you go to <https://www.opm.gov/policy-data-oversight/classification-qualifications/>, you can learn about classification and have access to all available Job Standards.



CIVILIAN
PERSONNEL
ADVISORY CENTER



Submitted by Diana Kent



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

Phone: (210) 221-1425

Fax: (210) 221-1015



<https://>

[www.samhouston.army.mil/cpac/
index.aspx](https://www.samhouston.army.mil/cpac/index.aspx)



[https://www.facebook.com/Ft-Sam-
Houston-Civilian-Personnel-
Advisory-Center-
217123538373277/](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)

What's the Latest on DCHRMS...

In HR, we typically think of terminations as specific types 3xx separation actions including:

- 352 Termination Appointment-In [agency]
- 355 Termination-Expiration of Appointment
- 385 Termination during probation/trial period

In DCHRMS, the term "Termination" refers to any action that terminates (i.e., ends) the work relationship

- All separation and retirement NOAs will fall under the termination umbrella in DCHRMS

When a DCHRMS user initiates a separation or retirement action, they start by selecting "Termination" from the menu options

- Employees, managers, or HR can initiate the action that will terminate the employee's work relationship

New changes are being made to the project plan

- Scope of changes still being determined
- Impacts still being assessed

DCPAS announced there will be no more Conference Room Pilot (CRP) product demonstrations

– Instead, component representatives will view smaller, and more frequent product demonstrations that focus on a single aspect of the project (such as Core HR functionality, mass processes, reports, performance management, etc.)

We will know more about the project shift in the coming months.

For more information, go to the DCPAS DCHRMS website at:

<https://www.dcpas.osd.mil/OD/DCHRMS>.

FSH CPAC OPERATING HOURS



Due to the COVID-19 pandemic, our staff is working virtually. Our doors are currently closed to walk-in customers until further notice. However, you may contact your servicing specialist directly via email or ARMY 365 MS Teams. For additional information, questions, or inquiries please call (210) 221-1425.

We appreciate your patience and support during this time.