

Casual Payment Center A Service First Organization

April 2008

WELCOME NATIONAL PARK SERVICE

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During the first quarter of Fiscal Year 2008, the National Park Service (NPS) entered into a Memorandum of Understanding to become a partnering agency of the Department of the Interior (DOI) Casual Payment Center (CPC). Effective January 1, 2008, NPS payments for "casual hires" will be processed at the CPC for parks around the United States.



With the inclusion of the NPS, the CPC has become a Service First Organization processing time and providing customer service to NPS casuals in accordance with the Administratively Determined Pay Plan (AD Pay Plan). Processing from one center maintains the integrity and intent of the AD Pay Plan. It ensures more consistent interpretation of pay plan guidelines for all participating agencies.



Welcome aboard National Park Service.



The principal mission of the CPC is the delivery of excellent customer service in the cost effective and prompt processing of payment of casual hires for the Bureau of Indian Affairs (BIA), the Bureau of Land Management (BLM), the US Fish and Wildlife Service (FWS) and the National Park Service (NPS).

The Casual Payment Center (CPC) has a new look and a new logo. Effective January 1, 2008, the CPC is proud to become a Department of the Interior (DOI), Service First organization with the inclusion of the National Park Service to the payment center. With the addition of a fourth agency, the CPC now processes payments for the Bureau of Indian Affairs, (BIA), the Bureau of Land Management (BLM), the US Fish and Wildlife Service (FWS) and the National Park Service (NPS).

The CPC needed a new logo to reflect the department's true nature as a DOI Service First organization. The new logo signifies the importance of the emergency worker to the outdoors and the world of fire. We are proud of our new organization and our continued responsibility of providing excellent customer service to our emergency workers.



WHO'S WHO AT THE CPC

The Casual Payment Center (CPC) is entering its fourth fire season. Peak season staffing consists of approximately 30 full time and part time contract staff and 10 local government staff (keeping with the directive for use of local resources first, then out of area).

The CPC management staff consists of Kristy Valentine, Center Manager; Sandra Braseth, Assistant Center Manager; and Juana Branson, Government Lead.

Lead responsibilities include, but are not limited to: audit and certify payroll, guide and train basics, and communicate with the field regarding issues, lost checks and other inquiries. Our main contract Lead staff consists of Tina McMullen, Lost Checks, Julie Baranco, employment verifications, social security number merges and corrections, and statistical reporting; Chris Baltazor, Issue Lead; Autumn Rodriguez, Issue Lead; Jen Bradshaw, Lead; and Mary Lingg, Lead.

Basic and Phone/File responsibilities include, but are not limited to: data entry, filing, mail and every-day CPC tasks that are essential to successful, smooth and accurate output. Our contract Basic and Phone/File staff consists of Brandon Labit (also served as Lead during peak fire season); Nancy McKenzie, Amber Jenkins, Clarissa Marshall, Katie Bedke, and many, many more.

We rely on our local resources first and have had many contribute significant hours assisting with data input, filing, auditing and certifying work. Our regular government staff consists of Hallie Locklear, Amy Kishpaugh, Rose Secakaku,

Kristine King, Lisa Kilpatrick and Lin Buck, just to name a few. We would like to thank all those who put in many hours during the 2007 fire season.

Although the CPC consists of mostly returning staff, they are now contracted through ATA Contract Services out of Denver, CO. We look forward to working with its representatives in the coming years.

We'd like to extend the invitation for field staff to come to the CPC on short-term, training details. Approval and cost will be the responsibility of your bureau; and if you wish to come, please coordinate with your Agency's National Representative to arrange the detail.



Left to right front row: Nancy, Jen, Chris
Left to right back row: Juana (Government Lead), Autumn, Brandon, Amber, Tina, Julie, Clarissa



CPC ISSUES

As stated in the Casual Payment Center’s Mission Statement on page 1, the prompt processing of time for casual hires is our priority. It is imperative the Emergency Incident Time Report (OF-288) be completed correctly and submitted timely to achieve this goal. When required information is not present (position code, cost code, etc.), payment must be delayed until contact can be made with the approving official to resolve the issue. The most frequent problem areas are listed to the right for your reference.

The CPC follows specific guidelines set by the Agencies’ National Points of Contact (NPOC). The CPC processed over 36,000 payments during 2007 with 34% of those payments delayed for further clarification. Each month, a report of these Issues is sent to the NPOC for agency review.

Privacy Act

Caution! Make sure you are careful when working with Privacy Act information such as Social Security Numbers (SSN) to ensure this information is kept confidential.



Frequent Issues Include:

- Casual not marked (block 4)
- The Hired At unit identifier is missing or incorrect (i.e. ID-BOD)
- An incomplete position code and/or cost code
- Start and stop time not in 15 min increments, time overlaps into following day, or not in military time.
- Duplicate or overlapping hours on timesheet
- Fewer than 2 hours posted in a work period
- The Time Officer Signature of OF-288 not signed or not an original signature (block 26)
- The Treasury Check address in the Federal Personnel/ Payroll System is different than the address on the OF-288.

We attempt to contact the casual to avoid a lost check.

All issues logged for 2007 are:

AGENCY	Issues	Contacts made	% Issues per agency received payments
BIA	8,466	6,594	35%
BLM	2,242	2,624	28%
FWS	380	606	45%
TOTAL	11,088	9,824	34% of total payments received were issues

Lost checks logged for 2007 are:

Confirmed Reissues	657
*Returned WES- (EFT)	433
*Returned WES—(chk)	72
TOTAL	1162

CPC ISSUES

SOCIAL SECURITY NUMBERS

Social Security Employment Verification

To work under the AD Pay Plan, a Social Security number (SSN) is required. If the combination of name and SSN on a W-4 do not match a Social Security Administration (SSA) record, payment will be held. There are a number of reasons why reported information may not agree, such as typographical errors, unreported name changes, inaccurate, incomplete or misuse of an SSN.

Recording names and SSN's correctly on the W-4 is essential to accurate records at the Casual Payment Center (CPC) and accurate reporting of annual wage earnings on the casual's W-2. The CPC's payroll system will identify when a payment is being processed for a casual whose name and/or SSN do not match. The CPC will contact the Approving Official to correct the discrepancy before the time will be processed.

For each SSN failing the verification process, the following steps should be taken:

- ◆ If the CPC made a typographical error, the error will be corrected and the casual's time will be processed.
- ◆ If the CPC records match the Agency's, the casual should check his/her Social Security card and inform the Agency of name or SSN differences between Agency records and his/her card. Correct the records by submitting a new W-4 to the CPC, and the casual's time will be processed.
- ◆ If the CPC record and the casual's Social Security card match, the casual should contact the local SSA Office to resolve the issue and notify the Agency of the changes. Correct the records by submitting a new W-4 to the CPC, and the casual's time will be processed.
- ◆ If the casual's name has changed (marital status, adoption, etc.), but has not been updated at the SSA Office, the casual must contact the SSA to resolve the issue. The SSA will provide a receipt showing the record is being updated. Once the

information is forwarded to the CPC, the casual's time will be processed.

To prevent delays in payment, ensure the casual's name and SSN on the W-4 match the name and SSN on the I-9. The Social Security Administration can be contacted to answer any questions the casuals may have by:

Visiting the local Social Security Office

By phone by calling Toll Free:
1-800-772-1213

Through the Internet:
www.socialsecurity.gov



Incorrect SSNs entered in the system could result from:

- ◆ Agency errors (submitting or transposing incorrect SSN on the OF-288)
≈ 29%
- ◆ Casual errors (writing an incorrect SSN on their W-4)
≈ 19%
- ◆ Operator Error (Data entry worker does not search for casual in the system and enters a new casual hire under a different SSN in the system or interprets the SSN incorrectly from an illegible W-4) ≈ 33%
- ◆ Unknown (could be carried over from 2004 or error origination is unknown)
≈ 12%

There were **63** completed SSN merges in 2007

2007 STATISTICS

PAYROLL CORRECTIONS

PCOR—Payroll corrections (PCOR) and Payroll Adjustments (PADJ) are FFS processes used to correct **Cost Code Errors** either for the current pay period (PCOR) or a prior pay period (PADJ).

MOST COMMON CAUSES OF PCOR ERRORS:

- ◆ Cost codes on OF-288s received with incorrect or illegible information.
- ◆ Project codes entered with the incorrect characters (numeric instead of alpha or vice versa) or being used with the wrong sub-activity or office.

Note: FWS does not have PCOR or PADJ.

AGENCY	Agency error	CPC Error	Total
BIA	279	127	406
BLM	37	30	67
FWS	3	2	5
TOTAL	319	159	478
% of corrections	55%	45%	1.4% error of total payments

US Citizenship and Immigration Services (USCIS)

Employment Eligibility Verification Form I-9

Revision eliminates certain documents for employment verification

As of November 7, 2007, the Form I-9 with a revision date of June 5, 2007 is the only version of the form valid for use. The revision reduces the number of documents employers may accept from newly hired employees during the employment eligibility verification process. The forms were removed because they lack sufficient features to help deter counterfeiting, tampering, and fraud.

Employers are required to verify the identity and employment eligibility of each person hired, complete and retain a Form I-9 for each employee, and refrain from discriminating against individuals on the basis of national origin or citizenship.

The Form I-9 helps employers to verify individuals who are authorized to work in the United States. A Form I-9 should be completed for every new employee hired after November 6, 1986. The law requires the employer to:

1. Ensure that employees fill out Section 1 of the Form I-9 when they start to work;
2. Review the document(s) establishing each employee's identity and eligibility to work;
3. Properly complete Section 2 of the Form I-9;
4. Retain the Form I-9 for 3 years after the date the person begins work or 1 year after the person's employment is terminated, whichever is later; and
5. Upon request, provide Forms I-9 to authorized officers of the Department of Homeland Security (DHS), the U.S. Department of Labor (DOL), or the Office of Special Counsel for Immigration Related Unfair Employment Practices (OSC) for inspection. Individuals and employers can order the I-9 form by phoning the USCIS National Customer Service Center at 1-800-375-5283, or by downloading PDF versions from the USCIS website at: www.uscis.gov.

2007 STATISTICS

Office ID	Casual Count	Amt Gross	YTD Total %
BIA	6,040	\$28,047,032.15	66%
BLM	2,489	\$13,519,189.11	32%
FWS	381	\$971,981.50	2%
Total	8,910	\$42,538,202.76	100%

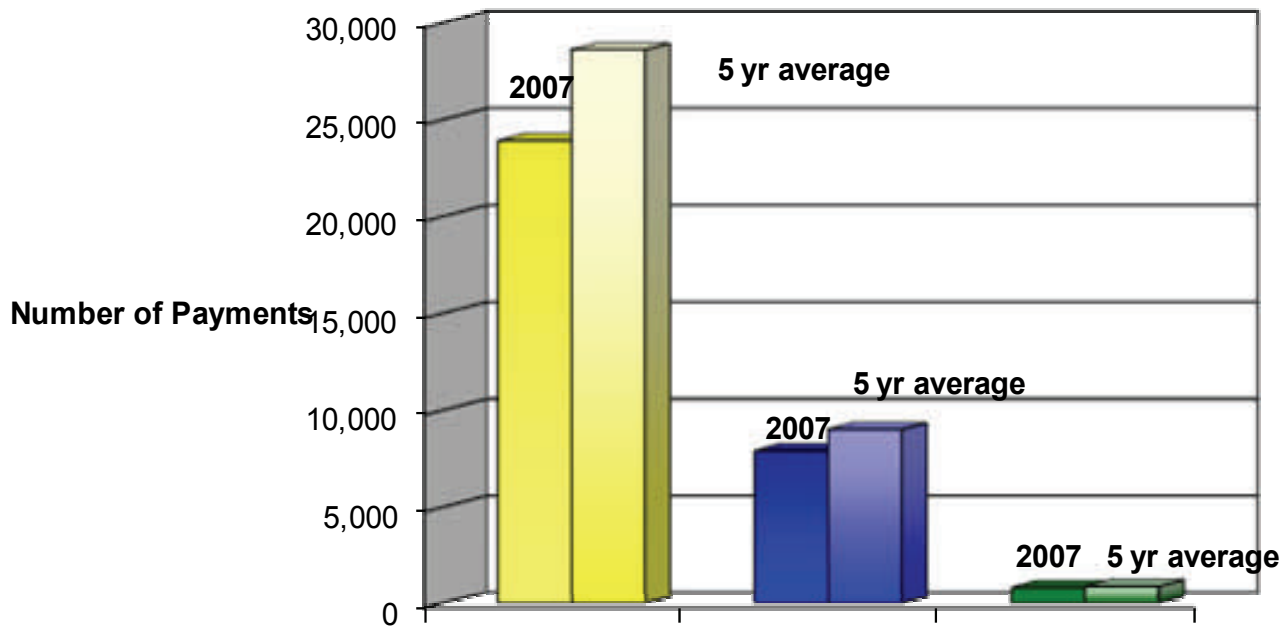
2007 STATISTICS

AGENCY PAYMENTS

	Number of Payments	Percent
BIA	27,313	75%
BLM	8,437	23%
FWS	860	2%
Total	36,610	100%

5 YEAR AVERAGE (2003-2007)

	Number of Payments	Amt Gross	Total 5 yr Average %
BIA	28,598	\$26,942,744	65%
BLM	9,013	\$13,600,922	33%
FWS	899	\$826,546	2%
Total	38,510	\$41,370,212	100%



*In 2007, the Casual Payment Center processed **84.8%** of the 5 year average for EFF payments and **102.8%** of the 5 year average for Amount Gross paid.

NATIONAL INTERAGENCY FIRE CENTER
CASUAL PAYMENT CENTER

A SERVICE FIRST ORGANIZATION

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Visit the National Wildfire Coordinating Group (NWCG) Incident Business Practices Working Team (IBPWT) website for Casual Payment Center information. Links to the AD Pay Plan, this annual report and other pertinent memos are located here:

<http://web.http://www.nwcg.gov/teams/ibpwt/documents/personnel/casual.html>

Visit the National Business Center Website designed for hiring units and other entities regarding payroll processing, Federal and state income tax withholding and links to other related web-sites:

<http://www3.nbc.gov/customer/casualpay/index.html>

*Photographs in this annual report taken from Cascade Complex fire in August 2007

Our main goal is to provide excellent customer service, and we certainly welcome any suggestions from the field that would improve our office. The goal of this annual report is to provide customer service by sharing information with you in a concise report. Enjoy!



Annual Report assembled by: Sandra Braseth