



What is the Human Capital Group (HCG)?

**An NIH Employee Guide to the
Office of Human Resources (OHR)
and the Office of Strategic Management Planning (OSMP)
at the National Institutes of Health (NIH)**

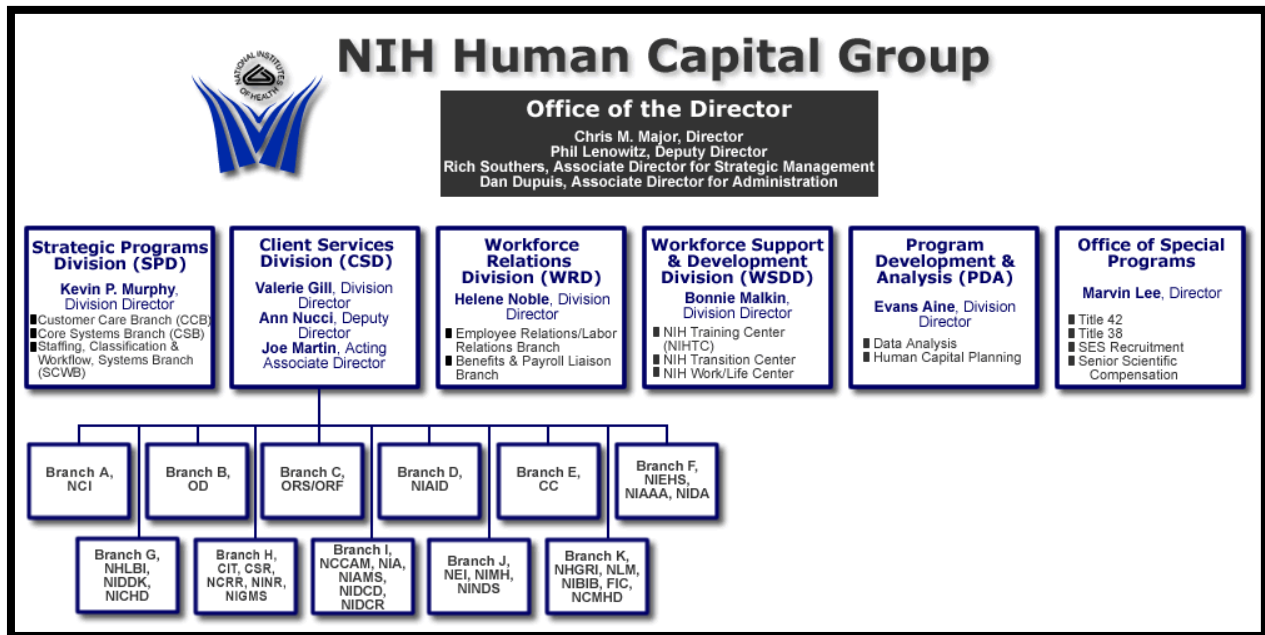
May 9, 2008

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Introduction to the Human Capital Group (HCG)

The Human Capital Group (HCG) falls under the Office of the Director (OD) and is comprised of two smaller organizations, the Office of Strategic Management Planning (OSMP), containing the Workforce Support and Development Division (WSDD) and the Program Development and Analysis Division (PDA), and the Office of Human Resources (OHR) comprised of the Strategic Programs Division (SPD), the Client Services Division (CSD), and the Workforce Relations Division (WRD). This guide walks through the HCG organization, and explains how it is structured as well as its core functions.



The OD, OSMP and OHR Organizations

Office of the Director (OD) / Office of Human Resources (OHR)

The Office of Human Resources advises the NIH Director and staff on human resource management; directs central human resource management services; and provides the NIH leadership and planning on human resource program development. This organization houses the Human Capital Groups' leadership. This office consists of:

- Director
- Deputy Director
- Associate Director for Strategic Planning
- Associate Director for Administration
- Special Programs Organization

Director

The Director of the HCG leads and directs all of the organizations within the HCG. All Division Directors and Associate Directors within HCG report to the Director.

Deputy Director

The Deputy Director of the HCG assists the Director in leading the organizations within HCG.

Associate Director for Strategic Planning

The Associate Director for Strategic Planning directs strategic management programs for the HCG.

Associate Director for Administration

The Associate Director for Administration directs administrative management programs for the HCG.

Office of Special Programs

The Office of Special Programs plans and directs: Title 5 employment programs; the NIH Merit Promotion Plan; NIH Delegated Examining Unit policy; Title 38 programs; Title 42 and SBRS employment programs; and all recruitment activities for SES positions, IC Directors, Deputy Directors, Scientific Directors and Clinical Directors. The Special Programs Organization is divided into four specialized teams:

- Senior Level Recruitment Team
- Senior and Scientific Employment Team
- Title 5 Compensation and Classification Team
- Title 5 Staffing and Recruitment Team

The **Senior Level Recruitment Team** administers NIH recruitment policies and programs for the SES, IC Directors, and the four NIH Deputy Directors. Work includes

advising, conducting, and coordinating critical NIH leadership recruitment activities including the management of the allocation of executive positions.

The **Senior and Scientific Employment Team** serves as a principal source for advice, interpretation and guidance, and program and policy development regarding NIH's major intramural training and fellowship authorities. Title 42 activities involve independent assessment and identification of programmatic problems, legal requirements and constraints; development and analysis of options, and policy and procedural recommendations; development of implementing instructions; and providing extensive advice.

The **Title 5 Compensation and Classification Team** administers NIH Compensation, and Position-Classification programs that include Recruitment, Relocation, and Retention Incentives, Physicians Comparability Allowance, Title 38 Physicians and Dentists Pay, Above the Minimum, Pay-Setting, Highest Previous Rate, Special Salary Rates, Intergovernmental Personnel Act Assignments, Waivers of Overpayment, and Classification Appeals.

The **Title 5 Staffing and Recruitment Team** administers NIH Staffing and Recruitment programs that include Merit Promotion, Delegated Examining, Details, Career Ladders, Veterans' Preference, Selective Placement Programs, Student Programs, etc. Members of this staff work closely with all levels of NIH management and staff as well as with officials of HHS and OPM.

Office of Human Resources (OHR)

The Office of Human Resources (OHR) provides strategic programs, client services, and workforce relations support to the NIH. The vision: To recruit and retain the best employees for the NIH. OHR is composed of three Divisions:

- Client Services Division (CSD)
- Strategic Programs Division (SPD)
- Workforce Relations Division (WRD)

Client Services Division (CSD)

The Client Services Division (CSD) offers a complete range of HR consulting services to all NIH Institutes and Centers (ICs), including comprehensive pay and compensation services; recruitment and staffing services; and classification and position management services.

The **Operations Branches** of the CSD are comprised of 11 Branches (A through K) and 4 ancillary units, Classification and Position Management, Delegated Examining, Commissioned Corps Personnel, and Administrative Management. The CSD Operations Branches service the following Institutes:

- Branch A – NCI
- Branch B – OD
- Branch C – ORS/ORF
- Branch D – NIAID
- Branch E – CC
- Branch F – NIEHS, NIAAA, NIDA
- Branch G – NHLBI, NICHD, NIDDK
- Branch H – CIT, CSR, NCRR, NINR, NIGMS
- Branch I – NCCAM, NIA, NIAMS, NIDCD, NIDCR
- Branch J – NEI, NIMH, NINDS
- Branch K – NCMHD, NHGRI, NIBIB, NLM, FIC

The Operations Branches are the first point of contact for IC program managers and employees on issues of:

- Recruitment and Placement
- Pay Setting
- Position Classification
- Position Management
- Compensation

To find the specific individuals that service specific ICs and sub-organizations, go to the HR Community on the NIH Portal to use the “Who Are My HR Contacts?” feature:

<http://hr.od.nih.gov/hrcommunity.htm>

Strategic Programs Division (SPD)

The Strategic Programs Division (SPD) serves as the point of contact and advisor to NIH leadership on HR system solutions to fulfill the business needs of NIH. Through project management, SPD coordinates the implementation and enhancement of NIH and HHS systems, including E-Induction, HHS Careers, USAJOBS, QuickClassification, electronic Official Personnel Folder (eOPF), Workflow information Tracking System (WiTS), and Capital HR. SPD also manages the functional aspects of the HR Community on the NIH Portal and HCG's website (<http://hc.od.nih.gov/>). The HR Community makes HR information and data readily available and accessible to NIH employees at any time or from any location (<http://hr.od.nih.gov/hrcommunity.htm>), such as job aids, Standard Operating Procedures (SOPs), and Delegations of Authority.

SPD is comprised of three Branches:

- Core Systems Branch (CSB)
- Staffing, Classification, and Workflow systems Branch (SCWB)
- Customer Care Branch (CCB)

The **Core Systems Branch** is responsible for eOPF, E-Induction, Capital HR, HRIBS, Data Warehouse, Human Resources Database and Metrics.

The **Staffing, Classification, and Workflow Branch** is responsible for WiTS, EWITS, HHS Careers, QuickClassification and USAJOBS.

The **Customer Care Branch** is responsible for the HRSS Help Desk, the HCG Web and Portal, the Learning Management System (LMS), HR Surveys, and HR systems related Change Management activities.

The most direct contact SPD has with NIH employees is through HR Systems Support (hssystemssupport@od.nih.gov, 301-451-1436), which provides support for systems used by NIH employees such as:

- Capital HR
- eOPF
- HHS Careers
- QuickClassification
- USAJOBS
- WiTS
- HR Community on the NIH Portal, and the HCG website

Workforce Relations Division (WRD)

The Workforce Relations Division (WRD) is responsible for areas such as benefits, employee relations, and labor relations. WRD also assists in the new employee

orientation as well as producing the “Benefits Newsletter - Did You Know?” each month. WRD is comprised of two branches and one team:

- Employee Relations/Labor Relations Branch
- Benefits and Payroll Liaison Branch
- NIH Performance Management Team

The **Employee Relations/Labor Relations Branch** advises and consults with NIH managers and staff on employee and labor relations matters, including their rights and responsibilities regarding employee conduct, performance and disciplinary actions, and collective bargaining. This Branch also contains CIVIL (<http://civil.nih.gov>) which is a program to prevent and respond to violence in the workplace.

The **Benefits and Payroll Liaison Branch** manages employee benefits and entitlement programs, coordinates payroll issues with HHS, and manages Federal benefits for NIH employees. The Branch coordinates with other Divisions for the new employee orientations every two weeks; provides benefit consultation for employees, their families, and beneficiaries; and assists employees with accessing and understanding benefits and entitlement programs. In addition to typical benefits employee advisory services, the Benefits and Payroll Liaison Branch is active in sponsoring initiatives to keep NIH staff abreast of issues related to their Federal Benefits. The Branch develops and distributes monthly benefits newsletters (<http://hr.od.nih.gov/Benefits/newsletters/current.htm>) that cover a wide variety of relevant topics. Additionally, the Branch sponsors the annual Federal Benefits Open Season Fair as well as the annual Financial Planning Seminars.

The **NIH Performance Management Team**, part of WRD, provides advisory services to the ICs on all aspects of performance management including the Performance Management Appraisal Program (PMAP), Senior Executive Service, and Title 42 (f); and develops NIH policy to provide management direction on evaluating and recognizing staff.

Office of Strategic Management Planning (OSMP)

The Office of Strategic Management Planning provides assistance to the NIH leadership with planning and preparing NIH programs and support activities to achieve the long term goals and objectives of the NIH mission. The following are the core businesses of OSMP:

- Strategic Workforce and Human Capital Planning
- Employee Transition Services and Support
- Professional Development & Customized Training Solutions
- Quality of Worklife & Worklife Flexibilities
- Reward & Recognition Programs

OSMP is made up of two divisions

- Workforce Support and Development Division (WSDD)
- Program Development and Analysis Division (PDAD)

Workforce Support and Development Division (WSDD)

The Workforce Support and Development Division is comprised of three Centers:

- NIH Training Center
- NIH Transition Center
- NIH Work/Life Center

The **Training Center** advances the NIH research mission through the development of employees. It delivers agency-specific training, career development programs, and customized consulting solutions to enrich learning and optimize individual group and organizational performance. The Training Center is the gateway to finding out about training and development opportunities and resources, such as e-learning.

The **Transition Center** is a resource for employees whose job functions are reviewed under competitive sourcing. It offers career development and placement services to eligible employees.

The **NIH Work/Life Center** exists to help balance the increasing demands of work with personal interests and responsibilities. The goal is to increase employee well-being, thereby improving the quality of work and the quality of life at the NIH as a whole. The Work/Life Center is a resource for work/life issues; offers seminars and career workshops such as Single Parenthood and Resume Writing; and houses the Lactation program and the Telework program, and is home to the Awards Program for the NIH.

The Program Development and Analysis Division (PDAD)

The Program Development and Analysis Division is designed to facilitate NIH program development, implementation and effectiveness through integrated planning,

measurement, and interventions and to support NIH strategic planning through data-driven decision-making. The Program Development and Analysis Division addresses special projects, monitors Presidential Management Agenda (PMA), and Government Performance and Results Act (GPRA) goals, as well as acts as a liaison with HHS.

Additionally, the PDAD is responsible for strategic human capital management, strategic planning, workforce planning and analysis, and program evaluation.

HCG Resources

For more information on the HCG organization, please review the HCG Website as well as the Human Resources Community and the HR Professionals Community on the NIH Portal:

- Human Capital Group Website – <http://hc.od.nih.gov>
 - The Training Center - <http://learningsource.od.nih.gov/>
 - The Work/Life Center - <http://wflc.od.nih.gov/>
 - HR Systems Support - hssystemssupport@od.nih.gov, 301-451-1436
 - Who Are My HR Contacts? - <http://hr.od.nih.gov/hrcommunity.htm>
 - HR Navigator - <http://hr.od.nih.gov/hrcommunity.htm>
 - Did You Know? Benefits Newsletter - <http://hr.od.nih.gov/Benefits/newsletters/current.htm>
 -
- HCG Resources on the NIH Portal (Intranet)
 - Human Resources Community – <http://hr.od.nih.gov/hrcommunity.htm>
 - HR Professionals Community - <http://hr.od.nih.gov/hrprofcommunity.htm>
 - HR Community for Admin/Managers – <http://hr.od.nih.gov/admincommunity.htm>
 - HR Community for New Employees – <http://hr.od.nih.gov/newemployee.htm>
 - HR Community for the Senior Executive Service - <http://hr.od.nih.gov/seniorexecutiveservice.htm>
 - Training and Career Development Page – <http://hr.od.nih.gov/career.htm>
 - WiTS Community for HR Professionals – <http://hr.od.nih.gov/witscommunity.htm>