

Customer
Service



**ALL
HANDS
WORKING
TOGETHER
AS
ONE**



Human Resources
Division
September 2004

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Human Resources Division Customer Service Plan

Vision Statement

The Human Resources Division (HRD) is dedicated to meeting the Research, Education, and Economics (REE) mission area human resource needs in a manner that is customer driven and cost effective. HRD values the diversity of our employees and works collectively to make HRD the employer of choice in the human resources community. HRD continually seeks and uses innovative approaches that are models for the Department and the Government as a whole.

Code of Conduct

HRD is committed to working cooperatively with our customers toward their success. Our customers' ideas and opinions are valued, and delivering quality and timely service to them is the most important thing we do. HRD employees will be honest, open, courteous, respectful, and fair in our dealings with all customers.

Professionalism and effective teamwork help us prosper in a rapidly changing environment. To provide our customers with the best possible service, we develop the technical competence of our staff in different areas and share information with each other on how to get the job done. We value each other's opinions and work in a professional manner to achieve the goals of the Division. We create a work environment where all HRD employees feel they can openly and honestly make suggestions or discuss problems.

Within HRD we share the following Values:

- Integrity is Critical
- Communication is Essential
- Teamwork is a Must
- Innovation is Vital

Most information maintained and used in the HRD is confidential and sensitive. Because of this, HRD employees will only share, discuss, or release employee information on a need to know basis.

Introduction Statement

HRD is committed to excellence in customer service. In complying with Government wide initiatives, HRD has incorporated the Human Capital Plan and the President's Management Agenda into our Customer Service Plan.

President's Management Agenda

The President's Management Agenda (PMA) identifies areas on which the President wants Federal managers to focus their attention. The five initiatives in the PMA are Strategic Management of Human Capital; Expanded Electronic Government; Competitive Sourcing; Improved Financial Performance; and Budget and Performance Integration. The HRD Customer Service Plan directly supports the Strategic Management of Human Capital through the REE Human Capital Plan by identifying services and service expectations for customers and service providers.

REE Human Capital Plan

Under the Strategic Management of Human Capital initiative of the President's Management Agenda, people – employees – are considered assets whose value to the organization can be enhanced through investment. People are the agencies' most valuable assets. The REE Human Capital Plan sets forth strategic approaches which are designed to help our agencies achieve results as stated in the agencies' mission statements and strategic plans. This Customer Service Plan identifies key human resource service and establishes qualitative and quantitative customer service standards to support agency supervisors and managers who are ultimately responsible for the Strategic Management of Human Capital.

Customer Service Hand Pin Award

The HRD customer service motto is "All Hands Working Together as One." We believe by working together well within HRD, we provide the best possible service to our customers. In addition to other agency recognized award programs, HRD employees who exemplify excellence in customer service may be awarded a "Hand" pin through recommendations from their customers. The "Hand" is a symbol of HRD's commitment to customer service and the pin award is valued and worn proudly by HRD employees. In order to nominate a HRD employee for the award, customers contact the employee's supervisor or the Division Director, either in person, by phone, or via email.

Partnership Relationship

Successful implementation of the HRD mission is accomplished in partnership with management and employees throughout the REE mission area. We pledge to provide high quality, caring, timely, and accurate service within established legal guidelines.

In this partnership, HRD employees will do the following:

- listen to our customers' needs
- be knowledgeable about the agencies we serve
- be accountable for our actions
- provide quality, timely service and updates on progress
- be honest, open, courteous, respectful, and fair in all contacts with our customers
- be proactive and anticipate customer needs
- provide explanation for our actions
- be flexible and creative, and seek innovative alternatives
- share our knowledge openly with our customers and co-workers
- educate our customers on time frames needed to complete their requests
- update HRD subject matter contact points on the HRD website on a quarterly basis
- update HRD website (by subject matter experts) on a quarterly basis
- respond to questions or provide the appropriate resources
- be easily accessible
- ensure emergency phone numbers are provided on voice mail messages
- update voicemail greeting on a daily basis
- protect the rights and benefits of REE employees as well as the rights of the agencies

So that HRD can provide the best possible service, our customers should do the following:

- involve us early
- be frank and candid in identifying needs
- provide complete information
- submit personnel actions within required time frames
- work in cooperation with HRD staff to prioritize work
- provide timely and constructive feedback on the work performed
- be honest, open, courteous, respectful, and fair in all contacts with HRD
- be mindful to read information and updates provided by HRD
- leave a detailed message (by phone or email) if we are not available. This will allow us an opportunity to respond to their needs appropriately and in a timely manner

Our goal is to provide excellent customer service. We ask our customers for support and cooperation in assisting us in meeting this goal. HRD employees will respond to inquiries within 1 business day. HRD Customer Service Hours are Monday through Friday, 8:00 am to 4:30 pm, Eastern Time.

Identification of Customers

HRD's customers are the following:

- all employees (including our co-workers and supervisors) within the REE mission area, and in certain circumstances, their families
- the general public
- employees at the Department, the Office of Personnel Management (OPM), and other Federal agencies

Services Provided

Human Resources Operations – includes Position Classification and Position Management; Staffing, Employment, and Recruitment; Personnel and Payroll Processing.

Employee Benefits – includes Retirement (CSRS, CSRS/Offset, FERS); Life Insurance (FEGLI); Health Insurance (FEHB); Thrift Savings Plan (TSP) and other benefits programs.

Employee Relations – includes operations, policy and processing for Labor Relations; Ethics, Conflict Resolution; Adverse and Performance-based Actions; Investigations of Office of the Inspector General (OIG) Hotline Complaints and Other Misconduct Issues; and Agency Representation Before Third Parties.

Human Resources Policy– includes Pay and Leave; Employment; Position Classification and Position Management; SES and Senior Level Programs; Delegated Examining; Quality Oversight and Employee Records; System Support; and Student Programs and Employment of Persons with Disabilities.

Special Programs – includes Performance Management; Employee Recognition Programs; Research Position Evaluation System (RPES); Training and Employee Development; Work/Life Programs; Office of Workers Compensation Programs (OWCP); Cooperative Extension Service; Competitive Outsourcing Program and Economic Position Classification System (EPCS).

Definitions and standards for the services identified above are described in the succeeding pages.

Customer Service Standards: Human Resources Operations

Provides position classification and position management; staffing, employment, and recruitment; and personnel and payroll processing service within established guidelines, practices, and procedures. Includes the following functional areas:

Personnel and Payroll Processing - the process of entering personnel and payroll data into the National Finance Center System from source documents, and researching and resolving problems.

Position Classification - the process of working directly with managers and supervisors in outlining duties and responsibilities and determining the appropriate occupational series, grade, and pay level through interpretation of regulatory OPM Position Classification Standards.

Position Management - the process of working with managers and supervisors to ensure organizations, positions, and functions are structured efficiently and economically.

Staffing, Employment, and Recruitment - the process of hiring employees (through the use of the OPM Qualifications Handbook and agency policies and procedures) which begins with establishment of recruitment strategy and concludes when the person enters on REE rolls.

Standards

Maintains open and continuous communication with customers; listens to their needs; provides clear, complete, and correct information; provides updates as each situation warrants; notifies customers of problems promptly; and sets mutual realistic dates with customers for completion of assignments.

Advises supervisors and managers on position management considerations, e.g., the position in relation to other positions and the organizational structure.

Uses flexible approaches for classification and staffing activities – Thinks out of the box while ensuring merit principles and regulations are met. Identifies and explains the full range of options and alternatives to managers and supervisors on actions in progress.

References and applies human resource laws, regulations, policies and procedures, as well as internal agency tools and reports such as the Position Staffing Plan (PSP) and the Position Organizational Listing (POL).

Human Resources Operations	
Action Requested	Typical Time Frame For Completion*
Processes career ladder promotions	Effective the next pay period after the SF-52 is received <u>and</u> qualification requirements have been met
Processes request for position audit	Within 60 business days
Processes classification of new positions <ul style="list-style-type: none"> • Standard positions (as listed on the HRD website) • Nonstandard positions 	Within 10 business days Within 20 business days
Processes redescription of duties	Within 20 business days
Processes scientific recruitment SY actions <ul style="list-style-type: none"> • Vacancy announcements prepared • Mails application(s) to subject matter expert, if applicable • Certificate issued 	Within 10 business days after receipt of NPS clearance Within 15 business days after announcement closes Within 20 business days of closing date of announcement
Submits approval to recruit/select SY positions to ARS National Program Staff	Within 5 business days
Processes non-scientific recruitment actions <ul style="list-style-type: none"> • Vacancy announcements prepared • Certificate issued 	Within 10 business days after position has been classified Within 20 business days of closing date of announcement
Processes student appointments and Letter of Authority (L/A) Appointments	Effective the pay period authorized by appointing official
Processes non-recruitment actions (e.g., change in tours of duty, name changes, awards, etc.)	Effective the next pay period after receipt
Processes separation/resignation actions	Within 5 business days of receipt of the SF-52
Processes Entrance on Duty (EOD) paperwork	Completed in the pay period in which the appointment is made
Processes benefits-related paperwork	Effective as directed by law or regulation
Prepares Research Position Evaluation System Panel Reports	Within 18 calendar days following adjournment of the panel meeting

*Time frames may be altered as a result of changed staffing levels, client requirements, priorities established by management, and/or new policies and procedures.

Actions not submitted in a timely manner will cause delays in processing.

ARS LAO's with delegated authority must submit SF-52's and all EOD paperwork within 3 business days after the action effective date.

Customer Service Standards: Employee Benefits

Provides technical information to employees, family members, supervisors, and managers, including referrals and assistance in applying for various benefits.

Standards

Maintains open and continuous communication with customers; listens to their needs; provides clear, complete, and correct information; provides feedback and updates as each situation warrants; notifies customers of problems promptly; and sets mutual realistic dates with customers for completion of assignments.

Processes actions by the effective date (once appropriate paperwork is received) to avoid undue financial hardship on the employee and/or family.

Communicates information on changes in laws and regulations. Where changes require new or revised Policies and Procedures, issues interim guidance on changes to customers immediately for their use.

Interprets new laws and regulations, prepares appropriate policy guidance or Policies and Procedures; and communicates information in user-friendly and accessible formats.

Provides retirement calculations. Lets customers know immediately if the response will take longer for reasons beyond our control, such as when requesting records.

Submits retirement cases to the NFC.

Employee Benefits	
Action Requested	Typical Time Frame For Completion *
Processes retirement estimates (1 to 5 years)	Within 15 business days of receipt of the retirement request sheet. One retirement estimate per year
Processes retirement applications	Within 30 business days of receipt <i>Employees should submit completed application within 60 business days prior to selected retirement date to the Retirement and Benefits Section</i>
Processes SF-52's for retirements only	Within 5 business days after receipt
Processes completed disability retirement applications	Within 30 business days of receipt <i>OPM is responsible for approval or disapproval of all cases</i>
Processes death cases <ul style="list-style-type: none"> • Death claims forms sent to beneficiary or applicable person • Completed death case processed and notify operation branch 	Within 1 business day of notification of the death Within 5 business days
Processes requests for civilian deposit/redeposit	Within 5 business days of receipt
Processes estimates for military deposit <ul style="list-style-type: none"> • Payment request processed 	Within 5 business days of the receipt of Estimated Earnings During Military Service Statement submitted by the employee Within 5 business days of receipt of the completed application and payment documents
Processes requests for lump sum annual leave payment (for retirements only)	Within 1 - 2 pay periods after receipt of form AD-581

*Time frames may be altered as a result of changed staffing levels, client requirements, priorities established by management, and/or new policies and procedures.

Actions not submitted in a timely manner will cause delays in processing.

Customer Service Standards: Employee Relations

Provides advice and counsel to address and resolve problems related to conduct, performance, ethics, and labor relation’s issues. Represents the agency in official proceedings and ensures compliance with applicable law, regulation, and policy.

Cooperative Resolution Program – the process of solving workplace conflict through consultation, mediation, and Conflict Management Training.

Ethics – the process of coordinating and administering the Ethics Program, the Financial Disclosure Reporting Campaign, and Ethics Training for REE.

Labor Relations - the process of providing timely Labor Relations guidance to managers and supervisors. Ensuring management meets all requirements of Federal Service Labor-Management Relations statute. These include notification of negotiations, grievances, information requests, and third-party proceedings.

Standards

Maintains open and continuous communication with customers; listens to their needs; provides clear, complete, and technically sound advice and counsel to customers.

Works with managers and employees to develop best solutions for complex and sensitive problems; explores and discusses the full range of options including innovative and creative approaches and recommends actions that are consistent with case law, regulations, and agency past practice.

Provides regular (at least weekly) feedback to customers on the status of cases. Case work includes research, analysis of documentation, and preparation of appropriate actions. The time frames outlined in the following chart are for routine actions; however, urgent and time-critical actions will be accomplished expeditiously.

Cooperative Resolution Program	
Action Requested	Typical Time Frames for Completion
Responds to inquiries regarding consultations, mediations, Conflict Management Trainings	Within 1 business day
Selects mediators	Within 2 business days of voluntary consent of parties
Contacts parties	Within 2 business days from time of request
Conducts mediations	At the earliest convenience of all parties

Employee Relations	
Action Requested	Typical Time Frames for Completion
Prepares Letters of Warning/Caution	Within 10 business days after receipt of required documentation
Prepares Letters of Reprimand	Within 15 business days after receipt of required documentation
Prepares Proposed Suspension Letters	Within 30 business days after receipt of required documentation
Prepares Proposed Removal Letters	Within 30 business days after receipt of required documentation
Prepares Probationary Termination Letters	Within 30 business days after receipt of required documentation
Prepares Performance Improvement Period (PIP) Letters	Within 30 business days after receipt of required documentation
Prepares Denial of Within Grade Increases (WGI) Letters	Within 30 business days after receipt of required documentation
Prepares grievance responses	Within established time frames
Investigates and responds to OIG hotline complaints	Within established time frames
Represents the Agency in third-party proceedings	Within established time frames
Provides clear, complete, and technically sound advice and counsel to customers	Within 5 business days of the initial inquiry or sets mutual realistic dates with customer for completion of assignments

Ethics	
Action Requested	Typical Time Frames for Completion
Responds to request for Outside Employment/Activity	Within 5 business days after receipt of required documentation
Reviews Grants, Agreements, Cooperative Research and Development Agreements (CRADA's) and Memorandum of Understanding (MOU's) for conflict of interest	Within 5 business days after receipt of required documentation
Responds to ethics related inquiries	Within 7 business days after receipt of required documentation
Reviews financial disclosure reports	Within 30 business days after receipt of required documentation
Disseminates guidance	Within 30 business days after receipt of request
Reviews and processes outside awards/travel	Within 5 business days after receipt of required documentation

Customer Service Standards: Human Resources Policy

Articulates, explains, interprets, and facilitates the implementation of guidelines, practices, procedures, new regulations, and laws related to human resources activities. Includes the following functional areas:

Classification Policy - the process of providing policy development and advisory services to managers, supervisors, and employees relative to position classification and position management.

Employment/Staffing Policy - the process of providing policy development and advisory services to managers, supervisors, and employees relative to staffing.

Pay and Leave - the process of providing policy development and advisory services to managers, supervisors, and employees relative to the administration of the pay and leave laws, rules, and regulations. Responsibilities include the operational support of the Mission Area's Leave Sharing Program, the Annual Leave Restoration Program and the Flexible Work Schedule Program. The unit also provides comprehensive training and technical oversight for all timekeepers.

Quality Oversight & Employee Records - the process of providing policy development, operational support, and advisory services relative to the NFC systems and employee records, and to provide support to HRD staff by ensuring consistent, legal, and effective quality service is provided to our customers.

Recruitment of Students and Persons with Disabilities – the process of collecting, reviewing, and referring students and persons with disabilities to REE managers. Coordinates and tracks progress of all REE Student Programs throughout the year.

SES and Senior Level Positions - the process of providing operational and staff support to top-level management in REE for the staffing, classification, and position management and performance management of Senior Executive Service, Senior Level, and Senior Scientific Research Service positions in the mission area.

System Support – the operation of HRD automated programs and services. Provides work force reporting and information services.

Standards

Maintains open and continuous communication with customers; listens to their needs; provides clear, complete, and correct information; provides updates as each situation warrants, notifies customers of problems promptly; and sets mutual realistic dates with customers for completion of assignments.

Communicates information on changes in human resources laws and regulations. Where changes require new or revised Policies and Procedures, issues interim guidance on changes to customers immediately for their use.

Interprets new laws and regulations, prepares appropriate guidance or Policies and Procedures; and communicates information in user-friendly and accessible formats.

Discusses with customers and publishes time frames for completion and issuance of Policies and Procedures.

Consults with and solicits input from managers, supervisors, and appropriate personnel in developing Policies and Procedures and in the performance of special program activities.

Responds to inquiries.

Classification Policy	
Action Requested	Typical Time Frames for Completion*
Responds to customer inquiries	Within 1 business day
Reviews and evaluates classification appeals	Within 30 business days after receipt of documentation
Interprets new class standards and provides training	Within prescribed time frames
Performs organizational and/or position management studies	Within prescribed time frames

Employment Policy	
Action Requested	Typical Time Frame for Completion*
Interprets new laws and regulations and conducts training	Within prescribed time frames
Makes recommendations to approve/disapprove veteran preference passovers for qualification requirements	Within 2 business days
Prepares reports e.g., Career Enhancement Program, Administrative Careers With America (ACWA)	Meets deadline requirements as set by the Department, OPM, etc.

*Time frames may be altered as a result of changed staffing levels, client requirements, priorities established by management, and/or new policies and procedures.

Actions not submitted in a timely manner will cause delays in processing.

Employment Reports and Systems Support	
Action Requested	Typical Time Frame for Completion*
Provides information for agency full-time employees, employment profiles, and special report requirements	Within 5 business days depending upon the complexity and programming required to develop the information
Processes and assigns user identification for HRD web-based and NFC-HR based systems	Within 1 business day
Responds to HRD automated systems operational problems	Immediately
Reviews and responds to Entry, Processing, Inquiry and Correction System (EPIC) operational problems	Within 2 business days

Pay and Leave	
Action Requested	Typical Time Frame For Completion*
Responds to inquiries from timekeepers that include issues surrounding troubleshooting software issues	Within 1 business day
Provides advisory services related to timekeepers and managers on pay and leave policies (non-research)	Within 1 business day
Provides policy advisory services to management related to pay and leave programs and authorities (in-depth research)	Within 5 business days
Processes completed Leave Transfer Program package that includes medical documentation, audits, and application	Within 10 business days
Reviews proposed legislation related to pay and leave issues for submitting comments and suggestions	Meets deadline as set by the Department, OPM, OMB or other customers
Provides 3-day training to timekeepers	Quarterly basis
Makes Time Inquiry System (TINQ) adjustments to NFC database upon receipt of a signed and completed leave audit from timekeepers	Meets payroll deadline

PostDoc/Employment/Recruitment Policy	
Action Requested	Typical Time Frame for Completion*
Interprets new laws and regulations in areas of responsibility including the ARS Postdoctoral Research Associate Program, Reduction-in-Force (RIF), and Career Transition Assistance Program	Communicates information on changes within 10 business days of receipt. Where changes require new or revised Policies and Procedures, issues interim guidance on changes to customers immediately for their use. Postdoctoral Research Associate Program Coordinator issues guidance to mentors receiving Headquarters (HQ) funding within 3 business days of Administrator's announcement
Posts advertisements for postdoc vacancies	Within 3 business days of receipt
Maintains current information on citizenship and employment of noncitizens on the HRD website	Ongoing

Quality Oversight & Employee Records	
Action Requested	Typical Time Frames for Completion*
Forwards National Agency Check With Inquiry (NACIs) to OPM (Boyers, PA)	Within 5 business days
Distributes reports received from NFC	Within 2 business days
Meets with lead assistants	As needed or monthly
Processes garnishments	Within established regulatory timeframes
Responds to requests for Official Personnel Folders	Within 2 hours
Verifies employment	Within 2 business days
Files official documents in OPFs	Ongoing
Responds to Freedom of Information Act (FOIA) requests	Within 2 business days

*Time frames may be altered as a result of changed staffing levels, client requirements, priorities established by management, and/or new policies and procedures.

Actions not submitted in a timely manner will cause delays in processing.

Recruitment of Students and Persons With Disabilities	
Action Requested	Typical Time Frame for Completion*
Responds to inquiries from the general public and Human Resources Specialist (HRS)	Within 1 business day
Refers applications to HRS and/or Managers	Within 3 business days of request
Prepares Departmental annual reports: Affirmative Action Program Plan, Disabled Veterans Affirmative Action Plan, Federal Equal Employment Opportunity Plan, and Student Reports	Submitted annually
Facilitates recruitment for Doctor of Veterinary Medicine/Ph.D. program	Within prescribed deadlines
Acts as contact point for all student programs and prepares reports to the Department	Within prescribed deadlines
Responds to inquiries from students and applicants with disabilities	Within 1 business day
Refers applications from applicants with disabilities to appropriate HRS and appropriate position vacancy	Within 3 business days of receipt

SES and Senior Level Research Positions	
Action Requested	Typical Time Frame for Completion *
Advertises REE senior level vacancies	Within 3 business days of Departmental approval
Prepares personnel actions for senior level positions	Within 3 business days of Departmental approval
Coordinates SES performance documentation	In accordance with established Departmental time frames
Coordinates and processes Presidential Rank Awards	In accordance with established time frames
Coordinates and processes Intergovernmental Personnel Act appointments/details	Within 3 business days of Administrator approval
Responds to employees inquiries	Within 2 business days

* Time frames may be altered as a result of changed staffing levels, client requirements, priorities established by management, and/or new policies and procedures.

Customer Service Standards: Special Programs

Articulates, explains, interprets, and facilitates the implementation of guidelines, practices, procedures, new regulations, and laws related to human resources activities. Includes the following functional areas:

Cooperative Extension Service (CES) - the process of providing national leadership, advisory services, and policy guidance to the Cooperative Extension Service organizations of the land-grant university system relative to Federal appointments and Federal benefits.

Economic Position Classification System (EPCS) - the system through which the Economic Research Service determines the grade level of economist positions.

Employee Recognition and Performance Management - the process of providing policy development and advisory services to managers, supervisors, and employees relative to employee recognition programs and performance planning and appraisal systems.

Research Position Evaluation System (RPES) - the system through which ARS determines the grade level of professional research scientist positions.

Training and Employee Development - the process of providing a full range of human resource development services to managers, supervisors, and employees, which includes policy and procedural guidance, career development counseling, and training program development, coordination, and evaluation.

Work/Life Programs - the process of providing policy development and advisory service to managers, supervisors, and employees as it relates to the Flexible Workplace Program, the Transit Subsidy Program, the Employee Assistance Program, the Child Care Tuition Assistance Program, Child Care and Elder Care resources.

Standards

Maintains open and continuous communication with customers; listens to their needs; provides clear, complete, and correct information; provides updates as each situation warrants; notifies customers of problems promptly; and sets mutual realistic dates with customers for completion of assignments.

Communicates information on changes in human resources laws and regulations.

Interprets new laws and regulations, prepares appropriate guidance or Policies and Procedures; and communicates information in user-friendly and accessible formats.

Discusses with customers and publishes time frames for completion and issuance of Policies and Procedures.

Consults with and solicits input from managers, supervisors, and appropriate personnel in developing Policies and Procedures and in the performance of special program activities.

Responds to inquiries.

**Customer Service Standards:
Employee Recognition And Performance Management**

Provides policy development and advisory services to managers, supervisors, and employees relative to employee recognition programs, and performance planning and appraisal systems.

Employee Recognition/Performance Management	
Action Requested	Typical Time Frame For Completion*
Advertises agency award programs	In accordance with established timeframes
Advertises external award programs	Within 7 business days of receipt from sponsor
Distributes Length of Service Awards	Within same month award due
Submits suggestion awards to subject matter expert for review	Within 5 business days of receipt of suggestion
Processes Certificates of Merit (AFM, CSREES, ERS)	Within 14 business days of receipt of award
Processes performance plan review requests	Within 14 business days

*Time frames may be altered as a result of changed staffing levels, client requirements, priorities established by management, and/or new policies and procedures.

Customer Service Standards: Workers' Compensation Programs

Provides technical advice and assistance to employees, supervisors, and managers, including liaisons services with Department of Labor, medical providers and collection agencies.

Standards

Maintains open and continuous communication with customers; listens to their needs; provides clear, complete and correct information.

Interprets new laws and regulations, prepares appropriate policy guidance and communicates information in user-friendly and accessible formats.

Submits OWCP reports and documents within the time lines set by the DOL. Keeps employees and supervisors apprised of status of OWCP cases.

Workers' Compensation	
Action Requested	Typical Time Frame For Completion
Employee injured on the job <ul style="list-style-type: none"> • Fills out appropriate CA form, forwards to supervisor • Supervisor completes CA form • Supervisor advises employee on benefits • Issues form CA-16 if medical treatment is required 	Within 48 hours of injury
Supervisor forwards CA form to HQ Workers' Compensation Specialist	Within 2 business days
HQ Workers' Compensation Specialist forwards all appropriate forms to OWCP if applicable	Within 2 business days of receipt from the location

Customer Service Standards: Competitive Sourcing Program

The process by which commercial-type activities that are currently performed by governmental agencies are evaluated, re-engineered for efficiency and where appropriate are offered to the private sector for bidding on a competitive basis in order to ensure that customers, stakeholders, and citizens are provided services at the best possible value. Resources provided by this program are supported by current staff as collateral duty assignments.

Competitive Sourcing	
Action Requested	Typical Time Frames for Completion
<p>HR on Most Efficient Organization Teams</p> <ul style="list-style-type: none"> • Participate in Organization Development • Advise on supervisory ratios, new classifications, multi-skilled and special position descriptions • Union notification in consultation with LR Representative • Provide technical support to MEO teams • Assist in preparation of position descriptions • Classify position descriptions 	Within 180 business days
<p>HR on RIF Teams</p> <ul style="list-style-type: none"> • OPF/employee data verification/database input • Develop retention register • Request RIF authority, early out authority, and civil rights certification from the Department • Advisory/RIF notices to affected employees • Advise unions of adversely affected employees, notify contractor of affected employees 	Within 90-150 business days
<p>HR on Career Transition Teams</p> <ul style="list-style-type: none"> • Provide career transition services to employees • Issue surplus notices to affected employees • Register affected employees on Reemployment Priority List, Re-Promotion List • Process personnel actions and separation documents 	Within 120 business days

Feedback and Suggestions

Feedback on human resources activities will be solicited on an annual basis to determine if service delivery met HRD customer service standards. Information will be requested in various formats, including use of questionnaires, personal discussions, and other relevant means.

Feedback and suggestions for improvement are always welcome. Comments and questions can be directed to:

Director
(301) 504-1317

Deputy Director
(301) 504-1317

Branch Chief
Metropolitan Services Branch
(202) 720-7657

Branch Chief
Southern Services Branch
(301) 504-1503

Branch Chief
Employee Relations Branch
(301) 504-1355

Branch Chief
Western Services Branch
(301) 504-1561

Branch Chief
Eastern Services Branch
(301) 504-1400

Branch Chief
REE Policy Branch
(301) 504-1434

Branch Chief
REE Services Branch
(301) 504-1438

Please refer to the HRD website www.afm.ars.usda.gov/hrd for an updated listing of the management team and subject area experts.

Special Thanks to

All Customer Service Committee Members – Past & Present

