



The REGISTER

Selective Service System


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Rose Parade Salutes Service Members and Employers

On New Year's Day, 2003, the world watched the 114th Annual *Tournament of Roses Parade*. This year's parade included a float sponsored by the National Committee for Employer Support of the Guard and Reserve (ESGR) honoring the 1.3 million men and women who serve in this country's Guard and Reserves, including nearly 400 Reserve Force Officers (RFOs) serving in the Selective Service System. The float also saluted the businesses/employers who support reservists by allowing time off from civilian jobs for training and active duty.

The float, named *Freedom to Dream*, commanded worldwide attention with a massive eagle perched on a golden orb made of solid roses and rotating stars surrounded by five flowing flags from America's Armed Services: Army, Navy, Marine Corps, Air Force, and Coast Guard. The large American flag represented the largest floral flag in this year's parade.

ESGR is the national organization that helps military reservists and their civilian employers build closer relationships. Through a network of 4,000 volunteers in every U.S. state and territory and in Europe, they work to educate the employers of National Guard and Reserve members about their employees' vital role in national defense. Membership is made up of committed community leaders who understand that employers are inextricably linked to a strong national defense and help to share this understanding among their peers. Many people associated with the SSS also serve as volunteer ESGR committee members, including several state directors, Local Board Members, Civilian Review Board Members, RFOs, and high school registrars. ESGR celebrated its 30th anniversary in June 2002. 



The **Register** is an unofficial publication of the Selective Service System, National Headquarters, Arlington, Va., 22209. **Editor:** Alyce Teel Burton, **Layout/Design:** Laurie Zaleski and Neal Dallmer.

The **Register** welcomes any news of interest to the Selective Service System employees.

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Office Profile:

Data Management Center

The largest field office of the Selective Service System is the Data Management Center (DMC). Located in North Chicago, Ill., just 15 miles south of the Wisconsin state line, the DMC is responsible for processing registrations and maintaining computer operations to support the Agency and its missions.

The DMC was established in 1980 when the Agency came out of “deep standby,” and although the functions of the DMC have changed little since the 80s, the introduction of automation has added a different element to the day-to-day processes. Operations that used to require a staff of 105 full-time and 35 part-time employees are now performed by the current staff of 55. During FY 2001, the DMC verified the registration status of 1.2 million men through the Internet web site, reviewed 70,000 pieces of written correspondence, and processed over 1.7 million telephone inquiries. Over 6.7 million pieces of computer-generated correspondence were mailed to acknowledge, promote, or remind men about the

registration requirement. “To much of the general public, the DMC *is* the Selective Service System,” says Bill Delaney, DMC director, “...and every person at the DMC recognizes the importance of accurate and timely processing and the need to provide quality service.”

Delaney has served as the DMC’s director since 2000, but he has been a member of the SSS family and the DMC since 1982. As director, he oversees daily production, implementation of computer matching agreements, maintenance of computer systems and programs, and administrative activities.

Sue Cappo is the DMC’s deputy director. In addition to assisting Delaney with day-to-day operations, she manages the Administrative Branch. This office is responsible for facility security, telecommunications support, local area network administration, maintenance of the high school registrar program, and a myriad of support functions.



The Mail and Logistics Branch, headed by Beverly Ladd, is responsible for the receipt, control, preparation, microfilming, storage, and destruction of registration source documents. It prepares microfilm records for shipment to various federal records centers across the country. The branch also prints and mails computer-generated postcards and letters to registrants and potential registrants.

The Computer Support Branch, led by Richard Templer, is responsible for maintaining the production application environments, controlling production processing, providing statistical reports to SSS management, providing analysis and programming in support of Registration, Compliance, and the Health Care Personnel and Delivery System. Computer Support also responds to special requests for data processing support, provides technical support to other SSS offices, and maintains a disaster recovery capability by having a continuity of operations site for computer processing. Also within this branch is a team of four, supervised by Mary Overby, responsible for the data entry and verification of forms for the Registration and Compliance programs. This small group input nearly 1.3 million records in FY 2002. The Computer Support Branch also serves as the SSS interface with the Joint Computer Center, which provides mainframe data processing for the SSS and the U.S. Military Entrance Processing Command.

The last and largest branch at the DMC is Registration Information and Research, managed by Patricia Miller. This branch is responsible for operating the Agency's call center; responding to registrant correspondence; editing and correcting data on registrant forms; resolving errors on registration transactions; analyzing and processing responses to letters SSS sends to non-registrants; and researching correspondence from individuals now too old to register and who are applying for benefits tied to the registration requirement. **SSS**

Happenings in the Agency

Local Board Member Receives 20-Year Medal



After recovering from a major illness, retired Local Board Member A.J. Michelleti (right) was presented with his 20-year medal at his home in Montana by Chief Warrant Officer 4 Fred Naeher, a Reserve Force Officer.

RFOs Receive Recognition at NHO



During a recent visit to SSS National Headquarters, Reserve Forces Officers from New York City received recognition for their actions in the rescue efforts of Sept. 11, 2001 (see article in Nov/Dec. 2001 issue). Pictured left to right: Capt. Richard Settino; Lt. Col. Luis Rivera; retired Brig. Gen. Vincent Albanese, New York State Director; and Lew Brodsky, SSS Deputy Director.

Recording Session

Earlier this year, several Selective Service employees volunteered their voice talents to a taped dramatization of a Civilian Review Board (CRB) meeting to be included in the CRB Self-Study Continuation Training (CT) package.

The FY 2003 audio tape, produced by the Office of Operations Readiness Division (Training Section), simulates a live radio broadcast of a fictional CRB meeting. The tape leads the audience through the process of scheduling, preparing, conducting, and closing a CRB meeting and includes a personal appearance by an Alternative Service Worker (ASW).

The SSS thespians who contributed their voices to the audio tape were: Tom Hinrichsen, Operations Training Section manager; Mary Lawson, program analyst, Operations Readiness Division; Gus Jakowitsch, program analyst, Operations Training Section; Cassandra Costley, senior program analyst, Operations Training Section; Lily

Fitz-Gerald, secretary, Operations; Gaston Naranjo, program analyst/statistician, Operations Registration Division; Alyce Burton, public affairs specialist, Office of Public and Congressional Affairs; and Richard Flahavan, director, Office of Public and Congressional Affairs. **SSS**



Gaston Naranjo (left), Lily Fitz-Gerald (center), and Richard Flahavan.



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