

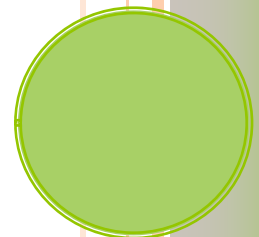
# DISCO 001-12 WEBINAR

*July 24, 2012*

DISCO hosted the first of many AskDISCO Webinars which covered Eligibility Pending, Reciprocity, RRUs, and an ongoing OCONUS project. This document contains the general questions received concerning the aforementioned topics and other topics pertaining to Adjudication, Investigations and JPAS.

Roger Smith & Zaakia Bailey

7/28/2012



# DISCO 001-12 Webinar

*July 24, 2012*

1. How does an applicant obtain JPAS records from DMDC?
  - a. Applicants must write DMDC to request their JPAS record. If JPAS reflects an Eligibility Pending, applicants may contact Defense Manpower Data Center (DMDC), ATTN: Privacy Act Office, P.O. Box 168, Boyers, PA 16020-0168 for information regarding their JPAS record.
2. Is there a way we (as the FSO) can follow up on the status of a clearance? One candidate, in particular, had a freeze on their credit reports (due to being a victim of identity theft) lifted this month. I want to make sure this is not causing a problem since no notifications have been received in JPAS.
  - a. General queries concerning the status of an investigation or adjudication are to be processed through the DoD Security Services Center at (888) 282-7682; [http://www.dss.mil/about\\_dss/contact\\_dss/contact\\_dss.html](http://www.dss.mil/about_dss/contact_dss/contact_dss.html).
3. If I submit my PRs now, and the employee is still editing their e-QIP after August 1<sup>st</sup>, will DISCO still reject the e-QIP submission?
  - a. DISCO will allow a week after August 1, 2012 for security managers to clean up pending e-QIPs prior to instituting the 3 month requirement for PRs.
4. Can you explain why some contactors are able to get their subject interviews completed in the Kuwait Embassy while others are not? I've had several contractors tell me they were able to get an interview in Kuwait while others tell me the opposite.
  - a. This is an issue with another government agency and OPM. If OPM is unable to conduct the interview (which they cannot in Kuwait), they generally reach out for assistance. The other agency is not always available for OPM to utilize.
5. When will the OCONUS Project go live?
  - a. OPM is aggressively pursuing this initiative; however any dates given here would be premature.
6. Where can I find a list of the message codes used in JPAS and DCII to know what they mean?
  - a. Currently, there is no list of message codes used in JPAS or DCII.
7. Has there been an issue lately with updating notifications in JPAS? I've had two investigations, started over a month ago, and nothing has showed up in the Notifications section indicating their status?
  - a. There isn't any known issue regarding receiving or sending notifications in JPAS. Notifications occur when an eligibility changes in JPAS, or a message is sent to your SMO from the CAF. If an SMO doesn't receive a Notification, there has not been a change in eligibility and no resulting message has been sent to that SMO from the CAF.
8. I am a level 6 non-SCI SMO and all of our employees have SCI access. Can I initiate their PRs when they are due?
  - a. No, an individual with SCI access will have to initiate the PR requests.

9. Has DISCO stopped using the Interim Decline status for interim clearances?
  - a. DISCO will continue to post Interim Declines in certain situations. However, in general, Interim Declinations will not be posted until DISCO receives more information, which may include but is not limited to, a completed investigation. DISCO has discovered that oftentimes, the issues for which a subject received an Interim Decline can be mitigated during the final adjudication process.
10. What timeframe should we wait before calling to follow up on a RRU?
  - a. Generally 15 days, depending on the request. The most common request is for Reciprocity, and DISCO has instituted a 15-day timeliness factor, which asks industrial security officers to submit a follow-up, if they do not receive any communication from the CAF within that time. Most other requests do not require any follow-up.
11. The new RRU guidance box E2 says, "submit a request when any of the following occur: 1... 2.Change in marital/cohabitation status if an investigation is ongoing 3.Marriage/cohabitation to/with a foreign national" but the "Marital Status" section above on that same webpage says "No update is required if an employee marries a foreign national when there is no open investigation unless it pertains to an SCI clearance." Can you clarify if this should always be reported, or only be reported when an investigation is open and/or when it pertains to SCI?
  - a. The guidance posted on the DSS website at: [http://www.dss.mil/disco/indus\\_disco\\_maintain.html#marital](http://www.dss.mil/disco/indus_disco_maintain.html#marital) is accurate and can be followed to the letter.
12. Will interim clearances still be granted? In cases when they are not granted, will an Eligibility Pending notification be posted on the subjects JPAS account?
  - a. Interim Secret and Interim Top Secrets will continue to be posted in JPAS. "Eligibility Pending" will be utilized for those occasions when DISCO postpones a decision until the completion of the investigation.
13. How long can it take for a naturalized citizen to receive a clearance?
  - a. There should not be any time difference in granting access to a naturalized citizen versus any other individual. A delay, however, may result when OPM is unable to verify a subject's citizenship. In order to prevent any extensive delay, please comply with the official requests from the CAF asking for proof of citizenship as soon as you can.
14. Is it true that the 24-month timeframe for access does not apply to government or military personnel?
  - a. For military and civilian personnel, a "break in service" is synonymous with "break in access". DISCO uses the 24-month break in access for clarification purposes for Industry.
15. Are Germany and Saudi Arabia possible interview locations?
  - a. Germany is a possible interview location; however, OPM currently does not have any presence in Saudi Arabia.



16. If a PR investigation that is 6 months out has been requested, can it be submitted after August 1<sup>st</sup>?
  - a. Yes; however, any delay in submission may result in rejection after Aug 1. Please see question #3 in this FAQ.
17. Please explain how an employee could be granted interim secret access, but before the final was granted, had their interim secret access declined.
  - a. Once an investigation is completed, DISCO may discover that derogatory information exists to which we were unaware at the Investigation Request stage. If this is the situation, and DISCO has to reopen the investigation with OPM to request additional information, or intends to refer the investigation to the Defense Office of Hearings and Appeals (DOHA), the current Interim Secret or Interim Top Secret may be withdrawn.
18. I have an employee whose PPR investigation was requested at the TS/SCI level and when it was closed the employee was only granted TS and the SCI has not been adjudicated. Has the process changed for adjudicating TS/SCI PPRs?
  - a. If DISCO has no indication that SCI is required, or if the appropriate information as to the SCI agency is not located in JPAS, then DISCO will grant the collateral. If this situation occurs and subject requires SCI, please submit an RRU stating thusly. Please remember however, that if a subject requires SCI adjudication with a military CAF, then a military SCI SMO must be present in JPAS.
19. Do you answer questions about DOHA? If so, how far backlogged are they? I have had cases with DOHA for months and no investigator has been assigned to their cases.
  - a. At this time, DISCO does not field any questions about the procedures and processes within DOHA.
20. I am the FSO for many companies. Do I have to complete a separate SAR for Level 7 for all the companies?
  - a. Yes.
21. I have had two clearances pending at DOHA since January. The employees/subjects are employed in the UK? When can I expect clearances?
  - a. At this time, DISCO does not field any questions about the procedures and processes within DOHA.
22. Will the JPAS PR report only list PRs due based on the new 3 month requirement? Currently, I think they go out 6 months in advance.
  - a. The JPAS PR Report will continue to show the 6-month window. You will need to filter the 90-day window.
23. How can I change the place and date of birth in JPAS for personnel who use to be in the military?
  - a. Submit an RRU to DISCO for PII change.
24. Are there OPM investigators available in Afghanistan?
  - a. At this time, OPM does not have any presence in Afghanistan.
25. Why do some government security agencies accept "interim secret" as an adequate clearance CAC card issuance while others DO NOT accept "interim secret" for CAC card issuance?
  - a. At this time, DISCO does not field any questions about the procedures and processes within other government agencies.

26. If the subject fails to complete a PR application on time, and the PR becomes past due, what are the consequences and when would the clearance be subject to suspension?
- If you communicate to us why the person is delayed in responding to submitting a PR we can work with you. If we request an e-QIP submission and if we do not receive a response within 30 days, a No Determination Made (NDM) will be posted.
27. If a subject holds a clearance through another agency, how can we get it transferred to JPAS and how long does it take?
- Submit an RRU for Reciprocity.
28. To clarify, if a subject marries/cohabitates with a foreign national, but there aren't any open investigations, nor SCI, an RRU must be submitted?
- Correct.
29. Chuck, you mentioned at the NCMS seminar that you would post info on how to submit an RRU if your case had been at DOHA for a period of time. You said the length of that period would be specified via a message on the DSS website. Is this still going to happen?
- If there are DOHA cases beyond a year, the FSO has the capability to contact DOHA directly. You may call the DOHA Status Line at (866) 231-3153.
30. If an incident report is opened on a subject, does their clearance ever get suspended for the duration of the open report?
- 99% of the time, no. There are circumstances, depending on the issues contained within the Incident Report that may necessitate a Temporary Suspension of a subject's eligibility until due process is completed.
31. If DISCO requests a PR after updating an incident, and the employee is OCONUS and has no internet connection, how do we get an extension? They are asking for it in 15 days. Com's are down for the employee.
- Please inform DISCO concerning the unavoidable delay via the RRU process.
32. We often have trouble getting answers to many of our problems from the Customer Service Hotline. Is there an adjudicator point of contact list available so we can call and discuss difficult issues?
- At this time, there is not a POC list for access to DISCO adjudicators. The avenues of information include the DSS website, the DoD Customer Call Center and the RRU process.
33. I have an individual who lost jurisdiction since he did not complete his PR. How do I remove him from JPAS? I have done an administrative termination, but cannot get him out of the JPAS system.
- Once a separation action has been taken by the FSO, the subject's record in JPAS will automatically archive after 24 months, provided no new affiliations are established.
34. I have an employee who has lost their clearance; when can they reapply for a clearance?
- 1 year after the date of the denial / revocation.
35. What does lost clearance mean?
- A denial / revocation. Please also see questions 32 & 36 for additional clarification.



36. What's the difference between a clearance being "lost" and a clearance "expiring"?
- a. Lost is not an official term. The correct terminology would be a Denial/Revocation. In regards to "expiring"; this occurs when subject has a 24-month break in access.
37. How do I clear an individual's name in Red for an IR that has been answered and is over a year and a half old?
- a. Answered is not the same as adjudicated. Depending on the issue(s), Incident Reports can easily take that long to resolve. If a subject's record is still red, then the Incident Report has not been finalized by the CAF.
38. If we have employees that do not initiate their e-QIP prior to August 1<sup>st</sup>, will the system automatically terminate? Or, will we need to go in and terminate them ourselves?
- a. This will be a manual process.
39. We have several employees who are waiting for their SCI adjudication. The investigations have been closed for some time but no new SCI eligibility dates have been posted. RRU's have been sent but no response has been received. Can you advise?
- a. Send your RRU's to DISCO. We will resolve the situations. Oftentimes, RRU's submitted to other agencies may remain unanswered due to the nature of the relationship between the agency and JPAS.