

workbook

c i v i l i a n h u m a n r e s o u r c e m a n a g e m e n t a g e n c y



Modern Tools on the Web

LN Awards for Germany and Printing in Ghostview

The CHRMA website - <http://www.chrma.hqusaureur.army.mil> - has detailed, step-by-step instructions for creating LN awards in Modern (for Germany) and printing in Ghostview. The Modern System requires a Request for Personnel Action (RPA) to process LN awards. Visit the website to learn how to create awards and give special recognition to your great employees! You can also keep a paper trail of your RPAs by printing them. If you are going to print a copy of the RPA, it's better to do it after you have saved it to your inbox since it will then have the RPA number on it. Visit the website today to learn more tips about Modern. ■

First Impressions

by Jeannie Davis, Director, Civilian Human Resource Management Agency

I am very happy to introduce to you the first issue of the "Workbook," the new USAREUR civilian personnel newsletter. This newsletter is intended to be a vehicle to pass on important information to our customers and partners. In this issue we discuss Living Quarters Allowance determinations, the Modern Defense Civilian Personnel Data System, and Summer Hire among other subjects. We welcome your questions and ask that you send us suggestions for future newsletter topics and articles at newsletter@chrma.hqusaureur.army.mil

As many of you know I recently returned to USAREUR after having been here during the 90's. In 1998 I left HQ USAREUR and Heidelberg for the West Civilian Personnel Operations Center located at Fort Huachuca, Arizona. It was a great four years, but I am thrilled to be back and serving the great soldiers and civilians that are part of USAREUR. I truly missed the challenges of the overseas area and am glad to be here again.

Speaking of challenges ...there have been some in the theater since I arrived. Of course, you know that the first things I heard, even before I arrived, were the issues surrounding the rotation policy and the five-year limit on tours. I have been asked many times if I was planning to make a change in that arena and am now going on record that I do not have the authority to make these changes. The program is a Department of Defense (DoD) program and neither my staff nor I will be able to change it. Also, the USAREUR command policy remains consis-

tent with the DoD policy - that civilians serve an initial three-year tour with the option of being offered a two-year extension, with a five-year limit on overseas employment. That said, I am committed to ensuring that the commands have the tools needed to meet the mission and will, in coordination with the leadership, develop processes to allow us to manage the program with common sense and in consideration of mission requirements.

Then, there was the deployment of the Modern Defense Civilian Personnel Data System - no small piece of cake! We deployed an entire data system for all 30,000+ civilians, including modules for several local national systems that had not been used in any other theater! Those of you that use the Modern System know that there are still many issues. We are working very hard with Department of Army and DoD to obtain and implement new tools to improve the process, and are launching additional training courses for users. We truly appreciate all the support that we have received from our customers and partners in the command during this deployment.

Other than that, I am still impressed, as I was previously, with the hard working, dedicated people that work for USAREUR. I am proud to be associated with you and share your interest and commitment to the mission of this command. Thanks for letting me be a part of USAREUR and giving me the opportunity to support you. More to come in future newsletters. ■

Thrift Savings Plan

May 15, 2002 through July 31, 2002 is open season for Thrift Savings Plan (TSP). During the open season you can start or change the amount of your contributions to your TSP account. You can find specific information about TSP elections, fund contributions, and rates of return on <http://www.tsp.gov>.

Eligible employees who want to change or elect TSP must do so on-line at the Army Benefits Center-Civilian (ABC-C) <https://www.abc.army.mil> Beginning in January 2002, employees covered by the Federal Employees Retirement System (FERS) can elect to contribute up to 12% of basic pay each pay period but no more than the Internal Revenue Service (IRS) limit (\$11,000 for 2002). Beginning in January 2002, employees covered by the Civil Service Retirement System (CSRS) can contribute up to 7% of basic pay each pay period but no more than the annual IRS limit (\$11,000 for 2002). ■

Summer Hire 2002 is Here!

CHRMA's Summer Program for Youth Kicks Off in June
**ADDITIONAL POSITIONS NEEDED IN SOME COMMUNITIES,
CALL YOUR CPAC IF YOU CAN HIRE**

WHAT IS IT? The Summer Hire program is designed to provide young people an opportunity to gain meaningful work experience. It helps our youth prepare for future educational and career goals while supporting the Army mission.

WHEN? Summer Hire 2002 starts 17 Jun 2002 and ends 2 August 2002. The Netherlands area program starts 24 Jun 2002 and ends 9 August 2002. In Menwith Hill, two summer employment sessions are scheduled: 1st session starts 17 Jun 2002 and ends 19 July 2002 and the 2nd session begins 22 July 2002 and ends 23 August 2002.

WHO IS ELIGIBLE? All unmarried children of active military service members, military retirees, or DOD civilians are eligible. There are two exceptions. In Italy, all US family members are eligible for this program, unless they are a national of Italy (i.e. dual-national or an ordinarily resident in Italy.) In Luxembourg, only US citizens may apply.

AGES? Summer Hire 2002 is open to applicants between the ages of 14 and 23. Applicants must be 14 not later than 17 June 2002 and cannot turn 24 years old prior to program end.

HOW LONG DOES THE PROGRAM LAST? The Summer Hire program runs for 7 weeks except

for Menwith Hill Station's two summer employment sessions for 5 weeks each.

HOW TO APPLY? Applicants need to submit a resume. The Summer Hire instructions are posted on the CHRMA Web Page under the Employment section. There is an easy to read Summer Hire Job Kit that provides detailed instructions. Applications can be submitted by email or surface mail.

ANNOUNCEMENT PERIOD? The announcement is currently open and will close 17 June 2002. Those that submit resumes by 17 June, however, will not begin work until July.

AVAILABLE POSITIONS? There are two categories of positions offered during Summer Hire 2002. These are labor and clerical. The labor category includes performing work that is more physical such as mowing lawns, painting, and picking up and delivering supplies. The clerical category includes work performed in an office setting and may include answering telephones, typing, and filing. Childcare work is included in clerical category.

MORE INFORMATION? Summer Hire 2002 information can be found on the CHRMA Web page at <http://www.chrma.hqusaureur.army.mil> under the employment section. ■

Why Don't I Get LQA?

HOW OFTEN HAVE YOU HEARD THAT PHRASE? MANAGERS AND EMPLOYEES OFTEN HAVE QUESTIONS ABOUT LIVING QUARTERS ALLOWANCE, OR LQA. THE SUBJECT CAN BE CONFUSING. DIRK RICHTER, THE CPD PERSONNEL MANAGEMENT SPECIALIST WHO HANDLES LQA, RECENTLY ANSWERED SOME QUESTIONS ABOUT LQA THAT MIGHT HELP YOU UNDERSTAND THE PROGRAM BETTER.

WHAT IS LQA?

The Department of State authorizes LQA as an allowance to cover the annual cost of suitable, adequate housing for employees and their families. However, LQA is not an automatic salary supplement or entitlement for everyone.

WHY DO SOME PEOPLE RECEIVE LQA, BUT OTHERS DO NOT?

LQA is a recruitment incentive to encourage U.S. citizen civilian employees living in the United States to accept Federal employment in a foreign area. It is designed as an incentive to this specific group - U.S. citizens that currently live in the U.S. and move to a foreign country to work for the government. When an employee is already living in a foreign area, LQA as a recruitment incentive is normally not required.

HOW MUCH LQA DO EMPLOYEES RECEIVE?

The amount of LQA an employee receives depends on his or her post of assignment, grade of position, and number of family members accompanying the employee to the overseas area. LQA rates are determined by the Department of State and are designed to cover a substantial portion, if not all, of an average employee's costs for rent, heat, fuel, gas, electricity, water, garbage collection, etc.

HOW MUCH DOES USAREUR SPEND ON LQA FOR EMPLOYEES?

For Calendar Year 2001, USAREUR and tenant commands spent approximately \$57M on Living Quarters Allowance (LQA) for 4,139 employees.

WHAT ARE THE SPECIFIC REGULATIONS AND CRITERIA THAT GOVERN LQA?

USAREUR Regulation 690-500.592 governs the granting of LQA. The regulation applies to all appropriated fund employees serviced by HQ USAREUR. The regulation is available in the Electronic Library of USAREUR Publications and AE Forms web site <https://www.aeaim.hqusareur.army.mil/library/home.htm>.

UNDER THIS REGULATION, LQA MAY BE AUTHORIZED FOR EMPLOYEES WHO ARE:

- Recruited from the United States, U.S. territories, possessions, or protectorates for positions in grades GS-09 (or equivalent), WG-11, WL-09, WS-05, and above. Except for hard-to-fill positions, an employee will not be considered as recruited from the United States if the period of physical residence in the United States is less than one year immediately before receipt of a job offer for the overseas position;
- Transferred from another overseas activity or agency, in grades GS-09 (or equivalent), WG-11, WL-09, WS-05, and above, without a break in service, and are receiving LQA at the time of selection. The grade restrictions do not apply to employees transferring to USAREUR positions that are identified as hard-to-fill; and
- Locally hired employees selected for hard-to-fill positions if the selectee meets the eligibility criteria of the Department of State Standardized Regulations and Department of Defense regulations. (Note that these criteria are restrictive and not all employees hired locally into hard-to-fill positions automatically receive LQA.)

Civilian Human Resource Management Agency (CHRMA) validates and approves hard-to-fill positions. These positions (e.g., Selected Intelligence, Medical, and Child Care positions) require unique skills, knowledge, or abilities and usually have a documented recruitment history that shows how difficult it is to find qualified candidates within a broad area of consideration. The list of positions currently identified as hard-to-fill may be accessed from the CHRMA Website at <http://www.chrma.hqusareur.army.mil> under hard-to-fill in the Master Index.

WHERE CAN I GET MORE INFORMATION?

If you have additional questions pertaining to the grant of LQA, please contact your servicing Civilian Personnel Advisory Center.

MODERN SYSTEM

Key Reports in the CIVILIAN SERVICING UNIT (CSU)

This is a list of some of the 'canned' reports available in CSU, which is one of the Modern system applications. Any manager, supervisor and administrator who has a Modern System account also has an account to access the CSU. Please contact your CPAC POC for login information if required. Although the format and items contained in the reports are fixed, you do have the opportunity in many of the reports to restrict the report to certain records (e.g. just one organization code) and to change the sort order. More information on these and other reports, and how to process them can be found in the 'Modern Deskguide for Managers' available on the Internet at <http://www.chrma.hqusareur.army.mil> under Modern System.

MORE INFORMATION ON THESE AND OTHER REPORTS, AND HOW TO USE THEM, CAN BE FOUND IN THE 'MODERN DESKGUIDE FOR MANAGERS' AVAILABLE ON THE INTERNET AT WWW.CHRMA.HQUSAREUR.ARMY.MIL UNDER MODERN SYSTEM.

ALPHA ROSTER AND EMPLOYEE ROSTER

Both contain information listed by employee. The Alpha Roster includes date of birth, TSP, FEGLI and health benefit codes, SCD dates, type of appointment and retirement code, while the employee roster includes the tenure code, Veterans' Preference code, Army Family member code and work schedule.

Useful for: Checking to see that employee information is current and correct in the Modern System.

APPRAISALS REPORT

Contains current and historical Performance Appraisal information by employee including organization codes, and Appraisal Due Date.

Useful for: Tracking Performance Appraisals submitted and suspending Performance Appraisals due.

AWARDS AND LN AWARDS

Two separate reports containing award info for US and LN employees. Lists current and historical award information including type of award, date of award and amount of award.

Useful for: Tracking awards submitted, statistical information and checking for date of last award for instances when two awards are not allowed within a certain time frame.

GAINS TO SERVICED ORGANIZATION

Lists information on new employees gained to the organization within a certain time frame. If no select criteria is given, the date range defaults to the last 60 days.

Useful for: Statistical information.

ORGANIZATIONAL ROSTER

Contains position information by TDA Para and Line number within the organization including employee name if encumbered.

Useful for: Manpower statistics and management.

SUSPENSE ACTION REPORT

Contains list of NTE dates by employee including Appointment NTE, Promotion NTE, Detail NTE. This report requires a date range to be input before the report is processed.

Useful for: Establishing and maintaining suspenses for employees serviced and ensuring timely submission of Requests for Personnel Action.■

Responsibilities for Timely Time & Attendance Processing

The Time and Attendance (T&A) function in the Defense Civilian Pay System (DCPS) includes entering, updating, and correcting employee work schedules, status changes, labor charges, and biweekly time and attendance for Appropriated Fund GS and WG employees. Organizations may designate supervisors or other employees (secretaries, clerk typists, or others) to serve as timekeepers. Timekeeping is a critical function within your organization. Timekeepers may be civilian or military personnel. Normally, timekeeping responsibilities should be assigned to individuals who are aware of employees' attendance and absence each day. One or more alternate timekeepers should be appointed to maintain time and attendance during the absence of the primary timekeeper or to assist during peak workload periods.

The sooner managers certify timecards and the timecard data is entered into DCPS, the sooner the pay system can ensure that employees will receive all monies due for the current pay period as well as compute any retroactive payments due the employee. Managers should insure their timekeepers are following the process outlined below to maximize the prospects

for all employees to be paid accurately and timely.

STEP 1. FRIDAYS: Entering timecard data on the Friday before the end of the Pay Period is recommended for those employees where the T&A have already been certified by the supervisor. DCPS will accept data entered even earlier, but at an increased risk to the Timekeeper that corrected timecards may be required.

a. Pay Period End Date Required: When entering time data before the end of the pay period, Timekeepers must enter the Pay Period End Date, in addition to the employee's SSN.

b. Work Schedule: For new employees entering the system for the first time, the Timekeeper must first establish the work schedule with the effective date that they started working with the organization. The schedule must be done prior to entering the timecard data in the system.

c. Holidays: Should Friday or Monday be a US federal holiday, the cutoff dates will continue to apply unless the Timekeeper is notified by e-

mail of any changes in the processing schedule.

STEP 2. MONDAYS: Timecard data entry should be completed by the close of business on the Monday following the end of the pay period. Timecards not entered by COB Monday are considered delinquent.

STEP 3. TUESDAYS: Tuesdays following the end of the pay period are used to resolve rejected or invalid time card entries. To assure that all data is available for DCPS Final Retro Processing, all time and attendance data must be corrected before the close of business on Tuesday. Failure to complete all time card entries and corrections by COB Tuesday will result in pay problems for an employee where Retro Processing is required to adjust pay in prior pay periods.

STEP 4. WEDNESDAYS: Wednesdays following the end of the pay period are usually available for last minute emergency corrections and the entry of any late new hire actions. Wednesday entries will be too late for retro processing and validation checks.■



ready for a change?

consider civilian
employment
downrange

If you're a civilian willing to deploy downrange to the Balkans, you could be eligible for many benefits, including relocation bonus, tour extension, danger pay, or foreign post differential. Examples of jobs include those in Safety, IT, Security, Supply, Education, Force Protection and more.



visit the chrma website at
<http://www.chrma.hqusareur.army.mil>
to find out more information
or call DSN 370-6986
or civilian 06221-57-6986

Tips

FOR EFFECTIVE TIME MANAGEMENT

MEETINGS:

Discourage unnecessary meetings. Don't call a meeting unless it is absolutely necessary. Don't attend those that don't require your personal involvement.

Always use an agenda and stick to the subject. Set a limit for each topic and stay within this limit.

Invite only those individuals whose attendance is necessary. Send them a copy of the agenda before the meeting.

TELEPHONES:

Resist answering the phone yourself. Have someone (or an answering machine) screen incoming calls, if possible.

Decide what you are going to say before calling. Write notes on your thoughts, if possible.

Try to set aside a particular time of the day for calling. Group your calls at that time.

Get right to the point and stay there. Keep "small talk" to a minimum. Close when you're done.

INTERRUPTIONS:

Set aside some time each day for unscheduled events.

Encourage visitors to make appointments.

Close your door when you don't want to be interrupted. Learn to say "NO."

PAPERWORK:

Sort paperwork into A (do it now) and C (hold it and see what happens) piles.

After sorting, handle each piece of paper only once. Don't set it aside without taking some action.

Delegate to others those items they can do. Work on one thing at a time.

This article reprinted from the Army Family Team Building (AFTB) Program website.

visit <http://www.chrma.hqusareur.army.mil> for the latest news and information on civilian personnel

Army Regional Tools: ART

THE ARMY HAS DEVELOPED A NEW ONLINE COMPUTER PROGRAM FOR MANAGERS CALLED ARMY REGIONAL TOOLS, OR ART. ART IS A SPECIAL TOOLKIT DEVELOPED TO SUPPLEMENT THE STANDARD MODERN SYSTEM APPLICATIONS AND SERVES AS A USER-FRIENDLY WAY TO TRACK OR RETRIEVE INFORMATION FROM MODERN. FOR EXAMPLE, MANAGERS CAN CAPTURE INFORMATION SUCH AS THE STATUS OF REQUESTS FOR PERSONNEL ACTION (RPAS) AND OTHER EMPLOYEE INFORMATION, ORGANIZATIONAL INFORMATION, PAY DATA, SUPERVISORY RATIO, AND PROCESSING TIMES.

A HANDBOOK FOR USING ART IS LOCATED AT THE CHRMA WEBSITE AT WWW.CHRMA.HQUSAREUR.ARMY.MIL. THE GUIDE PROVIDES YOU WITH STEP BY STEP INSTRUCTIONS ON USING ART WITH GRAPHICS OF THE SCREENS THAT YOU WOULD SEE ONLINE.

One of the most useful tools in ART is the Gatekeeper Checklist, which asks users questions related to a personnel action, with a list of potential answers. The checklist ensures the manager has submitted the necessary information to process the action. The European Gatekeeper checklists for US and LN are currently being tested and will be available soon.

To gain access to ART, you must have a valid CSU user ID and password, which is provided through the systems administrator. Once in the system, you can access the information listed

below. Your access to data is determined by the level of granted authority.

EMPLOYEE DATA: Provides access to information pertaining to your employees, for example: Service Computation Date, Position Description, Training, Benefits, Overseas Tour Information, etc.

GATEKEEPER CHECKLIST: Automated checklist for US and LN personnel action requests that prompts users to provide information relevant to the requested personnel action. Will be available soon to all users.

IN-BOX STATISTICS: Information concerning a specific

action or group of actions. Replaces Red, Amber, Green Report. Available to all users. New data will not be reflected in ART until the next day.

NPA TRACKER: Tracks Notification of Personnel Action processed in Modern. Available to all users.

ORGANIZATION STRUCTURE: Provides information about the organization, i.e. number of vacant and encumbered positions. Available to all users.

PHONE AND EMAIL LIST: Lists all registered ART users and is maintained by the individual ART customer.

RPA TRACKER: Tracks Requests for Personnel Actions processed in Modern. Available to all users.

REVIEW AND ANALYSIS: Accesses information such as supervisory ratio, PATCO Category (Professional, Administrative, Technical, Clerical, Other), minority/non-minority and male/female statistics, etc. Available to all users.



TIMEKEEPER ACCESS

SUMMERTIME IS JUST AROUND THE CORNER AND EMPLOYEES SOON WILL BE SCHEDULING AND TAKING VACATION LEAVE, AS WELL AS PERMANENTLY CHANGING DUTY STATIONS TO INCLUDE SOME ORGANIZATION'S PRIMARY AND ALTERNATE TIMEKEEPERS.

With this in mind, managers need to start now to ensure that they do not leave their organizations without a timekeeper. Timekeeping is a critical function within an organization. One or more alternate timekeepers should be appointed to maintain time and attendance during the absence of the primary timekeeper or to assist during peak workload periods. Timekeepers may be civilian or military personnel.

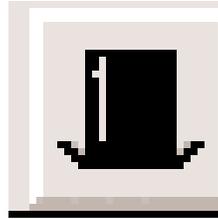
Managers can contact the Customer Service Representative (CSR) that services their organization or the Defense Civilian Pay System (DCPS) Support Branch for information or requests for Security Access USERID's to establish primary or alternate timekeepers.

As a reminder: Timekeepers have a unique USERID and password to process timesheets. Under no circumstances is this USERID and Password to be shared.

If you have any questions or concerns regarding the USERID, please contact your servicing CSR. Contact information is provided at their web site, <http://www.chrma.hqusaureur.army.mil>, go to Pay Information, US Appropriated Fund Program, Civilian Pay POCs by Location. ■

Are You Wearing the Right Hat?

Modern System - When to Use LN, AF or NAF



Did you know how important it is to 'wear' the correct responsibility hat in Modern? For you as a manager or supervisor, it is essential that you choose the appropriate responsibility "hat" when you log on to Modern. The correct responsibility type depends on the type of personnel action request you want to initiate. It is either for a US Appropriated Fund (AF), US Non-Appropriated Fund (NAF), or LN (both AF & NAF) employee or position. The different hats will also

change the available choices in your Navigator window. You may believe that the responsibility hat is not that important since the Request for Personnel Actions (RPAs) all look alike, regardless if you choose US, LN, or NAF hat, and your access to position and employee information is not limited to the particular responsibility.

Now why is it that important then to 'wear' the right hat? It sets the parameters for the Modern system as to which tables and Gatekeeper Checklists the RPA is linked to and what type of end product is generated - a US, LN, or NAF Notification of Personnel Action.

Sample of Responsibilities Window Choices:



SO, NEXT TIME YOU'RE IN MODERN - BE SURE TO WEAR THE RIGHT HAT!