



DEFENSE FINANCE AND ACCOUNTING SERVICE
ARLINGTON

1931 JEFFERSON DAVIS HIGHWAY
ARLINGTON VA 22240-5291

SEP 19 2002



MEMORANDUM FOR MS. KELLEY DULL, PRESIDENT, AMERICAN FEDERATION OF
GOVERNMENT EMPLOYEES, COUNCIL 171

SUBJECT: Transfer of Human Resources and Administrative Services Workload

As you know, from conversations in the Corporate Resources restructuring team meetings and, specifically, from the restructuring discussions in Columbus on April 9, 2002, the Corporate Resources restructure plan includes centralizing of workload to improve efficiencies. As part of the restructure plan, we have developed risk mitigation strategies that adjust and balance workload, and servicing assignments across Corporate Resources when situations arise from attrition and skills erosion.

This memorandum is official notification of six separate workload moves resulting from both planned transition activities and risk mitigation strategies; four in the Human Resources Directorate and two in the Administrative Services Directorate. The detailed background, plans, and points of contact are described below.

1. The workload associated with Human Resource (HR) servicing for all Commercial Pay organizational units will be provided by the CSU-IN *effective September 22, 2002.*

The CSU-IN has established a team that will be dedicated full-time to the Commercial Pay Services Business Line. Team members are as follows:

- Mary Beth Otto, Team Leader
- Jean Lipka, Staffing Specialist
- Fran Jacobs, Management-Employee Relations Specialist
- Michael Fiordaliso, Classification Specialist
- Catherine Reynolds, Processing Clerk

The CSU-IN Commercial Pay Services Team will be responsible for all classification, staffing, and employee relation actions or issues initiated on or after September 22, 2002. The current servicing CSU will continue through completion of personnel actions or projects already in process. The CSU-IN will coordinate with the other CSUs as necessary on actions in progress at the time of the servicing change. Commercial Pay employees should experience no interruption of HR services as a result of this change. In fact, these changes are intended to enhance consistency and quality of HR services throughout the Agency. Should you have any questions/concerns regarding this realignment of workload, please contact Ms. Teresa Briley at (703) 607-3827.

2. The Worker's Compensation function, which currently resides in the Regional Service Center (RSC), is being realigned with the current employees to the Customer Support Unit–Indianapolis (CSU-IN), Management Employee Relations (MER) Division. This change will be *effective October 6, 2002.*

This realignment will facilitate a more aggressive case management program and thus increase the emphasis on placement activity. Since placement is a front room (or CSU) function, the decision is to move the program to the CSU-IN. Additionally, since there can be an employee relations aspect to the worker's compensation function, it made the most sense to place it under the MER Division. As background, earlier this year we moved operational control of this function from the RSC to the CSU-IN, MER Division. This was coordinated with AFGE Local 1411 at that time.

There are four employees currently performing the worker's compensation function: Bonnie Duvall; Robin Castillo; Jacqueline Tennant; and Joseph Alfieri. There is no impact on the grade of any positions as a result of this move to the CSU-IN.

Management Information: Office of Primary Responsibility: Customer Support Unit–Indianapolis. Point of Contact: Sharon Young, Chief, MER Division, CSU-IN, 317-510-2386.

3. The workload performed by the CSU-Kansas City associated with HR processing of Business Line training funds obligated via Request, Authorization, Agreement, and Certification of Training and Reimbursement, Department of Defense Form 1556 (DD-1556) will be assumed by the CSU-IN *effective October 1, 2002.*

The Learning Systems Integration Division (LSID) of the CSU-IN will be responsible for continued processing of DD-1556, verifying training requests and associated purchase card commitments by the Business Lines, and reconciling purchase card requests with Business Line bulk funding documents. The LSID will coordinate with Business Lines and Resource Management to reduce the number of funding documents issued. The LSID will coordinate with other CSUs as necessary to ensure continued acceptance of the reduced number of funding documents.

This action is taken in response to existing resource constraints in the CSU-KC, specifically, and is our preferred approach to skills erosion in the area. This approach is needed to ensure continued processing of employee training requests as attrition in the CSUs occurs. There is no impact to the bargaining unit employees served by this process or engaged in this process.

As a background note, this contingency was recognized earlier this year and included in on-going discussions with AFGE local representatives. If you have questions, please contact Mr. Chuck Whittle at (303) 676-5829.

4. The CSU-Arlington will be shifting administrative support workload from Arlington to the CSU-IN *effective October 1, 2002.*

The current Administrative Assistant, Tyrone Jeter, GS-203-7, has been selected from a DFAS referral list for another position. The administrative support functions he performs are of two types: those that involve direct customer interface and those that involve processing actions, data, reports, and database maintenance. Customer interface functions will continue to be performed by the CSU-AR. Processing functions will be shifted to the CSU-IN. The workload shifted includes awards processing, Permanent Change of Station travel processing, Request for Personnel Action processing, maintenance of tracking databases, generation of standard reports, etc.

This action is taken to ensure continued processing of administrative and personnel action requests during the transition period leading to the Corporate Resource Restructuring. There is no impact to the bargaining unit employees served by this process and there will be no degradation of service nor significant change to customer processes.

If you have questions, please contact Ms. Roxanne Olson at (703) 607-1138.

5. Administrative Services (AS) will be centralizing Personnel Security workload from the Central Sites to AS-Arlington *effective October 31, 2002.* No personnel are affected by this transition activity since no positions are associated with this workload.

The AS restructure plan includes a strategy to centralize Personnel Security workload. Our goal is to enhance consistency and quality of our services throughout the Agency. This plan needs to be implemented sooner rather than later due to continued attrition at the central sites, and specifically associated with this workload.

Should you have any questions/concerns regarding the Personnel Security realignment, please contact Audrey Eckhart at (317) 510-2302.

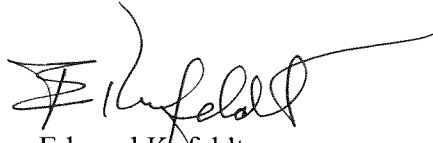
6. DFAS Bright Ideas Suggestion Program workload will be moving from the Central Sites to AS-Headquarters in Indianapolis *effective October 1, 2002.* The only employee affected by this workload movement is Tammy Burke.

The DFAS Bright Ideas Suggestion Program is being centralized as part of the AS restructure plans. This workload is currently performed as a collateral duty by AS employees, and the impact of this move is deemed minimal to these employees. The goal is to create process efficiencies by taking advantage of technology enhancements to eliminate multiple layers to allow for faster processing and

improved service to DFAS employees. This change is also intended to enhance consistency and quality of AS services throughout the Agency.

Should you have any questions/concerns regarding the DFAS Bright Ideas Suggestion Program realignment, please contact Ms. Tammy Burke at (317) 510-4385.

The DFAS Headquarters Labor Relations Division is available to answer questions on the overall strategy of these realignments. Any technical questions should be forwarded to the appropriate point of contact.

A handwritten signature in black ink, appearing to read 'E. Kufeldt', with a long horizontal flourish extending to the right.

Edward Kufeldt
Head, Corporate Restructure Team
Director, Corporate Planning

cc:
Corporate Resources Directors