

Personnel Hilites



Spring Edition

2002

Medal for Valor Recipients

September 11 Heroes Recognized

Thirty-nine (39) men and women from the Real Estate and Facilities (RE&F) Directorate, Washington Headquarters Services (WHS), were awarded the first-ever *Medal for Valor* on March 5, 2002. These RE&F heroes received their medals for the heroic acts they performed during the September 11 attack on the Pentagon. David O. "Doc" Cooke, Director, Administration and Management and Director, WHS, hosted the award ceremony, in the Pentagon auditorium. Mr. Cooke and Paul K. Haselbush, Director, RE&F, presented the honorees with their medals, in the presence of their families and friends.

In his opening remarks, Mr. Cooke said, "... In a very real sense the opening battle of the War on Terrorism was fought on September 11... at the World Trade Center, the skies over Pennsylvania, and here at the Pentagon. The warriors of September 11 were not our Nation's elite military forces, but everyday Americans—moms, dads, brothers and sisters, soccer coaches, police officers, and mechanics—doing extraordinary things. In the first moments after the attack, during the long afternoon and night of September 11, and on the morning of September 12, the people before you put everything they had on the line to help others and to prevent further damage to the Pentagon."



Some of the acts of valor performed by these *Medal for Valor* recipients include:

- ★ They held back a huge blaze with fire extinguishers for critical minutes while many escaped.
- ★ They used flashlights as signaling devices.
- ★ They used tiny self-propelled vehicles as ambulances.
- ★ They guided, sometimes carried, victims suffering from horrific burns out of the building.

- ★ They disregarded their own safety in an environment of falling debris, burning jet fuel, and exposed electrical wiring.
- ★ Some, standing waist deep in water, threw massive circuit breakers.
- ★ Others entered the crash site through the hole made by the jet itself.
- ★ Working in the gravest conditions, the Defense Protective Service officers put their lives in jeopardy to provide emergency instructions, maintain perimeter security, and simultaneously rescue people.
- ★ Federal Facilities Division turned off or on critical electrical, water, and ventilation systems—excessive flooding and water damage was minimized because water valves and sprinkler lines in the flooded A&E Drive tunnel were shut off quickly.

In the first moments of the Pentagon attack, there were no multi-million dollar systems in use. The order of the day was to improvise and to make up the difference with courage. This is why the 39 men and women cited received the highest commendation the Department gives for civilian valor in the face of danger.

Continued on page 3

Inside . . .	
Building Pass Office Opens at AMC Building	2
Processing Your 1556	4
2002 Savings Bonds Campaign	5
FEEA Contributions Top \$5 Million ..	6
FEGLI and Private Life Insurance	7
Hidden Jewel of the Federal Personnel System	7
Long Term Care Insurance	8
RE&F Customer Service Team	9
CFC Appreciation Ceremony Held .	10
Public Service Recognition Week ...	12
RESUMIX	14
Remembering the Holocaust	16
Performance Appraisals are Due	17



Building Pass Office Opens at AMC Building

Real Estate and Facilities has opened a satellite *Building Pass Office* at the AMC Building in Alexandria, Room 2S19. The office is open Monday through Friday from 9:30 a.m. to 2:00 p.m. Ms. Patricia Burnett is managing the office and can be reached on 703/617-2020.

The AMC satellite office is the same as all other *Building Pass Offices* under the control of the Defense Protective Service. This office was established primarily to facilitate the issuance of building passes for new employees "entering on duty" (EOD) and secondly, to provide enhanced customer service for other DoD personnel.

While EOD pass issuance is top priority, walk-in customers (non-EOD personnel) will be provided service only if they fall into one of the following categories 1) Building pass is lost, stolen, damaged, or non-functioning "non-expired." No paperwork is required for these types of re-issuances. 2) Employees have a DD 2249, *DoD Building Pass Application*, signed off by an *Authorized WHS Official* approved by the DoD Building Pass Office.

Authorizing Officials for the WHS/Personnel and Security Directorate include:

- Debbie (Winklehausen) Bateman (703/588-8185) and Cynita Knight (703/588-8188), Security Division.



2ND Annual Customer Service Days

The Real Estate and Facilities Directorate will hold its second annual *Customer Service Days* from 8:00 a.m. to 2:00 p.m., April 22-23, 2002. Displays will be located throughout the Pentagon with the largest concentration on the Concourse. Last year's event was highly successful, and this year's program is shaping up to be even better! The purpose of *Customer Service Days* is to create an awareness about the many services RE&F provides and to promote its commitment to customer service. The *RE&F Customer Handbook* and *Building Circulars* will be available. Novelty items will be given away to customers just for stopping by and learning about RE&F.

For additional information, contact Valerie Brown, RE&F Management Support Division at vbrown@ref.whs.mil or call her on 703/614-5153.



- Alice Bell and David Bauer, Human Resource Service Center, only for EOD personnel.

Note: Ms. Shauna McDowell, Management and Program Analyst, is the *Authorizing Official* for the HQ Army Material Command. She's with the Office of Security, Force Protection, and Law Enforcement and will handle only Army Material Command personnel pass issuances. She can be reached on 703/617-9143 and is located in Room 1E10, AMC Building.

Questions about the satellite Building Pass Office should be directed to Ms. Burnett, Building Pass Office Operator, 703/617-2020. Telephone Ms. Burnett before dropping by to see her. Her lunch break is noon to 12:30 p.m.

“
Always take time to say
thank you to those who give!
—Jim Gentil
”

Personnel Hilites

The summer edition of *Personnel Hilites* will be online by July 1, 2002. The deadline for submitting articles for this issue is June 10, 2002.

Rita Rutsohn, Editor
HRSC, AMC Building
5001 Eisenhower Avenue, Room 2S06
Alexandria, VA 22333-0001
Tel: 703/617-7916

Email: rutsor@psd.whs.mil

Layout and Production:

E.S. Illustration & Design, Inc.
2300 Ninth Street, South, Suite 301B
Arlington, VA 22204
Tel: 703/486-3885 • Fax: 703/486-3886
Email: es301b@aol.com



Continued from page 1



Medal For Valor Recipients

Defense Protective Service

Officer Marc G. Baker
 Officer Donald E. Behe, Jr.
 Officer Michael T. Benedict
 Officer Mark A. Bright
 Officer Bruce H. Centner
 Officer George E. Clodfelter, III
 Mr. Abraham P. Diaz
 Officer Fred Hodges
 Officer Isaac J. Hoopii
 Officer John S. Kinnard
 Major James H. Koerber
 Investigator Robins Mapp, III
 Officer James R. Murphy
 Officer Jose E. Rojas, Jr
 Officer Arthur Rosati*
 Security Officer James T. Thomas
 Officer David B. Webster

Federal Facilities Division

Mr. John M. Brady, Jr.
 Mr. Timothy M. Breeden
 Mr. Robert H. Candido
 Mr. Steven M. Carter
 Mr. Donald H. Ellis*

Mr. Anthony D. Freeman
 Mr. Michael F. Gargano*
 Mr. Kenneth N. Goodnight
 Mr. James M. Graves
 Ms. Kathryn A. Greenwell
 Mr. Kevin M. Hawkins
 Mr. Thomas G. Hayden
 Mr. Leroy Hilliard
 Mr. Yong K. Kim
 Mr. Donald J. Kuney
 Mr. Brian J. Maguire
 Mr. Charles F. McCormick
 Mr. Daniel J. Murphy
 Mr. John M. Robinson
 Mr. Juan R. Rodriguez*
 Mr. Dennis D. Smith

Leased Facilities Division

Mr. Robert A. McLoud

(* Not pictured)

For further information about the Medal for Valor ceremony, contact Ms. Fran Gray, RE&F, 703/693-4932.

Special Guests: Mr. David O. Cooke, host, and to his left, Senator Daniel Akaka, Hawaii (front row, center).



Medal of Valor Symbolism: The Star represents the United States of America and the love of the country which inspires in its citizens and soldiers individual acts of valor to protect it. The Five Points of the Star represent courage, unselfishness, risk, challenge, and boldness. The Facets of the Star signify the many forms these acts of valor may take. The Laurel Wreath is traditionally associated with honor and achievement.



Request, Authorization, Agreement, Certification of Training and Reimbursement

Processing Your 1556

Did you know that the WHS/Human Resource Development (HRD) division has a 3-week lead time requirement for processing the DD Form 1556? Adherence to this timeframe gives the HRD staff sufficient time to process all training requests and to provide the level of customer service everyone wants and they strive to provide! The HRD division commends and thanks those customers who have been submitting their 1556's on time. Those who have been missing the 3-week time target are encouraged to be mindful of this simple but *overlooked* requirement. An average of 1,020 training requests are processed each month by the HRD division. Currently, about **61% of these arrive late**. The receipt of late/last minute training requests increases customers' chances of missing classes or programs as well as having registration restrictions and late costs imposed. Also, when 1556's aren't submitted within the 3-week timeframe, equity becomes an issue for those customers meeting the requirement, and the delivery of first-class customer service becomes impaired. The HRD staff seeks everyone's help in improving the *timeliness* record for the submission of 1556's.

If you have questions or need further information, please call the WHS/HRD Division at 703/617-7174.

In the window of a locksmith's shop was a sign: "Keys Made While You Wait." Business was slow, and the locksmith tried to figure out what was the cause of the problem. He finally decided that people just don't like to wait. So, he changed the sign to read: "Keys Made While You Watch."

— King Duncan





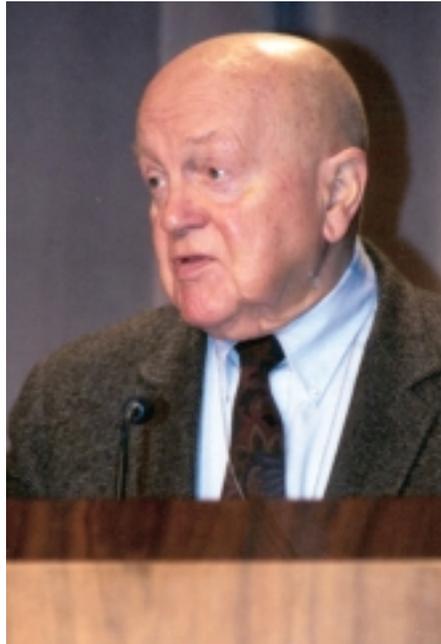
April 1 through June 28, 2002

DoD Kicks Off 2002 Savings Bonds Campaign

David O. "Doc" Cooke, Director, Administration and Management and Director, WHS, kicked off the annual DoD Savings Bonds Campaign on Thursday, March 28, 2002, in the Pentagon auditorium. The kickoff focused on the theme *Save For Your Future*. In his opening remarks, Mr. Cooke gave a brief history of savings bonds, first authorized on May 1, 1935. Bonds were an important factor in providing the spending power that energized the post-war economy. Over the years, U.S. Savings Bonds have helped millions of Americans—save for college, buy a home, and enjoy a more secure retirement.

The guest speaker for the program was Steve Meyerhardt, Washington, DC, District Director, Department of the Treasury. He gave a comparative analysis between Series I and Series EE Bonds and other investment tools, i.e., CD's, money market accounts, and savings accounts. The current I Bond interest rate is 4.40%, and the EE Bond interest rate is 4.07%. Mr. Meyerhardt encouraged everyone to include I Bonds in their financial portfolios.

The annual Savings Bonds Campaign is designed to increase public awareness about the features and benefits of U.S. Savings Bonds and to educate everyone about how easy it is to buy them. Soon a member of this year's campaign team will be contacting you personally to talk about savings bonds—either to join the *Payroll*



David O. "Doc" Cooke.

Savings Plan or to increase your current allotment during the campaign period—April 1 through June 28, 2002.

The U.S. Marine Corps Brass Quintet played music for the nearly 175 kickoff attendees—Campaign Chairs, Vice Chairs, Managers/Coordinators, and employees from the various DoD Components—on March 28. A Series I Bond (presented by the

Voluntary Campaign Management Office) and a Series EE Bond (courtesy of the Bank of America, located on the Pentagon Concourse) were among some of the door prizes given away at the kickoff event. The Bank of America is a Bond Issuing Agent for the Treasury Department.

The Directorate for Freedom of Information and Security Review (DFOISR) is coordinating the 2002 Savings Bonds Campaign for the Washington Headquarters Services (WHS). The WHS Campaign Team is led by Henry J. McIntyre, Director, DFOISR (Chair); Charles Y. Talbot, Deputy Director, DFOISR (Vice Chair); and Darrell W. Walker, Chief, Army Division, DFOISR (Campaign Manager). Questions about the WHS campaign should be directed to Darrell W. Walker who can be reached on 703/697-1182 or at darrell.walker@dfoisr.whs.mil.

For additional information about U.S. Savings Bonds, go to the Treasury Department web site at www.savingsbonds.gov. (Click on for a direct link.)

***Save For Your Future – Buy
U.S. Savings Bonds***





FEEA Contributions Top \$5 Million



Since September 11, 2001, the big news at the Federal Employee Education and Assistance Fund (FEEA) has been the

World Trade Center/Pentagon Fund. The Fund has received donations totaling more than \$5 million, which has helped answer the needs of many, many families. Over \$300,000 has been paid out to assist families with their regular monthly expenses, as well as funeral, travel, and other expenditures. With 11 survivors' children and spouses currently in college, nearly \$50,000 in educational expenses has been paid. FEEA continues to assist families with their expenses arising from the terrorist attacks and to provide full college scholarships to more than 45 eligible survivors.

Although assisting the WTC/Pentagon families has absorbed much of the time and effort of the staff, FEEA's regular emergency assistance and scholarship programs continue unabated. The *Emergency Assistance Program* is fully funded and available to provide no-interest loans and grants to Federal families facing financial hardships. With loan limits as high as \$700, the program can provide short-term assistance to families facing unforeseen expenses or suffering a temporary loss of family income. FEEA's no-interest loans are available to civilian Federal and postal employees who have fallen behind on basic living needs—food, shelter, and utilities—due to unforeseen emergencies beyond their control. Additional information about this program is available on FEEA's web site <http://www.feea.org>, along with a downloadable version of the *Emergency Assistance Application*.

FEEA expects to award more than \$300,000 in scholarships for the 2002-03 year, continuing the trend of the past several years. The *Scholarship Program* is open to civilian Federal and postal employees (with at least three years of service) and their dependents. Information about the program, including an application form, is available on the FEEA's web site through the *Educational Assistance* link.

For details about FEEA and the support it provides Federal employees, visit <http://www.feea.org>.

FREE—Online IT Courses

The Learning Resource Center (LRC) has subscriptions available to *MySkillSource*, the MS Office Pack online library. These subscriptions entitle participants to enroll in one or all of the 93 IT courses offered. If you enroll now, you can participate in the program through September 2002. The online library focuses on personal computing and software skills including the popular Microsoft business applications—Excel, Access, FrontPage, PowerPoint, and many more. The library contains everything employees need to become more cyber savvy and productive in the workplace. If you're interested in getting a subscription, at no cost to you or your organization, contact Philomena Mubangu of the LRC at 703/617-7957 or by email at mubanp@psd.whs.mil.

Subscriptions will be filled on a first-come, first-serve basis!



There's Always a Way When You Really Try

We have several walnut trees on our church grounds. California crows love the meat of the walnut. But, how can a crow crack a walnut to get at the meat?

Imagine if you were a crow, how would you do it? The crows have figured a way. They pick the walnut up in their bills, fly high over our church parking lot, and let the nuts fall on the hard surface! The walnuts crack, and the clever birds swoop down and eat the meat! If a crow's brain can find a solution to its problem, surely you'll be able to solve yours!



—Robert Schuller



FEGLI and Private Life Insurance



Beware and Be Aware! Just about every year at this time, private life insurance companies begin marketing their plans to Federal employees. Some of these companies make it appear that they're

part of the FEGLI program and that they've received your name and telephone from your personnel office. **This isn't true. The personnel office doesn't release personal information to any private company.**

Another often-used ploy is to lead you into believing that you're speaking with someone from your personnel office or a FEGLI representative. **FEGLI doesn't solicit employees.** Whenever there are changes in any Federal benefit program, you'll be notified by the Office of Personnel Management through the appropriate personnel channels.

While there is no Federal law or regulation prohibiting these telephone solicitations, you're not required to speak to any of these representatives. In fact, you can simply hang up when you realize what the call is about. Federal regulation (41 CFR 101-20.308) prohibits commercial solicitation on Federal property. Therefore, if private insurance company representatives show up at your work site, contact one of your agency's Security Officers.

Remember: The amount and type of life insurance you carry is a personal decision made after you evaluate your needs relative to the amount of life insurance you possess currently.

Seven Axioms for Life

1. The best way to get even is to forget.
2. Feed your faith, and your doubts will starve to death.
3. Sorrow looks back, worry looks around, and faith looks up.
4. Words are windows to the heart.
5. To forgive is to set the prisoner free and then discover the prisoner was you.
6. You'll notice that a turtle only makes progress when it sticks out its neck.
7. You are richer today if you have laughed, given, or forgiven.



Hidden Jewel of the Federal Personnel System



It's that time of year again and Federal agencies across the country are gearing up to take advantage of one of the "hidden jewels" of the Federal government's personnel system—the Presidential Management Internship (PMI) Program. The PMI Program is the premier entry point for some of the very best future managers in the Federal service.

Here's how the program works—each autumn, colleges and universities nominate their best graduate students who are committed to public service. About 2,300 students, all graduating with advanced degrees, were nominated for this year's program. These students then participate in a highly competitive, one-day assessment center process where their writing, analytical, presentation, and teamwork skills are evaluated. Approximately, one quarter to one third of the nominated students become finalists after the assessment process is over. (This year, 602 students achieved finalist status.) Agencies then compete to hire these finalists to work in their organizations. Once hired by an agency, each PMI completes a two-year internship. After successful completion of the internship, the PMI is eligible for conversion to a Federal permanent position.

The Office of the Secretary of Defense (OSD) boasts a particularly vibrant PMI Program. PMIs rotate to offices throughout OSD every three to four months building an impressive network of colleagues, experiences, and expertise. Graduates of the OSD program have much to offer the country, in general, and OSD, in particular.

If you'd like to find out more about the OSD PMI Program, serve as a PMI mentor, provide a rotational assignment, or a permanent conversion opportunity, call the PMI Program Coordinator, Karen Nussbaum, 703/617-7941.

GET SMART About Your Future

Federal Long Term Care Insurance Program

There will be an “open season” for the new Federal Long Term Care (LTC) Insurance Program from July 1 through December 31, 2002. The LTC Insurance Program provides coverage for chronic long-term care that’s required due to illness, an accident, or the normal aging process where help is needed to perform daily functions—eat, dress, or simply get out of bed.

The Office of Personnel Management (OPM) is the sponsor and administrator of the Federal LTC Insurance Program. OPM has chosen MetLife and John Hancock insurance companies as the coverage providers. These two companies have formed a partnership entitled *LTC Partners*. Information about *LTC Partners* can be obtained by calling 1-800-582-3337 or by going to their web site www.ltcfeds.com. Also, there’s a link to the LTC site from OPM’s web site, www.opm.gov/insure/ltc. (Click on for a direct link.)

Employee counseling regarding the LTC program will be done directly by OPM and the *LTC Partners*. The HRSC Benefits Office will not provide any employee counseling on LTC. The Benefits Office will simply act as a conduit for employees providing educational and marketing information. These materials will help employees make informed decisions about whether to purchase a LTC policy, the type of coverage, and more.

There’s no need to worry if you know



little or nothing about long term care insurance or the LTC Insurance Program. Videotapes, booklets, brochures, interactive web sites and more will be available to help you GET SMART and navigate through

the insurance maze. **Note:** LTC materials will be distributed as received in the Benefits Office. GET SMART is the theme of the LTC program.



The RE&F Customer Service Team

The Real Estate and Facilities (RE&F) Directorate continually works to improve the quality of its services. It researches, updates, and implements customer service initiatives to ensure its position as a world-class service provider. The *Interactive Customer Evaluation (ICE)* system, a major RE&F initiative, helps achieve this goal. Customers can visit the *ICE* web site at <http://ice.disa.mil> to share their comments and suggestions with RE&F. Managers will use this feedback to improve service. Also, *ICE* may be accessed from the RE&F homepage at <http://www.dtic.mil/ref>. Specific questions should be directed to the appropriate RE&F Division Customer Service Representatives identified below.

RE&F Customer Service Team

The Customer Service Program Manager is Valerie Brown, 703/614-5153, email address, REFCustomer@ref.whs.mil. Her Assistant is Veronda Powell, 703/614-1357.

Customer Service Representatives by Division

Defense Protective Service	Rich Dooley	703/614-6802
	Barbara Walker	703/693-3685
Federal Facilities Division	Sandy Vincent	703/695-3472
	John Harris	703/695-4262
Graphics and Presentations	Kathy Brassell	703/695-4266
	Gloria Hazelgreen	703/614-0525
Information Technology Division	Jennie Blakeney	703/614-0525
	Mary Ratcliffe	703/604-5730
Leased Facilities Division	Linda Bennett	703/604-5730
	Darlene Wainwright	703/604-5730
Management Support Division	Harold Carr	703/693-3768
	Janice Vinyard	703/693-7797
Contracting Office	Nancy Judd	703/693-7797
	Chauntel Caesar	703/693-8613
Resource Management Office	Jackie Jackson	703/693-8613
	Tina Richards	703/614-6399
Space and Policy Management	Michelle Smith	703/695-3207
	Shelley Hall	703/614-6744
Support Services Division	Layla Hassan	703/692-9971

For additional information about RE&F and its Customer Service Team approach, contact Valerie Brown, Customer Service Program Manager, Management Support Division, at vbrown@ref.whs.mil.



Ski instructor, Peter Seibert, was considered crazy when he first disclosed his dream to start a ski resort. Standing on the summit of a

mountain in the Gore Range in Colorado, Seibert described a dream he had carried with him since age 12. He then began the challenge of convincing others that it was possible. Seibert's dream is now a reality called Vail.



WHS Holds 2001 CFC Appreciation Ceremony

“Thank you, thank you, thank you,” was the message conveyed by David O. “Doc” Cooke, Director of the Washington Headquarters Services (WHS), at the WHS Combined Federal Campaign (CFC) appreciation ceremony on February 12, 2001. Mr. Cooke had kudos for Steering Committee Chair, Paul Haselbush, and Campaign Co-chairs, Mario Lopez and Harold Carr, for their roles in leading WHS to its record setting \$167,031 in campaign contributions.

During the ceremony, Mr. Lopez shared a letter from a nine-year-old North Carolina boy who sent \$50 for the Pentagon Relief Fund. This gesture of generosity symbolized the difficulty of last year and how it touched people of all ages. Within WHS, the feeling was similar. Many dug deeper into their paychecks for the 2001 CFC. Fifty-five (55) employees achieved Eagle awards by contributing 1% or more of their annual salaries.

WHS made a strong showing in the National Capital Area (NCA) CFC arena by receiving a *Honor Award* for achieving 66% overall employee participation and a *Pacesetter Award*



Sergeant First Class Santiago Rosado, USA, Personnel and Security Directorate/Military Personnel Division, is recognized for his contributions to the 2001 CFC as Keyworkers and Campaign Managers look on.

for achieving 3% more in contributions over last year. Ms. Kat Ciccotelli-Ward accepted the NCA CFC 2001 Communications Contest award for the Best Web Site on behalf of the Real Estate and Facilities/ Graphics and Presentation Division, and Bruce John, the web site designer.



Paul Haselbush, WHS/CFC Chair, presents Kat Ciccotelli-Ward with the NCA, CFC, Communications Contest Award for the Best Web Site.

Mr. Cooke, quoting Emerson, noted that, “Nothing great is ever accomplished without enthusiasm.” It’s foot soldiers like Sergeant

First Class Santiago Rosado, USA, who again rallied his Military Personnel Division colleagues to 100 percent participation, who is to be applauded. Throughout the 2001 campaign, it was the army of Keyworkers who generated the enthusiasm and “got the word out and the contributions in.” In the final



Pictured (l. to r.) are the rewards of a successful campaign—the CFC Honor Award for employee participation; the CFC Pacesetter Award for increasing contributions from the previous year; and the Communications Contest Award for the Best Web Site.

Continued on page 11



Your Benefits

Did You Know That...

- ★ The Family Option under the Federal Employee Group Life Insurance (FEGLI) Program doesn't automatically stop when you no longer have eligible family members.
- ★ The 2002 Social Security wage base is \$84,900.
- ★ When your child reaches age 22, s/he is no longer covered under the Federal Employee Health Benefits (FEHB) Program. However, your eligible child has 60 days to enroll in *Temporary Continuation of Coverage (TCC)* under the FEHB program.
- ★ If you're a temporary employee on a *Not to Exceed (NTE) Appointment*, you're eligible to enroll in the FEHB program after one (1) year of employment.
- ★ If you're under FERS or CSRS Offset, and apply for *Disability Retirement*, you must also apply for disability benefits under Social Security.
- ★ Under the FEHB Premium Conversion rules, you can't **change** your enrollment from *Self and Family Coverage* to *Self-Only Coverage* without a qualifying life event. However, your enrollment can be changed during an FEHB Open Season.
- ★ You can't cancel your enrollment in the FEHB program without a qualifying life event. However, your enrollment can be cancelled during an FEHB Open Season.
- ★ It's your responsibility to check your *Leave and Earnings Statement* to ensure your deductions are correct, e.g., FEHB, FEGLI, TSP, etc.

Continued from page 10

assessment, it was the Keyworkers who pushed the WHS numbers and participation rates over the top and so aptly demonstrated the CFC theme, "Caring is Sharing."

Mr. Clarence Hardy, CFC NCA Director, joined in the accolades at the ceremony, congratulating WHS on a job well done. He noted that Federal employees are special and that this was reflected in this year's giving. They seem to know, he continued,

- If you want to be happy for an hour – take a nap.
- If you want to be happy for a day – go fishing.
- If you want to be happy for a year – inherit a fortune.
- But, if you want to be happy for a lifetime – help someone.

If you have questions about the WHS 2001 CFC, contact either Mario Lopez (703/614-4249) or Harold Carr (703/693-3768).



“

Positive people are happy and happy people are positive.
—Unknown

If you observe a really happy man, you'll find he's happy in the course of living life 24 crowded hours of each day.
—W. Beran Wolfe

Happiness always looks small while you hold it in your hands. But, let it go, and you'll learn at once how big and precious it is.
—Maxim Gorky

Happiness grows out of harmonious relationships with others, based on attitudes of good will, tolerance, understanding, and love.
—Unknown

”

DON'T FORGET!
Deadline for articles to appear in the next issue is June 10, 2002



(May 6-12, 2002)

Public Service Recognition Week

The terrorist attacks of September 11, 2001, brought “public servants” to the attention of the entire nation. Since that day, our police, firefighters and military have been in the minds and hearts of everyone as they continue to unselfishly sacrifice their lives fighting to protect us and the freedoms we treasure as Americans.

Public Service Recognition Week (PSRW) is a time for all Americans to honor all the hard working, dedicated women and men from all walks of life whose chosen occupations are in public service. Each day in schools and offices across our country, in hospitals, parks, museums, and on military installations, America’s public employees dedicate their time, energies, and talents to create a brighter future for their fellow citizens and our nation. In honor of these public servants, the President of the United States designates the first full week in May as *PSRW*. This year is the 20th anniversary of *PSRW*.

DoD Exhibits on the National Mall

During *PSRW*, the Defense Department displays an extensive variety of military hardware and equipment on the National Mall (next to the National Air and Space Museum and the National Gallery of Art) between 4th and 7th Streets in Washington, DC. Key Defense agencies provide exciting exhibits that offer something of interest for everyone. This year, Defense exhibits will open to the public on Thursday, May 9 and close on Sunday, May 12.



A special exhibitor this year is the Washington Headquarters Services (WHS). The WHS display honors those who lost their lives during the September 11 attack on the Pentagon. Other featured exhibitors include Defense Protective Service, National Reconnaissance Office, Missile Defense Agency, Defense Contract Management Agency, Defense Threat Reduction Agency, National Security Agency, Defense Logistics Agency, Defense Intelligence Agency, National Imagery and Mapping Agency, Uniformed Services University of the Health Sciences, and the Defense Security Service. Some extraordinary outside exhibits include “The Air Force Experience,” the most unique, interactive high-tech aviation

The U.S. Capitol makes an impressive backdrop for displays during PSRW on the National Mall. Visible are the Patriot air defense missile launchers and the Theater High Altitude Air Defense (THAAD) missile defense system.

simulator on the “planet,” a Marine Corps AH-1 “Super Cobra” attack helicopter; a U.S. Army M1A2 “Abrams” main battle tank; and a display of weapons and equipment by the Special Forces of the U.S. Special Operations Command. Also, U.S. Navy divers from the Explosives Ordnance Disposal Group 2 will conduct diving exhibitions in a special Dive Demonstration Tank.

Continued on page 13



Continued from page 12



- Friday, May 10, 10:00 a.m. – 5:00 p.m.
- Saturday and Sunday, May 11 and 12, 9:00 a.m. – 4 p.m.

Detailed information about *PSRW* can be found on the *Public Employees Roundtable (PER)* web site, <http://www.theroundtable.org>. *PER* is a nonprofit educational coalition

of 31 organizations dedicated to promoting public service and government employees. It has sponsored a nationwide celebration of *PSRW* for the past 18 years. The *PER* web site contains extensive information about *PSRW* activities across the country, educational materials for teachers, and much, much more. You can go directly to the **PER** site by clicking on their web address above.

For further information about the upcoming PSRW activities and events, call Rich Dooley, DoD Program Coordinator, WHS/Real Estate and Facilities, Defense Protective Service, 703/614-6802.



Pentagon Memorial Lapel Pin

Opening ceremonies for *PSRW* are scheduled for 11:00 a.m. on Thursday, May 9, on the National Mall. This event opens with a performance by the U.S. Army Old Guard Fife and Drum Corps with local and national government guest speakers in attendance. Over 100 government agencies will exhibit on the Mall to celebrate the diversity of work performed by public employees. Students Day on the Mall

Students Day is scheduled for Friday, May 10. This is a special outreach event for students of all ages. Schools in and around the Metropolitan Washington, DC area, have been invited to attend and participate in the day's events to allow their students to see American government in action.

PSRW Dates and Times

Exhibits on the National Mall are open to the public—

- Thursday, May 9, 12:00 noon - 5:00 p.m.



Abraham Lincoln stated, "Most people are about as happy as they make up their minds to be." Happiness is basically determined by the attitude you hold toward yourself and the world in which you live. As someone once stated, "The city of happiness can be found in the state of mind." Happiness doesn't depend upon a full pocketbook, but rather upon a mind full of rich thoughts and a heart full of rich emotions. No matter what your definition of happiness may be, each of us has our own personal feeling of what truly makes us happy in our own life. You may follow the insight offered by John D. Rockefeller when he said, "The road to happiness lies in two simple principles—find what it is that interests you and that you can do well. When you find it, put your whole soul into it—every bit of energy and ambition and natural ability you have."



HotJobs.com



RESUMIX *corner..*

Frequently Asked Questions (FAQ's)

The following is a collection of FAQ's to help you navigate through the application process:

Q: How can I get copies of Vacancy Announcements?

A: Copies of Vacancy Announcements are available on <http://persec.whs.mil/hrsc/index.html>. Or, you can call the **FAXBACK** line at 703/617-0654.

Q: How do I apply for a position?

A: Specific instructions are provided in the *HRSC Job Kit* that's available on the web site and through the **FAXBACK** line.

Q: What's the best method to use for submitting my resume?

A: When submitting a resume, the best method to use is the *Resume Writer* found on the web site. You'll receive an electronic notification verifying that your resume has been received and that the information from your resume is being downloaded automatically, in the correct format, into the database.

Q: How do I update my resume on file?

A: You can submit an updated resume at any time; however, updated resumes are only processed on the 1st and 15th of each month. For planning purposes, don't wait to update your resume until you see a position for which

you'd like to apply – get your resume in early!

Q: How do I know the HRSC has received my resume?

A: You'll be notified in writing (within two weeks) after your resume has been received in the HRSC. *Allow time for mailing if you're sending your resume through the U.S. postal service.*
Note: Written notification of resume receipt is only provided for new resume submissions and not for resumes being updated. You can also use the *Check Receipt* function on the web site to verify that your resume or self-nomination has been received and processed into the database.

Q: If I submit my resume on the closing date of the Vacancy Announcement, will it get processed in time to be considered for the position?

A: This question requires a two-part answer involving separate but related functions—date received and resume processing requirements described below:

Date Received

■ If your resume is submitted through the Internet or by email, it must be **received** in the HRSC by midnight of the closing date on the Vacancy Announcement. If you mail your resume through the U.S. postal service, Federal Express, etc. check the Vacancy Announcement for specific mailing instructions. Some

announcements require receipt of applications (no matter how they are submitted) by the closing date; others stipulate that mailed resumes must be **postmarked** by the closing date and **received** within 5 business days. **Review closely the mailing instructions for each Vacancy Announcement.**

Resume Processing Requirements

■ All resumes are reviewed for requested information and format requirements prior to database processing. As previously stated, first-time applicants submitting resumes will be notified in writing within two weeks of the receipt and disposition of their resumes. This two-week notification period is particularly important if you're submitting your resume on the closing date of an announcement because you won't receive written confirmation that your resume has been accepted and processed **or** rejected and not processed until after the closing date. In the event your resume can't be processed, there won't be sufficient time for you to resubmit a corrected application for that particular vacancy.

Your resume will be processed in time to be considered for the vacancy if (1) your resume is submitted in accordance with the *HRSC Job Kit* instructions; and, (2) it's received by the date required on the Vacancy Announcement!

Continued to page 15



Continued from page 14

Q: I'm claiming 5-point Veterans Preference, do I need to submit my DD-214 with my resume?

A: No, but make sure that you answer all the supplemental questions pertaining to Veterans Preference before submitting your resume. (See Resume Format, Supplemental Information, in the *HRSC Job Kit*.) Applicants claiming 10-point Veterans Preference **must** submit a DD-214 (Member-4 Copy) along with a copy of the SF-15 and the required supporting documentation listed on the reverse side of this form.

Q: What do I do if I forget my PIN?

A: You can send an email to the webmaster at webmaster@hrsc.osd.mil or just click on the hotlink on the

web site. You may also call the HRSC Call Center at 703/617-7434 or TTY 703-617-0647.

Resume Preparation Briefings

■ Monthly briefings are held to provide help to anyone interested in writing a resume for an electronic application system. Briefing topics cover— applying on-line using the **HRSC Resume Writer**; how to verify if your resume or self-nomination has been processed; and other web site information related to electronic application processing.

All briefings are held in the Pentagon OSD Conference Center, Room 1E801, from 1:00 p.m. – 2:30 p.m. Reservations are not required. Seat-

ing is on a first-come basis, and it's limited.

2002 Resume Briefing Dates—

April	25
May	21
June	25
July	25
August	20
September	25
October	22
November	19
December	18

For information about RESUMIX, contact Paula Hartzoge, RESUMIX Program Manager, WHS/Personnel and Security Directorate, 703/617-7109 or at hartzp@osd.pentagon.mil.



We have all been warmed by fires we did not build. We have all drunk from wells we did not dig.

—Unknown

You have powers you never dreamt of and can do things you never thought you could do. There are no limitations in what you can do except the limitations of your own mind.

—Darwin P. Kingsley

Let us be about setting high standards for life, love, creativity, and wisdom. If our expectations in these areas are low, we aren't likely to experience wellness. Setting high standards makes every day and every decade worth looking forward to.

—Greg Anderson

Twenty years from now you'll be more disappointed by the things that you didn't do than by the ones you did. So throw off the bowlines...sail away from the safe harbor...and catch the trade winds in your sails. Explore...dream...discover.

—Mark Twain

What's the difference between an obstacle and an opportunity—our attitude towards it. Every opportunity has a difficulty, and every difficulty has an opportunity.

—J. Sidlow Baxter

When we seek to discover the best in others, we somehow bring out the best in ourselves.

—William A. Ward

Yesterday is a cancelled check; tomorrow is a promissory note; and today is the only cash you have, so spend it wisely!





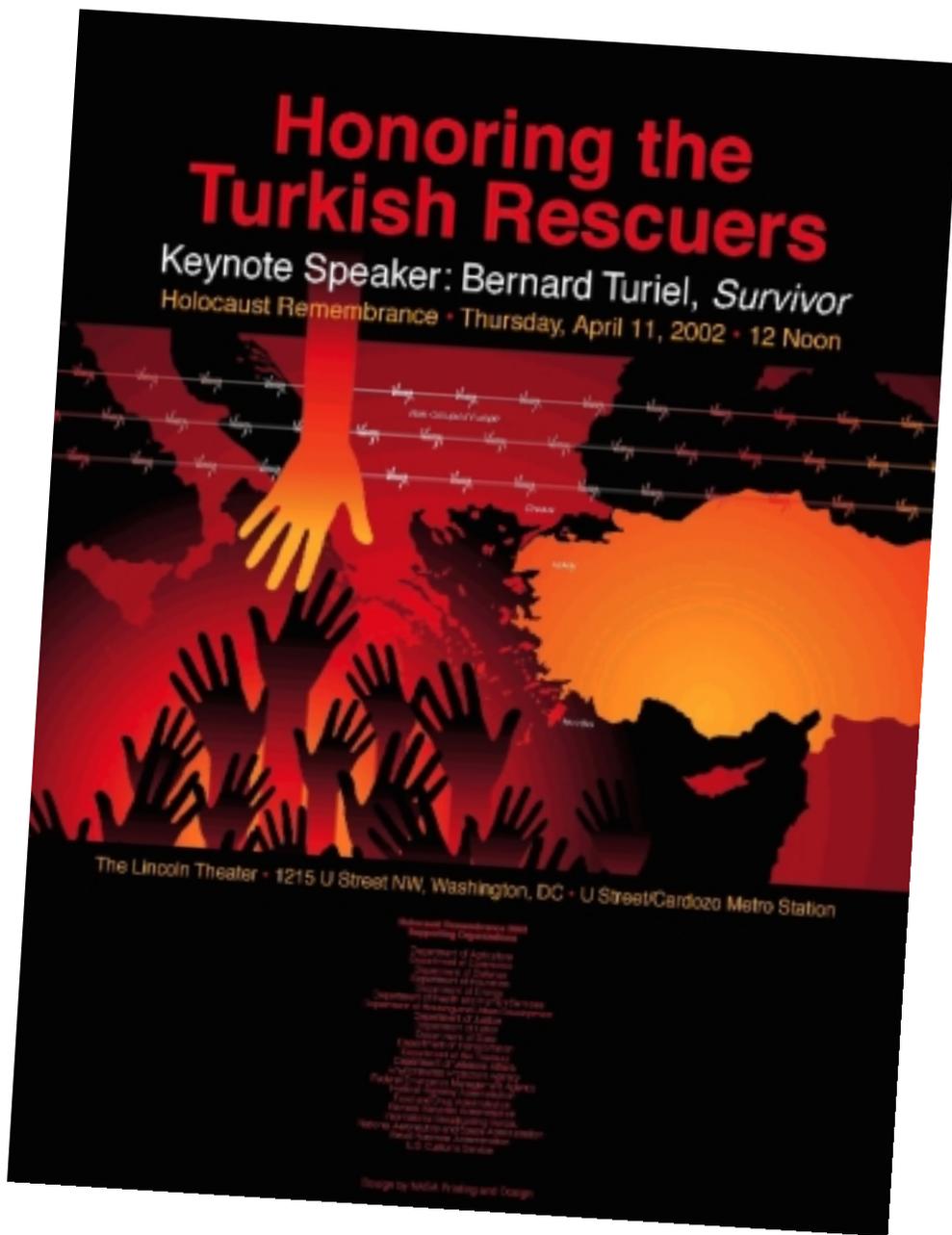
Memories of Courage

Remembering the Holocaust

Each year, a group of Federal agencies plan a *Holocaust Day of Remembrance* program in Washington, DC. This year, 22 agencies were involved in an interagency program that was held at noon on Thursday, April 11, 2002, at the Lincoln Theater, 1215 U Street, NW, Washington, DC. The program's theme was *Escape Through Turkey*.

A new and different remembrance program is designed each year to educate everyone on another aspect of the Holocaust. For 2002, the national Holocaust focus is on individuals and countries throughout Europe that took action to resist Nazi oppression and genocide. Turkey was selected as the focal point this year, because of its contributions to save Jews during the Holocaust and its unique geographical proximity to both Europe and Palestine. Through government policy and the risks of individuals, Turkey became crucial to many Jews for survival. This echoes the sanctuary Turkey provided during the Spanish Inquisition, when many Spanish Jews fled there.

The keynote speaker, Bernard Turiel, was a Holocaust survivor from the Island of Rhodes. Turkish officials vigorously defended the rights of its Turkish Jewish citizens abroad. Mr. Turiel is one of 42 Jews saved from deportation, to one of the death camps, by the Turkish Consul, Selahattin Ulkemen, while Rhodes was under Nazi control.



Other featured speakers were Peter Engelmann and Matthias Newmark. Their fathers were hired by the President of Turkey, Kemal Attaturk, to teach the Turkish people about Western civilization after they were fired from their jobs in Berlin. In 1933, Germany began dismissing and ultimately persecuting and killing its Jewish professors, architects, musicians, scientists, and physicians.

But, many were saved from the Holocaust because they were able to live in safety in their host country.

The Federal agencies supporting the 2002 *Holocaust Day of Remembrance* program included Department of Agriculture, Department of Commerce, Department of Defense,

Continued on page 17



Continued from page 16

Department of Education, Department of Energy, Department of Health and Human Services, Department of Housing and Urban Development, Department of Justice, Department of Labor, Department of State, Department of Transportation, Department of Treasury, Department of Veterans Affairs, Environmental Protection Agency, Federal Emergency Management Agency, Federal Highway Administration, Food and Drug Administration, General Services Administration, International Broadcasting Bureau, National Aeronautics and Space Administration, Small Business Administration, and the United States Customs Service.

For additional information about the Holocaust, visit the U.S. Holocaust Memorial Museum web site at www.ushmm.org. (Click on for a direct link.)

If you have questions about the April 11 Holocaust program, contact Joe Schubart, Interagency Coordination Chairperson, Department of Education, 202/708-9266.

DON'T FORGET!
*Deadline for articles
 to appear in the
 next issue is
 June 10, 2002*

2001-2002 Performance Appraisal

It's That Time of Year—Performance Appraisals Are Due!

Original copies of completed performance appraisals, recorded on the *DD Form 2799, Employee Performance Plan and Results Report* are due in the Personnel and Security Directorate/Labor and Management Employee Relations (LMER) Division not later than 60 days after the end of the appraisal period. At a minimum, *pages 3 through 5 (Parts A through C)* and any applicable attachments, e.g., Special Ratings, Self-Evaluations must be included. All signatures and dates, including that of the employee and the date the employee became aware of his/her approved rating, must be on the form. If an employee declines to sign the appraisal form, the *Rating Official* must annotate the form to that effect, and place the date that the rating was discussed with the employee in *Part C, Section IV, Item 12.d*.

Note: Ratings without signatures (or without annotations from the *Rating Officials* regarding employees' refusal to sign, or their unavailability for signature) will be returned.

The current appraisal period for employees GS-12 and below, and all Federal Wage System employees is April 1, 2001 through March 31, 2002. If a covered employee or his/her *Rating Official* departs after January 1, 2002, the covered employee's appraisal period ends on the departure date, and the annual appraisal is complete as of that date.

The current appraisal period for GS/GM-13, -14, -15, SL, and ST

employees is July 1, 2001 through June 30, 2002. If a covered employee or their *Rating Official* departs after April 2, 2002, the covered employee's appraisal period ends on the departure date, and the annual appraisal is complete as of that date.

The minimum appraisal period for employees covered by Administrative Instruction (AI) 63, *Performance Appraisal Program for General Schedule, Federal Wage System, and Certain Other Employees*, is 90 days.

Note: A copy of AI 63 can be obtained by accessing www.dtic.mil/whs/directives/corres/html/ai63.htm. To be rated, an employee must have been under his/her *individual performance plan* for at least 90 days as of the end of the appraisal period. Therefore, any employee GS-12 and below, and all Federal Wage System employees who didn't receive an *individual performance plan* until after January 1, 2002, must have their appraisal period extended to meet the minimum time period.

The annual rating of record must be completed at the end of the extended time period and submitted for processing, at that time.

Note: NO ratings will be accepted by LMER six months after the end of the appraisal period. In addition, a *presumptive rating* (a rating of record that assumes a level of performance by an employee, without an actual

Continued on page 18

Continued from page 17

evaluation of that employee's performance during the appraisal period) or a carryover rating (a rating of record that is carried over from one appraisal period to the next as the rating of record, without an actual evaluation of the employee's performance during the subsequent appraisal period) cannot be rendered for any purpose and will not be accepted by LMER.

Reoccurring Errors Found on Performance Appraisals for 2000-2001

The common errors enumerated below were found on performance appraisals submitted last year for all levels of employees—

1. Page 3, Part A, Section 2.

■ Performance plans were signed after the appraisal period ended or less than 90 days prior to the end of the appraisal period. In accordance with AI 63, E4.2.1.3., a performance plan must be communicated in writing to an employee within 30 days of the beginning of each appraisal period, or when the employee is assigned to a position. An employee must be covered by approved performance standards for at least 90 days in order to receive a rating.

■ Performance standards were incomplete, non-existent or too vague to be considered. A performance standard is expressed as a range of performance to obtain expected results. Performance standards must, to the maximum extent feasible, permit the accurate evaluation of job performance

based on the following:

- Quality, quantity, manner of performance, expected results, and timeliness of work;
- Degree of initiative exercised or supervision required; and
- Effectiveness of interactions with co-workers, customers, and supervisors.



2. Employee didn't sign the final evaluation. The final evaluation must have the employee's signature or a statement explaining why the employee was unable to sign or refused to sign the performance appraisal.

3. Deviation Authority. When an employee exceeds the performance standards for all critical elements but one, and his/her performance on all other critical elements exceeds the *Met* rating level, to the degree the employee warrants an overall rating of *Excellent*, Heads of OSD Components may approve a deviation to an *Excellent* summary rating level.

- If the Deviation Authority is exercised, a statement must be

annotated on the final performance evaluation (*Page 6, Part C, Block 9*).

- Employees receiving an *Excellent* rating under the Deviation Authority are not eligible to receive a Quality Step Increase (QSI). A QSI requires that all critical elements receive an *Exceeded* rating.
4. Performance awards granted when not a single, critical element received an *Exceeded* rating. At least one critical element must be rated *Exceeded* for an employee to be eligible for a performance award.

Continued on page 19



Continued from page 18

Completion and Routing of the **DD Form 2799**

■ Part A—Individual Employee Performance Plan

- Must be completed within 30 days after the beginning of the employee's appraisal period, or upon the employee's entrance into a new position.
- Identifies critical elements—typically, not more than five.
- Provides for accountability of results through performance standards that describe acceptable performance.

■ Part B—Progress Review

- There should be at least one formally documented *Progress Review* approximately midway through the appraisal period.
- Supervisors shouldn't wait until the middle of an appraisal period to discuss performance, if performance deficiencies are observed early during the cycle.

■ Part C—Results

- At the end of the appraisal period—
 - An employee may submit a self-evaluation within seven (7) days after the end of the appraisal period.
 - The *Rating Official* recommends the rating and any performance-based recognition within 20 days of the end of the appraisal period.
 - The *Reviewing Official* approves or changes the recommended rating or recommends the rating and performance-based recognition

to the *Approving Official* within 30 days of the end of appraisal period.

- The *Approving Official* approves or changes (including disapprovals) the recommended rating and/or performance-based recognition.

- The *Rating Official* discusses the approved rating and any performance-based recognition with the employee.

- The employee signs and dates *Part C, Section IV, item 12.d.*, or the *Rating Official* annotates that the employee declined to sign the form, and the—

- Employee and *Rating Official* each retain a copy of the completed appraisal form; and

- The *Rating Official* sends the original copy of the completed appraisal form to the *Administrative Office*.

■ Part D—Development/Work Skills Plan

- This part is optional, but recommended, as part of establishing a new performance plan, or at any time during the appraisal period.

- Training or other developmental assignments outlined in this part don't constitute a contract/commitment on the part of the organization.

■ Role of the Administrative Office

- Reviews the original ratings and performance-based recognition for—

- Completeness; and

- Compliance with AI No. 63, and with the Component's FY awards allocation and individual awards ceiling.

- Compiles a list of employees and annotates ratings and performance-based recognition and provides reasons for any missing appraisals.

- Forwards the completed original appraisal forms (with all signatures) together with a cover list to LMER, ATTENTION: Phyllis Pina or TJ Hobble not later than 60 days after the end of the appraisal period.

Note: Ratings submitted more than six months after the end of the appraisal period will not be accepted.

For additional information or assistance, contact either TJ Hobble or Phyllis Pina as follows:

- TJ Hobble, 703/588-0438, hobblt@psd.whs.mil for the offices of USD(P), DSCA, USD(P&R), ASD(HA), ASD(RA), ASD(LA), ASD(C), PA&E, OGC, Office of the Secretary of Defense, and Executive Secretariat.

- Phyllis Pina, 703/588-0432, pinaph@psd.whs.mil for the offices of USD(AT&L), DARPA, Missile Defense Agency, DA&M, OJS, ASD(PA), AFIS, OT&E, ASD(C3I), and WHS.

Other pertinent areas related to the performance appraisal process such as—Requests for Reconsideration of Approved Ratings; Performance Awards Guidance; QSI Guidance; and Grievances of Approved Ratings can be found on the following web site <http://persec.whs.mil/lmer/faqs.html>. (Click on for a direct link.)