

**HUMAN RESOURCES SERVICE CENTER
NORTHEAST (HRSC-NE)
PHILADELPHIA, PA**



Annual Business Report

~ The Year 2002 in Review ~

HRSC-NE at a glance:



Serviced employees	39,755
Activities serviced	236
States serviced	25
Human Resources Office (HRO) joint servicing partners	18

Website: <http://www.donhr.navy.mil>

Location:

The Bourse Building
111 South Independence Mall East
Philadelphia, PA 19106-2598



Philadelphia, PA



Birthplace of the United States Constitution

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YOUR SOURCE *for* HUMAN RESOURCES

HUMAN RESOURCES SERVICE CENTER NORTHEAST

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From the Director...

Dear Reader:

As you may know, our regional office, the HRSC-NE, provides human resources service to your activity in conjunction with your local servicing HRO and each year I report to you on the status of our programs. Our annual reports from previous years are located on our web and can easily be reviewed. Should you do that, you would quickly grasp that our organization has struggled to make regionalization work and, accordingly, my reporting always included both the significant accomplishments and the significant shortfalls that developed during the year. In retrospect it is easy to discern a pattern of advances and set-backs, fits and starts, so that overall, you could easily gain the impression that the promised efficiencies of regionalization were in the future - where they would always remain. The past year, however, was different; things worked fairly well in 2002.

The core programs of the HRSC-NE are internal recruitment including merit staffing, external recruitment, and retirement counseling and processing. These are the areas we measure most closely in order to assess how effective and how productive we have been during the year and the figures are always the first reflected in our annual report (see page 3). The past year was a breakthrough year for us. In the area of retirement, for example, we produced an almost 50% increase in work products and an approximate 13% decrease in the average time taken to produce retirement calculations. Depending on the type of calculation requested, we are now from 58% to 81% better than the Navy Board of Directors (BOD) timeliness standard for these activities. We are even more proud of the response to our retirement survey this year, issued to every retiree. See page 4 for the results of our survey and I think you'll agree that there is widespread satisfaction among retirees with the operation of the program.

But retirement processing has always been our strong suit. Timeliness in filling vacancies, on the other hand, has been more of a mixed bag. I think the HRSC-NE has done it well in the past, but never as well as we hoped. In last year's report, for example, I noted that we reduced the timeliness on internal recruitment for the third straight year but that I was disappointed in the size of that reduction. However, I then stated that during 2002 we planned "... to utilize to, first, dramatically reduce the time to produce merit staffing certificates and, second, to re-shape our overall approach to Resumix- supported merit staffing in a way which will produce better certificates with higher concentrations of well-qualified candidates."

This year I think I can report without fear of contradiction that, *in general*, we have achieved the improvement in timeliness we were looking for and surveys we have conducted among selecting officials provide strong indications that the quality of candidates we are producing is ranging from good to excellent. Please take a minute to look at our 2002 figures for internal recruitment (charted on page 3). The average number of days to produce a merit staffing certificate during the year was 28 days, which represented a drop of almost 16 days per certificate or a 36% improvement in our timeliness. Further, figures for the last three months (November through January) now have our timeliness at 17 days per certificate and still dropping. This means then that once a request for merit staffing is received in our office we have a certificate of candidates back out to the selecting official in approximately 17 days. Moreover, this drop in overall average is spread across all HROs; in our last monthly report, two of the HROs we support had a response time of 22 days, while the response time for the others was in the teens.

We are happy with this improvement but as good as it is, our response time on internal merit staffing is basically consistent with other HRSCs and is within decimal points of the overall Navy average. For external recruitment, however, our response time is consistently the very best of all the HRSCs. In December 2002, for example, we produced certificates, on average, in 32.5 days which was about 13 days better than the second placed HRSC and almost 20 full days better than the overall Department of the Navy (DON) average of all HRSCs. And December was not an unusual month; our performance in this area has been consistently high for the past two years. Overall, we shaved another 4.1 days off of last year's average and, for the year, we are now 11.6 days below the standard set by the BOD. The DON overall is averaged about 52 days per certificate, two days above the BOD standard.

The timeliness figures reported are real figures and have had a significant, positive impact on our productivity. Referring again to page 3, you'll note that our output on external hires increased by 80%, on internal placements by 51%, and on provided retirement calculations by 51%. Further, these kinds of improvements are not uncommon in other regions. While I recognize that many DON managers remain disquieted by the "impersonal" nature of regionalization, I think it is fair to say that after five years the promised efficiencies of regionalization are no longer in the future.

Recruitment and retirement, as noted, are our core programs but the Center has accomplished many other things that are reported in the pages that follow. A look at our Information Technology/Management (IT/IM) Review gives a good idea of the reports we are providing your activities and the massive number of personnel actions we processed during 2002 (see page 5). Our region is the only region supported by a commercial benefits call center and we believe that program to be a significant success (page 7 provides the specifics). On behalf of your activities, the HRSC-NE has created an Affirmative Recruitment Outreach web site, directed toward colleges and universities in the NE Region which should support you in your efforts in meeting DON hiring goals (see page 8). You may find the work we did on Bargaining Unit Status (BUS) Codes (page 7) a useful contribution to your Labor Relations environment; or some value in the standing offer to provide Resumix training to your employees and managers (page 9); or some interest in the Marketing Plan we have designed and are now executing (page 4). Finally, I invite you to review our work on the Centralized Priority Placement Program (PPP) Pilot and the DON Career Intern Program both of which are already improving recruitment quality and efficiency (page 6).

As usual we listed future initiatives in our annual report. I especially encourage you to review pages 10 and 11 because all things listed there will impact your activity and your employees in a significant way.

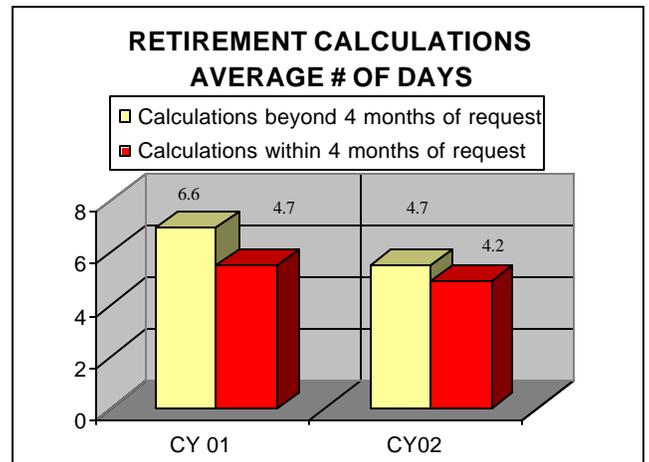
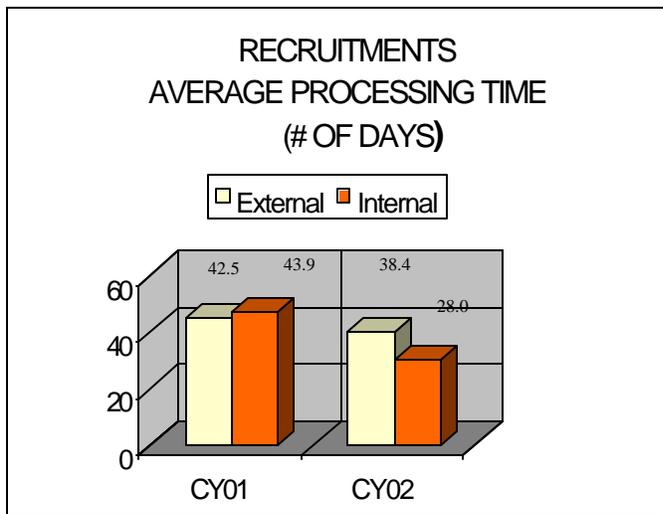
This coming year will be a year of outreach. The anticipated changes in DONHR are very significant and we are designing ways to solicit the input of DON officials in the NE Region so that those opinions can be used to influence the direction in which DONHR is headed. Hence, as noted earlier, we created a Marketing Plan to establish more direct communications with our customers. As part of that overall effort, we are including a customer survey along with a self-addressed envelope in this Annual Business Report. I encourage you to fill it out and return it. Each returned survey will be carefully considered and we will proactively attempt to resolve the issues that result from that analysis. We value and will respond to all negative comments that are supported by factual data. I look forward to receiving your input.

I would like to extend my appreciation to your local HROs whose support is always instrumental in the execution of HRSC-NE work.

John Conwell
Director

HRSC-NE Recruitment/Retirement Highlights

Recruitments/Retirements	Average Processing Time (# of Days)		BOD Standards CY 01 & CY 02	Total # of Actions Processed	
	CY 01	CY 02		CY 01	CY 02
External Recruitments	42.5	38.4	50 days	640	1,152
Internal Recruitments	43.9	28.0	45 days	2,750	4,140
<u>Retirement Calculations</u>					
Calculations for planned retirements beyond 4 months of request	6.6	5.7	30 days	1,041	1,723
Calculations for planned retirements within 4 months of request	4.7	4.2	10 days	1,111	1,519





ACHIEVEMENTS IN 2002

HRSC-NE Retirement Services Survey

As part of an ongoing effort to provide the highest quality retirement services, the HRSC-NE developed a retirement survey that is included in each retirement separation package. The survey gives each retiree an opportunity to critique the quality of retirement services they received from the HRSC-NE staff as well as provide suggestions for improvement. Of the nearly 1,000 surveys issued in 2002, approximately 200 retirees responded. A sample of the survey results received in 2002 are provided below:

- 95.1% of those who reported receiving telephone counseling (144 retirees) indicated that the telephone counseling answered all questions in an understandable and satisfactory manner.
- 92.3% of those who reported receiving written counseling (118 retirees) indicated that the written counseling they received answered all questions in an understandable and satisfactory manner.
- 94.2% of those who received telephone and written counseling (157 retirees) indicated that the information they received provided for a smooth transition into retirement.
- 100% of those who reported contact with an HRSC-NE employee (171 retirees) indicated they were treated with courtesy and professionalism.

These survey results are comparable to extremely favorable results received in prior years concerning HRSC-NE retirement counseling services.

HRSC-NE Marketing Plan

The Appeals and Investigations Department, Code 40, developed the HRSC-NE Marketing Plan whose objective is "to maximize efficiency of communications about HRSC-NE work processes and operating principles on a regular basis to the management of its serviced activities, down to the first level supervisor." With the exception of this Annual Business Report, the HRSC-NE has not communicated directly with managers and supervisors on a regular and planned basis. Some supervisors and managers at serviced activities still have little or no concept of the HRSC-NE's role in human resources service delivery and cannot identify relevant points of contact for information. Through the planned approach outlined in the Marketing Plan, the HRSC-NE will now directly communicate with them through written communications, meetings and conferences, telecommunications, e-mail and internet communications, thus directly building and expanding their access to human resources support services.

IT/IM Review

The HRSC-NE Automation and Information Department, Code 20, initiated the monthly compilation and delivery of a variety of personnel action status and metrics data products to each of the serviced HROs. These data products include:

- Office of Civilian Human Resources (OCHR) End-to-End Monthly Metrics Report (a metrics status report on closed recruitment actions for the prior month).
- HRSC Monthly Open Recruit Status Report.
- Request for Personnel Action (RPA) tracking and Metrics Microsoft Access database from the implementation of the Modern Defense Civilian Personnel Data System (Modern DCPDS) to date.
- Accession and Separations Microsoft Access database (Gain\Loss) data.

Code 20 expanded the number of reports and tools available to HRSC-NE staff members to enhance their ability to service customers. Over 50 Quality Control reports are maintained on the Web-NE Intranet for easy access by staff members. These reports significantly contribute to the low number of database problems at the HRSC-NE.

Code 20 expanded and refined the report templates available for the HROs to run via a WEB Cognos server. These templates, along with the capability for HRO staff members and managers to print Notification of Personnel Actions (NPAs), have been heavily used. Anticipated system improvements are expected to allow further growth and access.

After an initial period of Modern DCPDS problems, “mass” actions are now effected, when appropriate, on realignments, appraisals, awards, and training updates. Below are the most recent numbers of “mass” actions processed by the HRSC-NE during calendar year 2002:

- Mass Appraisals - 18,976
- Mass Awards - 9,754
- Mass Training - 39,670
- Mass Realignments - 1,948

Some additional statistics for calendar year 2002 follow:

- # of DCPDS/CSU Accounts Administered:.....2,400
- # of RPAs created Region-wide:.....196,152
- # of NPAs processed:.....162,574
- # of RPAs "Cancelled" Region-wide:.....12,603
- # of Recruit Actions completed by the HRSC:.....8,426
- # of RPA Routings (Coordinations) Region-wide:.....568,929
- # of Misrouted RPAs handled by NE HelpDesk:.....765

Continual communication and cooperation with the HRO IT points of contact have contributed significantly to product development and database quality. These points of contact will also play a significant role during the migration to DCPDS/Oracle 11i tentatively planned for May 2003.

As a result of the HRSC-NE raising IT issues, the OCHR Strike Team initiated a review of IT

processes. The review began in June 2002 and resulted in performance improvements and planned future improvements and included an OCHR e-Business meeting with IT/IM vendors.

Centralized PPP Pilot

The PPP is an automated mandatory placement program used to match eligible well-qualified employees, most subject to displacement, with vacant positions throughout the Department of Defense (DoD). The PPP uses an established sequence of priorities that must be observed when processing a request to fill a vacancy. The priorities are a listing of different types of candidates that can (or must) be considered when filling the job, and the order in which they should be considered. Some priorities mandate selection or placement of an available candidate. Others only provide for a priority consideration, with selection optional to the selecting official.

The Customer Service Department, Code 50, implemented a Centralized PPP in November 2002 in order to minimize the adverse effects on employees because of reduction-in-force, base closure, realignment, consolidation, use of commercial sources, position classification decisions, etc. The Centralized PPP Unit in the NE Region ensures that: positions on the priority placement list are cleared in a timely manner; Program exceptions are applied; qualifications of applicants are determined appropriately; and mandatory job offers are extended to qualified candidates. The Centralized PPP Unit performs PPP work exclusively, which improves timeliness and ensures quality improvement in all areas including registration, requisitions, qualification determinations, and record keeping.

DON Career Intern Program

The DON Career Intern Program allows the appointment of individuals to two-year internships in a variety of occupations. These excepted service appointments may be made at the GS-05, 07, or 09 grade levels. Upon successful completion of a formal training program, interns may be non-competitively converted to competitive civil service positions in the permanent workforce. This is a recruitment tool to help organizations attract and recruit exceptional individuals who have a variety of experiences, academic disciplines, and competencies to help meet critical mission needs.

Code 50's Compensation and Recruitment Division standardized procedures for recruiting via the DON Career Intern Program in the NE Region. These standardized procedures incorporate several approaches in order to attract a diverse pool of well-qualified applicants. Each approach is explained in detail in the "HRSC-NE Delegated Examining News" newsletter published in December 2002 and provided to each HRO Director.

The DON Career Intern Program is an excellent streamlined recruitment tool to help employ the best and the brightest in the NE Region. If you would like more information on this Program, please contact the Head of the Compensation and Recruitment Division at DSN: 243-5259 or COMM: (215) 408-5259.

DON BUS Code Guide

The HRSC-NE has a corporate outlook and desires to produce work products that will not only benefit the NE Region but also the DON worldwide. In this regard, Code 40 contacted OCHR's Head of Labor/Employee Relations Programs to discuss development of a project that would be of value to all Navy activities. OCHR indicated that many errors existed in activity BUS codes that can lead to failure to meet bargaining obligations; improper withholding of union dues; denial of employee rights, and numerous other problems.

Recognizing this problem, Code 40 volunteered to produce a comprehensive DON BUS Code Guide that OCHR issued to all DON HRSCs and HROs in November 2002. The Guide details unit issues and responsibilities for maintaining accurate unit information; provides illustrative examples and lessons learned, and guides HRO and HRSC staff on the necessary actions to make BUS code changes. It serves as both a desk reference and as a source document for staff training. Use of the Guide should reduce BUS code reporting problems; help DON activities meet DON's Labor Relations Program obligations, and hopefully avoid future litigation.

If you have not received the DON BUS Code Guide and desire a copy, contact the Head of the Appeals and Investigation Department at DSN: 243-5241 or COMM: (215) 408-5241.

The Human Resources Benefits Call Center (HRBCC) And The Benefits Line

The HRBCC and the toll-free Benefits Line (1-888-320-2917) were opened for customer use in January 2002. Employees may access the Benefits Line to:

- Obtain basic employee benefits information.
- Enroll in/change their Thrift Savings Plan (TSP), Federal Employees Health Benefits (FEHB), or Federal Employees Group Life Insurance (FEGLI) coverage.
- Receive automated general retirement annuity estimates.

Through the Benefits Line, employees also have the option of speaking to a Benefits Customer Service Representative located in the HRBCC in Machias, Maine. The HRBCC, staffed by contracted personnel, is available Monday through Friday from 0730-1630 Eastern Standard Time. During the FEHB Open Season, these hours were extended to 2000 to ensure sufficient service was available to employees.

In addition to using the Benefits Line self-service features and/or speaking with a Customer Service Representative, employees may also use the Employee Benefits Information System (EBIS). The EBIS is a web-based application that allows employees to make changes to their health, life, and TSP elections, view personal information regarding their current benefits, and obtain general information about benefits.

When the Benefits Line became operational, paper copies of the various benefits forms and the TSP-1 form were no longer accepted (with limited exceptions). The table below shows the number of transactions processed since the introduction of the fully paperless benefits systems:

Number of Transactions by Method of Processing from January 2002 - December 2002

Benefit Transaction	EBIS	Benefits Line Self Service	Counselor Assisted	Total
FEHB	3,493	55	4,729	8,277
FEGLI	1,011	28	1,272	2,311
TSP	15,194	974	10,352	26,520
Total	19,698	1,057	16,353	37,108

During the period January through December 2002, the HRBCC answered 14,231 telephone calls. Despite the initially rough transition phase in January and February 2002, the HRBCC's timeliness improved dramatically during the pilot year. For example, during the month of January 2002, 62% of all callers waited longer than 2 minutes to speak to a Customer Service Representative and the average "wait time" was approximately 5 minutes. (Delayed pay adjustments and other system problems contributed to the caller wait-time). During the month of December 2002, while both TSP and FEHB Open Seasons were taking place, callers experienced an average of only 4.81 seconds "wait time" to speak to a Customer Service Representative while 98.18% of all calls for the month of December were answered within 45 seconds or less. The HRSC-NE continues to monitor the quality of service through call monitoring, review of transactions, and review of employee survey responses. Overall, the accuracy of information provided has been excellent and employee survey responses regarding the HRBCC staff have been uniformly favorable. The HRBCC staff also provides 100% review of all transactions processed by the staff as an additional tool to ensure accuracy of services.

After the success of the pilot year, OCHR decided to exercise the next option year and continue the HRBCC contract through Fiscal Year 2003.

Equal Employment Opportunity (EEO)/Affirmative Recruitment Outreach

Realizing that the Navy's hiring goals fell short in certain special emphasis areas, the EEO Department, Code 10, envisioned a Navy-wide, multi-media approach to attracting more Hispanic, veteran, and disabled applicants through a "Recruitment Outreach" package. Code 10 developed this first-ever Navy package that served as an introduction to the Federal government for prospective job candidates. It provides useful, easy-to-understand information concerning: the process for filling a vacancy in the Federal government; how to conduct a job search; how to apply for a vacancy; hiring authorities for recruitment initiatives; special placement programs; pay and benefits; and locations of Navy activities that are hiring.

This innovative and colorful Microsoft PowerPoint package is offered in several formats including compact disc and hard copy and is also posted on the DONHR website. The package was distributed Navy-wide for use in college recruitment visits and copies were also mailed to all colleges in the Northeastern United States with significant Hispanic student populations. Ms. Vivian Merritt, Head, EEO Department, earned commendations for this initiative from the Assistant Secretary of the Navy (Manpower and Reserve Affairs) and the Deputy Assistant Secretary of the Navy for Civilian Personnel and Equal Employment Opportunity.

Writing a Resume for Resumix

The Employee Development Department, Code 30, developed a very effective and successful “Writing a Resume for Resumix” course and conducted it at three separate Navy activities to date. This interactive hands-on course is available from the HRSC-NE as either an on-site presentation or a Train-the-Trainer course to all serviced activities. The course educates employees on how to write an effective resume and submit it electronically through the Resumix system. Additionally, the course is geared toward a common denominator skill level in order to be useful for all employees regardless of familiarity with computers or skill in resume writing. For more information on this course, please contact the Head of the Employee Development Department at DSN: 243-5215 or COMM: (215) 408-5215.





2003 INITIATIVES

Navy Marine Corps Intranet (NMCI)

The NMCI is an effort to bring all Navy and Marine Corps employees (civilian, military, and contractors) under one network system. NMCI will provide a secure, universal access to integrated voice, video, and data communications linking more than 360,000 desktops around the world. Implementation at the HRSC-NE is scheduled for spring 2003.

Web-Based Modern DCPDS

DoD has announced that Modern DCPDS will be changed to a web-based version (Oracle 11i) and projected the time frame of May 2003. The first benefit of a web-based system is accessibility via existing web browsers (i.e. MS Explorer) versus the current method of PC-based software. Web access will alleviate the burden of the current method which utilizes Oracle Client software on each personal computer and requires software updates averaging every two weeks. Beyond that tremendous benefit, user-friendly features and more efficient displays are promised.

Civilian Hiring and Recruitment Tool (CHART)

CHART is the DON initiative that combines the various software components of the DON Merit Promotion Program into a single integrated website. This integrated website offers the following improvements:

- Enhanced Job Search --- Applicants will have more selectivity when searching for jobs. Applicants will be able to search by geographic location rather than by HRSC. Applicants will also be able to register to be notified whenever a job announcement that meets their needs is posted on the DONHR website.
- Enhanced Application Process --- Job announcements will have a new look. The same information will be provided but it will be easier to read and to locate important information. Additionally, the announcement format will be standardized across the HRSCs.
- Applicant E-mail Notification --- Within minutes of submitting their resume, applicants will receive an e-mail notice that their resume has been received by the HRSC-NE and that no other action is required unless the applicant is notified by the HRSC-NE. This e-mail notification will eliminate the need for a hard copy notice that the resume was received by the HRSC-NE.
- Application Status Tracker --- CHART will provide applicants with 24/7 on-line access to their information through the application status tracker called "My Resume." Applicants will be able to access "My Resume" on the worldwide web from any computer with Internet access.

Code 50 representatives attended CHART Train-the-Trainer sessions and subsequently provided CHART training to the HRSC-NE staff. Several HRSC-NE supervisors and team leaders visited all serviced HROs to brief relevant staff, managers, and union representatives concerning CHART.

Pilot Programs:

Code 50 developed the following Pilot Programs for implementation in 2003:

- Nature of Action (NOA) - The initial Pilot will include all activities and commands serviced by the Great Lakes, Groton, Portsmouth, and Marine Corps HROs. The goal of this Pilot Program is to employ a dedicated team of HRSC-NE employees to process all work not associated with issuing certificates (i.e., name request actions) from start to finish. Improved timeliness in accomplishing this work is expected as the team becomes more skilled. The NOA Pilot was implemented in February 2003.
- HR Academy for Excellence - The HR Academy Pilot Program was developed as recruitment training for Staffing Specialists and Assistants. The goal of this Pilot is to enable HRSC-NE employees to fill jobs by following a script, using tools and documented processes in an effort to improve quality, timeliness, and customer service. Implementation of the Pilot is scheduled for the fall of 2003.
- Recruitment Without Backlog - The purpose of this Pilot is to develop a dedicated staff/team to complete work that is identified as “backlog” work while performing “new” recruitment tasks. Part of the team will be dedicated to performing the “backlog” work until it is eliminated. The remaining team members will focus on all new recruitment work and will meet new standards that were developed to increase the timeliness of recruitments. The team has been identified and the Pilot proposal will be presented to selected HROs in April 2003.

Bargaining Unit Inventory (BUI) Review

The OCHR tasked Code 40 with updating the BUI so the DON can provide timely and accurate reports. The description of each bargaining unit is being reviewed. The results of this review will ensure that non-existent bargaining units will not continue to be reported; reorganizations and/or name changes in serviced activities will be accurately reported, and all employee records that contain the wrong BUS codes will be corrected. Code 40 is currently coordinating this effort with all of the HROs.

Unfair Labor Practice (ULP) Guidance

Code 40 will be offering training to supervisors on how to prevent and handle ULPs. This training will include:

- Management's rights under the Federal Service Labor-Management Relations Statute.
- Types of charges filed.
- Ways to avoid ULPs.
- What happens when an activity receives an ULP.
- What to expect from the FLRA.

- Agency options in responding to an ULP.
- Steps in preparing an ULP.
- Different ways of resolving ULPs.

HRSC-NE's Employee Development Quarterly Newsletter

Consistent with the spirit of the HRSC-NE's Marketing Plan, Code 30 forwarded its "Training Waves" Newsletter electronically to you as well as the HRO Directors and HRO Training Departments in February 2003. The Newsletter highlights new DON training developments and opportunities as well as HRSC-NE accomplishments and plans. It will be issued on a quarterly basis.





COMMUNITY OUTREACH

The HRSC-NE encourages its employees to support various community outreach programs. Successful efforts in 2002 include the following:

Charity Drives

- * The third annual "Gifts of Warmth" campaign was a resounding success. HRSC-NE employees contributed 185 cookie and candy trays, tins, and boxes as well as 40 soup packages and 102 packages of sweaters, gloves, hats, scarves, slippers, and blankets. These donations will assist the isolated, homebound, frail, and elderly in the five county Philadelphia area.
- * The Salvation Army holiday drive was also a success. Employees filled approximately 115 holiday stockings and provided more than 75 "Angel Gifts" for children ages 1 through 12. The donations were distributed to the needy in the tri-state area.
- * HRSC-NE employees also donated a total of 103 new toys to the Marine Corps Reserves Toys for Tots Campaign.

Combined Federal Campaign (CFC)

A total of 250 HRSC-NE employees contributed \$18,369 in payroll deductions and \$983 in cash or check donations. Fundraising activities such as pretzel sales, a basket auction, a bake sale, and a flea market were a great success and increased the organization's donations by \$4,097 for a total of \$23,449. This is approximately \$100 per employee which is an outstanding achievement. The success of the 2002 CFC is a tribute to all contributing employees.



★ AWARD HIGHLIGHTS ★



FEB Gold Medal Winners

★ Excellence in Government

The FEB Excellence in Government Awards Program honored the following HRSC-NE employees at its May 2002 luncheon:

- ★ A member of the Code 40 staff was awarded a Gold Medal in the “Non-Supervisory Rookie of the Year” category.
- ★ Two members of the Code 50 staff received Gold Medals for their volunteer work with the community organization “Aid for Friends.”
- ★ Silver Medals were awarded to:
 - ✓ Eileen Pieper-Shinn - Technical Accomplishment
 - ✓ Joanne Bergan – Supervisor of the Year
 - ✓ Marianne White – Community Service
 - ✓ Nate Hardy – Special Accomplishment
 - ✓ Elaine Pivin and Melissa Bryant – Outstanding Professional Performers
- ★ Bronze Medals went to:
 - ✓ Mike Markle, Mary Bates, Eileen Pieper-Shinn, Audrey Manley, Marylou David, and Eileen Billups – Technical Accomplishment
 - ✓ Fred Renz, Jackie Cunningham, Bernadita Mendiola, Rosemary Gorgone, Eileen Billups, Michael Ricks, Richard Carr, Virginia Calabrese, Marylou David, Elaine Pivin and Jerry Klein – Outstanding Professional Performer
 - ✓ Regina McVey – Supervisor of the Year

★ **Partners in Equality (PIE) Council Award**

Ms. Vivian Merritt was honored by the PIE Council and received the 2002 “EEO/Diversity Program Leadership” Award. Ms. Merritt was selected as the Head, EEO Department when the HRSC-NE began operations in 1998. Since that time, she clearly demonstrated dedication and leadership resulting in improvement to EEO/Diversity Programs. Her effective actions and use of technology to communicate with employees and management assisted in furthering the goal of a fully integrated workforce.

A strong advocate of inclusion and diversity, Ms. Merritt broadened outreach efforts by developing the Navy’s first-ever multi-media recruitment outreach package to attract Hispanic, veteran, and disabled applicants to the Federal government. She developed a well-received Navy-wide training package to help Alternative Dispute Resolution Mediators understand the EEO process. Her proactive manner was instrumental in producing a unique computer-based training module for mandatory annual EEO training that is used throughout many Navy activities in the NE Region. Each month, Ms. Merritt creates an EEO focus presentation (displayed on the Web-NE Intranet) consisting of a history summary and/or quiz to provide an insight into the historical significance of various groups. Ms. Merritt's strong “track record” in community outreach includes the annual Salvation Army Charity Drive, Marine Corps Toys for Tots Campaign, and the much anticipated Take Our Children to Work Day. Information about Ms. Merritt’s PIE Council Award is posted on the DONHR website.



HRSC-NE MANAGEMENT TEAM



Telephone Number:
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Title	Code	Voice #	Fax #
Director, HRSC-NE	00	5090	5092
Deputy Director, HRSC-NE	01	5099	5092
Head, Administration Dept.	S1	5096	5120
Head, EEO Dept.	10	5250	5252
Head, Automation & Information Dept.	20	5004	5008
Head, Employee Development Dept.	30	5215	5218
Head, Appeals & Investigations Dept.	40	5241	5245
Head, Customer Service Dept.	50	5173	5172

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