

**Human Resources Service Center
Northeast (HRSC-NE)
Philadelphia, PA**

**Annual Business Report
~ 2003 In Review ~**

**National Constitution Center
Philadelphia, PA**



1st Museum Dedicated to the United States Constitution

HRSC-NE at a glance:



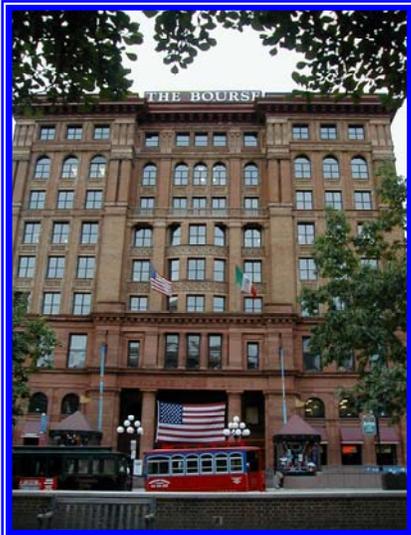
Serviced employees 39,746

Activities serviced 240

States serviced 24

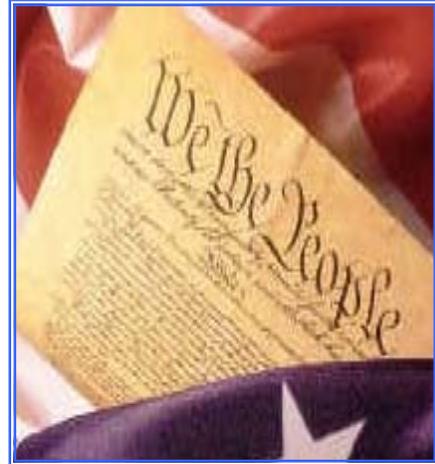
Human Resources Offices (HROs) joint servicing partners 18

Web site: <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

Contents

Director's Letter	2
Notable Statistics	3
2003 Achievements	9
2004 Initiatives	13
Community Outreach	16
Award Highlights	18
HRSC-NE Management Team	19



From the Director...

Dear Reader:

This is our fifth Annual Business Report (ABR), generated in the early spring of each year to reflect the achievements of the previous calendar year. It is a report in transition.

What do I mean by that? I mean that from the beginning our annual reports have traditionally been heavy on narrative, which we felt was necessary in order to explain many of the issues surrounding the conversion to regionalized Human Resources (HR) practices. But it is now time to change that. The program is established and it is time to do less explaining and more demonstrating. As I noted in my 2002 ABR, we are now systematically gathering statistics that reflect the quality of our program. The results of that data grab can now be reflected in this and future ABRs.

We still get a little wordy beginning at page nine of this report, the area in which we discuss last year's special accomplishments, things to look out for in the future, and our response to the various charitable drives---which are always part of our outlook. But the first eight pages are statistics we think you'll find interesting. Some samples:

- A 95% or better positive rating by retirees evaluating our retirement process.
- A continued decline in the amount of time we take to produce merit promotion and external certificates.
- A very high rating by selecting officials on the quality, quantity, and availability of candidates for merit promotion and outside hire.

Our report still needs work; this is our first attempt to provide this kind of information in a more useful format. Next year we will refine these data, and mine new data with the hope of providing an ABR that you will be able to review, digest, and evaluate in less than five minutes.

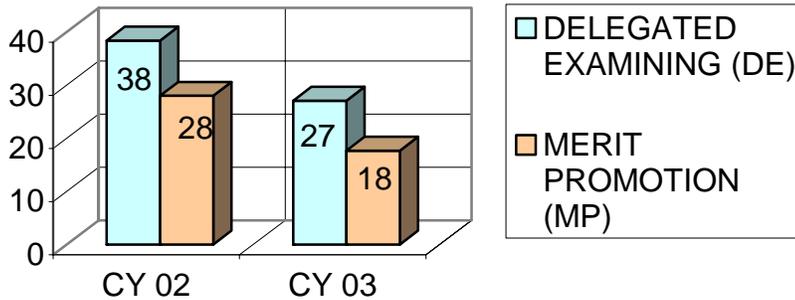
In keeping with this new desire for brevity, I'll close and simply say thank you for your support during the year. I'll ask also that each reader remember that the HRSC-NE must share any success shown here with your local HROs, who work as aggressively as we do to ensure high quality HR support.

John Conwell
Director, HRSC-NE

HRSC-NE NOTABLE STATISTICS



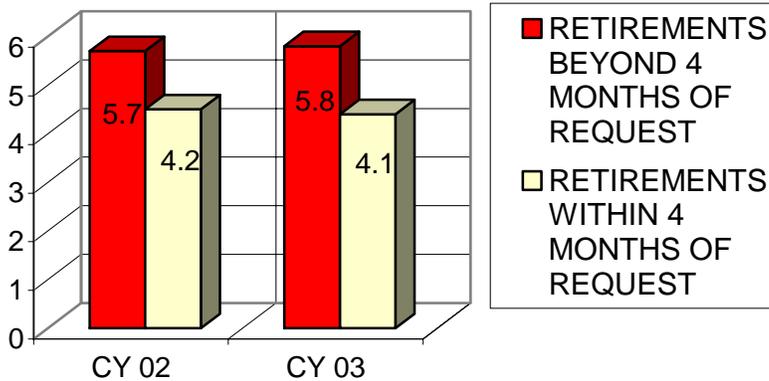
RECRUITMENT HIGHLIGHTS AVERAGE PROCESSING TIME # OF DAYS



OF ACTIONS PROCESSED

	CY02	CY03
DE	1,152	1,044
MP	4,140	3,288

RETIREMENT CALCULATIONS AVERAGE PROCESSING TIME # OF DAYS



OF RETIREMENT CALCULATIONS PROCESSED

	CY02	CY03
Retirements Beyond 4 Mos.	1,723	1,821
Retirements Within 4 Mos.	1,519	1,233

**HRSC-NE
NOTABLE STATISTICS
(Continued)**

As part of its ongoing effort to provide the highest quality service to its customers, the HRSC-NE provides a “Retiree Customer Satisfaction Survey” to each retiree it services. For the period 1 January – 31 December 2003 there were 1,594 retirements processed and Retiree Customer Satisfaction Surveys distributed. Of the 1,594 retirees, 321 returned a completed survey. Below is a sampling of the survey questions and responses.

Retirement Survey Results

- 94.6% of those who received telephone counseling indicated that all questions were answered in an understandable and satisfactory manner.
- 95.1% of those who received written counseling indicated that all questions were answered in an understandable and satisfactory manner.
- 95.6% of those who received telephone and written counseling indicated that the information they received provided for a smooth transition into retirement.
- 99.6% of those who reported contact with an HRSC-NE employee indicated that they were treated with courtesy and professionalism.

**HRSC-NE
NOTABLE STATISTICS
(Continued)**

A Request for Personnel Action (RPA) (Standard Form (SF) 52) is the document used to request personnel and/or position actions. Below are the most noteworthy RPAs processed by the HRSC-NE for the period 1 January – 31 December 2003.

RPAs PROCESSED

<u>Nature of Action (NOA)</u>	<u># Processed</u>
Mass Awards	42,530
Mass Realignments	6,749
Mass or System-Generated Actions	146,425

A Notification of Personnel Action (NPA) (SF 50) is the document used to record personnel actions resulting from a RPA. Below are the most noteworthy NPAs processed by the HRSC-NE for the period 1 January – 31 December 2003.

NPAs PROCESSED

<u>NOA</u>	<u># Processed</u>
Appointments	2,812
Retirements	1,594
Promotions	5,433
Reassignments	3,114
Awards	60,413
Quality Step Increases	756
Within Grade Increases	11,038
Pay Adjustments	82,955

**HRSC-NE
NOTABLE STATISTICS
(Continued)**

**Reduction-In-Force (RIF) Data
1 January – 31 December 2003**

<u>Number of:</u>	
RIFs Conducted	12
Positions Abolished	205
Employees Affected	211
Employees Separated	70

**Third Party Cases
1 January – 31 December 2003**

<u>Type of Case</u>	<u>Number Received</u>	<u>Number Closed</u>
Unfair Labor Practices	109	104
Other Representation Cases	39	35

**External Inquiries
1 January – 31 December 2003**

	Number Received	Number Closed
Freedom of Information Act Requests	6	6
Privacy Act Requests	1,138	1,138
Congressional Inquiries	13	13

**Customer Standing Ovation Awards (CSOAs)
and Special Act Awards (SAAs)
1 January – 31 December 2003**

HRSC-NE Management presents CSOAs to employees who have gone out of their way to provide help to a co-worker or to a customer from outside of the organization. CSOAs include a standing ovation at an HRSC-NE group awards ceremony as well as a certificate and nominal gift. In recognition of kudos received from outside customers, a total of 77 CSOAs were provided to HRSC-NE employees during this reporting period.

Additionally, a total of 23 monetary SAAs were provided to HRSC-NE employees from customers outside of the organization in recognition of their outstanding support in providing HR services.

**HRSC-NE
NOTABLE STATISTICS
(Continued)**

The HRSC-NE attaches Certificate of Eligibles Assessment Surveys to all MP and DE Certificates in order to obtain feedback from Selecting Officials concerning specific recruitment issues and actions relative to the Certificates it releases. The Selecting Official's survey responses are recorded in a local database and he/ she will be contacted by a HRSC-NE representative whenever negative survey responses are received. MP survey response data for the reporting period is provided below.

MP CERTIFICATE OF ELIGIBLES			
SURVEY ASSESSMENTS			
1 January – 31 December 2003			
Number of Surveys:	945		
Number of Surveys Returned:	227		
% of Surveys Returned:	26%		
Manager Survey Responses	More Than Adequate	Adequate	Inadequate
Quality of Candidates	124	101	12
Quantity of Candidates	105	119	11
Availability of Candidates	106	119	3
Timeliness of Certificate	112	111	12
Assistance provided by HRSC-NE	120	82	2

**HRSC-NE
NOTABLE STATISTICS
(Continued)**

The HRSC-NE attaches Certificate of Eligibles Assessment Surveys to all MP and DE Certificates in order to obtain feedback from Selecting Officials concerning specific recruitment issues and actions relative to the Certificates it releases. The Selecting Official's survey responses are recorded in a local database and he/she will be contacted by a HRSC-NE representative whenever negative survey responses are received. DE survey response data for the reporting period is provided below.

DE CERTIFICATE OF ELIGIBLES			
SURVEY ASSESSMENTS			
1 January – 31 December 2003			
Number of Surveys:	820		
Number of Surveys Returned:	290		
% of Surveys Returned:	35%		
Manager Survey Responses	More Than Adequate	Adequate	Inadequate
Quality of Candidates	143	117	27
Quantity of Candidates	123	136	22
Availability of Candidates	117	135	14
Timeliness of Certificate	117	152	11
Assistance provided by HRSC-NE	161	94	3



ACHIEVEMENTS IN 2003

Navy Marine Corps Intranet (NMCI)

The HRSC-NE computer network transitioned from a Legacy environment to an NMCI environment in November 2003. The NMCI is a comprehensive, enterprise-wide initiative that will make the full range of network-based information services available to Sailors and Marines for day-to-day activities and in time of war. NMCI will give the Navy and Marine Corps secure, universal access to integrated voice, video, and data communications. It will afford pier-side connectivity to Navy vessels in port and will link more than 360,000 desktops.

Web-Based Modern Defense Civilian Personnel Data System (DCPDS)

In June 2003 Modern DCPDS changed to a Web-based version (DCPDS 11i). Web access alleviates the burden of using Oracle Client software on each personal computer and eliminates the formally required software updates every two weeks. Beyond that tremendous benefit, DCPDS 11i offers user-friendly features and more efficient displays.

Civilian Hiring and Recruitment Tool (CHART)

In October 2003 Phase I of the Department of the Navy's (DON's) new CHART went "live." CHART makes the online job application process easier. CHART is the DON initiative that combines various software components of the DON MP Program and is located at the following Web site <https://chart.donhr.navy.mil>.

CHART enhances the former DON Resume Builder and makes it easier to:

- Search for jobs by creating automated job search agents that use criteria selected by the applicant.
- Create and edit resumes, section by section.
- Confirm that resumes were submitted.
- View resume status.
- Update contact information and send it to every HRSC that has an active resume on file.
- Monitor resumes in all DON regions.

Questions about a job vacancy announcement, CHART, or Resumix should be directed to: annctquestions.ne@navy.mil. The announcement number should be referenced in the subject line of the e-mail inquiry. (NOTE: This e-mail address is not to be used to request status of an individual resume. Questions on individual resumes can be answered in the "My Status" section of CHART).

Human Resources Benefits Call Center (HRBCC) Expands Nationwide

The DON initiated an innovative pilot program to improve quality and efficiency in the way that civilian employees receive advice, guidance, and general information about their benefits and entitlements. The HRBCC went "live" on 9 January 2002 and began providing Federal Employee Health Benefits (FEHB), Federal Employee Group Life Insurance (FEGLI), and Thrift Savings Plan (TSP) services to over 39,000 Navy civilian employees in the Northeastern United States. The HRBCC operation proved to be a useful customer service tool and, on 1 October 2003, operations were expanded to include *ALL* (over 182,000) DON civilian employees worldwide. Under the continued administration of the HRSC-NE, the HRBCC increased staff to meet the worldwide workload responsibilities that included the handling of over 27,000 phone calls and the processing of over 78,000 benefits transactions during 2003's Open Season alone. In concert with the Deputy Assistant Secretary of the Navy (Civilian Human Resources) and the Office of Civilian Human Resources (OCHR), the HRSC-NE will be preparing an evaluation of this three-year pilot contract. Your comments/suggestions concerning this pilot program are welcome and can be sent to Eileen.Pieper-Shinn@navy.mil.

Employee Benefits Information System (EBIS II)

EBIS II provides civilian employees with a web application designed to make accessing general and personal benefits information easy. Major improvements occurred in EBIS II, which was launched on 21 August 2003. Its appearance and usability are outstanding. It is easier to navigate and is user-friendlier, especially for those with limited computer experience. Employees enter their Social Security Number and Personal Identification Number just once after creating an EBIS password. User-friendly buttons provide one-click access to most functions and help is available for each page of the application. Web pages are easily updated with important late breaking benefit news.

EBIS II menu options include:

- "My Benefits"---Employees may obtain a comprehensive personal statement of their benefits.
- "Calculators"---A variety of calculators are available: Retirement annuity estimates, High 3-average salary, TSP, TSP annuity, Severance Pay, and FEGLI.
- "Transactions"---At a glance, all on one page, employees can view their current benefit elections for Life, Health and TSP. Pending transactions can also be easily viewed.
- "Forms"---Employees have access to the most commonly requested benefits forms. Forms are auto-populated and can be completed online, printed, and submitted.

- "My Profile"---Employees have the ability to personalize benefits statements by entering TSP account balance, Social Security, and Federal Employee Retirement System-covered earnings and frozen sick leave.
- "Information"---A library of benefits related information on an array of benefit topics is available.

Project Management Program

The HRSC-NE initiated a Project Management Program whose goal is to align HRSC-NE human capital strategy with its mission, goals, and organizational objectives. It has been integrated into HRSC-NE strategic plans, performance plans, and budgets. The Program was developed through the combined efforts of the HRSC-NE Employee Development Department (Code 30) and the Customer Service Department (Code 50). It also involved professional training and considerable pre-planning efforts to address Project Management from the HR program management perspective. For information on this program contact Ms. Maureen Shaw, Code 30, at Maureen.Shaw@navy.mil or by phone at DSN 243-5214 or Commercial 215-408-5214.

Continuing Education Initiative---Society for Human Resources Management (SHRM)

The SHRM® Learning System was provided to members of the HRSC-NE Managerial and Supervisory Staff for their professional development. This program has been included as a course of study for participants of the HRSC-NE to broaden their level of expertise as HR advisors to the HRSC-NE's serviced community. The 13-week after-hours training program assists participants in preparing for the prestigious Professional in Human Resources and Senior Professional in Human Resources certification exams offered by the Human Resources Certification Institute®. Through this initiative the HRSC-NE met its corporate goals of:

- Strengthening individual competencies and productivity.
- Broadening the perspective of functional specialists and developing a generalist point of view.
- Increasing the overall effectiveness of HR colleagues by introducing a common language and body of knowledge.

Bargaining Unit Inventory (BUI) Review

The Appeals and Investigations Department (Code 40) completed a review of the BUI to ensure that the Bargaining Unit Status (BUS) codes of HRSC-NE serviced employees were accurate. This review ensured that non-existent bargaining units did not continue to be reported, reorganizations and/or name changes in serviced activities were accurately reported, and all employee records that contained wrong BUS codes were corrected.

Code 40 identified 76 bargaining unit concerns and 4,536 coding concerns (approximately 12% of the serviced employee population) to the HROs. The review provided DON with its first accurate listing of NE Region bargaining units in years. This

work benefited not only the NE Region, but also the worldwide DON. Reports to higher levels within DON and other federal agencies should now be accurate because of this work, thereby, assisting DON in meeting its Labor Management Relations Program requirements.

Marketing Plan

The HRSC-NE Marketing Plan continued 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. Throughout the year, several informational e-mails were sent to supervisors and managers at HRSC-NE serviced activities, including:

- A comprehensive Point of Contact listing to provide supervisors and managers with the HRSC-NE contact information they need (phone, fax, and e-mail).
- Information about Phase I of CHART, an enhancement to the automated recruitment process that makes recruitment easier for supervisors/managers and their employees.
- Information concerning how supervisors and managers can use a Certificate of Eligibles Assessment Survey to provide feedback about how the HRSC-NE can improve its recruitment services.
- An e-mail containing an electronic hyperlink to the HRSC-NE Annual Business Report that allows supervisors and managers to view the Report and learn about the products and services provided by the HRSC-NE.

DE Unit Cost Avoidance

The Office of Personnel Management (OPM) delegated to the Department of Defense (DoD) the authority to conduct competitive examinations for positions in the competitive service. The DoD subsequently re-delegated this authority to the HRSC-NE DE Unit. This allows the HRSC-NE DE Unit to recruit to fill competitive civil service positions. If the HRSC-NE did not have the delegated authority to conduct such recruitment, its serviced activities would be required to obtain these services from the OPM. The OPM would then charge the activities a set rate for producing a Certificate.

During Fiscal Year (FY) 2003, the HRSC-NE DE Unit audited 1,144 Certificates of Eligibles (Certificates) for its serviced activities through DE recruitment efforts. Using the OPM Pricing Guide for Case Examining and an analysis of the type of Certificates produced by the HRSC-NE DE Unit in FY 2003, the HRSC-NE's DE Unit recruitment efforts resulted in approximately **\$1,054.060.00** in cost avoidance for its customers.



2004 Initiatives

National Security Personnel System (NSPS)

In the 2004 National Defense Authorization Act, Congress granted DoD the authority to implement a new personnel system. The NSPS will enable the DoD to attract, develop, compensate and retain a high performing work force, needed by DoD to meet the national security demands of the twenty-first century. The DON will be among the first DoD Departments to be converted to the NSPS. Currently, conversion is scheduled for early FY 2005. DON employees who will be in the first conversion wave include: general schedule, federal wage system (details are still under discussion), and demonstration project employees not specifically excluded by law. Non-Appropriated Fund employees, as well as professors and mariners, are not expected to be part of the first wave conversion. The DON is currently reviewing its workforce data to identify any other groups that may be outside the initial conversion.

The DoD is collaborating with each of the military services, OPM, and national labor organizations to develop NSPS operating procedures. These efforts will be ongoing. The NSPS, once implemented, will impact the majority of Navy/Marine Corps employees. The NSPS Web sites at www.donhr.navy.mil/nsps and www.cpms.osd.mil will provide up-to-date information on the implementation of this major shift in HR management processes and it is recommended that management visit the sites regularly for updates.

Navy-Wide Affirmative Action---Hispanic Program

DON Hispanic representation is not representative of the talent available in the general population. In conversations with the Director, OCHR, the HRSC-NE Director agreed to devise a pilot program whose purpose is to increase the number of qualified Hispanic applicants for DON jobs at serviced Commands. Actions being explored include publishing (in both English and Spanish) a series of pamphlets on the DON job application procedure; hosting an open house for members of Hispanic community organizations; visiting assemblies of seniors at high schools, and personally corresponding with DON managers encouraging them to consider qualified Hispanic candidates in under-represented areas. All planned actions will be conducted in partnership with the newly appointed DON Affirmative Action Program Head, Ms. Judy Scott.

On-Line CHART Video Tutorial

The Employee Development Department (Code 30) produced an online tutorial prototype for use within the DON's online CHART. The tutorial program is scheduled for posting

on the DONHR Web site in early 2004. The tutorial is an audio and video mini-movie that explains the functions and navigation of the CHART Web site. The tutorial also serves as a marketing tool to promote career opportunities within the DON. As a service to DON customers, this tutorial program was designed to inform employees and other job seekers how to search for a job, build a resume, apply online and check job application status through the CHART Web site. For information on this program contact Mr. Fran Nangle, Head, Code 30 at Francis.Nangle@navy.mil or by phone at DSN 243-5215 or Commercial 215-408-5215.

CHART Phase II

Since the implementation of CHART Phase I in October 2003, the DON has been working on CHART Phase II, which will involve the following:

- A new log-in screen.
- Improved job search capability for Senior Executive Service and Overseas positions.
- Additional application instructions.
- Ability to e-mail job announcements to friends.
- A system time-out message will appear, so that information can be saved.
- New error trapping for e-mail addresses and certain Additional Data Sheet questions.

The implementation date for Chart Phase II has not yet been determined, but is expected to occur in the near future.

Resumix Consolidation Into One Single Database

Meetings are currently being held to discuss plans for the consolidation of Resumix databases, which is estimated to occur by the end of 2004. The consolidation of the Resumix database will allow applicants to submit one resume for a job announcement, no matter which HRSC advertised the announcement. Currently, when applying for positions advertised by different HRSCs, a resume must be submitted to each Center.

HR for Academy for Excellence---Leadership Track

The HR Academy for Excellence is an employee development program for the DON human resources community designed to improve customer service delivery and create a common way of doing business. There are three training tracks---Leadership, Service Delivery, and Technical. The Leadership Training has been deployed at all seven HRSCs as well as OCHR.

In January 2004, 52 leaders at the HRSC-NE completed the two-day Leadership Training session. For their work teams, the leaders were challenged to focus on the key products and services that are most important to the customer. In order to measure the effectiveness of their work teams, the leaders determined delivery standards and measures that can be shared with their staff and customers. Each leader left the session

with a deliberate leadership plan that incorporated marketing, staff development, and positive reinforcement.

Also in January 2004, the HRSC-NE developed a baseline survey that was distributed to OCHR and each HRSC and completed by all employees at these organizations. At the end of the six months, the HRSC-NE will deploy another survey to the HRSCs and OCHR designed to determine whether implementation of the HR Academy had a definite benefit in terms of cost effectiveness and utilization of resources. The goal is to bring about a consistent business model for the Navy HR community that improves customer service delivery.

In addition to continuing Leadership Training and evaluation in 2004, HR Academy sessions are planned for all HRSC-NE employees in the Service Delivery and Technical tracks.



COMMUNITY OUTREACH

Charity Drives

* The fourth annual "Gifts of Warmth" campaign was another success. HRSC-NE employees contributed and prepared 133 cookie trays, tins, and bags as well as 30 soup packages and a total 59 sweaters, gloves, hats, scarves, slippers, and blankets. The donations will assist the isolated, homebound, frail, and elderly in the five county Philadelphia area.

* The Salvation Army---Holiday Stockings and Angel Tags---Each year, the Equal Employment Opportunity Department (Code 10) coordinates this toy/clothing drive in support of local Salvation Army organization clients. In 2003 the HRSC-NE staff donated over 200 items as part of the "angel tags" program. Donations included board games, electronics, sports gear, toy trucks/cars, dolls, stuffed animals, children's coats, and other clothing. The HRSC-NE staff members filled approximately 75 stockings with toys, toiletries, and other items for deserving children and their parents. The items were distributed at the Salvation Army's annual holiday party.

* HRSC-NE employees also donated a total of 132 new toys to the Marine Corps Reserves Toys-for-Tots Campaign.

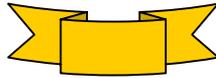
HRSC-NE Supports the Troops

Within days after United States military service members were deployed in Operation Iraqi Freedom, the HRSC-NE Deputy Director and Code 10 met to generate a plan to show the organization's support of staff members whose relatives and friends found themselves far from home. The HRSC-NE sponsored a bake sale and collected donations from staff members; mailed 27 large boxes of toiletries, books, games, snacks, global phone cards, and other hard-to-get items to over 200 National Reservists. Placed in each box was a letter expressing the HRSC-NE's admiration and support for the troops.

Combined Federal Campaign (CFC)

A total of 213 HRSC-NE employees contributed \$18,236 in payroll deductions and \$885 in cash or check donations to the 2003 CFC. Fundraising activities such as a pretzel sale, a basket auction, a bake sale, and a flea market were a great success and increased the organization's donations by \$3,830 for a total of \$22,951. The HRSC-NE more than

doubled its goal of \$10,158! The biggest event was the basket auction and hot dog lunch, which brought in a total of \$1,663. Information about this event was published on the DONHR Web site at <http://donhr@navy.mil> in the latest news section. Donations from the fundraising events were “earmarked” for the American Red Cross.



AWARD HIGHLIGHTS

★ Excellence in Government

The Philadelphia Federal Executive Board (FEB) Excellence in Government Awards Program honored the following HRSC-NE employees at its May 2003 luncheon:

- The Open Continuous Announcement System Support Team was recognized by the FEB in the Technical Accomplishment---Group category.

Team members: (Code 30)

Francis Nangle, Maureen Shaw, Judy Safady

- The Bargaining Unit Status Codes Guide and Bargaining Unit Inventory Team was recognized in the Technical Accomplishment---Group category.

Team members: (Code 40)

Maureen Marron, Joyce Whitman, Margaret McConnell, Ronald Switzer, Maria Nahill, Kevin Grosso

- The Productivity Plan Team was recognized by the FEB in the Economy in Government Operations---Group category.

Team members: (Code 52)

Karin Clark, Richard Knight, Joseph Cavicchio, Patricia Whitaker, Darlene Washington, Barbara Pashkevich, Gene Dambro, JoAnn Toliaferro, Donna Maxwell, Dianne Pelullo, Charlotte Cleghorn, Stella Lerro, Michelle DiBiase, Julia Berrios, Hazel Bressler, Susan Devlin, Donald Payne, Jeanette Chatman, Tina Reif, Robert Ness

- ★ Mr. Larry Hollingsworth, Head, Naval Air Station (NAS), Patuxent River Avionics Department, visited the HRSC-NE on 19 December 2003 to express his appreciation for the high-quality staffing and processing services provided to his organization by the HRSC-NE Code 50 staff. He met with both HRSC-NE Compensation and Recruitment Division and Classification and Recruitment Division staff members to personally recognize them for their impressive staffing and processing efforts. Mr. Hollingsworth noted that the staffing and processing support provided by the HRSC-NE staff is important to the Avionics Department in its assistance for the war efforts in Afghanistan and Iraq.



HRSC-NE MANAGEMENT TEAM



L-R sitting: Vivian Merritt, John Conwell, and Maureen Marron
 L-R standing: Jerry Klein, Pat D'Amico, Rich Carr,
 Cindy Anderson, and Fran Nangle

Telephone Number:
 DSN: 243-xxxx
 COMM: (215) 408-xxxx

Name	Title	Voice #	Fax #	E-mail Address
John Conwell	Director, HRSC-NE	5090	5092	John.Conwell@navy.mil
Patricia D'Amico	Deputy Director, HRSC-NE	5099	5092	Patricia.Damico@navy.mil
Cynthia Anderson	Head, Administration Dept.	5096	5120	Cynthia.Anderson1@navy.mil
Vivian Merritt	Head, EEO Dept.	5250	5252	Vivian.Merritt@navy.mil
Jerry Klein	Head, Automation & Information Dept.	5004	5008	Jerome.Klein@navy.mil
Fran Nangle	Head, Employee Development Dept.	5215	5218	Francis.Nangle@navy.mil
Maureen Marron	Head, Appeals & Investigations Dept.	5241	5245	Maureen.Marron@navy.mil
Rich Carr	Head, Customer Service Dept.	5173	5172	Richard.Carr@navy.mil

If unsure about whom to contact for a specific question, please e-mail the HRSC-NE Manager at manager.ne@navy.mil.