

# workbook

u.s army europe civilian personnel directorate



## CLARIFICATION ON THE LQA REGULATION CHANGE

As many of you know, the Army in Europe recently expanded the regulation for Living Quarters Allowance (LQA) to include some locally separated military personnel and contractors, and individuals voluntarily leaving hard-to-fill positions to accept other jobs (if they meet certain criteria). As of August 28, 2003, CPD granted an additional 181 current employees LQA because of the revised regulation. The following provides more information on the LQA regulation change.

### THE REGULATION

The regulations governing LQA include the Department of State Standardized Regulations; Department of Defense 1400.25-M, Subchapter 1250; and Army in Europe Regulation 690-500.592, dated 20 June 2003, effective 1 July 2003.

*continued on page 2*

## Happy Holidays and Great New Year

*by Jeannie Davis, Director, Civilian Personnel Directorate*

As we are issuing this edition of the Workbook in December, the first order of business is to wish all who read this Happy Holidays. Please be sure to keep your priorities in mind during this season, and have a wonderful new year.

The most recent "big news" for the civilian human resource community (CHR) was the creation of the Civilian Human Resources Agency (CHRA) and the realignment of all operating level CHR offices into this new organization. Across Army, as of 5 October, this one agency - CHRA - has direct responsibility for all Civilian Personnel Operations Centers and Civilian Personnel Advisory Centers. For Europe, this meant the end of the Civilian Human Resource Management Agency (CHRMA) that had been in existence since 1995 - but very little change in service provided to our customers. Read more about that in this newsletter.

In this edition, you will also see an article on Living Quarters Allowances

(LQA). We recently began an effort to equalize and simplify the LQA rules, starting with a change that allows payment of LQA to locally hired former military members and contractors. As a result of that change, we reviewed 470 applications for LQA and started 181 current employees on LQA as of 1 Jul 03. We are planning to take additional steps to de-mystify the process and make the guidance clearer and more straightforward. There are some things that we cannot change about LQA rules, however - and those are found in the Department of State Standardized Regulations. You will see an explanation of that in this issue as well. Stay tuned for more updates on this subject.

The staff in the headquarters has also been working to

develop an Army in Europe civilian deployment regulation, which is in the final stages of approval at this time. We found

*continued on page 7*

**CFC CAMPAIGN DEADLINE EXTENDED - SEE PAGE 10**



### LQA DEFINED

LQA pays for most living expenses related to an employee's residence in an overseas area. In accordance with the regulations, LQA is a recruitment incentive to encourage U.S. citizen civilian employees living in the United States to

accept Federal employment in a foreign area. When an employee is already living in a foreign area, LQA as a recruitment incentive is normally not required. LQA is not an automatic salary supplement, nor is it an entitlement.

### CRITERIA FOR GRANTING LQA

*(included in the old and new regulations)*

The following categories of employees are eligible for LQA:

Employees who were recruited from the United States, US territories, possessions, or protectorates for positions in grades General Schedule (GS)-09 (or equivalent), Federal Wage System Nonsupervisor (WG)-11, Federal Wage System Leader (WL)-09, Federal Wage System Supervisor (WS)-05, and above. Employees must have resided in the United States at least one year immediately before accepting a formal job offer. Employees serving on a mandatory mobility agreement are exempt from the one-year residency requirement (employees who sign mandatory mobility agreements agree to move as necessary according to the organization's wishes).

Employees who transferred to a new job in the European region from another overseas Government activity or agency (in grades GS-09 or equivalent, WG-11, WL-09, WS-05 and above) without a break in service, and who were receiving LQA at the time of selection for their new job. Please note: the grade restrictions listed here do not apply to employees who transfer to US Army Europe positions that are identified as hard-to-fill. The CPOC validates and approves hard-to-fill positions. These positions (e.g., Intelligence, Medical, and Child Care positions) require unique skills, knowledge or abilities and usually have a documented recruitment history that demonstrates how difficult it is to find qualified candidates with a broad area of consideration. The CHRMA website lists positions currently identified as hard-to-fill.

### NEW CRITERIA EFFECTIVE JULY 1, 2003

#### **Former military members and civilian contractors**

Certain employees who recently separated from the military while overseas, or recently were overseas contractors, may be eligible for LQA under the revisions. The revised regulation expands eligibility for certain locally hired employees selected for positions that meet the grade level criteria described above.

*Please note: Grade restrictions do not apply to applicants selected for career program positions below the GS-09 (or equivalent) level. Career program positions are jobs in the special career track known as a "career program."*

To be eligible under the expanded provisions of the new regulation, an employee must meet both of the following additional eligibility criteria:

- (a) Before being appointed to a new job, the employee was recruited from the United States by the U.S. Government, including its Armed Forces; a U.S. firm, organization, or interest; or an international organization in which the U.S. Government plays a role.
- (b) The employee was in substantially continuous employment with one of the employers in (a) above under conditions that provided for his/her return transportation to the United States.

Former military members and civilian employees will be considered to have substantially continuous employment:

- (a) for up to one year after the date of separation; or
- (b) until the initial transportation entitlement (described above) is lost; or
- (c) until the retired, separated member or employee uses a substantial portion of the entitlement for return transportation to the U.S., whichever occurs first.

#### **Employees in hard-to-fill positions**

Employees who voluntarily leave their hard-to-fill positions to accept other jobs may be eligible for continued LQA under the revised regulation.

Payment of LQA based on new provisions of the regulation is effective July 1, 2003. However, an employee's **eligibility** for LQA based on these provisions may be based on an appointment as far back as 1998. This means that if you separated from the military in Europe between 1998 and the present, accepted a Federal job in the grades identified above, and meet all of the eligibility criteria defined above, you may be eligible to receive LQA. This is also true for former employees of U.S. firms or organization who were hired locally within one year after separating from the firm, provided they were recruited from the U.S. by the firm, they accepted a Federal position in the grades listed above, **and** they had a return transportation entitlement to the United States and did not use it.

If you think you may be eligible for LQA under the revised regulation, you must complete an eligibility questionnaire (found at the CHRMA website, under the Index, letter "L," the questionnaire is called Living Quarters Allowance - Current Employee Questionnaire) and submit it for review.

# SPONSORSHIP

managers make the difference!



**A** good sponsor can make a tremendous difference in the life of a new civilian employee. Sponsors act as ambassadors, easing the transition for newcomers as they move to Europe.

The Army in Europe recently published a new civilian sponsorship regulation that expands the emphasis on civilian sponsorship. The new regulation addresses the unique needs of Federal workers in the European environment.

Managers are the key to making the sponsorship program a success. Support and cooperation from managers will ensure that new employees feel welcome from day one.

Implementing the new program begins with managers assigning staff members to be sponsors for incoming employees.

Managers should provide sponsors with a sponsorship plan of action that explains the duties and responsibilities of the sponsor. In addition, managers should grant sponsors the time and resources necessary to perform sponsorship duties.

A sponsor should contact the incoming employee by telephone or email, attend sponsorship training at the local Army Community Service Center, arrange for temporary housing and a new post office box for the incoming employee, and answer

any questions the new employee may have.

For more information on sponsorship, visit the CHRMA website at [www.chrma.hqusaureur.army.mil](http://www.chrma.hqusaureur.army.mil) under "Living and Working Overseas," then click on "Guide to Help You with Inprocessing," then "Information Pertaining to Moving to a New Location? You Need A Sponsor!"

This section also contains a link to the actual regulation for Army in Europe military and civilian sponsorship.

# ART-CHANGING YOUR ART/CSU PASSWORD

**YOUR ART PASSWORD IS ONLY GOOD FOR 90 DAYS!**



**DID YOU KNOW YOUR ART/CSU PASSWORD IS GOOD FOR 90 DAYS ONLY?**  
If you have not changed your password within 90 days, you will only see the External

Applications II option on the ART main menu.

Please follow these steps to change your ART/CSU password within the 90-day timeframe:

- Open the CHRA webpage
- <Click> on DCPDS.
- <Click> on Army Regional Toolset.
- <Click> on Click here to access ART.
- <Enter> your ART/CSU User ID, e.g. Ima\_Sample1 and password.
- <Click> on Click Here To Login.
- <Click> on Proceed Into System.
- <Click> on External Applications II.
- <Click> on Central Site, then Central Site CSU.
- <Push>any key when the Warning Statement displays.  
You will be prompted to enter your CSU user ID and default password.
- <Enter> your ART/CSU User ID, e.g. Ima\_Sample1 and password.
- <Do not Enter> anything in the "Database" block.
- <Click> on Connect.
- <Click> on OK.
- <Click> on Password and <Enter> a new password.
- <Repeat> the new password.
- <Click> on OK.
- <Click> on Exit in the 'CSU Title' Screen and in the 'CSU Option' Screen, then you can return to ART and proceed as usual.

Please follow these additional steps when changing your ART/CSU password after the 90-day timeframe expired:

- <Click> on the Log Off icon to exit from ART.
- Log back into ART using your new password and your ART main menu will get a full range of tools again.

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## U.S. Federal Holidays

New Year's Day - *January 1*  
Martin Luther King, Jr.'s Birthday - *January 19*  
Presidents' Day - *February 16*  
Memorial Day - *May 31*  
Independence Day - *July 5\**  
Labor Day - *September 6*  
Columbus Day - *October 11*  
Veteran's Day - *November 11*  
Thanksgiving Day - *November 25*  
Christmas Day - *December 24\*\**  
New Year's Day - *December 31\*\*\**

\*Independence Day, July 4, 2004, falls on Sunday. Monday, July 5, 2005, will be treated as a holiday.

\*\*December 25, 2004, (the legal public holiday for Christmas Day) falls on a Saturday. Friday, December 24, will be treated as a holiday (See 5 U.S.C. 6103(b)).

\*\*\*New Year's Day falls on a Saturday. Friday, December 31 will be treated as a holiday.

## German Legal Holidays

New Year's Day - *January 1*  
Epiphany - *January 6*  
(*only in Baden Wuerttemberg and Bayern*)  
Good Friday - *April 9*  
Easter - *April 11*  
Easter Monday - *April 12*  
Labor Day - *May 1*  
Ascension Day - *May 20*  
Pentecost - *May 30*  
Whitmonday - *May 31*  
Corpus Chirsti Day - *June 10*  
Day of Germany Unity - *October 3*  
All Saints' Day - *November 1(Only in Baden Wuerttemberg, Bayern, Rheinland-Pfalz, and Saarland)*  
Christmas Day - *December 25*  
2nd Christmas Day - *December 26*

## Italian Legal Holidays

New Year's Day - *January 1*  
Epiphany - *January 6*  
Easter Monday - *April 12*  
Saint Zeno - *April 13 (Verona only)*  
Liberation Day - *April 25*  
Labor Day - *May 1*  
Republic Day - *June 2*  
Saint Rainieri - *June 17 (Livorno only)*  
Assumption Day - *August 15*  
Feast of the Virgin Mary - *September 8 (Vicenza only)*  
All Saints' Day - *November 1*  
National Unity Day - *November 7*  
Immaculate Conception - *December 8*  
Christmas Day - *December 25*  
St. Stephen's Day - *December 26*

# CHR\_A?

Did you know that CHRMA (Civilian Human Resource Management Agency) no longer exists? CHRMA was the organization composed of the CPACs in Germany, Italy and Belgium; the CPOC in Seckenheim; and the headquarters entity called the Civilian Personnel Directorate. The CPACs, CPOC, and CPD still exist, but not as a combined organization called CHRMA.

As the article that follows explains, the CPACs and CPOC (the operating portion of the CHRMA organization) are now part of a new organization called CHRA (Civilian Human Resources Agency). Lieutenant General John M. Le Moyne, the

U.S. Army Deputy Chief of Staff G-1, formally established the U.S. Army Civilian Human Resources Agency (CHRA) on 5 October 2003.

The Civilian Personnel Directorate continues to perform headquarters functions for USAREUR and Ms. Jeannie Davis continues to be the Commanding General's spokesperson in matters of civilian personnel.

Although this represents a significant change for employees of the former CHRMA organization, the change should be transparent to customers. Customers should continue to receive personnel services the same way

they have in the past. And even though CHRMA no longer exists, customers will continue to use the "CHRMA" website - [www.chrma.hqusareur.army.mil](http://www.chrma.hqusareur.army.mil) - for the foreseeable future.

CHRA has named Ms. Mary Rodriguez, Deputy Director of the former CHRMA organization as the Acting HR Regional Director for the Europe Region. This new position directs the operating functions performed by the CPACs and CPOC.

## U.S. Army Inaugurates Civilian Human Resources Agency

The new agency, Civilian Human Resources Agency, is a result of the integration of the Civilian Training, Education and Development System; Civilian Personnel Field Activity; Civilian Personnel Advisory Centers; overseas Civilian Personnel Operations Centers; and the Civilian Personnel Operations Center Management Agency. CHRA is part of the Army leadership's vision to streamline headquarters, create more agile and responsive staffs, reduce layers of review and approval, focus on mission, and transform the Army. The establishment of the CHRA will enable the Army to enhance quality of service provided to its civilian employees and support the Army's vision for transformation. Mr. David Snyder, G-1, Civilian Personnel Policy Director, says "This change is

another step in the evolution of our program that will allow us to better reach our goal of providing consistent quality and timely support to all customers." As an agency under the G-1, CHRA is part of the Army's initiative to mold personnel functions into a corporate structure, enabling equitable, efficient, and effective management of civilians worldwide. The Agency will manage all aspects of the human resources life-cycle for civilians - from recruiting to retirement. CHRA will serve appropriated fund, nonappropriated fund, and local national civilian employees. In addition, the Army CHRA is planned to become part of the U.S. Army Human Resources Command no earlier than 2005. The CHRA is headquartered at Aberdeen Proving Ground, Maryland.





# HELP KEEP THE PEACE

## consider civilian employment downrange

The US Army Europe has job opportunities for civilians in fields such as Safety, Information Technology, Supply, Education, Security, Force Protection, and more. These are remote field positions, located in the Balkans, and the Army offers a generous compensation package that may include a relocation bonus, danger pay, or foreign post differential.



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



# Have your say in the Army Civilian Attitude Survey

"I WANT YOUR ASSESSMENT OF WHERE WE STAND REGARDING OUR WORKING CONDITIONS, BUSINESS PRACTICES, AND VISION. THE ARMY NEEDS YOUR PERSPECTIVES AND OPINIONS IN THE AREAS ADDRESSED BY THE SURVEY IN ORDER TO MAKE INFORMED DECISIONS ON CHARTING OUR FUTURE. THUS, YOUR INPUT IS EXTREMELY VALUABLE."

The US Army is offering Federal civilians the opportunity to voice their opinions about their jobs through the Army Civilian Attitude Survey 2003.

The Army designed the survey to measure job satisfaction, organizational climate, workforce morale, and other workplace issues.

The Army invites all US-citizen appropriated and non-appropriated fund employees to complete the survey, located online at <http://cpol.army.mil/survey/dasurvey>. The survey does not apply to military, National Guard Technician (Title 32), or contract employees. Participation is voluntary and employees may complete it during regular work hours. It is completely confidential and the Army does not collect any names.

Lieutenant General John M. Le Moyne, Deputy Chief of Staff, G-1, addressing civilians said, "I want your assessment of where we stand regarding our working conditions, business practices, and vision. The Army needs your perspectives and opinions in the areas addressed by the survey in order to make informed decisions on charting our future. Thus, your input is extremely valuable."

# Belgian Legal Holidays

New Year's Day - January 1  
Good Friday - April 9  
Easter Monday - April 12  
Labor Day - May 3\*  
Ascension Day - May 20  
Whitmonday - May 31  
Independence Day - July 21  
Assumption Day - August 16  
All Saints' Day - November 1  
Remembrance Day - November 11  
Christmas Eve - December 24  
Christmas Day - December 27\*\*  
Boxing Day - December 28\*\*\*  
SHAPE holiday - December 29  
SHAPE holiday - December 30  
New Year's Eve - December 31

\* as Labor Day falls on a Saturday, the 3rd will be treated as a holiday

\*\*as Christmas falls on a Saturday, the 27th will be treated as a holiday

\*\* as Boxing Day falls on a Sunday, the 28th will be treated as a holiday

*continued from page 1*

HAVE A GREAT  
HOLIDAY SEASON  
AND WONDERFUL  
NEW YEAR



that early this year as we looked to deploy a number of civilians in support of Operation Iraqi Freedom, there was plenty of guidance, but it was not easily found, nor was it in one place. As soon as the regulation is published, managers will have one reference document

that will guide them through all the requirements for deployment of civilians. And, we continue to add guidance to our website at [www.chrma.hqusaareur.army.mil](http://www.chrma.hqusaareur.army.mil) - look under Contingency Guidance.

Once again, as the new year approaches, I would like to encourage you to contact your CPAC if you have areas that you would like more information on and want to see included in future issues of the Workbook. And, have a great holiday season and wonderful new year.

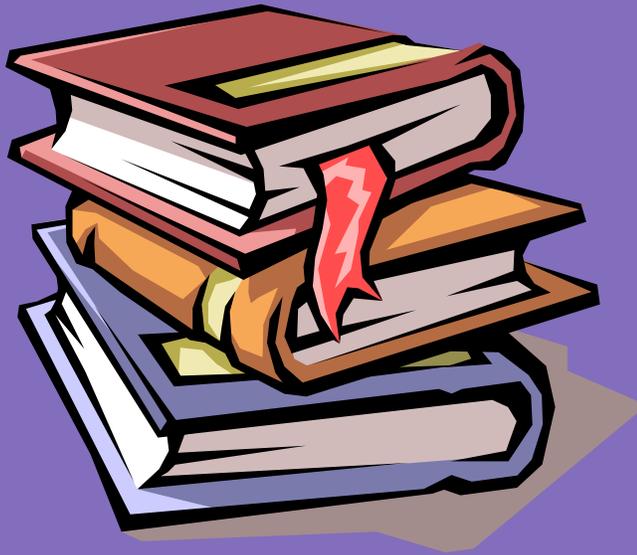


## Tools You Can Use

Visiting the CHRMA website at [www.chrma.hqusaareur.army.mil](http://www.chrma.hqusaareur.army.mil) can save you time - and headaches. The Management Tools section has a wealth of information such as information on the following topics:

- Hours of Work/Leave Administration
- Employee Performance
- Awards
- Discipline
- On the Job Injuries
- Recruitment and PPP
- Overseas Tours and Rotation Information
- Deployment
- Automation Guides, including RPA Direct and DCPDS
- Career Program Manager Listing
- Benefits
- Classification
- Employee Training and Development

# Training Opportunities!



Have you ever explored the abundant training opportunities accessible to you? There are hundreds of classes available through the Department of Defense. The CHRMA website's "Training Opportunities" section serves as an excellent guide to the training available for any professional development need, as well as any schedule.

Web-based training, such as the Army Smartforce, suits any timetable. Smartforce is one of the Army resources for e-learning. SmartForce offers more than 1,500 information technology, business skills and interpersonal skills courses. These classes are available 24 hours a day, 7 days a week, through an interactive format. The classes are available at no cost to you or your organization and registration is easy using your Army Knowledge Online account. To access SmartForce, go to the CHRMA website under Training Opportunities. Click on Course Information and then Employee Self Development.

Traditional classroom courses are another option. Classes for December and January are listed at right. A special class, "Dealing with Angry Customers," provides employees with customer service skills focused on using "best in business" models to improve customer service. Objectives include definition of customer expectations and the development of service providers to meet these expectations. The second part of the course assists customer service providers, in person or on the telephone, in managing interactions with angry and irate customers.

For an extensive list of courses, or to sign up for a course, visit the CHRMA website, or contact your local CPAC for more information.

Employees can complete training on the web, using Internet based classes

<b>Dates</b>	<b>Class Title</b>	<b>Location</b>
2 December	Data Collection and Analysis Techniques	Seckenheim
8 December	Data Analysis with Microsoft Excel	Seckenheim
8 December	Enhanced Defense Financial Management Training	Heidelberg
9 December	Teambuilding	Grafenwoehr
15 December	Effective Briefing Techniques	Seckenheim
12 January	Maintaining Control During Change	Grafenwoehr
12 January	Customer Service/Dealing with Angry Customers	Baumholder
12 January	Customer Service/Dealing with Angry Customers	Mannheim
12 January	Customer Service/Dealing with Angry Customers	Vilseck
12 January	Leadership, Education, and Development (LEAD)	Vicenza
14 January	Customer Service/Dealing with Angry Customers	Wiesbaden
14 January	Customer Service/Dealing with Angry Customers	Wuerzburg
14 January	Customer Service/Dealing with Angry Customers	Hanau
14 January	Maintaining Motivation during Periods of Change	Seckenheim
26 January	Basic English Writing Skills	Seckenheim
26 January	LEAD	Stuttgart
26 January	Enhanced Defense Financial Management Training	Ramstein
26 January	Basic Management Techniques for Supervisors	Kitzingen
26 January	Installation Logistics Management Course	TBD
26 January	Accounts Payable Administration	Seckenheim
26 January	Travel Administration and Entitlements	TBD
27 January	Automated HR Tools for Managers	Kaiserslautern



## CFC Operations Extends Overseas Combined Federal Campaign Deadline to 31 December

The Office of CFC Operations has extended the Overseas Combined Federal Campaign pledge deadline to 31 December 2003 to ensure that every soldier and civilian employee is informed about the program and has an opportunity to participate in this valuable project.

"This is a busy time for soldiers and civilian employees. We are all fully engaged in fulfilling the Army mission, and the holidays add increased responsibilities. This extension helps guarantee that everyone is presented the opportunity to give to the charity of their choice," said BG Russell L. Frutiger, Deputy Chief of Staff, G1.

The Combined Federal Campaign is an easy, far-reaching way for Federal employees to give back to the community. The CFC provides an opportunity for Federal employees to give to the charitable organizations of their choice. The program is the only campaign authorized to solicit employees in the Federal workplace on behalf of charitable organizations. By allowing employees to select the organizations from a single brochure and to make their contributions through payroll deductions, the CFC provides opportunities for generous giving to literally hundreds of worthy causes.

Employees who would like to know more information or would like to contribute to the CFC should contact their local BSB Project Officer, listed below, for a 2003 brochure and pledge card.

### US ARMY EUROPE 2003 CFC Contact Numbers

Please ask for the Combined Federal Campaign POC

<u>ASG/BSB</u>	<u>Phone Number</u>
SFOR	762-5006
KFOR	781-3124
6th ASG	421-4395
22nd ASG	634-8206
26th ASG	
233rd BSB, Darmstadt	348-7448
293rd BSB, Mannheim	385-2434
411th BSB, Heidelberg	388-9399
415th BSB, Kaiserslautern	483-7098
80th ASG	
80th ASG, Chievres	361-6034
254th BSB, Schinnen	360-7438
98th ASG	
235th BSB, Ansbach	468-7908
279th BSB, Bamberg	469-7713
280th BSB, Schweinfurt	354-6578
417th BSB, Kitzingen	355-8269
100th ASG	
282nd BSB, Hohenfels	466-2428
409th BSB, Vilseck	476-3985
104th ASG	
221st BSB, Wiesbaden	337-1500
222nd BSB, Baumholder	485-8891
284th BSB, Giessen	343-8621
414th BSB, Hanau	322-1500