

CIVILIAN PERSONNEL TODAY

GREETINGS

By Andy McCoy

Civilian Personnel Officer

The CPO continues to support the USAF mission in the UK by providing critical Human Resources support through customer service, strategic consultation, and resource management. Over the past year, the CPO has worked hand-in-hand with the Air Force Personnel Center towards new strategies and new processes aimed at making the processes better for not only the UK but also the USAF as a whole. While there is much more work to be done, CPO involvement is making a difference for the future of HR in the UK. Likewise, we have partnered with USAFE-AFAFRICA to modernize our Local National Direct Hire (LNDH) program. I'm proud to announce new policies on flexible working and credit hours for our LNDH employees. If you are an LNDH employee or supervise an LNDH, please pay close attention to this section. Lastly, I'd like to stress the importance of our Ministry of Defence (MOD) colleagues and understanding the processes governing those Airmen. As such, and as needed, the Ministry of Defence Liaison Office (MODLO) coordinates supervisory training for Line Managers and Supervisors of MOD staffs. If you supervise or manage an MOD staff member, it is imperative that you attend one of these training events. Contact your local Business Support Team to sign up for today.

As always, if you have an idea or topic that you think should be addressed in the next CPO Quarterly Newsletter, please contact our office at 238-3540 or 100fss.fsmc5@us.af.mil and it may appear in the next edition.

Did you know that the Civilian Personnel Office (CPO) is online? You can find us on Facebook @MildenhallCPO or via our [website](#). Look us up online and follow us on Facebook.



CPO Resiliency Training

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USAF Legal & General Group Pension Scheme

Under the UK's automatic pension enrollment legislation, on 06 April 2019, the third and final phase of minimum employee and employer contributions was increased. Member minimum contributions are increased from 3% to 5%, the employer minimum contribution increased from 2% to 3%. In addition, we operate employer longevity increases that work alongside the minimum contribution levels. For further information please contact us.

The employer operates a two times annual salary Group Life Assurance for employees who are members of the pension scheme. Eligibility rules apply. Recently, we have increased our Group Life Assurance coverage up to the day before your state pension age. You will notice on the lower half of your wage slip the amount that says life assurance, this is not a deductible amount from your wages this is the amount that the employer pays for your life assurance coverage.

In January 2020 there will be three yearly cyclical re-enrollment period, what this means for employees who are not members of the pension scheme and who are eligible, if you earn over £192 per week (or £833 per month); you are aged 22 or over and; you are under state pension age you will be automatically enrolled/re-enrolled. If you do not wish to be in the scheme after automatic enrollment you will need to contact the provider to "opt-out".

An last but not least, please ensure your address and beneficiary nomination forms are always kept up to date.

LNDH Working Topics: Credit Hours, Flexible Working Policy

Credit Hours

USAF also has a new Credit Hours Policy to enhance work life balance for employees, this will allow employees to manage a portion of their work-schedule without impacting on contractual terms and conditions of employment. Credit time can be earned in 30 minute increments and is limited to a maximum of 24 hours for a full time employee and for employees on an irregular work schedule the limit will be pro-rated. An employee cannot earn credit hours whilst in travel status, training, nor create entitlements for overtime pay, night premium pay, holiday premium pay or Sunday premium pay and should be taken within the same pay period and will be forfeited if not taken within six months following the week in which credit hours were earned. If you have any questions please contact 238-3073 or 238-3667.

Flexible Working Policy

USAF has operated a Flexible Working Policy for the last few years, until recently parents of children and under the age of 16 and those registered as Careers for children or adults have had the right to ask for a change in work patterns that better suits their home life. The same rules have now been extended and apply to all employees, regardless of their dependents, provided that the employee has worked for their employer for at least 26 weeks. The policy also allows for one "flexibility request" per year. Contracts of employment with USAF consider all "work life balance requests" and the new policy includes some examples such as; Flexible Time Bands, Compressed Hours, Temporary flexible working. For further information please contact 238-3073 or 238-3667.

Staffing News: MyPers

Benefits and Entitlements: As a new employee benefits can be confusing. The best resources to answer any questions you may have is MyPers. MyPers contains links to all the different systems you will need to access to elect your benefits as well as make changes. Health Insurance, Dental and Vision insurance, Life Insurance, Long Term Care, Thrift Savings Plan, are just a few of the Benefit and Entitlement programs available. <https://mypers.af.mil/app/categories/c/89/p/2>

Leave Without Pay (LWOP): Employees who are considering requesting LWOP should consult with the servicing Civilian Personnel Section (CPS) because retirement and benefits could be impacted. It is important to understand LWOP implications **prior** to starting LWOP status. MyPers is also a good source of information. https://mypers.af.mil/app/answers/detail/a_id/23534/p/2/c/89

Retirement: It is recommended you start your retirement planning starting five years from your projected retirement date. The five year period before

retirement is important because you must have insurance coverage for five years immediately before retirement to keep it after retirement. You may also need some preliminary information to make decisions about when you can afford to

retire and whether to make any necessary payments to receive credit for military or non-contributory service or repay any retirement contribution refunds. You should review your Official Personnel Folder (OPF) to make sure that there is verification of all of your military and civilian service. If any of the records are missing, your employer should help you document the service and obtain any missing records. An estimate is a way to determine if your income will be sufficient to maintain a comfortable life style after retirement. MyPers has links to two different types of retirement estimates, Pre-calculated annuity estimate and real time/online annuity estimates. <https://mypers.af.mil/app/categories/c/712/p/2>

Effective 1 October 2020 the 3% TSP Contribution will increase and automatically become 5%.

https://mypers.af.mil/app/answers/detail/a_id/23799/p/2/c/89

MOD Resource Questions???

Do you have questions about MOD personnel and their:

Attendance?
Reporting requirements?
Rewards?
Behavior & Discipline?
Training?
Leave?

Please contact the MOD Business Support Team (BST) at:

RAF Alconbury/Molesworth: 268 - 3966
RAF Croughton/Fairford/Welford:
236 - 8036/8263

RAF Lakenheath/Feltwell:
226 - 2415/6356/2301/2684
RAF Menwith Hill: 262 - 7740/7252/7259
RAF Mildenhall : 238 - 2129/2823/5353

CPO Contact Info

Reception Front Desk: 238 - 3540

US CIV

Staffing: 238 - 4935
EMR & Resources : 238 - 4995

LNDH

Staffing Allowances: 238 - 4955
EMR & Pensions: 238 - 4975

Hours of Operation

Mon - Fri: 8:00 am - 3:00 pm
After 3:00 pm by appointment only

ADDRESS

100 FSS/FSMC
Unit 4702
RAF Mildenhall
APO, AE 09459

100 FSS/FSMC
Building 435
RAF Mildenhall
Bury St Edmunds
Suffolk IP28 8NF



5 Inspiring Human Resources

“Every good conversation starts with listening.”
Tom Haak

Take this advice from HR executive Tom Haak and hear employees out.

“When people go to work, they shouldn’t have to leave their hearts at home.” – Betty Bender

Make sure your employees know that you care about them as human beings.

“In order to build a rewarding employee experience, you need to understand what matters most to your people.” – Julie Bevacqua

If you want to build a better company culture and working environment for your employees, go straight to the source and ask your people what they want and need.

“I am convinced that nothing we do is more important than hiring and developing people. At the end of the day, you bet on people not on strategies.” Lawrence Bossidy

The candidate experience is increasingly important for attracting and retaining top performers.

“Train people well enough so they can leave. Treat them well enough so they don’t have to.”
Sir Richard Branson

Give your employees the best treatment not just because it will help them perform better for your company, but also because they deserve it.

2020 UK Bank Holidays

1 January	Wednesday	New Year’s Day
10 April	Friday	Good Friday
13 April	Monday	Easter Monday
8 May	Friday	Early May bank holiday (VE day)
25 May	Monday	Spring bank holiday
31 August	Monday	Summer bank holiday
25 December	Friday	Christmas Day
28 December	Monday	Boxing Day (substitute day)

<https://www.gov.uk/bank-holidays>



Training Regulation

Per AFI 36-401, Supervisors and management must ensure competitive procedures are used in selecting employees for training and development that may serve to enhance promotion potential.

Employee Assistance Program

Personal and family problems can diminish your health, your happiness, and your ability to be at your best for yourself and your family. With the help of your Employee Assistance Program (EAP), provided by Federal Occupational Health, you can resolve these problems and become happier, healthier, and even more effective at home and at work.

Convenient Access on the Web Employees from anywhere in the United States to receive immediate assistance, *24 hours a day, 365 days a year*. You can also obtain information and resources online at FOH4You.com. At the FOH4You.com site, you will have easy access to educational materials, self-assessment tools, and specific information on available EAP services.

Counseling Services -- Licensed or credentialed professional counselors provide face-to-face, short-term counseling to employees and family members. Counselors can also provide referrals to community resources based on client needs, health insurance coverage, and financial resources.

<https://www.magellanassist.com/mem/library/contentDB.image?id=7103>

WorkLife 4 You...

You've got a lot going on. Fortunately, you have access to WorkLife4You, an agency-paid benefit designed to help you and your dependents better manage your daily responsibilities and life events. Services include expert guidance from WorkLife specialists, personalized referrals to helpful resources nationwide, and online tools to help with:

- Child Care & Parenting
- Adult Care & Aging
- Education & Career Development
- Financial & Legal
- Health & Wellness
- Other Everyday Needs

WorkLife4You is available 24/7. Call or log in today! Please refer to your agency's communication materials for your access phone number or web site registration code.

<https://www.worklife4you.com/index.html>

Federal Occupational Health...

FOH4You provides valuable information, educational materials, resources, and self-assessments on key behavioral health topics, including depression, anxiety, relationship issues, alcohol abuse, and health and wellness, to help you live healthy and work well.

With suicide receiving more visibility in the media, the EAP is available to provide resources. We wanted to share some information published by the Centers for Disease Control (CDC) on the prevalence of suicide in our nation, recommendations for prevention, and national resources that are available in addition to your EAP. If you or your family members have questions please visit our website.
www.foh4you.com/

For non-critical, but still urgent support for mental health and substance abuse, Air Force is providing the Substance Abuse Mental Health Services Administration (SAMHSA) National Hotline at 1-800-662-4357.

DPMAP Calendar 2019 - 2020 Cycles

- ▶ **31 Oct 2019**
 - Performance Cycle Midpoint
 - First Progress Review has to be Completed in My Performance Tool
- ▶ **31 Dec 2019**
 - Last day to establish/approve/ modify
 - Employee Performance Plan
- ▶ **31 Mar 2020**
 - End of cycle

LNDH Supervisory Training, 2019

- **26 Sept 2019 (Stavanger AFB)**
- **31 Oct 2019**
- **07 Nov 2019**
- **12 Dec 2019**

All personnel (**military/civilians**) whom supervise LNDH personnel are required to complete the supervisory training to allow them to be aware of policies, regulations and effectively supervise LNDH personnel. LNDH supervisory training is mandated by 5 C.F.R part 412—Executive Management and Supervisory Development and is also under the United States Code, Title 5 Government Organization and Employees; and Appendix Part III and must be completed within 6 month of supervisory status. The class is a one day class held at RAF Mildenhall, Civilian Personnel, Bldg. 435. The class commences at 08:30 and usually runs till 15:00. To view slides and documents that will be used in class, please visit our share-point site found below.

Please follow the link to self-register on our share-point page.

<https://portal.usafe.af.mil/sites/100MSG/FSS/FSM/>

Tips for Driving on The Left

Driving on the left: You may not be used to driving on the left, it is crucial that you take time to acquaint yourself with UK roads. Old habits die hard, always concentrate to avoid drifting to the right-hand side.

Position on the road: When driving an LHD car on the left, you will find yourself close to the curb. Instinct will tell you to drift towards the center of the road, as this is where you are used to sitting -but this will of course mean that your car is partially obstructing oncoming traffic. It is important to take the time to get used to the alternative position and resist the temptation to “center” yourself on the road.

Know where the curb or shoulder is on the left side: You’ll want to stay further left than you should. Try to keep your vehicle centered in the lane which will feel offset to the right side. Watch your left mirror to gauge your distance from the curb.

Practice shifting gears: If it’s your first time driving a right-hand drive vehicle, it won’t seem natural moving the shifter with your left hand at first. If you have a manual transmission, the gear pattern is the same as the US from left to right.

Practice driving without starting the engine: Before you start driving on the road, run a few scenarios in the driver’s seat. Imagine making turns while using the controls. Even in your imagination, you’ll find you need to correct which side of the road you are on at times.



SEATBELT USE

- All persons while operating or riding in or on a motor vehicle will use installed seat belts
- All occupants in a van **WILL** use seatbelts
- The operator of any vehicle is responsible for informing all passengers of applicable seat belt
- The senior ranking occupant is responsible to ensure enforcement of seatbelts; all persons are to be properly secured prior to placing the vehicle in motion.

Enhancing Human Capital

This course focuses on self-reflection as a means to better understand how we can become better friends, parents, spouses, co-workers, and leaders...in short, better people. Offered now to over 100k Air Force personnel and the Secretary of the Air Force. The course has been lauded as, "The best leadership course I have ever taken!" So what will you learn in this course?

- ◆ The attributes and dangers of personal bias
- ◆ Effective communication techniques
- ◆ The phenomenon of entrenched thinking
- ◆ How power changes relationships—for good or bad
- ◆ Tools to use immediately in your work space
- ◆ Developing productive, healthy relationships (at work and home)
- ◆ Importance of knowing your people
- ◆ Consideration for leading others
- ◆ Mandate verses organic leadership skills

Learn more at: <https://www.airman.af.mil/Products-and-Services/Presentations/Enhancing-Human-Capital/>

APF Performance Management 2020 DPMAP Cycle

Key Date	Milestones
1 Apr 2019	Performance Cycle Begins
30 Apr 2019	Performance Plans Must be Approved
31 Oct 2019	Mid-Year Point – at least one Performance Feedback Session must be completed & documented in MyPerformance as a Progress Review
31 Dec 2019	Final Date to change or create Performance Plan for 2020 cycle
31 Mar 2020	Performance Cycle Ends
April 2020	Annual Appraisal Completed
1 Jun 2020	Performance Ratings are Effected

2020 U.S. FEDERAL HOLIDAYS

<u>Date</u>	<u>Holiday</u>
Wednesday, January 1	New Year's Day
Monday, January 20	Birthday of Martin Luther King, Jr.
Monday, February 17*	Washington's Birthday
Monday, May 25	Memorial Day
Friday, July 3**	Independence Day
Monday, September 7	Labor Day
Monday, October 12	Columbus Day
Wednesday, November 11	Veterans Day
Thursday, November 26	Thanksgiving Day
Friday, December 25	Christmas Day

*This holiday is designated as "Washington's Birthday" in section 6103(a) of title 5 of the United States Code, which is the law that specifies holidays for Federal employees. Though other institutions such as state and local governments and private businesses may use other names, it is our policy to always refer to holidays by the names designated in the law. **July 4, 2020 (the legal public holiday for Independence Day), falls on a Saturday. For most Federal employees, Friday, July 3, will be treated as a holiday for pay and leave purposes. (See 5 U.S.C. 6103(b).)

**Progress Review
Performance Feedback Session**

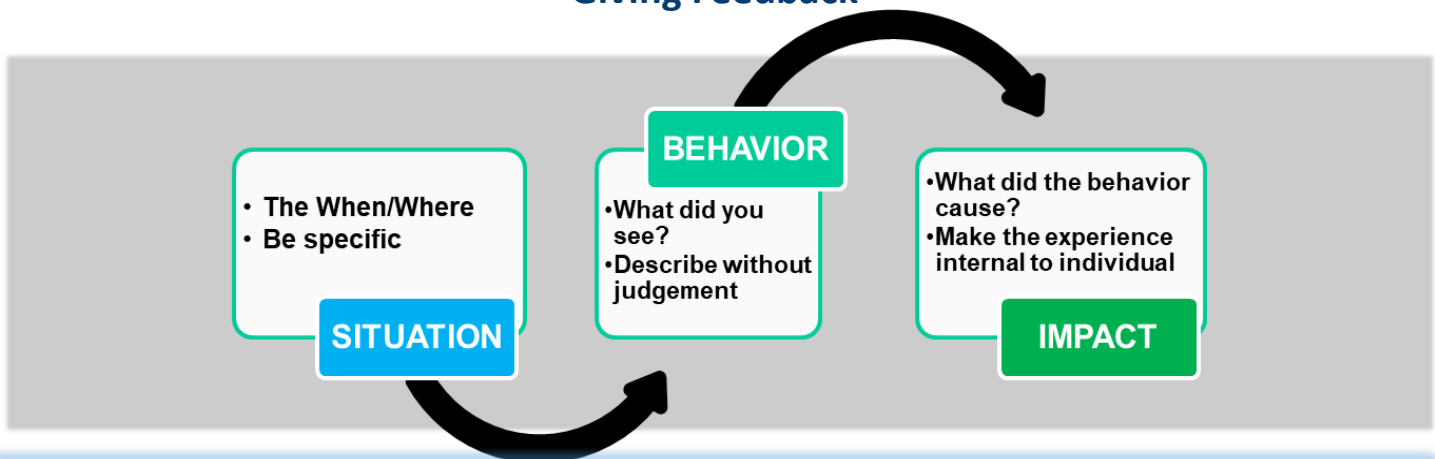
Progress Review - 31 October 2019

- ▶ Initiated by employee or supervisor
- ▶ Documented in MyPerformance tool

Advice on Feedback

Giving	Receiving
Be specific and factual, do not evaluate	Just listen
Separate observations about behavior from impact of behavior	Do not interrupt
Check to ensure receiver fully understands what is being conveyed	Do not get defensive
Focus on behaviors the receiver can do something about	If things get awkward or too emotional, ask for a break. Be sure to re-connect later

Giving Feedback



Situation: “Carmen, at Monday’s budget meeting,

Behavior: You ensured that the meeting started on-time and that everyone had the correct handouts in advance.

Impact: All of your research was correct, and all meeting member questions were correctly answered. You did an excellent job and made us all look really good. Thanks for all of your hard work!”

Merit System Principles and Prohibited Practices

The Merit Systems Principles are the standards for how Federal employment should be undertaken. Most of them have corresponding Prohibited Personnel Practices which name the specific laws that prohibit inappropriate conduct. These principles are meant to even the playing field in regards to employment by considering knowledge, skills, and abilities of applicants when making hiring decisions rather than politics, race, color, religion, national origin, sex, marital status, age, or disability. The principles also require integrity, efficiency, training, equal pay for equal work, and protect employees against favoritism and reprisal. For the full list of Merit Systems Principles and Prohibited Personnel Practices, please visit the 'U.S. Staffing Information' section of our website at: <http://www.mildenhall.af.mil/Info/100th-Force-Support-Squadron/Civilian-Personnel>.

Health Benefits Open Season

The Federal Employees *Health* Benefits (FEHB) program offers a wide variety of plans and coverage to help you meet your *health* care needs. You can choose from Consumer-Driven and High Deductible plans that offer catastrophic risk protection with higher deductibles, *health* savings/reimbursable accounts and lower premiums, or *Health* Maintenance Organizations or Fee-for-service plans with comprehensive coverage and higher premiums. All nationwide FEHB plans offer international coverage. There are no waiting periods and no pre-existing condition limitations, even if you change plans. You may enroll in *health* benefits if you are a newly hired, rehired, or newly eligible employee. You may also enroll during the annual *Open Season* or if you experience a qualifying life event. *The next open season is November 11, 2019 to December 9, 2019.*



Civilian Personnel Office Word Search

C L A S S I F I C A T I O N D
 W P N B I E H G V N L R S L I
 W H B O K U N V E T E E E A S
 S Q I K I I G M Z C A T C S C
 A N K S N T Y D R Y V E N I I
 D O O I T O A U T K E N A A P
 L E A I L L I N C A A T W R L
 H R P P T T E S G R D I O P I
 T F M L M A I B T I B O L P N
 A E A E O Y L E L A S N L A A
 R B N Y G Y S E N O F E A E R
 T T Q N B X M Z R K W F R W Y
 Y R O S I V R E P U S I I G D
 M A N A G E M E N T V K N N O
 S E C R U O S E R T T M A G G

- ALLOWANCES
- APPRAISAL
- CLASSIFICATION
- DEPLOYMENT
- DISCIPLINARY
- EMPLOYMENT
- LEAVE
- MANAGEMENT
- RECRUITMENT
- RELATIONS
- RESIGNATION
- RESOURCES
- RETENTION
- STAFFING
- SUPERVISORY
- TRAINING
- WHISTLEBLOWING