2021 ARC CUSTOMER MEETING

BETTER TOGETHER: CO-CREATING OUR FUTURE

July 28, 2021

BUILDING TOGETHER: LEVERAGING CUSTOMERS' VOICES TO TRANSFORM ARC SERVICES

8:30 AM – 10:00 AM

90 minutes

CAROL LAMBERT MODERATOR

Director
Engagement and Outreach

Engagement and Outreach is dedicated to delivering high-value promotional activities that highlight ARC programs and services, and seek customer feedback to improve the customer experience.

2021 ARC CUSTOMER MEETING
BETTER TOGETHER: CO-CREATING OUR FUTURE

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BUILDING TOGETHER: LEVERAGING CUSTOMERS' VOICES TO TRANSFORM ARC SERVICES

8:30 AM – 10:00 AM
90 minutes

Focus on using customer feedback to shape ARC services

2

MODERNIZING TOGETHER: IMPROVING SERVICE DELIVERY FOR YOU

11:00 AM – 12:30 PM
90 minutes

Focus on modernizing systems and building efficiencies

3

ACHIEVING TOGETHER: YEAR-END GUIDANCE AND THE IMPACT OF POLICY CHANGES

2:00 PM – 3:30 PM
90 minutes

Focus on year end requirements and legislative changes related to the pandemic or administration change

https://arc.fiscal.treasury.gov/about-arc/news-and-events/

A FEW NOTES

- We want to hear from you! Please send your questions through the "Questions" tab on GoToWebinar panel.

- Today's presentation is available as a "Handout" through your GoToWebinar panel.

- Your feedback is important to us. Please complete our post-webinar survey.

- Today's sessions will be recorded and posted at arc.fiscal.treasury.gov/about-arc/news-and-events/.

AMY EDWARDS HOLMES DEPUTY ASSISTANT SECRETARY
US Department of the Treasury

Deputy Assistant Secretary Edwards Holmes is responsible for advancing government-wide efforts to improve federal financial management, leading government-wide accounting policy, and overseeing the production of the Financial Report for the U.S. Government.

PAUL DEULEY
ARC EXECUTIVE DIRECTOR

ARC works with you to improve your agency's success by delivering responsive, customer-focused, cost-effective administrative support. Our mission is to fully and professionally support your mission.

BUILDING TOGETHER:
LEVERAGING CUSTOMERS' VOICES TO TRANSFORM ARC SERVICES

NEW WORKFLOW TOOL SUPPORTS MORE CONSISTENT AND INTEGRATED CUSTOMER INTERACTIONS

Jacob Oberlin, Product Owner, Transformation Management Office

ENHANCING THE CUSTOMER RETIREMENT AND BENEFITS EXPERIENCE WITH SELF-SERVICE FEATURES

Tia Shackleford, Supervisory HR Specialist, HR Services

FROM FOUR STEPS TO ONE: SIMPLIFYING EMPLOYEE RELOCATION VOUCHERS WITH DIGITAL CAPABILITIES

Larry Davis, Supervisory Relocation Analyst, Travel Services

HOW ARC USED JOURNEY MAPPING TO IMPROVE THE HIRING PROCESS FOR HIRING MANAGERS

Brittany Huffman, Supervisory HR Specialist, HR Services

JACOB OBERLIN

Product Owner

Transformation Management Office

NEW WORKFLOW TOOL SUPPORTS MORE CONSISTENT AND INTEGRATED CUSTOMER INTERACTIONS

WHAT ARE WE DOING?

Customers and employees need a better way of engaging with each other - one that is **more modern**, **efficient**, **experience-driven**, and **user-friendly**.

MAY 18 – AUG 17

AUG 18 – TBD

ARC Customer Portal Pilot
Prototype and Roadmap

Post-Pilot Project Execution

Decision point: How do we move forward?

N E W
WAYS OF WORKING

Customer-centric, using human-centered design, Agile development, and test and learn principles

CUSTOMER CENTRICITY

Using human-centered design to discover, design, build, and test with a 360-degree view of our customers in mind

HOW ARE WE USING OUR TIME IN THE CUSTOMER PORTAL PILOT?

Building a prototype for one Financial Management workflow

Developing a roadmap for a path forward

14

WHAT ARE OUR GOALS IN THE CUSTOMER PORTAL PILOT?

Deliver on the ARC promise to make complex simple

Understand customer wants and needs for a portal

Discover if this portal can prove its value through a prototype and roadmap

HOLISTIC DESIGN AND BUILD

Adopting a true Agile development approach to iteratively design and develop functionality at pace

REIMAGINING PROCESSES

Bringing a test and learn mindset to help reduce inefficiencies and redundancies

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WHAT'S NEXT?

Look for updates from our project through the Customer Bulletin & other communication mediums

Reach out to us at Jacob.Oberlin@fiscal.treasury.gov if you have insights, feedback, and/or want to get involved

TIA SHACKLEFORD

Supervisory HR Specialist

HR Services

ENHANCING THE CUSTOMER RETIREMENT AND BENEFITS EXPERIENCE WITH SELF-SERVICE FEATURES

WHERE WOULD YOU BEGIN IF YOU WERE READY TO RETIRE FROM FEDERAL SERVICE IN THE NEXT FIVE YEARS?

CUSTOMERS ARE AT THE HEART
OF ALL THAT WE DO

WHAT IS THE GOVERNMENT RETIREMENT AND BENEFITS (GRB) SYSTEM?

- 24/7 online access to:

  - Calculate unlimited annuity estimates

  - View associated benefits data

  - Monitor retirement information

  - Transmit Personally Identifiable Information (PII) through a secure portal to and from ARC HR, including retirement forms

  - Prepare retirement paperwork for submission to HR

  - Review a comprehensive reference library of content relating to Federal benefits and retirement

HOW WE GOT HERE

Pilot with customers → Solicit feedback → Evaluate feedback and adjust → Implement changes

GRB

Close

Government Reti

Health Insurance

Life Insurance

Dental & Vision Insurance

Long Term Care Insurance

Flexible Spending Accounts

Pay & Leave

Workers Compensation Benefits

Retirement

Social Security

Thrift Savings Plan

Federal Employees' Health Benefits (FEHB) Program

The Federal Employees Health Benefits (FEHB) program is an employer-sponsored group health insurance program for Federal employees and their families. Employees can choose from Fee-for-Service (FFS) plans, Health Maintenance Organizations (HMO), Consumer-Driven Health Plans (CDHP), and High Deductible Health Plans (HDHP). Employees can enroll, make changes, or cancel coverage during the annual Federal Benefits Open Season or if the employee experiences a qualifying life event. Permanent employees and certain temporary employees are eligible for coverage unless their appointment is excluded from coverage by law or regulation. The Office of Personnel Management (OPM) has the overall responsibility for the administration of the FEHB Program. Premiums are based on the plan and option an employee chooses and are shared by the employee and the employing Agency. The employing Agency's share is set by law and cannot exceed 75% of the total premium. Part-time employees receive a prorated contribution and temporary employees are responsible for the full amount of the premium. Premiums are paid on a pre-tax basis (known as premium conversion) unless the employee waives this option.

Current FEHB Enrollment

Health Plan Type: FEHB
Plan Name: Blue Cross and Blue Shield Service Benefit Plan Basic Option
Plan Option: Basic Self
Enrollment Code: 111

Plan Details

Plan Brochure: 📄
Plan Website: https://www.fepblue.org/
Telephone: 202-942-1068

Premium per Pay Period

Employee Cost:	$75.94
Agency Cost:	$227.84
Premium Conversion:	Participating (Pre-Tax)

View FEHB Plans/Premiums 🔳

Transactions   **Submit a FEHB Transaction +**

Entered	Effective	Type	Status

Resources

Type	Description
🎞	Federal Employees Health Benefits (FEHB) Program
🎞	Medicare
🎞	New Employee Benefits Orientation
🎞	New Employee Benefits Orientation for Congressional Employees

Federal Employees Group Life Insurance (FEGLI) Program

The Federal Employees' Group Life Insurance (FEGLI) Program is an employer-sponsored life insurance program for Federal employees. FEGLI is group term life insurance and does not build any cash value. The program offers Basic Life Insurance coverage plus three forms of Optional insurance (additional insurances on the employee's life as well as family insurance). Employees are automatically covered by Basic Life Insurance, unless the employee waives coverage or is in an appointment excluded from coverage by law or regulation. If an employee is eligible for and enrolled in Basic Life Insurance coverage, the employee can also elect Optional insurance. Although there are no regularly scheduled open seasons to enroll, if an employee has a qualifying life event he or she may be able to enroll or increase their coverage. The Office of Personnel Management (OPM) administers the Program and establishes the premiums. OPM has a contract with the Metropolitan Life Insurance Company (MetLife) to process and pay claims through the Office of Federal Employees' Group Life insurance (OFEGLI). The employing Agency pays one-third of the premium cost for Basic Insurance and the employee pays two-thirds. Employees pay the full cost of any elected Optional insurance.

Current Enrollment

FEGLI Code:	D0
Basic Life Insurance:	Yes
Option A Standard:	Yes
Option B Additional:	No
Option C Family:	No

Calculate FEGLI Premiums

Coverage Amounts

On Your Life

Basic Life Insurance:	$87,000.00
Option A Standard:	$10,000.00
Option B Additional:	N/A
Accidental Death - Basic:	$87,000.00
Accidental Death - Option A:	$10,000.00

On Family Member's Life - Option C

Spouse:	N/A
Dependent Child:	N/A

If you die before age 45, Basic Life Insurance provides an extra benefit (up to double the amount of the Basic Life Insurance displayed, depending on age)

Premiums per Pay period

Basic Life Insurance:	$13.05
Option A Standard:	$0.40
Option B Additional:	N/A
Option C Family:	N/A
Total:	$13.45

Transactions

Submit a FEGLI Transaction +

Entered	Effective	Type	Status

Resources

Type	Description
▤	Federal Employees' Group Life Insurance (FEGLI) Program
▤	Financial Planning
▤	New Employee Benefits Orientation
▤	New Employee Benefits Orientation for Congressional Employees
▯	FEGLI General Information

Retirement

The Federal Employees Retirement System (FERS) is a defined benefit, contributory retirement system. Both the employee and the employing Agency each contribute to a retirement fund from which benefits are paid. Retirement, disability, and/or survivor benefits are paid as a lifetime annuity. To qualify for an annuity, the employee must meet certain age and length of service requirements depending on the type of benefit. In general, the amount of the annuity is based on the total years and months of creditable service the employee has performed and an average of the employee's highest three consecutive years of salary. The exact computation of benefits can depend on a number of other factors including types of service performed, age, insurance elections, and survivor elections. Benefits are not automatic, and the employee must apply for them once eligible. Applications for benefits are submitted to the employing Agency and are adjudicated and paid by the Office of Personnel Management (OPM).

Current Information

Retirement Coverage:	FERS (K)
Employee Contribution Rate:	0.80 %
Service Computation Date:	01/01/2000
LEO/FF/ATC SCD:	N/A
Congressional SCD:	N/A
Estimated High-3:	$81,600.00

Estimated Monthly Retirement Benefits

Retirement Date	Age	Type	Annuity (No Survivor)	Annuity (Max Survivor)	Max Survivor Benefit	Annuity Supplement
12/31/2024	45yrs 0mos	Early/DSR	$1,700.00	$1,530.00	$850.00	$1,074.00
N/A	N/A	MRA+10	N/A	N/A	N/A	N/A
12/31/2036	57yrs 0mos	Unreduced	$2,516.00	$2,264.40	$1,258.00	$1,643.00
07/20/2021	41yrs 6mos	Disability	$2,720.00	$2,448.00	$1,570.00	N/A
07/20/2021	41yrs 6mos	Death	N/A	N/A	$733.00	N/A

Retirement Calculator 　　High-3 Calculator 　　Severance/VSIP Calculator

In the event you have part-time service, unpaid civilian deposits/redeposits, or unpaid Military deposits the Estimated Benefits displayed may be significantly overstated. The estimated High-3 is based on 96 % of your current salary. The estimated Annuity Supplement uses a salary model rather than your actual salary history, therefore the amount may be overstated or understated.

Retirement Application Package

Retirement Dashboard +

Currently, the first date you are eligible to retire voluntarily is: 12/31/2036
Status: Not Submitted

Resources

Type	Description
	Retirement for FERS Employees
	Retirement for FERS Special Group Employees
	Retirement for FERS Congressional Employees
	Financial Planning
	New Employee Benefits Orientation

Retirement - Benefit Type Selection

Select from the benefit types available to you. Certain benefit types may not be available to you depending on the information contained in your employee profile.

Benefit Type	First Date Eligible
⦿ Voluntary Retirement	12/31/2036
○ Early Retirement	12/31/2024
○ Discontinued Service Retirement	12/31/2024
○ Disability Retirement	07/20/2021
○ Death-in-Service Survivor Benefits	07/20/2021
○ Deferred Retirement	07/20/2021
○ Reduced Deferred Retirement	07/20/2021

Next >   Cancel

Retirement - Retirement Date

The date you are first eligible to apply for this type of benefit is shown below. Enter a date that is on or after the eligibility date.

First Date of Eligibility: 12/31/2036

Date of Retirement: MM/DD/YYYY

Next >   Cancel

Retirement - High-3 Average Salary

The High-3 Average Salary will be computed using your current salary, any historical salary information the system has access to, as well as the projection information you enter below.

- ❓ 🔘 Use current salary until separation
- ❓ ⚪ Estimate future annual salary increases at a rate of: 3.0 ▾
- ❓ ⚪ Enter data manually

High-3 Average Salary: $85,000.00
Final Annual Salary: $85,000.00
Final Annual Base Pay for FEGLI: $85,000.00

Next >   Cancel

Retirement for FERS Congressional Employees

Retirement - Annual & Sick Leave

Final Annual Leave Balance: 777.00 hours

Final Sick Leave Balance: 77.00 hours

Next >   Cancel

Retirement - Survivor Benefits

From the options below, select the type of survivor benefit you wish to elect.

- ⦾ **Full Benefit**
- ○ One-Half Benefit
- ○ Survivor Benefit for an Insurable Interest - specify date of birth of insurable interest: `MM/DD/YYYY`
- ○ No Benefit

Next >   Cancel

Retirement - FEHB

Current Coverage: 111 Blue Cross and Blue Shield Service Benefit Plan Basic Option

From the dropdown, select the FEHB coverage you wish to carry after retirement, or in the event of a death-in-service, select the coverage your eligible survivor wishes to carry:

Continue Current Coverage ▾

Selected Coverage: 111 Blue Cross and Blue Shield Service Benefit Plan Basic Option

Note for employees that participate in premium conversion: Once the employee retires and becomes an annuitant, they can no longer participate in premium conversion. As such they can elect to decrease or cancel their coverage at anytime.

[Next >]   [Cancel]

Retirement - FEGLI

If eligible, select the FEGLI coverage you wish to carry onto retirement as well as any reductions options that may apply.

Current Coverage: D0: Basic Only + Option A

❓ ⦿ Continue current coverage
   ○ Reduce coverage
   ❓ Option A: [Retain Option A ⌄]
   ❓ Option B Multiples: [Waive ⌄]
   ❓ Option C Multiples: [Waive ⌄]
❓ ○ Waive FEGLI coverage

Elected Coverage: D0: Basic Only + Option A

Reductions at Age 65

❓ Basic Insurance Reduction: [No Reduction ⌄]
❓ Option B Multiples with NO Reduction: [0 ⌄]
❓ Option C Multiples with NO Reduction: [0 ⌄]

[Next >]   [Cancel]

Retirement for FERS Congressional Employees

Retirement – Taxes & Alternative Form of Annuity

Federal Withholding
Check the box if you want an estimate of the Federal tax withholding to be included in the report.

☐ Compute federal tax withholding

Filing Status: ⦿ Married ◯ Single ◯ Married, but withhold at higher "Single" rate

Number of Exemptions: [⌄]

Additional amount, if any, you want withheld from each pension or annuity payment $0.00

[Done] [Cancel]

FERS Retirement Estimate Report

Prepared for:	**Woodrow Wilson**		Type of Retirement:		**Voluntary**
Report Date:	**07/20/2021**		Estimated Net Monthly Annuity:		**$1,975.53**

Estimate of Monthly Annuity		*Estimate Basis*	
Unreduced Monthly Annuity	$2,620.83	Retirement System	FERS Regular
Early Retirement Age Reduction	N/A	Date of Retirement	12/31/2036
Survivor Benefit Cost Reduction	($262.08)	Date of Separation	N/A
Gross Monthly Annuity	$2,358.00	Date of Birth	01/01/1980
Health Insurance Premium Deduction	($164.55)	Age at Retirement	57 Yrs 0 Mth
Life Insurance Premium Deduction	($217.92)	Retirement SCD	01/01/2000
Federal Tax Withholding	N/A	LEO/FF/ATC SCD	N/A
Net Monthly Annuity	$1,975.53	Congressional SCD	N/A
Annuity Supplement	$1,643.00	High-3 Average Salary	$85,000
		Appointment Type	Regular
Survivor Benefit		Survivor Benefit Base Elected	100%
Monthly Survivor Annuity	$1,310.00	FEHB Code (2020)	111
		FEGLI Code	D0
Creditable Service		Tax Status	Not Included
CSRS Service	0 0 0	Frozen Sick Leave Hours	0
CSRS Sick Leave Credit	0 0 0	Final Sick Leave Hours	77
FERS Service	37 0 0		
FERS Sick Leave Credit	0 0 14		
Total Service Credit	37 0 14		
Included Service			
LEO/FF/ATC Service	0 0 0		
Congressional Service	0 0 0		

US Government Agency

Total Compensation Statement

Prepared for:	**Woodrow Wilson**
Statement Date:	**07/20/2021**

Annual Leave Balance (hours):	**777**
Sick Leave Balance (hours):	**77**
Leave Service Computation Date:	**01/01/2000**
Pay Schedule:	**Biweekly**
Tour of Duty (hours):	**80**

Pay

Base Salary	$85,000.00
Total Pay	**$85,000.00**

Agency Cost for Federal Benefits

Health Insurance	$5,923.84
Life Insurance	$169.65
Retirement	$13,600.00
TSP	$847.18
Social Security (OASDI)	$5,270.00

76%

24%
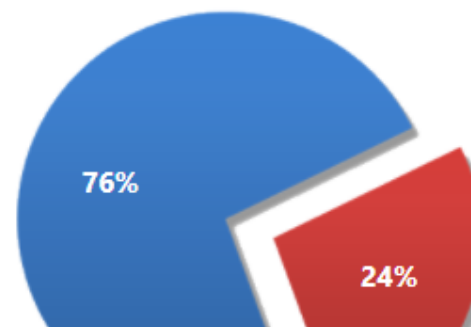
U.S. Government Agency

Health Insurance

Life Insurance

Dental & Vision Insurance

Long Term Care Insurance

JUN

$

WHAT YOU CAN EXPECT

All customers will have access by FY21 end
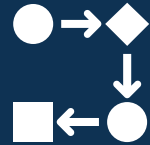
More functionality coming

We'll continue to work directly with employees within 1 year of retirement

You'll have access to training videos and user guides

We're still here to support your benefits and retirement needs

WE WANT TO HEAR FROM YOU

Benefits Service Center

1-866-868-4357

Benefits@fiscal.treasury.gov

LARRY DAVIS

Supervisory Relocation Analyst

Travel Services

FROM FOUR STEPS TO ONE: SIMPLIFYING EMPLOYEE RELOCATION VOUCHERS WITH DIGITAL CAPABILITIES

MEET AARON

NOW

Use the Employee Self Vouchering Wizard

moveLINQ

CUSTOMER WINS

- ✓ Everything completed in one place
- ✓ More efficient process with less steps
- ✓ No need to download forms

THEN
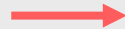
Search for forms → **Download forms** → **Fill out and sign forms** → **Upload forms and documentation**
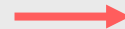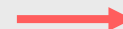
ARC Website   **moveLINQ**

arc
administrative resource center

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WHAT WE DID

Customer feedback → Identified opportunity → Implemented self vouchering feature → Piloted with customer group → Rolling out to all customers by **Oct. 2021**
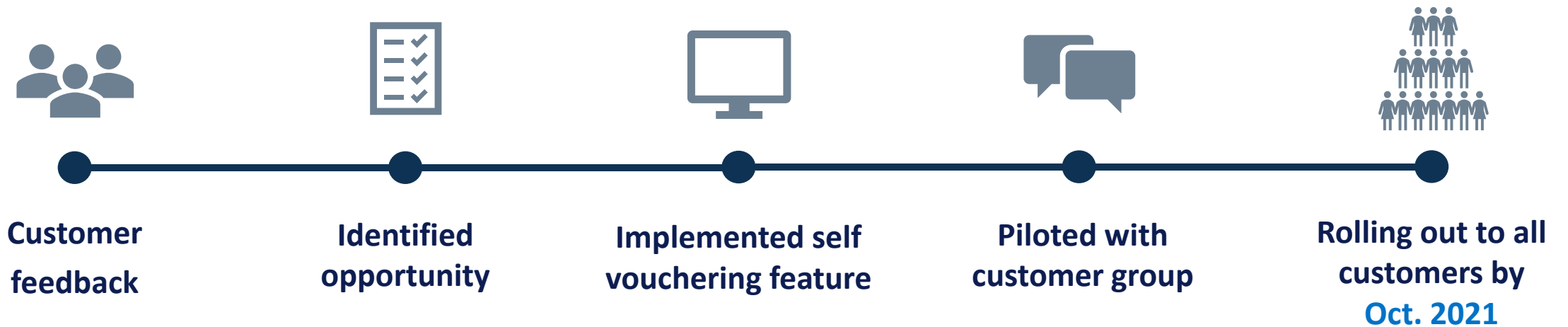
Create Voucher

Welcome to the Employee Self Vouchering Wizard

This software feature allows you to enter and send your Voucher data based on the information from your official approved Authorization. Before starting, we recommend you have the following information: trip dates, expense information, scanned receipts and electronic copies of all documents supporting your claim. This self-vouchering wizard will let you enter your voucher data and send it for processing or save the information and complete it at a later time by using the SAVE AND CLOSE button at the bottom of each screen. Please select the START button below to begin.

Start

Create Voucher

① Select your move	② Select your allowances	③ Enter your trip or expense information	④ Enter any comments	⑤ Upload supporting documents and receipts	⑥ Review and finish
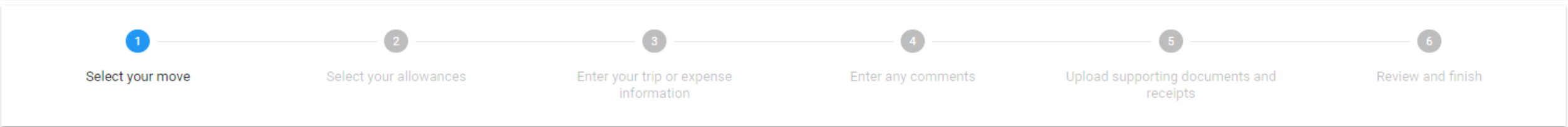
Cancel   Continue

In the table, select the applicable move from the listed records that you are submitting the voucher. Once selected, click on the CONTINUE button.

	Relocation Description	Report Date	From Location	To Location
○	CCS20F5123	05/20/2021	NEW ORLEANS, LA	MAPUTO, MOZAMBIQUE
○	NUCPCS2090123	08/01/2020	ROCKVILLE, MD	BEIJING, CHINA
●	NUCPCS2100649	03/19/2021	FAJARDO [INCL ROOSEVELT RDS NAVSTAT], PUERTO RICO	WASHINGTON, DC

Create Voucher

✓	②	③	④	⑤	⑥
Select your move	Select your allowances	Enter your trip or expense information	Enter any comments	Upload supporting documents and receipts	Review and finish
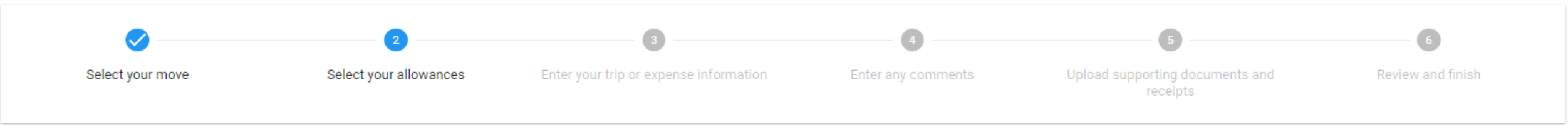
Back   Save and Close

From the listed authorized allowances, select the ADD button to begin adding your voucher information.

HHT-Employee & Spouse   Add

Selfmove-Lmtd to GBL Meth   Add

ER-Employee & Family   Add

MEA-Emp & Family   Add

Lease Breaking Expense   Add

Purchase Expense   Add

Sales Expense   Add

RITA Voucher   Add

Back   Save and Close

Create Voucher

✓	2	3	4	5	6
Select your move	Select your allowances	Enter your trip or expense information	Enter any comments	Upload supporting documents and receipts	Review and finish

Back   Save and Close   Continue

Answer the below questions and select CONTINUE to enter individual expenses.

ER-Employee & Family

What were your dates of travel?

First Day of Travel:

05/01/2021

Last Day of Travel:

05/04/2021

Did you take personal time off (PTO) during this trip?   No

Who traveled with you on the En Route trip?

☑ **Myself (Myself)**

☑ **Spouse (SPOUSE)**

☑ **Child 1 (CHILD)**

☑ **Child 2 (CHILD)**

Back   Save and Close   Continue
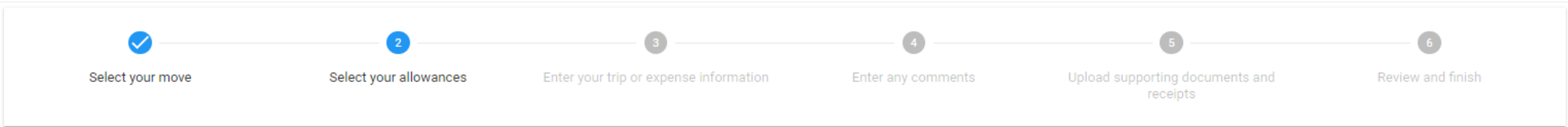
Create Voucher

✓ — Select your move

② — Select your allowances

③ — Enter your trip or expense information

④ — Enter any comments

⑤ — Upload supporting documents and receipts

⑥ — Review and finish

Back   Save and Close   Continue

Answer the below questions and select CONTINUE to enter individual expenses.

ER-Employee & Family

EN ROUTE TRAVEL LEG 1

What were your dates of travel?

First Day of Travel: 05/01/2021

Last Day of Travel: 05/04/2021

Did you drive?   Yes

What was the total number of miles?   985

How many privately-owned vehicles?   1

Back   Save and Close   Continue

Create Voucher

✓	✓	3	4	5	6
Select your move	Select your allowances	Enter your trip or expense information	Enter any comments	Upload supporting documents and receipts	Review and finish

Back   **Save and Close**   **Continue**

In the table below, enter the amounts for the listed authorized expenses. You can use the [×] to remove an expense that was not incurred on your trip.

EN ROUTE TRAVEL LEG 1

Expenses	Date	Cost	
Lodging	05/01/2021	$0.00	×
Meals & Incidental	05/01/2021	$123.75	×
Lodging	05/02/2021	$0.00	×
Meals & Incidental	05/02/2021	$165.00	×
Lodging	05/03/2021	$0.00	×
Meals & Incidental	05/03/2021	$165.00	×
Meals & Incidental	05/04/2021	$123.75	×
	Total Cost:	$577.50	

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Create Voucher

✓ Select your move ✓ Select your allowances ✓ Enter your trip or expense information **4** Enter any comments **5** Upload supporting documents and receipts **6** Review and finish

Back   **Save and Close**   **Continue**

In the text box, enter any comments that you would like to include as part of the Voucher. This can include any information or circumstances that you would like noted for the processing of the voucher.

State - DC

Back   **Save and Close**   **Continue**

Create Voucher

✓	✓	✓	✓	5	6
Select your move	Select your allowances	Enter your trip or expense information	Enter any comments	Upload supporting documents and receipts	Review and finish
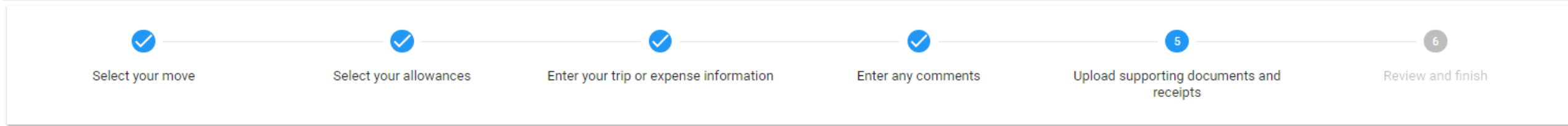
[Back] [Save and Close] [Continue]

In the section below, upload your receipts and supporting documents for your Voucher.
To upload a file:
- If needed, enter text in the COMMENTS
- Select the CHOOSE FILE button
- Find the file, confirm the file name, and select Open
- From the table, select the UPLOAD button
- Repeat until all documents have been uploaded

Attachments	Receipts ▾	Hotels	Choose File

Receipt Checklist

Federal regulations require employees to provide a receipt for all lodging costs and expenses $75 and over. Based on the expenses you've included, below is the list of receipts that you should include as part of your claim:

- 05/01/2021 - 05/03/2021 : Lodging ($430.00)

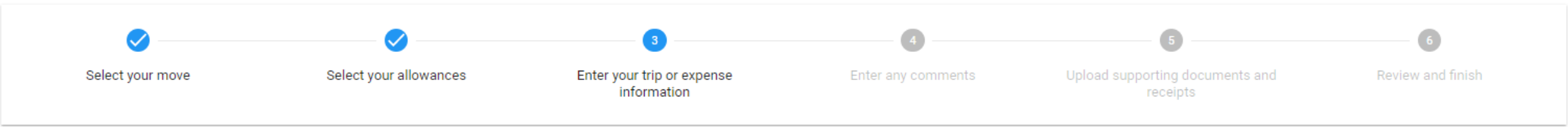☑ **I confirm that I have uploaded all necessary receipts and documentation for my voucher.**

[Back] [Save and Close] [Continue]

Create Voucher

✓	✓	✓	✓	✓	6
Select your move	Select your allowances	Enter your trip or expense information	Enter any comments	Upload supporting documents and receipts	Review and finish
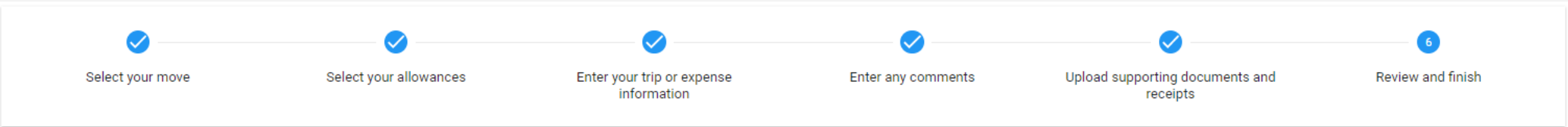
Back   Save and Close   Finish and Send

In the sections below, review the information that you have entered for this voucher for accuracy. You may also optout WTA or use split disbursement near the bottom of this section. If needed, use the BACK button below to go to a previous section to update the entered information. Or you can use the SAVE AND CLOSE button to save your information and come back at a later time to finish.

Selected Move

NUCPCS2100649
03/19/2021
From FAJARDO [INCL ROOSEVELT RDS NAVSTAT], PUERTO RICO to WASHINGTON, DC

EN ROUTE TRAVEL LEG 1

Expenses	Date	Cost
Lodging	05/01/2021	$145.00
Meals & Incidental	05/01/2021	$123.75
Lodging	05/02/2021	$130.00
Meals & Incidental	05/02/2021	$165.00
Lodging	05/03/2021	$155.00

Meals & Incidental	05/03/2021	$165.00
Meals & Incidental	05/04/2021	$123.75
	Total Cost:	$1,007.50

Supporting Documents

☐   **I have declined the WTA and uploaded any appropriate forms.**

Do you have a government-issued charge card?   No

Back   Save and Close   Finish and Send

Create Voucher

✓   ✓   ✓   ✓   ✓   6

Select your move   Select your allowances   Enter your trip or expense information   Enter any comments   Upload supporting documents and receipts   Review and finish

Your voucher information has been successfully sent!

Your voucher data has been sent to your organization's relocation team for processing. Once the information has been reviewed and accepted, if needed, you can find the official Voucher record under the My Relocations section of this portal. Please contact your relocation office if you have any questions.

Close

WHAT YOU CAN EXPECT

We will finish rolling out this
enhancement to all agencies
in the coming months

WE WANT YOUR FEEDBACK

Share questions and feedback with
the Relocation Services Branch

304-480-8469

PCSTravel@fiscal.treasury.gov

BRITTANY HUFFMAN

Supervisory HR Specialist

HR Services

HOW ARC USED JOURNEY MAPPING TO IMPROVE THE HIRING PROCESS FOR HIRING MANAGERS

HAVE YOU EVER BEEN INVOLVED IN THE HIRING PROCESS?

WHAT IS THE HIRING PROCESS?

| Submitting a Recruit Request | → | Building an Assessment | → | Creating a Job Announcement | → | Reviewing Application | → | Selection Process |
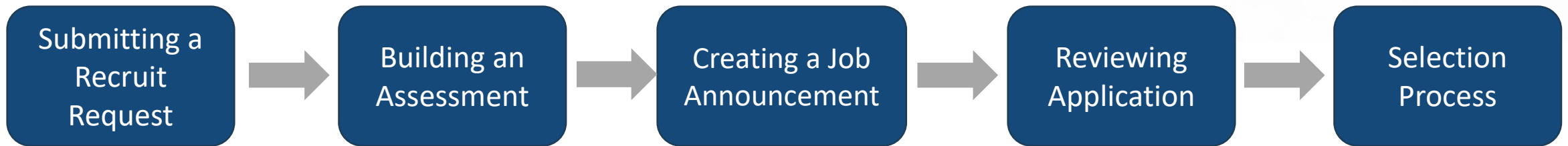
WHAT WE KNOW
It can be a **long process** and is often **policy and regulation driven**

WHAT CAN ARC DO?
Make a complicated process **easier for YOU**!

WE ARE LISTENING

SPOKE TO CUSTOMERS

Asked hiring managers and liaisons:

- What is working?
- What isn't?
- Where are your pain points?

REVIEWED SURVEYS

Sent to hiring managers after a hiring action completes

Analyzed responses and looked at candid responses

WE HEAR YOU

Using **journey mapping** to outline key moments in the process and the feelings toward each one based on customer feedback

CURRENT STATE HR STAFFING JOURNEY MAP

HR Customer: Fiscal Hiring Manager

*Estimated days based on ARC Hiring Job Aid

CURRENT STATE HR STAFFING JOURNEY MAP

HR Customer: Fiscal Hiring Manager

STAFFING STAGE	PRE-POSTING: 8 DAYS*				JOB ANNOUNCEMENT: 43 DAYS*							SELECTION: 29 DAYS*			
CUSTOMER ACTIVITIES	Submit request to ARC to recruit new personnel	Receive HRT notification that HR Specialist has been assigned	Conduct strategic conversation with ARC (and SME as needed)	Review Job Analysis (JAA) and approve	Review Job Opportunity Announcement (JOA) and approve for posting	Confirm JOA is posted and includes approved information	Receive notification that JOA is about to close and current status of applicants	Receive notification that JOA is closed	Receive hiring certificate with eligible candidates to select	Review apps, resumes, and certs with SME	Prepare interview questions, conduct interviews and enter into hiring system	Return certificate with selections and non-selections in hiring system	Receive accept, decline, or stipulations notification from Specialist	Security processing and pre-employment checks	Receive copy of offer letter sent to selectee and Entry on Duty (EOD) date
CUSTOMER TOUCHPOINTS	HR Connect	PAWS Email	Phone, Email	Email (manual)	PAWS Email, CC	Career Connector	PAWS Email	PAWS Email	Career Connector (CC)	Phone, Email	In-Person, Phone, CC/US	Career Connector	Phone, Email	PAWS	PAWS Email
CUSTOMER EXPERIENCE	Excited	Eager	*Valuable – if trained* / *Confused – if not trained*	*Productive - if accurate info* / *Ineffective – if inaccurate*	*Competent – if familiar with system* / *Frustrated – if not familiar with system*	Hopeful	Informed	Anxious / Excited	*Satisfied w/ candidates* / *Disappointed with candidates*	*Optimistic – if qualified candidates* / *Skeptical – if unqualified candidates*	Inefficient	Useful	*Informed – if proactive comms* / *Uninformed – if no comms*	Uninformed / Forgotten	Relieved / Accomplished

*Estimated days based on ARC Hiring Job Aid

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FUTURE STATE HR STAFFING JOURNEY MAP

HR Customer: Fiscal Hiring Manager

STAFFING STAGE	PRE-POSTING: 8 DAYS*				JOB ANNOUNCEMENT: 43 DAYS*							SELECTION: 29 DAYS*			
CUSTOMER ACTIVITIES	Submit request to ARC to recruit new personnel	Receive HRT notification that HR Specialist has been assigned	Conduct strategic conversation with ARC (and SME as needed)	Review Job Analysis (JAA) and approve	Review Job Opportunity Announcement (JOA) and approve for posting	Confirm JOA is posted and includes approved information	Receive notification that JOA is about to close and current status of applicants	Receive notification that JOA is closed	Receive hiring certificate with eligible candidates to select	Review apps, resumes, and certs with SME	Prepare interview questions, conduct interviews and enter into hiring system	Return certificate with selections and non-selections in hiring system	Receive accept, decline, or stipulations notification from Specialist	Security processing and pre-employment checks	Receive copy of offer letter sent to selectee and Entry on Duty (EOD) date
CUSTOMER TOUCHPOINTS	HR Connect	PAWS Email	Phone, Email	Email (manual)	PAWS Email, CC/US	CC/US	PAWS Email	PAWS Email	CC/US	Phone, Email	In-Person, Phone, CC/US	CC/US	Phone, Email	PAWS	PAWS Email
CUSTOMER EXPERIENCE	*Excited*	*Eager*	*Valuable – trained*	*Productive - accurate info*	*Useful – familiar with system*	*Hopeful*	*Informed*	*Anxious / Excited*	*Satisfied w/ candidates*	*Optimistic – qualified candidates*	*Efficient*	*Useful*	*Informed – proactive comms*	*Informed / Valued*	*Relieved / Accomplished*
QUICK WIN ALIGNMENT	Job aid for submitting requests		Liaison and Hiring Manager Refresher	R&R and timeline job aid	Liaison and Hiring Manager Refresher				HR Specialist Refresher		Liaison and Hiring Manager Refresher		Comms Guidelines and Expectations	Weekly Security status updates	

*Estimated days based on ARC Hiring Job Aid

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TEST AND LEARN

Create prototypes based off the 'low points' of the journey map.

Validate during "test and learn" with hiring managers.

Quick Win Experiment 1:

Customer Job Aids

Experiment with new job aids or improvements to current ones

Helping the customer 'self help' if desired

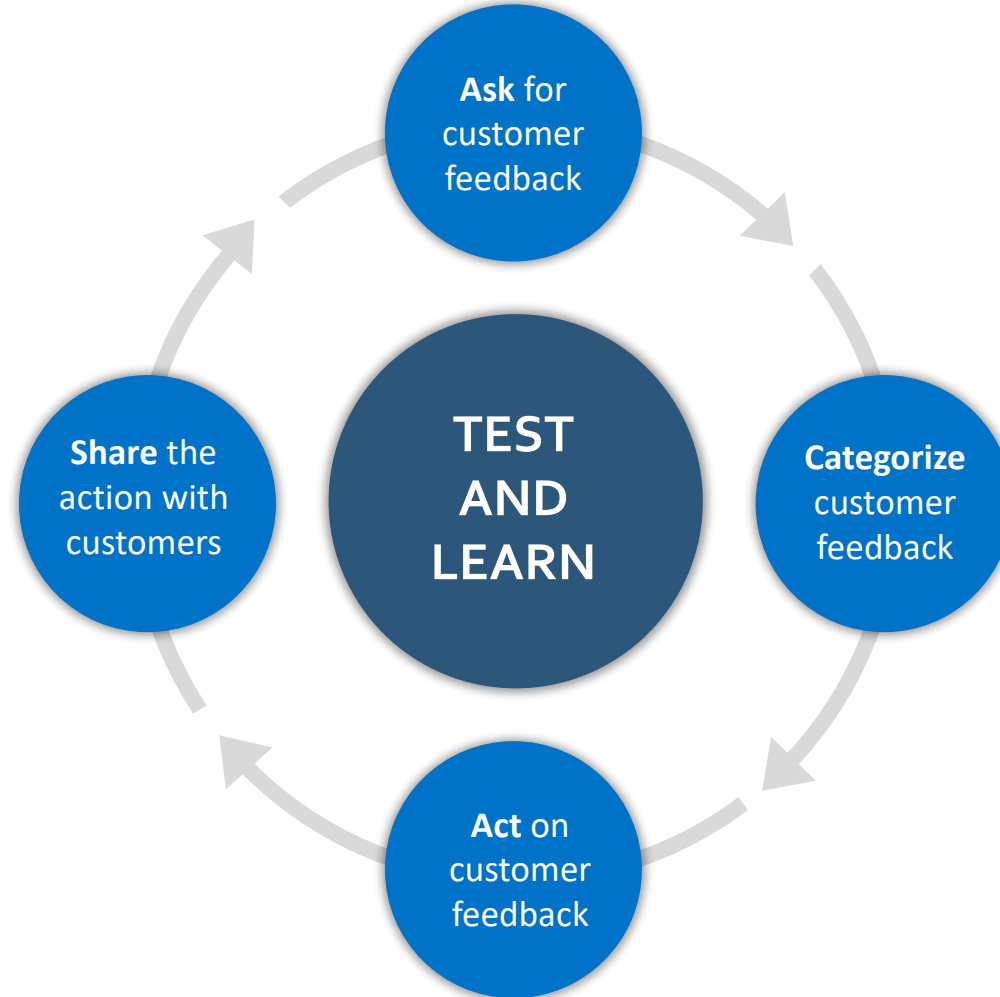## Quick Win Experiment 2:

Communication & Transparency

Communicate contacts, identify opportunities for status updates, and experiment communications improvements

Quick Win Experiment 3:

Training Opportunities

Both for the customer/hiring managers and for ARC HR Specialist

HOW WE WORK

Ask for customer feedback

Categorize customer feedback

TEST AND LEARN

Act on customer feedback

Share the action with customers

CURRENT STRATEGIC CONVERSATION DOCUMENT

Posting / HRT Discussion:

1. Who will be the immediate supervisor and/or hiring official for the vacancy?

2. Office / Location / Cost Code:

3. What area of consideration (AOC) do you expect to get your best candidates from (bureau or agency only, all status, DEU)? Do you have sufficient internal applicants within your agency? Do we need to expand outside of the agency to all merit promotion eligibles or DEU applicants? Has this position been posted in the past? Did it return a successful hire, if not, what can be done differently to yield a successful hire?

NOTE: A JOA cannot be re-posted using the same qualifications and assessment criteria for the same position/grade level/location if: 1) The JOA was posted within 90 days of the issuance of the certificate. This applies to both DEU and Merit Promotion. 2) The number of vacancies on the original recruit request were filled.

4. Do you expect a large applicant pool within the AOC defined above? If large pool is expected, limit length of posting, restrict to the local commuting area and/or utilize an application limit (if allowed by customer policy).

NOTE: Is minimum qualification requirement appropriate given the AOC? Justification may be required if the qualification requirements are questionable, outlining how applicants from the public could gain the required experience.

If posting DEU, we CANNOT require Federal experience. (e.g., do not use specialized experience such as: analyzing Federal human resource processing for PeopleSoft 9.0; applying Federal human resource practices; experience with government contract auditing.)

5. Will a Subject Matter Expert be involved in the process? (It is a good practice to have a SME with highly technical positions, such as IT Specialists and GS-15 level positions and to use as a resource for

Staffing Kick-off Compass

Posting Information & Details

❑ Vacancy Title:	
❑ HR Specialist:	
❑ Hiring Manager:	
❑ Liaison/AO:	
❑ Assigned Supervisor & phone	
❑ Is SME review requested?	
❑ SME name:	
❑ Office / Location / Cost Code:	
❑ ORG Code	
❑ # of Vacancies:	
❑ Grades Posting:	
❑ Position Type:	
❑ AWS / Telework / Work Schedule:	
❑ Travel:	
❑ Sensitivity Level:	
❑ Security Clearance Requirements:	
❑ Has the position been posted recently?	
❑ USAHire being used?	
❑ Relocation Expenses:	
❑ Student Loan Repayment:	
❑ Recruitment Incentives:	
❑ Bargaining Unit? FLSA?	

Purpose

Charting your course on the staffing journey

Have a **strategic conversation** (15 mins) with your HR specialist **at the start of the staffing journey** after the recruit request Is submitted. This is to build clarity, consistency, transparency and ongoing partnership.

The front end investment (conversation) will **save time** in the end.

Links to Tools & Resources:

- ARC HR website (Job Aids & Information)
- Training Videos

Area of Consideration:

What AOC do you expect to get your best candidates from (bureau or agency only, all status, DEU)? Do you expect a large applicant pool within the defined AOC? Do you have a sufficient pool of candidates within your agency?

<Insert text here>

OPEN?

<Insert text here>

Who should be included in the all emails? Who should certs be assigned to?

<Insert text here>
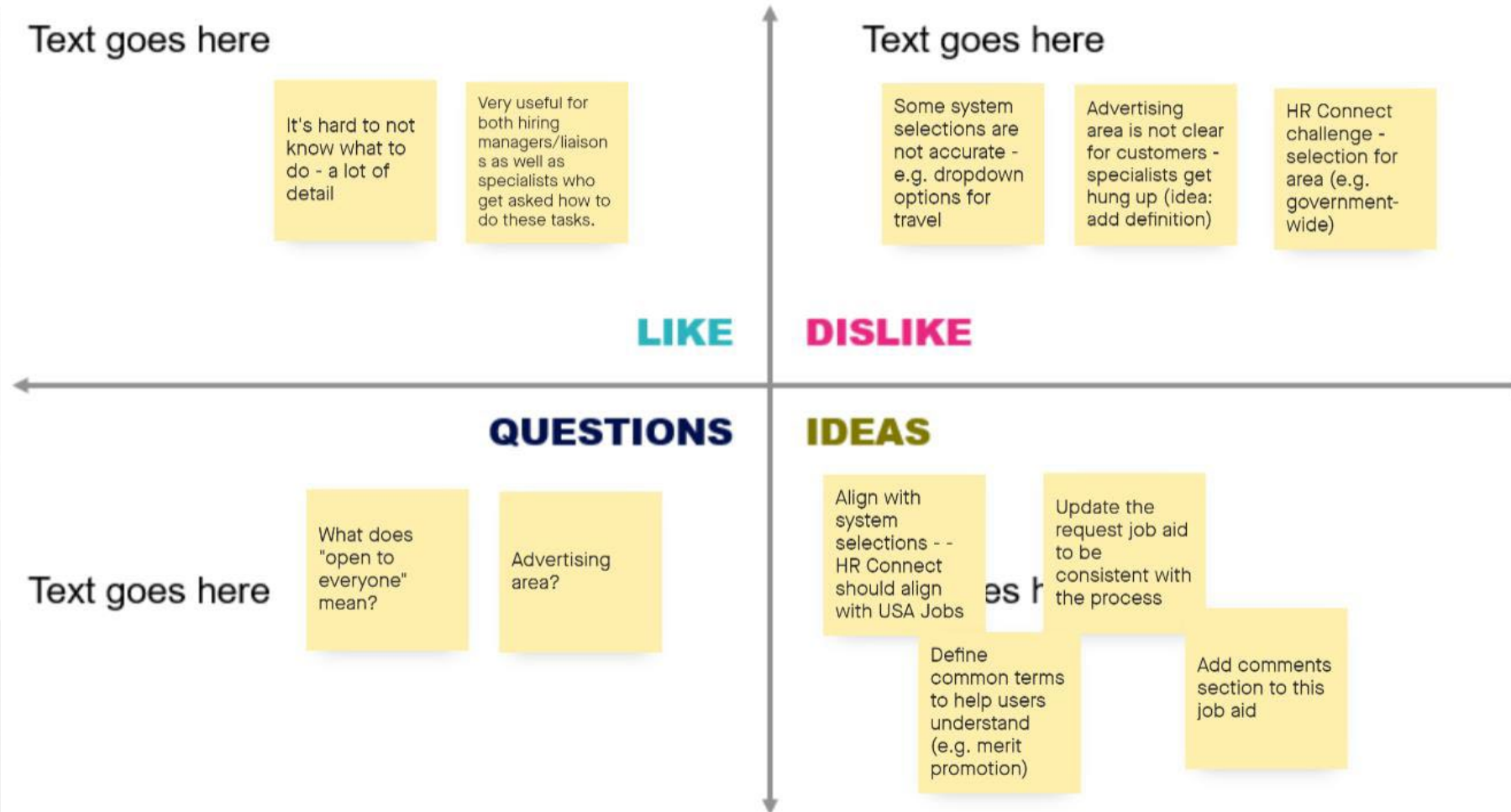
Comments & Recommendations:

- *<Insert text here>*

Action Items & Next steps:

- ❑ Review Job Analysis (Hiring Manager)
- ❑ Build Job Opportunity Announcement (HR Specialist)
- ❑ Review Job Opportunity Announcement (Hiring Manager)
- ❑ Post Job Opportunity Announcement (HR Specialist)

To test prototypes, we used this format to capture and document customer feedback

Text goes here

It's hard to not know what to do - a lot of detail

Very useful for both hiring managers/liaisons as well as specialists who get asked how to do these tasks.

Text goes here

Some system selections are not accurate - e.g. dropdown options for travel

Advertising area is not clear for customers - specialists get hung up (idea: add definition)

HR Connect challenge - selection for area (e.g. government-wide)

LIKE   **DISLIKE**

QUESTIONS   **IDEAS**

Text goes here

What does "open to everyone" mean?

Advertising area?

Align with system selections - - HR Connect should align with USA Jobs

Update the request job aid to be consistent with the process

Define common terms to help users understand (e.g. merit promotion)

Add comments section to this job aid

WE WANT TO HEAR FROM YOU

This is only the beginning

    You will be seeing the outcomes of these sessions

        (job aids, new communications, trainings)

    More sessions will continue for feedback

We want to hear <u>your</u> feedback

    Share pain points or suggestions: Brittany.Huffman@fiscal.treasury.gov

Take the survey

    After each portion of the hiring process, take the survey to be heard

THANK YOU!

✉ ARCCOMMUNICATIONSMAILBOX@FISCAL.TREASURY.GOV

🕸 ARC.FISCAL.TREASURY.GOV