

# US Coast Guard Performance Factors Profile (USCG PFP) 2011-2012

## P.1 ORGANIZATIONAL DESCRIPTION

Date prepared:  
02/04/2011

### P.1a Environment, Demographics

<b>Command/Staff Name:</b>	PSC - Human Resources and Administration (HR&A)						
<b>Mission, Vision, &amp; Values (MVV):</b>							
<b>MISSION:</b> We serve our customers by providing a wide range of personnel and administrative services in addition we work in partnership with CG-0946 to provide the DHS Board for Correction of Military Records (BCMR) with advisory opinions for CG military records correction requests.							
<b>VISION:</b> Knowing and exceeding our customer's expectations for quality, timeliness and service.							
<b>Products, Services, and/or Programs</b>	<ul style="list-style-type: none"> <li>Provide information and counseling concerning military pay, orders, evaluations, general benefits and services</li> <li>Coordinate PSC (Ballston) collateral duties, management and administration of the unit level personnel and physical security program, administration of General Military Training, oversight and management of the government travel charge card program, the coordination of career development programs, management of awards and recognition policy, and informing, active, civilian and reserve personnel of policies, programs changes, and opportunities affecting their military rights and benefits</li> <li>Serve as the link between PSC and PSC sub cmds/units concerning unit policy/guidance</li> <li>Manage, track and provide responses to incoming, BCMR, FOIA and other administrative correspondence</li> <li>Serve as the CG's POC to the DHS BCMR for advice concerning current personnel policy</li> <li>Works in partnership with CG-0946 to develop the CG's Advisory opinion concerning CG member's requests for corrections to their military records</li> </ul>						
<b>Permanent Collateral Duties</b>	<ul style="list-style-type: none"> <li>XO Staff Personnel</li> <li>Civilian Resource Coordinator</li> <li>Telecommuting Officer</li> <li>Command Security Officer</li> <li>Education Services Officer</li> <li>Training Officer</li> </ul>						
<b>Workforce Profile:</b>	Active Duty		Reserve		Civilian:	Auxiliary:	Contract:
	Enlisted 5	Officer 3	Enlisted 0	Officer 0	0	0	0
<b>Total Budget:</b>	AFC-30: \$ 15K	AFC-56: \$ n/a	AFC-57: \$ n/a	AFC-4X: \$ n/a	Other: \$ n/a		

### P.1b. Relationships

<b>Chain-of-Command Profile:</b> <i>Add/Delete table rows as needed</i>	Superior Command/Staff(s)	Subordinate Command/Staff(s)
	<ul style="list-style-type: none"> <li>PSC Admiral/Deputy</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
<b>Area(s) of Responsibility or Market Segment:</b>	<b>Personnel Service Center and subordinate units*</b>	
	PSC Command Staff, Officer Personnel Management (OPM), Enlisted Personnel Management (EPM), Reserve Personnel Management (RPM), Personnel Services Division (PSD), Business Operations (BOPS), CGRC* and PPC*. <i>*regarding command policy</i>	

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## KEY Customers

KEY Customer GROUPS: <i>Add/Delete table rows as needed</i>	KEY Expectations/Requirements for your products, services, programs, and/or operations:
<ul style="list-style-type: none"> <li>PSC Ballston members (Active Duty, Dependents, Reserves, Civilians)</li> </ul>	<ul style="list-style-type: none"> <li>Provide customer service, guidance, accuracy and follow-up concerning administrative matters. Make available information concerning personnel and administrative requirements</li> </ul>
<ul style="list-style-type: none"> <li>PSC subordinate units</li> </ul>	<ul style="list-style-type: none"> <li>Make available information concerning personnel and PSC administrative policy</li> </ul>

## KEY Stakeholders

KEY Stakeholder GROUPS: <i>Add/Delete table rows as needed</i>	KEY Expectations/Requirements for your products, services, programs, and/or operations:
<ul style="list-style-type: none"> <li>PSC Command Staff</li> </ul>	<ul style="list-style-type: none"> <li>Ensure PSC's compliance with policy and provide administrative support</li> </ul>
<ul style="list-style-type: none"> <li>PSC Military and Civilian personnel</li> </ul>	<ul style="list-style-type: none"> <li>Provide training, policy guidance and administrative support.</li> </ul>
<ul style="list-style-type: none"> <li>CG-0946</li> </ul>	<ul style="list-style-type: none"> <li>Communication and cooperative effort in crafting CG BCMR advisory opinions to the DHS</li> </ul>
<ul style="list-style-type: none"> <li>CG-611</li> </ul>	<ul style="list-style-type: none"> <li>Provide timely responses to FOIA requests for PSC.</li> </ul>
<ul style="list-style-type: none"> <li>DHS BCMR</li> </ul>	<ul style="list-style-type: none"> <li>Timely, clear and accurate submission of CG BCMR advisory opinions</li> </ul>
<ul style="list-style-type: none"> <li>Current/prior service members, Congressional Staffers, the public</li> </ul>	<ul style="list-style-type: none"> <li>Miscellaneous request regarding record corrections, personnel/medical record retrieval, research and respond to FOIA request, Congressional inquiries, etc.</li> </ul>

### Most important Types of Suppliers, Partners, and Collaborators:

Type of Suppliers/Partner/Collaborator	What <u>role</u> does each type play in accomplishing your mission/go
<ul style="list-style-type: none"> <li>National Personnel Records Center</li> </ul>	<ul style="list-style-type: none"> <li>Military and Civilian archived records</li> </ul>
<ul style="list-style-type: none"> <li>VA Medical Center</li> </ul>	<ul style="list-style-type: none"> <li>Military Medical records</li> </ul>
<ul style="list-style-type: none"> <li>CG-1 (Civilian Personnel)</li> </ul>	<ul style="list-style-type: none"> <li>Guidance on civilian practices and protocol</li> </ul>
<ul style="list-style-type: none"> <li>CG-1221</li> </ul>	<ul style="list-style-type: none"> <li>Medals and Awards research, DRB and PRRB research</li> </ul>
<ul style="list-style-type: none"> <li>PSC-PSD-MR</li> </ul>	<ul style="list-style-type: none"> <li>Provides HR&amp;A with DD-215's, muster rolls, active duty records</li> </ul>
<ul style="list-style-type: none"> <li>PSC divisions and commands (OPM, EPM, RPM, PSD, CGRC, PPC)</li> </ul>	<ul style="list-style-type: none"> <li>Provides HR&amp;A with program input for BCMR advisory opinions and FOIA input</li> </ul>
<ul style="list-style-type: none"> <li>PPC</li> </ul>	<ul style="list-style-type: none"> <li>Provides SPOs with guidance</li> </ul>

## P.2 ORGANIZATIONAL SITUATION

### P.2b. Strategic Context

Strategic Challenges	Strategic Advantages
<ul style="list-style-type: none"> <li>Under our new organization, need to further define HR&amp;A's functions.</li> </ul>	<ul style="list-style-type: none"> <li>Communication with our customers</li> </ul>
<ul style="list-style-type: none"> <li>Funding for Training</li> </ul>	<ul style="list-style-type: none"> <li>Adequately Staffed</li> </ul>
<ul style="list-style-type: none"> <li>PSC continues to grow and we've exceeded our capacity for a meeting space for all-hands</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>

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### **P.2c. Performance Improvement System**

Identify the key elements of your organizational performance improvement system, including your evaluation, organizational learning, and innovation processes. *Add/Delete table rows as needed*

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|--|
| <ul style="list-style-type: none"> <li>• HR&amp;A evaluates the feedback from our customer survey to find ways to improve.</li> </ul>  |
| <ul style="list-style-type: none"> <li>• HR&amp;A is creating a unit website to facilitate PSC member access to admin and SPO related information, updates, etc.</li> </ul>      |
| <ul style="list-style-type: none"> <li>• HR&amp;A Admin staff meet bi-weekly to discuss new initiatives and to conduct training to assist in improving our processes.</li> </ul> |

Identify the MEASURES you use to review & assess command/staff performance.

Product/Service/Program Outcomes	<ul style="list-style-type: none"> <li>• Customer survey</li> </ul>
Customer-Focused Outcomes	<ul style="list-style-type: none"> <li>• Customer survey</li> </ul>
Financial and Market Outcomes	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
Process Effectiveness Outcomes	<ul style="list-style-type: none"> <li>• Under development; recently identified key processes and will look at ways of measuring our current effectiveness.</li> </ul>
Leadership Outcomes	<ul style="list-style-type: none"> <li>• Individual development plans</li> <li>• Customer survey</li> <li>• Bi-weekly training</li> <li>• Leadership training for staff members</li> </ul>