



AR Division Quarterly News and Updates

August 2021



Greetings AR Division,

I hope this newsletter finds you, your family, and loved ones staying safe and healthy. The last year has certainly been a very challenging and trying one for all of us. I'm confident that better days lie ahead.

Reflecting on the past year and all of AR Division's accomplishments, two words come to mind – resilience and gratitude. Despite many dark days, AR Division's work during the COVID-19 pandemic never ceased. In fact, in many ways we improved upon several of our internal processes.

Around the clock our steadfast workforce was always at the ready to support our customers who, unbeknownst to many, stretch across the globe.

We routinely recognize superior service through our Ambassador of Quality (AOQ) award. This quarter, we have many being recognized. This is a true reflection of the superior level of customer service AR Division continues to provide. While I wish I could recognize and present the certificate to all of you in person, for now this note will have to do – along with a big THANK YOU!

As we transition back to the office, be mindful in knowing that we're not out of the woods yet with regards to COVID-19. Our objective during this transition is to achieve the right balance of physical presence and telework; providing the optimal level of support to our customers. Let's not forget, we are a Customer Service organization. As such, we adjust to our customer's demands. In doing so, we will not jeopardize or compromise anyone's health. We will continue to provide the optimal level of support, enabling our customers to meet their mission. This is a delicate balance, but I assure you that every level of leadership throughout AR Division and HQMC is committed to meeting both objectives.

In closing, I'd like to wish all our new-joins a hearty welcome aboard. AR Division offers many opportunities that you may not even know exist. Don't hesitate to reach out to your leadership and inquire about the broad and diverse mission right here at home. And for those departing our ranks, whether moving on to another opportunity or transitioning to retirement, your time served with AR Division and Headquarters Marine Corps is very much appreciated. We couldn't have accomplished our many successes without your involvement. When you reflect back on your time, do so knowing that your presence made a difference every day to many lives – thank you.

Semper Fidelis,

Steven M. Grozinski

Steven M. Grozinski
Director, AR Division

FRONT OFFICE NEWS

To keep all AR Division personnel safe during COVID-19 and to streamline processes, we are continuing to limit the use of hardcopy paperwork. To the greatest extent possible, please use electronic forms and documents. If you are in need of a form(s) please visit <https://www.hqmc.marines.mil/ar> or email SMB_HQMC_AR1@usmc.mil and we will send the form(s) to you within one business day.

Customer Service Focus Group: In our continuing efforts to improve customer service, the Front Office staff recently conducted its first-ever customer service focus group. The focus group format was chosen as being most effective for hearing the “voice of the customer.” The staff’s extensive research into how to conduct a focus group was assisted greatly by recommendations from the Division’s own ARHM section.

Participants told us exactly what changes they would like to see and made recommendations to improve our products, services, and overall customer service. The staff has already begun implementing the recommendations and will inform the focus group participants of the changes that resulted from their input.

The Front Office staff would like to thank all of the focus group participants and ARHM. Your openness to share your experiences will enable us to make our processes more customer friendly and will hopefully create a better customer experience for all of AR Division in the future.

Check-In/Check-Out: We continue to leverage technology in processing check-ins/check-outs. All new-joins should complete the employee check-in package found in <https://www.hqmc.marines.mil/ar> and return to the Front Office for processing and to schedule a check-in brief.

For check-outs, please contact the Front Office via email at SMB_HQMC_AR1@usmc.mil at least **48 hours in advance**. We will forward the paperwork and arrange for the debriefing. Processing times for check-ins/check-outs are currently 5-7 business days due to the various systems and branches involved with the processes.

Parking Updates: Pre-Pandemic Parking Rules Take Effect October 1, 2021.

Temporary parking privileges and procedures implemented during COVID will end September 30, 2021, and normal, pre-pandemic parking privileges and procedures will resume October 1, 2021. If you need to change or amend your parking privileges, contact the Front Office before October 1, and please ensure that you are in compliance with all applicable parking rules. These rules are detailed in a new Pentagon building circulars published online (CAC-enabled) at:

<https://my.whs.mil/services/Building-Circular-Library>

Expiration dates for General permits (NA, SA, NC, SC, H (permanent), OGV, and O) will be extended through November 30, 2021. There is no action required for General permit holders at this time. Please note that the Pentagon Force Protection Agency (PFPA) is enforcing existing parking regulations. Park in the area indicated on your permit. If you have any questions regarding parking, please call the AR Front Office at 703-614-1837 or the PMO at 703-697-6251.

COVID-19 Vaccine Updates: The COVID-19 vaccination is now available to all Pentagon employees. For more information or to sign up, visit <https://apps.sp.pentagon.mil/sites/Vaccination/Pages/Home.aspx>.

Foreign Travel: Are you planning on traveling outside of the country? Friendly reminder prior to conducting foreign travel (personal or business), all military, civilian, and DoD contractor personnel must complete a Notification of Foreign Travel Form. Please visit <https://hqmcportal.hqi.usmc.mil/sites/essrp/ForeignTravel/Lists/FT/SummaryView.aspx> to complete the form.

Annual Mandatory Training: If you have not completed your annual training, please stay ahead and complete your annual mandatory training! Don’t wait until the last minute to complete required training. Read the [Civilian Annual Mandatory Training MARDAMIN](#) for tips on how to tackle one mandatory training at a time.

CAC Renewal and Issues: If your CAC is due to expire within the next 90 days, you can make an appointment online to get it renewed now. To schedule an appointment, go to <https://idco.dmdc.osd.mil/idco/>. Visit [CAC and Building Access Renewal Instructions](#) for more information.

However, if you have an immediate need due to issues with your CAC, the Pentagon Pass Office will accept a very limited number of walk-up customers each day. Walk-up service is tightly regulated and customers who cannot be accommodated within limits dictated by social distancing requirements will be asked to leave. You will NOT be allowed to wait in the pass office or adjacent areas when the walk-up queue is full.

The current Pentagon Pass Office (Room 1F1084 near the Metro Entrance) hours are: Monday, Tuesday, Thursday & Friday: 0800 to 1600 and Wednesday 0830-1600. The current Pentagon, USAF (RM 5C1049) hours are Monday-Friday from 1200-1500.

Civilian Service Commendation Medal (CSCM) and Civilian Service Achievement Medal (CSAM): The CSCM is awarded to DON Civilians who distinguish themselves by performing well above their specialty or grade. The CSAM is awarded to DON Civilians who are to be recognized for

sustained performance or specific achievement of a superlative nature. For more information, see [MARADMIN 067/20](#) or contact smb_hqmc_civilian_awards@usmc.mil.

Safety Tips: To view various safety tips such as workplace, roadway, family, and community safety, visit [National Safety Council](#) or [Recommended Practices for Safety and Health Programs](#).

FAREWELL: Mr. Dan Silverman

EEO NEWS

ALTERNATIVE DISPUTE RESOLUTION (ADR)

ADR Conflict Resolution Corner

- 85 percent of employees deal with conflict on some level
- 49 percent of conflict is a result of personality clashes and “warring egos”
- 34 percent of conflict is caused by stress in the workplace

These stats are according to Psychology Today...

Can you relate to any of the categories listed above? Are you dealing with impaired communication with a coworker? Facing obstructive behaviors, lack of support, or constant disagreements within your team? Through the ADR Program, we see conflict as an opportunity where participants can work together in understanding each other’s thoughts, emotions, and behaviors.

If you know a team or work relationship which could benefit from ADR, contact Pete McConnell, ADR Program Manager at 360-471-5239 or at peter.mcconnell@usmc.mil.

REASONABLE ACCOMMODATION (RA)

Accommodations Corner

1. Q: What is the Reasonable Accommodation (RA) process?

A: The Department of the Navy reasonable accommodation (RA) process is a program designed to assist qualified individuals with disabilities to enjoy equal employment opportunities.

2. Q: Who is a “Qualified Individual with a Disability”?

A: A qualified individual with a disability is an individual who has a physical or mental impairment that substantially limits a major life activity and who can perform the essential functions of the position with or without an accommodation. To be a qualified individual with a disability,

the individual must meet the skills, experience, education and other requirements for the job the individual holds or desires.

3. Q: What is a disability under the Americans with Disabilities Amendments Act (ADAAA)?

A: The Americans with Disabilities Amendments Act (ADAAA) defines a disability as a physical or mental impairment that substantially limits a major life activity. Major life activities include, but are not limited to: caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, interacting with others, operation of major bodily functions, and working.

Under this definition, many different types of impairments will meet the criteria to be considered a disability. The ADAAA does not include an exclusive list of conditions considered to be a disability under the act.

4. Q: What is a reasonable accommodation?

A: A reasonable accommodation includes a) modifications or adjustments to a job application process that enable a qualified applicant with a disability to be considered for a position the applicant desires; b) modifications or adjustments to the work environment or the way the duties are customarily performed that allow a qualified individual with a disability to perform the essential functions of the position; or c) modifications or adjustments that enable an employee with a disability to enjoy equal benefits and privileges of employment as similarly situated employees without disabilities.

WORKFORCE RECRUITMENT PROGRAM (WRP)

The Workforce Recruitment Program (WRP) is a premier resource of qualified college students and recent graduates with disabilities, from 380 campuses nationwide, who are seeking summer or permanent employment in federal agencies.

Anyone with a Federal Government email address can access more than 2,500 candidates in the WRP by registering as an employer at WRP.gov. Every candidate is **Schedule A eligible**, and the database is searchable so employers can find job candidates with the specific skills they require.

DoD recently authorized the DON to spend an additional \$100,000 for FY 2021 WRP execution, for a total of \$500,000. With the above hires identified and some early FY 2021 spending from FY 2020 rollovers, the DON has spent about half of the DON allocation.

There is still plenty of DoD centralized funding available to support temporary hires – it is not too late to begin recruiting!

Not only can you find WRP Participants through the WRP Database (<https://www.wrp.gov/>), but we have the ability to leverage the DoD centralized funding for otherwise eligible

candidates not in the WRP Database through the “WRP Plus” program. The WRP Plus allows us to expand our recruitment pool and provides increased eligibility criteria (such as participating in a vocational rehabilitation program or having graduated within the last six (6) years).

SPECIAL EMPHASIS PROGRAMS

3rd Quarter Special Observances

APRIL - Holocaust Days of Remembrance Week

This year, the Holocaust Days of Remembrance week was observed from April 4 –11, 2021. Holocaust Remembrance Day is Thursday, April 8, 2021. This is observed each year during the week of Remembrance, which runs from the Sunday before Holocaust Remembrance Day (Yom Hashoah) through the following Sunday. “Acknowledge, Preserve, Honor is the theme for 2021. The DEOMI Special Observance team paid tribute to the military photographers who played a crucial role in documenting evidence of Nazi atrocities and the Holocaust. Many of the early still and moving pictures of newly liberated Nazi concentration camps were taken by Army photographers. They helped to inform the world about the horrors of Nazism and the plight of concentration camp prisoners. The U.S. Army and the Allied military governments of Germany eventually used these photographs to confront German prisoners of war in the United States and the German population with the evidence of Nazi crimes.

MAY - Asian American and Pacific Islander Heritage Month

National Asian Pacific Islander American Heritage Month began as Asian/Pacific American Heritage Week, first observed in 1979 under President Jimmy Carter, who noted the “enormous contributions to the sciences, arts, industry, government and commerce” made by Asian-Americans and Pacific Islanders. In 1990, President George H.W. Bush expanded the celebration to cover the whole month of May. May was chosen by the organizers in recognition of May 7, 1843, the date the first Japanese immigrants arrived in the United States, and in recognition of May 10, 1869, which marked the completion of the transcontinental railroad, which would not have been possible without the contributions of Chinese-Americans.

Asian-Americans and Pacific Islanders have a history in America that stretches back hundreds of years. The first record of Asians in North America dates to 1587, when Filipino sailors came to what is now California. The first Chinese people recorded in the United States were three sailors who came to Baltimore in 1785 as part of an interracial shipping crew.

Asian-Americans and Pacific Islanders are a diverse group, making up more than 50 ethnic groups and speaking more than 100 languages. Asian-Americans and Pacific Islanders in the United States and are among the fastest growing minority groups in the country. Asian-Americans and Pacific Islanders have made tremendous contributions.

JUNE - The HQMC EEO Office has not received any information recognizing an observance for the month of June from DEOMI. However, we would like to recognize both the new national holiday, “Juneteenth National Independence Day” and Pride Month:

Juneteenth National Independence Day

Juneteenth is one of America’s oldest holidays commemorating the end of slavery in the United States, while also celebrating the dignity, freedom and contributions made by African Americans. It has been celebrated by African Americans since the late 1800s.

It is also called Emancipation Day, Liberation Day or Juneteenth Independence Day. The name “Juneteenth” references the date of the holiday, combining the words “June” and “nineteenth”.

On June 17, 2021, President Joe Biden signed the Juneteenth National Independence Day Act into law. Juneteenth's commemoration is on the anniversary date of the June 19, 1865 announcement of General Order No.3 by Union Major General Gordon Granger proclaiming freedom for slaves in Texas, which was the last state of the confederacy with institutional slavery.

President Abraham Lincoln issued the preliminary Emancipation Proclamation in the midst of the Civil War. It became effective on January 1, 1863, declaring that all enslaved persons in the Confederate State of America in rebellion and not in Union hands were freed.

Despite the surrender of Confederate General-in-Chief Roberts E. Lee on April 9, 1865, the western Confederate did not surrender until June 2. On the morning of June 19, 1865, Union Major General Gordon Granger arrived on the island of Galveston Texas, to take command of the more than 2,000 federal troops, informing all Texans that in accordance with a Proclamation from the Executive of the United States, all slaves were free.

Pride Month

Your EEO we would like to highlight the following LGBTQIA community important events which recently occurred:

- Executive Order 13988, Preventing and Combatting Discrimination on the Basis of Gender Identify or Sexual Orientation, was signed on 20 January 2021.

- Executive Order 14004, Enabling all Qualified Americans to Serve their Country in Uniform, to include Transgender Personnel, was signed on 25 January 2021.
- President Biden issued the first Presidential Proclamation recognizing a Transgender Day of Visibility, on 31 March 2021.

EEO TRIVIA

** The first person to submit all correct answers to SMBHQMCARHEEO@USMC.MIL will win a prize! Deadline is: **3 September 2021**.

1. What was the name of the building where Anne Frank and her family hid so they would not fall into the clutches of the German Nazi regime, and how many months did they hide?
2. What year did the term “Holocaust” become widely used/known after an NBC mini-series starring Meryl Streep was aired?
3. Bruce Lee, a famous martial artist, actor, and producer of Chinese descent was born in what city and state?
4. What state has the lowest Native Hawaiian and other Pacific Islander population, and what is the percentage?
5. What is the meaning of the symbols and colors on the Juneteenth Flag?
6. Approximately how many slaves were estimated to be in the United States in the early 1860s before slavery was outlawed?
7. What year was the “Don’t Ask, Don’t Tell” Policy lifted so our LGBTQIA+ community could serve openly in the military?
8. Who was the first LGBTQIA+ to be drafted into the NFL and in what year?

ARD NEWS

Greetings from ARD! I want to take the opportunity to recognize the ARD staff and to celebrate their unique contributions to the success they personally bring to their Headquarters Marine Corps customers. It has been a long Pandemic journey for us all. As you are aware, many of ARD’s processes require direct interaction with our customers in order to deliver superior products and services. As such, we’ve realized a gradual increase in our physical presence in the Pentagon and NSF-Arlington. This has often proven to be

a challenge, but it’s nothing we have not been able to handle among ourselves.

We’ve done an amazing job in our more administratively-strong areas of business as well. We realize that those mission lines can be accomplished as well, if not BETTER, in a telework-centric environment, hence giving us choices and flexibility we never thought possible. Everyone’s willingness to pitch in, cover for each other, and tag team in areas other than their own has solidified the “Work Family” mantra like nothing else.

With our eclectic mission, ARD has boldly marched through the Pandemic all the way to the other side. I am proud of our people, the way in which they deal with mission requirements, with family challenges, the fear of the unknown, and whatever else may come. They are warriors in their own right and continue to provide seamless customer service with their own brand of professionalism and positivity.

HAILS:

- Mr. Charlie Dundon – Deputy, ARDB

ARF NEWS

ARF underwent a reorganization in keeping with the Commandant’s Planning Guidance (CPG) – para. (M) to align financial responsibilities under P&R. This change resulted in the establishment of a HQMC Comptroller under P&R. ARF was greatly impacted and required to transfer major portions of its functional areas to support this requirement. The functions that transferred from ARF to P&R are Civilian Labor, Payroll, DTS, Resource Evaluation and Analysis, Accounting and Programing. ARF personnel who perform these functions also transferred, reducing the staff from 16 civilians to 7. The 7 remaining personnel will continue to support DMCS/AR Division with its Budget and Execution requirements.

ARF Budget and Execution Sections are participating in the ongoing P&R training and testing sessions in preparation for the Defense Agencies Initiative (DAI) implementation and transition. DAI will change our accounting common business processes: replacing SABRS for procure to pay; order to cash; acquire to fire; budget to report; cost accounting and time and attendance. DAI Oracle Time and Labor replaced SLDCADA for processing time and attendance in July. The DAI rollout switching over from SABRS accounting processing is scheduled for October 2021. Please be sure to review and follow all P&R provided guidance concerning system changes and to acquire required systems access.

FAREWELLS:

- Ms. Ta-Sheen Tillman, Execution Section (MCICOM)

- Mr. Eduardo Vivar-Cabrera, Accounting Section (MCICOM)
- Ms. Erica Oh, Payroll Section (Defense Health Agency)
- Rodney Brown, Deputy ARF (P&R)
- Calvin Woodward, Accounting Section (P&R)
- James Hart, Accounting Section (P&R)
- Rodney Ross, Resource, Evaluation and Analysis Section (P&R)
- Andrew Lott, Labor Section (P&R)
- Kay Briscoe, Payroll Section (P&R)
- Janice Robinson, Payroll Section (P&R)
- Brian Clay, Travel Section (P&R)
- Constance Walters, Travel Section (P&R)

ARH NEWS

HQMC On-Site Training Program Professional Skills Courses

Open to All Civilian Marines (+ Military, if space is available)
Program Manager: Ms. Julie Burton

Email: SMB.HQMC.ARHB.TRNG@usmc.mil

To register, visit:

https://hqmcportal.hqi.usmc.mil/sites/TRMA/SitePages/HQMCCTR_Home.aspx#

Please Note: An HQI account is required to access the HROM Training Portal

ADMIN COI

Professional Development

Open to All Civilian Marines (+ Military, if space is available)
Program Manager: Mr. Edward Mosley

To Register, Email: smb_hqmc_coi-admin@usmc.mil

The Admin COI has partnered with The Academy of Creative Coaching to sponsor live Zoom Webinars to introduce the topic of Coaching. These sessions are OPEN to ALL (Civilians & Military) who are interested in becoming a coach or receiving coaching.

So grab your lunch, connect via Zoom, and join us in these informative sessions to learn how coaching can impact you and your organization.

BONUS OFFER: To experience the value and impact of coaching firsthand, 1:1 Coaching will be extended to employees who have never participated in a coaching session. More information will be provided during the live webinar sessions.

For more information or to register contact the Admin COI Manager and our very own ICF certified Professional and

Career Coach, Mr. Edward Mosley, at smb_hqmc_coi-admin@usmc.mil.

*Be advised due to current or changing Marine Corps Enterprise Network (MCEN) limitations and guidance you will be required to use your personal device to participate in this virtual instructor-led training.

HAILS:

- Ms. Angelita Ashton - WHS
- Ms. Kelsie Kreidler – Army
- Ms. Teliah Walker – Treasury
- Ms. Brea Hickerson – Army
- Ms. Brandi Williams – DFAS
- Mr. Harvey Walden – VA

FAREWELLS:

- Mr. Bryan Guthrie – USDA
- Ms. Karen Harris – DON
- Mr. Christopher Little - Army
- Ms. Shannon Blue - USDA
- Mr. Sanderson Jones – Army
- Ms. Aly Regan – Navy
- Ms. Karen York – MPC

ARI NEWS

Like all the other Branches within AR Division, ARI has been quite busy since the last AR Newsletter was published in February. We have continued to provide professional and responsive customer service support despite the complications the COVID-19 pandemic has introduced into our daily operations. What follows are some newsworthy items of interest regarding our operations.

MCEN C2 and MITSC Realignment. In direct support of an MROC decision realigning Command and Control (C2) of the Marine Corps Enterprise Network (MCEN), a number of ARI/MITSC-HQMC billets and network support functions and responsibilities have transitioned to the new Network Activity NCR – HQMC Element. That organization falls under the operational control of the Marine Corps Cyber Operations Group (MCCOG). The intent of this restructure is to enhance the command and control of the MCEN while strengthening its overall security posture. The Network Activity NCR – HQMC Element officially stood up on 30 October 2020. Mr. Sullivan still retained a total of 40 Marine and GS billets to support operations within ARI. All of the Network Activity personnel as well as the remaining ARI personnel remain in ARI work spaces and a very close, symbiotic relationship between the two organizations has been established to ensure network and customer service support responsibilities will be executed in a responsive, reliable, and professional manner.

Reorganization. As directed by Pentagon Force Protection Agency (PFPA), in an effort to reduce the surface area for potential COVID-19 infestation, ARI still operates in a reorganized “customer service construct”. When able, personnel telework, although some responsibilities require an in-person presence in the office. All CDC COVID precautions are in place: masks are worn at all times; social distancing is practiced.

Cloud Migration. Over the course of the last year, the Marine Corps has embarked on Cloud initiatives to migrate users to the Microsoft O365 platform. In 2020, phase 1, the migration of all Marine Corps users’ mailbox (email) was completed. Phase 2, which involves the migration of user content to the SharePoint Online (SPO) environment, is currently in progress as all Marine Corps commands work to migrate their data. In line with these efforts, HQMC ARID is working with HQMC agencies, Marine Corps Systems Command (MCSC), and other organizations to ensure the successful migration of HQMC sites and content to the SPO environment. ARID collaborative efforts have resulted in the creation and establishment of all HQMC HUBS within SPO, successful pilot migrations, creation of pre-migration assessment scripts and pioneering the accreditation of the SharePoint Framework Toolchain (development application) for the Marine Corps. ARID continues to provide technical support to USMC customers with the identification, assessment, and preparation of their respective sites and content for migration.

HAIL:
Maj Edwin Paz (II MEF)

FAREWELL:
Maj Lindsey D. (Jorgensen) Mathews
Sgt Heidi Binstock

ARS NEWS

Continuous Evaluation (CE)
What is it? Continuous Evaluation is the process of continuously reviewing the background of an individual to determine whether that individual remains compliant with mandates to maintain a security clearance.

Who does this applies to? All government Federal, Military, and Contractor Personnel.

When does it begin? Now! In early June 2018, the Director of National Intelligence, and the Director of the Office of Personnel Management, jointly issued a memorandum directing the implementation of interim measures intended to mitigate the existing backlog of personnel security investigations at the National Background Investigation Bureau (NBIB). These measures include the deferment of

reinvestigations when screening results are favorable and mitigation activities are in place, as directed.

For any Security Clearance related questions in reference to the above please reach out to ARS at 703-614-3609 or SMB.HQMC.SECURITY@USMC.MIL



Ambassador of Quality (AOQ) Recipients

CONGRATULATIONS

ARD
Ms. Jennifer Lee
Mr. Timothy Morales
Mr. David Tucker
Mr. Ernest Williams

ARF
Mr. James Hart

ARH
Mr. Sanderson Jones

ARS
Ms. Deborah Contaoi
Ms. Kiera Daphney
Mr. Luis Navarro
Mr. Joseph Wolfinger

IMPORTANT LINKS

AR Div website: <https://www.hqmc.marines.mil/ar>
DAI OTL: <https://ebs.dai.csd.disa.mil>
TWMS: <https://twms.dc3n.navy.mil/>
Office 365: <https://portal.apps.mil/>
OTL Guides: https://produpk.dai.csd.disa.mil/DAI_Contents/oracle/heim/oracle_gateway.html

Routine Contact Numbers/Emails:

AR Front Office: 703-614-1837
SMB_HQMC_ARI@usmc.mil
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703-784-2946
ARD 703-693-3088
ARF 703-695-4747
ARH 703-614-9091
ARI 703-695-0459
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