



Process Flow Overview

SFA HR Automation

Classification:

Primary Functionality: Payroll Administration & Personnel Management

Sub-function: Payroll system management (Discharge)

- "As-Is"
 "To-Be"

Description:

This "As-Is" flow provides an overview of the discharge or removal process. The process is semi-automated through the use of Federal Personnel/Payroll System (FPPS). The SFA Employee Relations Specialist works with the employee's supervisor to negotiate the discharge. SFA HR initiates and forwards the personnel action to HRG for processing. HRG forwards the personnel action to NBC in Denver, to the employee, and to SFA HR.

Handoffs:

There are 8 handoffs in the "As-Is" Discharge process. Handoffs occur between: SFA Employee Relations Specialist - employee, employee - SFA Employee Relations Specialist, SFA Employee Relations Specialist - SFA HR, SFA HR - HRG Employee Relations Specialist, HRG Employee Relations Specialist - A&R Technician, A&R Technician - Customer Service Team III Leader, Customer Service Team III Leader - A&R Technician, and A&R Technician - SFA HR.

Average Process Completion Time:

The average process completion time for processing discharges is one week, excluding the 6-12 months it takes to negotiate and finalize the discharge.

Position title	Agency name	Time/request	Number of positions	Percent of time/year	Number processed/year
Employee Relations Specialist	SFA HR	600 hrs.	1	30%	1*
Employee Relations Specialist	HRG	30 min.	1	Less than 1	3*
Customer Service Team III Leader	HRG	5 min.	1	Less than 1	3*
Management Operations Specialist	SFA HR	15 min.	2	Less than 1	1*
Admin Officer	SFA	30 min.	7	Less than 1	1*
A&R Technician	HRG	30 min.	1	Less than 1	3*

* Includes discharges in regions

Cost:

- HRG inter-agency agreement for use of FPPS: \$230,000 annually
- FPPS: \$165 per W-2 form annually
- SFA-sponsored FTEs: ~\$255,543 (based on 3 FTEs at an average OM salary of \$85,181)

Contact Information:

- Linda Leary (SFA HR): (202) 205-0476; Linda.Leary@ed.gov
- Eugene Henry (HRG): (202) 401-9017; Eugene.Henry@ed.gov
- Joyce Boykin (HRG): (202) 401-3603; Joyce.Boykin@ed.gov
- Julie Mattingly (SFA HR): (202) 708-7948; Julie.Mattingly@ed.gov
- Lisa Gilbert (SFA HR): (202) 708-7949; Lisa.Gilbert@ed.gov
- Nikki Scott-McCauley (HRG): (202) 401-3853; Nikki.Scott-McCauley@ed.gov

Assumptions:

- The discharge process flow assumes that all forms submitted by the employee are complete. If certain parts of the form(s) are not filled in, SFA HR will return the form(s) to the employee to complete and resubmit.
- The flow also assumes that the SF 50 is accurate. If the Customer Service Team III Leader detects an error in the printed SF 50, then the Customer Service Team III Leader completes an error sheet and returns the SF 50 to HRG's Employee Relations Specialist to make the necessary changes.
- Page 6.5.4 assumes that the employee has life insurance. If the employee does not have life insurance, then the employee would not complete the SF 2819 and mail it to OFEGLI.

Exclusions:

- None

Regions:

- The regional offices follow a slightly different procedure for processing personnel actions; refer to the Regional Process: Requesting Personnel Actions sheet for details.
- The discharge process is similar in the regions and in headquarters. The main difference is that the regional offices operate with a smaller staff that typically includes one Personnel Officer and one Personnel Specialist. HR employees in the regions are generalists, which means that they perform all HR functions rather than specialists in headquarters that only handle matters related to Employee Relations, Labor Relations, etc. Because there are less people involved in executing HR functions, there are fewer handoffs in the regions.

Strategic Direction:

SFA HR can analyze this flow to see how they work together with HRG to process discharges, the least common type of employee loss. After an analysis of the current process, SFA HR can determine whether or not they want to assume the responsibilities performed by HRG. Studying this flow will allow SFA HR to more accurately estimate the resources it will need to process discharges on its own.