

OFFICE OF THE HUMAN CAPITAL OPERATIONS DIVISION

CORE HOURS – 7:00 am – 3:00 pm.

The Human Capital Operations Division includes the following Branch's: Benefits/Retirement, Workers Compensation, Staffing & Recruitment & Staffing Classification/Position Management, Pay, and Transactions.

The Human Capital Operations Division acts as a strategic partner in agency management by providing support in the following areas: Consultative & Advisory Services, Personnel Action Processing, Records Management, Payroll Liaison, H.R. Automation/e-gov, Recruitment, Staffing & Placement, Classification & Position Management, Pay Administration, Benefits, Retirement, and Workers' Compensation.

Benefits & Workers' Compensation Office

202-512-1173

MISSION STATEMENT

The Benefits and Workers' Compensation Team aspires to create an exceptional customer experience through accurate, informative, and professional service delivery.

VISION STATEMENT

The Benefits and Workers' Compensation Team strives to build a culture of trust that exceeds customer expectations

The Benefits and Workers' Compensation Office is responsible for the administration and oversight of the following programs:

- **Benefits Programs Administration:** Health Insurance, Life Insurance, Vision Insurance, Dental Insurance, Long Term Care Insurance, and Flexible Spending Accounts
- **Retirement Programs Administration:** Civil Service Retirement System (CSRS and CSRS Offset) and the Federal Employees Retirement System (FERS, FERS-RAE, and FERS-FRAE) to include the following services:
 - Retirement Counseling and annuity estimate computations
 - Post-56 Military Deposit computations and payment options
 - Civilian Deposit and Redeposit computations and payment options
 - Thrift Savings Plan (T.S.P.) Administration

- **Incentive Awards Programs Administration:**
 - On the Spot Awards
 - Special Act or Service Awards
 - Franklin Peer Awards
 - Time-Off Awards
 - IDEA Awards
 - Career Service Awards

- **Leave Programs Administration**
 - Voluntary Leave Transfer Program
 - Voluntary Leave Bank Program
 - Disabled Veterans Leave
 - Paid Parental Leave
 - Family Medical Leave Act (FMLA)

- **New Employee Orientation:** Onboarding new hires to G.P.O. and ensuring preparations for a smooth transition first day on the job

- **Separation Clearance Procedures:** Managing the clearance process for employees leaving G.P.O. through retirement, transfer, or resignation

- **Employee Assistance and Work-Life Programs:** Counseling, legal, educational, financial, elder care, and other services to manage work-life balance all free of charge to G.P.O. employees

- **Employee Communications:** Provide employees and supervisors with up to date and accurate information to stay abreast of the many benefits and services available through the Benefits and W.C. Programs

- **Lunch and Learn Seminars:** Offer educational opportunities to highlight the Benefits, Programs, and Services offered to employees, supervisors, and managers

Benefits and Retirement Team

Supervisor: Robinson, Crystal (Oversight of Benefits and W.C. Programs)

Work Schedule: Monday-Friday 8:30 am to 5:00 pm

Title: Benefits Officer

Room: C-604 **Phone:** 202-512-0031

Fax: 202-512-1096

email: cjrobinson@gpo.gov

Coates, Tyuana (N.E.O., Benefits and Retirement Processing, Reports, Incentive Awards, Separation Clearance Forms)

Work Schedule: Monday-Friday 7:00 am to 3:30 pm

Title: Title: H.C. Assistant (Contractor)

Room: C-604

Phone: 202-512-1173

email: tcoates@gpo.gov

Powell, Ivina (Benefits, Retirement, Leave, N.E.O.)

Work Schedule: Monday-Friday 6:30 am to 4:00 pm

Title: H.C. Specialist (Benefits)

Room: C-604

Phone: 202-512-2154

Fax: 202-512-1096

email: ipowell@gpo.gov

Squirrell, Brenda (Benefits, Retirement, Career Service Awards, N.E.O.)

Work Schedule- Monday-Friday 7:00 am to 4:30 pm

Title: H.C. Specialist (Benefits)

Room: C-604

Phone: 202-512-1062

Fax: 202-512-1096

email: bsquirrell@gpo.gov

Walker, Jabari (In Training)

Work Schedule: Monday-Friday 7:00 am to 3:30 pm

Title: Title: H.C. Specialist (Benefits)

Room: C-641

Phone: 202-512-2310

Fax: 202-512-1096

email: jwalker@gpo.gov

Workers' Compensation Office

202-512-1267

The Workers' Compensation Office is responsible for the following:

- **Filing Claims:** Management of the Workers Compensation Program to ensure that injured employees complete claim forms in the Employees' Compensation Operations & Management Portal (ECOMP) used to electronically file reports of injury or illness, as well as claims for benefits under the Federal Employees' Compensation Act (FECA).
- **Timely Submission of Claim Forms:** Monitor when employees complete CA-1, Federal Employee's Notice of Traumatic Injury and Claim for Continuation of Pay/Compensation or CA-2, Federal Employee's Notice of Occupational Disease and Claim for Compensation, is completed, check to see if the form is complete.
- **Tracking:** Upon ECOMP notification of injury claim filed, follow-up with the supervisor, offer assistance, and ensure that the supervisor completes his/her section of the claim form in a timely manner.
- **Communication:** Provide employees and supervisors with information and assistance regarding workers' compensation, maintain personal contact with injured employees who are away from the workplace, coordinate with timekeeper to ensure that proper codes are entered on timesheets to track any Continuation of Pay/S.I.A and light-duty hours, contact medical providers for updates on employee's work status and maintain information and

records as necessary, serve as a liaison between injured employees and the Department of Labor's OWCP, when appropriate.

- **Training:** Periodically evaluate training needs for Business Unit management and supervisors.
- **Controversion:** Assist supervisors in the controversion of claims. **Continuation of Pay (C.O.P.) or Sick Injury Administrative (S.I.A.)** is the continuation of regular pay by the bureau to an injured employee. There is no charge for sick leave or annual leave. The injured employee is entitled to up to 45 days of C.O.P.
- **Accommodation:** Assist supervisors in providing injured employees with alternative work assignments or creating light-duty or restricted duty assignments whenever possible.

Workers' Compensation Team

Calhoun, Sandra (W.C., Incentive Awards)

Work Schedule: Monday-Friday 6:30 am to 3:00 pm

Title: H.C. Specialist (Workers' Compensation)

Room: C-604

Phone: 202-512-1267

Fax: 202-512-10969

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Entzminger, Anna (W.C., Career Service Awards)

Work Schedule: 6:30am to 3:00pm

Title: H.C. Specialist (Workers' Compensation)

Room: C-604

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Recruitment & Staffing Branch

Mission Statement:

The Recruitment and Staffing Branch strives to lead the agency in Recruiting, Hiring, and Retaining a diverse workforce by consistently providing superior H.R. Solutions and connecting highly qualified professionals to G.P.O. job opportunities.

Vision Statement:

To be valued as a trusted advisor to our G.P.O. Business Partners by consistently delivering highly qualified candidates in order to maintain G.P.O.'s workforce.

The Recruitment & Staffing Branch is responsible for the following:

Recruitment Solutions: Explain the organization's hiring process to employees and managers. Provide advice and consultation to Managers and Employees on Recruitment, Staffing, and Placement programs regarding Merit Promotion, Delegated Examining, Recruitment Strategies, and Outreach Techniques and Pay-Setting. Advise Hiring Managers on controversial or sensitive, complex, and difficult Recruitment, Staffing, and Placement employment issues and problems. Advise management on applying for new H.R. flexibilities and programs.

Perform external recruitment by developing multiple recruitment strategies utilizing such sources as veteran's readjustment, reinstatement, and direct-hire appointment authorities.

Staffing Solutions: Coordinate all stages of the hiring process.

- Develop job opportunity announcements for entry-level through Senior Level positions that meet legal and regulatory requirements.
- Develop rating factors and crediting plans for entry-level through Senior Level positions.
- Use a variety of standard recruitment strategies to identify internal and external candidates for entry-level and Senior Level positions.
- Conduct job analyses on a wide variety of complex positions and develop assessments to assess varying degrees of job qualifications.
- Review and assess applicant eligibility and qualifications.
- Issue Certificates of Eligibles and prepare other materials pertinent to the recruitment case file.

Placement Solutions: Consult with Hiring Managers by evaluating past recruitment efforts and identifying, attracting, and hiring individuals and placing them into positions to address changing organizational needs.

Programs:

- **Pathways Program:** Monitor and oversee the Pathways Student Intern and Recent Graduate Program. Consult with Hiring Managers on students enrolled in a high school, accredited college (including 4-year colleges/universities, community colleges, and junior colleges); professional, technical, vocational, and trade school; advanced degree programs; or other qualifying educational institution pursuing a qualifying degree or certificate.
- **Recruitment and Relocation Incentive Program:** Consult with Hiring Managers to employ newly appointed candidates to a position that is likely to be difficult to fill in the absence of an incentive by offering Recruitment Bonuses and Relocation Incentives.

Supervisor: James, Tamara
Work Schedule: 8:00am-4:30pm
Title: Recruitment & Staffing Branch Chief
Room: A-638
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Adams, Kevin
Work Schedule: 8:00am-4:30pm
Title: H.C. Specialist (Contractor)
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Barnett, Gwendolyn
Work Schedule: 8:00am-4:30pm
Title: H.C. Specialist (Contractor)
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Barringer, Cachea
Work Schedule: 8:00am-4:30pm

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Christopher, Courtney
Work Schedule: 7:00am-3:30pm
Title: H.C. Specialist (Contractor)
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Parker, Monica
Work Schedule: 8:30am-5:00pm
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Phelan, Kathleen
Work Schedule: 6:30am-3:00pm
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Simmons, Angela
Work Schedule: 9:00am-7:00pm
Title: H.C. Specialist
Room: A-638
Office Phone: 202-512-0101
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Simmons, Tonia
Work Schedule: 6:30am-3:00pm
Title: H.C. Specialist (Contractor)
Room: A-638
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Thomas, LaThesia
Work Schedule: 7:30am-4:00pm

Title: H.C. Specialist (Contractor)
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Whittaker, Eric
Work Schedule: 7:00am-3:30pm
Title: H.C. Specialist (Contractor)
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Classification and Compensation Transaction Branch

Mission Statement:

The Classification and Compensation Transaction Branch is committed to fostering a culture of excellence, innovation, respect, collaboration, achievement, and engaging customer service to ensure G.P.O. employees always receive fair, accurate, and timely compensation

Vision Statement:

One Mission, One Team, One Focus

Position Classification: We manage and establish positions and resources within the agency in accordance with the following principles of Title 5 United States Code (U.S.C.):

- Equal pay for substantially equal work;
- Rank in the position, not in the person; and,
- Title, occupational series, and grade determined by applying standards provided in the U.S. Office of Personnel Management published classification guidance to assess assigned duties and responsibilities, not personal qualifications.

Position Management: We ensure established positions are organized and assigned in a manner to:

- Serve the agency needs effectively and efficiently;
- Streamline functions to minimize duplication or overlap of functions;
- Achieve work unit effectiveness with a minimum of supervisory and staff resources;
- Cluster grade-controlling duties into the minimum number of positions; and,
- Provide the greatest total value to the agency.

Compensation Transaction, Electronic Official Personnel Folder Maintenance, and Employee On-Boarding/Out-processing: We process and store agency personnel actions and payroll documents to ensure all employees are paid accurately and on time:

- Initiate, validate, approve, update, and document personnel actions.
- Maintain Employee Official Personnel Folders in the eOPF system.
- Initiate and process remote new/prospective employee orientation and onboarding; and
- Initiate and process remote employee out-processing procedures.

Jones, Gina

Title: Branch Chief

Monday-Friday 7:30 am to 4:30 pm

Room: C-605

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Washington, Janet
Title: Lead Human Capital Classification Specialist
Monday-Friday 7:30 am to 5:00 pm
Off every 2nd Monday in the Pay-period
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Anderson, Constance
Title: Human Capital Assistant (Compensation Transactions)
Monday-Friday 8:00 am to 5:00 pm
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Baker, Rose
Title: Senior Human Capital Assistant (Compensation Transactions)
Monday-Friday 8:00 am to 5:00 pm
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Cathcart, Wanda
Title: Human Capital Classification Specialist (Contractor)
Monday-Friday 6:00 am to 2:30 pm
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Ford, Anita
Title: Human Capital Classification Specialist (Contractor)
Monday-Friday 6:30 am to 3:00 pm
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Hicks, Aspynn
Title: Human Capital Assistant (Contractor)
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Howard, Michael
Title: Human Capital Assistant (Contractor)
Monday-Friday 8:00 am to 4:30 pm
Room: A-624 Phone: 202-512-2229
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Hughes, Dale

Title: Human Capital Classification Specialist (Contractor)

Monday-Friday 7:30 am to 3:30 pm

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Kyle, Cynthia

Title: Title: Human Capital Classification Specialist (Contractor)

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