



# AFRH STAFF TIMES

*The AFRH Employee Newsletter is an official publication for all AFRH staff from your Chief, Human Capital Officer*

CHCO's Corner	*NEWS AND UPDATES*	WELCOME TO AFRH! New on the team	EMPLOYEE INFORMATION
<p>The AFRH performance cycle started July 1, 2015 for AFRH-W and October 1, 2015 for AFRH-G. All IPPs should be well established by now. The next event in the cycle is the mid-review which takes place in February 2016. All raters please make sure you meet with your employees and give them this important review. Before you know it, the performance cycle will end on June 30, 2016 for all AFRH employees.</p> <p>We are establishing more online training opportunities. Check with your training coordinator to make sure you get your required training done in the next 2 quarters.</p> <p>AFRH is also working with campus representatives to establish rules for tuition assistance. If you have any suggestions, please contact either Dala Weems at AFRH-G or Nicole Chapell at AFRH-W.</p> <p>Have ideas or suggestions about improving our workplace? Please email <a href="mailto:Donna.Smith@afrh.gov">Donna.Smith@afrh.gov</a>.</p>  <p><b>Donna Smith</b> Chief Human Capital Officer (CHCO)</p> <p><b>AFRH Annual Performance Cycle</b> <b>DC - July 1, 2015 – June 30, 2016</b> <b>MS - October 1, 2015 – June 30, 2016</b></p>	<p><b>Fiscal Year 2016</b> <b>2nd Quarter</b> <b>January 1 – March 31</b></p> <p><b>IN THIS ISSUE</b></p> <p><b>Employee Information</b></p> <p><b>Important Dates</b></p> <p><b>Phone Numbers</b></p> <p><b>Training Information</b></p> <p><b>OPM Completes Initial Mailing of Notification Letters to Individuals Impacted by Background Investigation Records Theft</b></p> <p>WASHINGTON, DC – The U.S. Office of Personnel Management (OPM), in partnership with the U.S. Department of Defense (DOD), has concluded the initial mailing of letters to roughly 93% of individuals whose Social Security Number and other personal information was stolen in the cyber incident relating to background investigation records. Additional letters will be mailed as individuals contact the verification center or if we can obtain better addresses for letters returned to sender through the postal service.</p> <p>OPM has engaged in a rigorous process to notify impacted individuals through a method that prioritized the security of their information. Additionally, significant time and effort was spent to collect appropriate contact information for impacted individuals. To collect the addresses for individuals who could not be located, and to assist those who have issues with their PIN, the government established a verification center operated by DOD. The verification center will also serve as a resource for people who believe they may have been impacted, but have not yet received a letter. The letters can be found at <a href="http://www.opm.gov/cybersecurity">www.opm.gov/cybersecurity</a>.</p>	<p>Let us all welcome new key personnel to AFRH! Coming from a variety of backgrounds, let's make them part of the team.</p> <p><b>AFRH-Gulfport</b> Jeffrey Eads, Administrator</p>  <p>Jeff Eads started as AFRH-G's new Administrator on January 13th. Originally from Columbia, SC, Jeff moved to Mississippi in 1986. He is married and has three daughters and one son, all currently in college majoring in healthcare related fields. A graduate of Belhaven College, he received his Master's degree in Health Services Administration from Mississippi College in Clinton, MS. He has served as an Administrator for several senior living communities in Mississippi and South Carolina. His goal at the Gulfport facility is to enhance and strengthen the mission.</p> <p>SEE PAGE 3 for a complete listing of all new and departing personnel.</p>	<p><b>Key Phone Numbers</b></p>  <p><b>*Bureau of the Fiscal Service (BFS) Human Resources</b></p> <p><b>Phone:</b> See the AFRH Human Resources Desk Guide <i>for full listing</i></p> <p><b>* Inspector General</b> <b>Robert DuFour</b> <b>Phone:</b> 202-541-0667</p> <p><b>*CHCO / *SAPR contact</b> <b>Donna Smith</b> <b>Phone:</b> 202-541-7531</p> <p><b>*EEO Counselors</b> <b>Phone:</b> 202-433-2330</p> <p><b>NEED INFORMATION?</b></p> <p>Use our Intranet <b>INSIDE AFRH</b> Go to <a href="https://insideAFRH.afrh.gov/inside/index.html">https://insideAFRH.afrh.gov/inside/index.html</a></p> <p>Learn More About Your Your Personnel Benefits</p> <p>USE SHAREPOINT TO ACCESS ALL AFRH DIRECTIVES AND CAMPUS SOPs</p> <p>Remember – we have the AFRH Human Resources Desk Guide and an updated Personnel Handbook that were distributed recently.</p>

## COO Salute – PERFORMANCE MEASURES

As I end my tenure and leave the helm at AFRH, I want to take this moment to thank all of you for all your service to our Residents and your dedication to our AFRH mission. AFRH's valuable employees provide the muscle that makes the facilities run.



Since I arrived in 2002, we have been focused on ongoing change in every part of AFRH operations. We started with reducing our sprawling AFRH-W campus to a smaller footprint; we rebuilt Gulfport after Hurricane Katrina; we modernized AFRH-W and built the new Scott facility; and we began upgrading all our services. Once we accomplished the capital improvements, we tackled economizing our operations. Paramount to that effort is a way to measure what success looks like.

In my parting conversation with you, I implore you to continue to consider how we can judge how successful we are in reaching our vision, mission, and goals. How do you create Performance Measures at the agency and campus levels that track and monitor our achievements in a meaningful way? How can AFRH become a Center of Excellence through its Performance Measures?

The way performance is measured, analyzed and reported must result in campus and agency actions that reduce risks to our Residents and staff and show continuous improvement in our service delivery. We need evidence of what is working well and discover where our operations are falling short. Achievement in our main areas – Resident services, Resident healthcare, Resident facilities, and Trust Fund solvency – has become the shorthand for measuring the success of AFRH. Best practice dictates that we cannot measure everything – just to measure does not contribute to improving the quality of our operations.

To have effective measurable objectives like our accreditations, we must do the following:

Determine clear baselines: In order to understand how to get to where you are going, you must know where you have been. Clear baselines can help ensure fairness and transparency and avoid unnecessary conflict arising due to different definitions of the starting point for management.

Set quantitative thresholds: Objectives should be measurable and quantitative for two purposes: first, so progress can be assessed; second, so performance that deviates from objectives can prompt a change in operations. When a monitored variable approaches or crosses its threshold, managers may respond with a variety of reasonable actions to reverse the trend to avoid unacceptable outcomes.

Develop protective triggers: Triggers act as a warning system, ensuring that a threshold is not crossed.

Incorporate regular measurement –analyzing and monitoring: Monitoring, analyzing and learning from what is found, is what fundamentally differentiates adaptive management from trial and error.

Our strategic goals and objectives must drive our performance. The Joint Commission and Continuing Commission on Accreditation of Rehabilitation Facilities accreditations are key objectives of each campus. I have charged each Administrator to develop realistic, measurable metrics that are focused on our accreditations and continuous improvement. Just as we have started to focus our Standard Operating Procedures on our accreditations we must focus our standards in the same direction. Our Accreditation Surveys and Assessments highlight areas for improvement at each campus. They serve as a blue print for improvement.

AFRH is measuring its success in achieving the mission with measures that, if achieved, result in success for the entire organization—the more you're able to share data and metrics, the better you'll be able to respond to the needs of those we serve. In closing, my guidance to you is to develop good, meaningful performance measures.

1. Keep it simple.
2. Analyze your data and maintain documentation of process.
3. Collaborate, collaborate, collaborate – so that staff can understand and use the data.
4. Measure a few key items that really matter to achieving our mission.

Best wishes to you in all these endeavors. Keep up the excellent work. I will be delighted to hear of your continued success.

Steven G. McManus  
Chief Operating Officer

**AFRH EMPLOYEES SALUTE MR. McMANUS AND CONGRATULATE HIM ON A JOB WELL DONE!  
THANKS FOR YOUR DEDICATION, HARD WORK AND SERVICE FOR THE STAFF AND THE RESIDENTS.  
YOU HAVE BEEN AN INSPIRATION!**

Your leadership through Hurricane Katrina in 2005, the Washington earthquake in 2012, the rebuilding of Gulfport, the development of the new Scott and the many relationships you have developed in the communities of both facilities are noteworthy accomplishments. Your contributions have improved AFRH for all of the Residents now and in the future.

## IMPORTANT DATES

**AFRH Monthly Observances** – Please attend activities in honor of the Special Observances each month.

**January: Martin Luther King's Birthday**

**February: Black History Month**

**March: Women's History Month**

January 1	NEW YEAR'S DAY holiday	January 18	MARTIN LUTHER KING BIRTHDAY holiday
January 7	Employee Recognition Breakfast (AFRH-G)	February TBD	Performance Management Training
January 21	Employee Recognition Breakfast (AFRH-W)	February 15	PRESIDENT'S DAY holiday

## EMPLOYEE TRAINING

-Annual required courses in the FY 2016 Performance Cycle are listed below. Talk to your contact about dates and locations.

\*EEO, No Fear Act, Workers' Compensation

\*Ethics

\*IT Security

\*Performance Management

\*Person-centered Care

-The CHCO is continuing with video/webinar courses this year for AFRH employees.

Gulfport: Please contact Shelly Thompson.

Washington: Please contact Bill Striegel and/or Olivia Pessima.

Plans are being made now for a training schedule for the entire year for mandatory classes as well as those that certain positions require annually. Watch for emails with the yearly schedule.

Stay tuned for more information on Tuition Assistance. Thanks to Dala Weems (AFRH-G) and Nicole Chappell (AFRH-W) for assisting us in creating the AFRH Tuition Assistance Program policy.

## EMPLOYEE SPOTLIGHT

The COO presented Ms. Ouida Evans, Certified Nursing Assistant, AFRH-G,



with a 25 year pin, noting her 25 years of Federal Service. Ouida and the COO worked side-by-side during Hurricane Katrina to ensure our Residents' safety and security. Ouida was part of an Air Medevac operation moving 60 of our Assisted Living and Long-term Care residents from Gulfport, MS

to the Washington, D.C. Home. Ouida and 2 other AFRH nursing staff moved these residents by bus to Maxwell Air Force Base in Montgomery, AL where they were air medevac'd to Andrews Air Force Base in Maryland; and then, transported by bus to the Washington, D.C. Home. What a great feat by a wonderful person who has proven over and over her love for our Residents and AFRH. As part of her service, Ouida stayed and continued her work at the D.C. Home until she returned to AFRH-G upon its re-opening. We thank her for her service, dedication, and continued support over the years.

## PERSONNEL COMINGS AND GOINGS

### ACCESSIONS

#### Gulfport

Jeffrey Eads, Administrator

Marcerra Jordan, CNA

Dionni Henderson, Pharmacy Tech

Jeanne Lipely, LPN

Stacy Torbert, CNA

Sheila Foster, Asst Supv Clinical Nurse

Natalia Hornbuckle, LPN

Janette DeBoever-Smith, LPN

Tracie Fairley, LPN

Nina Phillips, LPN

Latoria Porter, LPN

Janice Magee, LPN

Tamico Perry, LPN

Dione Woods, LPN

#### Washington

Henry Dotson, Financial Analyst

James Kyle, Wellness Center Manager

Jack Yang, Administrative Assistant

Bridget Carroll, Security Guard

Tammy Davis, LPN

### SEPARATIONS

#### Gulfport

Elizabeth Harris, Pharmacy Technician

Deana Robinson, LPN

Kathleen Williams, Nurse Practitioner

#### Washington

Joyce Fiedler, Chief Medical Officer

Mica Hendricks, Admin Assistant

Sheionta Baltimore, Pharmacy Tech

Sophia Georges, Supv Clinical Nurse

### REASSIGNMENTS

#### Washington

Bill Striegel, Administrative Officer

Laura Fogarty, Occupational Safety & Health Manager

## IMPORTANT INFORMATION

### FEGLI Premium Changes and Upcoming Open Season

If you currently have Federal Employees' Group Life Insurance (FEGLI) coverage, you may soon experience a change in life insurance premiums. Below is a summary of the upcoming premium changes and how they may affect you.

#### New FEGLI Premiums

Effective the first pay period beginning after January 1, 2016, FEGLI premium rates will change for some types of coverage. The following changes will apply:

Most premiums for Option A, Option B and Option C will decrease.

Premiums for the upper age bands of Options B and Option C will increase.

NOTE: There will be no change to the premium rate for Basic insurance.

Please utilize the [Employee Personal Page](#) (EPP) to thoroughly review your Earnings and Leave Statements to verify these changes.

#### Cancel or Decrease FEGLI Coverage At Any Time

If you wish to decrease or cancel your FEGLI coverage, you can do so at any time by completing an [SF-2817](#) and forwarding it to the Benefits Service Center at: [Benefits@fiscal.treasury.gov](mailto:Benefits@fiscal.treasury.gov). Please be aware that email communications initiated by you may not be secure and your email may be intercepted or otherwise viewed against your wishes. Contact the Benefits Service Center at [304-480-8275](#) so instructions can be provided to you on how best to secure your information when sending it via email. You may also want to consider faxing your information to us at [304-480-8019](#). Although we cannot ensure that your information will be secure during transmission, we do have a secure fax in a locked room.

#### FEGLI Calculator

The [FEGLI Calculator](#) allows you to determine the face value of various combinations of FEGLI coverage, calculate premiums for the various combinations of coverage, see how choosing different Options can change the amount of life insurance and the premium withholdings, and understand how the life insurance carried into retirement will change over time.

#### FEGLI Open Season - September 1-30, 2016

For future planning, a FEGLI Open Season will be held from September 1, 2016, through September 30, 2016. Additional information will be forthcoming in the near future.

For more information about FEGLI premiums and options, please refer to the [FEGLI](#) program information on OPM's website or contact the Benefits Service Center at [304-480-8275](#), toll free at [866-868-4357](#) or [Benefits@fiscal.treasury.gov](mailto:Benefits@fiscal.treasury.gov).

### Follow these tips for finding a paid tax preparer or free tax help

If you need help preparing your tax return, choose help wisely. As a taxpayer, you are legally responsible for everything reported on your tax return; whether you prepare it yourself or have someone else prepare it for you.

When selecting an individual or company to prepare your taxes, here are a few tips. • Check the person or company's qualifications.

• Check the preparer's history. • Ask about their service fees. • Make sure they are accessible after the April due date in case you have a question about your return. The preparer you choose should: • ask you to provide all receipts and records needed to prepare your return. • not ask you to direct any part of your refund to an account that is not in your or your spouse's name. • never ask you to sign a blank return. • allow you to review the completed return, including all schedules and attachments, and explain it all to you before you sign it. • sign the return, include their preparer tax identification number and provide you a copy.

Here are more tips to keep in mind and check the Choose a Tax Professional page on IRS.gov for helpful steps to ensure you are choosing a tax professional wisely. If you can't afford a paid preparer, there are several options for free tax preparation. • Free File is an option available to most taxpayers with income less than \$58,000. It's available at IRS.gov where a number of tax software companies make their products available for free. • The Volunteer Income Tax Assistance program offers free tax preparation for low to-moderate income taxpayers.

To find a VITA site near you, visit IRS.gov and type the word VITA in the search engine and click on "Free tax return preparation for you by volunteers." • Tax Counseling for the Elderly offers priority assistance to people who are 60 years of age and older. To find a TCE site near you, visit the AARP locator Web page. • At select volunteer tax sites, taxpayers also have an option to prepare their own basic federal and state tax return for free using Web-based tax preparation software with an IRS-certified volunteer to help guide you through the process. This option is only available at locations that list "Self-Prep" in the site listing. • Active duty military members and their families can receive free tax preparation assistance at VITA sites within their installations. The volunteer return preparers are trained and equipped to address military specific tax issues. Below are additional resources available on IRS.gov.

No matter who prepares it, YOU are responsible for your tax return information. Choose a preparer wisely. #IRS <http://go.usa.gov/cTAFG> #IRS Volunteer Income Tax Assistance Program offers #FreeTax Prep #VITA if you earn \$54,000 or less.

<http://go.usa.gov/nRG>. #Tax Counseling for the Elderly offers #FreeTaxPrep with priority assistance if you are 60 years of age or older

<http://go.usa.gov/nRG>. IRS.gov IR-2015-124 - Tax Preparedness Series: Make a Wise Choice when Selecting a Tax Preparer

You Tube How to Use the Tax Preparer Directory