

Family and MWR

U.S. Army Garrison Fort Bragg

NEW EMPLOYEE ON-BOARDING

HANDBOOK

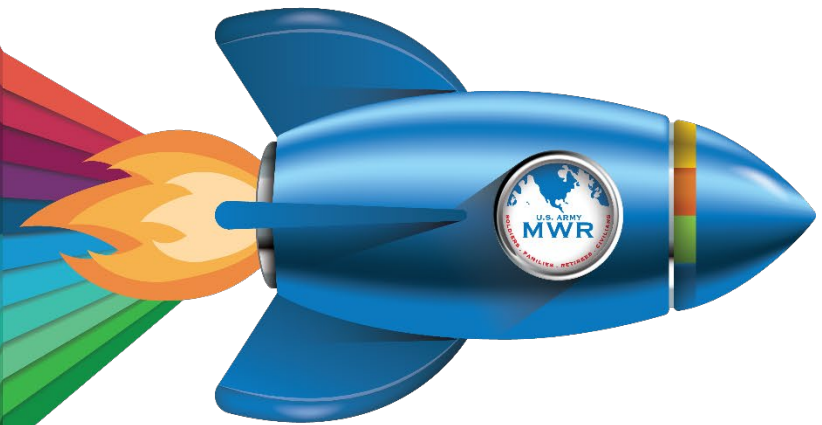


U.S. ARMY

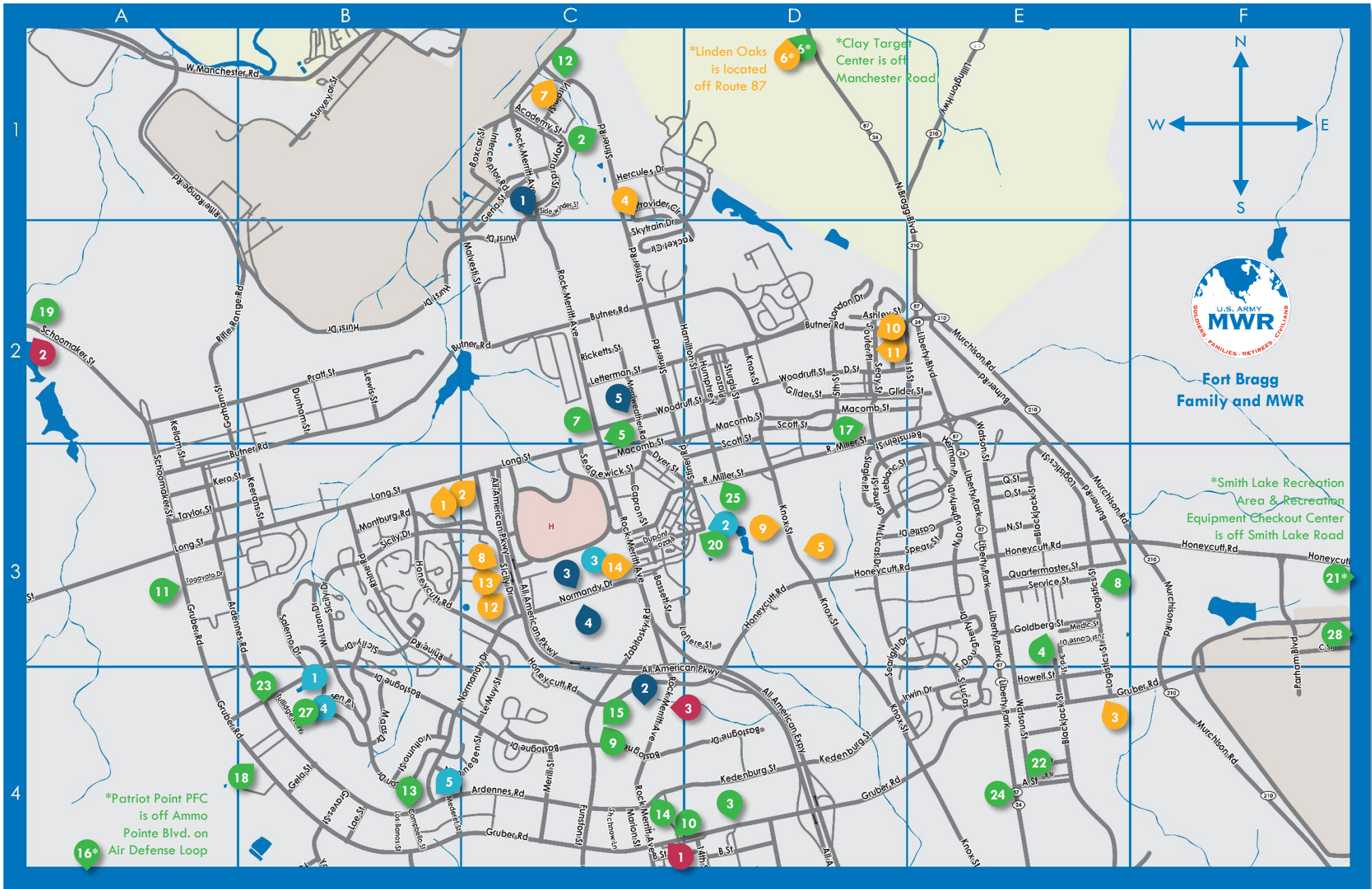


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COMMUNITY MAP



CYS CENTERS & FACILITIES

- 1 B3 Baez SAS _____ [907-2828]
- 2 C3 Bauguess CDC _____ [907-5135]
- 3 E4 Cook CDC _____ [396-2989]
- 4 C1 Eagle CDC _____ [394-4323]
- 5 D3 Fernandez CDC _____ [396-4733]
- 6* D1 Linden Oaks:
Alexander CDC _____ [908-4269]
Chay Youth Center _____ [908-5012]
Morales SAS _____ [432-6033]
- 7 C1 Loreda CDC _____ [432-2273]
- 8 C3 Maholic CDC _____ [907-2613]
- 9 D3 Parent Central Services _____ [396-8110]
Wonderful World for Kids _____ [396-2011]
- 10 D2 Prager CDC _____ [396-1136]
- 11 D2 Rodgers CDC _____ [432-5933]
- 12 C3 Rodriguez CDC _____ [396-5429]
- 13 C3 Stout CDC _____ [907-2606]
- 14 C3 Tolson Youth Center _____ [396-5437]

DINING & ENTERTAINMENT

- 1 C4 All American Bingo _____ [396-3310]
- 2 A2 Beckwith Lodge _____ [907-2582]
- 3 C4 Iron Mike Conference Center _____ [907-2582]

HEADQUARTERS (HQ), NAF SUPPORT, & ACS

- 1 C1 Family Readiness Group _____ [432-3742]
Center
- 2 C4 HQ, Marketing, & Training _____ [396-9600]

HQ, NAF SUPPORT, & ACS (CONT.)

- 3 C5 Soldier & Family Assistance _____ [432-2273]
Center & Kids on Site
- 4 C5 Soldier Support Center:
ACS _____ [396-8682]
CYS _____ [396-5128]
Coffee Shop _____ [432-9481]
FCC _____ [396-3415]
SLO _____ [432-1023]
- 5 C2 Warehouse/Showroom _____ [396-2802]

POOLS

- 1 B4 Atchley Outdoor Pool _____ [908-6187]
- 2 D3 Normandy Outdoor Pool _____ [432-5464]
- 3 C3 Tolson Indoor Pool _____ [432-5464]
- 4 B4 Tucker Indoor Pool _____ [908-3198]
- 5 B4 Twin Lions Outdoor Pool _____ [432-7266]

RECREATION FACILITIES & PROGRAMS

- 2 C1 Auto Skills _____ [394-2293]
- 3 D4 Better Opportunities for _____ [396-7751]
Single Soldiers
- 4 E3 Blackjack PFC _____ [432-7922]
- 5 C2 Callahan PFC _____ [396-3037]
- 6* D1 Clay Target Center _____ [436-9489]
- 7 C2 Cleland Ice/Inline _____ [396-5127]
Skating Rink
- 8 E3 Dahl PFC _____ [396-6226]
- 9 C4 Dragon Lanes _____ [907-2695]
- 10 C4 Frederick PEC _____ [432-7949]

RECREATION FACILITIES & PROGRAMS (CONT.)

- 11 A3 Funk PFC _____ [432-8772]
- 12 C1 Hercules PFC _____ [394-2892]
- 13 B4 Hosking PFC _____ [432-6489]
- 14 C4 Iron Mike PFC _____ [432-5679]
- 15 C4 Leisure Travel Services _____ [396-8747]
- 16* A4 Patriot Point PFC _____ [908-2766]
- 17 D2 POV Lot _____ [394-2293]
- 18 B4 Ritz-Epps PFC _____ [432-1031]
- 19 A2 Rod & Gun Club _____ [432-1391]
& Archery Range
- 20 D3 Ryder Golf Course _____ [907-4653]
Ryder PFC _____ [396-7857]
- 21* F3 Smith Lake Recreation Area _____ [396-5979]
Recreation Equipment _____ [396-7060]
Checkout Center
- 22 E4 Special Events/Fort Bragg _____ [908-5977]
Fairgrounds
- 23 B4 Intramural Sports _____ [396-1217]
- 24 E4 Stryker Golf Course _____ [396-3980]
- 25 D3 Throckmorton Library _____ [396-2665]
- 27 B4 Tucker PEC _____ [432-5373]
- 28 F3 Warfighter PFC _____ [396-9660]



GET TO KNOW YOUR LEADERSHIP



BIOGRAPHY

Jennifer Hodges was born and raised in Lake Forest, IL, a northern suburb of Chicago. She graduated with her bachelor's degree in history from Rhodes College in Memphis, TN and later pursued her master's degree in human relations from the University of Oklahoma in Norman, OK. Mrs. Hodges is a former military spouse, whose husband, James, served as an Explosive Ordnance Technician for the United States Air Force. Together, they have two children, Christopher and Alexander.

Before becoming the Director for Family, Morale, Recreation and Welfare, for Fort Bragg, Mrs. Hodges served as the Deputy Director for approximately 2 years. Prior to her relocation to Fort Bragg, Mrs. Hodges served as the Child and Youth Services (CYS) Coordinator and MWR Site Lead for the Baumholder Military Community in Germany. She managed and provided oversight for Child Development Centers, School Age Care Programs, Youth/Teen Centers, Youth Sports and Fitness Programs, ACS, Business Operations programs, Community Recreations activities and NAF Support functions. She has proven to be a trusted resource and subject matter expert for her peers within IMCOM-Europe Garrisons within the Europe Region.

Mrs. Hodges began her Family and MWR career in 2005 as a Recreation Assistant at the Ramstein Youth Center. Through her dedication and continuous efforts to provide innovative programs, develop high performing teams and delivery quality services, Mrs. Hodges has been rewarded with promotions throughout her tenure in FMWR.

MESSAGE FROM THE DIRECTOR, FAMILY AND MWR

Congratulations and Welcome! As a new civilian member of the United States Army Garrison Fort Bragg Family and MWR team. It is important that you know how essential you are to our military community and our mission. This handbook and New Employee Orientation will help you as you transition into your new career and role as an Army Family and MWR Professional.

It acquaints you with the organization, expectations, traditions and culture of the U.S. Army and Family and MWR. It can serve as an important reference tool to have at your fingertips. Civilians have proven to be indispensable members of the U.S. Army. You will provide expertise, continuity, stability, and leadership within the Family and MWR programs that support Soldiers, Families, Retirees and Civilians. Within our Fort Bragg Family and MWR organization we have a civilian workforce that fluctuates between 850 and 1200 employees. Your essential mission is to help us care for our Soldiers and their Families, so they can continue to defend and protect. We do this by providing a large variety of programs and services that promote mental and physical well-being for the service members, veterans, and their Families. You are now an ambassador of our organization. Serve with care and provide engaging customer service to ensure our programs and services continue to deliver the high quality-of-life experience that our community deserves. We are proud to have you as part of the Fort Bragg Family and MWR team. As a civilian, you are urged to demonstrate technical competence, character, and commitment in everything you say and do. Thank you for your service as you begin this new, exciting chapter of your career.

Jennifer B. Hodges
Director, Family and MWR

GET TO KNOW YOUR LEADERSHIP (CONT.)

DEPUTY DIRECTOR



FAMILY AND MWR
BRIAN PROKES

DIVISION CHIEF



ARMY COMMUNITY SERVICE
CHARLOTTE WATSON

DIVISION CHIEF



BUSINESS OPERATIONS
OLGA HESTER

DIVISION CHIEF



CHILD & YOUTH SERVICES
VACANT

DIVISION CHIEF



COMMUNITY RECREATION
MICHAEL DESMONE

DIVISION CHIEF



NAF SUPPORT
ANNE MARIE SNODGRASS



DIRECTORATE OF FAMILY & MORALE, WELFARE, AND RECREATION

MISSION

To provide sustainable programs and services in support of readiness and resilience to the Fort Bragg Community.

VISION

Family and MWR – The Customer's First Choice

FUNDING SOURCES & CATEGORIES

APPROPRIATED FUNDING (APF) – Funds appropriated by Congress for a specific use, as distinguished from non-appropriated funds which are NOT subject to Congressional appropriation.

NON-APPROPRIATED FUNDING (NAF) – Funds earned from the sale of goods and/or services.

FINANCIAL RESPONSIBILITIES – Our organization has many departments, many with financial responsibilities. It is a big task to plan a budget, manage the budget and accounts payable/receivable, procure merchandise and services, oversee supply and property management, and pay personnel. You might have responsibilities such as managing a change fund, petty cash or be assigned to manage certain property. It is important to know and understand your responsibilities when it comes to the financial duties within our organization, keep your records precise and according to regulations and policies. You may assume that all the accounting responsibilities are purely monetary, but this is far from true. Along with keeping on budget, all our property has a value and is an asset – tagged and valued. We have APF and NAF assets within our organization and keeping up with them is a big task. There are policies and instructions regarding property and monetary assets.

CATEGORIES

Within Family and MWR, programs and facilities are broken up into categories determined by Congress that coordinate with the NAF Funding Policy. The categories are broken down as follows:

CATEGORY A – These programs are considered essential in meeting the organizational objectives of the military services. They promote physical and mental well-being of the military member, a requirement that supports accomplishment of the basic military mission. They should be supported almost entirely with UFM, with the use of NAF (limited to specific instances where UFM support is prohibited by law or where the use of NAF is essential for the operation of a facility program). Programs in this category have virtually no capacity for the generation of NAF revenues. Expenses incurred to provide Category A programs are authorized and should be 100% funded with APF/UFM. The DoW standard of UFM funding for Category A programs is a minimum of 85% of total expenditures. (Examples: Physical Fitness Centers, Library, BOSS).

CATEGORY B – These programs are closely related to those in Category A in supporting the military mission. They satisfy the basic physiological and psychological needs of military members and their families, providing to the extent possible the community support. These support programs should receive substantial amounts of UFM support but differ from those in Category A in part because of their ability to generate NAF revenues. That ability is limited, however, and in no case could they be sustained without substantial APF support. The standard of APF funding for Category B programs is a minimum of 65% of the total expenditures. (Examples: Auto Skills Center, Leisure Travel Services, Outdoor Recreation, Child and Youth Services).

CATEGORY C – These highly-desirable programs provide recreational activities and contribute to building a sense of community and enjoyment. Snack bars or resale operations may be included with some of these programs. Activities in this group have a business capability of generating enough income to cover their operating expenses and sustain themselves based purely on their business activity. Consequently, these activities do not receive APF support. (Examples: golf courses, bowling centers, coffee shops, restaurants).

CONTINUOUS PROCESS IMPROVEMENT

As an organization, we strive to always be the best we can be and provide the highest quality of services and products we can. As instructions and policies change, procedures must also reflect these changes. We need participation from our organization as a team to make change as seamless as possible. You are encouraged to be a part of this process. So, any ideas that you may have to improve our procedures, efficiency or quality of customer service... let someone know! Talk to your supervisor, team leader or collaborate with your colleagues.

ICE

We continuously look at ways to improve our customer service and the programs or services we offer to stay relevant with the needs of our customers. One of the ways we do this is with the Interactive Customer Evaluation (ICE) System. ICE is a trend tracking resource that allows customers to rate and review a facility they visited or program they participated in. The rating methods and questions are chosen by the program or facility managers who receive the comments after submission. It is then up to us to make the necessary and appropriate changes to correct actions as needed. ICE comments are not always negative. The same system allows customers to praise good customer service and any positive experiences they have. Our customers are important, so our customer service expectations reflect that.

ANNUAL TRAINING AND REQUIREMENTS

Training is a great opportunity to grow both personally and professionally. We are lucky enough to work within an organization that takes every opportunity to train and offer opportunities for personnel to learn something new or better develop skills. Learning new skills can open additional opportunities within the organization, help you build a network with your peers and teach specific and relevant skills.

The DoW have established annual training requirements that we must adhere to or risk losing privileges. These trainings are generally related to our work environments and are meant to keep us safe and informed of what is going on around us. As a federal employee, you have an increased risk of potential security threats, and awareness of these possible threats and situations is part of our annual training. These trainings can be spread out over the course of the year, keeping you off the 'hit list' while not interrupting your duties. The required training list can be found on Dashboard. Once the training is completed, the certificates must be emailed to your Division Admin. It is always best practice to print or save any certificates that you receive. You never know when technology may fail and records fail to update automatically; therefore, you want to be able to provide proof of the training when required without having to take it again. Certificates for annual training are good for one year. Be sure to speak with your supervisor about your annual training requirements.

Family and MWR provides many additional non-mandatory training courses and online learning events that are available to you. Some, like RecTrac training, may be required by your position or your supervisor, but most are offered as opportunities to learn additional skills and may fit well into your Individual Development Plan (IDP). Meet with your supervisor to discuss your desire to attend available sessions and get the process started. Even after the training you should meet with your supervisor to share learning experiences and information that will help improve your day-to-day routine. The courses and training opportunities that are offered are also a great opportunity for you to network with your peers. Personnel from other departments or other installations can offer best practices and lessons learned. It is a good idea to stay in touch with these individuals and encourage open dialogue so that if you ever want to reach out, you can!



AT THE WORKPLACE

Keep in mind the traditional and systematic protocols of the military community when you go about your daily tasks. When greeting or addressing personnel, interacting with military personnel or working with unfamiliar departments or coworkers, always maintain your professional composure.

RULE OF EIGHT – No phone call, email or inquiry should go without response for more than eight business hours.

COMMON ACCESS CARD (CAC) – As a civilian, you will be issued a DoW Common Access Card or more commonly known as a CAC. Your CAC is a controlled item that must be safeguarded at all times. Your CAC will offer a variety of functions depending on your component or command. While each component or command can tailor the functions of the card to meet its specific needs, the CAC is used for identification and authentication. While specific information related to food service, training, dental, medical, physical/logical access is not stored on the card, the credential can be used to authenticate such systems. You must schedule an appointment with the ID office through RAPIDS to get your CAC issued. Walk-Ins are seen on an emergency basis only. Individual appointments are required for EACH person requiring service or any other DEERS transaction. You must bring acceptable forms of identification with you to your appointment. To protect the information on your CAC, you should never tell anyone your PIN or write it down where it can be easily found. Your PIN should be kept secure at all times, just like your SSN. If you enter the incorrect PIN three times consecutively, the card is designed to lock you out, so you cannot access your information. You can safely keep your CAC in a wallet or purse. You cannot, however, amend, modify or overprint your CAC. No stickers or other adhesive materials are to be placed on either side of an ID card as well. You can photocopy a CAC without damaging it, but any person willfully altering, damaging, lending, counterfeiting or using these cards in any unauthorized manner is subject to fine or imprisonment or both. You are responsible for renewing your CAC before it expires. Should your CAC be lost, damaged or stolen, you MUST notify your supervisor immediately. All IDs and equipment issued to you at the time of employment must be returned upon resignation or termination. You will use your CAC to access the base and certain areas within the base, so it is important that you keep it with you at all times.

ENTERING THE JOB – Your supervisor has an important influence in your daily work and is responsible for ensuring that an entire group of employees, like yourself, gets the job done. During your Family and MWR career, you may have questions about your employment, or you may have work related problems. These questions or problems should be discussed with your immediate supervisor. If the problem is not resolved to your satisfaction, you may proceed through the proper channels in the chain of command. Be the best that you can be, get involved and become part of the team! As Family and MWR employee, you have an important responsibility to work hard at your job and promote the department as a whole. Keep informed about the department and become familiar with all Family and MWR facilities and services offered. Get to know the locations and services the various programs and facilities have to offer. This will make you a real part of Family and MWR, not just someone who works here.

SHARED SPACES – Be mindful of work areas and shared spaces. Work areas should be kept clean and available for all to utilize. Actively participate in cleaning routines for things like break rooms and shared refrigerators.

GOVERNMENT PHONE / COMPUTER USE – Your equipment belongs to the government and should be used for official business only. Ask your supervisor the proper way to use and maintain tools and equipment. Personal cell phone usage is prohibited during working hours but may be utilized on meal breaks.

COMMUNICATION – Communicate with your supervisor and know your chain of command. Discuss with your supervisor the tools or supplies you require to do your job.

AT THE WORKPLACE (CONT.)

GREETINGS – Sir/Ma'am are standard greetings and end responses within the military.

TELEPHONE CALLS – Telephone calls should be answered within three rings with a standard greeting, thanking the customer for call (facility name), stating the employee's name, and asking how he/she may be of service.

EMAIL JARGON & ETIQUETTE – Some commonly used terms within email.

- **V/R:** Very Respectfully
- **R/S:** Respectfully Submitted
- **ALCON:** All Concerned
- **CUI:** Controlled Unclassified Information
- **/R:** Respectfully
- **BLUF:** Bottom Line Up Front
- **FYSA:** For Your Situational Awareness
- **FYI:** For Your Information

BE CONSIDERATE – When responding to a group message, be mindful of “reply all”. Not everyone needs to know your reply. Email signatures should include your name, position, installation, contact information and a salutation.

EXAMPLE

Very Respectfully,
JANE DOE
Title, Division
Family and Morale, Welfare and Recreation
USAG Fort Bragg
Office/Facility Location, Bldg #
Fort Bragg, NC 28310
(910) XXX-XXXX o
(910) XXX-XXXX c (if you have a work cellphone)

"We are the Army's Home"

Visit: <https://bragg.armymwr.com/>

Please tell us how we are doing by using ICE:
https://ice.disa.mil/index.cfm?fa=card&sp=107291&s=249&dep=*DoW



OUT-OF-OFFICE – When you are away, and you have email access or an in/out board in your facility, communicate that you are away and when you will return. Leave alternate contact information for others if you will be away for an extended amount of time or if someone else may be able to help.

VOICEMAIL – A voicemail greeting leaves a good impression when you are not available to pick-up your phone. Messages should be checked before the end of each business day.

THE SEVEN ARMY VALUES

LOYALTY:

Bear true faith and allegiance to the U.S. Constitution, the Army, your unit and other Soldiers.

DUTY:

Fulfill your obligations.

RESPECT:

Treat people as they should be treated.

SELFLESS SERVICE:

Put the welfare of the nation, the Army, and your subordinates before your own.

HONOR:

Live up to all the Army values.

INTEGRITY:

Do what's right, legally and morally.

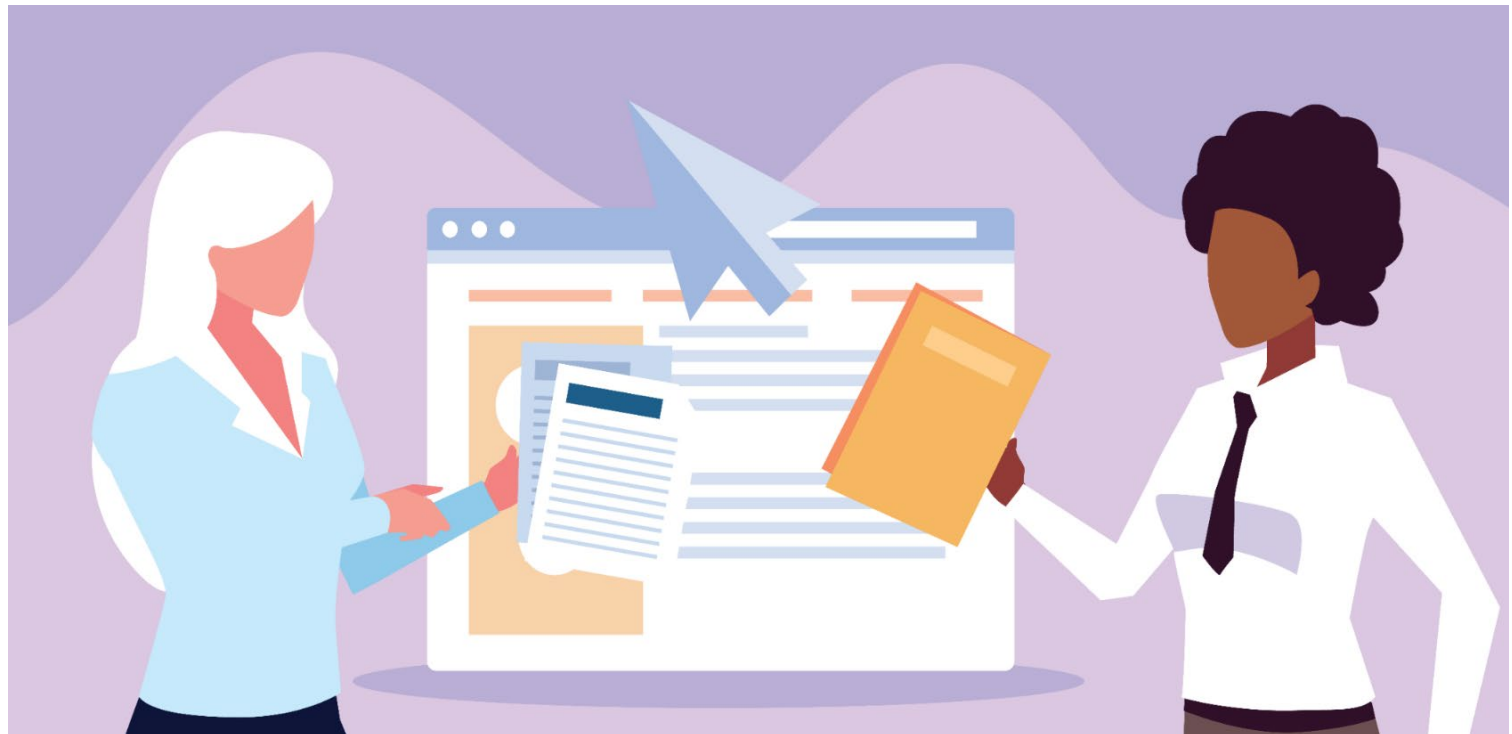
PERSONAL COURAGE:

Face fear, danger, or adversity [physical or mentally].

AT THE WORKPLACE (CONT.)

DRESS CODE – Staff in childcare, food service or a maintenance capacity or staff who works with equipment and equipment repair may have additional dress code requirements and/or uniforms. Please verify with your supervisor as soon as possible if you are to follow any additional requirements. Name tag is required to be worn while on duty.

HYGIENE AND APPEARANCE – Employees will ensure personal hygiene is maintained. Personnel will dress in appropriate attire that embodies a positive reflection of our organization. Clothing will be clean and tasteful and properly laundered with no stains or holes. Footwear includes proper shoes, no old sneakers or flip-flops. Fingernails for staff are subject to restrictions. Staff working with food or children should not exceed one half inch. Management has the right to make individual assessments regarding jewelry, tattoos, body art or piercing within the approved guidelines for health, safety and legitimate business reasons.



CATEGORIES OF EMPLOYMENT

Within the NAF personnel system, there are two employment categories: Regular and Flexible. Supervisors determine which type of appointment will be used. The following describes each type of appointment.

REGULAR EMPLOYMENT CATEGORY

The regular employment category is further defined as Regular Full Time (RFT) or Regular Part Time (RPT), depending upon the hours worked during an administrative work week. If you are hired as an RFT employee, you will be regularly scheduled to work 40 hours per week. If you are hired as an RPT employee, you will be regularly scheduled to work at least 20 hours per week. Both RFT and RPT employees earn annual and sick leave and are eligible to enroll in the retirement, 401(k) savings and investment plan and medical, dental, life insurance and flexible spending account.

FLEXIBLE EMPLOYMENT CATEGORY

As a flexible employee, you can work from 0 to 39 hours per week. Flexible employees do not earn annual or sick leave and are not eligible to enroll in any of the benefit programs. Flexible employees are scheduled in accordance with needs of the mission as determined by management and services may be terminated at any time. Employees are not guaranteed any set or certain schedule, facility and all employees are subject to working overtime as necessary to meet mission requirements. Managers establish and change schedules within the guidelines of the work week, according to the needs of the activity or the facility.

PERFORMANCE APPRAISALS (EVALUATIONS)

As a NAF employee, you are provided annual performance standards. You will be evaluated every year based on your performance standards to provide clear direction in the performance of your job. Between evaluations, you should work toward the successful accomplishment of job duties, established goals and personal and professional development. Evaluations are a tool for you to recognize both excellent performance and the need for improvement in your position. Each element of your evaluation and the overall assessment will be rated as outstanding, excellent, satisfactory, minimally satisfactory or unsatisfactory. If you are rated unsatisfactory on any one performance element, your overall performance rating will be unsatisfactory.

Your supervisor should continuously monitor your work performance and provide training and/or assistance where needed. Your annual performance rating is valid for up to 14 months and covers a period of no fewer than 90 days. You will be advised whether you are or are not meeting the performance elements of your position. You are evaluated only for the performance of your job duties. You should sign and date your evaluation, which indicates you received it, and it does not indicate you agree or forfeit your opportunity to file a grievance. If you are a regular non-probationary employee and your performance is rated as “minimally satisfactory or unsatisfactory”, you will receive a Performance Improvement Plan (PIP) from your supervisor. This PIP will state your performance shortcomings and set a period for improvement for a minimum period of 30 days. This is a non-disciplinary, non-adverse action and is neither grievable nor appealable. A PIP will not be filed in your Official Personnel File (OPF) unless it is subsequently used as a basis for disciplinary action. Failure to improve may result in reassignment, change to lower grade/pay band or separation.

A performance appraisal is an employee’s right. Not receiving one in a timely manner or not receiving one at all constitutes grounds for an administrative grievance. Contact your Manpower Officer at MWR Headquarters, if you have questions.

CATEGORIES OF EMPLOYMENT (CONT.)

MEAL PERIODS

Regular lunch periods will be established at no less than 30 minutes or no more than one hour at management discretion. This time will not be paid as time worked. Normally employees should not be required to work more than six consecutive hours without allowance for a meal period. Coffee-breaks and other rest periods of short duration may be authorized by management but must be counted and paid as hours worked for pay purposes. No more than two 15-minute breaks.

COMPENSATORY TIME

Compensatory time is defined as time off on an hour-for-hour basis in lieu of overtime pay for RFT/RPT employees. It is granted to an employee at management's discretion. It must be approved in writing, in advance, and is credited hour for hour. Management may also limit the amount of compensatory time an employee may accumulate. Compensatory time may be carried from pay period to pay period but cannot exceed a total of 80 hours. Compensatory time must be used within 26 pay periods.

FEDERAL HOLIDAYS

RFT/RPT employees are eligible for a day off with pay for recognized Federal holidays. If a holiday falls on your first normal day off (i.e. Saturday), then the holiday is observed on the preceding workday (i.e. Friday). If the holiday falls on your second normal day off (i.e. Sunday), then the holiday is observed on the following workday (i.e. Monday). Regular employees must be in a pay status the day before or the day after a holiday to be entitled to holiday pay. RFT/RPT employees will receive a day off with pay if the holiday falls on their regularly scheduled workday and only for the hours scheduled. RFT/RPT employees, who are required to work on the holiday, will receive holiday premium pay plus pay for the number of hours worked. If you are a flexible employee, you are not entitled to observe the holiday or receive holiday pay if required to work, except where collective bargaining unit indicates otherwise.

There are eleven (11) official holidays on the Federal calendar:

- **New Year's Day:** 1st of January
- **Martin Luther King Jr.'s Birthday:** 3rd Monday of January
- **President's Day:** 3rd Monday of February
- **Memorial Day:** Last Monday of May
- **Juneteenth Independence Day:** 19th of June
- **Independence Day:** 4th of July
- **Labor Day:** 1st Monday of September
- **Columbus Day:** 2nd Monday of October
- **Veteran's Day:** 11th of November
- **Thanksgiving Day:** 4th Thursday of November
- **Christmas Day:** 25th of December



And any other calendar day designated as a holiday by Federal statute or executive order. Other holidays of importance to you for religious reasons may be observed, but will be charged to annual leave, leave without pay or compensatory time, and are subject to approval by your supervisor.

Having accepted your position, you are expected to be present during your established hours of duty unless granted permission to be absent. Permission to be absent from duty is called “leave”. You may obtain leave for personal business or vacation (annual leave), for officially ordered military training (military leave), for medical reasons (sick leave) and for certain other reasons. Your supervisor is the approving official for leave requests, which should be submitted electronically using Blueforce/WebPunch. All leave requests must be submitted in advance, where permissible. Paid leave is earned by RPT and RFT employees; however, it is important for all employees to be aware of leave procedures and policies.

ANNUAL LEAVE (AL)

Annual Leave (AL) is paid time off from work for vacations or to transact personal business which cannot be taken care of during off-duty hours. AL is earned every pay period, excluding overtime, and your AL balance appears on your pay statement bi-weekly. AL is accrued based on time in service:

- **Up to 3 Years of Service:** You earn at the rate of 5% of the total hours paid in the pay period (maximum 80 hours) (i.e. an employee who works 80 hours during a pay period will earn four hours of annual leave).
- **3 – 15 Years of Service:** You earn at a rate of 7.5 % of the total hours paid in the pay period (i.e. an employee who works 80 hours during a pay period will earn six hours of annual leave), except for the final bi-weekly pay period of the leave year when leave will be accrued at the rate of 12.5% of the total hours in the basic work week.
- **15+ Years of Service:** You earn at a rate of 10% of the total hours paid in the pay period (i.e. an employee who works 80 hours during the bi-weekly pay period will earn eight hours of annual leave).

You will start to earn annual leave immediately upon appointment or change to a regular position; however, it will not be available for use until you have completed a 90-day wait period. You may accumulate and carry over up to 240 hours of annual leave each year. Leave in excess of 240 hours, known as “use or lose”, must be used prior to the end of the leave year or it is forfeited. If you resign or are separated beyond the initial 90-day waiting period, you will receive a lump-sum payment for any unused annual leave balance to your credit. After your resignation or separation has been processed, you will receive a lump sum payment of your annual leave. If you transfer to another NAF activity, you may elect to transfer your annual leave balance or be paid off in lump sum. If you are transferring to an APF position (GS), all your annual leave will be transferred. There is no pay off for lump sum annual leave under this scenario. AL should be requested in Blueforce/WebPunch as far in advance as possible and must be approved by your immediate supervisor before it is used. You are encouraged to use AL throughout the year, so you do not exceed 240 hours of accrued leave.



LEAVE PROCEDURES (CONT.)

SICK LEAVE (SL)

Sick Leave is earned by all regular employees. All regular employees who have sick leave to their credit may be granted such leave for legitimate medical reasons and must be approved in advance, when feasible. Acceptable reasons for using sick leave include:

- Receiving medical, dental or optical examination or treatment;
- Being incapacitated for the performance of duties by physical or mental illness, injury, pregnancy or childbirth;
- As determined by the health authorities having jurisdiction or by a health care provider, employees who would jeopardize the health of others by their presence on the job because of exposure to a communicable disease; or
- Purposes related to the adoption of a child.

SL is earned every pay period and your sick leave balance appears on your pay statement bi-weekly. SL may be taken at any time with approval of your supervisor; no waiting period is necessary. You may only use up to your current balance. SL is earned at 5% of the hours worked per pay period (maximum 80 hours) or four hours per pay period, and there is no limit to the amount you can accumulate and carry over.

You should request sick leave as soon as possible before the start time of your shift, but no later than the first hour of the scheduled workday.

- Request planned SL as far in advance as possible;
- SL must be approved by your immediate supervisor; if you call out due to illness, you must speak directly with your supervisor or manager;
- If you use SL for more than three consecutive workdays, you must give your supervisor or manager documentation from your doctor referencing your inability to work;
- SL is not paid at separation; however, accrued SL may be used to increase your retirement benefits;
- SL is transferable to all Federal employment, without a break in service to an APF position or at any time to another RFT or RPT NAF position.



LEAVE PROCEDURES (CONT.)

LEAVE WITHOUT PAY (LWOP)

LWOP is an approved unpaid absence, but not generally approved in lieu of using AL or SL except:

- During your first 90 days of employment for necessary, unavoidable absences.
- For planned vacations if you are a new employee or if you don't have accrued leave, if approved by your supervisor.
- For Family Medical Leave Act (FMLA) may be authorized for specified family and medical reasons with proper documentation (see AR 215-3).
- If you have exhausted all paid and unpaid leave while awaiting a determination under the NAF Disability Program.
- Up to 5 days of LWOP can be approved by your Division Chief. Anything over 5 days must be approved by the Director.
- If you transfer to a new duty station with a military or government employee spouse (the request must be accompanied by a resignation and may be extended, providing you request the extension before the first 90 days expires).

HOW TO SUBMIT LEAVE AND TIMECARD

All employees are responsible for submitting their own timecards using Blueforce on the last day of the reporting period or the morning after. Website: <https://army.blueforce.com/webpunch/login/>

How to submit your timecard:

- Login using the website stated above – company will always be “NAFTLMS”
- Accept the DoW Warning Banner
- Go to “My Timesheet”
- Select the correct assignment and reporting period, then click search
- Select submit

FAMILY AND MWR CUSTOMER ACRONYM

C - CHEERFUL GREETING

U - USE POSITIVE
LANGUAGE

S - SHOW A POSITIVE
IMAGE & ATTITUDE

T - TEAMWORK

O - OWN YOUR JOB

M - MAKE IT UP TO THE
CUSTOMER

E - GO THE
EXTRA MILE

R - REMEMBER TO
THANK THE
CUSTOMER

COMMITMENT TO EXCELLENCE (CTE)

CTE is designed to provide standard operating guidance to every Family and MWR team member in every facility/program, but more importantly, CTE builds on the importance of teams pulling together to reach a common goal. Included in the team are our valued customers, whose patronage and input provide their own metrics as we work together targeting improvements in operational performance. The CTE Program is exactly that, our commitment to excellence in delivering DFMWR facilities, programs and services that continually strive to be the best.

The CTE Program is a self-assessment tool which consists of three focus areas: **Customer Service**, **Communication**, and **Financial Performance**.

LEAVE PROCEDURES (CONT.)

HOW TO SUBMIT LEAVE AND TIMECARD (CONT.)

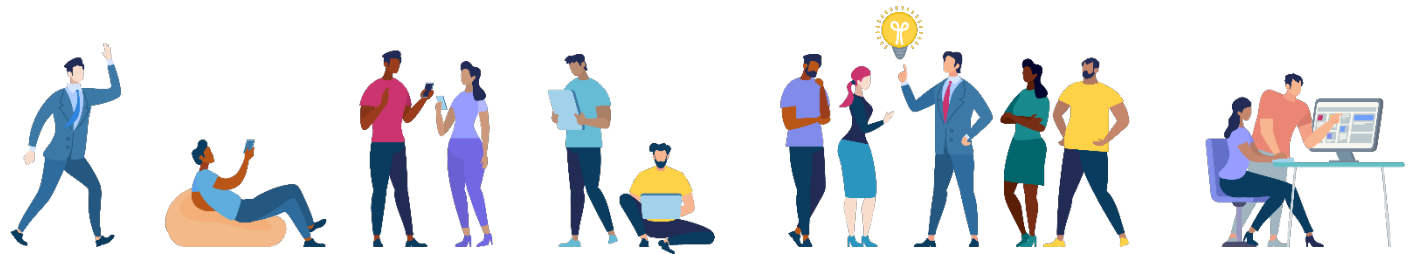
All employees are responsible for requesting leave at least five days in advance. All leave must be requested through Blueforce. How to request annual and/or sick leave:

- Login and accept the DoW Warning Banner.
- Go to “My PTO”
- Select “Add PTO Request”
- Complete the information for the day and type of leave you are requesting and select submit.

INCLEMENT WEATHER

Inclement weather can sometimes close all or part of the installation on which your facility/office is located. Closing or a delay at the beginning of the workday is a decision that will be made by military authority. On inclement weather delays:

- Employees scheduled for the first shift are given additional time with which to report safely to work, not a delayed start time. Even though the early shift is delayed, employees working later shifts are expected to report at their normal time.
- May approve annual leave or LWOP if the base is not closed, or the closure extends beyond approved administrative leave.
- It is your responsibility to keep up with the status of the base closures, reopening or work delays.



GLOSSARY OF ACRONYMS

- **AL** – Annual Leave
- **A/P** – Accounts Payable
- **A/R** – Accounts Receivable
- **APF** – Appropriated Funds
- **AWOL** – Absent without Leave
- **BBA** – Business Based Action
- **CAC** – Common Access Card
- **CDC** – Child Development Center
- **COB** – Close of Business
- **CPMC** – Capital Purchase Minor Construction
- **CTE** – Commitment to Excellence
- **DAR** – Daily Activity Report
- **DARS** – Daily Activity Report Summary
- **DoW** – Department of Defense
- **EEO** – Equal Employment Opportunity
- **EFT** – Electronic Fund Transfer
- **Eval** – Employee Performance Evaluation
- **FAQ** – Frequently Asked Questions
- **FLEX** – Employment Category
- **FY** – Fiscal Year

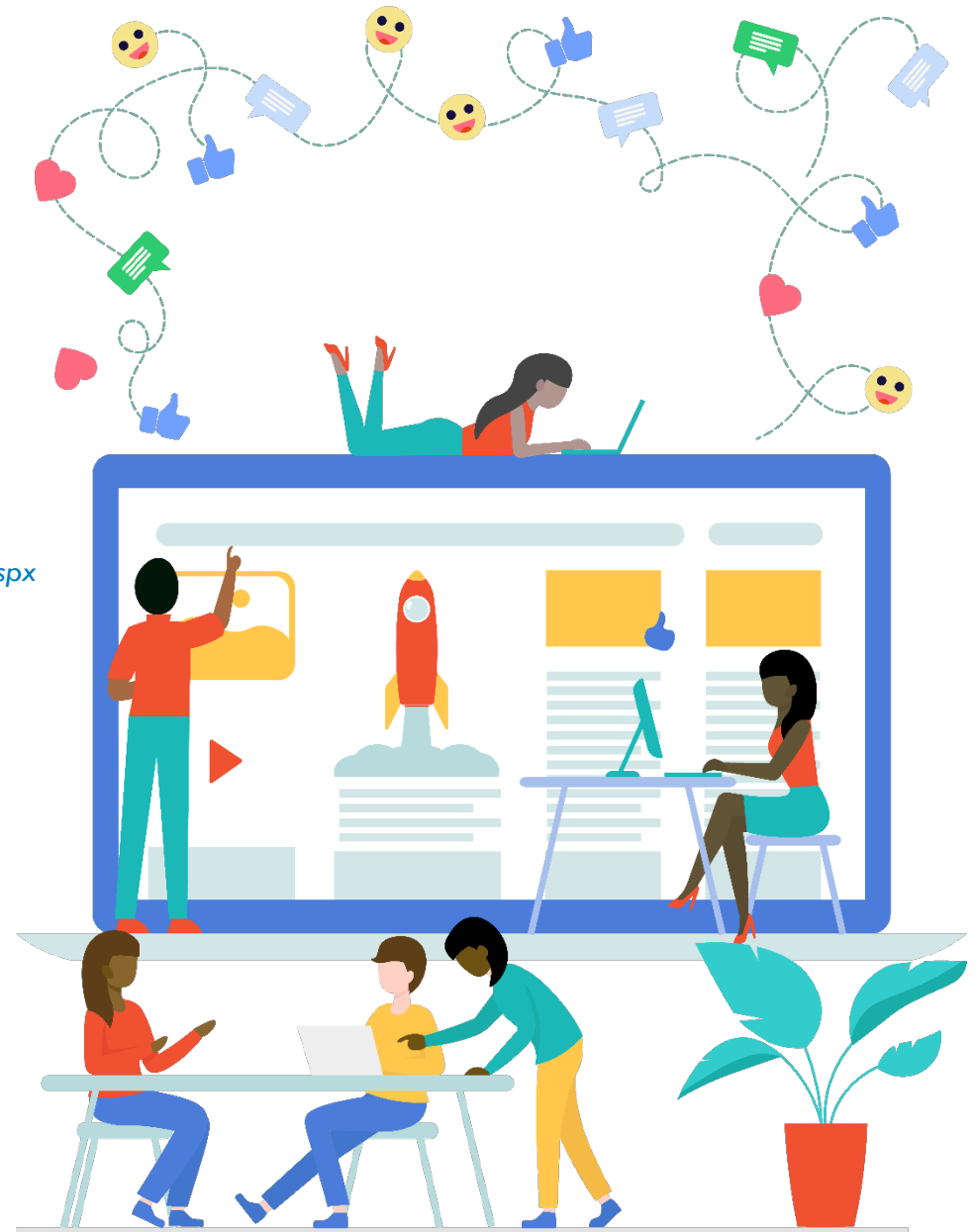
- **FYI** – For Your Information
- **GS** – General Schedule
- **ICE** – Interactive Customer Evaluation
- **IDP** – Individual Development Plan
- **IG** – Inspector General
- **LWOP** – Leave without Pay
- **MOA** – Memorandum of Agreement

- **MOU** – Memorandum of Understanding
- **NAF** – Non-Appropriated Funds
- **NAFI** – Non-Appropriated Funds Instrumentally
- **NLT** – No Later Than
- **NTE** – Not To Exceed
- **OPF** – Official Personnel File
- **OPM** – Office of Personnel Management
- **PD** – Position Description
- **RECTRAC** – Point of Sale System
- **RFT** – Regular Full Time
- **RPT** – Regular Part Time
- **SL** – Sick Leave
- **SOP** – Standard Operation Procedures
- **TMO** – Team Member Orientation
- **TDY** – Temporary Duty
- **UFM** – Uniform Funding and Management
- **YTD** – Year-To-Date



USEFUL WEBSITES

- **Fort Bragg Family and MWR:** <https://bragg.armymwr.com/>
- **MyPay:** <https://mypay.dfas.mil>
- **ADPASS:** <https://adpaas.army.mil>
- **Blueforce:** <https://army.blueforce.com/login/login.aspx>
- **Blueforce WebPunch:** <https://army.blueforce.com/Webpunch/login/>
- **Army Maintenance:** <https://www.armymaintenance.com/arma>
- **milConnect:** <https://milconnect.dmdc.osd.mil/milconnect>
- **RAPIDS:** <https://idco.dmdc.osd.mil/idco/#/>
(Use 101429 to locate the SSC ID Card Facility)
- **Army Publications and Forms:** <https://armypubs.army.mil/>
- **EDM:** <https://edmgateway.dfas.mil/AccessPortal/authentication/default.aspx>
- **eOPF NAF:** <https://eopf.opm.gov/armynaf>
- **eOPF APF:** <https://eopf.opm.gov/army>
- **MyBiz+:** <https://compo.dcpds.cpms.osd.mil/>
- **IMCOM Academy:** <https://www.imcomacademy.com/ima/>
- **ALMS:** <https://www.lms.army.mil/>
- **ATRRS:** <https://www.atrrs.army.mil/>
- **Fort Bragg Garrison:** <https://home.army.mil/bragg/>



ANNEX A: NEW EMPLOYEE CHECKLIST

NEW EMPLOYEE INFORMATION

Employee Name: _____ Start Date: _____

Position Title: _____ Supervisor/Rater: _____

Contact Telephone Number: _____ Contact Email: _____

ON THE FIRST DAY

- | | Date Completed |
|---|----------------------|
| <input type="radio"/> Complete emergency contact form | <input type="text"/> |
| <input type="radio"/> Receive a name tag & uniform (<i>when applicable</i>) | <input type="text"/> |
| <input type="radio"/> Ask for work schedule | <input type="text"/> |
| <input type="radio"/> Ask for organizational chart | <input type="text"/> |
| <input type="radio"/> Sign for facility key(s) as needed | <input type="text"/> |
| <input type="radio"/> Ask for a tour of facility and get location of employee bulletin board | <input type="text"/> |
| <input type="radio"/> Make an appointment to get CAC (walk-in option available Mon-Fri 0830-1030) | <input type="text"/> |

WITHIN THE FIRST WEEK

- | | |
|--|----------------------|
| <input type="radio"/> Register for IMCOM Academy account
www.imcomacademy.com | <input type="text"/> |
| <input type="radio"/> Complete online courses through the IMCOM Academy: | <input type="text"/> |
| <input type="radio"/> Basic MWR Orientation Course | <input type="text"/> |
| <input type="radio"/> Basic Management Course | <input type="text"/> |
| <input type="radio"/> Operation Excellence Customer Service | <input type="text"/> |
| <input type="radio"/> Complete RecTrac/CYMS/PCI training to obtain RecTrac/CYMS account (<i>if required</i>)
www.imcomacademy.com/ima/ | <input type="text"/> |
| <input type="radio"/> Complete Cash Controls training (<i>if required – found in DFMWR/Training shared folder</i>) | <input type="text"/> |
| <input type="radio"/> Cash Controls Quiz (<i>if access to a safe is required – found in DFMWR/Training shared folder</i>) | <input type="text"/> |
| <input type="radio"/> Schedule Food Handlers/ServSafe training (<i>if handling food</i>) | <input type="text"/> |
| <input type="radio"/> Complete ServSafe Alcohol training (<i>if selling alcohol</i>) | <input type="text"/> |
| <input type="radio"/> Sign DD Form 2875 for accounts needed such as: | <input type="text"/> |
| <input type="checkbox"/> Computer Access | |
| <input type="checkbox"/> RecTrac/CYMS | |
| <input type="checkbox"/> ePay Access | |
| <input type="checkbox"/> CPOL/DCPDS/AutoNoa | |
| <input type="checkbox"/> eFile Room Access | |

ANNEX A: NEW EMPLOYEE CHECKLIST (CONT.)

WITHIN THE FIRST 30 DAYS

- Review performance standards with supervisor
- Complete IDP on IMCOM Academy
- Attend Team Member Orientation
- If new manager, complete "New Manager Checklist" for specific training that applies to your operation.

Date Completed

WITHIN THE FIRST 90 DAYS

- Discuss current additional training opportunities with supervisor

--

WITHIN THE FIRST 180 DAYS

- Request mid-point performance review with supervisor

--

ADDITIONAL OPTIONAL IMCOM ACADEMY TRAINING

- Family and MWR Budgeting in the NAF System
- Applied Financial Planning: Income Statement Analysis
- Applied Financial Planning: Breakeven
- Applied Financial Planning: Forecasting
- Applied Financial Planning: Retail Sales Accountability
- NAF Internal Controls

CHECKLIST FINALIZATION (no later than 90 days after employee on-boarding)

- Provide copy of completed checklist to supervisor

Date Received

Supervisor Signature

ANNEX B: NEW MANAGER CHECKLIST

ONLY COMPLETE THIS CHECKLIST IF YOU ARE CURRENTLY IN A MANAGEMENT POSITION

Check off and date each item below once fundamental knowledge/concept is understood.

ARMY REGULATIONS

- AR 215-1
- AR 215-3

Date Completed

BLANK PURCHASE AGREEMENTS

- Training
- Request bulk funding
- Maintain BPA logs
- Make BPA call
- Submit invoices to DFAS

GOVERNMENT PURCHASE CARD

- Set up Procurement Integrated Enterprise Environment (PIEE) account
piee.eb.mil
- Upload all GPC training certificates into your PIEE account
- Create an account on Sam.Gov to ensure proper 889 representation for every purchase
sam.gov
- Required on-line training
- Request a cardholder account
- Complete a GPC purchase request
- Make purchase with a GPC
- Create orders in USBank ACCESS Online
- Match orders in USBank ACCESS Online
- Approve statements in USBank ACCESS Online/Insight On Demand (IOD)
- Provide BO with monthly statements and receipts

DEFENSE FINANCE AND ACCOUNTING SERVICE

- Set up an e-File Room Access account
- Process a DD Form 2875
- Upload documents
- Search for documents
- Download documents
- What gets uploaded to DFAS
- Difference between payables, DAR's, and accounting uploads

ANNEX B: NEW MANAGER CHECKLIST (CONT.)

TRANSFERS BETWEEN ACTIVITIES

Date Completed

- When a TBA should be used
- Determine PC-DC-LC and GLACS
- Obtain TBA numbers
- Process TBA's
- Track TBA's

PAYROLL

- Complete payroll training
- Sign DD Form 577 for payroll
- Access to Blueforce/WebPunch
- Process labor transfers
- Adjust employee time
- Run reports
- Approve payroll

SNACS-PRISM

- Take PRISM Training
- Set up a SNACS Account
- Prepare a PRISM Document
- Route documents
- Validate documents
- Determine which documents are needed (*i.e. Bulk Funding, Service Contract, CPMC Purchase, etc.*)

COST OF GOODS SOLD

- What are COGS
- Determine them
- Understand receipts
- Understand price mixing
- Determine reasons for fluctuations (*i.e. Sales prices too low or high, invoices not being processed, employee theft, mismanagement, lack of internal controls etc.*)
- Implement new items

ANNEX B: NEW MANAGER CHECKLIST (CONT.)

FINANCIALS

Date Completed

- Print Crosswalk (*found in DFMWR/Crosswalk shared folder*)
- How to read a financial statement
- Where to get a financial statement
- Understand the main categories: Sales, COGS, OOI, OOE, Labor, and NIBD
- How to make corrections if needed
- Cut-off dates for data submissions and prelims
- How to compare financials to the budget

BUDGETS

- What is a budget
- How is a budget prepared
- Historical data and where to get it
- Understand forecasting
- Understand terms such a Break Even and NIBD
- Understand UFM and when it can be used
- What are the ARMY benchmarks established for the facility

CAPITOL PURCHASE MINOR CONSTRUCTION

- What is a CPMC
- Prepare a data sheet
- Conduct market research
- When a CPMC can be purchased with a GPC or if a PRISM contract needs to be submitted

LABOR MANAGEMENT

- Interview and select new employees
- Complete ERPA's
- Set up an account in Staffing Manager
- On-boarding process for new employees
- Prepare schedules
- Prepare performance standards
- Submit annual performance ratings
- Where to get job descriptions
- Payroll
- Set up computer access
- Set up IMCOM Academy accounts

ANNEX B: NEW MANAGER CHECKLIST (CONT.)

LABOR MANAGEMENT (CONT.)

- Disciplinary actions
- How to submit for awards
- SGO or manning document
- Workman's Compensation processes
- How to process a DD Form 2875
- How to maintain personnel files
- Requirements to out-process employees

Date Completed

SERVSAFE

- Complete ASIP
- Complete ServSafe Food and Beverage
- Tri-Service Food Code, formerly known as TB Med 530

RECTRAC

- Operate
- Input inventories
- Create buttons
- Create and update household
- Create receipts
- Run reports
- Generate refunds
- Conduct run a cash journal
- Add new customers
- Who to go to for help

INVENTORY

- What is inventory
- What property requires a DA Form 3161
- Difference between resale, NAF and APF inventory
- Processes for protecting it
- Conduct monthly resale inventory
- Conduct Bi-Annual APF property inventory
- Conduct annual NAF inventory
- Turn in unserviceable equipment

ANNEX B: NEW MANAGER CHECKLIST (CONT.)

INTERNAL CONTROLS

Date Completed

- Key control procedures
- Safe access procedures
- Monthly cashier surprise cash counts
- Daily safe counts
- When and how to change a safe combination
- Cash control procedures and handling
- Difference between a change fund, petty cash, prize funds, etc.
- Complete an MCIP Inspection Scorecard
- Request deposit slips
- Request controlled forms (*TBA's, DD 1994, etc.*)
- Complete end of month paperwork
- Document daily deposits
- Document cashier variance logs

COMPUTER ACCESS FOR EMPLOYEES

- Cyber Awareness Training and where to upload your certificate
- Prepare and process DD Form 2875
- How to contact Army Enterprise Service Desk (AESD)
[1-866-335-ARMY \(2769\)](tel:1-866-335-ARMY)
- Update information on milConnect

DATA CALLS/ACRRO

- Which data calls need to be submitted
- How and where to get the information
- Who to send them to
- How often they need to be sent

CHECKLIST FINALIZATION (no later than 90 days after employee on-boarding)

- Provide copy of completed checklist to supervisor

Date Received

Supervisor Signature

