

A Quarterly Human Resources Newsletter

# HR HORIZONS

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## A Tale of Three Cities: AHR Debuts Shared Services Centers

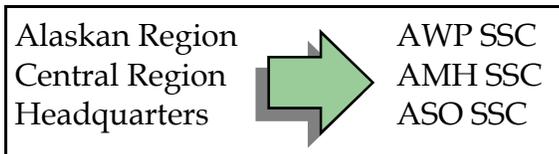
Bringing customer service to a new level, the Office of Human Resource Management (AHR) opened its new Shared Services Centers (SSC) on September 20. Marking a new way of doing business in AHR, the SSC's are responsible for processing all nonexecutive personnel actions and maintaining permanent "custody" of non-executive Official



Alaskan Region AHR employees get ready for the transfer of OPF's to their new home at the AWP Shared Services Center.

Personnel Folders (OPF) transferred from AHR regional and center offices. The SSC's are located in three cities: Atlanta, Georgia; Los Angeles, California; and Oklahoma City, Oklahoma.

**FAA offices involved in September 20th opening of Shared Services Centers:**



**WHAT YOU SHOULD KNOW**

The transfer of HR services to the SSC's should go unnoticed. You can still request information in your OPF or get a copy. Human resources division managers encourage you to make an appointment to get copies of any pertinent documents that you may need in the near future. Some of the recommended documents include: a copy of your most recent Notification of Personnel Action (SF-50) needed to apply for other Federal jobs; a copy of your benefits elections forms should you decide to make any changes during the upcoming open seasons; and any Designation of Beneficiary forms should you have any life changing events to occur.

**AHR SSC TRANSITION SCHEDULE :**

DATE	REGION/CENTER	GOING TO
Nov 15, 2004	Technical Center Great Lakes Northwest Mountain New England	ASO SSC AMH SSC AWP SSC ASO SSC
Jan 24, 2005	Southwest	AMH SSC
Feb 22, 2004	Eastern	ASO SSC

Other HR services such as staffing, compensation, benefits, employee relations, and labor relations will continue to be provided in all of the human resources management divisions in regions and centers.



## FAA Administrator Establishes HR Advisory Council

Just counting the sheer number of human resource (HR) management initiatives, projects, and issues impacting the FAA could boggle the mind. To help sort them all out and establish common ground within FAA organizations, Administrator Blakey commissioned the FAA HR Advisory Council, an executive-level forum to help improve the Agency's HR practices.

Established in April 2004, the HR Advisory Council is made up of FAA executives from each line of business and most staff offices from the field and headquarters who, as a group, are charged with:

- ▲ Identifying and addressing crosscutting human resource issues and up and coming priorities;
- ▲ Identifying HR priorities to support HR strategic, business, and financial planning;
- ▲ Assessing HR strategies and initiatives across FAA organizations and functions to gauge their effectiveness and impact on accomplishing the FAA mission;
- ▲ Providing strategic HR advice and recommendations to the Administrator and the Management Board to foster strategic management of the FAA workforce.

Likening the HR Advisory Council's first meeting to a "state of HR address," members were briefed on a slew of subjects such as human capital management, corporate employee training and development, corporate recruitment, core compensation, labor and employee relations, and the AHR Shared Services Centers.

Throughout the Council's discussions, it was evident that FAA organizations share the same concerns. One discussion revealed that several organizations have different committees, teams, and/or groups working on the same or similar HR issues and initiatives. To maximize the use of Agency resources, the Council agreed to develop a list of working groups and to work collaboratively to charter HR support teams. In doing so, the Council expects to eliminate unneeded tasks, contain costs, and reduce the number of employees involved in these efforts.

*Continued on Page 14, See HRAC*

## A-76 Affected Employees in AFSS Get Briefed on HR Issues

The FAA is in the midst of an A-76 competitive sourcing competition of automated flight service station (AFSS) functions, an effort impacting close to 3,000 employees. At the AFSS Leadership Conference held in May 2004, Ventris C. Gibson, Assistant Administrator for Human Resource Management (AHR), announced that AHR would visit each of the 58 AFSS facilities to deliver face-to-face briefings covering many of the human resource issues impacting AFSS employees as a result of the competition. Leading the effort is Gloria Quay, human resources division manager in the Eastern Region.

The 4-hour briefings, which began August 15 and will run through October 31, covers information about: OPF review results, reduction in force procedures, career transition, benefits and retirement, and employee assistance program services. A "questions and answers" session follows the presentations.

To accommodate the different work shifts, each AFSS facility will receive between 4 to 6 briefings, translating close to a total of 250 briefings presented overall. Out of a pool of 50 AHR employees from all FAA regions, the Technical Center and Headquarters, the briefing team includes two AHR specialists and a representative from the Air Traffic Organization.

A videotaped presentation of the briefing is in the works for AFSS employees who were unable to attend the briefing or wish to see it again. In addition to the AHR Web site available to AFSS employees (<http://www.faa.gov/ahr/competitive.cfm>), more informational materials are being developed. For information on the A-76 AFSS competitive sourcing process, go to <http://www.faa.gov.aca>.

## Hatch Act



With the upcoming 2004 elections fast approaching, it's important to know the "do's and don't's" of engaging in political activities. The Hatch Act, amended in 1993, restricts Federal government employees from participating in certain political activities. For a list of permitted and prohibited activities and other information about the Hatch Act, go to [http://www.osc.gov/ha\\_fed.htm](http://www.osc.gov/ha_fed.htm) or contact Maurice Banks, Benefits Staff, on 202 267-7266.

## FAA Survey Seeks a Change in Employee Attitude

One might consider the FAA Employee Attitude Survey (EAS) as an agency tradition of sorts. While some employees take the time to fill it out, others quite frankly, think doing so is a waste of time because they believe that nothing will be done with the results anyway. FAA Administrator Marion Blakey is trying to change this perception. As evidenced by a past interview with Gerald Lavey, leader of the Virtual Organization for Internal Communications Excellence (better known as VOICE), and other actions she's taken, the Administrator is committed to using EAS survey results to make changes in the FAA. As she has stated in numerous communications, "employee surveys are only as good as their follow-up action." Furthering this goal, the EAS will be used as one way to measure progress in the FAA Flight Plan, particularly the organizational excellence strategic goal. (Twelve of the 2003 EAS survey questions are devoted to gleaning out information regarding this goal.)



The most recent EAS 2003 survey garnered more than 22,000 responses or almost 46 percent of the FAA workforce. While the data showed that the agency is on the right track in areas such as training, job satisfaction, satisfaction with supervisors, training, and mission commitment, it revealed that improvement is needed in the areas of leadership, performance management accountability, recognizing and rewarding performance, and communication.

The Administrator thought it best to tackle those issues that cut across organizational lines and focus on three areas: leadership accountability for managing performance to ensure that FAA managers and executives fulfill their performance management responsibilities; recognizing and rewarding employee performance based on merit; and in-

creasing our communications capabilities, including more ways to regularly gather employee feedback.

Recognizing the need to stay on top of these issues and hold FAA organizations accountable for addressing them, the EAS Corporate Action Plan was put in place to identify actions taken in the three areas needing improvement. To ensure further accountability, each week the Office of Human Resource Management gets updates on the status of the corporate and LOB actions and summarizes the information for the Administrator and her management team.

*Continued on Page 14, See SURVEY*

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## Merger of SCI and PMS Takes Effect

Recent changes to the Superior Contribution Increase (SCI) under the FAA's Core Compensation Plan and the Performance Management System (PMS) should make it easier for managers and employees to assess employee performance. The major change involves the merger of SCI and PMS into a consolidated performance assessment process. Duplication between the SCI and PMS processes, complicated forms and the lengthy time it took to complete them were the primary drivers for modifications to the system. While no changes have been made to the structure of the two processes, the focus is on *how* SCI and PMS are administered.

Here are some highlights of the new system:

1. Managers and employees can use the same assessment information for both SCI and PMS.
2. Streamlined procedures for PMS and SCI require less writing and duplication.
3. Revised descriptions of SCI criteria are more concise and easier to understand.
4. A "one-stop" performance assessment Web site with links to policies and information, forms, and automated tools is available to employees and managers on the AHR Web site at <http://www.faa.gov/ahr/sci/index.cfm>.

For further information, contact John Shamley on (202) 385-8010 or Charles DePoolo on (405) 954-6453.

# THE TRAINING TROVE



## eLMS – The Quiet Evolution in DOT Learning!



Its official—the e-Learning Management System (eLMS) has been christened the “keeper” of employee training records for the Department of Transportation (DOT.) eLMS promises to be the premier training system due in part to the combined training functions of the Consolidated Personnel Management Information System (CPMIS) and the Integrated Personnel and Payroll System (IPPS.)

With plans to “turn on the switch” at the FAA between December 2004 and July 2005, FAA employees will have access to the e-learning catalogue containing almost 2000 courses and their e-learning histories. Gradually, more training functions will be available to individual lines of business by July 2005.

Training administrators—you know who you are--can learn more about eLMS by contacting their headquarters training coordinator. For general questions, call Valerie Delaine, eLMS administrator, on 202-267-3037.

Visit the eLMS website at <http://elms-info.dot.gov>.

## Building Stronger Leadership: Introducing a New Integrated System

In the next months, you'll see some significant changes in how FAA managers are selected, developed, and evaluated.

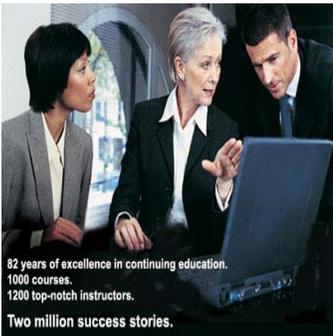
Why the changes? The Employee Attitude Survey indicates there's plenty of room for improvement in how managers communicate, coach, and recognize employee performance. Today's managers face the challenge of working in new organizational structures, meeting new performance expectations, and coping with tighter resources. Looking forward over the next 5 years, half of senior managers and more than a third of middle and first level managers will be eligible to retire. All this presents us with a unique opportunity to make the FAA more effective with stronger leadership.

Beginning two years ago, the Office of Corporate Learning and Development (AHD) convened executives, managers, and HR experts from the across the agency to explore how we would build stronger leadership. The first Management Workforce Planning (MWP) Steering Committee developed a corporate strategy to improve the effectiveness of FAA managers: a coherent approach to selection, development, and performance appraisal based on a common set of corporate competencies – the “Managerial Success Profile.” They also recommended a more structured probationary period for new managers and mandatory corporate training for newly appointed frontline, middle and senior managers. The current MWP Steering Committee, made up of executives and managers from ATO, AVR, AST, ACS, ARP, ACR, AIO, AHR, and ARC is now implementing those recommendations.

MWP implementation will begin with new managerial performance standards that reflect the “Managerial Success Profile.” The Office of Personnel (AHP) will soon publish the new standards for use in FY 2005 performance plans. New MWP policy addressing managerial selection, development, probationary periods, and performance management will roll out by year's end. AHD has been working closely with the Center for Management Development (CMD) to develop mandatory training for newly appointed frontline managers. The course will focus on the

*Continued on Page 14, See SYSTEM*

## GS GRADUATE SCHOOL USDA



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Did you know that . . .

- Administrator Blakey's policy statement on the Accountability Board emphasizes her commitment to ensure that our workplace remains free from sexual harassment, offensive behavior, intimidation, hostility and inappropriate conduct. The Administrator further reminds all FAA employees that personal accountability is the cornerstone of the Flight Plan's goal for organizational excellence. She asks us to join her in making the FAA an example of organizational excellence in the Federal service where everyone, regardless of gender, race, color, national origin, religion, sexual orientation, age or disability is treated with respect.



- Soon, all FAA offices will receive posters of the Administrator's policy statement. It is important that the poster is displayed in public places for all FAA employees to see.
- Accountability Board marketing materials, including a new brochure, information cards, and mouse pads, will be distributed soon to FAA employees.
- You can read the Accountability Board's Third Quarter Report and other important documents at <http://www.faa.gov/ahr/account/account.cfm>.



DO YOU KNOW OF IMPORTANT HR RELATED NEWS  
OR INFORMATION  
YOU'D LIKE PUBLISHED IN A FUTURE ISSUE OF  
**HR HORIZONS?**

FEEL FREE TO CONTACT US VIA E-MAIL ANYTIME TO SUBMIT  
NEWS, ARTICLES, OR OTHER INFORMATION THAT MAY BE  
SUITABLE FOR INCLUSION IN THIS PUBLICATION.

WE ALSO INVITE YOUR QUESTIONS, COMMENTS, AND SUGGESTIONS.

**9-AWA-AHR-HR-HORIZONS@faa.gov**

# BENEFITING YOU



## How LWOP Pay Affects Your Benefits

It's important to know how leave without pay (LWOP) affects your benefits. The following provides some of the basics you should keep in mind if you are planning to request LWOP:

**Life Insurance:** Coverage continues for up to 12 months in a LWOP status with no cost to you. At the end of 12 months, the coverage will automatically terminate. **Retirement:** LWOP up to 6 months in a calendar year is creditable for retirement. **TSP:** You may not make contributions to your TSP account while in a LWOP status; FERS employees will not receive Agency contributions. **Health Insurance:** On entering LWOP you must elect one of two choices: 1) terminate your enrollment, or 2) continue the enrollment for up to 365 days. If you continue the coverage, you are responsible for paying your share of the premium either on a current basis or by incurring a debt that will be withheld from your pay on your return to work.

Remember, these are just the basics. There are many other things you need to know if you enter a LWOP status. Contact your benefits office for further information.

## Express News!



The Office of Personnel Management (OPM) has a toll free number for the Employee Express Help Desk. If you need technical assistance while at work, you may continue to contact the Employee Express Help Desk at 478-757-3030. From home, you may contact the Help Desk toll-free at 888-353-9450. Help Desk business hours are Monday through Friday 7:00 a.m. to 7:00 p.m. eastern time. During non-business hours, you may leave a message and a Help Desk representative will return your call within 24 business hours.

*For information on using Employee Express, contact your servicing human resources management office.*



**Benefits Reminder!**  
**2004 Thrift Savings Plan**  
**Open Season**  
**Oct 15 - Dec 31**  
[www.tsp.gov](http://www.tsp.gov)



2004  
**Federal Employees Health**  
**Benefits Open Season**

**November 8 - December 13**

<http://www.opm.gov/insure/health/>

## Express Update



When accessing the Employee Express system, you may be required to change your Personal Identification Number (PIN) to meet Federal-wide security rules recommended by the National Institute of Standards and Technology. For those employees who have less than 8 numbers in their PIN, they must change their PIN to be 8 numbers in length.

When you log in under your current PIN, the system will prompt you with a "PIN Change" screen that will require you to input your old, as well as your new PIN. You can view a sample of this change by clicking on the link entitled "EIGHT DIGIT PINS" located on AHR's Web site at: <http://www.faa.gov/ahr/policy/memo/memos/ee-des.htm>. To maneuver through the presentation, click anywhere within the screen to get to the next page.

*For information on using Employee Express, contact your servicing human resources management office.*

## What is PlanSmartChoice? Is it for Me?

PlanSmartChoice (PSC) is a web-based decision-making tool available to Federal Employees Health Benefits (FEHB) enrollees to assist you in choosing a health plan best suited to your needs. You can access this interactive tool by logging on to Employee Express (you'll need your pin number) at <http://www.employeeexpress.gov> and clicking on Health Plan Selection. All health plans available to Federal employees are in the PSC database. After asking a series of questions about the aspects of a health plan that are important to you, the tool compares your preferences and tells you which plan appears to best match your preferences.



## Retirement - How Sweet It Is!

Oh, thou sweet retirement --- that glorious period in life that some dream about; long for; work towards; ponder over; wax eloquently about...you get the picture! Well, that day arrived for several AHR employees who left behind their FAA careers to embark on a suitcase full of new journeys and adventures. The retirement of our colleagues, friends, confidants, sounding boards, and yes--lunch partners--leaves us with bitter-sweet feelings. Although we miss them dearly, we salute them and congratulate them. We wish our retirees much success in whatever path they choose to take and bid them a fond adieu!



**Ray Thoman**  
Deputy Assistant Administrator  
for Labor Relations,  
AWA



**Marita Johnson**  
Principal HR Consultant  
for Air Traffic, AWA



**Guadalupe Rodriguez**  
Personnel Assistant, AGL



**Susan Reyes**  
Personnel Management  
Specialist, AWA



**Roger "Mike" Edwards**  
Director, Office of Personnel,  
AWA



**Jon Snellings**  
Manager, Project Management  
and Integration Staff, AWA



**Shirley Cox**  
Chief, Human Resources  
Operations Division, AMH

*Continued on Page 5, See **RETIREMENTS***

**RETIREMENTS, Continued from Page 7**



**Donna Marits**  
Personnel Management  
Specialist, AWA



**George Fredericks**  
Personnel Management  
Specialist, AEA



**Cheryl Odom**  
Team Leader, Personnel  
Management Specialist,  
ASO



**Loretta Lewis**  
Team Leader, Personnel  
Services Division, AWA



**Joyce Padgett**  
Personnel Management  
Specialist, AMH

**CONGRATULATIONS!**  
**BEST WISHES IN YOUR RETIREMENT!**  
**THANK YOU!**

## FAA Summer Interns Serve it Up



Photo courtesy of James A. Davis/AHR

FAA's 2004 MSI interns pose outside of the Orville Wright Federal Office Building in Washington, DC.

the air traffic control occupation at an aviation careers panel. Catching a glimpse of the FAA's constantly changing technology, the interns visited the Air Traffic Control System Command Center in Herndon, Virginia; the William J. Hughes Technical Center in Atlantic City, New Jersey; and the air traffic control tower at Ronald Reagan National Airport. Each month, the interns were recognized for their accomplishments in the Summer 2004 MSI Insider newsletter, created and published by fellow AHR interns.

With the support of their managers, supervisors, coworkers and mentors, the MSI interns tackled an array of challenging assignments. For example, Samuel Feldhake, an HSI intern assigned to the Commercial Space Transportation office in headquarters, conducted analysis of an unsuccessful amateur orbital rocket launch and analyzed debris to locate hazardous areas of the launch. HBCU intern Samantha Fields, working in the Office of Information Services and Chief Information Officer, assisted in the DC test lab with product evaluations for the first enterprise-wide Adaptive Quarantine project. She was involved in the three phases of testing: laboratory evaluation, proof of concept demonstration, and field-testing.

A contingent of fresh young faces, full of energy and enthusiasm, converged upon FAA headquarters for the 2004 Minority Serving Institutions (MSI) summer internship program sponsored by the Office of Human Resource Management (AHR.) Fifty-four interns from around the country were placed in various FAA offices in areas related to their field of study. Participating MSI organizations included Hispanic Serving Institutions (HSI), Historically Black Colleges and Universities (HBCU), Asian American and Pacific Islander, Native American/Alaskan Native, and People with Disabilities.

MSI program managers Genise Stancil, Mai Nguyen, and Miriam Vega planned a variety of activities and events designed to educate and expose the interns to the oft-hectic world of working in a Federal sector environment. First on the agenda was a mentoring session at which each intern was matched with an FAA employee to help guide them through their summer internship. Administrator Marion Blakey, during a brown bag lunch hosted by her, gave the interns a birds-eye view of what it takes to run a dynamic Federal agency like the FAA. Throughout the summer, the MSI interns received helpful job information and career advice. In her writing workshop, Alfredia Brooks, a management and program analyst in the Air Traffic Organization, offered savvy tips for crafting resumes and job KSA's (knowledge, skills, and abilities.) Donnie Simons, an air traffic manager at Washington National Tower, provided valuable insight on

intern Samantha Fields, working in the Office of Information Services and Chief Information Officer, assisted in the DC test lab with product evaluations for the first enterprise-wide Adaptive Quarantine project. She was involved in the three phases of testing: laboratory evaluation, proof of concept demonstration, and field-testing.

Hopefully the interns were filled with great memories of their FAA internship. Alfredo Smith, a student at the University of South Carolina said, "My internship with the MSI program was a wonderful experience because it gave me a first-hand and up-close opportunity to observe how the Government functions on a day to day basis." Still other interns had a more lasting experience—they were offered and accepted permanent FAA positions.

Although the MSI interns came to the FAA to learn about its work and the people, it's a sure bet that we "seasoned" FAA employees have learned a thing or two from them as well. The MSI program managers thank all FAA managers, mentors, and participating organizations for their support in making the summer internship a success.

For information about the MSI program, click on: <http://www.faa.gov/ahr/msi/index.htm>.

## AHR Establishes Dot Tharnish Award; Aul Lauded for Exemplary Performance

At the Office of Human Resource Management's (AHR) employee appreciation ceremony held last August in Washington, DC, Assistant Administrator for AHR, Ventris C. Gibson, and Robert Sturgell, FAA Deputy Administrator, unveiled the prestigious Dot Tharnish Award. The award recognizes an outstanding human resource employee committed to customer service exhibited by:

- "Making the time" to assist, consult, advise, and follow-up with customers
- Standing by his or her commitments
- Anticipating barriers to success by analyzing trends and "getting to know" the customer
- Consistently soliciting input from peers and subordinates to explore cost savings and better work methods
- Continually improving organizational performance within the confines of budget and increasing workload

Dorothy "Dot" Tharnish, a human resources division manager at the Mike Monroney Aeronautical Center, passed away in March 2004 after a lengthy illness. Attending the ceremony in her honor were Tharnish's husband, Doug, and two sons, Christopher and Daniel; Lindy Ritz, Director, Mike Monroney Aeronautical Center; Ruth Leverenz, assistant administrator for Regions/Center Operations; and Joyce Sill, human resources division manager at the Center. The first AHR recipient of the Dot Tharnish award will be chosen in 2005.

Another highlight of the ceremony was the announcement of AHR's highest honor, the employee of the year award. This year's recipient was Jan "Jay" Aul, manager of the newly created HR Air Traffic Organization Support Team. Assistant Administrator Gibson was clearly delighted when describing Aul's accomplishments.



J. Davis/AHR

From left: Ruth Leverenz, Lindy Ritz, Doug, Daniel, and Christopher Tharnish, Ventris C. Gibson, and Robert Sturgell at unveiling.

Said Gibson, "When I thought of who excels in all they do on a daily basis, the person who continuously takes the extra step and is a level above the best; one whom we can repeatedly count on (without question), and who delivers an outstanding product

*Continued on Page 14, See AWARD*



J. Davis/AHR

Ventris C. Gibson (l) and Robert Sturgell (r) present Jay Aul with the 2004 AHR Employee of the Year Award.



J. Davis/AHR

Robert Sturgell (l) and Ventris C. Gibson (r) present the Tharnish family with the first Dot Tharnish Award.

## Oh My B'Gosh! AHR Does Oshkosh!



Earlier this summer Oshkosh, Wisconsin was the place to be for close to 700,000 visitors to the Experimental Aircraft Association's (EAA) AirVenture, the country's largest fly-in, and air show. AirVenture boasted more than 10,000 airplanes flown in from North America, South America, Europe, Africa, and Australia.

Among the 802 commercial exhibitors, the Office of Human Resource Management (AHR) was there in full regalia promoting FAA career opportunities while showcasing the Agency's new recruitment brand, "DESTINATION FAA." Karen Johnson, Great Lakes Region (AGL) human resources division manager led the AHR contingent that included AGL employees Brooke Belcher, Shelly Mlakar, JoAnn Burl, Sandy Granger, Debra Larson, CJ Wright, Pat Masupha, and Shalisha Dapaa. Rounding out the team were Washington headquarters employees Michèle Moorehead, James A. Davis, and Minority Serving Institutions interns, Patricia Diaz and Thomas Davis.

The AHR team greeted more than 5,000 visitors at its recruitment booth during the 7-day exhibition, responding to employment inquiries, providing recruitment information and advice, and distributing thousands of new FAA recruitment flyers, brochures, and trinkets.

A special highlight at this year's event was the introduction of the new sport pilot/ light-sport aircraft rule, a much-anticipated set of regulations that opens the world of recreational flight to many more people by making it safer and more affordable. FAA Administrator Marion Blakey spent two days at Oshkosh emphasizing the new opportunities available through the sport pilot rule.

In a memo to FAA's AirVenture representatives, Administrator Blakey said, "AirVenture provides a great venue for the FAA to reach thousands of pilots at one time. As you walk around the convention site, you see FAA employees conducting



From left: Thomas Davis, Shelly Mlakar, Debra Larson, Karen Johnson, Brooke Belcher, and James A. Davis share a photo op with Administrator Blakey.



AHR employees assist visitors at the recruitment booth in Oshkosh, Wisconsin.

pilot seminars on topics ranging from piloting skills and runway safety to aviation medical requirements. Others staff booths to promote aviation education and career opportunities in aviation and the FAA."

By most accounts AirVenture was a successful event. Of AHR's participation, James A. Davis remarked, "it was a lot of hard work, but it was fun and rewarding, too!"

Visit AirVenture on the Web at  
<http://www.airventure.org>.



## ANM's Sweet Treats Help Hungry Kids



Human Resources Division Manager, Mariann Crane, right, and Viann Fowler show off some of the bake sale's homemade treats.

The folks in the Northwest Mountain (ANM) regional office tried to make life a little sweeter for the multitudes of children who go to bed hungry at night. Employees in all lines of business participated in the Great American Bake Sale last summer, an event sponsored by the ANM Human Resource Management Division. ANM raised a hefty \$2,000 donation for Share Our Strength, a non-profit organization dedicated to ending childhood hunger.

Despite record-high temperatures and the general lack of air-conditioning in the Puget Sound area, employees baked and brought in everything from brownies and cakes to pizzelles and baklava. The bake sale included a live auction, featuring an array of delectable goodies, which raised over \$700 in proceeds.

Thirteen million American children are at risk of hunger. Every fourth person standing in a soup kitchen line is a child; even short periods of hunger can cause serious consequences in children.

Grants from the Great American Bake Sale will be used to ensure that America's most vulnerable children — those living in poverty and at risk of hunger in various states and communities — have access to regular, healthy meals after school and in the summer.

The ANM regional office employees' overwhelming support to this worthy cause speaks to their willingness to help the community in which they live and those who are less fortunate.

## AGL Takes the Lead on Career Development

The Great Lakes Region (AGL) kicked off its Leadership and Career Development Program last summer. First modeled in the Alaskan Region, the program is a cost-effective leadership course patterned after the Office of Personnel Management's Executive Leadership Program for mid-level employees. Establishing the leadership program supports the Flight Plan's Organizational Excellence goal which is to ensure the success of the FAA's mission through stronger leadership, a better trained workforce, enhanced cost-control measures, and improved decision-making based on reliable data.

Participation in the pilot Leadership and Career Development Program is open to AGL nonsupervi-

sory employees (permanent full-time or part-time) currently working at the full performance level of pay bands G, H, I, and J or at the FG-11 thru FG-14 grade levels. (Not eligible to participate are those employees in the Flight Standards Division, AGL-200, Air Traffic Division, AGL-500, and Security and Hazardous Division, AGL-700.)

The Leadership and Career Development Program will give employees the opportunity to gain the necessary leadership skills to compete for future supervisory and managerial positions.

During the one-year program, participants are expected to complete a number of required assignments designed to enhance and improve verbal and written communication

skills, analytical thinking, and problem solving. Assignments consist of both individual and team projects and participants will be evaluated on how well assignments are completed.

The AGL Regional Management Team's support of the Leadership and Career Program clearly demonstrates their commitment to the development of stronger leadership, increased commitment of individual workers to fulfill organization-wide goals, and a better prepared, better-trained diverse workforce.

## E-learning Is E-lectric In The Central Region

Some Agency employees might be “shocked” to learn that FAA Skillsoft, a new and enhanced e-learning system, offers well over 1000 courses. But not the hundreds of Central Region (ACE) employees “plugged in” to E-learning Week, an event endorsed by the ACE regional management team and co-chaired by ACE employees Cynthia Townend and Lee Waits.

The event, held this past summer, was a success as evidenced by a 302 percent increase in the number of registered users of the e-learning system that grew from 79 in fiscal year 2003 to 318 in fiscal year 2004. Also, individual enrollments reflected a large increase with 278 new course enrollments occurring during the five-day event.

A large tri-fold convention display board featuring a lightning bolt declaring “E Learning is E Lectric” and an easel listing “Hot Courses” drew the attention of those entering or moving through the Department of Transportation building lobby. Under an 8-foot banner, training representatives from the lines of business and staff offices took turns answering questions at the registration table and providing one-on-one assistance.

“With so many business and computer courses available - over 1,000 - every employee should be able to

find one or more that would be of interest and benefit,” said Debbie Danner, ACE-9 training coordinator and e-learning promoter, as she signed herself up for two additional courses.

E-learning participants received a variety of promotional items including brochures and brightly colored business cards. Other promotional activities included the distribution of chances to win prizes when enrolling in two or more courses.

At week’s end, the enthusiasm rose as the ACE Regional Administrator, Chris Blum, awarded several prizes, including the grand prize, a multi-colored wooden pen that he had personally handcrafted for the event.

Patricia Crosby, the Aeronautical Center’s national lead for the e-learning system visited the region to get a first-hand glimpse of the e-learning campaign in progress. “I can feel the excitement and enthusiasm of the e-learning week activities,” said Crosby, who requested ACE strategy and marketing tools to share with other regions that would be holding similar promotions.

For information about the Skillsoft e-learning system, visit the website at <http://www.faa-elearn.faa.gov/skillport> or call the help line number on (405) 954-4568.

## Aeronautical Center Employees Are Ready To Serve



From left: Col. Jimmie Biggs, Cdr. Robin Syba, Maj. Tony Dela Vega, and Lindy Ritz.

On June 21 2004, Lindy Ritz, Director of the Mike Monroney Aeronautical Center, signed a Statement of Support for the Guard and Reserve in front of and on behalf of the members of the Center’s management team. The statement pledges support to the guardsmen and reservists employed at the Aeronautical Center and recognizes their essential role in preserving our national security. Present at the signing were Jimmie Biggs, a contracting specialist in AMQ-200 and a colonel in the Army Reserve; Robin Syba, a personnel management specialist in AMH-1 and a commander in the Naval Reserve; and Tony Dela Vega, a computer engineer in ATOW-1 and a major in the Air Force Reserve. These three employees represented over 200 guardsmen and reservists who work at the Aeronautical Center. Gary Jackson, Executive Director for the Oklahoma Committee of the Employer Support of the Guard and Reserve (ESGR), presented the Aeronautical Center with a plaque signed by Secretary of

Defense Donald Rumsfeld and the national chairman of ESGR.

The Secretary wrote in an open letter to America’s employers, “... citizen Soldiers, Sailors, Airmen, Marines and Coast Guardsmen – have been engaged in and around the conflicts in Afghanistan and Iraq, as well as

*Continued on Page 14, See **READY***

**READY, Continued from Page 13**

providing security here at home and in other critical locations around the world. This would not have been possible without the strong backing of America's employers.... I recognize that these generous actions have not been without sacrifice...Without this continued support, we could not maintain a strong military or sustain the current effort to overcome the international terrorist threat directed at our county, our citizens, and all who love freedom.

Employees performing full-time military service as a result of a call or order to active duty in support of a contingency operation are now entitled to 22 workdays of military leave each calendar year. This policy is retroactive to military service performed on or after November 24, 2003. The 22 days of military leave are in addition to the 15 workdays provided each fiscal year for active duty, active duty training, and inactive duty training. For more details on this policy, and to determine the pay differences between 22 days versus 15 days of military leave, consult Policy Bulletin #22, "Changes to Military Leave for Mobilized Civilian Employees," <http://www.faa.gov/ahr/policy/hrpm/bulletin/bullet22.cfm>.

**HRAC, Continued from Page 2**

The executives agreed that the Council fills a void within the FAA – the lack of a vehicle to collaborate on and advance corporate HR issues. The Council plans to meet several times a year to address the FAA's HR issues. The most recent meeting occurred last August.

**SURVEY, Continued from Page 3**

Past EAS results have influenced actions in FAA internal communications. The 1997 EAS was a major

influence on the formation of VOICE whose efforts have led to Voicelive! webcasts and other employee outreach devices. The follow-up on EAS 2003 communication results will include recommendations by the consulting firm, Insidedge, after completion of its assessment of FAA communications issues.

The FAA plans to conduct a short check-in survey in 2005 to assess progress with the LOB action plans. The next full-blown EAS will be conducted in 2006.

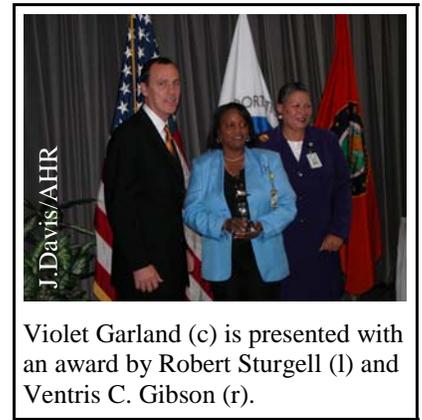
**SYSTEM, Continued from Page 4**

policy fundamentals and critical management skills needed to achieve results and improve organizational performance. CMD will prototype the course and begin regular training in January. Mandatory training for new middle and senior managers will be prototyped in the latter half of FY 2005.

HR Horizons will have more information on the new policies and training in the months to come as the MWP Steering Committee continues its work.

**Garland Celebrates 40 Years of Service**

Violet Garland, affectionately called "Vi" by her peers, was recently recognized for her more than forty years of Federal service. At a recent AHR recognition ceremony, Garland received a forty-year service pin, a career service certificate, and an AHR "Flight to Organizational Excellence" award. Robert Sturgell, Deputy Administrator, spoke of his admiration for Garland's achievements.



Violet Garland (c) is presented with an award by Robert Sturgell (l) and Ventris C. Gibson (r).

He, along with Ventris C. Gibson, Assistant Administrator for Human Resource Management, presented the awards to Garland.

A room full of Garland's coworkers honored her with a well deserved standing ovation. She intends to retire at the end of the year.

**AWARD, Continued from Page 10**

or service, 100% of the time, this person comes to mind. He is dedicated, professional, courteous, patient, an expert, articulate, and always helpful and considerate. He'll take on the most challenging or difficult task. He's extremely reliable, has the respect and admiration of others, and is action oriented, initiative driven, selfless in pursuit of excellence, able to leap tall buildings, thinks globally, and finds a way to get the job done. No one else comes to mind but Jay Aul, Principal ATO Consultant. *This* is an "employee of the year."



## Greetings Seasons!

As autumn, winter, and the holiday seasons approach, here are a few seasonal facts, suggestions and “did you know’s” that you may find useful. Seasons Greetings!

1. Holidays — Columbus Day, Oct. 11; Veterans Day, Nov. 11; Thanksgiving, Nov. 25; Christmas, Dec. 25
2. Other Dates to remember — New Fiscal Year, Oct. 1; Election Day, Nov. 5; Daylight Saving Time Ends, Oct. 31
3. The first U.S. Thanksgiving was held in 1621 in Massachusetts.



4. Did you know that Thanksgiving was held twice in the year 1815?
5. Now would be a good time to request and plan your holiday leave schedules!
6. Start making plans for any “Use or Lose” annual leave.
7. You cannot carry more than 240 hours of annual leave into the next calendar year.
8. The new fiscal year begins Oct. 1 of each calendar year.



9. Fiscal year is defined as the 12 month period for which an organization plans the use of its funds.
10. Columbus landed in America on Oct. 12, 1492.
11. Did you know that John Hanson was the first U.S. President? He was unanimously chosen under the Articles of Federation and served from 1781-1782.
12. George Washington was the first U.S. President under the U.S. Constitution and served from 1789-1797.
13. Start thinking about any New Year’s resolutions.
14. A good way to remember which way to move your clock for Daylight Saving Time is to say “You Spring forward, but Fall backwards.” Therefore, since it will be Autumn, you will set your clock back one hour.
15. Did you know that Daylight Saving Time is also called “Summer Time”? It is a way of getting more out of the summer days by advancing the clocks by one hour during the summer. Then, the sun will appear to rise one hour later in the morning when people are usually asleep anyway, at the benefit of one hour longer evenings when awake.
16. **REMINDER** - Daylight Saving Time is also a good reminder to change the battery in your smoke detectors.
17. And YES!, it is Daylight Saving Time, not Daylight Saving Time! *Saving* is used here as a verbal adjective (a participle). It modifies *time* and tells us more about its nature; namely, that it is characterized by the activity of saving daylight. It is a *saving*



*daylight* kind of time. Since *saving* is a verb describing a single type of activity, the form is singular. Nevertheless, many people feel the word *savings* (with an 's') flows more melliflously off the tongue, and *Daylight Savings Time* is also in common usage, and can be found in dictionaries.

*Celebrate!*

AMERICAN INDIAN HERITAGE MONTH **A. I. H. M.**

**DURING NOVEMBER**

YOU'VE GOT THE  
POWER TO HELP.

**2004**

**Combined Federal Campaign**

## COMINGS AND GOINGS

### Welcome to new AHR employees:

Debbie Williams, AWA, Deborah McKissick, AWA, Robert J. Madison, AGL, James Habas, AMC, Billy Rendeluk, AMC, Richard (Rick) Mitchell, AMC, Deborah Griffin, AMC, Robert Madison, AGL, and Sue Englehardt, AWA.

### Farewell to former AHR employees:

Marian Pant Fuller, ACE, Steve Soffe, AWA, Harry Olmsted, AWA, Thomas Davis, AWA, and Patricia Diaz, AWA.

**Happy Trails to:** Norma Bonewitz, ASW, going to Oklahoma City SSC, Bertha Cooper, AEA, going to Los Angeles SSC, and Diana Wiley, ACE, going to Atlanta SSC.



The AHR community extends their condolences to the family of **Melinda Marquez**, a Benefits Specialist in AWP, who passed away on August 14, 2004.

## QUOTE OF THE MONTH

**Every job is a self-portrait of the person who does it. Autograph your work with excellence.**

--Author Unknown

Submitted by

**Paula Lewis-Rush, AVN**

Submit a "quote" for future issues via e-mail to **9-AWA-AHR-HR-HORIZONS@faa.gov**



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