



CASUAL PAYMENT CENTER A SERVICE FIRST ORGANIZATION

The Department of the Interior, Bureau of Land Management

Casual Payment Center — Mission Statement

The principal mission of the Casual Payment Center (CPC) is the delivery of excellent customer service in the cost effective and prompt processing of payment of casual hires for the Bureau of Indian Affairs (BIA), the Bureau of Land Management (BLM), the US Fish and Wildlife Service (FWS), and the National Park Service (NPS).

Deepwater Horizon

On April 20, 2010 at approximately 2200 one of the worst oil spills in history occurred. Deepwater Horizon, an oil drilling rig, exploded in the Gulf of Mexico near Louisiana killing 11 rig workers and injuring 17 others. The National Response Team, an organization of 16 federal departments and agencies, including Department of the Interior, was quickly activated.

It soon became apparent that the rig's wellhead was damaged and leaking oil into the Gulf Coast. The oil severely impacted both the wildlife and the lives of the individuals who live along the coastal areas of Texas, Louisiana, Mississippi, Alabama, and Florida . RestoreTheGulf.gov's report "America's Gulf Coast: A Long Term Recovery Plan after the Deepwater Horizon Oil Spill", estimates

more than 4.9 million barrels of oil were released into the Gulf.

Dedicated individuals from all corners of the nation came to work on curbing the devastating effects of this major disaster. "Emergency workers" hired under the Administratively Determined Pay Plan (AD Pay Plan) for Emergency Workers (Casuals), were dispatched under the sponsorship of the U.S. Fish and Wildlife Service and the National Park Service. The Casual workforce skills ranged from laborers to biologists and archeologists.

Emphasis is now placed on the Gulf Coast recovery process and creating a more resilient Gulf Coast for the future.

Following are the hours and costs paid to Casuals working on the incident in 2010:

U.S. Fish and Wildlife Service

Number of Casuals: 317
Total Hours: 130,177:00
Total Dollars: \$3,648,917.93

National Park Service

Number of Casuals: 87
Total Hours: 42,558:15
Total Dollars: \$1,450,749.97



Photo courtesy of NPS.gov

2010

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Our thanks to the many people who worked around the clock to counteract the devastating effects of Deepwater Horizon.

2010 STATISTICS

The Casual Payment Center (CPC) maintains internal logs to track each Casual's timesheet (OF-288) through the payment process. The hiring unit will submit, with an Agency assigned batch number, OF-288s and/or employee profile forms (Federal and State Income Tax Withholding, Direct Deposit, etc.) to be processed. Upon receipt at the CPC, the documents are logged into the mail log and stamped with a unique CPC batch number that ties the work to the agency.

Number of OF-288s to Issues

	Casuals	Contacts
BIA	3,583	4,184
BLM	1,512	2,012
NPS	548	895
NPS All Hazard	491	1,142
FWS	653	1,103
Total	5,275	7,324

There are times when further information is needed to complete the input of a Casual's time. The OF-288 is sent to the CPC Issues Group to make contact with the hiring unit for clarification prior to processing the time. The Issues Lead will make an entry in the Issues Log for tracking purposes. Once the information is received, the OF-288 is logged out of Issues to be entered and certified for payment.

Each of the agencies have different formats for their cost code structure (Organization/Region/Cost Center, Activity/Sub-Activity, ABC/Program Unit or Project/Job Code/WBS). After a payment has been processed, an OF-288 may still need a correction for different reasons. Agency personnel may request changes due to labor adjustments to cost codes or for position codes, hours, etc. The CPC staff members identify input errors through internal reviews.

Number of CPC Corrections

	Agency	CPC
BIA	389	40
BLM	14	27
NPS	6	10
FWS	5	7
Total	414	84

Number of Lost Checks

	Number of Lost Check-Payments	Total Dollars Reissued
BIA	346	\$ 137,367.84
BLM	47	\$ 73,340.21
NPS	29	\$ 19,662.31
FWS	3	\$ 12,444.01
Total	425	\$ 242,814.37

Payments are delivered to the Casual's bank account through direct deposit or physical delivery of a Treasury check through the US Postal Service. When a Casual doesn't receive a payment, it becomes a Lost Check. The CPC works through the Payroll Operations Division of the National Business Center to request the US Treasury retrieve and reissue the payment to the Casual's payment destination updated in the payroll system.

Privacy Act

Caution! Use caution when working with Privacy Act information such as social security numbers and addresses to ensure this information is kept confidential.

A Few Words About State Taxes...

The life of a Casual can be fairly nomadic—living in one state, hired in another, and then traveling to wherever an incident occurs. Casual hires only have to be taxed out of the state in which they are hired.

The casual payroll system will allow a Casual to have up to two state tax withholdings in the system at one time. The casual will be faxed out of their “hired at” state and have the option of being taxed out of one additional state.

Beginning December 13, 2010, the payroll system will automatically default state taxes to match the Casual’s “hired at” state. If a Casual determines he/she needs an additional state withholding, a State Tax form can be submitted to the Casual Payment Center (CPC). If the Casual notices a state tax withholding on their

Wage and Earnings Statement that is not their “hired at” state, and wants it removed, they can submit a State Tax Removal form. All forms are located on the CPC website at:

<http://www.nifc.gov/CPC/index.htm>.

Reciprocal Agreements are in place for a select number of states which allow a Casual to be taxed out of a state other than the one they are hired in. For a complete list of the states that have reciprocal agreements, please go to the CPC website and click on “Publications” then “State Tax Reciprocal Agreements.”

Some Casuals are eligible to claim “exempt” on their state taxes, but

must renew their exemption status every year. The Federal and State tax exempt status will expire February 16, 2011 resulting in a change to the default of Single and Zero in the payroll system.

Please consult a tax advisor for more detailed information about taxes and the options available.



Visitors and Training Details at the CPC:

In 2010 we had several detailers and visitors at the Casual Payment Center (CPC). While our main goal continues to be providing excellent customer service to both agency representatives and casuals, we are always looking for ways to improve our office. Welcoming training detailers opens the door for better communication between the CPC and the field.

Concerns and suggestions are encouraged and welcomed. We gain valuable knowledge from these individuals; and in return, we hope they leave with a better understanding of the casual pay process and develop new methods to make the payment process a little more seamless.

We would like to thank the following people for sharing their time and knowledge with us:

Carma Lee Jones
National Park Service (NPS)

Bobbi Jo Crooch
Bureau of Indian Affairs (BIA)

Connie Hedren
National Park Service (NPS)

NPS Open House –
various regional representatives

BIA Open House –
various regional representatives

The CPC invites you to come for a tour or a training detail to work with

us and gain a better understanding of the CPC’s operation. To be considered for a training detail, prior approval from both your Agency’s National Incident Business Lead and the CPC Manager are required. Please contact your State or Regional Point of Contact for further approval guidance.

We look forward to meeting you in person!



WHO'S WHO AT THE CPC

FACES OF THE CPC

The staff at the Casual Payment Center (CPC) is what makes it such a special place to work and keeps the summer contractors returning year after year. This unique group is made up of a well-balanced, cohesive team that is comprised of both Government and Contract staff. When asked what the team enjoyed most about their jobs, this is what they had to say:

- I enjoy coming to work because I can be myself and people like me. It's a great "team work" atmosphere, and we all have the same goal in serving our clients.
- I love all of the friendships I have made at the CPC. It's good to be able to laugh every time you come to work.
- My favorite thing about the CPC is the people that work here. Starting a new job can be stressful and scary, but everyone at the CPC made it easy and fun.
- I enjoy everything about working here, the people, and that I have to use my brain.

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Back Row: Jenny, Autumn, Rachael, Kathy, Tiffany, Mona, Kristy, Sandra, and Amber.

Front Row: Rebecca and Nancy.

- The camaraderie between the employees and everyone's willingness to help each other.

From the moment the timesheet (OF-288) hits the front door to the final payment steps, the team-

work to get the job done is impeccable. Each person takes pride in their role of the payment process. You can feel the unity this team shares; their attitude is contagious.

The CPC staff includes:

Government:

Kristy Valentine, Manager
Sandra Braseth, Assistant Manager
Julie Uhrig, Government Lead
Amber Derby, Government Lead

Sponsoring Agency:

Bureau of Land Management
Bureau of Land Management
National Park Service
Bureau of Indian Affairs

Core Contractors:

Rebecca
Jenny
Rachael
Nancy
Kathy
Mona
Tiffany
Autumn

Key Assignment:

Lost Check Lead
Phone/File
Issue Lead/Basic
Basic/Phone/File
Lead/Basic
Issue Lead
Training Lead/Social Security Lead
Lead/Issue Back-up

PERSONALLY IDENTIFIABLE INFORMATION

Safeguarding personally identifiable information (PII) in the possession of the government and preventing a breach is essential to ensure the government retains the trust of the American public. The Casual Payment Center (CPC) follows the guidelines set forth by the Department of the Interior and the Bureau of Land Management, the host agency for the CPC.

Any information collected will be handled in accordance with the requirements of the Privacy Act to ensure the greatest protection of personal privacy. Please do not use email to send sensitive information, such as social security number (even last four), home address, home phone number or personal banking information. It is possible that during the transmission of the

Suggestion

When faxing profile documents for a Casual, please call us a few minutes after the fax is sent. We will make sure the form is received and the form will be reviewed for completion. If there's a visible problem with the information on the form, immediate action can be taken to make corrections and refax the document.

email, this information may be intercepted by a third party.

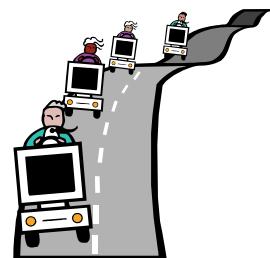
While we cannot guarantee its safety while in transit, upon arrival, the CPC secures documents containing PII in locked cabinets and in a locked office. Access to the office is restricted to authorized personnel only. Employees who work with PII take precautions to avoid exposing the protected information to others who do not have a "need to know."

All Privacy information is secured when the responsible employee is away from his/her work area.

When faxing profile documents for a Casual, please

call us a few minutes after the fax is sent. We will make sure the form is received.

Always err on the side of caution. If unsure whether certain information is protected under the Privacy Act, treat it with appropriate caution. The CPC is continually working with the Information Resource Management (IRM) and Records Management specialists to obtain the most up-to-date safeguards in Information Technology.



Suggestion

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Slope Fire — California

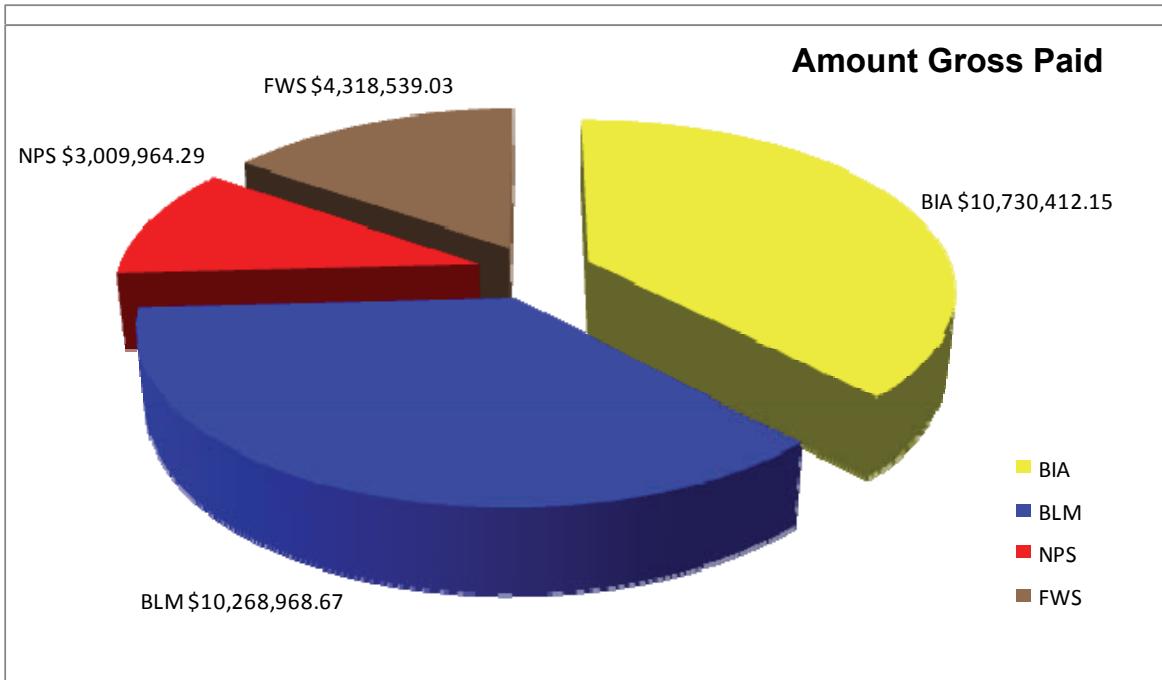


Twitchell Canyon Fire — Utah

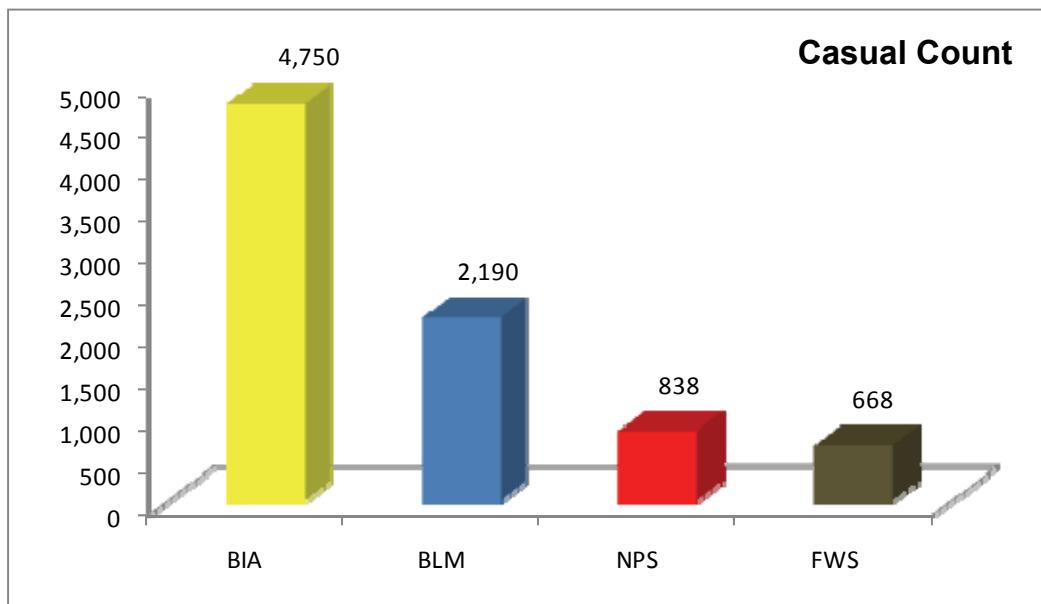


Dominic Fire — Montana

2010 Statistics



Office ID	Casual Count	Amt Gross	YTD Total %
BIA	4,750	\$10,730,412.15	38%
BLM	2,190	\$10,268,968.67	36%
NPS	838	\$3,009,964.29	11%
FWS	668	\$4,318,539.03	15%
Total	8,446	\$28,327,884.14	100%



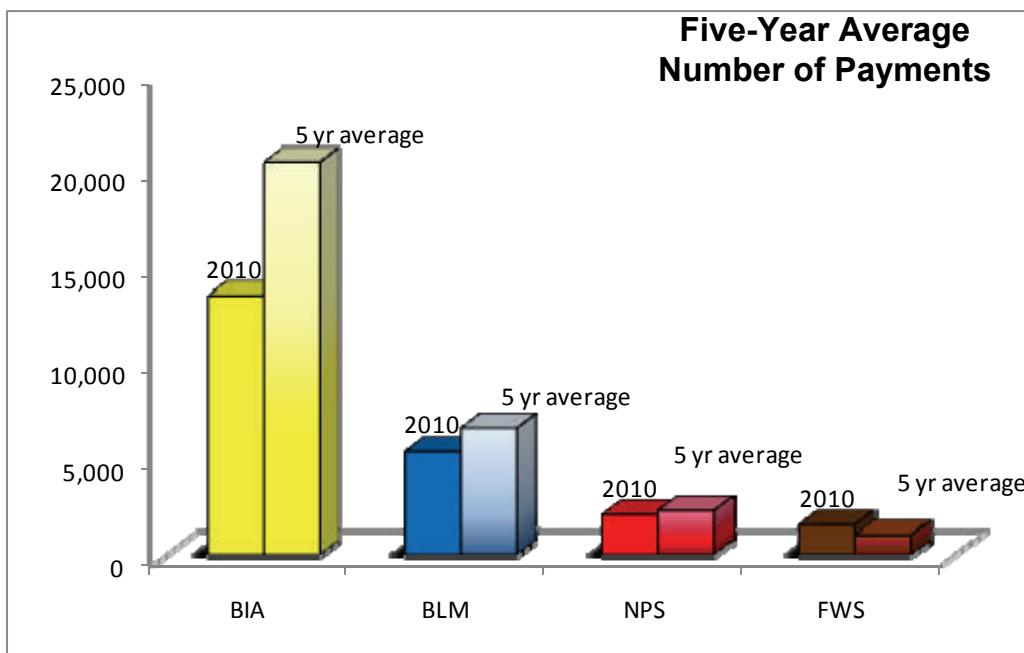
2010 Statistics

AGENCY PAYMENTS

	Number of Payments	Percent
BIA	13,479	60%
BLM	5,399	24%
NPS	2,093	9%
FWS	1,560	7%
Total	22,531	100%

FIVE-YEAR AVERAGE (2006-2010)

	Gross Amount	Number of Payments	Five Year Average Percent of Payments
BIA	\$20,235,667	20,453	67%
BLM	\$11,521,584	6,557	22%
NPS	\$2,573,093	2,305	8%
FWS	\$1,594,154	1,031	3%
Total	\$35,924,498	30,346	100%



In 2010, the Casual Payment Center processed 74.2 percent of the five-year average for Emergency Fire Fighter payments and 78.9 percent of the five-year average for Amount Gross paid.

"A Service First Organization"

NATIONAL INTERAGENCY FIRE CENTER
CASUAL PAYMENT CENTER
A SERVICE FIRST ORGANIZATION
1249 SOUTH VINNELL WAY, SUITE 108
BOISE, ID 83709



Hurd Fire — Idaho

The Casual Payment Center (CPC) takes great pride in running a Service First Organization. The main goal of the CPC is to process a Casual's payment within one week. When paperwork submitted is complete and information is correct, the turnaround time for payment can be as quick as two days.

Fire season can extend for months in one geographic area or another. There are times when the whole country is quiet and the Department of the Interior agency response to wildland fires or natural disasters is lessened. As a result, the CPC's processing volumes can vary from month-to-month.

Most of the staff at the CPC are contracted through ATA Services, Inc., located in Denver, Colorado. With just 30 computers and approximately 40-45 employees during the busy summer months, the CPC will run a day and night shift, when needed. School teachers and students are commonly sought because they are available during the summer months. When they leave at the end of fire season, they're returning to a full-time job or class schedule and most will be available to return each summer. This reduces the need of training new employees from year-to-year, thus leaving more time for the processing of timesheets.

Visit the Casual Payment Center website designed for hiring units providing information on payroll processing, Federal and State income tax withholding and links to other related websites:
<http://www.nifc.gov/CPC/index.htm>

*Photographs in this annual report courtesy of InciWeb.org and NPS.gov

The main goal of the Casual Payment Center is to provide excellent customer service, and it welcomes any suggestions from the field that would improve the office. The goal of this annual report is to provide annual statistical information and lessons learned in a concise report. Enjoy!



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