CASUAL PAYMENT CENTER
A SERVICE FIRST ORGANIZATION

DOI BLM
2009

SURVEY RESULTS ARE IN!

The Casual Payment Center (CPC) solicited its second survey in November, 2009. Field personnel from four Department of the Interior (DOI) fire bureaus, Bureau of Indian Affairs (BIA), Bureau of Land Management (BLM), National Park Service (NPS) and the US Fish and Wildlife Service (FWS) responded to the survey.

Survey questions related to the overall knowledge of staff and the quality of service performed by the CPC. The survey results were reviewed by the CPC Oversight Committee (consisting of National Business Leads for each agency and the CPC Manager). Overall comments from the respondents were very positive.

Look for comments and feedback throughout the report.

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MacDonald Pass Fire — Montana

2009 Survey Comment:
"Was not aware there is a site for them!"

Access the CPC website by entering:
http://www.nifc.gov/CPC/index.htm
Another way to access the CPC Website is:
http://www.nifc.gov/
Click on **Fire Programs**
Click on **Casual Payment Center**

CPC MEETS PROCESSING GOALS

2009 Survey Comment:
"Payment, at times, seems to take an excessively long time. . ."

The CPC average processing time during 2009 was 2.99 business days from the date received in our office.

The standard timeframe set for the office is "within five business days". However, delays may occur when problems are identified that must be resolved before the payment can be processed.

As the volume of timesheets received increases, the CPC expands staffing to meet the standard processing time.

The principal mission of the 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).

2009 STATISTICS

Number of OF-288s Received		
	2008	2009
BIA	26,579	20,152
BLM	8,352	6,224
NPS	3,282	2,786
FWS	1,294	1,089
Total	41,515	32,260
Number of Forms Received		
	2008	2009
BIA	7,569	7,009
BLM	2,934	3,347
NPS	1,999	1,813
FWS	840	593
Total	15,350	14,771
Number of OF-288s to Issues		
	Casuals	Contacts
BIA	4,638	5,201
NPS	1,327	1,530
FWS	316	510
Total	6,281	7,241
Number of CPC Corrections		
	Agency	CPC
BIA	235	109
BLM	35	36
NPS	7	3
FWS	-	10
Total	277	158
Number of Lost Checks		
	Number of Payments	Total Dollars Reissued
BIA	486	$ 171,699.52
BLM	54	$ 47,055.51
NPS	16	$ 8,106.43
FWS	1	$ 170.80
Total	557	$ 227,032.26

Ft Peck crew waiting for assignment
Little People Fire – Montana

BY THE NUMBERS

Timothy M. Murphy, Deputy Assistant Director (NIFC, BLM Fire and Aviation, located at the National Interagency Fire Center (NIFC) described 2009 as a "moderate" fire season in terms of wildland fire. The National Preparedness Level (PL) hit PL-3 this year. This was the first time in six years that the Preparedness Level did not hit PL-4 or PL-5.

The CPC received 32,260 OF-288 timesheets during the 2009 fire season, 9,255 fewer timesheets than 2008. The office received 14,771 employee forms (W-4, Direct Deposit, State Tax, etc.), 579 fewer than the previous year.

Issues represent the number payments that require clarification before processing the timesheet (OF-288) to ensure the Casual's time is paid properly. The Issues group will contact the hiring agency to resolve the problems and then process the payment.

CPC Corrections represent changes made to the original time submitted. The changes are initiated through Labor Adjustments or Payroll Corrections of rejected cost codes or by the agency or CPC identified changes to cost codes, position codes or time.

> ***"Top notch professional personnel. Always friendly, courteous and knowledgeable."***

Lost Checks represent payments made to invalid or closed bank accounts or undeliverable mailing addresses. Direct Deposit information remains on file with the CPC until notified by the casual that an account should no longer be the destination of payment. To ensure the casual receives his/her pay in a hard copy Treasury check, the CPC must have on record a valid mailing address.

If a Post Office box is provided, the casual's name needs to be registered and listed as an owner of the box to receive mail. If the address is a street address, it must receive delivered mail. Contact your local Post Office if you have any questions.

Note: In the event your Treasury Check has not been received within 10 business days of the payment process date, contact the CPC to verify the payment destination on file. If it is determined the payment is a Lost Check, the Treasury requires the CPC to wait 30 days to track the missing payment to allow for adequate delivery time by the US Postal Service.

WHAT ARE CPC'S HOURS OF OPERATION?

2009 Survey Question:

"The CPC hours of operation are dependent on fire and the agency's need to access the services provided by our office. During the peak fire season (June-September), which choice of service hours best serves your needs?"

Response Received:

37% of the respondents determined 07:30 to 18:00 Mountain Time (MT) would be preferable for field access to the CPC.

The decision was made by the CPC Oversight Committee to keep the CPC's hours of operation of Monday to Friday 7:30-16:00 MT and increase the hours based on workload. This decision will be re-evaluated next year, if needed.

When the CPC extends its daily work hours to include Saturdays, Sundays, and Holidays, the phones may not be staffed to allow dedicated time to process the timesheets.

LOST CHECKS—HOW LONG DOES IT TAKE?

2009 Survey Comment:

"It seems to take 3 to 12 months to get information about lost checks. That seems like a long time to me."

The CPC works with the agency or the casual to clear lost checks. In 2009, 557 direct deposits and Treasury checks ($227,032.26) were reissued within an average of 24 days. 66% of the lost checks were reissued within two weeks.

When casuals elect to receive payment by Treasury check, the CPC is required to wait 30 days before initiating a lost check request (to allow for US mail to return the check to the Treasury). This greatly increases the reissue time. Utilizing direct deposit as the means for receiving payment has proven to be the fastest, most effective means of receiving payment, and is also the fastest means of reissuing a lost check.

In addition, the CPC is notified when Treasury checks have not been presented for payment to the Treasury for 13 months (misplaced or forgotten). The CPC makes every effort to locate the casual and get the check reissued. In 2009, 24 payments were reissued totaling $6,829.06. An additional 19 payments totaling $1,016.36 are pending resolution.

KEEP PRIVACY RECORDS SAFE

In addition to agency personnel, it is CPC's responsibility to protect the personal information of DOI Emergency Workers. Records are only shared with departmental employees, agency personnel and CPC staff members, who have a legitimate need for the information in the performance of their duties.

What is the Privacy Act?

The Privacy Act establishes the requirements of collecting, managing and storing the information of our emergency workers.

Who is required to follow the guidelines of the Privacy Act?

All employees (agency personnel and the CPC) who handle information on emergency workers.

Privacy Act

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

What information falls within the scope of the Privacy Act?

Personally Identifiable Information (PII) includes the individual's name, Social Security Number (SSN), address, phone number of both the casual and their emergency contact, email address, etc. (anything identifiable to the individual).

When should I use good Privacy Act practices?

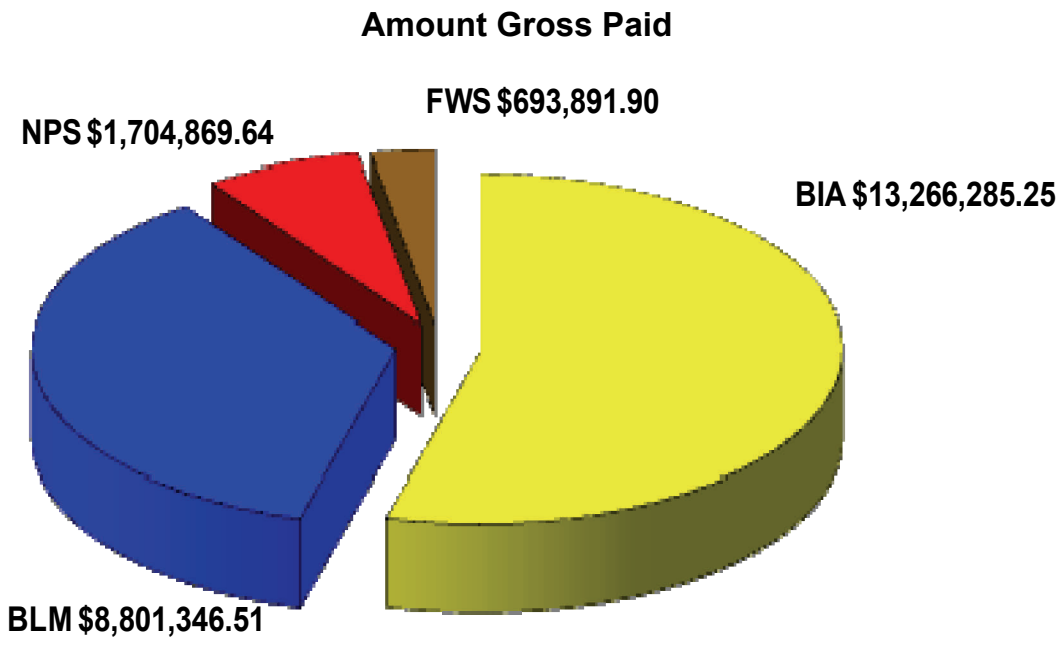
When faxing documents that include a casual's SSN, call the intended receiver to ensure they receive and secure the document. Email is not utilized to ensure the safety of the PII while on the internet.

Why does the casual have to sign documents sent to the CPC?

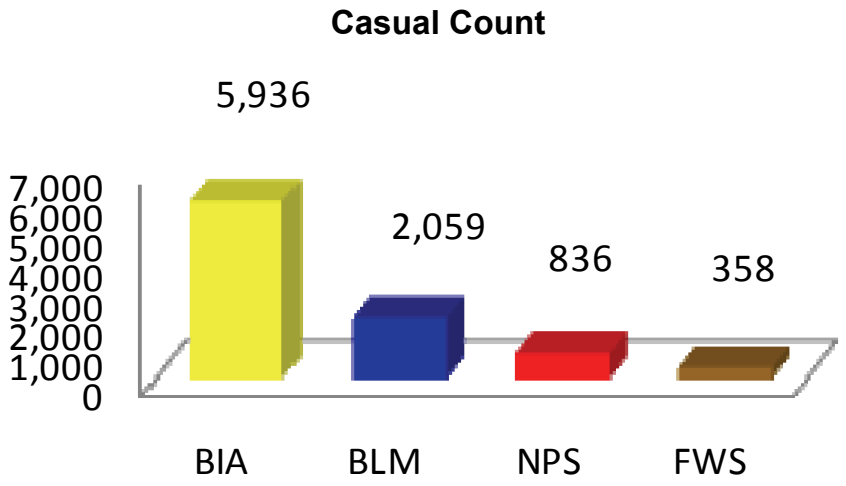
The Casual signs payroll documents to authorize a change to their employee profile. When asking for an Employment Verification, the Casual's signature authorizes the release of the information to a Third Party (Social Services, etc.).

The CPC will continue to protect the integrity, security, and confidentiality of Privacy Act records.

2009 Statistics



Office ID	Casual Count	Amt Gross	YTD Total %
BIA	5,936	$13,268,705.13	53%
BLM	2,059	$8,801,346.51	37%
NPS	836	$1,707,645.38	7%
FWS	358	$693,891.90	3%
Total	9,189	$24,471,588.92	100%



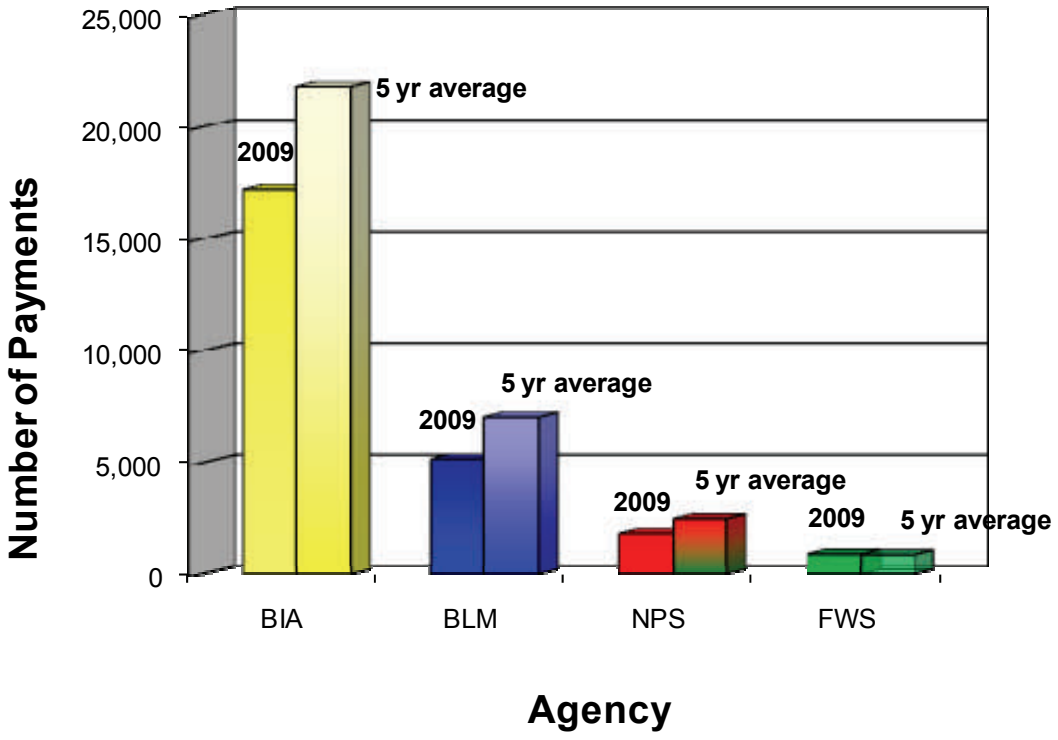
2009 Statistics

Agency Payments

	Number of Payments	Percent
BIA	17,225	69%
BLM	5,177	21%
NPS	1,808	7%
FWS	903	4%
Total	25,113	100%

5 Year Average (2005-2009)

	Number of Payments	Amt Gross	Total 5 yr Average %
BIA	21,836	$21,339,077	68%
BLM	7,028	$11,611,509	22%
NPS	2,459	$2,463,730	7%
FWS	883	$872,177	3%
Total	32,206	$36,286,495	100%



In 2009, the Casual Payment Center processed 78.0 percent of the five-year average for Emergency Fire Fighter payments and 67.5 percent of the five-year average for Amount Gross paid.

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

Railbelt Complex — Alaska

"A Service First Organization"

The CPC takes great pride in running a Service First Organization. The main goal of the CPC is to process 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. Then there are times when the whole country is quiet as far as wildland fires or natural disasters and DOI response. The need for CPC processing can vary from month to month.

Most of the staff at the CPC is contracted through ATA Services, Inc., Denver, Colorado. With just over 25 computers and 40 employees during the busy summer months, the CPC will run a day and night shift, when needed. School teachers are commonly sought out 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 and most will be available to return each summer. This reduces training new employees from year to year thus leaving more time for paperwork processing.

Visit the Casual Payment Center Website designed for hiring units and other entities regarding 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

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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