



DEPARTMENT OF THE ARMY
HEADQUARTERS, US ARMY SUPPORT ACTIVITY FORT DIX
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3 August 2017

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: US Army Support Activity (USASA), Fort Dix Civilian Onboarding and Out-Processing Program Policy Memorandum #20

1. REFERENCES:

- a. AR 690-900, Civilian Personnel - General and Miscellaneous, 15 Dec 79.
- b. IMCOM Regulation 350-1, IMCOM Training and Leader Development, 1 Jun 10.
- c. IMCOM Campaign Plan 2025 and Beyond, Nov 14.
- d. IMCOM OPORD 17-061, Service Culture Initiative Campaign, 28 Apr 17.

2. PURPOSE:

- a. To establish US Army Support Activity (USASA), Fort Dix onboarding and out-processing procedures for Civilian employees.
- b. To ensure Civilian employees in-processing USASA, Fort Dix are appropriately welcomed to the installation, oriented and integrated into the Directorate or agency, and begin necessary training to ensure their success.
- c. To ensure departing USASA, Fort Dix Civilian employees complete appropriate out-processing to fulfill their personal and financial obligations.

3. APPLICABILITY: This policy applies to all USASA, Fort Dix Supervisors and employees.

4. POLICY:

- a. Incoming Civilian Personnel: Supervisors of incoming Civilian personnel will ensure new Civilian employees meet requirements of a five (5) phase orientation and integration process. Supervisors will ensure new employees are sponsored, properly welcomed, and oriented to their jobs, their mission, and the Installation's Strategic Operations. Success is determined by having a new employee fully integrated into his or her team and providing world-class customer service during their first year of accepting the new position. New Civilian employees will be provided with a Civilian

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Orientation Checklist (Encl 1) to ensure completion of all five phases of the orientation and integration program.

(1) Supervisors will use the Leader Checklist (Encl 2) for Civilian Orientation & Integration Program dated July 2017, as a preparation tool for each of the five phases.

(2) Phase 1, Pre-arrival and Sponsorship. This phase focuses on setting the conditions for the arrival and successful on-boarding of the new IMCOM professional (Encl 3). It includes initial contact with the new team member, assignment of a sponsor, leader and sponsor welcome letters or e-mail, preparing for the team member's arrival, administrative coordination, and ensuring that all coordination and preparation made supports a warm and welcoming arrival.

(3) Phase 2, Arrival and Welcome. The goal of this phase is to personalize the welcome of new professionals to the IMCOM Team. It includes an initial link-up with the new team member once he/she arrives, leader welcome, introduction to co-workers and staff, tour of the work area, organization and installation, and review of the on-boarding requirements (that is, letting the new team member know what to expect and what the plan is for his/her first few weeks in the organization). The sponsor and team member's first line leader are responsible for this phase of the on-boarding program.

(4) Phase 3, In-process – First 30 Days. This phase focuses on providing new IMCOM professionals the necessary tools to accomplish their duties and responsibilities. It includes the organization (sponsor and first line leader) ensuring that new team members perform all administrative requirements and obtain the physical tools (CAC Card, IT requirements, work station, etc.) required to perform their assigned duties. Additionally, during this phase, first line leaders will perform initial performance counselling, reviewing their position description, job standards, expectations, and discussing and developing an initial IDP.

(5) Phase 4, Orientation – First 30-180 Days. This phase focuses on orienting the new IMCOM professional to the specific nuances of the Army, IMCOM and their parent organization. This includes ensuring the team member understands the culture, mission, values and expectations of their organization. Central to accomplishing this is team member and leader participation in IMCOM Team Member Orientation (TMO). This phase also includes providing the new IMCOM professional specific job related training to perform their duties. As this phase progresses, leaders regularly engage with and dialogue, providing performance feedback to the new team member, answering questions, and continuing to build a positive relationship. New team members should also receive customer service (Operation Excellence (OPEX)) training as part of this phase.

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(6) Phase 5, through the first year of employment. This phase focuses on completing all on-boarding requirements, with the goal of having a fully integrated and productive IMCOM professional. This phase consists of new personnel completing all required annual training. Supervisors will allot new team members the appropriate necessary time to complete required training during duty hours. This phase also seeks feedback from the team member on his/her on-boarding experience. At the conclusion of this phase, the IMCOM professional receives their annual counseling and performance evaluation.

b. Departing Civilian personnel will clear all applicable activities using the Civilian Personnel Exit Interview Installation Clearance Sheet prior to permanent change of station, local reassignment, separation, or retirement. Completed the Civilian Personnel Exit Interview Installation Clearance Sheet will be turned in by departing personnel to the administrative office of the employee's organization, or the organization's designated point of contact. Organizations will retain completed the Civilian Personnel Exit Interview Installation Clearance Sheet in the employee's retired file for a period not to exceed 1 year after the employee departs the organization.

c. Departing personnel will also complete an exit interview or questionnaire with their director or his/her representative. Exit Interview Questions (Encl 4) will be used for the interview and provided to the USASA, Fort Dix Adjutant. Additional items provided by Encl 4 can be added if the Directorate/agency desires more information.

4 Encls

1. Civilian Orientation Checklist
2. Sponsorship Checklist
3. Leader Checklist
4. Orientation and Integration Survey


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Commanding

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