



DEPARTMENT OF THE ARMY  
UNITED STATES ARMY INSTALLATION MANAGEMENT COMMAND  
HEADQUARTERS, UNITED STATES ARMY GARRISON, FORT JACKSON  
3330 CENTURY DIVISION AVENUE  
FORT JACKSON SC 29207-5101

AMIM-FJH-W (800d)

MEMORANDUM FOR

Directors, Fort Jackson Garrison Directorates  
Chiefs, Fort Jackson Support Offices  
Chiefs, Fort Jackson Garrison Management and Control Offices

SUBJECT: USAG Policy Memorandum #14 - Civilian On-Boarding and Out-Processing Procedures

1. References:

- a. Army Regulation 350-1 (Army Training and Leader Development)
- b. Installation Management Command (IMCOM) Regulation 350-1 (IMCOM Training and Leader Development)
- c. IMCOM, AMIM-CG Policy Memorandum 5-2 (IMCOM Service Culture Campaign (SCI)), 21 April 2017.
- d. IMCOM, AMIM-CG, Operation Order 18-107 (Service Culture Campaign (SCC)), 01 August 2018.

2. Purpose:

- a. To establish in- and out-processing procedures for United States Army Garrison (USAG) Fort Jackson Appropriated Fund (AF) and Non-Appropriated Fund (NAF) Civilian employees.
- b. To ensure Civilian employees in-processing USAG Fort Jackson 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 USAG Fort Jackson Civilian employees complete appropriate out-processing to fulfill their personal and financial obligations.

3. Applicability: This policy applies to all USAG Fort Jackson AF employees and NAF regular full-time employees who are newly hired as USAG Fort Jackson employees or USAG Fort Jackson employees departing the installation.

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4. Policy:

a. Incoming Civilian Personnel. Supervisors of incoming Civilian personnel will complete a five-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 exceptional customer service within his or her first year of accepting a position within USAG Fort Jackson.

(1) Phase 1 – Pre-Arrival and Assignment of Sponsor: Supervisors (or appointed Sponsor) will complete steps of Phase 1 of the On-Boarding Checklist. First line supervisors will send a welcome letter and/or email to new team member. Also, the Director and/or Garrison Command will send a welcome letter.

(2) Phase 2 – Arrival - Welcome: Supervisors (or appointed Sponsor) will complete steps of Phase 2 of the On-Boarding Checklist.

(3) Phase 3 – In-Processing (First 30 Days): Supervisors will complete steps of Phase 3 of the On-Boarding Checklist. Supervisors will ensure all items are completed as specified. For items not completed, justification must be provided. Supervisors will send Phases 1-3 of the On-Boarding Checklist to the Workforce Development Program (WFDP) Manager, within first 30 days of Entry on Duty (EOD). Supervisors will request the new employee complete the Orientation and Integration Survey. Employees will submit the completed Orientation and Integration Survey (first 30 days) for Phases 1-3 to WFDP Manager within the first 30 days of EOD.

(4) Phase 4 – Orientation (90-180 Days): Supervisors will complete steps of Phase 4 of the On-Boarding Checklist. This phase will complete the in-processing of the new employee and will allow new employees to become familiar with their job and the organization.

(5) Phase 5 – Integration – Completion (First Year): Supervisors will complete steps of Phase 5 of the On-Boarding Checklist. Supervisors will provide adequate time during duty hours for the employee to complete the required training. Supervisors will request the new employee complete the Orientation and Integration Survey (final after the completion of all Phase 5 requirements) for Phases 4-5. Employees will submit the completed Orientation and Integration Survey to WFDP Manager within the first year of EOD. Supervisors will also complete the annual performance evaluation on the employee. Supervisors will send completed On-Boarding Checklist to the Director/Director equivalent for affirmation that the on-boarding process has been

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completed. For those items not completed, justification must be provided. Supervisors will send the completed On-Boarding Checklist to the WFDP Manager within the first year of EOD.

b. Departing Civilian personnel will clear all applicable activities using Garrison Form 26 (Fort Jackson Civilian Out-Processing Checklist) prior to permanent change of station, local reassignment, separation, or retirement. Completed Garrison Form 26 will be turned in by departing personnel to his/her supervisor or the organization designated point of contact. Organizations will retain the original completed Garrison Form 26 in the employee's retired file for a period not to exceed one year after the employee departs the organization and electronically send the completed Garrison Form 26 to the USAG Fort Jackson WFDP Manager within three (3) working days of employee's departure date.

c. Departing Civilian personnel will also complete an Exit Interview Questionnaire. The Exit Interview Questionnaire will be used for an optional interview with their director or his/her representative and sent to the WFDP Manager.

5. The proponent and point of contact for this policy is the USAG Workforce Development Program Manager at (803) 751-7535.

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Commanding