



DEPARTMENT OF THE ARMY  
US ARMY INSTALLATION MANAGEMENT COMMAND  
HEADQUARTERS, US ARMY GARRISON COMMAND, FORT KNOX  
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FORT KNOX, KENTUCKY 40121-5719

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MEMORANDUM FOR

JUL 26 2019

Commanders, All Units Reporting Directly to this Headquarters  
Commanders, Fort Knox Partners in Excellence  
Directors and Chiefs, Staff Offices, Departments, This Headquarters

SUBJECT: Fort Knox Policy Memo No 16 - Re-initiation of Background Investigations Terminated by the Personnel Security Investigation Center of Excellence (PSI-CoE)

1. References.

- a. AR 380-67, Personnel Security Program, 24 January 2014.
- b. DAMI-CDS Memorandum, SUBJECT: Centralized Submission of Background Investigations, 8 September 2010.
- c. AR 25-2, Information Assurance, RAR, 23 March 2009

2. Purpose. To establish policy concerning the re-initiation of Soldier/Employee background investigations that have been terminated due to the applicant failing to meet suspense for completing required actions in the Electronic Questionnaire for Investigations Processing (e-QIP) system. This policy applies to all Soldiers, Civilians and Contractors that are supported by the Fort Knox Garrison Security Office.

3. General.

a. Background investigations are conducted on Military, Civilian, and Contractor employees to determine suitability for employment, eligibility for access to classified information, or eligibility to be issued a CAC card. A favorably adjudicated background investigation is a fundamental qualification for filling positions within US Army Garrison, Fort Knox.

b. After a background investigation is initiated in the Personnel Security Investigation Portal (PSIP), the applicant (subject of the investigation) and supervisor will receive a series of emails from the PSI-CoE. The first email serves as a "warning order" for the applicant to collect information that will be needed to complete the Electronic Questionnaire for Investigations Processing (e-QIP) form. The second email provides detailed instructions for login and completion of the required forms.

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**This email also establishes a suspense for the applicant to complete all required actions within 7 calendar days.** A third email is then provided to the applicant containing "Investigation Application Instructions" and a 14 digit access code. Subsequent emails may be received advising the applicant of required corrections needed before the forms can be submitted to OPM for scheduling. If the applicant fails to complete the required forms, a "FINAL NOTICE" email will be sent advising the applicant and supervisor that the investigation will be terminated unless immediate action is taken to complete them. Otherwise, a final email will be received informing the applicant that all required documentation has been received and no further action is required. Note: Requests for interim clearances will not be considered until all required documentation has been accepted by PSI-CoE.

4. Terminated Background Investigations. Investigations are terminated by the PSI-CoE for one of two reasons. Either the applicant did not provide the required documentation within the mandated timeframe, or PSI-CoE was notified by the requesting office that the background investigation is no longer required. When an investigation is terminated due to a failure on the part of the applicant to complete all required actions within the mandated timeframe, the following actions will be taken:

a. First time termination of investigation: Applicant's supervisor will provide the Garrison Security Office with written request to re-initiate the investigation. For applicants that are being submitted for a periodic re-investigation (PR) of their security clearance eligibility, local access may be administratively withdrawn or downgraded in JPAS by the security office until PSI-CoE acknowledges that all required documents have been received and no further action is required. Note: For Civilian new hire applicants whose investigations are initiated by CPAC, the applicant will provide the servicing POC with a request to re-initiate the investigation. Any subsequent requests to re-initiate will be submitted in writing by the Commander/Director of the gaining organization to Director, CPAC.

b. Second time termination of investigation: Applicant's Commander/Director will provide the Director, DPTMS written request to re-initiate the investigation. The applicant will be counseled and advised that a security incident report will be submitted to DOD Central Adjudication Facility IAW AR 380-67, paragraph 2-4(p) "refusing or intentionally failing to provide a current personnel security questionnaire (PSQ)" if the investigation is terminated due to applicant failing to complete required actions. A copy of the counseling statement will be provided with the request to re-initiate. Personnel being submitted for a PR will have their FKICAN network access removed.

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Access will not be reinstated until PSI-CoE acknowledges that all required documents have been received and no further action is required.

c. Third time termination of investigation: Applicant's Commander/Director will provide a written request thru the Director, DPTMS to the Garrison Commander to re-initiate the investigation. Strong justification will be required. Investigation will be reinitiated only with Garrison Commander's approval.

5. To prevent investigations from being terminated, applicants must thoroughly read and follow all instructions contained in the emails provided by the PSI-CoE. If a situation occurs that will prevent the applicant from completing the required documentation within the mandated timeframe, the applicant should contact PSI-CoE at the number provided in the email traffic prior to the investigation terminating. The Garrison Security Office should also be contacted and advised of the situation.

6. This Command Policy Memorandum will remain in effect until superseded or rescinded.

7. The proponent for this policy is the DPTMS Security Division at (502) 624-7262/7442.

  
CJ KING  
COL, LG  
Commanding

DISTRIBUTION:

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