

(U) OPORD 20-04 (FS/HAAF Onboarding/Transition Procedures)

References:

- A. AR 690-900, Civilian Personnel – General and Miscellaneous, 15 Dec 79.
- B. IMCOM Operations Order 18-107, IMCOM Service Culture Campaign, 13 Jul 18.
- C. FS Form 0011, Fort Stewart Civilian Out-processing Checklist, Dec 17.
- D. FS Form 0011(H), HAAF Civilian Out-processing Checklist, Dec 17.
- E. Fort Stewart Workforce Training and Development One-Stop-Shop:
<http://www.stewart.army.mil/index.php/about/Garrison/garrison-staff-offices/workforce-development>

Task Organizations: USAG FS-HAAF/SGO

1. (U) Situation: In order to establish and standardize the Onboarding process for integrating all new Civilians and Soldiers into the organization, the CG, IMCOM has directed the establishment of a formal IMCOM Onboarding Program. All new Garrison personnel will be an active participant in the Onboarding process to ensure they are properly integrated into the enterprise as well as understand the Garrison's mission, know how they contribute to it, and know that they are a valued member of the team.

2. (U) Mission: Effective upon publication of this OPORD, USAG FS-HAAF establishes a dedicated and synchronized On/Off-Boarding program for the first year for all new personnel in order to successfully integrate all new employees, maximize employee engagement and retention, and help to foster an environment of inspired leadership and customer service.

3. (U) Execution:

A. Commander's Intent. This mission directly supports the U.S. Army Civilian Onboarding and Acculturation Program, as well as the IMCOM Service Culture Initiative. My intent is to establish an Onboarding program that successfully integrates all new personnel into the organization, and allows departing team members to transition seamlessly.

(1) Key Tasks:

(2) Directorates/Support Offices identify inbound/outbound personnel.

(U) OPORD 20-04 (FS/HAAF Onboarding/Transition Procedures)

- (3) Assign Sponsors to all requesting inbound personnel.
- (4) New employees participate in in-processing and orientation at their work unit.
- (5) Conduct orientation briefings.

B. Concept of Operation. The onboarding program is a commitment by our leaders to fully integrate new personnel into the organization using standardized processes. Directors/Chiefs, first-line supervisors, and/or assigned sponsors will ensure new team members meet requirements of a five (5) phase orientation and integration process. Success is determined by having new team members fully integrated into their team and providing world-class customer service during their first year after accepting the new position. The Supervisor and/or Sponsor will ensure requirements are met by endorsing the Onboarding Checklist at the end of each phase. Phases should be completed as soon as mission allows and not be restricted to exact indicated time frames. The program consists of six (6) phases; five (5) for onboarding, and one (1) for out-processing:

(1) Phase 1: Pre-Arrival and Sponsorship Phase, Prior to Arrival. This phase focuses on setting the conditions for the arrival and successful onboarding of new team members. Immediately upon notification by the Civilian Personnel Advisory Center (CPAC) that a job offer has been accepted, a sponsor should be designated and initial contact made with the new hire. (See Annexes A, B, C, and D).

(2) Phase 2: Arrival and Welcome Phase, Week 1. The goal is to personalize the welcome of new team members. After CPAC in-processing, the CPAC team member will direct new employees to the work site, where they will be met by their new supervisor or designated representative to ensure any issues or concerns are addressed and resolved. (See Annexes E, F, and I)

(3) Phase 3: In-processing Phase, First 30 Days. This phase provides all new personnel with tools to do their job, focusing on providing new team members the necessary tools to accomplish their duties and responsibilities. (See Annexes G and H).

(4) Phase 4: Orientation Phase, First 6 Months. This phase focuses on orienting new team members to the specific nuances of the organization (i.e., culture, mission, values, expectations, and familiarization with their job and the command). The Onboarding Survey (see Annex J) should be completed by new team members 90 days after Entry on Duty (EOD). This Phase can be completed concurrently with Phase 3.

(5) Phase 5: Integration Phase, First Year. This phase focuses on completing all onboarding requirements. Supervisors will provide adequate time for team members to complete required training during duty hours. At the conclusion of this phase, team members should be in the window to receive either a midpoint or annual performance appraisal. Also, new personnel will attend the 3-day NEO. Directors/Chiefs will certify completion of policy requirements by endorsing the New Employee Checklist and completing the Completion Certificate (see Annexes H and K) and placing copies of both in the team member's local personnel file.

(6) Phase 6: Out-processing/Transition. Departing team members will clear all applicable activities using FS Form 1100/1100(H), Fort Stewart/HAAF Civilian Out-processing Checklist, prior to

(U) OPORD 20-04 (FS/HAAF Onboarding/Transition Procedures)

permanent change of station, local reassignment, separation, or retirement. The completed FS Form 1100/1100(H) will be provided to CPAC, with a copy retained by the departing team member and in the team member's local personnel file. Organizations will retain completed outprocessing forms in the team member's retired file for a period of one year after the team member departs the organization. Departing team members will also receive appropriate recognition via the awards program (i.e. retirement award, years of service, etc.) and complete an exit interview with their Director/Chief prior to departure (see Annexes L, M, and N). Any Installation or Garrison level issues, concerns, and/or positive comments will be provided to the GXO.

C. Tasks to: USAG FS-HAAF/SGO:

(1) See Coordinating Instructions.

(2) USAG HQ Workforce Training & Development Office:

(a) Serve as the coordinating staff office for classroom, facilities, and transportation for the New Employee Orientation (NEO).

(b) Coordinate with Directorates and Support Offices to obtain new employee information for attendance at the NEO.

D. Coordinating Instructions.

(1) Ensure all newly reporting personnel are assigned a Sponsor, when requested.

(2) All Directorates/Support Offices provide a representative when requested to brief/lead tour during the NEO.

(3) Submit a list to the USAG HQ Workforce Training & Development Office of new personnel to attend the 3-day NEO.

4. (U) Sustainment. Standard Garrison Support

5. (U) Command and Signal.

A. USAG HQ Workforce Training & Development Office is the OPR for this order.

B. USAG HQ WT&D POC for this order is Dr. Robin Ellert, 767-0302, email: robin.k.ellert.civ@mail.mil.

C. DPTMS POCs are Ms. Gennal Brown, 767-0828 or e-mail: gennal.d.brown.civ@mail.mil and Mr. Tony Berry, 767-0571 or email: tony.a.berry.civ@mail.mil.

(U) OPORD 20-04 (FS/HAAF Onboarding/Transition Procedures)

ACKNOWLEDGE:

LOGAN
COL

OFFICIAL:
BILLS
DPTMS

Annexes:

- A. Supervisor Letter to New Employee Template
- B. Sponsor Guide
- C. Sponsor Checklist
- D. Sponsor Letter to New Employee Template
- E. Supervisor Guide
- F. Supervisor Checklist
- G. Army Employee Guide
- H. New Employee Checklist
- I. Sample Directorate Welcome Brief
- J. Onboarding Survey
- K. Onboarding Completion Certificate Template
- L. FS Form 0011(H) HAAF Civilian Installation Out-processing
- M. FS Form 0011 Stewart Civilian Installation Out-processing
- N. Exit Survey Questions

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