

Happy Summer to All!

The summer season has definitely hit San Antonio. It's still May and we've already had four 100 degree days! We're saddling up for a long hot trip from here to October.

"Thank you!" to the many of you who expressed your sympathies and sent thoughts and prayers as a result of the family deaths I mentioned in my last message. Our family truly appreciates your kindness and thoughtfulness.

Now, on to the business at hand. There is a lot going on; settle in and have a read.

--So you know, we are averaging about 150 or so responses to the Corps Chief Office as a result of each of these messages. That's great! Many are supportive; some are "Take me off your list"; and many also contain questions about work situations, policy, the AMEDD Civilian Corps, etc. It is truly great to hear from you and, if we can help answer some of your questions, we are glad to do so. Sometimes the questions are complex, requiring a fair amount of research and/or contact with the AMEDD or DA subject matter experts to get the real scoop. Given the number of questions we get, I only ask that you be patient with us as we do the research. We'd rather give you a good answer than a quick one if we have to choose so please bear with us. Whenever we can, we'll try to give you an interim reply to let you know we haven't croaked and you are still in the queue. Thanx in advance for your support on this one.

--When we receive questions, one that routinely dominates the field is "What kind of training/education opportunities are out there?" Well, here's one in particular. The AMEDD Center and School (AMEDDC&S) has recently started running a centralized, one week Basic Healthcare Administration (BHA) Course. The course grew out of great work that was done at some of our MEDCOM regions and is available to both military and civilians. It is intended for AMEDD MTF staff designated to serve in leadership billets (Chief, NCOIC, Manager, etc.) at the clinic, service, or ward level. The course provides fundamental knowledge, skills, and resources to help effectively provide healthcare management in our organizations. There are no educational prerequisites. The current schedule looks like this:

6-10 June 2011

18-22 July 2011

29 August-2 September 2011

12-16 September 2011

Each MEDCOM region gets five slots with an additional 10 slots allocated on a first come, first served basis. This methodology allows for participation from all RMCs in addition to students from DENCOM, VETCOM, OTSG, and the AMEDDC&S. The course can also be audited/observed by interested stakeholders with prior coordination. The uniform for all course events is business casual. Funding for the course is centrally-provided by the AMEDDC&S. To get into a course, first talk with your supervisor and then pursue one of the slots. The first course had eight civilians in attendance; so far nine are scheduled for the next one. Course applicants must contact MSG Davis at joni.r.davis@amedd.army.mil no later than 30 days prior to the beginning of courses to process fund site letters and make travel arrangements through the Defense Travel System (DTS). So, two options: thru your region or by contacting MSG Davis. Remember, be sure your supervisor and command are involved and support your attendance before making contact.

--Education and training are primary focus areas for the Corps Chief's Office. In late January when The Surgeon General approved the AMEDD Civilian Corps Balanced Scorecard, he asked us to dig into the issues of education, training, and advancement for our AMEDD Civilians. A first step in the right direction is development of an Individual Development Plan (IDP) for MEDCOM employees. The recently published MEDCOM Policy 11-040, Guidance on the Civilian Education System (CES), establishes the requirement for all employees to have an IDP. I have attached a copy of the policy which contains a copy of the IDP form. But, why is the IDP important? There are two primary reasons.

First it helps you to set out a roadmap or plan to get the education and/or training that will prepare you for your work future. That is key because, while a good portion of the desired training will undoubtedly be preparation in case the possibility of advancement should come your way, it isn't all about education for advancement. That is good but, even if you are comfortable and satisfied where you are, the working environment around us in this day and age is changing so quickly that we all require continuous training to help us make the optimal contribution to our current positions as well.

Second, it allows the MEDCOM leadership from the local to the command levels to plan for resourcing. The resource environment over the next several years will be more austere than we have experienced in recent years, no question. When resources are tough to come by, there is no money to apply to requirements that are not validated. The IDP is a way to validate training requirements. It is an agreed upon, annually updated plan between employees and supervisors laying out how to approach education and training for that employee. The sum of the plans allows leaders to identify and pursue resources to support the training. Does having an IDP mean all the training will be available to you? No. We know that there will never be enough funding to support all the requirements separately. Strangely enough though by using the IDPs here at the AMEDDC&S, we found that many folks had the same requirements and it was much more economical to bring the training to the students than the other way around. So having them in place can bring about good things.

"Where can I find the actual IDP form?" you ask. The easiest way, I think, is by using the AMEDD Civilian Corps web site (<https://ameddciviliancorps.amedd.army.mil>). Click on the "Training" link just past half way down on the left. At the top of the drop down menu is a link to the Civilian Lifelong Learning Program (CL3). The IDP form is available there; you can actually fill it out and save it to your hard drive directly from CL3. (PLEASE NOTE: Due to a hacking attempt, the AMEDDC&S web site is currently down. We expect it back up shortly. If you want to execute an IDP in the interim, you can use <https://ke2.army.mil/cl3/default.aspx> as a link to CL3 through AKO and use the blue "Individual Development Plan" link in the middle of the page or you can use the OSA Form 18 in the AMEDD Forms package.) Also, don't forget that CL3 has a searchable database that will allow you to identify training opportunities for your IDP---many of which are FREE!! A good example is the modules available from the Joint Medical Executive Skills Institute (JMESI). Last time we mentioned this opportunity JMESI had about 80 new students within days of the message. Way to go for those of you who took advantage!!!

Remember, we are an AMEDD Team and all in this boat together. Doing the IDP is a first step to creating a positive training and education environment. After that, there are lots of innovative ways to skin this cat. If you have some good thoughts to share on the topic, please let us know.

--In the last message I promised you feedback from meetings the Corps Office was scheduled to attend at DA regarding civilian personnel management. There were several meetings linked

together to include the Civilian Human Resources Board of Directors and the Career Program Policy Committee. The meetings were largely focused on development of the issues being faced in civilian personnel management. Many of these issues are significant. They didn't get broken in a week and they won't be fixed in a week but they are being addressed. The main points were:

- Budget cuts are coming. FY 12 is the likely the last big year for Overseas Contingency Operations (OCO) funding and FY 12-15 will be tough. In an austere resource environment, how do we take care of our people? Ideas under consideration include:
 - o Create a work environment that will inspire and be effective
 - o Schools/courses/etc
 - o Train, mentor, and prepare civilians for leadership roles (NOTE: There was a sensing in the discussion that there is sufficient senior DA leadership support to keep resourcing for civilian leader development at a viable level.)
 - o Training and development as part of a recruitment package
 - Issues of concern to managers:
 - o Hiring authorities
 - o Recruiting and retention
 - o Same sex domestic partner issues
 - o Efficiency initiatives
 - o Tele-work and Quality of Life/QOS Programs
 - o Student pathways
 - o Wounded Warrior and Vet Programs
 - o Performance management
 - Issues of concern to commands:
 - o The size of potential personnel cuts here and coming
 - o Stovepipe cuts without oversight across command lines to develop an enterprise approach
 - o What can we not do when funding cuts come? What is the best command approach?
 - Overall NSPS conversion has gone well. There are still some medical issues being addressed.
 - DA is developing an official personnel file for civilians similar to that now in use for military that will document education, training, assignments, etc. (NOTE: This is a great step for many reasons. It will allow us to properly document civilians' work history, provides a database for identifying training and education requirements, etc.)
 - Nearly 90% of all Army civilians are now mapped to Career Programs (CP). Medical is CP 53. We have members of the AMEDD Civilian Corps who are members of CPs other than medical and our Corp Branch Proponent Office is already opening up communication with the leadership of the other CPs to insure our folks are truly integrated into the opportunities they offer.
- OK, I know this is getting pretty long. We're down to the last few issues and they're short.

- Summer safety is always an issue. Given the pace at which we are all running to accomplish our mission, employee fatigue can be a contributor to accidents. Be alert to safety issues throughout the summer months. You are critical to the success of our AMEDD Team so stay healthy and stay in one piece! Don't forget there are health and wellness resources available to you on the AMEDD Civilian Corps web site. Just click the "Wellness" link. Remember too that the Global Assessment Tool (GAT) is there for your use in checking your overall resilience and pointing you toward helpful resources. I've done it and it's really good.

- We're working on the Strategic Communication messages for our Corps. Please help us out by letting us know the great things about being an AMEDD civilian that you'd like us to tell other members of the AMEDD, the Army, and the civilian community outside of DoD—the country at large. Use the "Contact Us" link, upper right corner of the Corps web site, to send us a message.

- Last but not least, please share these messages with your coworkers who may not have gotten them. One area in particular comes to mind, those whose email boxes are full for some reason. We get about 100 "system undeliverable" messages returned each time we send one of these Corps Chief messages out. It's normally because the addressee's mailbox is full, so please check with folks around you. BTW, please feel free to share these messages with your military coworkers as well. It will help them learn about the AMEDD Civilian Corps and will emphasize the key role you play in the AMEDD Team.

Thanx again for your patience. I know this is a long message but, as usual, there's a lot going on and we want to keep you informed. 'Til next time...

gregg

Gregg Stevens, SES
Chief, AMEDD Civilian Corps



REPLY TO
ATTENTION OF

DEPARTMENT OF THE ARMY
HEADQUARTERS, US ARMY MEDICAL COMMAND
2748 WORTH ROAD
FORT SAM HOUSTON, TEXAS 78234-6000

MCOP-O

OTSG/MEDCOM Policy Memo 11-040

12MAY2011

Expires 12 May 2013

MEMORANDUM FOR

Commanders, MEDCOM Major Subordinate Commands
Directors, OTSG/MEDCOM OneStaff

SUBJECT: Guidance on the Civilian Education System (CES)

1. References.

- a. AR 350-1, Army Training and Leader Development, 18 Dec 09.
- b. AR 690-950, Civilian Personnel Career Management, 31 Dec 01.
- c. Civilian Education System (CES) Policy, Nov 06.
- d. Army Training and Leader Development Guidance, FY 10-11.

2. Purpose. To provide command policy on the Civilian Education System (CES) that fosters the development of the command's future leaders.

3. Proponent. The proponent for this policy is the Assistant Chief of Staff for Health Care Operations, in conjunction with the Office of the Army Medical Department Civilian Corps Chief.

4. Applicability. This policy applies to all civilian personnel assigned to the Office of The Surgeon General (OTSG) and the MEDCOM. It does not apply to contractors or military personnel.

5. Policy. It is the policy of the OTSG and MEDCOM to afford all civilian employees the opportunity to pursue training, education, and self-development to increase their breadth and depth of knowledge and experience as part of a systematic approach to professional development. It is also the policy of the OTSG and MEDCOM that leaders and supervisors encourage, support, and accepts training for themselves and for their subordinates. Training civilian personnel for future assignments may involve short-term sacrifices to meet current mission demands to gain a return on investment for the good of OTSG and MEDCOM, the mission, and the Soldier. Training and career development within the OTSG and MEDCOM will conform to the requirements of applicable collective bargaining agreements.

MCOP-O

SUBJECT: Guidance on the Civilian Education System (CES)

6. Responsibilities.

a. OTSG/MEDCOM leaders and supervisors will:

(1) Require the use of Individual Development Plans (IDPs) for all employees (with the exception of the Army Acquisition Corps/Army Acquisition workforce personnel) to identify training needs and plan attendance at appropriate courses. IDP template and general guidance are included in enclosure 1.

(2) Ensure compliance with training regulations and policy to support the CES program, including the release of civilian personnel for training and ensuring resources are used consistent with mission requirements.

(3) Forecast CES training requirements in accordance with The Army Centralized Individual Training Solicitation.

(4) Ensure we fully utilize the CES quotas allocated and centrally funded by the US Army. Regional and Activity Commanders are responsible for the management of CES quota allocations as reported through the Army Training Requirements and Resources System. Reports are compiled for the Army Medicine Balanced Scorecard quarterly updates and other reports monitoring CES training for civilians.

(5) Ensure scheduled CES training is planned and completed to avoid lost training opportunities. Only the first 06/GS-15 in the chain of command may approve dropping a CES course after the employee receives confirmation to attend.

b. OTSG/MEDCOM civilian employees must take a proactive approach to their career development, maintain a current IDP, make timely requests for training, attend scheduled training, and ensure proper training documentation through established information systems.

7. Enclosure 2 provides detailed information on CES courses and an overview of the civilian leader development process.

8. We are committed to developing our future leaders. We expect all OTSG/MEDCOM leaders and supervisors to support the attendance of our civilian employees at the CES courses.

FOR THE COMMANDER:

2 Ends

**HERBERT A. COLEY
Chief of Staff**

Enclosure 1 - MEDCOM Individual Development Plan (IDP) — General Guidance

(Commands may develop more specific guidance)

1. **Individual Development Plans.** An individual Development Plan (IDP) provides an opportunity for supervisors and employees to meet and discuss training and developmental needs in order to ensure career and organizational success. The IDP is a written document between the employee and supervisor outlining options in the area of training, education, and experiences that are aligned with the Balanced Scorecard Objectives for performance improvement and/or enhancement.
2. **Purpose of an IDP.** The development of an IDP is intended to address developmental needs and facilitate growth while preparing the organization for future challenges. An IDP is an action plan that develops employee skills and competencies. It is separate from the normal performance review and goal-setting process because it is focused solely on an employee's individual development, potential, and required training. It is a commitment by an employee and his or her supervisor to personal and professional growth. The IDP focuses on career development, short and long term goals as it relates directly to the organization.
3. **Where to begin.** An IDP should be initiated by the employee, not the supervisor.

a. It is best for the employee to recognize his/her weaknesses, deficiencies, and self-developmental goals within his/her organization and career field. Improving these areas is beneficial for both the employees and the organization.

b. Employee should ask himself/herself the following questions:

- (1) How do I improve on these areas?
- (2) What are my self-developmental goals?
- (3) What classes or training should I take?
- (4) How much time do I allocate to improving or developing these areas?
- (5) What are my short and long term goals?
- (6) Have I achieved all my competencies or skill-sets listed on my ACTEDS plan?

c. Once these questions have been answered and researched, annotate it in your IDP.

d. Supervisors. In a private session between supervisor and employee, discuss the IDP. The dialogue should be about achieving set goals and if they are compatible to your current career field. Make necessary adjustment/changes to the IDP based on dialogue.

e. Once IDP is agreed upon, it must be signed by the employee and supervisor.

4. **Additional IDP information.** Additional information is available at the Army Civilian Personnel Online (CPOL): <http://cpol.army.mil/library/permis/75c.html> and on the AMEDD Center & School Civilian Life Long Learning (CL3) site <http://ke2.armv.mil/CL3/Default.aspx> IDP FORM CAN BE FOUND AT <https://ke2.army.mil/cl3/IDP.aspx> .

LINKS HAVE BEEN CORRECTED TO THIS POLICY

Enclosure 2 which describes the CES Courses is at

<https://ameddciviliancorps.amedd.army.mil/civilianEducationSystem.aspx>