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PROFESSIONAL SERVICES CAREER FIELD NEWSLETTER



INSPECTOR GENERAL FUNCTIONAL COMMUNITY EDITION



From the Desk of the Professional Services Career Field Functional Chief



Dear Professional Services Career Field Colleagues,

As may be aware, as part of the Army People Strategy's Civilian Implementation Plan, 32 Career Programs were consolidated into 11 Career Fields. The Professional Services Career Field consists of three Functional Communities—Public Affairs & Communications Media, Inspector General, and Legal. The Army-wide impact of the work performed by Professional Services Career Field Civilians far exceeds our relatively small population of 5,400+. Our team is responsible for telling the Army's story; providing unbiased oversight to ensure stewardship, accountability, integrity, efficiency, and good order and discipline; and, zealously representing the Army and individual clients—whether they be Soldiers, Family Members, or Soldiers for Life. It is an honor to serve as both the Functional Chief for the Professional Services Career Field in FY 22 and as the Functional Advisor for the Army's Legal Community.

Another unique feature of our Career Field is that the Functional Chief position will be filled on a rotating basis. I will serve in this role for the remainder of FY22 and Mr. Michael Brady, Principal Deputy Chief of Public Affairs, will take the reins in FY23. We are all committed to ensuring that top talent is acquired, developed, employed, and retained across our Career Field.

As many of us continue to work remotely due to the pandemic, strategic communications to build connections and foster a sense of community are incredibly important. It is a privilege to introduce one such effort: The Professional Services

Career Field Newsletter. This quarterly newsletter will share information and opportunities of broad interest across the Career Field, and items tailored to the needs of each of our three functional communities. We also want this to be a place to celebrate successes and milestones, but we can't do that without hearing from you! If you have a good news story to share or would like to contribute to an upcoming edition of the newsletter, please reach out to your Functional Community Manager. We look forward to making this a periodical that represents the interests of all our Professional Services Career Field Teammates.

Please reach out to any of the Professional Services Career Field Team if you have any ques-

In This Edition

<i>People First: The Origin of the Army Civilian Career Management Activity.....</i>	<i>2</i>
<i>Getting to Know You: An Introduction to Each of Professional Services Career Field Functional Communities.....</i>	<i>4</i>
<i>Raising the Bar Provides the "How To Guide" for Public Service Loan Forgiveness.....</i>	<i>5</i>
<i>A Note from Ms. Donna Wood, Inspector General Functional Community Manager.....</i>	<i>6</i>
<i>Training Corner.....</i>	<i>7</i>
<i>Welcome to the New Members of the Inspector General Functional Community.....</i>	<i>9</i>

tions about the exciting changes happening in Army Talent Management. Thank you for all that you do to make the Professional Services Career Field the best Army Career Field!

William J. Koon
Director, Civilian Personnel, Labor & Employment Law

Functional Chief, Professional Services Career Field FY22
Functional Advisor, Legal

People First: The Origin of the Army Civilian Career Management Activity

**By Heather Ingrum Gipson,
Legal Functional Community**

Many readers may wonder how the Inspector General, Public Affairs & Communications Media, and Legal communities came together under the Professional Services Career Field umbrella. Others may ponder “What exactly is a career field again?”. More seasoned Army Civilians may ask “Wait...what happened to Career Programs (CP) 22, 55, and 56?”. This article will answer all of these questions while also showing why it is great time to be an Army Civilian!

The change from being “Industrial Age Army” to an “Information Age Army” inspired the transformation of Army’s entire approach to talent management. The starting point for that effort is the 2019 The Army People Strategy (APS). APS calls for the creation of a 21st Century talent management system that recognizes the unique knowledge, skills, and behaviors of each member of the Army team, enabling the Army to employ each team member to maximum effect.

The approximately 300,000 Army Civilians are a critical part of the Total Force; and, are therefore essential to ensuring the readiness, capability, capacity, and lethality of our military forces. Accordingly, the APS also included the May 2020 Civilian Implementation Plan (CIP) which envisions a ready, professional, diverse, and inte-

grated Army Civilian Corps. The CIP called for the creation of the Army Civilian Career Management Activity (ACCMA) to serve as the vehicle for realizing the APS’s strategic outcomes by providing enterprise-wide talent management processes to acquire, develop, employ, and retain Army Civilian talent.

Before ACCMA stood up in October 2020, career management functions were executed by 32 career programs like CP-22, 55, & 56. With ACCMA’s creation, those 32 career programs were reorganized into 11 new career fields under ACCMA. This new structure is intended to:

- Leverage resources to provide quality talent management support to all Army Civilians by putting people in the right job at the right time.
- Increase operational efficiencies through a holistic approach to talent management.
- Create significant opportunities for professional growth and advancement so Army Civilians are able to plan their career trajectory and achieve their goals.



By uniting Civilians in the Public Affairs & Communications Media, Inspector General, and Legal functional communities, the Professional Services Career Field was created. Our career field benefits from the leadership of its functional advisors from each functional community:

- Mr. William Koon, Director, Civilian Person-

nel, Labor & Employment Law; Senior Civilian, The Judge Advocate General's Corps Headquarters Department of the Army (Functional Chief FY22);

- Mr. Michael Brady, Principal Deputy Chief of Public Affairs (Functional Chief FY23); and,
- Mr. Mark Gatto, Senior Army Inspector General.

ACCMA also brought together an experienced team to facilitate the implementation of this 21st

Century talent management system for Civilians in the Professional Services Career Field. We are here to support your training, professional development, and career goals throughout your Army career. Please do not hesitate to contact your functional community team with any questions.



Meet Your Professional Services Career Field Team



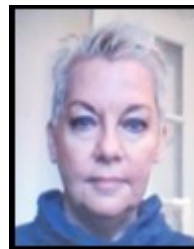
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Getting to Know You

An Introduction to Each of the Three Professional Services Career Field Functional Communities

Public Affairs & Communications Media Functional Community

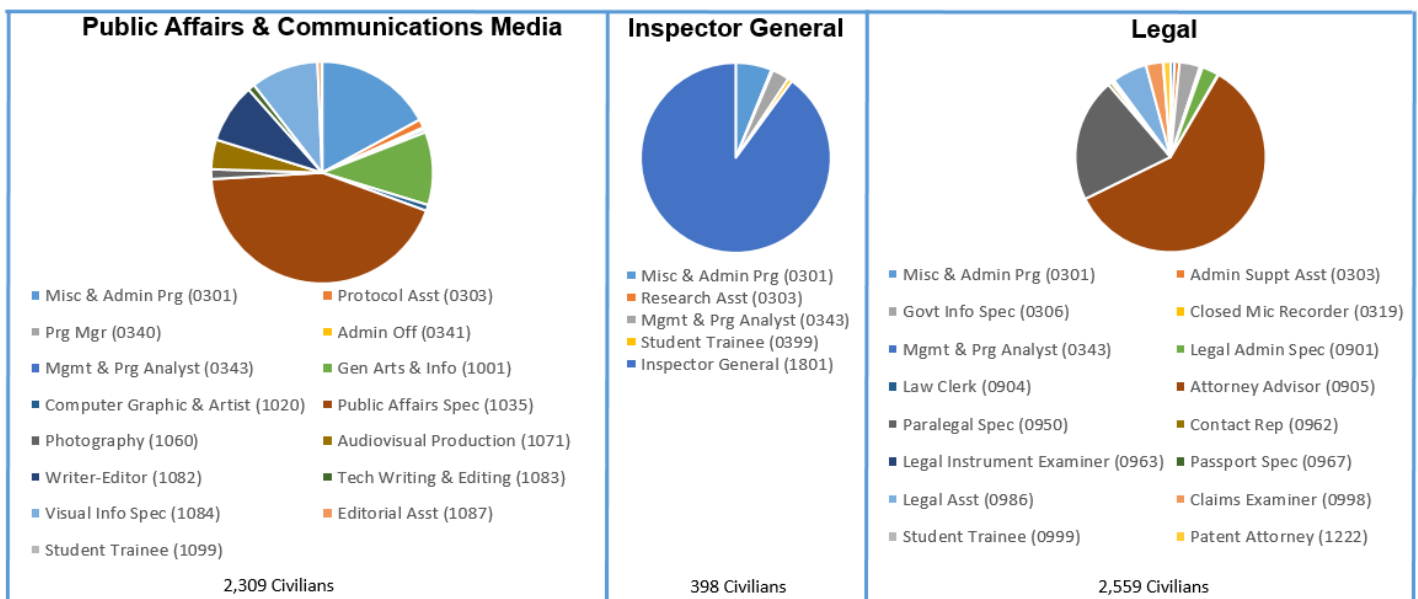
The Public Affairs & Communications Media functional community includes approximately 2,400 Army Civilians from the following functional specialties: Public Affairs, Writer/Editors, Technical Writers, Editorial Assistants, General Arts and Information, Internal Relations Specialists and, most recently, Visual, Protocol, and Legislative staff. These mission-critical positions help tell the Army story and fulfill the Army's obligation to keep the American people and the Army informed, and help establish the conditions that lead to confidence in America's Army and its readiness to conduct operations in peacetime, conflict and war. Our functional community works closely with the Office of the Chief of Army Public Affairs (OCA) to promote and enhance professional development opportunities, including OCA's monthly Public Affairs Forum virtual training engagements for Army communication professionals.

Inspector General Functional Community

The office of The Inspector General, with its at-

tendant inspection, assistance, investigation, and 'teach & train' functions, has been part of the Army for over 240 years. It has served throughout that period as the eyes and ears of the Army's leaders and often as the Army's conscience as well. As such, it has come into contact with nearly every issue, problem, or triumph in which the Army has been involved. The Inspector General (IG) Functional Community is predominantly within Series 1801 (general inspection, investigation, enforcement, and compliance), for approximately 400 Department of the Army (DA) civilians who serve their commanders and commands by performing the four IG functions—inspections, assistance, investigations, and teaching and training—for the specific purpose of enhancing the command's readiness and warfighting capability. All IGs extend the eyes, ears, voice and conscience of their commanders and are responsible for advising these commanders. Selfless service is the cardinal attribute of successful IGs and all IGs must adhere to—and be advocates of—the Army Values, the Warrior Ethos, and the Army Civilian Corps Creed. The IGs hold a position of public trust, so broad experience, strong communication

Professional Services Career Field Workforce Demographics



skills, and impeccable ethics are key attributes that strengthen and continually build upon the viability and effectiveness of the Army IG system.

Legal Functional Community

The Legal Functional Community consists of almost 2,600 Army attorneys and paraprofessionals serving in 14 job series including attorneys, paralegals, legal technicians, claims technicians, court reporters, government information specialists, and legal kindred. For the vast majority of Army Civilian legal professionals, the Army is the client. Attorneys advise and litigate across a broad range of practice areas, including national security law, cyber law, intellectual property and patent law, healthcare law, military justice policy, contract and fiscal law, environmental law, ethics,

labor and employment law, administrative law, procurement fraud, real estate, and torts. Attorneys and paraprofessionals working in legal services or trial defense represent and advise individual Soldiers or Family members and provide advice and representation to individuals rather than the Army. Regardless of the client, members of the Legal Community play a critical role in ensuring Army readiness both today and for the future. A unique feature of the Legal Functional Community is that we support the U.S. Army JAG Corps' Military Spouse Attorney Hiring Program which utilizes excepted service hiring flexibilities to fill Civilian attorney positions. It serves as an important means for acquiring legal talent while also supporting readiness and retention among our all-volunteer force.

Raising the Bar Presents a “How To Guide” for Public Service Loan Forgiveness

On behalf of the Army Legal Functional Community, the Professional Services Career Field Team hosted a *Raising the Bar* training session last December on the ins and outs of Public Service Loan Forgiveness (PSLF). In October 2021, the U.S. Department of Education (ED) announced a temporary period when borrowers may receive credit for payments that previously did not qualify for Public Service Loan Forgiveness (PSLF). Our presenter for this *Raising the Bar*, Ms. Melissa Halsey, Director, Legal Assistance Policy Division, Office of the Judge Advocate General, provided attendees a detailed guide to PSLF. Professional Services teammates with student loans are invited to view the recorded training session and accompanying slides on [Army Career Tracker](#).

To qualify for PSLF a borrower must:
be employed by a U.S. federal, state, local, or tribal government or not-for-profit organization (federal service includes U.S. military service);

- **work full-time for that agency or organization;**
- **have Direct Loans (or consolidate other federal student loans into a Direct Loan);**
- **repay your loans under an income-driven repayment plan*;** and
- **make 120 qualifying payments.**

****This provision will be waived through October 31, 2022 as part of the limited PSLF waiver.***

Visit The U.S. Department of Education [Federal Student Aid Site](#) for additional details.



Fellow Inspectors General,

I am pleased to share with you an update regarding functional and experiential training

opportunities for the civilians this Fiscal Year. As many of you know, I recently conducted two new functional training courses with a new vendor - Professional Training Resource. Since 1998, Performance Training Resources (PTR) has provided classroom and virtual instructor-led training courses on a broad array of topics to thousands of commercial and government organizations worldwide. PTR has been listed on the GSA Schedule under Schedule 874-4: Mission Oriented Business Integrated Services (MOBIS) Training Services for over 20 years.

The courses conducted were the Difficult Conversations and Problem Solving and Decision Making class. The Difficult Conversations class provided demonstrations to the students how to handle the toughest conversations more effectively and with less anxiety. The Problem Solving and Decision Making class introduced tools and insights for problem solving at work and in every facet of life. Both classes were interactive workshops providing a wide array of visual tools and scenarios for student to quickly assimilate to the lessons at hand. These classes build upon a new initiative to focus on the customer service aspect of your work, while at the same time attending to your own personal growth and resiliency. Over time, many new courses will be offered to build a platform interpersonal communication skills needed for developing professional rapport with customers and coworkers.

Regarding experiential learning opportunities, reference the Inspector General's Training Guidance Memorandum (FY21/FY22), "Although the pandemic currently prevents the physical movement of individuals, Command Inspectors General (IGs) should plan ahead now and encourage their civilians to compete for future Developmental Assignment opportunities once the restrictions on movement end. Command IGs should also consider sponsoring civilian IGs as a way of expanding these opportunities across the Army." In keeping with TIG's guidance on Developmental Assignments, HQs, U.S. Army Corps of Engineers has a continual window of training open for civilians (GS09-GS12) to participate in a 90 days virtual Developmental Assignment. The outcome of this assignment will be to "complete IG process concerning allegations including all staff work and coordination associated with those actions as well as writing the Hotline Completion Report (HCR) or Modified Report of Investigation/Inquiry (MROI). Inclusion into a highly motivated and cohesive team at the USACE IG shop as well as exceptional tutelage from the Engineer Inspector General and other USACE senior leadership." The application process has been provided each month and interested civilians are to coordinate their application packages and the 90-day timeline with their respective Command IG.

Your recommendations are most welcome on how best I may provide the training, education and experiential learning you require.


Your support and service is greatly appreciated!

Ms. Donna L. Wood
Inspector General
Functional Community Manager

TRAINING CORNER

CES FOUNDATION COURSE

The Army's Civilian Education System (CES) is a progressive leader development program for Civilian employees that is centrally funded for most permanent Army Civilians and Local Nationals. ("Centrally funded" means the Army pays for your tuition, travel, and per diem centrally; there is no cost to your office or command). The first CES module is the Foundation Course. The online course introduces participants to leader development concepts; the role of an Army Civilian; the Army's core values; problem solving; written communication; customer service; and, risk management. The Foundation Course is a prerequisite for all other CES courses and is required for all DA Civilians hired after 30 SEPT 2006. Visit the Combined Arms Center online to learn more about the [Foundation Course](#) and register for CES courses [here](#).



Did you know?
The CES Foundation
Course is required for
all Army Civilians
hired after September
2006.

REMINDER

After Migrating to A365, update your email address in:

- CHRTAS: Visit <https://www.atrrs.army.mil/CHRTAS/> and click on your name in the upper right hand side and then "My Profile." Under "About" on the left side of the screen, select the "Edit General Information." Ensure that your current email address is listed.
- MyBiz+: Visit <https://compo.dcpds.cpms.osd.mil/> and click "Update Contact Information" in the Key Services menu.

Why is this Important?

CHRTAS is the platform for developing and recording completed training; and applying for Civilian Education System (CES) courses.

Updating MyBiz+ ensures you receive all information from your Professional Services Career Field team.



To do:
Update email
address in
MyBiz+ and
CHRTAS!

[The FY22 Senior Enterprise Talent Management \(SETM\) and Enterprise Talent Management \(ETM\) Application Window is Currently Open](#)

SETM and ETM are Civilian leader talent management programs for GS-12 through GS-15 and equivalent employees. SETM and ETM prepare participants for positions of greater responsibility in the Department of Army through advanced senior-level educational and experiential learning opportunities. All training opportunities for SETM and ETM are centrally funded, so there is no cost to your office or command.

Applications for both SETM and ETM must be submitted through the SETM Portal at <https://hr.chra.army.mil/setm>. Additional information about the programs, as well as instructions on how to apply, may be found on the portal.

[Applicants must have their complete package submitted by 15 May 2022](#)

[Be on the lookout for FY23 Enterprise Leaders Development Programs Application Details from Your Command](#)

All GS-14/15 (or equivalent) employees should have received notification from their command training managers detailing command application procedures for the Enterprise Leaders Development Programs for FY23, including:

- Harvard Senior Executive Fellows (SEF);
- Leadership for a Democratic Society (LDS);
- Senior Managers Course in National Security Leadership (SMC); and,
- Artificial intelligence Scholar Program (AISP).

To learn more about the FY23 Enterprise Leaders Development Programs, click [here](#).

ACCMA centrally-funds tuition for the Enterprise Leaders Development Programs. Funding for travel, per diem, and incidentals is the responsibility of the nominating command (except for the AISP, which is fully-funded by ACCMA).

Because each command sets its own application deadline, carefully review the notification provided by your command training manager for details. If you are interested in applying and have not received notice from your command, please ask your supervisor/training manager.



Do you or your teammates have any
"good news" to share with the
Professional Services Career Field?
If so, send the details to:
usarmy.belvoir.chra-hqs.mbx.accma-professional-services-cf@army.mil

**WELCOME TO THE NEWEST MEMBERS OF THE
INSPECTOR GENERAL
FUNCTIONAL COMMUNITY!**

STEPHEN BANK	INSPECTOR GENERAL
JAMES BOUCHER	INSPECTOR GENERAL
LISA COLEMAN	INSPECTOR GENERAL
CHRISANDRA HERSH	INSPECTOR GENERAL
GRACE JOHNSON	INSPECTOR GENERAL
DAVID KALEY	INSPECTOR GENERAL
JUANITA MCLAUGHLIN	INSPECTOR GENERAL
RICARDO ORTEGA	INSPECTOR GENERAL
DOMINGO PACHECO	INSPECTOR GENERAL
MARVIN PATTON III	INSPECTOR GENERAL
VALERIE SMALL	INSPECTOR GENERAL
SARAH STIPANOVIC	INSPECTOR GENERAL
TIMOTHY VOLKMANN	INSPECTOR GENERAL
REGINALD WASHINGTON	INSPECTOR GENERAL
JAMES WEIK	INSPECTOR GENERAL