



JOAG Direct Access and Basic Readiness Transcript

Q&A Session with CAPT Dan Beck and CDR Richard Glabach

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Transcriber: LT Julian Jolly on behalf of the JOAG Communications and Publications Committee

LCDR Ngo: I have 1230 on my clock and we will just get started. Hopefully, CAPT Beck can join us fairly quickly. I would like to thank CAPT Beck and CDR Glabach for taking the time out of their very busy schedule to have this session with us. So with that, LT Hudson can you please start the call?

LT Hudson: Yes, currently we are in presentation mode which allows our speakers to present their information without any interruptions. Later on in the call, if there is time I can change the mode to conversation mode so we can have dialogue for more questions and answers. Also, to follow along with the format I have a list of questions officers submitted that LCDR Beckinger and Ngo have put together. I will be reviewing those as our speakers discuss today. At this point I will hand the presentation over to CDR Glabach.

CDR Glabach: Yes, hi this is CDR Glabach and as I understood this, I am here with CAPT Beck to help address some of the questions. I guess what I will do is give a brief preamble to: What is Direct Access? What it is...is our future HR system. It is going to tell people who hire our officers more about what our officers can do. What their work experiences are. What their preferences are. It is also going to allow hiring officials to go in and look and post jobs within Direct Access and based on the criteria that they are looking for in a job candidate find a person they would hire. They can search through our officers and find out who matches it. It might be, "I need a person with a MPH and a nurse anesthetist license." That kind of functionality is something that is present in Direct Access and we are just getting started to gather the data for this tool. Officers of course will look

forward to being able to do everything in one place. Things like readiness. Things like contact information. Things like looking at all sorts of information about themselves and knowing that it's all connected. There are no data discrepancies going on. So, that is the overview of Direct Access and again I think the purpose here is for me and CAPT Beck to address your questions. And with that I will just address your questions.

LT Hudson: CDR Glabach this is LT Hudson I have a list of questions here that our officers have submitted and I am going to read some questions off but I believe you may have a copy.

CDR Glabach: I do.

Q1. LT Hudson: The first question is: If an officer chooses to complete the President's Challenge rather than the APFT how is that reflected in Direct Access?

A1. CDR Glabach: I will speak for OFRD in this instance since I know a little bit about it. Right now, OFRD gets the President's Challenge from the President's Challenge website. They capture it and combine it with other data to figure our readiness. They are going to be doing the same thing except the data they are getting from President's Challenge they are going to send to Direct Access. So you don't need to complete the APFT to satisfy the physical fitness requirement if you have completed the President's Challenge and satisfied the requirement that way. That data will be moved over to Direct Access and used in the calculation.

Q2. LT Hudson: Thank you. The next question: In the FAQ in Direct Access, there is a question related to awards that indicates there should be no discrepancy between awards that appear in the eOPF and those that appear in Direct Access. One of our junior officers does not see a complete list of their awards in Direct Access. Who should this officer contact to rectify the situation? And should the contact information be added to Direct Access under the FAQ?

A2. CDR Glabach: There are a couple of things going on - awards are captured in the eOPF and those are ones officially recognized by the Corps, as well as things from FDA or other OPDIVs that aren't officially recognized by the Corps but can still be faxed and sent in. The

officially recognized stuff should be the same between Direct Access and the...I'm going to call it CCMIS secured area. The place where you can click on your awards and CV and all that other stuff. There have been a couple of occasions where there have been discrepancies. Only one type of discrepancy has been identified so far in multiple inquiries and that is tied to the Crisis Response Ribbon or something like that. We are checking into that but everything else, again, should be the same. We are always open to hearing anything different...Should be the same between the officially recognized PHS awards and Direct Access. One thing that some officers have found and I know that this is in the FAQs so I will just touch upon it. One thing that some officers have found is when they go to view their awards, if they have a ton of awards it may appear that their listing is really, really incomplete. What you need to do is in the Direct Access tool there is a little link that says, "View All". If you click that "View All" it'll show not just a number of awards that can fit on one page readily without scrolling but it will literally show you all the awards you have and you can scroll down and look at all of them. Now, if it still remains that there is a discrepancy between official awards in the CCMIS secured area and Direct Access then contact the CC help desk.

- Q3. LCDR Ngo:** CDR Glabach, this is LCDR Ngo, can I ask a quick follow-up question to that? When you say official PHS awards does that include the awards...authorized awards that officers have received from the DOD?
- A3. CDR Glabach:** If the PHS has officially recognized...they did their checks...looked at the DD214, etc. Yes, that should be included.
- Q4. LT Hudson:** Our next question: One of our junior officers is up for temporary promotion and permanent promotion this year. This officer joined Tier 1 RDF team in June 2009 but both the OFRD website and Direct Access still have this officer listed as being Tier 3. How can officers get that information changed on the OFRD website and Direct Access before December 31st? Before promotion boards meet.
- A4. CAPT Beck:** This is CAPT Beck. Two things, one there are often times are delays when an officer agrees or volunteers to be on a Tier 1 team or when the process of vetting is completed. If that officer believes that they were forwarded through in June or anything

more than 45-60 days that certainly indicates that there may be a problem or an issue. The first thing that the officer needs to do is go immediately to the team leader of the team that they are joining and make sure that their information was forwarded and that there isn't a problem at that end. That would be the advice at this point. Go directly to the team leader and the team leader will follow-up directly with OFRD. The fact that it's reflected in both Direct Access and OFRD indicates that there was an issue with the actual assignment of the officer to that Tier 1 team as opposed to there being any indication...or problem between the two systems. The other item of note and this is important is that there is nothing that goes forward to a promotion board relative to team assignments or even the idea of deployment credit. The only place where those items are recorded and viewed by a promotion board is going to be in an officer's CV. So, it is critical that officers who are up for promotion include a section in their CV and truly a section in their CV summary that indicates what teams they are on...what teams they have been on and any deployments or other special assignments or TDYs that would have gone on in the past. That is the most effective way to make sure that promotion board sees that information.

Q5. LCDR Ngo: CAPT Beck, this is LCDR Ngo, I have [unintelligible] some of the questions that were sent directly to me and specifically there were some officers who had this issue. The wrong tier or the wrong team listed and they say that they have gone to the team leader and the team leader didn't know what to do thereafter. So, I think the disconnect is between the team leader and what to do after that.

A5. CAPT Beck: Well the team leader sends in their updated rosters and gets feedback on that on a monthly basis. So again, if an individual officer has that problem the team leaders understand how to go directly to OFRD. So it is possible that the team leader may have been reflecting is that they believe that they submitted the information and thought that there may have been a problem at this end. They weren't aware of how to essentially speed up the process up. But as far as the actual process for an individual officer correcting team assignments is through their team leader, if it's a Tier 1 team. In staying with that it will ensure that the consistency of those team assignments is maintained even when there are errors. That is the most efficient way of making sure that is taken care of. Again, for officers that have team assignment issues that are reflective over the past...that are more than 45-60 days old. It certainly indicates that there is a more significant issue. What that is...is

difficult to say. It could be something as simple as a mis-assignment within the database. Which is not uncommon if serial numbers are mistyped...sometimes you have transposed digits that are submitted on PHS serial numbers...simply, legitimate entry errors and things of that nature. By going through the team leader's process with which they update their rosters on a monthly basis...that is the best way to catch those errors. If an officer knows that is a problem, reiterating that with the team leader is going to be the way to officially correct that problem. Because ultimately an officer coming directly to OFRD...the process is going to reverse back to the team leader and verifying it anyway. Anything other than going directly to the team leader is going to just create an extra step or two in the process which introduces the opportunity for there to be miscommunication or error. So, the advice particularly for junior officers, particularly for officers who have recently come on board...have just come out of OBC...things of that nature...making sure that those officers continue to go directly to the team leader of the team that they are joining or believe they have been assigned to will help get through some of the hiccups that we have with this. This is directly related to all of the team reassignments that happened in June. So, an officer who may have had an issue in June, most likely they got caught up in the...literally the thousands of reassignments that happened in June. There still are a handful of officers who either didn't get assigned to a new team or where multiple teams were requesting that officer join their team and they actually have been mis-assigned to a team leader who essentially got there first draft pick in, even though the officer and the team leader of the other team had agreed that they would join them. A very lengthy way of saying...continue to go through the team leaders.

Q6. LT Hudson: Our next question: Would you be able to walk us through how to do a background and clearance information in Direct Access? The reason this question is asked is one of our officers tried to follow the instructions for retrieving this information but was not able to find it.

A6. CDR Glabach: I'm going to...I saw the question and in the interim went through it and followed the directions myself and it may be that there are a couple of things could easily be missed that weren't addressed. I apologize that I don't have a screen or anything to show you. But, once you have logged into Direct Access you will see a self-service box. Within the self-service box there is a place called "Member Information"...a link called "Member

Information". You go in a link into "Member Information" it will have your Direct Access ID in the very top. It knows who you are because you have logged in. At that point, all you have to do is to change the Coast Guard designation...the Coast Guard set ID to PHS. Set ID is basically...who do you want? Coast Guard or PHS? Because the Direct Access services Coast Guard and PHS, as well as, NOAA. So you change the set ID on that screen to PHS. That tells the program to look for you in the set of PHS officers. And then within there you click on the "Background" tab which is the first tab of four tabs that appear once they find you and your member information. Within there you will find whatever security clearance information is in there. Now, I know you are a newer group of people and there are instances where people are newly called to duty don't yet have a security clearance. They have been granted interim clearances. But not an official security clearance through the mechanisms that have to take place at the Department of Health and Human Services. It may be that you find something blank there if that, in fact, is the case. That they haven't gone through the process. I hope this helps. One of the things...I met yesterday with a contractor down in Virginia who is going to be doing a...sort of a blow-by-blow...show it and then let you do it type of interactive training for self-service and Direct Access and it will touch upon this, as well as, other issues including readiness.

- Q7. LT Hudson:** Thank you, sir. If an officer's information is correct for their BLS, supervisor contact, and fitness evaluation in Direct Access, is there anything else that they need to update or enter? And will this information always be updated in Direct Access when the officer faxes there BLS certificate or their eOPF and reports their APFT results on OFRD website?
- A7. CAPT Beck:** This is CAPT Beck. A couple of important things to note relative to that question, the first part of that which is, "Will the BLS, supervisor information, annual physical fitness test, and deployment role information...will that always be entered in Direct Access?"...yes. Direct Access is the source and the single source for entering and direct reporting of that information. So, BLS, APFT, supervisor information, and deployment roles (both primary and any additional secondary roles for officers) will be entered by officers into Direct Access and it's from Direct Access that we, the Corps, will access that information. A couple of things to note, all of that information is still entered via self-service, that is officers are required...even though officers are required to document...so

either filling out the PHS-7044 which is the APFT form and submitting that documentation forward. All officers are still required and still responsible for entering that information into the database. So, simply submitting a BLS card to your eOPF...the data entry to put that into the officer's record in Direct Access is done by the officer themselves. So, don't confuse those two activities...two separate activities...officer's are still required to data enter, as well as, then submitting that documentation forward.

Q8. LT Hudson: Thank you, sir. When an officer enters their deployment role preferences in Direct Access they have the ability to select their primary deployment role. Does it matter in what order the rest of their selections appear?

A8. CAPT Beck: No. This is CAPT Beck. No it doesn't. Any secondary role it will be expected that those roles have essentially equal bearing. And we will look at them in terms of selecting officers for deployments, etc. will be based on that secondary role of equal value as it were. The primary role is the role that officers are rostered against so that is...that's the role that when an officer is assigned...and they are not assigned to a team where they have a specific team role. There primary deployment role is what is used to assign them to one of the Tier 3 rosters A-E. Any of the secondary roles will be viewed equally. Any order is fine in terms of searching through them. None of them are given higher priority in terms of the searches. So, it can be last of your secondary roles and if we are looking for that role we will still be able to find that for you.

Q9. LCDR Ngo: LT Hudson, I have a question for CDR Glabach. Going back to the question regarding security clearance in Direct Access...I have a question regarding officers who are assigned to the Coast Guard and is a PHS officer.

A9. CDR Glabach: Your question is how is that reflected in both places?

LCDR Ngo: Yeah, you need to switch from CG to PHS in that one field so if officers who are with the Coast Guard...do they leave it under CG or do they switch it to PHS?

CDR Glabach: It's interesting because the Coast Guard conducts its own security clearances. So, what's going to happen is if you are a PHS officer assigned to the Coast Guard you will

have literally in many cases two security clearances; one that the PHS recognizes and collects and puts in and the other that the Coast Guard recognizes and maintains.

Q10. LT Hudson: We are almost halfway through our questions which is good...looks good for timing. Direct Access includes a field in the readiness status section titled "Assigned Date" for the team roster. Is this "Assigned Date" seen by promotion boards and if the date is incorrect how can an officer go about changing it?

A10. CAPT Beck: This is CAPT Beck can you repeat that question? I am sorry.

LT Hudson: Certainly, absolutely... Direct Access includes a field in the readiness status section titled "Assigned Date" for the team roster. Is this "Assigned Date" seen by promotion boards and if the date is incorrect how can an officer go about changing it?

CAPT Beck: No it's not. And we'll be...we are actually undergoing a large effort in OFRD to assure that...one of the things we are looking at that is a very high priority for us...and now with a confirmed Surgeon General...is a high priority in terms of developing our recruitment and retention program for the teams and a big part of that is the recognition program. Some of the proposals in terms of that...in terms of potential new awards and recognition for officers who are on Tier 1 and Tier 2 teams is effectively establishing when those start dates are. So, there will be opportunity shortly as separate and distinct from the issue of readiness or Direct Access, etc. for officers to be able to confirm, again, through their team leader. This will primarily be through the team leaders. Confirming effective start dates for officer membership on teams. In terms of promotion and the data values as they are shown in Direct Access those are not forwarded to the promotion board and even if they are incorrect officers should not worry about taking corrective action on them at this time.

Q11. LT Hudson: Thank you, sir. If an officer has difficulty logging into Direct Access, who can we contact for help?

A11. CDR Glabach: This is CDR Glabach. There are two things that can happen that can help an officer get into Direct Access. One is if you get into Direct Access and just can't remember your password or have...if you just can't remember your password or have an issue with

the password you can create a new password for yourself...you can just click on the "Forgot my password" and assuming it recognizes you in the system it...(there are rare instances where it doesn't but assuming it does)... it will automatically send you an email with a new password that you use to type in using your SERNO as your ID and that new password. Type it in and literally don't use any spaces. Don't put a space on the end either for that matter. If for some reason...and there are rare instances that I won't get into but they are really rare...that does not work then you go to...and this is part of the FAQs I had distributed earlier...you go to the PPC helpdesk which is the helpdesk for all of Coast Guard and for us as well. They will reset your password for you. You send them an email. You say "Hi, I'm this officer. I am with PHS and this is my SERNO and I am having difficulty logging in."

Q12. LT Hudson: Okay. In relation to that, sir, there were some officers that expressed some concern...further concern that they were having difficulty logging into the website and tried contacting the Coast Guard but never received a reply. The Coast Guard POC has not been responsive to some requests and officers would like to have a name or number of somebody to contact. If they have these difficulties and wondered if this information can be added to the Direct Access FAQ.

A12. CDR Glabach: I'd have to talk to the Coast Guard about that...that is not their current practice for their own members. So, I would have to get their permission.

Q13. LT Hudson: Thank you, sir. If there is an error in an officer's personal information in Direct Access, who should the officer contact so that the information can be corrected?

A13. CDR Glabach: I'd like to answer that question myself if I could. What do you mean by personal information?

LCDR Ngo: I'm actually not in front of my desk. I'm actually in a conference room with a group of officers. So I don't have that email with me. LCDR Deckinger are you on the line?

CDR Glabach: This CDR Glabach. I will take a stab at that. As you know there are many different kinds of personal information. Most of the information that is in Direct Access came from the CCMIS databases...the place where you log in...all the databases that are

legacy systems. We took that information and for lack of a better term converted it into Direct Access. If there is an error in that information, it may very well have stemmed from the original data source...it may have stemmed from the legacy systems. So you would contact the CChelpdesk. If they find that is not the case they are going to help triage that information to the appropriate place so that it can be corrected.

CAPT Beck: This is CAPT Beck. One additional item of note in these cases particularly if it is personal info...your name is incorrect things of that nature...as CDR Glabach mentioned you always go to the CChelpdesk is a great initial source for that. But if it's personal information something like name, etc. that is incorrect as CDR Glabach mentioned it's very possible and often times likely that may have been an error on the original personnel order for that officer. Then using your liaison officer...your Commissioned Corps liaison officer for your agency or operating division is a good way to interface back through the process of having that changed. If there was a problem with the personnel order ultimately an amendment to your personnel order will have to happen. That is a PHS-1662 which will be coordinated through your liaison. Remember that in some of those cases your PHS liaison...Commissioned Corps liaison may be a good point to reach out to as well.

Q14. LT Hudson: Just to confirm...I have another question that relates to that...an officer expressed that there were some errors in their education, their business address is wrong, language skills are missing, and states that they are mission critical which is incorrect and the supervisor information is wrong. So an officer would contact the helpdesk to have those issues reconciled?

A14. CDR Glabach: For the most part, yes. I will make a statement about the language information. Language information in My Resume in self-service in Direct Access is different from language information as it has been used in legacy systems. Language information in Direct Access means I am certified at this level and am therefore entitled to a special pay for this level of skill in an in-demand language. So it is not self-reported and it doesn't come from self-reported sources. You will find language information blank in Direct Access unless you have that certification...someone basically designating that you truly have level III skills in Farsi or whatever have you. Language information can be captured in

Direct Access as part of your resume or CV in the self-service area. The remainders...to give you a blanket answer, yeah the CCHelpdesk is the best place to start.

Q15. LT Hudson: Thank you, sir. How long should it take for an officer to receive a response once a trouble ticket has been requested?

A15. CDR Glabach: If you are speaking of the trouble ticket tied to the Coast Guard, I have asked that question and we have not fully defined it but I expect given the level of interest and calls and new entries into self-service at this point to have it happen within 3-5 days.

CDR Glabach: If that does change...if there is something conclusive that the Coast Guard comes back to me with...I will let you know.

Q16. LT Hudson: Thank you. We are up to our last set of questions just on basic readiness and then we can open up the forum. One of our junior officers is new to the Corps and will not be attending basic officer training in January...until January. Do they need to be concerned about Direct Access and basic readiness yet?

A16. CDR Glabach: That is kind of a two-fold question. Let me talk about the Direct Access tool...they are going to need to be concerned about Direct Access to make sure...think of Direct Access as a window into the information that was put into your files. By DCCA, the Division of Commissioned Corps Assignments, and so that window gives you a view of what's been captured...if it's incorrect use that window as a mechanism to give feedback to either the CChelpdesk or liaison on a personnel order type of thing is wrong and get it corrected. That is always a good thing to do. Direct Access is a tool you are going to be using for the remainder of your career. From that vantage point I think that there is value in learning about it too. I think I will leave it at that and defer to CAPT Beck for the basic readiness issue.

CAPT Beck: Certainly, officers new...officers who are newly called to duty absolutely need...Direct Access is certainly...not only does it represents...because it represents key components of readiness now but clearly Direct Access is going to be the information system for the Commissioned Corps. So getting familiar with it immediately is important. It

is actually a part of the Officer Basic Course curriculum, even now. So officers who are going to OBC will get introduced to Direct Access...will have opportunities to learn how to log in etc. A couple important things about readiness, data entry into Direct Access is a component of coming into compliance with the readiness standards. So it goes without saying that is an important key element for officers as soon as they come on board. Officers have twelve months from the time they are called to duty to be in full compliance with the basic readiness standards. What that means is...for officers they should immediately...and particularly for those officers going to OBC it will be reinforced for them...they should immediately be coming into compliance with those standards. Thing like selecting a deployment role even for a new officer that is something that they should do as soon as they come into the Corps...as soon as they can get that feedback. That is apart of most of the categories introductory packets and a big part of OBC. Every officer and particularly with JOAG as you are providing advice and support to newly commissioned officers...is get into Direct Access and select your deployment role immediately. That is one of the first steps in your preparation for becoming...not just basic ready, being compliant with the force readiness standards but being a deployable asset of the Corps.

Q17. LT Hudson: Thank you, sir. The officer asked this question also inquiring about how individuals are selected for deployment. Can you speak to that?

A17. CAPT Beck: Certainly, it is absolutely dependant on the mission and the deployment itself. We have deployments and missions that span the gambit from those that are emergency support function, presidential declared disasters...hurricanes are the most classic example of that...to missions that are public health crises where there is not a presidential declaration but a community may be in crisis where the Corps called to support outside of a presidential declaration...to the broad based humanitarian assistance and global health missions that we support most notably the long term missions we have aboard navy vessels. Those types of events...the basic standard for any mission that OFRD will work with the requesting entity the first step is defining and refining the actual mission requirements. The basic corps principles within OFRD are that all missions are filled with the on call roster. So that is if in the month of November we are dealing with roster 2 so that is the Tier 1 teams, the Tier 2 teams, and the Bravo roster of Tier 3 for this month are where we are going to draw those assets. If we are using Tier 3 assignees, so we are not going out to a team...if we

go out to a team specifically we will go directly to a team leader with a request with the definition of that mission and if it is anything other than a full team...the team leader is always going to be responsible for defining what their operational roster is in meeting any mission request. So, very team based. When we go to Tier 3 roster...so that is when the technical augmentation, individual augmentee roles of officers...then we are going to first search through the database within that on call roster for the officers that meet that requirement. Who are going to have the skill set, the experience, whatever the criteria may be to fulfill that mission and that mission requirement. Then all of those officers will be individually contacted. Essentially, from that point if it is something where we are requesting officers to meet that mission need. That subset of officers will be contacted directly by OFRD and for all intents and purposes at that point it becomes largely a first come, first served mission role. Especially depending on what the time frames are, we will take that subset of qualified officers and then those officers come back with confirmed supervisory approval for that deployment will get selected the mission and go out the door. A little bit of change in that...and I will address this...is that on our long term international deployments, the ship-based missions that we are supporting and we will again be supporting two ship-based missions this year; Pacific Partnership and Continuing Promise. Both of those are 120 day missions and are generally broken up into four rotations, there is some flexibility in that but generally speaking the deployments then become 30 day rotations. Because these are training missions as opposed to emergency response missions we go directly to the agencies and OPDIVs. Sometimes with a pre-determined list of officers who meet those criteria but requesting that the agencies provide direct support for those officers...because those officers are coming out and will be deployed for more than the standard 14 day deployment but also because largely officers selected for those missions will be going out the door in times that are outside their normal operational on-call month. So we go to the agency directly, even though officers can still volunteer for those and you will see that message come from OFRD. CPO, Chief Professional Officer and agency level concurrence are required before an officer is confirmed for one of those missions. The length of it and the fact that those mission have an outside the normal on-call month require that extra step in the process.

Q18. LT Hudson: Thank you very much, sir. How is completing the President's Challenge recorded in your record for basic readiness?

A18. CAPT Beck: This is CAPT Beck again. The President's Challenge is very much in the old system, when we were recording that information through the OFRD website that information is recorded and maintained at the President's Challenge website. So the website that supports the President's Challenge that database actually maintains that training information and OFRD pulls that information directly from the President's Challenge program. In the past we created waivers for your annual physical fitness test that by policy lasted one year from the time you received an award from the President's Challenge system. Now in Direct Access you can actually view the presence of that waiver in the system. When you log into the self-service area of Direct Access you can click on waivers and if you have a current award in the President's Challenge system you will see that reflected as a waiver in the system. There is nothing that you as an officer have to do to maintain that and that data is pulled directly from the President's Challenge site and it generates a waiver in the Direct Access system. But it does give officers the benefit of seeing when that waiver was put into place and how long it will last. So knowing when that one year boundary works for officers who are participating in the President's Challenge program...a little bit more direct feedback as it relates to readiness available in Direct Access than we had before. I will use this as one opportunity to reinforce that the President's Challenge in many different policies and even in its original implementation was designed as a stop gap measure. So, for junior officers while participation in the President's Challenge is both acceptable and certainly reasonable...I highly recommend from the readiness side of the house officers also complete the APFT...draft policies and policies that have gone out for revision all have consistently had the phase out of the President's Challenge system. The other benefit of having both of them on file is that you can keep them slightly out of phase with one another so that you never risk being put in a position where one of them may expire in a fashion where you weren't able to get it updated before one of the quarterly readiness reviews. Certainly, something as simple to complete as those are things you don't want, as officers, to let happen. And it does happen we see that time and time again every quarter...things happen and people just forget to renew something that is going to expire. Keeping President's Challenge and the APFT out of phase with one another guarantees that you never have that situation. Long story short on that is make sure you are doing the APFT that is my strong recommendation to all of the junior officers.

- Q19. LT Hudson:** Thank you, sir. If an officer is stationed at a location where there are not any other PHS officers how can they complete the APFT exam?
- A19. CAPT Beck:** APFT...the policy allows for any officer of any uniformed service. So that generally will expand the capability a reasonable amount and that can be anything from going to an MTF...if you have a Military Treatment Facility available or any military base all officers can simply call the base and actually get in contact with a physical readiness coordinator. Which are usually a Non-Commissioned Officer and that NCO can facilitate and assist with coordinating a physical fitness test. The other options certainly are...there are a number of organized and scheduled APFTs conducted through COA branches where they are done in concert with other events. We always do an annual physical fitness test at the COA COF Symposium. So there is always a minimum of one opportunity at that function and we usually try to do two opportunities there as well. And in years past we have tried to coordinate APFTs at some of the other conferences...APHA, AMSUS...so it does provide some additional options for organized APFTs. If an officer is legitimately located in a facility where it is meaningfully impossible within a twelve month period to conduct an APFT then certainly now you do the President's Challenge and that provides the waiver for it. You can contact OFRD directly at that point and can go through your liaisons to...either we will try to help you find a way to conduct the APFT or if in the extreme...we can waive temporarily, provide a temporary waiver for the APFT if the officer is truly in an isolated position and it is impossible to complete that requirement.
- Q20. LCDR Ngo:** CAPT Beck and CDR Glabach this is LCDR Ngo on the same line...I recently...I had to go to Direct Access enter my APFT and I had to enter the serial number of my fellow PHS officer who tested me. For an officer who has another uniformed service officer test them would they still be required to enter some sort of serial number or pull that information from a database? Or will they be able to have a free text to enter that information?
- A20. CDR Glabach:** I will mention this and then have CAPT Beck specify a little bit better than I can the answer. The upshot of it is you have a free text field available to you...we do not have the opportunity to draw from a database. In other words you can provide the name and contact information of the person who oversaw your APFT.

Q21. LT Hudson: Thank you. If a person is exempt from basic readiness, should their CV reflect that they are exempt?

A21. CDR Glabach: I will take a stab at this...CDR Glabach...the CV is to me a tool for personalizing information. Saying what is special about you to people reviewing you whether they are hiring officials or promotion board members and so I wouldn't necessarily put that they are exempt from basic readiness in the CV. That information will be captured elsewhere in the system when calculating readiness.

Q22. LT Hudson: Thank you, sir. Last question, will the promotion board be given specific information about an individual officer's basic readiness from OFRD or will the promotion board just be given a list of officers who are basic ready?

A22. CDR Glabach: This is CDR Glabach again. I do know that when we spoke to members of OCCO including the people overseeing the promotion process they were just interested in capturing "basic ready" or "not basic ready" for purposes of promotion. The CV could be a tool for indicating that you go beyond those basics. To the best of my knowledge the OCCO people who assess personnel, who assess information about our officers really want to know whether you are basic ready or not.

LT Hudson: Thank you, sir. That concludes our questions that our officers submitted. We have gone through a great number of questions in a short period of time. At this time, I am going to open up the call for questions...hopefully, by just simply pressing *7. We are now in conversation mode. Any officers have any questions to ask CAPT Beck and CDR Glabach?

Q23. LCDR: I have a question regarding BLS reporting. I understand that we submit...I remember you had a question earlier about that. In terms of self-reporting in Direct Access...I already self-reported in OFRD does that translate to Direct Access or do I need to put in again...self-reporting in Direct Access?

A23. CAPT Beck: This is CAPT Beck. If you already entered your BLS into OFRD all of that information and all the information in OFRD was ported into the Direct Access system. The

most important thing you can do at this point is logging into Direct Access and verifying that your BLS dates are, in fact, correct. Again, that's just due diligence for every officer is to make sure the official record, in fact, reflects the correct information. Whatever information you had in the system in OFRD was ported over to Direct Access. Now of course, at this point it is important to note...right now any officers going to OFRD and attempt to enter BLS information there you will see that it's read only in OFRD now and you will be directed back to Direct Access. That is the only place that you will be able correct and amend that data is in Direct Access at this time.

Q24. LT: I am not seeing in Direct Access where you can update deployment roles. I am trying to add a secondary deployment role and I'm not seeing where you can do that in Direct Access.

A24. CDR Glabach: Did you look under My Job Preferences?

LT: Okay, thank you.

CAPT Beck: This is CAPT Beck. I think it is a good time to reinforce or reintroduce everybody...any questions that we talked about particularly data entry related questions are addressed on the basic readiness checklist which is on the OFRD website. So any officer, particularly as you are in mentoring other officers or supporting other officers out in the field is make sure you direct those officers to the OFRD website for the basic readiness checklist. Each item of readiness...each component that makes up compliance with the readiness standards is listed on that checklist and with that is how to actually document that requirement. So as far as saying in Direct Access under self-service under My Job Preferences where you would find BLS and deployment roles...so again keep that as a reference as well as the FAQ that have been compiled and also the Direct Access self-service guide.

Q25. LCDR Bivens: This is LCDR Tameka Bivens and I have a question regarding password issues with Direct Access. I know you have covered this but I have been sent three passwords and none of them work. So do you have any suggestions on how I can get into Direct Access?

A25. CDR Glabach: Yes ma'am I do. One is when they don't work what are you told? Is that it is just an incorrect password? Or you have been locked out? What are you getting?

LCDR Bivens: I am sorry it states incorrect password.

CDR Glabach: The other thing that we are seeing is that very often officers will cut and paste the password in Direct Access and when they do that sometimes it pastes a space as well and that space can render the password incorrect.

LCDR Bivens: Yes, they told me that the last time. So I didn't cut and paste I just typed it in and it still didn't work.

CDR Glabach: Now if you have tried to reset the password three times. Sometimes it can get confusing which password is the right password. Could that be a possibility?

LCDR Bivens: It could but each time they reset it and sent me an email saying this is your password so...

CDR Glabach: Okay, my last suggestion would be when you got that password did you just click on "Forgot my password"?

LCDR Bivens: When I got the new password?

CDR Glabach: Yeah.

LCDR Bivens: No, I logged out and logged back into the system and entered my SERNO and then the password that they sent me.

CDR Glabach: Okay, I guess what I'm asking is when you found out that you had an incorrect password at the login page for Direct Access on the right...there is a little link that says, "Forgot my password". Have you used that?

LCDR Bivens: Yes. I used that each time the password didn't work.

CDR Glabach: Bear with us one more time, give that a try and send me an email if it doesn't work. CDR Richard Glabach...I am in the universal HHS Outlook.

CAPT Beck: This is CAPT Beck. Take the opportunity to add one additional thing...make sure all the officers have the pop-up blockers in your browser set to allow pop-ups for the Direct Access site. When you get to that login page make sure you set your browser to allow...the place where this causes the most problems is when you have forgotten your password. One of the things that will happen is when you get a new password it will take you directly to a screen that forces you to reset your password...again taking you from that randomly assigned password to a password of your own choosing. But if you don't have your pop-up blocker for that site you will not be able to go to the page that allows you to reset the password...so that would kind of get you in that endless loop. Make sure you are not cutting and pasting the password from the email message. Make sure you have enable your pop-up blocker to allow pop-ups from that site. If that doesn't work then CDR Glabach will be able to walk you through it.

Q26. LCDR: When we are looking at the Direct Access and looking at the job preferences, do we only enter our job preferences when we are only actively looking for a job or at any time?

A26. CDR Glabach: You know that is a personal choice. This is your way of saying to the world that I prefer to do this over that. My suggestion would be to put it in now if you know what your job preferences or career track might be. Right now, we are capturing information about our officers. As we capture more information, more and more hiring officials and perhaps Assignments Branch will be able to take a closer look at what's available and what officers are interested in doing what roles and help guide those officers. At least say head's up you might want to consider this. So it is a work in progress.

LT Hudson: This is LT Hudson. CDR Glabach or CAPT Beck would you like to make any concluding remarks?

CDR Glabach: I appreciate the opportunity for this give and take. I really appreciate to have questions ahead of time so that I can understand them properly and I hope this has been helpful. We have done another presentation for FDA in the previous week and with this information we are accumulating we hope to disseminate it as best we can.

CAPT Beck: This is CAPT Beck. I would like to say that I appreciate LCDR Ngo for putting this on for JOAG and the opportunity to get this out to a broad audience. This is certainly not a one time shot so please feel free to continue to collect questions from the JOAG...whether that means we can...we can certainly remain available to help answer some of those questions you can send those to OFRD or to myself or CDR Glabach. All of this will help us as a system...make sure that we're better prepared to answer questions because the system itself is supporting the officers in a much better fashion. Don't look at this as a one and only shot at getting questions answered. Hopefully, this will start up an open dialogue particularly as Direct Access continues to evolve more and more functionality moves into that system.

LCDR Ngo: Sir, this is LCDR Diem Ngo again. I just want to thank you for taking time out of your busy schedule and spending this afternoon with us. I will send email out to the listserv and collect more questions and we'll compile them all for you as well. Thank you again.

CDR Glabach: Thank you.

LT Hudson: This is LT Hudson, thank you again, that is all for today.

[END OF TRANSCRIPT]