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Joint Basing Program Management Office

Monthly Newsletter

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[HTTPS://WWW.US.ARMY.MIL/SUITE/PAGE/560093](https://www.us.army.mil/suite/page/560093)

Open Policy Issues

Business Rules for Processing and Approving Cost and Performance Visibility Framework (CPVF) Baseline Changes

The Business Rules for processing and approving CPVF Baseline changes is currently in staffing for Under Secretary of Defense (Comptroller) (USD(C)) signature. The Office of the USD(C) expects to release the business rules in July 2010. The proposed CPVF Baseline Business Rules address how to adjust the financial baseline in the CPVF database for new missions, mistakes, or changes in policy. This is important as the post-Full Operational Capability (FOC) joint base financial requirement is embodied in the CPVF Baseline rather than the President’s Budget 14 transfer document.

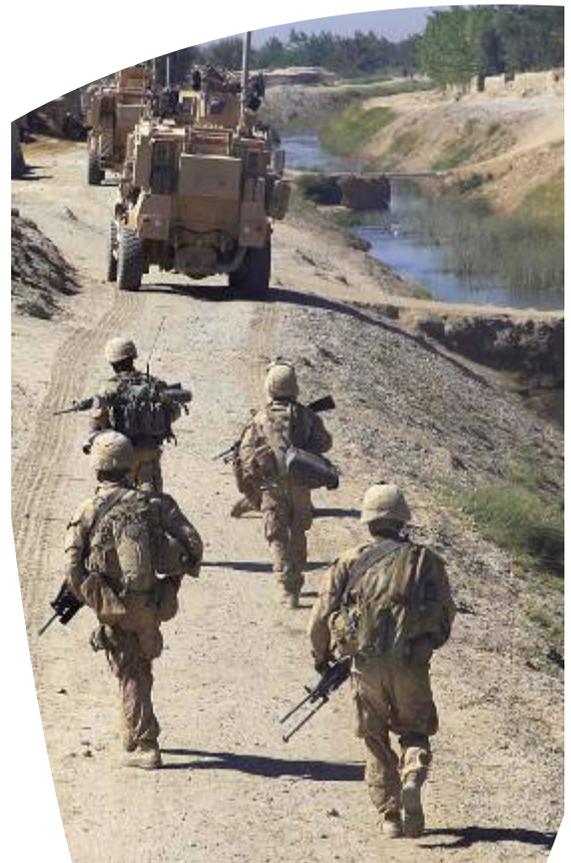
Reimbursement for Utilities and Services from Privatized Housing Projects

The Office of the Secretary of Defense (OSD) functional lead for Joint Base Housing [Office of the Deputy Under

Secretary of Defense (Installations & Environment) (ODUSD(I&E)), Directorate of Housing & Competitive Sourcing] is drafting a memo with guidance on how the supporting Component should handle the reimbursement arrangements for utilities and services (e.g., firefighting and police) that are part of privatized housing deals being managed by supported Components. He is currently working with the Service Components to sort through complex financial and legal issues in order to present recommendations for decision at the July 21, 2010 Senior Joint Base Working Group (SJBWG) meeting.

Addition of Commander, U.S. Marine Corps Forces, Pacific (COMMARFORPAC) to Intermediate Command Summit (ICS)

On May 7, 2010, the Headquarters Marine Corps requested the addition of COMMARFORPAC to the ICS for Joint Region Marianas. The Joint Basing Program Management Office (JBPMO) is currently processing two memos to modify the ICS Charter and Joint Basing Implementation Guidance to include COMMARFORPAC in the ICS. These changes will allow greater communication between the Marines



Corps and the Army, Navy, and Air Force on Joint Basing issues for the Marines’ relocation of forces to Guam as part of the Defense Policy Review Initiative. We expect DUSD(I&E) to sign the memo in July 2010 after Senior Installations Management Group coordination.

SPOTLIGHT – CPVF

OSD Functional Leads Meeting

On June 14, 2010, the OSD functional leads met to discuss Quarter 2 (Q2) Fiscal Year 2010 (FY10) CPVF data, which included data from Phase II joint bases. The purpose of this meeting was to look for systemic issues. The main questions we addressed were:

- 1) Are we getting the information we need?
- 2) Are we asking the right questions?
- 3) Are joint bases interpreting the CPVF questions correctly?

Phase I Joint Bases

As seen in Table 1, the number of Common Output Level Standards (COLS) that Phase I joint bases rated as a “Meets” has generally increased slightly from the previous quarter with large increases in Emergency Management and Housing. These large increases are due to joint bases increased understanding of the COLS as well as joint bases working to resolve issues identified in previous quarters. Alternatively, several categories of COLS, specifically Environmental and Facilities Investment, continue to have a significant percentage of COLS not met. For Environmental, Notice of Violations and lack of management plans and survey data caused a majority of the “Does Not Meet” ratings. For Facilities Investment, lack of funding, the inability to fill vacancies, and extensive snow removal operations caused the majority of the “Does Not Meet” ratings. The Phase I joint bases are continuing to resolve service execution issues, and the OSD staff is working through functional and Service channels to resolve questions on interpretation of standards and reporting.

Table 1: Phase I Joint Base CPVF FY10 Q2 Results

Category	Meets			Does Not Meet			Not Reported		
	FY09 Q4	FY10 Q1	FY10 Q2	FY09 Q4	FY10 Q1	FY10 Q2	FY09 Q4	FY10 Q1	FY10 Q2
Command Support	93%	92%	95%	7%	8%	5%	0%	0%	0%
Community Services	88%	91%	96%	12%	9%	4%	0%	0%	0%
Emergency Management	82%	77%	93%	18%	23%	7%	0%	0%	0%
Environmental	92%	82%	78%	8%	18%	22%	0%	0%	0%
Facilities Investment	68%	68%	72%	32%	32%	28%	0%	0%	0%
Facilities Operation	88%	85%	85%	12%	15%	15%	0%	0%	0%
Housing	69%	65%	94%	31%	35%	6%	0%	0%	0%
Information Technology Services Management	88%	84%	88%	11%	15%	11%	0%	1%	1%
Logistics Services	95%	87%	85%	5%	9%	10%	0%	4%	4%
Operational Mission Services	90%	85%	97%	2%	9%	3%	7%	6%	0%
Security Services	95%	92%	95%	5%	8%	5%	0%	0%	0%

Phase II Joint Bases

Since Phase II joint bases have not reached FOC, we expected that a number of COLS would be rated “Does Not Meet.” Generally, the amount of time required for the hiring process, lack of funding, and current contracts not meeting COLS were the top reasons for Phase II joint bases not meeting COLS. However, some joint bases were not interpreting certain COLS correctly or experiencing issues with executing the COLS. See Table 2 for a summary of the Phase II joint base data.



SPOTLIGHT Cont'd

Table 2: Phase II Joint Base FY10 Q2 CPVF Results (Pre-FOC Data)

Category	Meets	Does Not Meet	Not Reported
Command Support	86%	14%	0%
Community Services	79%	21%	0%
Emergency Management	76%	24%	0%
Environmental	91%	9%	0%
Facilities Investment	61%	39%	0%
Facilities Operation	81%	19%	0%
Housing	68%	32%	0%
Information Technology Services Management	71%	29%	0%
Logistics Services	88%	11%	0%
Operational Mission Services	95%	5%	0%
Security Services	75%	25%	0%



COLS Most Often Reported “Does Not Meet”

Table 3 summarizes the COLS most often reported as “Does Not Meet.” Child and Youth Programs, Facilities Sustainment, Information Technology Services Management, and Housing were the functions with the most COLS not met.

Table 3: COLS Most Often Reported “Does Not Meet”

Function / COLS	Joint Bases Reporting "Does Not Meet"
Child and Youth Programs / Child Development Program Placement	10
Facilities Sustainment / Components replaced when needed	8
Facilities Sustainment / Routine Service Order Resolution time	8
Custodial Services / Maintain clean and healthy environment (Basic Service)	7
Information Technology Services Management / Video Products	7
Unaccompanied Personnel Housing / Occupancy Percentage	7
Facilities Sustainment / Customer Satisfaction survey	6
Facilities Sustainment / Urgent Service Order Resolution time	6
Financial Management / Customer inquiry response time	6
Information Technology Services Management / Command Access Channel	6
Information Technology Services Management / Moves, Adds, and Changes (MACs)	6
Installation Public Affairs / Training Command Groups	6
ITSM / Customer Survey Distribution	6

To aid the joint bases, the OSD staff is preparing a manual to accompany the web-based CPVF, and the web-based system will include a tutorial (all due out to the field in August 2010).



SPOTLIGHT Cont'd

Lessons Learned

CPVF Submittals

The comments associated with the COLS in the subject matter expert (SME) section should contain enough information to explain the COLS rating (i.e., name and rank of rater is insufficient), and to allow the process to be replicated by another person.

- ▶ The web-based CPVF will have an intermediary between the SME and the CPVF Administrator to verify that the information is accurate and ensure that the SMEs provided adequate explanations. This will add a level of quality control for the data that the CPVF Administrator is not able to provide. An example of a person who would fill this intermediary position is a shop foreman.

Training

A number of SMEs have changed since OSD provided CPVF training; therefore, ensuring that CPVF training is available is important.

- ▶ OSD will prepare a manual to accompany the web-based CPVF, and the web-based system will include a tutorial.

SMEs should reference the additional guidance regarding the COLS, which is available within the CPVF tool. In the SME Performance Assessment window, click on "Description of Standard," and a window will pop up with additional Annex W notes and references for each COLS.

Local Joint Base Guidance

Some joint bases have found it helpful to:

- ▶ Develop base specific CPVF business rules.
- ▶ Create refined COLS definitions to improve relevance of the COLS to their joint base.
- ▶ Require SMEs to verify and compare that their COLS rating corresponds to their Service-specific standards to ensure identical and accurate reporting is reflected in both systems.

COLS Ratings

Some standards have been incorrectly reported as "Does Not Meet" because of a misinterpretation of how the standards should be assessed. SMEs should work with their chain of command to ensure a "Does Not Meet" response means they are actually not meeting the COLS. If the standard is being met by working extra hours, utilizing borrowed manpower or over hires, or using the services of another base, then the COLS should be rated as a "Meets" and the comments block should include information on the additional resources, etc that were required to meet the standard.

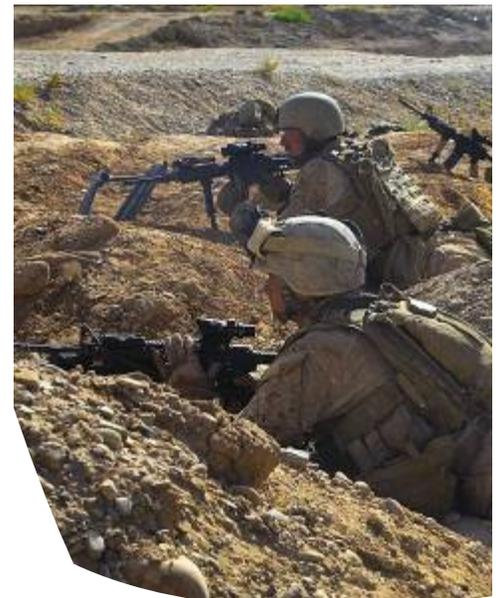
- ▶ If the function is being offered regionally or in another reach-back manner, the installation still receives the service. The SME should contact a point of contact at the organization providing the service to get an assessment of the performance.
- ▶ If a service was not required (i.e., the capability exists to meet the COLS, but the service was not performed during the reporting period), the standard should be assessed as "Meets." For example, in a response to Legal Services COLS, an installation reported that they did not meet COLS, because "Services were not required during the quarter." The installation should have responded with a "Meets" because, although the services were not required, they were still available at the installation. For these situations, include a comment stating that the service was not requested/required.

An SME cannot answer "N/A." Exceptions to standards are entered by the CPVF administrator prior to the start of data entry.

- ▶ CPVF Business Rule #7 states that "Prior to first use, the JBPC may identify COLS standards that are not applicable to the JB (e.g., demagnetizing ship hulls on Fort Myer). The CPVF allows such standards to be marked as "Not Applicable." In addition, the MOA may include Variances where a function does not transfer. Standards for such functions can also be marked as "Not Applicable." Standards marked "Not Applicable" do not require data entry by Subject Matter Experts (SMEs), and are scored "N/A" in reports. The MOA may include Deviations where the wording of a COLS standard or the metric differs from the original Annex W. The CPVF allows such Deviations to be entered so that the local version of the standard is presented to SMEs entering performance data, and performance is scored against the local standard."

CPVF Web-Basing Update

We are planning to release the new CPVF tool in August 2010. The web-based application should simplify reviewing and reporting, reduce workload to manage the database, and reduce errors when new databases are published. It will also include several new features, like a "Foreman/Superintendent" level review between the SME entering the data and the CPVF Administrator to ensure data accuracy.





Talking Points

Common Access Card (CAC) Reissuance

The Defense Manpower Data Center (DMDC) and Office of the Secretary of Defense / Networks and Information Integration - Chief Information Officer (OSD(NII-CIO)) provided further clarification on the reissuance of CACs. The guidance is as follows:

- 1) Civilians – When the parent service organization of a DoD civilian employee changes from one Service to another due to Joint Basing activities, that employee’s CAC needs to be reissued [e.g., if an Army employee (supported Component) changes parent organization to Air Force (supporting Component), then the Army employee must get his CAC reissued].
- 2) Military – Military members will not require reissuance of a CAC based on Joint Basing activities.
- 3) Contractors – Contractors are affected only if the Service sponsoring the contract will change as a result of joint base alignment. For contracts that will be changing Service sponsorship, the Contractor Verification System trusted agent administering personnel under the contract should directly coordinate with the gaining Service to ensure that proper contract “handoff” activities are accomplished.

OSD(NII-CIO) issued a white paper on CAC reissuance and recovery and a frequently asked questions (FAQs) document to provide guidance to assist joint bases. The white paper and FAQs document are available on the JBPMO website.

Budget Program Management Review (PMR)

The Budget PMR will be held during the Service Program Objective Memorandum (POM) Briefs in August 2010. The Service Headquarters will embed Joint Basing performance and budget slides into their POM briefings. There will be no separate Joint Basing meeting. Services will discuss any issues from the Service POM Briefs at the October SJBWG meeting.

From the JBPMO

Newsletter Topics for Lessons Learned Spotlight

Each month, the JBPMO newsletter will spotlight lessons learned in both implementation and execution. The following list includes suggested topics for future newsletters. If you have any other suggestions or comments, please contact the JBPMO (jointbasing@osd.mil).

- ▶ July – Emergency Management
- ▶ August – Financial Management
- ▶ September – Security Services

Call for Articles

If you would like to prepare an article for the JBPMO newsletter, please contact us at jointbasing@osd.mil. Some suggestions for articles include reporting a success story at your joint base, detailing a functional issue or concern and how your joint base overcame it, or discussing the impact of Joint Basing on your military community. Articles should be 300 words or less.

JBPMO Website

The JBPMO updates the JBPMO website on a daily basis, and emails weekly updates to the website to all members of the group. The JBPMO made the following updates during the month of June:

- ▶ CAC Reissuance and Recovery White Paper
- ▶ CAC FAQs
- ▶ JBPMO Newsletter - May 2010

Missing Something?

If you are working through an issue that requires resolution from the JBPMO and it is not addressed in this newsletter, please bring it to our attention. ▶OSD: jointbasing@osd.mil ▶Army: armyjointbasing@conus.army.mil ▶Navy: ANND_CNICHO_Jointbasing@navy.mil ▶Air Force: af.jointbasing@pentagon.af.mil ▶Marine Corps: jbworkinggroup@usmc.mil