

2024 StrategicHR

Improving the Capabilities of the HR Workforce

DCPAS 



DoD Virtual Benefits &
Work-Life Symposium



DEPARTMENT OF DEFENSE
DEFENSE CIVILIAN PERSONNEL ADVISORY SERVICE
4800 MARK CENTER DRIVE
ALEXANDRIA, VA 22350-1100

Dear Symposium Participants,

I am pleased to welcome you to the 2024 DoD Defense Civilian Personnel Advisory Service (DCPAS) Virtual Benefits & Work-Life Symposium. Your presence and contributions are integral to the success of this event. This year our theme is "**Strategic HR: Improving the Capabilities of the HR Workforce**," reflecting our shared commitment to advancing the proficiency and effectiveness of our HR professionals.

This multi-day training forum is a unique opportunity to delve into various Civilian HR topics, initiatives and efforts that are relevant to our DoD Community. Our symposium promises three days of meaningful discussions and insightful presentations, providing you with additional insights to help you manage your Federal Benefits and Work-Life Programs. This is a tremendous opportunity to learn, grow, and connect with other human resource professionals.

We are honored to feature a diverse group of keynote speakers who are renowned experts in their fields, including industry leaders, Federal officials, and DoD subject matter experts. They will share information on the latest trends, best practices, and strategic initiatives that directly affect the very important work that we perform to support the DoD mission and our workforce.

This event is designed to foster high levels of engagement and collaboration, focusing on strategies to address the challenges and complex issues experienced by our workforce. Our goal is to provide valuable takeaways to enhance your ability to serve the Department's most valuable resource, our DoD civilian employees.

We deeply appreciate your participation in this significant virtual event. Your engagement and enthusiasm are vital to the success of this symposium. We encourage you to immerse yourself fully in the training seminars and workshops and leverage this opportunity to expand your professional network.

Welcome to the symposium. We believe that your participation will make this a productive and enriching experience.

Sincerely,

SMITH.TAIWANN
A.R.1074327989

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Taiwana R. Smith
Director, Benefits, Wage and NAF Policy

SEPTEMBER 23, 2024

ALL-DAY

8:00 AM – 4:00 PM: Live Virtual Check-in

DAY 1: SEPTEMBER 24, 2024

MORNING

8:00 AM – 8:30 AM: Welcome and Opening Remarks by Mr. Daniel J. Hester, SES, Defense Civilian Personnel Advisory Service (DCPAS) Director and Mrs. Taiwana R. Smith, Director, Benefits, Wage, and NAF Policy

8:30 AM – 9:30 AM: Plenary Session: *DoD HR Functional Community (HRFC)*
Presented by Dr. Gina Eckles, DCPAS

9:30 AM – 9:45 AM: Transitional Break

9:45 AM – 10:45 AM: Concurrent Sessions:

- IC Session: HR Issues Impacting the Federal Employees' Compensation Act (FECA)
- Nonappropriated Fund (NAF) Personnel System & Portability of Benefits for Moves between Civil Service and NAF Employment Systems
- EBA Session: FEHB Family Member Eligibility Verification

10:45 AM – 11:00 AM: Transitional Break

11:00 AM – 12:00 PM: Plenary Session: *OPM Retirement Processing*
Presented by Ms. JoAnna Spicer, The United States Office of Personnel Management (OPM)

AFTERNOON

12:00 PM – 1:00 PM: Lunch

1:00 PM – 2:00 PM: Concurrent Sessions:

- UC Session: Unemployment Compensation Basics
- Work-Life Session: Foundations of a Successful Employee Wellness Program
- IC Session: Second Opinion Exams
- EBA Session: FERS Eligibility Workshop (Retirement Determination) – FERS/FERS- RAE/FERS-FRAE

2:00 PM – 2:15 PM: Transitional Break

2:15 PM – 3:15 PM: Plenary Session: *TSP Investment Options*
Presented by Mr. Stewart Kaplan, Thrift Savings Plan

3:15 PM – 3:30 PM: Transitional Break

3:30 PM – 4:30 PM: Plenary Session: *Medicare*
Presented by Ms. Sylvia Gary, Health & Human Services Department (HHS)

4:30 PM: Closing Remarks by Mrs. Taiwana R. Smith, Director, Benefits, Wage, and NAF Policy

EVENT Agenda

DAY 2: SEPTEMBER 25, 2024

MORNING

8:00 AM – 8:30 AM: Welcome and Introduction

8:30 AM – 9:30 AM: Plenary Session: *AAFES Employee Benefits*
Presented by Mr. Christopher J. Ewers, Army & Air Force Exchange Service

9:30 AM – 9:45 AM: Transitional Break

9:45 AM – 10:45 AM: Concurrent Sessions:

- UC Session: Unemployment Compensation Forms and Appeals
- IC Session: Counseling Injured Workers
- EBA Session: FEHB Family Member Eligibility Verification
- EBA Session: Creditable Military Service

10:45 AM – 11:00 AM: Transitional Break

11:00 AM – 12:00 PM: Plenary Session: *Social Security*
Presented by Ms. Tanya Duncan, Social Security Administration (SSA)

AFTERNOON

12:00 PM – 1:00 PM: Lunch

1:00 PM – 2:00 PM: Concurrent Sessions:

- IC Session: Loss of Wage-Earning Capacity (LWEC)
- EBA Session: FERS Eligibility Workshop (Retirement Determinations) – FERS/FERS-RAE/FERS-FRAE
- Work-Life Session: Developing and Implementing a Successful Domestic Employees Teleworking Overseas (DETO) Program

2:00 PM – 2:15 PM: Transitional Break

2:15 PM – 3:15 PM: Plenary Session: *Leadership Development Opportunities*
Presented by Ms. Jimmie Vaughn, DCPAS

3:15 PM – 3:30 PM: Transitional Break

3:30 PM – 4:30 PM: Plenary Session: *Workplace Mental Health and Well-Being*
Presented by Ms. Jeane Garcia-Davis, MSN/MPH, RN, Office of the U.S. Surgeon General

4:30 PM: Closing Remarks by Mrs. Taiwana R. Smith, Director, Benefits, Wage, and NAF Policy

DAY 3: SEPTEMBER 26, 2024

MORNING

8:00 AM – 8:30 AM: Welcome and Introduction

8:30 AM – 9:30 AM: Plenary Session: *Essential Skills for Dialogue and Negotiation*
Presented by Ms. Virginia Hill, Partnership for Public Service

9:30 AM – 9:45 AM: Transitional Break

9:45 AM – 10:45 AM: Concurrent Sessions:

- IC Session: Building Connection Through Communication: Strategies for Success
- IC Session: Havana Act
- EBA Session: Approval Process for Special Retirement Position Descriptions (PD)
- Work-Life Session: *DoD Childcare Fee Assistance Program* by Heidi Welch, Associate Director for Child and Youth Program Operations, Office of the Secretary of Defense (Military Community and Family Policy)

10:45 AM – 11:30 AM: Closing Remarks and Special Recognition by Mrs. Taiwana R. Smith, Director, Benefits, Wage, and NAF Policy

11:30 AM – 12:30 PM: Plenary Session: *Radical Transparency: Gaining Employee Trust through Enhanced Feedback Loops*
by Mr. Cameron Kober and Ms. Yenisleidy Simon Mengana, Partnership for Public Service (**Supervisors Only**)

Session Topics and Descriptions

DAY 1 (SEPTEMBER 24, 2024)

MORNING

8:30 AM – 9:30 AM: Plenary Session: DoD HR Functional Community (HRFC) Presented by Dr. Gina Eckles, DCPAS

9:45 AM – 10:45 AM: IC Session: HR Issues Impacting the Federal Employees' Compensation Act (FECA)

This session will cover the difference between Leave Without Pay (LWOP) for someone out of work due to an on-the-job injury and regular LWOP. Information about how an employee's benefits such as Service Computation Date, Within Grade Increases, FEHB, FEGLI and TSP are affected will be discussed. This session will also discuss how LWOP under workers' compensation affects retirement benefits under OPM. The topic of Return to Duty (RTD) will also be covered to provide references and discuss the effects of returning an individual to work incorrectly could affect their benefits in the future.

9:45 AM – 10:45 AM: Nonappropriated Fund (NAF) Personnel System & Portability of Benefits for Moves between Civil Service and NAF Employment Systems

This session will provide an overview of the NAF personnel system, Portability of Benefits laws and protections, and the process to follow when employees move between DoD civil service and NAF employment systems. Civil service and NAF employment systems typically offer similar benefits; however, NAF employment benefits have some distinct differences. Attendees will learn about the NAF workforce and personnel system, portability rules regarding retirement coverage elections, pay and non-retirement benefits eligibility, and some of the common errors that occur.

9:45 AM – 10:45 AM: EBA Session: FEHB Family Member Eligibility Verification

This session provides an overview of the Federal Employees Health Benefits (FEHB) Program's family member eligibility verification (FMV) procedures prescribed by the Office of Personnel Management (OPM) as part of their ongoing effort to maintain and promote the integrity of the FEHB Program. The purpose of the increased emphasis on the verification of family members is to prevent and identify potential instances of improper enrollments.

11:00 AM – 12:00 PM: Plenary Session: OPM Retirement Processing Presented by Ms. JoAnna Spicer, The United States Office of Personnel Management (OPM)

AFTERNOON

1:00 PM – 2:00 PM: UC Sessions: Unemployment Compensation Basics

This session will provide a general overview of the Unemployment Compensation (UC) and Unemployment Compensation for Federal Employees (UCFE) programs. Discussion will include UC eligibility criteria, the UCFE responsibilities of the Department of Defense, the UCFE claims process, the UC billing process, and UC program management.

1:00 PM – 2:00 PM: Work-Life Session: Foundations of a Successful Employee Wellness Program

This session covers how to plan, implement, and create an environment that supports health & wellness programs, policies, and practices. Missile Defense Agency's Work-Life Coordinator partners with DCPAS on this training session and illustrates how their agency developed and implements a successful employee wellness program and shares its strategies and current initiatives.

1:00 PM – 2:00 PM: IC Session: Second Opinion Exams

This session will cover the process of Second Opinion Exams and what to look for when reviewing the SECOP report: how to identify a Second Opinion; when a Second Opinion is considered; and what Claims Examiner's look for in referring a case for a Second Opinion. This course will also take a look at a case study to view a real world example of a SECOP report.

1:00 PM – 2:00 PM: EBA Session: FERS Eligibility Workshop (Retirement Determination) - FERS/FERS-RAE/FERS-FRAE

This session will provide information on the evolution of the Federal Employees Retirement System (FERS) with a focus on coverage determination for FERS, FERS-RAE, and FERS-FRAE using determination tables per Chapter 10 of the CSRS and FERS Handbook. Discussion will include eligibility criteria for various types of retirement (early, optional, discontinued service, and disability).

2:15 PM – 3:15 PM: Plenary Session: TSP Investment Options Presented by Mr. Stewart Kaplan, Thrift Savings Plan

3:30 PM – 4:30 PM: Plenary Session: Medicare Presented by Ms. Sylvia Gary, Health & Human Services Department (HHS)

4:30 PM: Closing Remarks by Mrs. Taiwana R. Smith, Director, Benefits, Wage, and NAF Policy

Session Topics and Descriptions

DAY 2 (Wednesday, September 25)

MORNING

8:30 AM – 9:30 AM: Plenary Session: AAFES Employee Benefits Presented by Mr. Christopher J. Ewers, Army & Air Force Exchange Service

9:45 AM – 10:45 AM: IC Session: Unemployment Compensation Forms and Appeals

This session will provide a description of the most used forms for the Unemployment Compensation for Federal Employees program. This session will also provide an overview of the unemployment compensation (UC) appeals process. Discussion will include a description of the SF-8, ETA-931, and the ETA-931A forms; State and Department of Defense UC notices; and an overview of the UC appeals process including the UC appeals levels, and hearing preparations.

9:45 AM – 10:45 AM: IC Session: Counseling Injured Workers

The purpose of this session is to clearly define the roles and responsibilities of the supervisor and the employee when an injury occurs. Actions required by the supervisor to ensure injured worker receives all benefits to which they are entitled and concurrently protect the interests of the agency will specifically be addressed. An overview of the fundamentals involved in the initial management of a workers' compensation claim will also be provided.

9:45 AM – 10:45 AM: EBA Session: FEHB Family Member Eligibility Verification

This session provides an overview of the Federal Employees Health Benefits (FEHB) Program's family member eligibility verification (FMV) procedures prescribed by the Office of Personnel Management (OPM) as part of their ongoing effort to maintain and promote the integrity of the FEHB Program. The purpose of the increased emphasis on verification of family members is to prevent and identify potential instances of improper enrollments.

9:45 AM – 10:45 AM: EBA Session: Creditable Military Service

This session will provide a general overview of types of military service that is potentially creditable for inclusion with civilian service, situations where payment of military deposits are required with a focus on employees serving under Uniformed Services Employment and Reemployment Rights Act (USERRA), National Guard personnel ordered to active duty under USERRA, and members serving in Reserve units of the military.

11:00 AM – 12:00 PM: Plenary Session: Social Security Presented by Ms. Tanya Duncan, Social Security Administration (SSA)

AFTERNOON

1:00 PM – 2:00 PM: IC Session: Loss of Wage-Earning Capacity (LWEC)

This session will provide a deeper understanding into the Loss of Wage-earning Capacity (LWEC) purpose, the process and its effects on chargeback savings. This session will delve into the elements needed from the employing agency to assist in meeting DOL timeframes to establish a formal LWEC, the role that Vocational Rehabilitation (VR) plays into leading into either an Actual LWEC (A-LWEC) or Constructed LWEC (C-LWEC), and briefly discuss situations for LWEC modification.

1:00 PM – 2:00 PM: EBA Session: FERS Eligibility Workshop (Retirement Determinations) – FERS/FERS-RAE/FERS-FRAE

This session will provide information on the evolution of the Federal retirement system with the focus on coverage determination for FERS, FERS-RAE, and FERS-FRAE using determination tables in accordance with Chapter 10 of the CSRS and FERS Handbook. Discussion will include eligibility criteria for various types of retirement (early, optional, discontinued service, and disability).

1:00 PM – 2:00 PM: Work-Life Session: Developing and Implementing a Successful Domestic Employees Teleworking Overseas (DETO) Program

This session will feature guest speakers Anna Miller and Elizabeth White, Department of the Army, HR Specialists. It will cover policy requirements of a Domestic Employee's Teleworking Overseas (DETO) Program and best practices for routing a DETO application from your Component to the Department of State for processing. Learn the policy requirements for temporarily permitting employees to perform work requirements and duties from approved overseas locations under an approved DETO agreement.

2:15 PM – 3:15 PM: Plenary Session: Leadership Development Opportunities Presented by Ms. Jimmie Vaughn, DCPAS

3:30 PM – 4:30 PM: Plenary Session: Workplace Mental Health and Well-Being Presented by Ms. Jeanne Garcia-Davis, MSN/MPH, RN, Office of the U.S. Surgeon General

4:30 PM: Closing Remarks by Mrs. Taiwana R. Smith, Director, Benefits, Wage, and NAF Policy

DAY 3 (Thursday, September 26)

MORNING

8:30 AM – 9:30 AM: Plenary Session: Essential Skills for Dialogue and Negotiation
Presented by Ms. Virginia Hill, Partnership for Public Service

9:45 AM – 10:45 AM: IC Session: Building Connection Through Communication: Strategies for Success

In today's interconnected world, the ability to build meaningful connections through effective communication is more important than ever. This session is designed to teach you how to communicate with confidence, how to communicate with difficult people, how to develop essential communication skills and how to communicate across generations. After completing this session, participants will have an arsenal of techniques to build and maintain strong connections which will improve personal relationship and enhance career development.

9:45 AM – 10:45 AM: IC Session: Havana Act

The Helping American Victims Afflicted by Neurological Attacks (HAVANA) Act of 2021 was passed to help DoD employees and their dependents who have been affected by Anomalous Health Incidents (AHI). This session will provide a history of the legislation, the steps the Department is taking to implement the HAVANA Act Benefits Program, an overview of the Departments process when requests for benefits are received, and the role that the Human Resources Specialists play in in the process.

9:45 AM – 10:45 AM: EBA Session: Approval Process for Special Retirement Position Descriptions (PD)

The Special Retirement session details the processes and procedures required for position approval under the Special Retirement category. In addition, discussion will cover agency roles, elements of a Special Retirement Package, and common errors.

9:45 AM – 10:45 AM: Work-Life Session: DoD Childcare Fee Assistance Program by Heidi Welch, Associate Director for Child and Youth Program Operations, Office of the Secretary of Defense (Military Community and Family Policy)

Military Child Care in Your Neighborhood is a fee assistance program that keeps affordable childcare in reach for eligible families. The DoD Childcare Fee Assistance Program is not only available to the military services, but it is also available for DoD Civilians. This session will provide an overview of the program to include how the program works, eligibility requirements, and the application process.

10:45 AM – 11:30 AM: Closing Remarks and Special Recognition by Mrs. Taiwana R. Smith, Director, Benefits, Wage, and NAF Policy

11:30 AM – 12:30 PM: Plenary Session: Radical Transparency: Gaining Employee Trust through Enhanced Feedback Loops by Mr. Cameron Kober and Ms. Yenisleidy Simon Mengana, Partnership for Public Service (Supervisors Only)



Jeane Garcia Davis, she/her

Deputy Director for Science & Policy, Office of the Surgeon General

Jeane Garcia Davis is a multi-disciplinary public health leader committed to more equitable, trauma-informed health policy and practice worldwide. Previously with the NYC Medical Reserve Corps through the COVID-19 pandemic, and with the CDC in China and USAID in Afghanistan before that, she now serves as Deputy Director of Science and Policy for the U.S. Surgeon General, Dr. Vivek Murthy. There, she drives efforts with an inspiring team and partners to protect our nation's health, safety, and well-being by developing and communicating Surgeon General advisories and other products, including Addressing Health Worker Burnout, the Framework on Workplace Mental Health and Well-Being, and the Firearm Violence in America: A Public Health Crisis. Originally from Queens, NY, she and her husband are based in Washington, D.C. and do their best to keep up with their three brave young children.

Tanya Duncan, she/her

Lead Public Affairs Specialist, Social Security Administration

Tanya Duncan serves as Lead Public Affairs Specialist with the Social Security Administration.

In this role, she conducts retirement seminars for private and public audiences, provides training on applying for Social Security benefits, and promotes Social Security on local radio and television broadcasts. Additionally, she coordinates meetings between local field offices and congressional staff, writes for local media, manages the Area Public Affairs Specialist budget, and is a liaison between local field and congressional offices. Tanya also leads a team of Public Affairs Specialists, collaborates with the Office of External Affairs on public service announcements, and trains and mentors new staff while preparing and presenting training on new agency initiatives.

She began her career with Social Security in September 2002 at the Thomasville, GA field office, and eventually served as Operations Supervisor at the Albany, GA district office. Ms. Duncan graduated from the Atlanta Region Leadership Development Program in 2011.



Dr. Gina M. Eckles, she/her

Associate Director, Human Resources Functional Community (HRFC)

Dr. Gina M. Eckles is an Associate Director in the Talent Development Line of Business, Defense Civilian Personnel Advisory Service (DCPAS), Defense Human Resources Activity (DHRA), and the Functional Community Action Officer for the DoD's Human Resources workforce. She is responsible for executing functional community governance and the overall maturity of the Department's HR functional community; determining priorities for the HR workforce; strategic planning goals, objectives, and initiatives; identifying workforce gaps; developing technical area competency models; identifying criteria for the DoD HR credentialing framework and programs; and developing comprehensive data, information, documents and tools to assist our HR practitioners perform effectively on the job.

Dr. Eckles holds a Doctorate in Organizational Leadership from the University of Oklahoma and is a graduate of the Federal Executive Institute. She is DAWIA Level III certified in Program Management and Information Technology and is a certified Lean Six Sigma Black Belt.



Christopher Ewers, he/him

Healthcare Compliance Specialist, Army & Air Force Exchange Service

Chris Ewers is a Healthcare Compliance Specialist at the Army & Air Force Exchange Service (Exchange), at the organization's headquarters in Dallas. In this role, Ewers collects and analyzes monthly financial, operational, and quality reports while assisting in marketing for healthcare vendors by managing a planned calendar and reviewing promotions. He ensures contract compliance and fosters key relationships with healthcare program stakeholders. Additionally, he provides field support and maintains the Exchange's healthcare access database and health and wellness portal.

A native of Clinton, Iowa, Ewers completed the Army Practical Nursing Course and has over 30 years of experience in emergency room and critical care nursing in both military and civilian roles. Before beginning his career with the Exchange in 2019, Ewers served in the Army for 16 years, including a combat tour in Iraq as a combat medical specialist. Ewers' motto is to tell everyone to "keep smiling."

[Email](#)
[LinkedIn](#)



Sylvia Gary, she/her

Program Training Specialist, Centers for Medicare & Medicaid Services

Sylvia Gary serves as Program Training Specialist in the Centers for Medicare & Medicaid Services (CMS) National Training Team. She has spent her career developing outreach initiatives and conducting Medicare training for over 20 years. Prior to her position with CMS Baltimore, Mrs. Gary served as Outreach Lead in the Division of Medicare Health Plans with CMS Dallas, her responsibilities included: coordinating Beneficiary, Provider, and Congressional outreach efforts to ensure audience-appropriate presentations and handouts; developing, cultivating, and maintaining partnerships with community-based and grassroots organizations to promote Medicare and Marketplace awareness and knowledge; and training new and existing partners so they can most effectively assist people with both Medicare and the Health Insurance Marketplace.

[Email](#)
[Website](#)

Virginia Hill, MSW, PCC, she/her

Senior Executive Coach and Facilitator, Partnership for Public Service

Virginia (Ginny) Hill serves as a Senior Facilitator for various leadership programs and initiatives across the Partnership. She is a Professional Certified Coach (PCC) by the International Coaching Federation (ICF) with over 600 hours of paid coaching. Ginny's passion is working with leaders to reach their full potential through developing self-command, growth mindset, and an enhanced ability to work with others.

Ginny's expertise comes from eight years as a certified trainer of Crucial Conversations for Mastering Dialogue,[®] twelve years of delivering leadership development training, and assessments related to conflict management, emotional intelligence, and personal motivation.

Ginny's career began in the federal government as a Presidential Management Fellow (PMF) at the National Institutes of Health (NIH) in 2007, where she worked until 2015. She earned a Master of Social Work (MSW) from Louisiana State University, and a Bachelor of Science in Psychology from the University of Illinois.





Stewart Kaplan

TSP Training and Liaison Specialist

Stewart Kaplan retired from the Air Force in 2003 and holds a Masters of International Management from Whitworth University and a Certificate in Financial Planning from Kaplan University. He joined the staff of the Federal Retirement Thrift Investment Board in April 2013 where he has conducted training for plan participants, human resources staffs and payroll offices on a wide range of TSP topics and worked on a variety of special projects including the evaluation of and updates to the TSP's Lifecycle Funds.

He authored and taught a course called "To Retirement and Beyond" which was the recipient of the 2022 Pensions and Investments award for best Pre-Retirement Preparation" education program.

Stewart is an Accredited Financial Counselor and holds the designations of Certified Employee Benefits Specialist through the International Foundation of Employee Benefit Plans of Wharton Business School and Retirement Income Certified Professional through the American College of Financial Services.

Cameron Kober, he/him

Director, Federal Workforce, Partnership for Public Service

Cameron Kober oversees the Partnership for Public Service's employee engagement portfolio. This work includes holding leadership accountable to improve organizational culture through the Best Places to Work in the Federal Government® rankings, the most comprehensive rating of employee engagement in the federal government. Additionally, his team provides direct services to federal agencies to identify and improve engagement through quantitative and qualitative data analysis, action planning and consulting support. Previously, Cameron developed a passion for public service as a middle school teacher in Central Florida.



Yenisleidy Simon Mengana, she/her

Senior Manager, Federal Workforce, Partnership for Public Service

Yenisleidy (Yeni) Simon Mengana leads the design, implementation, and facilitation of employee engagement programs for federal agencies. She also has experience managing programs to recruit, hire and support the next generation of diverse, talented public servants. Throughout her career, Yeni has championed youth leadership development and civic engagement initiatives with a focus on diversity, equity and inclusion. Most recently, she led international and intercultural education programs in the Office of Global Learning Initiatives at Florida International University.

Learn more about Cameron and Yeni's work at <https://ourpublicservice.org/our-solutions/employee-engagement/engagement-services/>

JoAnna Spicer, she/her

Human Resources Specialist (Employee Benefits)

JoAnna Spicer joined the U.S. Office of Personnel Management (OPM), Retirement Services, Benefits Officers Development and Outreach group in 2021. She serves as an OPM Liaison for multiple Department of Defense components (including the Department of the Army, Department of the Air Force, and Department of the Navy) and numerous other Federal agencies.

JoAnna has over 18 years of Federal experience, 14 of which were spent managing the Federal benefits program operations at the local field office level and headquarters level. Throughout her career, she served in several positions within the Department of Veterans Affairs (VA) and the Executive Office of the President (EOP).



Jimmie H. Vaughn, she/her

Strategic Advisor, Talent Development, Defense Civilian Personnel Advisory Service

Jimmie Vaughn is the Strategic Advisor of Talent Development at the Defense Civilian Personnel Advisory Service (DCPAS). She provides high-level guidance on major initiatives related to Talent Development, ensuring alignment with the Department of Defense's Human Capital Operating Plan (HCOP), and plays a critical role in shaping strategies for the approximately 950,000-member DoD civilian workforce. Her prior positions at DCPAS included Associate Director of Talent Development and Chief of Career & Professional Development. In these roles, she oversaw the use of developmental tools such as coaching, mentoring, and enterprise-level broadening initiatives that supported "continuous learning," which she believes to be the foundation of one of DoD's most strategic and important missions – developing its people. Ms. Vaughn has a rich background in HR and national security, with significant experience in the Department of the Army and DCPAS. She holds advanced degrees from the U.S. Army War College, American University, and what is now West Texas A&M University. An Educator at heart, Ms. Vaughn's beliefs and ideals are guided by her personal source of inspiration: "To Teach is to Touch a Life Forever."

How to Join an MS 365 Teams Meeting as a Guest

Please log out of your Agency Teams account

1. Go to the meeting invite and right click on the link and select **Copy URL or Hyperlink**. Then open a web browser and paste the meeting URL into the web browser.

- Use either Microsoft Edge or Google Chrome as a web browser
- Once you paste the link, you will see a pop-up that will ask you to open Microsoft Teams, Click Cancel
- Click **Join on the Web instead**
- Your web browser may ask for camera and microphone permission. **Click Allow**.

2. Once you have arrived at the “Guest” user Join screen in the web browser.

- Enter your first and last name and Agency (i.e., **John Doe- Navy**)
 - Make certain to mute your microphone and turn off your camera
- Click Join Now when ready to join the call
 - If needed, use dial-in number(410-874-6749) and conference ID to join the meeting via phone call

3. You will enter the Teams meeting lobby, the organizer will be notified that you’re in the lobby and someone in the meeting can then admit you.

Important Note:

Some features of Teams meetings aren’t available to Guest Users.

For Audio/Visual technical issues, please contact the

DoD Virtual Benefits & Work-Life Symposium Audio/Visual Help line

410-374-6749 Conference PIN: 935752172#

How to Join a Teams Meeting as a DoD Employee

Participants who cannot enter a Microsoft (MS) Teams meeting through the Teams application and are DoD employees with a Teams account, should attempt the following steps:

- Restart the program and attempt to reenter the meeting.
- If unable to enter, ensure proxy server is turned off.
- Participants should restart their computer and again reenter the meeting.
- Participant should disconnect from their agency Virtual Private Network (VPN, Juniper, Pulse, etc.) and again reenter the meeting.
- Once all measures have been attempted, participant should enter on the web version of teams as an Anonymous User.

***PLEASE NOTE: If you don't have MS Teams on your computer, don't worry!
Join from your browser as an anonymous user.***

When a participant is unable to enter a MS Teams meeting and is non-DoD, they must enter the meeting as an Anonymous User via the web based version of MS Teams by doing the following:

- Open the meeting invite and select **Join Microsoft Teams Meeting**. When the participant clicks the meeting link, they will be placed in the virtual lobby awaiting entry by the host.

OR

- Right click on the link and select **Copy URL or Hyperlink**. Open the preferred web browser **Google Chrome** or **Microsoft Edge** and paste the meeting URL into the web browser.

Both of these options will open a web page where you will have two choices: **Join in the App** or **Join on the web**. (User must be logged out of Microsoft Account in MS Teams App or in Browser session.)

- If you do **have** the Teams app on your computer, select **Join in the App**.
- If accessing app directly paste the MS Teams Meeting URL in the Teams app.

OR

- If you **do not** have the MS Teams app , select **Join on the web**
 - Use either Microsoft Edge or Google Chrome as a web browser
 - Copy URL into Private session in your web browser prior to joining the meeting, you will be able to join the meeting without logging out of your non-DoD Microsoft Account.
 - Your web browser may ask to use your mic and camera. **Click Allow**.

Once you have gotten to the Anonymous User **Join** screen, either in the Windows app or Web Browser, then:

- Enter your organizational user name. (i.e., John Doe—DoD CIO)
- Adjust video and audio device setting
- (Optional) Use phone audio to join the call via mobile
- Click **Join Now** when ready to join the call.

This will bring you into the meeting lobby. MS Teams will notify the meeting organizer that you're there, and someone in the meeting can then admit you.

- If the meeting organizer does not admit you to the meeting within 15 minutes, you'll be removed from the lobby and will need to try joining again.

IMPORTANT NOTES:

- Some features of MS Teams meetings aren't available to Anonymous Users.
- If a participant loses capability or component of MS Teams while participating in a meeting (i.e., loss of chat, video, cannot see slide presentation, no audio, etc.), participants should follow steps for not being able to enter a meeting listed. (Note: Exiting and reentering the meeting may take several attempts before capability is restored).
- (Optional) When all trouble-shooting steps are followed and participants still are unable to enter an MS Teams meeting or continue to experience loss of capability within MS Teams, the option of utilizing a personal device (laptop is the only device that a participant can view the slides) is available. If a participant chooses to utilize a personal device, they must follow the steps for entering the meeting as an Anonymous User.
- To learn more about Anonymous Meeting Join, read the manage meeting settings in Microsoft Teams at the following website: <https://docs.microsoft.com/en-us/microsoftteams/meeting-settingsin-teams>.

*In the event you experience audio or visual technical issues, please call:
Audio & Visual Help Line: 410-874-6749 ID: 935752172#*