



EVOLVE**EXPANDE****EXCEL**
Emerge to Greater Heights

**2022 DoD
VIRTUAL BENEFITS
& WORK-LIFE
SYMPOSIUM**



SYMPOSIUM BROCHURE



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

Dear Symposium Participants:

It is my distinct pleasure to welcome you to the 2022 DoD, Defense Civilian Personnel Advisory Service (DCPAS) Benefits Symposium. It’s an exciting time for the Federal Benefits and Work Life communities as we continue to grow and adapt, and always remain responsive to our customer’s needs.

The theme for this year’s Symposium is “*Emerge to Greater Heights: Evolve, Expand, Excel.*” We are thrilled to present six keynote speakers considered to be industry-leading subject-matter-experts in the Federal Benefits and Work Life communities.

Our event will be an intense three days, full of lively discussions and case study exercises that will prepare Human Resources Specialist’s for the daily challenges they face when administering Federal Benefits, Work-Life, and Injury and Unemployment Compensation Programs. Our symposium seminars are designed to provide a high level of expertise and collaboration and will focus on some of the most challenging and complex topics and issues faced by our workforce.

We want to deeply thank you for your interest in DCPAS’s first ever virtual symposium event. We hope you will fully participate and enjoy the training seminars and workshops.

Welcome, and enjoy the symposium.

Sincerely,

SMITH.TAIWANN
A.R.1074327989

Digitally signed by
SMITH.TAIWANN.A.R.107432798
9
Date: 2022.06.08 11:01:12 -0400

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





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BENEFITS SYMPOSIUM AGENDA

SEPTEMBER 26, 2022

07:30 am to 4:00 pm | Live Virtual Check-in

DAY 1 – SEPTEMBER 27, 2022

08:15 am to 8:30 am	Welcome - Mr. Daniel F. Hester, DCPAS Director (Day - 1 MS Teams Live Event)
08:30 am to 8:45 am	Opening Remarks - Mrs. Taiwana Smith, LOB 3 Director (Day - 1 MS Teams Live Event)
08:45 am to 9:30 am	Plenary Session: JoAnna Spicer, Keynote Speaker: OPM Retirement Processing (Boyers, PA) (Day - 1 MS Teams Live Event)
09:00 am to 10:15 am	Unemployment Compensation (UC) Session (Basic Foundation Course)
09:00 am to 10:15 am	Injury Compensation (IC) Session(s) (FECA Claims for COVID-19)
10:30 am to 11:45 am	UC Session (ETA-931, ETA-931A, and Appeals)
10:30 am to 11:45 am	IC Session (Counseling Employees)
10:30 am to 11:45 am	Nonappropriated Fund (NAF) Personnel System & Portability of Benefits for Moves between Civil Service and NAF Employment Systems
10:30 am to 11:45 am	Benefits and Work-Life (Fundamentals of a Successful Telework Program)
10:30 am to 11:45 am	Creditable Military Service
10:30 am to 12:00 pm	How to Research & Interpret Benefit Laws and Regulations
10:30 am to 2:30 pm	Retirement Coverage Determination/Eligibility Workshop
10:30 am to 2:30 pm	FEHB/FEGLI Workshop
12:00 pm to 1:00 pm	Lunch
1:15 pm to 2:30 pm	IC Session (ICPA Credentialing Level I Questions and Answers Review)





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1:15 pm to 2:30 pm	UC Session (Roundtable Discussion)
1:15 pm to 2:30 pm	EBA Credentialing (Level 1): Review Questions and Answers (Knowledge Check)
2:30 pm to 3:00 pm	Virtual Break
3:15 pm to 4:00 pm	Plenary Session: David Santana, Keynote Speaker: Medicare Presentation – HHS w/focus on Social Security, Retired Military w/Tricare, and FEHB impact with Social Security (Day - 1 MS Teams Live Event)
4:00 pm to 4:15 pm	Closing Remarks - Mrs. Taiwana Smith, LOB 3 Director (Day - 1 MS Teams Live Event)

DAY 2 – SEPTEMBER 28, 2022

08:30 am to 8:45 am	Welcome/Introduction – Mr. Givon Lewis Credentialing Program Manager, Training and Credentialing Branch (Day - 2 MS Teams Live Event)
08:45 am to 9:30 am	Plenary Session: Sharon Mack – Air Force, Cary Stone – Army, Kenneth (Kenny) DeWert – Navy, Zephfina Wyatt - DFAS, Dawn Burton – DLA, (Day - 2 MS Teams Live Event)
09:00 am to 10:15 am	UC Session (ETA-931, ETA-931A, and ETA-934)
09:00 am to 10:15 am	IC Session (Pipeline Reemployment Program)
10:00 am to 2:30 pm	Benefits for Staffers (Retirement Coverage Determination (FERS), Portability of Benefits Reminders, RI 20-124, and Reemployed Annuitants)
10:30 am to 11:45 am	UC Session (UC Forms)
10:30 am to 11:45 am	IC Session (HR Issues Impacting FECA)
10:30 am to 11:45 am	Creditable Civilian Service
10:30 am to 12:00 pm	Approval Process for Special Retirement Position Descriptions (PD)
10:30 am to 2:30 pm	Retirement Coverage Determination/Eligibility Workshop
10:30 am to 2:30 pm	FEHB/FEGLI Workshop





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12:00 pm to 1:00 pm	Lunch
1:15 pm to 2:30 pm	Benefits for Separating Employees (Unemployment Compensation (SF8), Special Retirements (RI 20-124), and Reemployed Annuitants)
1:15 pm to 2:30 pm	IC Session (ICPA Level II Questions and Answers)
1:15 pm to 2:30 pm	Survivor Benefits
1:15 pm to 2:30 pm	EBA Credentialing (Level 2): Review Questions and Answers (Knowledge Checks)
2:30 pm to 3:00 pm	Virtual Break
3:00 pm to 4:15 pm	Plenary Session: Deborah J. Snyder, MSW, LCSW Keynote Speakers: Benefits and Work-Life (NIH) (Day - 2 MS Teams Live Event)
4:15 pm to 4:30 pm	Closing Remarks - Mrs. Taiwana Smith, LOB 3 Director (Day - 2 MS Teams Live Event)

DAY 3 – SEPTEMBER 29, 2022

08:30 am to 8:45 am	Welcome/Introduction – Ms. Kimberly James, Senior Benefits Specialist, LOB 3 Retirement Branch (Day - 3 MS Teams Live Event)
08:45 am to 10:15 am	Plenary Session: Mei Shan Josephine Kammer TSP Training and Liaison Specialist, Keynote Speaker: TSP New Initiatives (Day - 3 MS Teams Live Event)
09:00 am to 10:15 am	UC Session – Derrick Holmes – Ask the Expert
09:00 am to 10:15 am	IC Session (FECA Data for Chargeback year 2022)
09:00 am to 10:15 am	Creditable Civilian Service
09:00 am to 10:15 am	Nonappropriated Fund (NAF) Personnel System & Portability of Benefits for Moves between Civil Service and NAF Employment Systems
09:00 am to 10:15 am	Service Computation Dates (SCD)
10:30 am to 11:45 am	UC Session (DIUCS Overview and Q&A)
10:30 am to 11:45 am	IC Session (HR Issues Impacting FECA)





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10:30 am to 11:45 am	Plenary Session: Marie A. Obiekwe, Ombudsman Services Training, USERRA Plans and Policy, Keynote Speaker: USERRA Processing (Day - 3 MS Teams Live Event)
10:30 am to 12:00 pm	Customer Care Session: Role Play
12:00 pm to 1:00 pm	Lunch
1:15 pm to 2:30 pm	UC Session (UC Costs and Reviewing Agency Reports)
1:15 pm to 2:30 pm	IC Session (Ask the Experts – Q&A Injury Compensation)
1:15 pm to 2:30 pm	Plenary Session: Jimmie Vaughn, DCPAS Associate Director, Talent Development, Keynote Speaker: Mentoring (Day - 3 MS Teams Live Event)
1:15 pm to 2:30 pm	EBA Credentialing (Level 3): Review Questions and Answers (Knowledge Checks)
1:15 pm to 2:30 pm	Benefits and Work-Life: Work-Life Flexibilities: (Alternative Work Schedules)
2:30 pm to 3:00 pm	Virtual Break
3:00 pm to 3:30 pm	Closing Remarks and Special Recognition – Mrs. Taiwana Smith, LOB 3 Director (Day - 3 MS Teams Live Event)





Benefits & Work-Life Topics & Course Descriptions



DAY 1 (TUESDAY 9/27)**9:00 AM TO 10:15 AM Unemployment Compensation Session (Basic Foundation Course)**

This session will provide a general overview of the Unemployment Compensation for Federal Employees (UCFE) program. Discussion will include a definition of the Unemployment Compensation (UC) program, an explanation of the Federal-State partnership, a definition of the UCFE program, UCFE eligibility, how UCFE is financed, the Department of Labor's responsibilities, the State's responsibilities, the Department's responsibilities, the UCFE claims process, and the billing process.

9:00 AM TO 10:15 AM Injury Compensation Session (FECA Claims for COVID-19)

This course will give a brief history of the coronavirus disease 2019 (COVID-19) pandemic as it relates to civilian DoD employees and Federal Employees Compensation Act (FECA) claims. The course will also review basic eligibility and initial process for COVID-19 related FECA claims. Lastly, the course will review continuation of pay (COP), challenges, and frequently asked questions (FAQ's).

10:30 AM TO 11:45 AM Unemployment Compensation (UC) Session (Form Employment and Training Administration (ETA)-931, ETA-931A and Appeals)

This session will provide the purpose and importance of the forms ETA-931 and ETA-931A as well as an explanation of the UC appeals process. Discussion will include a description of the ETA-931 and ETA-931A, the contents of the ETA-931 and ETA-931A, criteria for completing the ETA-931 and ETA-931A, state notices, general information about appeals, appealing determinations, appeal notices, first-level appeal preparation, general hearing procedures, second-level appeals, and judicial review.

10:30 TO 11:45 AM Injury Compensation Session (Counseling Employees)

The purpose of this course is to clearly define the roles and responsibilities of the supervisor and the employee when an injury occurs. It will specifically address the 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. It will also provide an overview of the fundamentals involved in the initial management of a workers' compensation claim.

10:30 AM TO 11:45 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. Did you know that there is only one health plan available for all NAF employees? 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.



10:30 AM TO 11:45 AM Fundamentals of a Successful Telework Program

This session will examine the many benefits to a telework program. Telework allows agencies to meet the mission-critical needs of the organization, and it helps employees balance work and personal responsibilities while enhancing their well-being. Telework also promotes employee retention. Discussion will include what should be included in a telework program, how to manage teleworkers, and monitoring the program's success.

10:30 AM TO 11:45 AM 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 is 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. Discussion will be provided on the following subtopics:

- Refresher of general military deposits.
- How to evaluate military service deposits for reserve forces.
- How to apply USERRA laws for deployed Federal personnel.
- How to evaluate National Guard service under USERRA.
- How benefits are affected when on Absent US (LWOP) and when employee separates from civil service for purposes of military service.

10:30 AM TO 2:30 PM Determining Retirement Coverage and Retirement Eligibility

This session will provide information on the history of the two civil service retirement plans, Civilian Service Retirement System (CSRS) and the Federal Employees Retirement System (FERS); and the methods used to determine the correct assignment of employees to a retirement plan. Discussion will include descriptions of each retirement system and how to determine CSRS, CSRS Offset, FERS, FERS-Revised Annuity Employee (RAE), or FERS-Further Revised Annuity Employee (FRAE) coverage for Federal employees being hired for the first time or rehired with a break in service. Discussion will also include eligibility criteria for various types of retirement (early, optional, discontinued service, and disability).

10:30 AM TO 2:30 PM Federal Employees Health Benefits and Group Life Insurance Workshop

The Federal Employees Group Life Insurance (FEGLI) and Federal Employees Health Benefits (FEHB) programs are the cornerstone of the Federal employment benefits package. This session will provide participants with valuable information concerning eligibility requirements for FEGLI and FEHB enrollment, the various enrollment options and cost of selected coverage. Details will be provided to assist with counseling employees regarding the selection of coverage and understanding the effective dates of coverage. Discussion will also include the designation of a beneficiary, living benefits, assignments and completion of required forms.



10:30 AM TO 12:00 PM How to Research & Interpret Benefit Laws and Regulations

This session will examine how laws are codified in the United States Code (U.S.C.) and subsequently inserted into the Combined Federal Regulations (CFR). Discussion will include location of websites to search U.S.C. and CFR. Participants will also practice applying various human resources (HR) laws and regulations into scripted scenarios by using the CFR.

1:15 PM TO 2:30 PM Injury Compensation Session (Injury Compensation Program Administrator (ICPA) Credentialing Level I Q & A Review)

Injury compensation focused training aimed at preparing attendees for successful completion of ICPA Level I Credentialing. This course will consist of presentation of material on Performance of Duty, COP, and Leave Buy Back. The material will include scenarios and exercises. Ample time will be allotted for questions from the participants.

1:15 PM TO 2:30 PM Unemployment Compensation (UC) Session (Roundtable Discussion – Q & A)

This session will be a discussion with attendees about UC issues they are experiencing. This time will also be used for everyone to share best practices to help others with managing their UC program.

1:15 PM TO 2:30 PM EBA Credentialing (Level 1: Q & A Knowledge Check)

Come one, come ALL HR Specialists who are looking to put the "P" in Professional and the "B" in Benefits by earning your DoD Employee Benefits Advisor (EBA) Credentials! The Credentialing break-out session will provide an overview of the competency-based "credentials" program and reveal a sampling of course material and exam questions. This break-out could lead to a more satisfying career!



BENEFITS & WORK-LIFE TOPICS AND COURSE DESCRIPTION

Day 2 (Wednesday 9/28)

9:00 AM TO 10:15 AM UC Session (ETA-931A and ETA-934)

This session will provide information about the ETA-931, ETA-931A, and ETA-934 forms. Discussion will include a description of each form, the contents of each form, and the criteria to complete each form.

9:00 AM TO 10:15 AM IC Session (Pipeline Reemployment Program)

This course will provide an overview of the program and the ICPA's responsibilities for submitting a Pipeline packet for consideration to the Defense Civilian Personnel Advisory Service (DCPAS) in addition to covering the requirement to have a support agreement in place prior to transfer of any Pipeline funding.

10:30 AM TO 11:45 AM UC Forms

This session will provide an overview of each of the forms used to administer the UCFE program. Discussion will include the SF-8, SF-50, ETA-931, ETA-931A, ETA-934, ETA-935, ETA-933, and other state requests for information.

10:30 AM TO 11:45 AM IC Session (HR Issues impacting FECA)

The HR Issues Impacting FECA discusses the HR impact Leave Without Pay (LWOP) presents based upon an injured workers lost time or separation due to an accepted work-related medical condition and Return to Duty actions. Additional emphasis will be placed on Service Computation Date(s), Thrift Saving Plan (TSP), references governing Office of Personnel Management (OPM) retirement versus FECA, transferring health insurance coverage, life insurance concerns, dependency updates, and potential overpayments, along with an overview of other HR issues having an impact on FECA.

10:30 AM TO 11:45 AM Creditable Civilian Service

The creditable civilian service session reviews the types of service that is potentially eligible for civil service retirement credit, discusses the rules for making deposits and the impacts of the decision to make, or not make a deposit to make certain service creditable. The session will also discuss identification of service that will be credited to a CSRS or FERS component of a retired annuity.



10:00 AM TO 2:30 PM Benefits for Staffers (FERS-RAE-FRAE Retirement Coverage Determination), Portability of Benefits Reminders, RI-20-124 and Reemployed Annuitants

This session examines benefits issues encountered by staffing specialists when hiring former Federal employees. Focus will be on determining proper retirement coverage between FERS/FERS-RAE and FERS-FRAE; also included in this session will be portability of benefits reminders for staffers when employees move between civil service and NAF employment systems as well as RI-20-124 and Reemployed Annuitants hired in DoD after retiring.

10:30 AM TO 2:30 PM Special Retirement Coverage Workshop

The Special Retirement workshop details the processes and procedures required for position to classify under the Special Retirement Coverage (SRC) category. In addition, discussion will cover employee and agency roles at each stage of the process. Participants will break into groups to identify key aspects of the process.

10:30 AM TO 2:30 PM Retirement Coverage Determination/Eligibility Workshop

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).

10:30 AM TO 2:30 PM Federal Employees Health Benefits and Group Life Insurance Workshop

The FEGLI and FEHB programs are the cornerstone of the Federal employment benefits package. This session will provide participants with valuable information concerning eligibility requirements for FEGLI/FEHB enrollment, the various enrollment options and cost of selected coverage. Details will be provided to assist with counseling employees regarding the selection of coverage and understanding the effective dates of coverage. Discussion will also include the designation of a beneficiary, living benefits, assignments and completion of required forms.

1:15 PM TO 2:30 PM Benefits for Separating Employees

Session covers unique considerations in processing employee separations such as SF8 completion for unemployment compensation as well as RI-20-124 for Special Retirements (Law Enforcement Officer, Firefighter and Air Traffic Controllers) as well as Reemployed Annuitants returning to retired roles.



1:15 PM TO 2:30 PM IC Session (ICPA Level II Q & A)

Injury compensation focused training aimed at preparing attendees for successful completion of the ICPA Level II Credentialing. This course will consist of a presentation on select topics from the Level II curriculum, a developmental exercise to practice higher level claim management ideas/ actions. Ample time will be allotted for questions from the participants.

1:15 PM TO 2:30 PM Survivor Benefits

This session identifies and explains various survivor benefits as well as the Office of Federal Employees Group Life Insurance (OFEGLI) process, FEHB, and TSP benefits. Discussion will include the death gratuity payment process, social security information as well as VA benefits for those eligible.

1:15 PM TO 2:30 PM EBA Credentialing (Level 2: Q & A Knowledge Check)

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BENEFITS & WORK-LIFE TOPICS AND COURSE DESCRIPTION

Day 3 (Thursday 9/29)

9:00 AM TO 10:15 PM UC Session (Ask the Experts)

This session will be used to answer UC questions, and respond to any issues or concerns with DoD's UC program. Attendees should be prepared to bring up any issues, concerns, or questions they may have. Suggestions for any UC program improvements are also welcome.

9:00 AM TO 10 15 PM IC Session (FECA Data for Chargeback 2022)

This course will provide FECA Costs for Chargeback Year 2022 and a comparison between 2021 costs as well as three and five year trends in overall FECA costs for the Department.

9:00 AM TO 10:15 AM Creditable Civilian Service

The creditable civilian service session reviews the types of service that are potentially eligible for civil service retirement credit, discusses the rules for making deposits and the impacts of the decision to make, or not make a deposit to make certain service creditable. The session will also discuss identification of service that will be credited to a CSRS or FERS component of a retired annuity.

9:00 AM TO 10:15 AM 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. Did you know that there is only one health plan available for all NAF employees? 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.

9:00 AM TO 10:15 AM Service Computation Dates (SCD)

During this session, participants will explore the 4 different types of SCDs that impact employees' benefits, identify the creditable and non-creditable service for each date and calculate the length of time to be used for determining periods of creditable service.

10:30 AM TO 11:45 AM UC Session (DIUCS Overview and Q & A)

This session will provided an overview of the Defense Injury and Unemployment Compensation System (DIUCS) regarding the UC program. Discussion will include how to complete the ETA-931, the ETA-931A, and the appeals status screen, and an explanation of each of the reports available in DIUCS.



10:30 AM TO 11:45 AM IC Session (HR Issues Impacting FECA)

The HR Issues Impacting FECA discusses the Human Resources (HR) impact Leave Without Pay (LWOP) presents based upon an injured workers lost time or separation due to an accepted work-related medical condition and Return to Duty actions. Additional emphasis will be placed on SCD(s), TSP, references governing OPM Retirement versus FECA, transferring health insurance coverage, life insurance concerns, dependency updates, and potential overpayments, along with an overview of other HR issues having an impact on FECA.

10:30 AM TO 12:00 PM Customer Care Session: Role Play

The customer care session is a discussion/exercise based forum that explores good customer service principles, effective communication, and active listening skills. Attendees will learn the significance of customer service and the importance of making it an intentional business practice in an organization. This is a "can't miss session" for all who interact with customers on a regular basis.

1:15 PM TO 2:30 PM UC Costs and Reviewing Agency Reports

This session will provide the process of reviewing and reconciling the quarterly UC charges. Discussion will include financing the UCFE program, the billing process, DoD's responsibilities, the Federal State Data Exchange System, and UC billing issues.

1:15 PM TO 2:30 PM IC Session Ask the Experts

This session will provide the participants an opportunity to ask a panel of experienced advisors questions about FECA. It is requested that participants do not ask questions about specific cases nor divulge any personal identifiable information (PII) in their questions.

1:15 PM TO 2:30 PM EBA Credentialing (Level 3: Q & A Knowledge Check)

Come one, come ALL HR Specialists who are looking to put the "P" in Professional and the "B" in Benefits by earning your DoD Employee Benefits Advisor (EBA) Credentials! The Credentialing break-out session will provide an overview of the competency-based "credentials" program and reveal a sampling of course material and exam questions. This break-out could lead to a more satisfying career!

1:15 PM TO 2:30 PM Benefits and Work-Life: Work-Life Flexibilities (Alternative Work Schedules)

There are many Alternative Work Schedules that are available to Federal employees. With an alternative work schedules managers and supervisors will be able to meet the organization's mission while allowing their employees to address their personal needs. Discussion includes what alternative work schedules are, the importance of alternative work schedules and why consideration should be given to the use of alternative work schedules.





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Guest Speaker Biographies





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JoAnna Spicer

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

JoAnna has over 16 years of Federal experience and has spent the last 14 years managing the Federal benefits program operations at the local field office level and headquarters level. Over the course of her career, she served in several positions within the Department of Veterans Affairs (VA) and the Executive Office of the President (EOP).

David Santana



David Santana is a Health Insurance Specialist at the Centers for Medicare & Medicaid Services (CMS).

David serves as a subject matter expert and lead trainer for the National Training Program Division the Office of Communications. In this role, he is responsible for effectively developing educational materials and communicating information about CMS programs and resources to CMS stakeholders.

In addition, David provides technical assistance concerning CMS program policies to governmental entities at the federal and state level as well as local agencies and organizations.



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Cary Stone



Ms. Stone is the Director of the Army Benefits Center – Civilian located at Fort Riley, KS. She is responsible for the day to day operations for the center and is responsible for overall management of benefits for Army, DoDEA, DHA and the National Guard Bureau.

Prior to this position, Ms. Stone served as the Branch Chief for Special Retirements, Retirements, Death and Disability as well as two reimbursable customers, DoDEA and DHA.

Before starting her career at the ABC-C, Ms. Stone enlisted in the United States Army in 1996 and was stationed at Fort Riley, KS. During her service, she deployed to Bosnia. After serving in the Army, she earned her Bachelor's degree in Criminology and her Master's degree in Administration.

Ms. Stone began working for the Department of the Army in August 2004, and began her career at the ABC-C in October 2004. She is a graduate of the Civilian Education System Basic Course, Intermediate Course and Advanced Course located at Fort Leavenworth, KS. She is also a credentialed Department of Defense Employee Benefits Advisor.



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Kenneth DeWert



Mr. Kenneth W. DeWert recently joined the Department of the Navy in 2021 as the Director, for the Navy Civilian Benefits Center. On behalf of the Secretary of the Navy, he is responsible for the DON Federal Benefits Program, generating and issuing policy and procedures, overseeing the development, implementation and operations of a comprehensive navy-wide benefits program for retirement programs, life, health, dental and vision, long term care insurance programs, FECA and Unemployment Compensation, Flexible Spending Accounts (FSA), Thrift Savings Plan (TSP), and the automated benefit systems used by DON civilian employees and the CBC staff which supports the Benefits needs of over 227,000 Navy Civilians worldwide.

Previously from 2017 to 2021 he served as the Manager, New Orleans Field Office, Federal Grain Inspection Service, and USDA. As the largest Grain export site in the US, he successfully served as an impartial third party by providing customers with information that accurately described the quality and quantity of grain being bought and sold supporting a yearly billion dollar industry.

Prior to this he was selected to the Senior Executive Service as the Director of the Department of Energy's newest HR, Shared Service Center (SSC) at Oak Ridge Tennessee from 2015 to 2017. He was successful in the standup from concept to execution and support of the new SSC while supporting the needs of his customers agency wide.

Before his time with DOE, he served as the NASA Deputy Chief, for Human Resources Services at the NASA Shared Service Center located at Stennis Space Center in Mississippi from 2012 to 2015. During his time at Stennis, he and his team of HR specialists and contractors supported over 18,000 federal employees and 75,000 contract customers and stakeholders nationwide and off planet. While assigned to NASA he was responsible for multiple business cases and the successful transition of additional HR functions from 10 NASA Centers nationwide to the Shared Services Center.

In 2010 Mr. DeWert began his Civil Service Career initially as the Branch Chief for Staffing and Classification and then subsequently within 6 months became the Director, Human Resources Operations, Food and Safety Inspection Service, USDA in Minneapolis, Minnesota where he supported over 10,000 federal employees nationwide. Successfully providing the whole portfolio of HR services from 2010 to 2012.





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Concurrently while serving on active duty and with civilian agencies Mr. DeWert served over 20 years as a Reserve and Full time Law Enforcement Officer with multiple Agencies in Louisiana, California, Tennessee, and Florida.

Mr. DeWert served over 27 years active duty in the Marine Corps retiring as a Expert in the Personnel Field as a Chief Warrant Officer 5 where he held a variety of roles in Human Resources, Operations, Legal Administration, and Security during combat and garrison operations. During his last deployment with the Marine Corps, he successfully supported the Army Corps of Engineers, Reconstruction Division in Iraq as the Chief of Staff and Program Manager for the resupply of villages throughout the country and the Railroad reconstruction.

Mr. DeWert holds a bachelor's degree in Management/Computer Information Systems from Park University (Magna Cum Laude) and a Master's degree in Human Resources Management from National University.

Zephfina Wyatt



Ms. Wyatt assumed the position of Shared Services Benefits Division Chief in August 2020. Ms. Wyatt serves as the principle advisor to the Deputy Director and Director to provide human capital management and oversight of retirement, OWCP and the Customer Care Center.

Ms. Wyatt previously served as the Branch Chief and Senior Advisor to the Director at the Department of Homeland Security (FEMA) 2018 - 2020; and Chief of Human Resources at Veteran's Health Administration 2011 - 2018.

Ms. Wyatt holds a Bachelor of Science degree and a Masters of Business Administration, with a concentration in Human Resource Development. Ms. Wyatt has received numerous awards and recognition of excellence performance throughout her career with the VA, FEMA and more recently, DFAS.

Ms. Wyatt has a spouse, Tyrone and a Chiweenie, Chi Chi and currently resides in Indianapolis, IN.

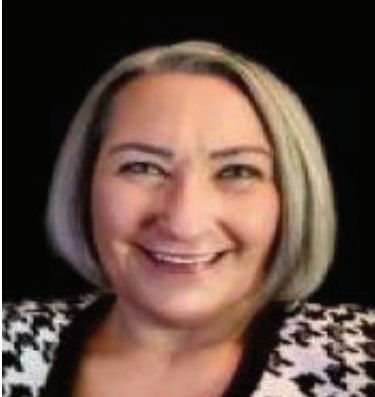




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Dawn Burton



On October 14, 2018, Dawn Burton became the Chief, DLA Benefits Center. She oversees the benefits administration and retirement services for Defense Logistics Agency employees stationed worldwide.

Prior to attaining this position, Ms. Burton served in various capacities within the benefits and retirement services divisions for the Department of Air Force, Defense Finance and Accounting Service, Department of Army and Department of Treasury over the span of her 33+ years of federal service.

Debbie Snyder



Debbie Snyder received her Bachelor of Arts in psychology, *cum laude*, from Duke University and her Master's Degree in Social Work, *Phi Kappa Phi*, from the University Of Maryland School Of Social Work. She received post-graduate externship fellowship training at the Family Therapy Practice Center in Washington, D.C.

Ms. Snyder has been on staff at the NIH intramural research program since 1992. Currently, she works in the National Institute of Mental Health Intramural Research Program and holds the positions of Senior Advisor to the Clinical Director; Faculty on the Psychiatry Consultation Liaison Service; and Deputy Director of Patient Safety and Quality.

In addition, she serves as Deputy Chair of the Graduate Medical Education subcommittee on resident wellbeing and is a member of the NIH Mental Health and Wellbeing Action Team. She is an organizational leader on the topics of wellbeing, burnout, and professional fulfillment.

A major focus of her career has been as a clinician therapist, educator and researcher working at the interface of medical and mental health. Her research includes helping to develop the ASQ™, a suicide screening tool for medically ill patients, as well as the *ASQ Toolkit* to help guide institutions in the implementation of suicide risk screening.

She has received numerous awards over her 30-year career at the NIH, the most recent award being the NIH 2021 *Director's Award* for contribution and leadership to the NIH during the Covid-19 pandemic including standing up an entirely new telephone warmline to support NIH staff.





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Mei Shan Josephine Kammer



Ms. Mei Shan Josephine Kammer joined the Federal Retirement Thrift Investment Board (FRTIB) in 2013. She serves as a TSP Training and Liaison Specialist focusing on TSP education and outreach program. Before FRTIB, she was the Financial Readiness Program Manager for the United States Army-USAG Baden Wuerttemberg, Germany.

Ms. Kammer has a Master's degree in Personal Financial Planning and a Bachelor's degree in Business Administration. Ms. Kammer is certified for Master Planner Advanced Studies, Accredited Wealth Management Advisor, Chartered Retirement Planning Counselor, and Accredited Financial Counselor.

Marie Obiekwe

Marie Obiekwe serves as the USERRA Plans, Policy, Training Program Analyst for Defense Personnel and Family Support Center (DPFSC) within the Defense Human Resources Activity (DHRA), a Field Activity of the Under Secretary of Defense for Personnel Readiness (USDP&R). DPFSC provides direct program and policy support to the Assistant Secretary of Defense for Manpower and Reserve Affairs (ASD-M&RA). Ms. Obiekwe serves as an expert in the application and interpretation of Title 38, United States Code, Sections 4301-4334, The Uniformed Services Employment and Reemployment Rights Act (USERRA).

Additionally, she is currently responsible for working with the USERRA working group comprised of military members representing service secretary level. The working group is charged with developing and instituting procedures and policy for Employer Support of the Guard (ESGR). Additional responsibilities include implementing quality assurance measures and reviewing the actions taken during informal mediation between Reserve and National Guard members and their civilian employers. She is also Training lead for Service members and Federal employers.

Previous military support experience include work with United States Army Reserve Command (USARC), Veterans Administration (VA), Defense Centers of Excellence (DCOE), Army Community Service (ACS) and IMCOM Family Advocacy Program (FAP).

Marie lives in Washington, DC and is originally from Niagara Falls, New York. Hobbies include travel and international cooking. She is graduate of Clark Atlanta University.





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Rebecca Klein

Rebecca Klein has been employed with the U.S. Department of Labor, Veterans' Employment and Training Service (VETS) since 2010. She currently serves as the Acting Chief Senior Investigator for the VETS compliance program. In this position, she acts as program lead for the DOL/VETS compliance programs, to include the Uniformed Services Employment and Reemployment Rights Act (USERRA), as well as for investigative activities conducted under the Veterans Employment Opportunities Act of 1998 (VEOA). Prior to becoming the Acting Chief Senior Investigator, Rebecca served as the Senior Investigator for the VETS San Francisco region, overseeing all USERRA and Veterans' Preference investigations in the San Francisco region.

From 2001-2004, Rebecca served in the U.S. Army, Judge Advocate General's Corps as Chief of Military Justice, and Special Assistant United States Attorney at Ft. Monmouth, N.J. where her jurisdiction included four military installations and enclaves operated by the Department of Interior. Upon her discharge, she practiced law in the health care field for seven years before returning to federal service. In 1997, Rebecca received her Bachelor's degree in Political Science from St. Michael's College, Colchester, VT. She graduated from The Dickinson School of Law of The Pennsylvania State University in 2000, after earning her Juris Doctor. She is licensed to practice law in the Commonwealth of Pennsylvania.

Rebecca is an active member of the American Legion Riders, and enjoys volunteering in her community to support the local veteran population. She and her husband currently reside in Castro Valley, California.





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William K. "Kenan" Torrans

"William K. ""Kenan"" Torrans presently serves as Director for the Veterans' Employment and Training Service's (VETS) Compliance and Investigations Division. He has been employed with VETS since March 2004. A national speaker, Mr. Torrans has spoken and lectured extensively on USERRA and related issues before a number of professional organizations including the American Bar Association, many State bar associations and law schools, the U.S. Army JAG School, chambers of commerce, the Society of Professional Benefits Administrators, the Equal Employment Advisory Counsel, as well as the national media including *60 Minutes*, National Public Radio (NPR), and many others.

Mr. Torrans received his JD from the University of Baltimore School of Law in 1994, and is licensed to practice in Maryland and in the District of Columbia. Prior to his tenure with VETS, Mr. Torrans was Counsel to the U.S. Department of Veterans Affairs, Board of Veterans' Appeals from 1997 to 2004. He also worked as a contract attorney with the U.S. Department of Justice, Civil Rights Division, Disability Rights Section from 1995 to 1997, enforcing public access provisions of the Americans with Disabilities Act (ADA).

Mr. Torrans' experience includes multi-district Federal and appellate litigation. Active in civic affairs, including membership on a number of boards and commissions in the Washington Metro area, he served as Consumer Affairs Commissioner for the City of Alexandria from 1996 to 2004 with a primary focus on identity theft and related issues. Mr. Torrans is also a contributing member of the Maryland State Bar Association's Military Law Committee. He currently resides in Northern Virginia and is an Army veteran of Operations Desert Shield/Desert Storm.





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Paul Marone

Paul Marone currently serves as the Senior Compliance Policy Advisor in the Compliance & Investigations Division, Office of National Programs for the U.S. Department of Labor, Veterans' Employment and Training Service (VETS). He previously served as the Senior Investigator in VETS' Philadelphia Region, where he provided substantive guidance and oversight in the investigation of claims filed with VETS under the Uniformed Services Employment and Reemployment Rights Act (USERRA) and the Veterans' Employment Opportunities Act (VEOA) by veterans and service members in the Region. Before joining VETS in 2015, Mr. Marone served as a trial attorney with the Department's Solicitor's Office since 2007, and handled a variety of labor and employment matters throughout the Department's enforcement areas.

Mr. Marone previously served on active-duty with the U.S. Army Judge Advocate General's Corps, was an associate employment law attorney in a small firm, and a Special Assistant U.S. Attorney in Maryland. He joined the Department from the City of Philadelphia Law Department, Civil Rights Unit, where he served as a Deputy City Solicitor representing the City in federal and state courts.

Mr. Marone received his B.A. and J.D. degrees from Fordham University in 1988 and 1991, respectively, an LL.M. in Trial Advocacy in 2004 from Temple University, where he was an adjunct professor of trial advocacy from 2006 through 2009, and a Master of Strategic Studies degree from the U.S. Army War College in 2011. In 2016, Mr. Marone retired from the U.S Army Reserve as a Colonel after commanding the 13th Legal Operations Detachment (Expert). He is admitted to the bar in New York, New Jersey, Maryland, and Pennsylvania, as well as the U.S. Supreme Court, and the U.S. District Courts for New Jersey, Maryland, and the Eastern District of Pennsylvania. Mr. Marone and his wife, Dr. Margery-Ann Covello, reside in Center City Philadelphia with their twin fifteen-year old daughters, Lucy and Rose.





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Microsoft Teams Log In Instructions

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 a guest.***

When a participant is unable to enter an 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

If 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**.





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Once you have gotten to the anonymous user Join screen either in the **Windows app** or **Web Browser**.

Enter your organizational user name. (**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.





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Troubleshooting Tips

- 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).
- 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).
- 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-settings-in-teams>

***In the event you experience audio or visual technical issues, please call:
Audio & Visual Help Line: 410-874-6749 ID: 277 900 524#***

