Human Resources Directorate - FY20 SLA Personnel Security and Drug and Alcohol Testing Performance Metrics

Metric #	Measurement	Metrics	Who	Method of Measurement	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	FY 20
1	***Intake Processing*** Receipt, review, and processing of Personnel Security Package; initiation and notification to complete the Electronic Questionnaire of Investigations Processing (e-QIP); sponsorship and notificaiton of USAccess Enrollment	Initiation of e-QIP and USAccess enrollment within 3 business days of receipt of Personnel Security Package 85% of the time.	Donessa Gaspar	Automated - MEASUREMENT: Information is extracted from PSB Security Database where calculations for days processing are formulated.	98.35%	93.28%	96.72%	93.75%	95.47%
2	***Pre-employment Adjudication*** Adjudication of the Personnel Security Package in order to make a risk based pre-employment determination	Pre-employment determinations made within 5 business days on a no-issue case or a case that does not require due process 85% of the time.	Donessa Gaspar	Automated - MEASUREMENT: Information is extracted from PSB Security Database where calculations for days processing are formulated.	95.76%	99.47%	92.90%	95.58%	95.99%
3	***Reciprocity for Sensitive Positions*** Reciprocal acceptance of background investigations and national security adjudications for initial or continued eligibility for access to classified information or eligibility to hold a sensitive position	Reciprocity determinations made within 5 business days of receipt by the personnel security program on a no-issue case or a case that does not require due process 95% of the time.	Donessa Gaspar	Automated - MEASUREMENT: Information is extracted from PSB Security Database where calculations for days processing are formulated.	N/A	N/A	N/A	N/A	
4	***Suitability/Fitness Adjudication*** Adjudication of the background investigation for suitability/fitness determinations and eligibility to hold a public trust position	Post-Employment background investigations adjudicated suitability/fitness determinations and eligibility to hold a public trust position within 90 days of the OPM case closing transmittal date 85% of the time.	Donessa Gaspar	Automated - MEASUREMENT: Information is extracted from PSB Security Database where calculations for days processing are formulated.	98.48%	91.16%	98.55%	94.96%	96.09%
5	***National Security Adjudication*** Adjudication of the background investigation for initial or continued eligibility for access to classified information or eligibility to hold a sensitive position	Post-Employment background investigations adjudicated for initial or continued eligibility for access to classified information or ineligibility to hold a sensitive position within 20 calendar days of the OPM case closing transmittal date 95% of the time on a no-issue case or a case that does not require due process.	Donessa Gaspar	Automated - MEASUREMENT: Information is extracted from PSB Security Database where calculations for days processing are formulated.	100.00%	100.00%	100.00%	94.74%	97.44%
6	***Credential Card Processing*** Completion of PIV Credential Card Initiation, Sponsorship and Enrollment	PIV Credential Card Initiation, Sponsorship and Enrollment completed within 14 calendar days of receipt of initiation in DOI Access 85% of the time.	Chanel Jackson	Automated - MEASUREMENT: Information is extracted from PSB Security Database and US Access where calculations for days processing are formulated.	99.60%	99.53%	97.93%	97.37%	98.74%
7	***Credential Card Processing*** Disable Terminated Credential Cards	Terminate PIV Credential Cards within 1 business day of notification of receipt of an exit clearance 85% of the time.	Chanel Jackson	Automated - MEASUREMENT: Information is extracted from PSB Security Database and US Access where calculations for days processing are formulated.	92.66%	97.09%	86.48%	95.48%	92.69%
8	***Drug & Alcohol Testing*** Performs the following functions: Urine collections, alcohol testing, lab analysis, Medical Review Officer, specimen tracking, drawing of names for random drug testing, conducts accident investigations where drugs/alcohol are alleged.	99% of specimens are accepted as valid by the laboratory for analysis.	Alison Stockdale	Manual - MEASUREMENT: Information is tracked manually.	99.61%	99.69%	99.14%	99.07%	99.49%
9	***Drug & Alcohol Testing*** Performs the following functions: Urine collections, alcohol testing, lab analysis, Medical Review Officer, specimen tracking, drawing of names for random drug testing, conducts accident investigations where drugs/alcohol are alleged.	95% of lab results are available within 5 business days.	Alison Stockdale	Manual - MEASUREMENT: Information is tracked manually.	98.71%	98.76%	98.95%	98.61%	98.75%

Metric #	Measurement	Metrics	Who	Method of Measurement	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	FY 20
10	***Drug & Alcohol Testing*** Performs the following functions: Urine collections, alcohol testing, lab analysis, Medical Review Officer, specimen tracking, drawing of names for random drug testing, conducts accident investigations where drugs/alcohol are alleged.	92% of negative or positive results provided within 6 business days of lab results.	Alison Stockdale	Manual - MEASUREMENT: Information is tracked manually.	96.67%	96.53%	98.05%	95.60%	96.64%

Comments: Metrics 5, Qtr 4: This metric was not met due to an oversight of the adjudicator assigned to the case. This issue has been addressed with the adjudicator to enusre it does not happen in the future.