<table>
<thead>
<tr>
<th>Metric #</th>
<th>Measurement</th>
<th>Metrics</th>
<th>Who</th>
<th>Method of Measurement</th>
<th>1st Qtr</th>
<th>2nd Qtr</th>
<th>3rd Qtr</th>
<th>4th Qtr</th>
<th>FY 21</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Intake Processing</td>
<td>Initiation of e-QIP and USAccess enrollment within 3 business days of</td>
<td>Donessa Gaspar</td>
<td>Automated - MEASUREMENT: Information is extracted from PSB Security Database where calculations for days processing are formulated.</td>
<td>96.55%</td>
<td>97.03%</td>
<td>95.00%</td>
<td>95.27%</td>
<td>95.77%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>receipt of Personnel Security Package 90% of the time.</td>
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<tr>
<td>2</td>
<td>Pre-employment Adjudication</td>
<td>Pre-employment determinations made within 5 business days on a no-issue case or a case that does not require due process 90% of the time.</td>
<td>Donessa Gaspar</td>
<td>Automated - MEASUREMENT: Information is extracted from PSB Security Database where calculations for days processing are formulated.</td>
<td>90.00%</td>
<td>94.55%</td>
<td>94.97%</td>
<td>62.34%</td>
<td>83.99%</td>
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<tr>
<td>3</td>
<td>Reciprocity for Sensitive Positions</td>
<td>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.</td>
<td>Donessa Gaspar</td>
<td>Automated - MEASUREMENT: Information is extracted from PSB Security Database where calculations for days processing are formulated.</td>
<td>100.00%</td>
<td>100.00%</td>
<td>100.00%</td>
<td>75.00%</td>
<td>95.00%</td>
</tr>
<tr>
<td>4</td>
<td>Suitability/Fitness Adjudication</td>
<td>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 90% of the time.</td>
<td>Donessa Gaspar</td>
<td>Automated - MEASUREMENT: Information is extracted from PSB Security Database where calculations for days processing are formulated.</td>
<td>100.00%</td>
<td>100.00%</td>
<td>100.00%</td>
<td>75.00%</td>
<td>95.00%</td>
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<td></td>
<td>91.98%</td>
<td>97.99%</td>
<td>95.38%</td>
<td>86.05%</td>
<td>92.43%</td>
</tr>
<tr>
<td>5</td>
<td>National Security Adjudication</td>
<td>Post-Employment background investigations adjudicated for initial or continued eligibility for access to classified information or ineligibility to hold a sensitive position</td>
<td>Donessa Gaspar</td>
<td>Automated - MEASUREMENT: Information is extracted from PSB Security Database where calculations for days processing are formulated.</td>
<td>100.00%</td>
<td>84.21%</td>
<td>95.24%</td>
<td>93.10%</td>
<td>93.14%</td>
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<td></td>
<td>95.59%</td>
<td>95.96%</td>
<td>97.30%</td>
<td>97.38%</td>
<td>96.71%</td>
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<tr>
<td>6</td>
<td>Credential Card Processing</td>
<td>PIV Credential Card Initiation, Sponsorship and Enrollment completed within 14 calendar days of receipt of initiation in DOI Access 90% of the time.</td>
<td>Chanel Jackson</td>
<td>Automated - MEASUREMENT: Information is extracted from PSB Security Database and US Access where calculations for days processing are formulated.</td>
<td>95.99%</td>
<td>95.96%</td>
<td>97.30%</td>
<td>97.38%</td>
<td>96.71%</td>
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<tr>
<td>7</td>
<td>Disable Terminated Credential Cards</td>
<td>Terminate PIV Credential Cards within 1 business day of notification of receipt of an exit clearance 90% of the time.</td>
<td>Chanel Jackson</td>
<td>Automated - MEASUREMENT: Information is extracted from PSB Security Database and US Access where calculations for days processing are formulated.</td>
<td>100.00%</td>
<td>75.41%</td>
<td>98.47%</td>
<td>92.44%</td>
<td>92.23%</td>
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<tr>
<td>8</td>
<td>Drug &amp; Alcohol Testing</td>
<td>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.</td>
<td>Alison Stockdale</td>
<td>Manual - MEASUREMENT: Information is tracked manually.</td>
<td>98.99%</td>
<td>99.51%</td>
<td>99.07%</td>
<td>99.23%</td>
<td>99.21%</td>
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<td>9</td>
<td>Drug &amp; Alcohol Testing</td>
<td>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.</td>
<td>Alison Stockdale</td>
<td>Manual - MEASUREMENT: Information is tracked manually.</td>
<td>98.88%</td>
<td>98.18%</td>
<td>97.43%</td>
<td>95.35%</td>
<td>97.25%</td>
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<tr>
<td>10</td>
<td>Drug &amp; Alcohol Testing</td>
<td>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.</td>
<td>Alison Stockdale</td>
<td>Manual - MEASUREMENT: Information is tracked manually.</td>
<td>96.55%</td>
<td>95.92%</td>
<td>92.53%</td>
<td>94.79%</td>
<td>94.62%</td>
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</tbody>
</table>

Comments:
Metric 8, Qtr 1: DAT missed the 99% of specimens are accepted as valid by the laboratory analysis by .01%. Several mistakes were made by the contracted collectors. The vendor has been contacted to retrain those collectors to avoid making the same mistakes.
Metric 5, Qtr 2: Personnel Security Branch is significantly short staffed with 4 vacancies that is causing a backlog of adjudications. The section supervisor and branch chief are now assisting to prevent any further delays in adjudication.
Metric 7, Qtr 2: OSB is significantly short staffed, causing a delay in PIV terminations.
Metric 2, 3, 5, Qtr 4: Personnel Security Branch is significantly short staffed with multiple Supervisory and Personnel Security Specialist vacant positions, which has caused a backlog of adjudications. PSB has recently hired some PSS positions and is continuing to hire.