

Human Resources Directorate - FY21 SLA Personnel Security and Drug and Alcohol Testing Performance Metrics

Metric #	Measurement	Metrics	Who	Method of Measurement	1 st Qtr	2 nd Qtr	3 rd Qtr	4 th Qtr	FY 21
1	<u>Intake Processing</u> Receipt, review, and processing of Personnel Security Package; initiation and notification to complete the Electronic Questionnaire of Investigations Processing (e-QIP); sponsorship and notification of USAccess Enrollment	Initiation of e-QIP and USAccess enrollment within 3 business days of receipt of Personnel Security Package 90% of the time.	Donessa Gaspar	Automated - MEASUREMENT: Information is extracted from PSB Security Database where calculations for days processing are formulated.	96.55%	97.03%	95.00%	95.27%	95.77%
2	<u>Pre-employment Adjudication</u> 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 90% of the time.	Donessa Gaspar	Automated - MEASUREMENT: Information is extracted from PSB Security Database where calculations for days processing are formulated.	90.00%	94.55%	94.97%	62.34%	83.99%
3	<u>Reciprocity for Sensitive Positions</u> 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.	100.00%	100.00%	100.00%	75.00%	95.00%
4	<u>Suitability/Fitness Adjudication</u> 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 90% of the time.	Donessa Gaspar	Automated - MEASUREMENT: Information is extracted from PSB Security Database where calculations for days processing are formulated.	91.98%	95.79%	95.38%	86.05%	92.43%
5	<u>National Security Adjudication</u> 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%	84.21%	95.24%	93.10%	93.14%
6	<u>Credential Card Processing</u> 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 90% of the time.	Chanel Jackson	Automated - MEASUREMENT: Information is extracted from PSB Security Database and US Access where calculations for days processing are formulated.	95.59%	95.96%	97.30%	97.38%	96.71%
7	<u>Credential Card Processing</u> Disable Terminated Credential Cards	Terminate PIV Credential Cards within 1 business day of notification of receipt of an exit clearance 90% of the time.	Chanel Jackson	Automated - MEASUREMENT: Information is extracted from PSB Security Database and US Access where calculations for days processing are formulated.	100.00%	75.41%	98.47%	92.44%	92.23%
8	<u>Drug & Alcohol Testing</u> 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.	98.99%	99.51%	99.07%	99.23%	99.21%
9	<u>Drug & Alcohol Testing</u> 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.	98.88%	98.18%	97.43%	95.35%	97.25%

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10	<u>Drug & Alcohol Testing</u> 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.	96.55%	95.92%	92.53%	94.79%	94.62%

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.