

**Human Resources Directorate - FY22 SLA Personnel Security and Drug and Alcohol Testing Performance Metrics**

Metric #	Measurement	Metrics	Who	Method of Measurement	1 <sup>st</sup> Qtr	2 <sup>nd</sup> Qtr	3 <sup>rd</sup> Qtr	4 <sup>th</sup> Qtr	FY 22
1	<u><b>Intake Processing</b></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 & Chanel Jackson	Automated - MEASUREMENT: Information is extracted from PSB Security Database where calculations for days processing are formulated.	96.40%	95.35%			95.76%
2	<u><b>Pre-employment Adjudication</b></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 & Chanel Jackson	Automated - MEASUREMENT: Information is extracted from PSB Security Database where calculations for days processing are formulated.	90.84%	98.28%			94.83%
3	<u><b>Reciprocity for Sensitive Positions</b></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%
4	<u><b>Suitability/Fitness Adjudication</b></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 & Chanel Jackson	Automated - MEASUREMENT: Information is extracted from PSB Security Database where calculations for days processing are formulated.	89.71%	95.60%			91.95%
5	<u><b>National Security Adjudication</b></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%	100.00%			100.00%
6	<u><b>Credential Card Processing</b></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.	100.00%	99.66%			99.82%
7	<u><b>Credential Card Processing</b></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.	90.25%	89.45%			89.88%
8	<u><b>Drug &amp; Alcohol Testing</b></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.	99.52%	99.59%			99.56%
9	<u><b>Drug &amp; Alcohol Testing</b></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.	96.92%	98.06%			97.58%

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10	<u>Drug &amp; 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.	94.44%	95.29%			94.92%

Comments: