

Reclamation Manual

Directives and Standards

TEMPORARY RELEASE

(Expires 09/30/2026)

Planning Phases for HCME Reviews

Table 1- PHASE I - Pre-Evaluation Phase

Activities	Due Date	Action Officer	Date Completed
The Human Resources Policy Office's (HRPO) Accountability Program Manager (APM) will contact the region's HR Officer (HRO) to identify and agree on a mutually convenient date to conduct the HCME Review.	180 calendar days before the evaluation.	APM	
<p>Prepare scheduling memorandum and advanced information request for the Human Capital Officer's signature.</p> <p>Provide the memorandum to the Regional Director and/or Deputy Commissioner with a copy to the HRO and the HR POC. Include appropriate Bureau and Department CCs on the memorandum.</p> <p><i>(Advance information is due from the installation no later than <u>six weeks</u> before visit. HR point-of-contact (POC) must upload the advanced information to the HRPO's team shared workspace/collaboration site.)</i></p>	90 days before the evaluation.	APM	

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Activities	Due Date	Action Officer	Date Completed
Explain the evaluation methodology, including coverage areas, as well as the purpose of the interviews and records review. Discuss logistics needed for the evaluation team if going onsite (i.e., teamwork room, group interview room(s), equipment, internet access, security issues etc.).	90 days before the evaluation.	APM	
Solicit, identify, and select evaluation team members. Identify member's responsibility for each coverage area. Communicate evaluation roles, responsibilities, and expectations to the accountability team. Team Members will consist of no fewer than the following: Three (3) Talent Management volunteers (must be DEU certified) Two (2) Performance Culture volunteers	90 days before the evaluation.	APM	
In advance of the HCME Review, work with the SHRO under review to identify and define the specific expected outcomes the review will be focusing on so that the team can effectively focus on those aspects, because the final report will be geared to those outcomes, and the coverage area will write a narrative of the Expected Outcomes for the report. (Appendix C)	90 days before the evaluation.	APM	

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Activities	Due Date	Action Officer	Date Completed
Prepare Shared Team Workspace, (SharePoint and VACE). Provide access to the workspace to accountability team members and the HR POC.	60 days before the accountability review.	APM	
Prepare and review on-line surveys that will be sent to regional employees. *Remind HR POC to satisfy any labor-management obligations as appropriate and consistent with any applicable collective bargaining agreement. If they are unsure of these obligations, please have them contact their bureau labor relations office for guidance.	60 days prior to the evaluation.	APM	
Analyze FEVS Results, CHCO Management Satisfaction Survey results, or other Bureau survey results, as well as findings from previous audits (i.e., Internal, OPM, or other third party).	60 days prior to the evaluation.	APM	
Tailor interview guides to address issues identified from reviewing data, survey responses, and items for the human capital framework areas being evaluated.	45 days prior to the evaluation.	APM	
Notify the regional POC(s) to begin to upload case files. Request the case files be uploaded onto the SharePoint site at least 3-weeks in advance.	45 days prior to the evaluation.	APM	

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Activities	Due Date	Action Officer	Date Completed
<p>Request that the HR POC schedule interviews. Consider interviewing individuals the week prior to the review, to allow more time to review records.</p> <p>*Interview participants may be identified through a DataMart extract or APM may request an employee list with supervisory codes and organizational component information from the region. Identify a cross-section (occupations, grade levels, and organizations) of participants for group interviews and identify individuals for one-on-one interviews (e.g., Regional Director, HR Officer, DEU lead, Learning Officer, etc.).</p>	45 days prior to the evaluation.	APM/HR POC	
<p>Send employee surveys, indicating a suspense date 2-weeks from the day they are published.</p>	30 days prior to the evaluation	APM	
<p>Extract and analyze data. Select records to be reviewed using various sources of data information, including delegated examining/merit promotion logs. (May have to request additional information from the region as there may be instances in which the HR staff maintains hard copy case files to support actions taken in the automated staffing system(s)).</p>	30 days prior to the evaluation.	APM	

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Activities	Due Date	Action Officer	Date Completed
Coordinate with POC on times/dates for opening and closing briefs. Provide copies of schedule to the evaluation team and the region being evaluated. (Arrange for conference lines, if needed.)	14 days prior to the evaluation.	APM & HR POC	
Secure access to automated staffing system(s) and performance management (if applicable) records, and eOPF access for team members.	Request access 14 days prior to the evaluation and up to 2 weeks after the evaluation.	APM	
Conduct a teleconference with the evaluation team to ensure everyone understands their assignments (including writing assignments for the report, if applicable) and to discuss expectations and any questions regarding the HCME Review.	14 days (but preferably sooner) prior to the evaluation.	APM	
Review, revise (if needed) and upload checklists to be used for program and individual case file reviews to team shared workspace.	14 days prior to the evaluation.	APM	

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Activities	Due Date	Action Officer	Date Completed
Prepare in-brief slides. Determine who will be attending the in-brief and communicate the date and time of the briefing to the individuals. (In-briefs are usually conducted with the HR Officer and staff, and senior management official(s)/installation head.) **The in-brief participation is dependent on the size of the installation and the preference of the HR Office and senior management official.	7 days prior to the evaluation.	APM	
Follow-up with the region's HR POC to confirm logistical arrangements, schedule, and interview participation. *Consider scheduling interviews the week prior to the evaluation.	7 days prior to the evaluation.	APM	

Table 2 - PHASE II - Evaluation Phase

Activities	Due Date	Action Officer	Date Completed
Conduct in-brief.	Morning of the first day of the evaluation.	APM	

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Review records. Capture results of the records review on checklists (or VACE). (If OPM participates on the evaluation, ensure OPM receives a copy of the checklists.)	Week of evaluation.	Accountability Team	
Evaluation team members should prepare a “Request for Information” to request corrective action or ask questions. Team members should forward the information request to the HR POC or designee. Encourage HR to resolve as many of the issues as they can during the review. Be sure to keep a copy for tracking purposes and notate all requests on the Case Issue Log.	Week of evaluation.	Accountability Team	
Conduct interviews, if not already conducted prior to the week of the evaluation.	Week of evaluation.	APM	
Hold a team wrap-up session with the accountability team at the end of each day to stay abreast of findings and results of interviews and to ensure the team is on track to complete their assignments.	Week of evaluation.	APM	
Conduct daily briefings with HR Officer and HR POC, and/or designee, to provide a synopsis of the day’s findings or to discuss significant issues.	Week of evaluation.	APM	
Develop out-brief based on preliminary findings.	Day before the conclusion of the evaluation.	APM	
Conduct preliminary out brief. Individuals who attended the in-brief are typically invited to attend the close out.	Morning of the final day of the evaluation.	APM	

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Table 3 - PHASE III - Post-Evaluation Phase

Activities	Due Date	Action Officer	Date Completed
<p>Prepare final written report. Team members will participate in reviewing and providing input into their own section for their area of responsibility, to include the following information: Identify areas in need of corrective action and/or improvement, to include appropriate citations for required actions. (If a citation cannot be obtained showing that the practice is incorrect, the item should be a recommended action.) Identify best practices. Establish deadline for response.</p>	<p>Within 60 days after the closing briefing.</p>	<p>APM</p>	
<p>Send final report to the Regional Director and/or Deputy Commissioner with a copy to the Human Capital Officer, with a copy to the HR Officer.</p> <p>*Please include Bureau/Department CCs on the memorandum transmitting the report.</p>	<p>Within 90 calendar days after the closing briefing. If an extension is required, the APM should contact the Human Capital Officer for an extension.</p>	<p>APM</p>	
<p>Corrective Action Plan Due from Region.</p>	<p>Within 60 days after the final report is received</p>	<p>HRO</p>	

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Activities	Due Date	Action Officer	Date Completed
Review region's response to report. Follow-up on evaluation findings and ensure all required and recommended actions are addressed and ask for evidence where appropriate.	Within 60 calendar days from the receipt of the final report to respond.	APM	
Prepare final evaluation close out memorandum when all corrective (required) actions have been satisfactorily addressed.	After all corrective actions have been completed.	APM	