

Office of Personnel

Benefits and Services Division (BSD)

FY 1967

General:

The Division is responsible for all phases of personnel relations activity including counseling, pre-exit interviewing and exit processing, processing of medical claims under statutory programs, administration of a wide range of Agency-sponsored and statutory insurance programs, retirement, administration of various employee recognition programs, and for other employee activities including recreation, fund drives, car pools, and blood donors. It is also responsible for the centralized handling of employee emergencies and the handling of missing and captured personnel falling within the coverage of the Missing Persons Act, and for providing guidance on casualty planning for sensitive or hazardous undertakings. In addition, this Division is responsible for providing a central processing service to assist Agency personnel in performing official travel, for providing staff support to the Agency Retirement Board, for providing policy and guidance on proposed retirement programs for proprietary and subsidized organizations, and for providing administrative direction to the Northwest Federal Credit Union.

Accomplishments for Fiscal Year 1965:

This Division has perhaps the greatest variety of programs of any in the Office of Personnel and its activities are of particular interest to employees and management. The Benefits and Services concept -- a centralized service to all Agency employees in a field of many employee services,

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benefits, and activities -- has been in existence for more than 12 years and was developed as a centralized mechanism for providing and controlling the scope, quality, and extent of these many programs. Over the years and in response to increasing requirements imposed on it by the Agency management to improve and to expand existing programs and to develop new programs, the Division's activities have grown, particularly in the area of employee services, insurance, and employee emergencies. During the year, the exercise room was installed with an Office of Personnel physical fitness director serving as attendant. A barbershop was installed under the auspices of Government Services Inc. Final approval was obtained for the implementation of an Employee Activity Association and an Agency-wide membership drive was conducted. A new insurance plan was developed and existing plans improved to provide Agency employees with a well-rounded insurance program for themselves or their survivors in the event of disability or death. A significant accomplishment in the field of employee emergencies was the issuance of a regulation on casualty planning, a new concept which requires operating offices to anticipate, insofar as is possible, problems that might be encountered in the event of a casualty situation, provides a centralized mechanism in the Office of Personnel for controlling commitment of Agency funds and benefits to non-staff personnel for death or disability, and establishes a set of standards for these benefits.

Neither the accomplishments of this Division nor its workload can be actually reported in statistical terms since its mission is to improve morale, to respond to employees' needs for personal help, to

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provide services to survivors, and to provide many other services which cannot be measured. The following statistics will, however, illustrate the variety and volume of activities conducted in BSD.

<u>Personnel Relations and Employee Services</u>	<u>FY 1963</u>	<u>FY 1964</u>	<u>FY 1965</u>
<u>Emergency/casualty cases:</u>			
Illnesses and accidents	145	182	136
Deaths	49	48	46
<u>Statutory medical benefits:</u>			
Claims under FECA	147	174	144
Claims under CIA Act	325	448	539
<u>Counseling cases</u>	106	233	124
Pre-exit interviews and exit processing (cases)	1,835	2,032	2,002
Retirement interviews	1,874	2,054	2,600
Participants in recreation program	2,515	2,264	3,698
Blood Donors	1,956	2,419	1,925
Total contributions in fund drives	\$154,655	\$160,413	\$188,841
Exercise Room - visits	(new program)	(new program)	8,734
Barber shop - haircuts	(new program)	(new program)	9,542
<u>Insurance Programs</u>			
Hospitalization policies in effect (FEBHA)	13,201	13,753	13,498
Number of claims paid	13,299	12,836	13,917
Average amount of claim	\$110.53	\$123.62	\$130.42
Hospitalization policies in effect for contract personnel	566	684	781

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Insurance Programs (cont'd)

FY 1963

FY 1964

FY 1965

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Life insurance policies issued to staff personnel  
Policies in force: number  
Policies in force: face value

Life insurance policies issued to contract personnel  
Policies in force: number  
Policies in force: face value

PAMA (Parents) hospitalization insurance:  
number of enrollees

DENTA (Dental) insurance; number of enrollees

Flight and Accident Insurance:  
Number of enrollees  
Policies in force: face value

(new program) (new program) 53  
(new program) (new program) \$2,600,000

Central Processing Service

Travel reservations made: foreign  
domestic

Travel orders and amendments processed  
Returnees processed in (PCS from overseas)  
Passports obtained: new  
renewals  
visas

Incentive Awards Activity

Number of suggestions received	423	542	554
Number of suggestions adopted	68	94	115
Total of suggestion awards made (cash)	46	61	105
Certificates of Appreciation (Suggestions)	22	33	10
Certificates of Merit approved (Honor and Merit Awards)	43	42	46
Medals approved (Honor and Merit Awards)	34	35	55

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Objectives for FY 1966 and FY 1967

Historically, the work of this Division has increased from year to year; similar growth is expected during the next two years. In the light of restrictions of space and manpower it will be necessary for the Division to develop improved procedures in order to be able to continue its current level of activity and to handle anticipated growth. Specific objectives include an intensive effort to develop sources of revenue for the Employee Activity Association so as to make possible new services, and additional staff paid from income earned by the Association. Further, an effort will be made again to establish a more effective counseling program, although no improvement in this activity can be achieved without qualified professional type personnel. In its insurance activity, the Division will strive for stability. Thus, no new insurance plans are anticipated; rather, existing plans will be refined and improved wherever possible. The field of employee emergencies and especially advanced planning for casualties will also require more attention than in the past year. An objective is to have casualty plans for each hazardous or sensitive undertaking covering all employees engaged in these activities so as to be best prepared to handle what emergencies might arise.

The Division is studying the relationship of the Agency's statutory overseas medical program to GEHA's hospitalization insurance and it is anticipated that a policy statement will be requested revising the present procedure whereby overseas medical expenses are in large part assumed under the Agency's program. If a change is approved, the cost of the overseas medical program, which has significantly increased in the past two years, will be reduced considerably.

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Financial Requirements FY 1966:

Personal Services costs for BSD will be \$670 thousand in FY 1966. Travel is estimated at \$6 thousand for visits to next of kin of deceased Agency employees, foreign field trip by C/BSD to explain benefits and programs to overseas personnel, and for travel to insurance underwriters. A printing budget of \$3 thousand is needed for purchase of standard forms and for printing of insurance program literature. Administrative supplies will cost \$1 thousand and replacement of adding machines and typewriters is expected to cost \$3 thousand.

25X1A

Hospital Claims will increase to \$210 thousand and related travel is expected to increase to \$20 thousand.

Financial Requirements FY 1967:

Personal Services costs for BSD will be \$675 thousand in FY 1967. Travel will be \$6 thousand for visits to next of kin, etc. Printing will cost \$1 thousand for replacement of standard forms used in benefit programs. Administrative supplies and replacement of equipment is again estimated at \$4 thousand.

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Hospital Claims are expected to remain at the \$210 thousand level, provided there are no increases in overseas hospitalization rates. Travel is expected to remain at \$20 thousand.

Changes in Financial Requirements FY 1966 over FY 1965:

A decrease of \$54 thousand for a decrease of 4 positions and 8.9 A.E. An increase (\$5 thousand) for travel by Chief, BSD to foreign field stations to explain new programs, benefits, etc., and increased travel to insurance underwriters. An increase (\$3 thousand) for printing of insurance program literature and for standard forms used in benefits and counseling programs. A decrease (\$10 thousand) for non-recurring cost of retirement medallions. An increase (\$2 thousand) for a class "6" safe cabinet and replacement of electric typewriters.

25X1A

25X1A2g

Hospital Claims are expected to increase by \$18 thousand because of increased activity in the Southeast Asia area. Travel is projected to increase \$4 thousand for the same reason.

Changes in Financial Requirements FY 1967 over FY 1966:

An increase (\$5 thousand) for filling positions to authorized grade levels, within grade increases and related personal services costs. A decrease (\$2 thousand) for non-recurring cost of printing insurance program literature.

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Project [REDACTED] - No change

Hospital Claims - No change

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Position Management and Compensation Division (EMCD)

FY 1967

General:

The Position Management and Compensation Division has been responsible for conducting a program for the development and maintenance of an effective pay and occupational structure for the Agency, including position analysis and evaluation, review of organization structure and realignment of functions for effective operations and realistic manpower requirements, and wage and salary determinations.

Accomplishments for Fiscal Year 1965:

As in FY 1964, the Division was required to assist the Agency's Manpower Control Program by providing organizational information and recommendations and to advise on staffing and functional alignments. Matters of utilization, job engineering, and the like will continue to be an important part of the Division's work in the years ahead. The enlarged scope of the Division's functions is reflected in the change of its title from Salary and Wage Division to Position Management and Compensation Division.

Major accomplishments during the year included Agency-wide surveys to establish and maintain proper alignment and grading patterns; continuing review of staffing and development complements; maintenance

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of average grade and salary controls; review and realignment of supergrade positions and ceilings; review and revision of the Occupational Handbook to cover changes in occupational structures; review of organizational patterns to determine effectiveness and to determine employee utilization; review and modification of MANS Coding System to properly identify work of positions; conducting studies of grade and pay practices throughout industry and Government.

Production in routine activities of the Division is suggested in the following statistics:

	<u>FY 1963</u>	<u>FY 1964</u>	<u>FY 1965</u>
25X9A2 Organization surveys completed	20	15	28
Positions covered by surveys	[REDACTED]		
Positions classified through surveys	[REDACTED]		
25X9A2 Planning papers reviewed	34	48	30
Positions covered by planning papers	[REDACTED]		
Pay rate changes for prevailing rate positions			
Number of changes or new schedules	26	28	37
Number of titles or rates affected	101	267	240

Objectives for FY 1966 and FY 1967:

The direction and emphasis of activity in this Division over the next few years has already been indicated above. Implementation of average grade and salary controls can be expected to result in some increase in activity.

Financial Requirements FY 1966:

Personal services costs will be \$246 thousand in FY 1966. Travel is estimated at \$12 thousand and will be for the purpose of auditing positions in foreign field stations.

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Financial Requirements FY 1967:

Personal services costs will be \$268 thousand in FY 1967. Travel will again be \$12 thousand for the purpose of auditing foreign field positions.

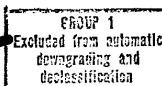
Changes in Financial Requirements FY 1966 over FY 1965:

An increase (\$4 thousand) for an increase of 1.1 in A.E. (secretarial). An increase (\$8 thousand) for travel to audit additional foreign field positions. A decrease (\$1 thousand) for a non-recurring printing requirement for SF 261.

Changes in Financial Requirements FY 1967 over FY 1966:

An increase (\$22 thousand) for an increased A.E. of .3, filling positions to authorized grade levels, within-grade increases, and related personal services costs.

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Office of Personnel

Contract Personnel Division (CPD)

FY 1967

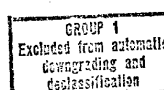
General:

The Contract Personnel Division is responsible for: preparation and administration of personal service contracts and cover agreements in support of both overt and covert operations; monitoring the propriety of utilizing the personal services of specially qualified individuals through the industrial contract device versus the personal service contract device; preparation and processing of appointment documents and/or personal service contracts for experts, consultants, board and panel members; administration of a system of allowances and differentials for staff and non-staff personnel serving overseas or under unusual circumstances; processing staff agent personnel actions; maintaining liaison with the Bureau of Old Age and Survivors Insurance and the Department of Labor with respect to Social Security and Unemployment Insurance matters; development of policy and procedures regarding the foregoing items as well as providing staff assistance and guidance to Agency officials and personnel concerning such; and establishing and maintaining files and records on contract personnel, staff agents, experts, consultants, board and panel members.

Accomplishments for Fiscal Year 1965:

Rapid technological advances coupled with new and/or revised Executive Orders, legislation, and administrative directives and methods (e.g. Executive Order on Code of Ethics; President's Memorandum

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on Conflicts of Interest; personnel ceiling and budgetary controls; new hiring practices; new non-official cover requirements; utilization of retired annuitants; new dual compensation legislation; pending revisions in Social Security legislation) generated new demands upon the Division to devise new and/or revised forms of contracts, cover agreements, and allowances.

During the year, Division personnel conducted and/or participated in the following special studies or projects: Review of the utilization of on-duty consultants; preparation of a new consultant regulation and handbook; review of problems associated with new emphasis on code of ethics and conflicts of interest; revised categorization of Agency non-staff personnel; review of problems associated with the use of personal services under the industrial contract device; study to determine feasibility of providing supplemental retirement benefits to Contract Employees; revision of Handbooks on contract personnel; proposed redesign of the allowance structure for personnel being assigned to the new [redacted] station in [redacted]. In addition, Chief and Deputy Chief/CPD expended considerable amounts of their time as Member and temporary Secretary to the new Agency Administrative Allowance Committee.

Workload Statistics:

On-Duty Strength:  
Contract Personnel  
Staff Agents  
Consultants  
Total On-Duty

FY 1965

FY 1964

FY 1963

[redacted]	[redacted]	[redacted]
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	<u>FY 1965</u>	<u>FY 1964</u>	<u>FY 1963</u>
<u>Work Units Completed:</u>			
Contracts Prepared			
Amendments Prepared			
Field Contracts and Amendments Reviewed			
Cover Agreements and Amendments Thereto			
Staff Agent Actions Processed			
Total Work Units			
<hr/>			
Separation Allowances	142	30	12
New Posts Classified	5	15	16

25X9A2

25X1A

25X1C

Objectives for FY 1966 and FY 1967:

It is anticipated that the overall Division workload will continue to reflect an increase in both the volume of work as well as in the variety and complexity of work involved. Specifically, the Division will expend new effort in the following: Devising new formats and procedures for contracts, cover agreements, and allowance structures; devising new contract formats to accommodate the increasing demand for the Agency to utilize retired annuitants; obtain a possible revision of [redacted] in order to permit a more adequate utilization of Career Agents; participation in the work of the new Allowance Committee and the Industrial Contract Committee.

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Financial Requirements FY 1966:

Personal services fund requirements will be \$113 thousand. Travel to enable Contract Officers to review field contracts will be \$1 thousand. Cost of replacement of electric typewriter will be \$1 thousand.

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Financial Requirements FY 1967:

The total fund requirements of \$113 thousand will be for personal services costs.

Changes in Financial Requirements:

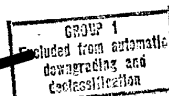
FY 1966 over FY 1965:

An increase of \$4 thousand is estimated for filling positions to authorized grade levels, within grade increases and related personal services costs. An increase \$1 thousand for travel to review field contracts. An increase \$1 thousand for replacement of electric typewriters.

FY 1967 over FY 1966:

A decrease (\$1 thousand) for non-recurring travel costs. A decrease (\$1 thousand) for non-recurring equipment costs.

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