

Program Contact List for HCCS – Human Capital Client Services

Function	Primary Person	Phone Number	Backup	Phone Number
Adoption Benefits	Karen Brown	2-8065	Sonita Stacker	2-5259
Advances in Pay	Enterprise Services	1-888-316-2285	Enterprise Services	1-888-316-2285
Alternate Work Schedule (AWS)	Paris Bryant	2-0653	Shawn Blain	2-1071
Awards	Enterprise Services	1-888-316-2285	Enterprise Services	1-888-316-2285
Benefits	Karen Brown	2-8065	Karen Brown Sonita Stacker Charlene Gantt	2-8065 2-5259 2-2536
Buyouts	Karen Brown	2-8065	Sonita Stacker	2-5259
Child Support Payments	Enterprise Services	1-888-316-2285	Enterprise Services	1-888-316-2285
Classification	Paris Bryant	2-0653	Shawn Blain	2-1071
Combined Federal Campaign (CFC)	Enterprise Services	1-888-316-2285	Enterprise Services	1-888-316-2285
Compensation	Enterprise Services	1-888-316-2285	Enterprise Services	1-888-316-2285
Debt Collection	Enterprise Services	1-888-316-2285	Enterprise Services	1-888-316-2285
Delegated Examining Unit	Paris Bryant	2-0653	Shawn Blain	2-1071
Details	Policy	2-3982	Policy	2-3982
Disability Retirement	Karen Brown	2-8065	Sonita Stacker	2-5259
Drug Free Workplace	Policy	2-3982	Policy	2-3982
Dual Pay and Employment	Policy	2-3982	Policy	2-3982
Employment	Enterprise Services	1-888-316-2285	Enterprise Services	1-888-316-2285
Fair Labor Standard Act (FLSA)	Paris Bryant	2-0653	Shawn Blain	2-1071
Family Medical Leave	Paris Bryant	2-0653	Shawn Blain	2-1071
Financial Disclosure	Ethics	2-5384	Ethics	2-5384
Garnishments	Enterprise Services	1-888-316-2285	Enterprise Services	1-888-316-2285
Health Benefits	Karen Brown Sonita Stacker Charlene Gantt	2-8065 2-5259 2-2536	Karen Brown Sonita Stacker Charlene Gantt	2-8065 2-5259 2-2536
Hiring Reform	Paris Bryant	2-0653	Shawn Blain	2-1071

Hours of Work	Enterprise Services	1-888-316-2285	Enterprise Services	1-888-316-2285
Leave	Enterprise Services	1-888-316-2285	Enterprise Services	1-888-316-2285
Leave Donor Program	Paris Bryant *ES will process the action	2-0653	Shawn Blain *ES will process the action	2-1071
Merit Assignment Plan	Paris Bryant	2-0653	Shawn Blain	2-1071
New Employee Orientation	Tiffany Scott	2-3654	Leah Brown	2-2935
Non-Citizen Employment	Policy	2-3982	Policy	2-3982
Official Personnel Folder (OPF)	Enterprise Services	1-888-316-2285	Enterprise Services	1-888-316-2285
Overseas Allowance and Differential	Enterprise Services	1-888-316-2285	Enterprise Services	1-888-316-2285
Position Description (GS/CAPS/SES/SL/ST)	Paris Bryant	2-0653	Shawn Blain	2-1071
Position Sensitivity	Policy	2-3982	Policy	2-3982
Professional Liability Insurance	Enterprise Services	1-888-316-2285	Enterprise Services	1-888-316-2285
Qualifications Standards	Paris Bryant	2-0653	Shawn Blain	2-1071
Retirement	Karen Brown Sonita Stacker Charlene Gantt *ES will process the action	2-8065 2-5259 2-2536	Karen Brown Sonita Stacker Charlene Gantt *ES will process the action	2-8065 2-5259 2-2536
Severance Pay	Enterprise Services	1-888-316-2285	Enterprise Services	1-888-316-2285
Student Employment (Pathways)	Paris Bryant	2-0653	Shawn Blain	2-1071
Student Loan Repayment	Paris Bryant *ES will process the action	2-0653	Shawn Blain *ES will process the action	2-1071
Telework	Paris Bryant	2-0653	Paris Bryant	2-0653
Thrift Savings Plan	Karen Brown Sonita Stacker Charlene Gantt	2-8065 2-5259 2-2536	Karen Brown Sonita Stacker Charlene Gantt	2-8065 2-5259 2-2536
Time and Attendance	Enterprise Services	1-888-316-2285	Enterprise Services	1-888-316-2285
Unemployment Compensation	Enterprise Services	1-888-316-2285	Enterprise Services	1-888-316-2285
Veterans Preference	Paris Bryant	2-0653	Shawn Blain	2-1071

	*ES will process the action		*ES will process the action	
Voluntary Early Retirement Authority (VERA)	Policy *ES will process the action	2-3982	Policy *ES will process the action	2-3982
Voluntary Separation Incentive Pay (VSIP)	Policy *ES will process the action	2-3982	Policy *ES will process the action	2-3982
Web Site (HCCS)	Naima Headley	2-2686	Paris Bryant	2-0653
WEBTA	Enterprise Services	1-888-316-2285	Enterprise Services	1-888-316-2285

No Office of Workforce Relations functions transitioned to Enterprise Services with the exception of processing Dues Withholdings. Guidance on and approval of still is a function of OWR.

Function	Primary Person	Phone Number	Backup	Phone Number
Adverse & Disciplinary Actions Policy	Kelly Spence	2-8015	Rick Costello	2-2191
Alternative Dispute Resolution	Rick Costello	2-2191	Kelly Spence	2-8015
Bargaining Unit Status	Kelly Spence	2-8015	Leanne Southland	2-3644
Commerce Alternative Personnel System (CAPS)	Kelly Spence	2-8015	Sandy Conway	2-3348
Dues Withholding	Leanne Southland	2-3644	Kelly Spence	2-8015
Employee Relations	Kelly Spence	2-8015	Rick Costello	2-2191
Grievances	Sandy Conway	2-3348	Thomasina Williams	2-4720
Investigations	Kelly Spence	2-8015	Sandy Conway	2-3348
Labor Relations	Kelly Spence	2-8015	Leanne Southland	2-3644

Performance Management (GS/CAPS)	Kelly Spence	2-8015	Sandy Conway	2-3348
Performance Management (SES/ST/SL)	Joan Nagielski	2-6342	Vanessa Valentine	2-5581
Suitability	Kelly Spence	2-8015	Rick Costello	2-2191
Training	Anesia Robinson	2-1380	Thomasina Williams	2-4720
Within Grade Denial	Sandy Conway	2-3348	Kelly Spence	2-8015