

AskPSMO-I

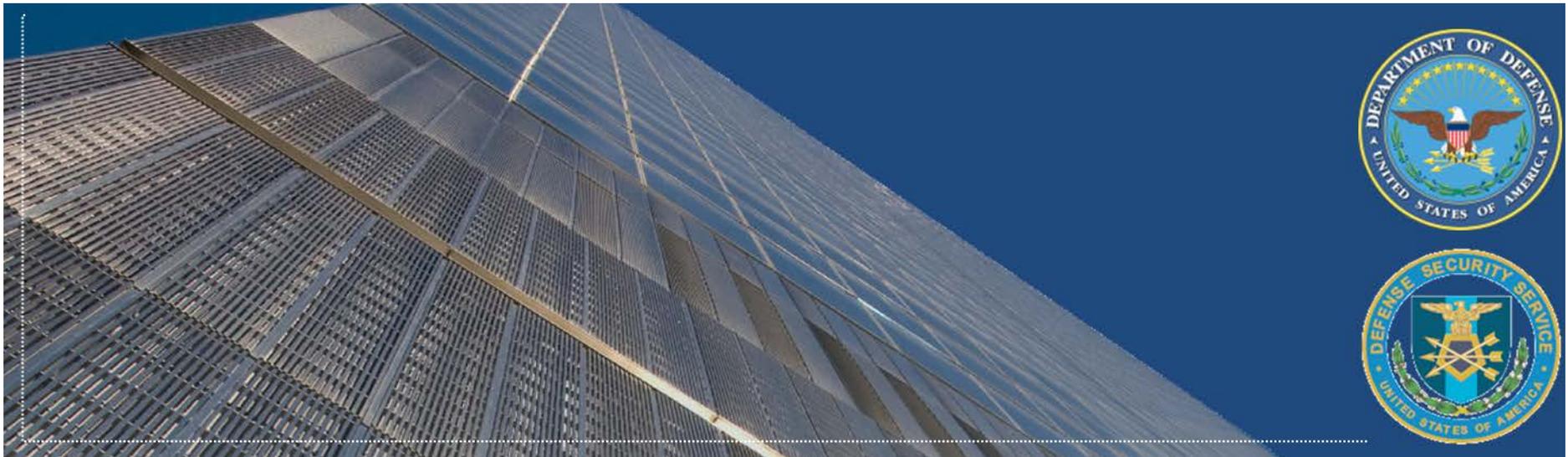
***For audio, dial: 1-800-779-2652
Enter participant code: 3488953***

OPM Updates

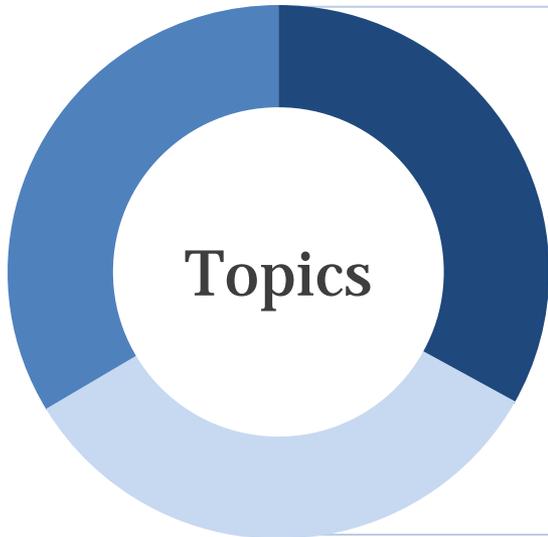
Facilitator: Zaakia Bailey
Defense Security Service

Guest Presenter: Michael Faller
Office of Personnel Management

April 28, 2015
1:30 PM EST



Agenda



Updates & Reminders

Brief overview of pressing matters relevant to you, the FSO



PSMO-I TRENDS

Highlights of trends that the PSMO-I tracks regularly and tips to help you succeed in the field



OPM Updates with Mike Faller, OPM

Our headlining topic; discussing matters specifically related to your OPM investigations

The PSMO-I is here for you...



RRU

PSMO-I reviews, responds and routes Research, Recertify and Upgrade requests



Elevated Requests

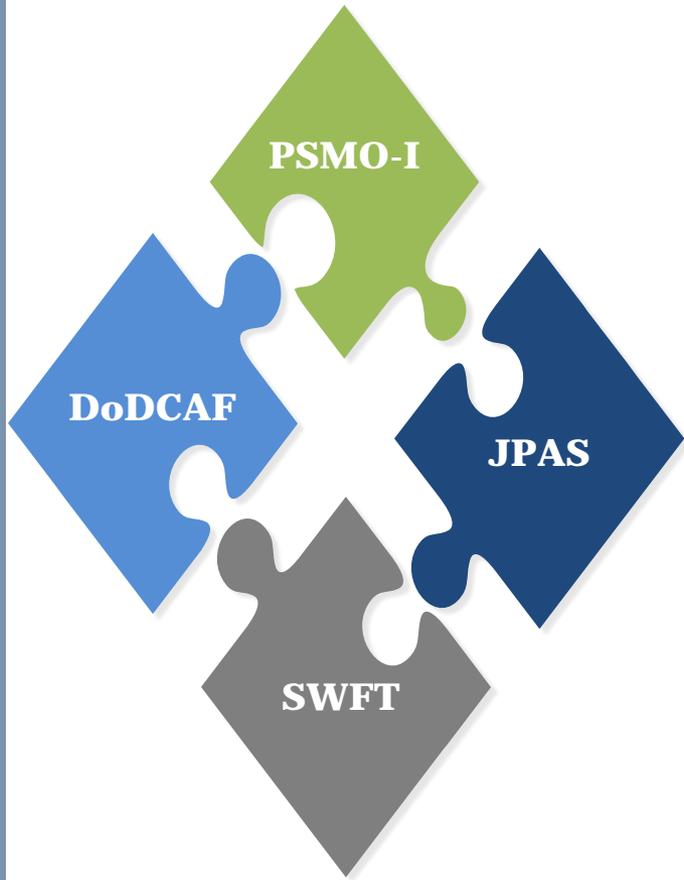
Elevated Requests are submitted by the call centers to the PSMO-I for action



Email/Online

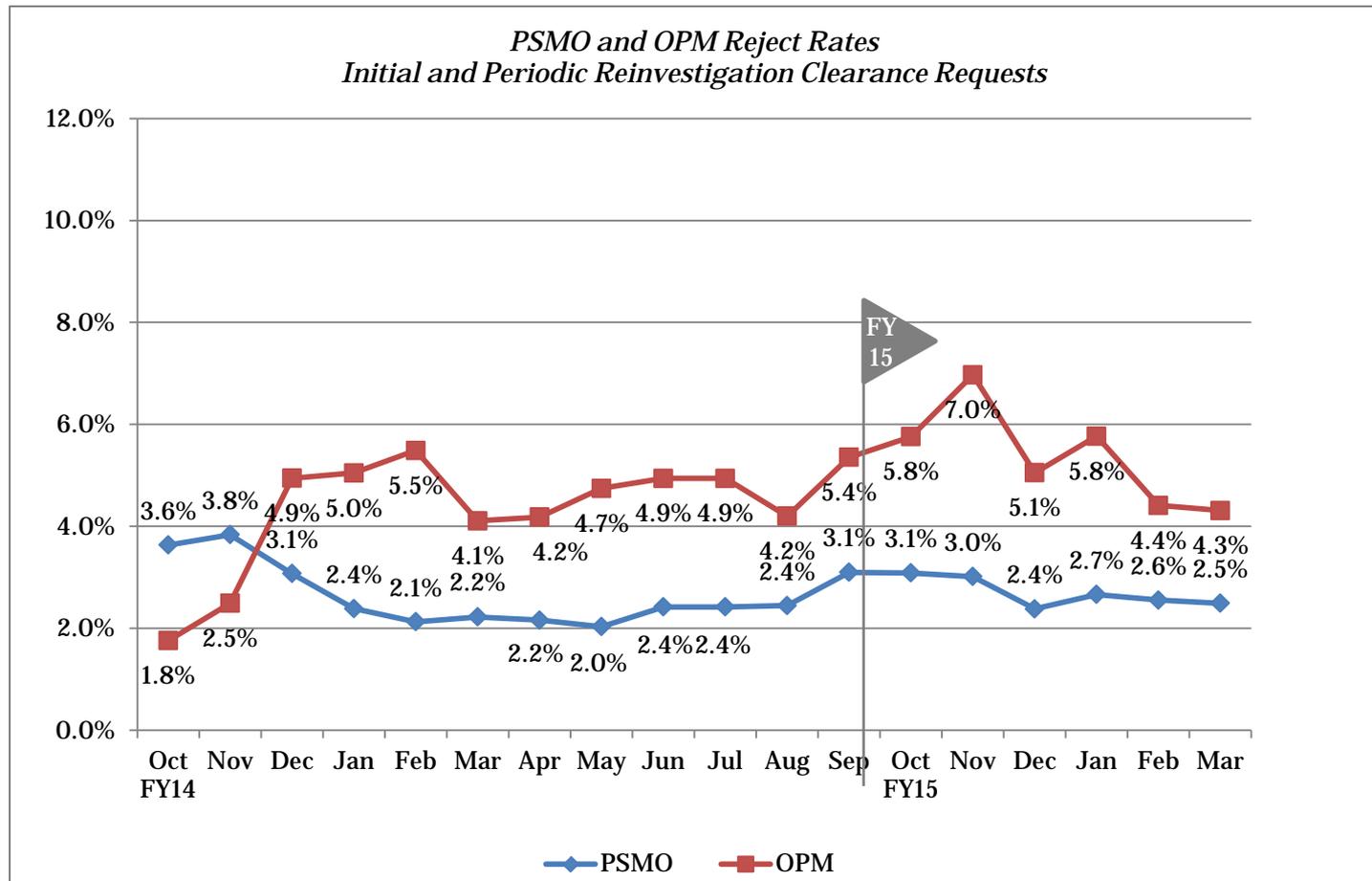
Emails received via the AskPSMO-I@dss.mil mailbox

Updates & Reminders



- Send relevant documents to **NEW** Fax number to (571)305-6011 or psmo-i.fax@dss.mil
Submit ALL Overdue PRs IMMEDIATELY
-
- The DMDC monthly users' audit reports identified three main trends: Incorrect Legal Name, Test or Fake SSNs, and Viewing One's Own Record
 - Login to JPAS every 30 days to **prevent any interruption in access**
-
- Next SWFT Webinar – April 30, 2015 at 2 PM ET/11 AM PT
 - Use new version of PSSAR Form to Request SWFT Access effective March 1
-
- Once the CAF receives the completed Notice of Intent to Appeal document, the individual's file is forwarded to the respective Appeals office for processing.
 - If applicants have questions concerning the status of an Appeal prior to the final decision, the Security Manager/or Representative should advise applicants to contact the specific Appeals office direct.
 - Contact information for the Appeals office is located on the Notice of Intent to Appeal form.

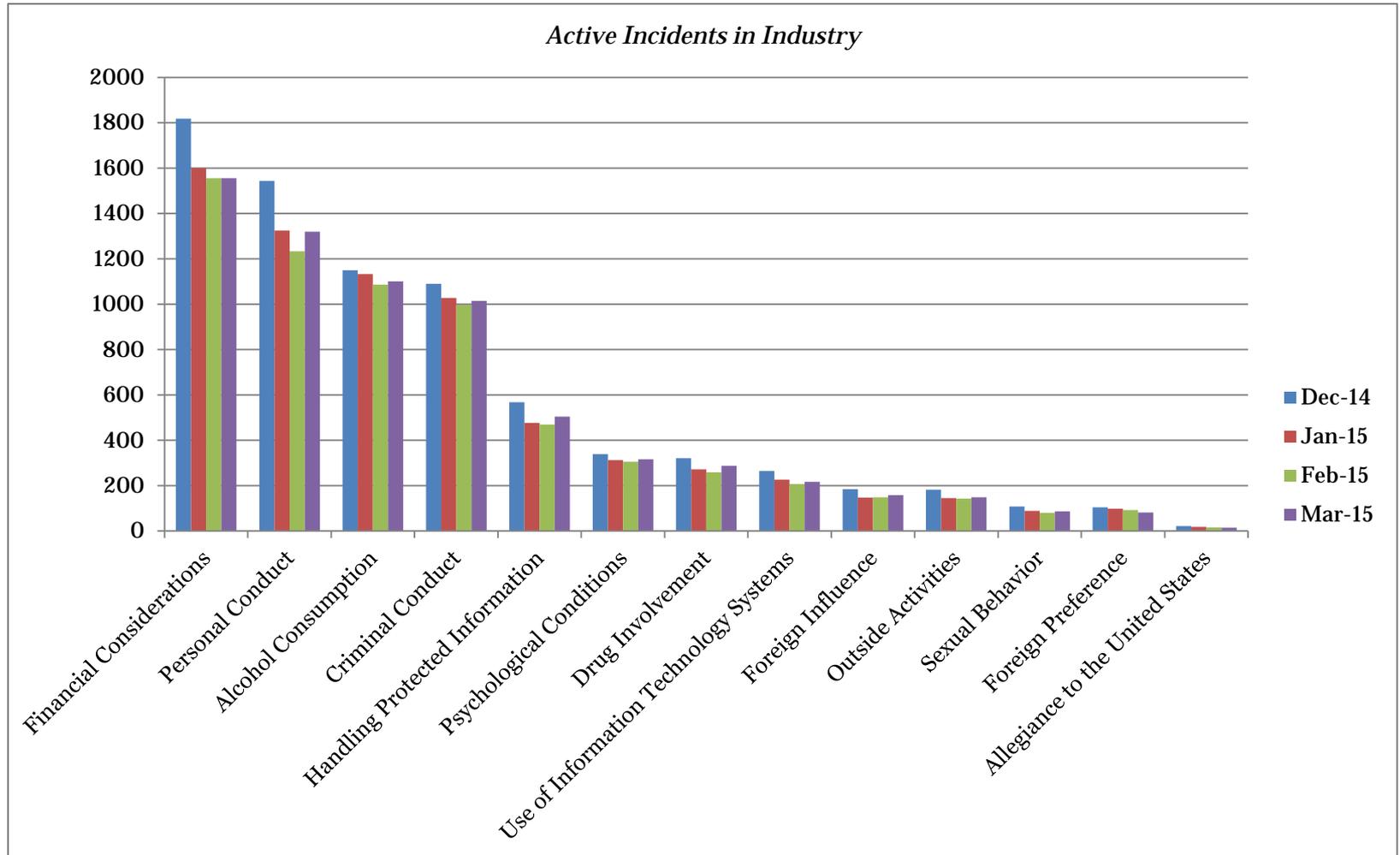
e-QIP Rejection Rates



Top Reject Reasons:

- PSMO-I - Cohabitant/Spouse Information and Current Closed Investigation*
- OPM - Fingerprint Cards and Release Pages*

Incident Reporting



Facility Security Officer (FSO) Role

- **Responsible for the day-to-day PSI program management for your facility**
- Trained to comply w/NISPOM requirements to obtain/maintain security clearances
 - Initiate/submit completed e-QIP (SF-86) to PSMO-I based on contract rqmts
 - Submit signed Non-Disclosure Agreement (SF312) to PSMO-I
 - JPAS record maintenance/update:
 - Take owning or servicing relationship
 - Add or remove Access as required
 - Add separation date as appropriate
 - Ensure Continuous Evaluation (CE)
 - Track and Initiate Periodic Reinvestigations
 - Report Incidents, security violations, suspicious contact reports
 - Conduct Security Training
- Complete annual PSI-I survey to project requirements for the next 1 – 3 years

FSO Effectiveness

- **SVA (28% findings PCL related)**
 - **Manage your JPAS records - 14% related to JPAS maintenance**
 - **Avoid Red Flag:** Ensure no KMP overdue PRs
 - Goal: No Overdue PRs – can submit up to 90 days in advance
 - **Avoid Red Flag:** Keep JPAS account active - Log in daily
 - JPAS Account Inactive/Terminated –30 days/45 days
- **KMP**
 - Ensure KMP PCL at level of FCL
 - Notify IS Rep of KMP changes
- **PSI Initiation**
 - Keep PSI requests to a minimum
 - Submit e-QIP as soon as completed - IRTPA initiate timelines
 - Submit electronic fingerprints when submitting e-QIP
- **CE**
 - Security Training on Self Reporting and Submitting Incident Reports



a New Day for Federal Service



A New Day for the Civil Service

Topics To Be Covered

- OPM case timeliness
- How OPM is managing and transitioning workload
- What we are doing to improve timeliness and efficiency
- Unacceptable case issues



Defense Security Service Case Timeliness

- OPM closed all Defense Security Service (DSS) cases on an average of 64 days during Fiscal Year 2015 (FY15)

Case Type	Days
National Agency Check with Law and Credit (NACLC)	64 Days
Access National Agency Check & Inquiries (ANACI)	59 Days
Single Scope Background Investigation (SSBI)	142 Days
SSBI-Periodic Reinvestigation (SSBI-PR)	217 Days
Phased Periodic Reinvestigation (Phased-PR)	188 Days

- Timeliness started to level off during the 2nd quarter, FY15

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OPM Challenges in FY15

- New contractor
- Cooperation with law enforcement entities
- National Agency Check (NAC) repositories
- Agency projection data

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Overcoming The Challenges

- Increased staffing
- Streamlined processes
- Improved the quality of incoming documents



Proposed Streamlining Efforts

- Click to Sign (CTS) is a function that allows the electronic Questionnaires for Investigations Processing (e-QIP) applicants to digitally sign their signature forms using their e-QIP password
- CTS eliminates the need for agency users to scan and attach signature pages to e-QIP
- A four-month pilot with five Federal agencies identified improved rejection rates, faster processing time, and reduced workload
- OPM is working with DSS to incorporate CTS into the Joint Processing Adjudication System (JPAS) by the end of FY15



Unacceptable Case Issues

- DSS has a 4.79% unacceptable rate for FY15
 - This is down from FY14 (5.07%)
- Common Reasons for Unacceptable Cases include:
 - Required forms not signed/dated/submitted (70%)
 - Submitted forms outdated (9%)
 - Form amendments require subject certification (9%)
 - Agency Use Block (AUB) information incomplete (1%)
 - Subject identifying data missing or discrepant (4%)
 - Subject information missing/discrepant (6%)
 - Other (2%)

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Required Forms Not Dated/Signed/Submitted

- The most common reason for Personnel Security Management Office (PSMO) rejections is missing fingerprints
- DSS increased electronic fingerprint submissions in FY15 (91% electronic)
- The PSMO team has been working with OPM to resolve submission quality issues prior to cases being returned unacceptable
- OPM's front end processors are asked to email the Requesting Official and copy the PSMO team on any potential unacceptable case issues

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How To Reduce Case Rejections

- Submit electronic fingerprint submissions whenever possible
- Review Personal Identifiers on the case papers to ensure they are correct and in the right order
- Review Signature pages to ensure the date is accurate and not a future date (CTS will resolve this issue upon deployment)
- Verify that Fingerprints are being sent with the correct case types and documented correctly
- Refer to [Requesting OPM Personnel Investigations](#) for submission requirements



Questions & Answers

1. Why is it taking so long for reinvestigations to be completed?

Reinvestigation cases are taking longer to process than initials due to the fact that OPM is required by Intelligence Reform and Terrorism Prevention Act of 2004 (IRTPA) to complete all initial National Security Cases first. The concept of this act was to ensure that new hires are processed immediately to fill an open position, while a reinvestigation is completed for a subject who is already on the job. OPM is working to get all of these cases processed as soon as possible.

2. I received a request from OPM to fax in authorization pages for a recent investigation we launched. Shouldn't the authorization pages be sent to OPM through e-QIP?

Occasionally the signature pages will either fail to upload in OPM's imaging system or the quality of the pages will require us to request a new signature page.

3. I have had several open investigations that state CA Considered. When I send in RRU's asking status of these investigations I get a response back from PSMO-I that the case is closed pending leads at OPM. What exactly does pending leads at OPM mean?

CA Considered is a status that OPM will place on investigations that are pending a 'third party check.' OPM will reach out to a number of investigative agencies (FBI, State Department, INS, etc.) based on information provided on the case papers and developed during the investigation. A case will go into CA Considered Status when all of OPM's items are completed and the third party check remains open. Because the check is required to complete the investigation, OPM cannot close the case without a response for these checks. We have a team at OPM that reaches out to these providers several times a week to assist with closing out these open items.



Questions & Answers

4. Is there a typical order to the process that OPM uses during an open investigation? e.g. when the personal interview is scheduled? - closer to the beginning, middle, or end of the open investigation.

A subject interview is often scheduled toward the end of the investigation after we have returned results from our national agency checks, record results and some sources and references. This allows the investigator to discuss any items that may have been developed in the investigation to that point. Occasionally there is a need to follow up with the subject after the original interview if something has been developed through an additional source or record check.

5. Are Industry Facility Security Officers allowed to call OPM and speak directly with someone from OPM regarding status of their employee's investigations? It is frustrating to only have options of submitting an RRU or sending an email to AskPSMO-I because responses are not timely, and are most often vague and unhelpful.

OPM will work through the PSMO staff to provide case status information. OPM and the PSMO have an agreement in place that ensures that case information is only directed to members of the PSMO authorized callers list. FSO's who contact OPM are directed to call askpsmo-i@dss.mil for guidance.

6. Do you know when Periodic Reinvestigation for Secret PCLs' will go to every five (5) years?

While this has been discussed at high levels at OPM, DOD and DNI, a final determination and deployment date have not been reached.

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Questions & Answers

7. Why is that OPM sends a notice that they didn't receive a fingerprint scan when I have received a report that they did?

OPM will require some case identifiers to troubleshoot this issue, but there are two possible reasons for this. The prints may have been sent to OPM after the case was already made unacceptable and a notice was received after the new prints have been received. The other reason is the fingerprints may have failed to upload due to some quality issues on the submission.

8. Relative to the eQIP submission for new clearance applicants, when should fingerprints be submitted? In other words, how many days before or after the eQIP submission should fingerprints be submitted?

This depends on the method prints are being captured. If the facility is printing the subject electronically (through SWFT), the results will be scheduled at OPM as a Fingerprint Special Agreement Check (SAC) and the SAC case is good for 120 days. The FSO has 120 days to get the e-QIP case to OPM to ensure it schedules.

If the facility is submitting prints on hard card, the window is much smaller. OPM will hold a set of hard card prints for 30 days awaiting a case. If we do not receive a case within 30 days, we mail them back. If we receive an e-QIP case and it requires prints, we will hold the case for 14 days awaiting prints (hard copy or electronic). We will contact the Requesting Official on day 7 and if the prints are not received by day 14, we will make the case unacceptable.

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Questions & Answers

9. Is there any solution whereas I can track/confirm subject interviews for personnel?

This information can be obtained through the PSMO office who can contact OPM for case status updates. OPM does not notify the submitting office when case items are completed. One reason for this is due to the fact that items can be reopened if more information is required or for quality reasons. While the interview may be completed, there is some additional reporting that needs to be accomplished before the item is closed.

10. Is there a POC for us to provide our Government customers who try to insist that we should be running NACIs/ANACIs on industry contractor personnel vs. them initiating industry contractor personnel for that investigation?

This question should be directed to the PSMO team at askpsmo-i@dss.mil.

11. What is the most efficient way to populate JPAS with investigation information from Scattered Castles?

OPM does not have access nor do we maintain data that is input into JPAS or Scattered Castles. This information should be directed to DMDC at (800) 467-5526 or dmdc.contactcenter@mail.mil.



Questions & Answers

12. Any way to notate which OPM-contractor processed a subject's investigation? Due to loss of contract (USIS) a subject's investigation can be in limbo, as well as data breaches a la Anthem or USIS where a completed subject is concerned their info may have been compromised.

OPM does not identify the contractor or federal organization which completed the item on our case closing package. This is due to the fact that Federal agents and Contract Investigators are held to the same standards and OPM will review all field work prior to closing the case.

OPM released a list of cases that were frozen between 6Aug14 and 30Sep14 and reassigned to our federal field staff to the PSMO team. OPM also released a list of potentially compromised cases in December, 2014. A letter was sent out to all subjects who had personal information located in our systems when the data breach occurred.

13. Is OPM still accepting fingerprint cards?

Yes. OPM will still accept and process hard card fingerprints. But we prefer fingerprints electronically for obvious reasons: more secure, more accurate, better quality, faster results. We are currently looking into requiring that all documents be submitted electronically.

14. Is there a way to get more information on the progress of investigations that are taking MUCH longer than the normally accepted time frame?

OPM has been communicating the status of our case timeliness at our monthly Stakeholders meeting as well as during the monthly Industry working group meeting. Information on a specific case can be routed through the PSMO team for a status check at OPM.



Questions & Answers

15. What is the status on all the open investigations from last year that were being handled by USIS? Is there any way to get these cases assigned?

Of the cases that were frozen from 6Aug14-30Sep14, 100% have been reassigned to federal field agents and 80% have been completed (as of March 26, 2015). The majority of cases that are still open are PR case types and a few SSBI cases that required some additional fieldwork.

16. Is there a contact number we can use when investigations have been scheduled for more than 9 months and not open or closed.

Industry users should contact askpsmo-i@dss.mil.

17. Why does it take so long to cancel an Investigation? over 90days!

OPM and the PSMO team will work very closely to ensure that cases are cancelled as soon as possible. OPM will reach out to the PSMO team when a discontinue case issue occurs (subject states they are not taking the position). The PSMO will research the subject's employment status to determine if there is a need to continue running the investigation request for another position.

18. How long are public trust clearances valid? Need all three levels? NACI, MBI and BI

NACI, MBI and BI cases are not issued clearances as they are positions of public trust. The NACI does not have a reinvestigation standard, but the case will be pulled from OPM's case files 16 years after the closed date and a new investigation should be submitted prior to that time.

The coverage period for an MBI and BI case is 5 years. There are some proposed changes to 5 CFR 1400 that will clarify positions of public trust and national security in the future that may change this standard.

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Questions & Answers

19. Lately, we have been having trouble with signatures being rejected. What is the cause for that?

Signature pages can be rejected for several reasons, but the most common are:

- a. **Poor image quality:** when the signature page arrives at OPM, the text, signature and/or date are unreadable. This can occur when the image is scanned or faxed several times which degrades the quality of the image or when the page was not scanned at a proper resolution. We ask agencies to make the attempt to scan an image as a black and white image with 300x300 DPI. Please note that the implementation of Click to Sign may assist in resolving many of these issues.
- b. **Question on the date signed:** Handwritten dates may not be clear and may not be 100% clear. If there is a discrepancy with the date signed, OPM will call the agency and ask for a new signature page. The date must be clear as it will be referenced in the event of a dispute and the release pages are presented to the public during contact interviews and record checks. Please note that the implementation of Click to Sign may assist in resolving many of these issues.
- c. **The date on the Cert page is prior to the Cert date:** e-QIP will timestamp the certification event in e-QIP at the time the subject clicks the button which states “I certify this information.” Occasionally the subject will write a document date that is earlier than the cert date presented in the text. We will reject this as it is impossible for the subject to have signed the form prior to certifying it in e-QIP. Please note that the implementation of Click to Sign may assist in resolving this issue as the date will be pre-slugged into the Cert page.

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Questions & Answers

20. How long are public trust clearances valid? Need all three levels? NACI, MBI and BI?

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The coverage period for an MBI and BI case is 5 years. There are some proposed changes to 5 CFR 1400 that will clarify positions of public trust and national security in the future that may change this standard.

21. In respect to HSPD-12 compliance, what is the current process cleared contractor facilities (CCF) should be using to request investigations for Common Access Cards (CAC) for their employees working on-site at government installations or accessing government information systems?

This information should be identified in the contract itself. OPM will defer to PSMO for guidance on this issue.

22. With so many government forms going to digital signature capability, when will we see the digital signature for the SF-86

Hopefully soon. OPM leadership is working toward implementing Click to Sign before 10/1/15. Once leadership approves Click to Sign for all agencies, we will reach out to DSS and establish this function.

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Questions & Answers

23. A contractor investigator went way outside the scope of a PR subject interview. Can these types of behaviors be reported and if so, to whom?

Please report these incidents to the PSMO team. OPM has worked with the PSMO team in the past when there is a complaint about the actions of an investigator. OPM will follow up with the appropriate federal or contract oversight group and request a report of the activity. If improper actions occurred, there will be proper follow up, training and counseling taken.

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Questions & Answers

24. Why does OPM terminate investigations without providing specific guidance on why the investigation was terminated?

OPM will need a case example on this issue to properly trouble shoot.

25. What quality assurance checks are being performed on the new contractors that took over post-USIS? We have seen a major spike in investigation requests being rejected for questionable reasons (such as illegible signature pages that were legible and completed perfectly). These are often taking months to be rejected, even after an investigation opens. If the person has interim eligibility while the investigation is ongoing, DOD CAF then has no choice to hand down a Loss of Jurisdiction. This is putting employees' jobs in jeopardy and compromising the missions of the agencies they support.

OPM's Contract Oversight is continuously reviewing timeliness and quality standards of all of our contracting staff. Our new front end contractor has been working to improve their efficiency in processing our cases and OPM has also been seeking ways to streamline our processes.

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Contact Information

Office of Personnel Management
Federal Investigation Services

PO Box 618

1137 Branchton Rd

Boyers PA 16018-0618

www.opm.gov/investigate

Please route questions through the
DSS-PSMO-I team at

Askpsmo-i@dss.mil

Contact Information

PSMO-I

Address: Defense Security Service
ATTN: PSMO-I
7556 Teague Road, Suite 500
Hanover, MD 21076

Fax: 571-305-6011

Email: AskPSMO-I@dss.mil
PSMO-I.fax@dss.mil*
Policy_HQ@dss.mil



DMDC Contact Center

Phone: 1-800-467-5526

Email: dmdc.contactcenter@mail.mil
dmdc.swft@mail.mil

Menu Options:

- | | |
|--------------------------------|--|
| 1 – JPAS | 6 – General Inquiry / Contact Center Information |
| 3 – SWFT | |
| 4 – DCII | |
| 5 – Personnel Security Inquiry | |

DoD Security Services Call Center

Phone: (888) 282-7682

- | | |
|---|--------------------------------------|
| 1 – OBMS/e-QIP/STEPP/
ISFD/NCAISS Account
Lockout or Password Reset | 4 – e-QIP
5 – STEPP
6 – ISFD |
| 2 – Personnel or Facility
Security Clearance Inquiries | 7 – NCAISS
8 – General
Inquiry |
| 3 – OBMS | |

DoD CAF Call Center

Phone: 301-833-3850

- SSOs and FSOs ONLY

Menu Options:

- 5 – Industry

*Note: When using the e-fax option to submit **SF-312s ONLY**, password protect the file in the first email and send the actual password in a separate email.

Don't Forget...



AskPSMO-I Webinar: NISS
will be hosted on May 26, 2015



Find all archived webinars
including this one at our
[Archived PSMO-I Webinars &
Documents](#) page



Don't look yourself up in
JPAS PERIOD

AskPSMO-I Webinars

Thank you for
attending!

