

# CAS2Net and CCAS Open Forum

Thursday
7 December 2023
1:00 PM Eastern Time

# **Topic: Grievances/Grievance Window**

To join this Microsoft Teams Open Forum on your computer, mobile app or room device Copy and paste the following to join the meeting

https://teams.microsoft.com/l/meetup-

join/19%3ameeting\_NzQwY2I3MTktZmI1YS00YWM0LThhY2YtMDI4MDA3ZDIzNGMw%40thread.v2/0?context=%7b%22Tid%22%3a%221c21be44-2435-49bf-bc1f-

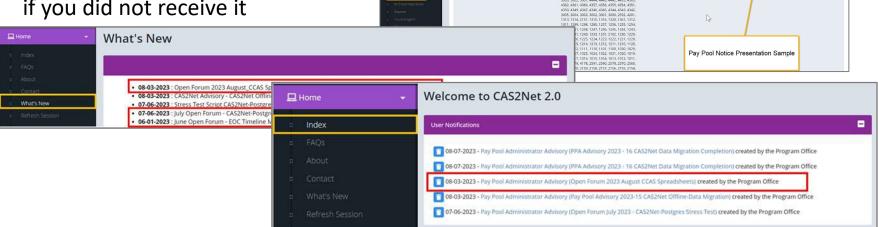
cba317187058%22%2c%22Oid%22%3a%22ad5815de-5095-4600-8a86-0164be9d07a8%22%7d

The dial in number is 571-403-9146 with the Conference ID: 127 267 854#



# **Housekeeping Items**

- Presentations are sent in advance through the CAS2Net Pay Pool Notices
- 2. Posted to What's New
- Available in User Notifications
- Enter your email address in chat if you did not receive it



- 5. Please remember to "Mute" your phone to prevent any background noise and additional feedback.
- 6. All Open Forum Sessions will be recorded
- Each recorded session will be posted to the AcqDemo website (including presentation slides) at <a href="https://acqdemo.hci.mil/training.html#cas2netOpenForums">https://acqdemo.hci.mil/training.html#cas2netOpenForums</a>



# **Grievance Module Enhancements:**

Summary	Issue
Grievance - Employee Due Date Lessons Learned (Issue #51) (CAS-3812 Improvement)	Add field on the grievance page to show Employee Due Date  Employee Due Date:
Grievance - Supervisor Reminders Enhancement Requests from Lessons Learned (Issue #70) (CAS-3814 Improvement)	Currently: CAS2Net sends email reminders to the supervisor who is listed as the current supervisor in the employee's user profile.  Enhancement: A grievance email reminder and notification is routed to the supervisor listed in History to complete the grievance process
Grievance - workflow button hover over text (CAS-3753 Improvement)	Add alt text or reworking buttons on Grievances to add clarity to what the action does.  A short description should now be available once you hover over each button within the workflow
Grievance - History Score Update FY22 Lessons Learned Issue #54 (CAS-3859 Improvement)	CAS2Net is updating the history record behind scenes as expected after the Manager's decision is rendered; however, it seems like CAS2Net is selecting the employee's recommendation scores vs the Manager's score decision.  Allow manager to approve employee's score or to approve supervisor's recommended scores or manager enters scores



#### **Grievance - Workflow Button Hover Over Text**

(CAS-3753 Improvement)

- Administrator
- Employee Submitted to Pay Pool



Supervisor Submitted to Pay Pool

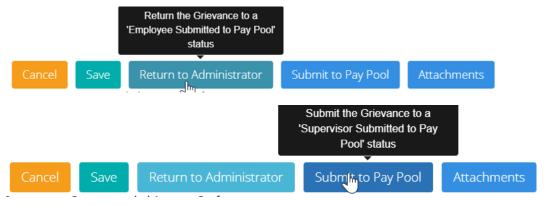




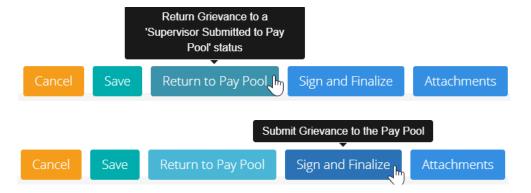
#### **Grievance - Workflow Button Hover Over Text**

(CAS-3753 Improvement)

Supervisor



Manager

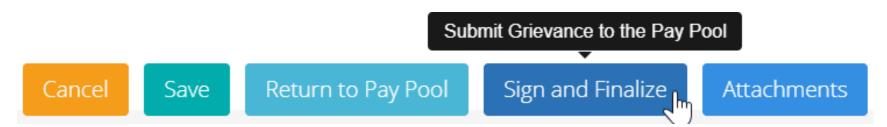




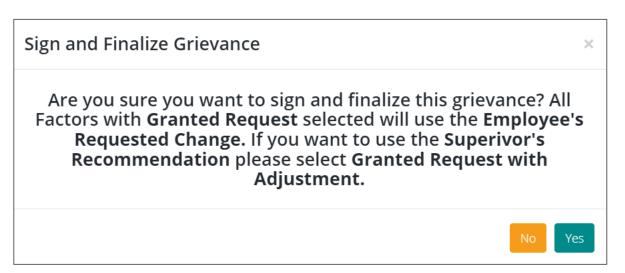
#### **Grievance - Workflow Button Hover Over Text**

(CAS-3753 Improvement)

Manager – hover on Sign and Release



- Manager selected Sign and Release
- Manager sees pop-up



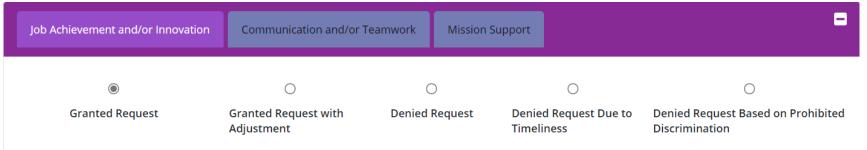
Manager selects Yes

# **Grievance - History Score Update**

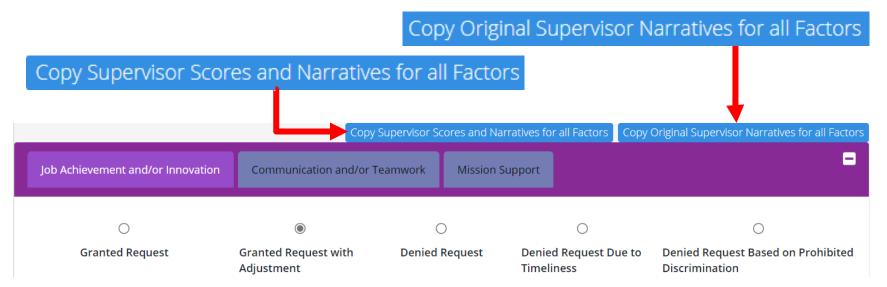


(CAS-3859 Improvement)

 Manager selects Granted Request = Employee's requested score and narrative changes



Manager selects Granted Request with Adjustment will see

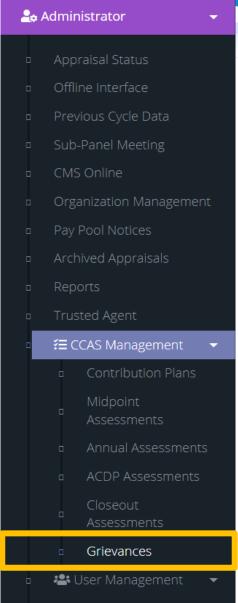


Manager must make decision on all three factors



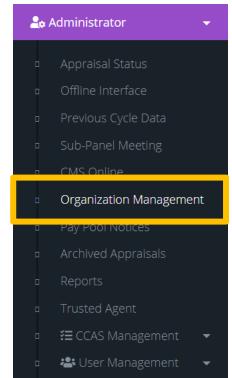
#### **CAS2Net Grievance Module**

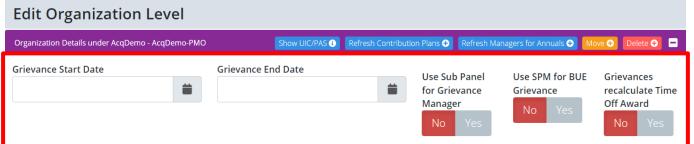
- To Access the Grievance Module, go to: Menu >
   Administrator > CCAS Management > Grievances
- Administrator/Super Users facilitate, oversee, and administer the grievance process for their assigned organization(s).
  - You <u>can</u> review the grievance, return it to the employee or supervisor for modifications, and review and submit grievance to pay pool manager for decision
  - You <u>cannot</u> modify an employee grievance
- There are two ways to initiate a grievance, by the employee or by the administrator:
  - (1) Employee if a Grievance Window has been set, initiates a grievance in the designated timeframe
  - (2) Administrator employee informs the administrator that s/he wants to submit a grievance. The administrator then initiates a grievance on the employee's behalf





### **Organization Management**





Based on your business rules, you may need to update the following:

- Grievance Window (Grievance Start Date and Grievance End Date)
- Use Sub Panel for Grievance Manager
- Use SPM for BUE (Bargaining Unit Employee) Grievance
- Grievances Recalculate Time Off Award

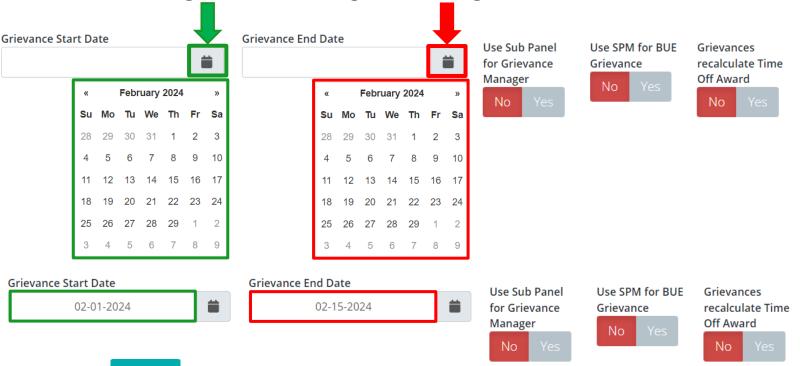
Let us review each of these.



# **Assign a Grievance Window**

 If your pay pool has a grievance window, the Administrator must enter a Grievance Start Date and a Grievance End Date (15 calendar days IAW OpGuide 6.28.2 Administrative Grievance)

 To set the Grievance Start Date and Grievance End Date, go to Menu > Administrator> Organization Management > Organization Details



Click save





# Assign Sub Panel Manager as Grievance Manager

- Administrators assigned at the pay pool level can set the sub panel manager as the grievance manager (approver for grievances) versus the default which has the pay pool manager as the grievance manager.
  - When the designated toggle is selected to Yes, the assigned sub panel manager(s) would be responsible for reviewing, granting/denying, and signing and finalizing the grievance
  - When the designated toggle is selected to No, the assigned pay pool manager would be responsible for reviewing, granting/denying, and signing and finalizing the grievance
- To set the sub panel manager as the approver of grievances
- Go to Menu > Administrator> Organization Management > Organization Details,
   change from Use Sub Panel for Grievance or Grievance



Click Yes on Use Sub Panel for Grievance Manager toggle then save





# Assign Sub Panel Manager as BUE Grievance Manager

- Administrators assigned at the pay pool level can set the sub panel manager as the grievance manager (approver for grievances) versus the default which has the pay pool manager as the grievance manager.
  - When the designated toggle is selected to Yes, the assigned sub panel manager(s) would be responsible for reviewing, granting/denying, and signing and finalizing the grievance
  - When the designated toggle is selected to No, the assigned pay pool manager would be responsible for reviewing, granting/denying, and signing and finalizing the grievance
- To set the sub panel manager as the approver of grievances
- Go to Menu > Administrator> Organization Management > Organization Details, change from Use SPM for BUE Grievance Use SPM for BUE Grievance

Click Yes on Use SPM for BUE Grievance toggle then save





# **Recalculate Time off Award (TOA)**

- You can set your pay pool to have the option to have grievances recalculate Time Off Award (TOA).
  - Note: This would only apply if TOA in lieu of a Contribution Award (CA) was offered and selected during the associated annual assessment process.
- To set grievances to recalculate TOA, go to Menu > Administrator> Organization
   Management > Organization Details, change from Grievances to Grievances





Click Yes on Grievances Recalculate Time Off Award toggle then save

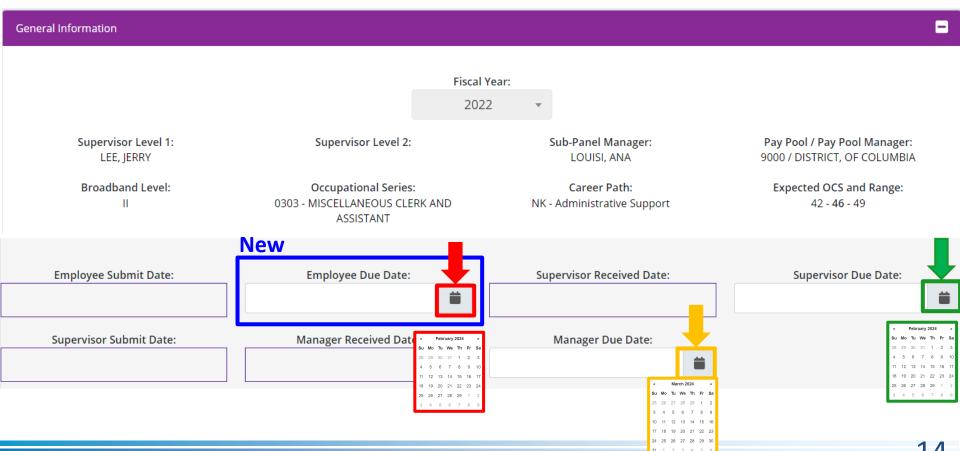


# Acq Demo

#### **Grievance Submission and Due Dates**

(CAS-3812 Improvement)

- The General Information panel displays the dates the grievance was received and submitted by the Employee, Supervisor, and Manager. Additionally, the Administrator can set an Employee Due Date (NEW), Supervisor Due Date, and Manager Due Date for a grievance.
  - The Due Date fields are also in the grievance seen by the supervisor and manager for reference
  - Supervisor and manager will receive email notifications as the due date approaches and when the grievance is past due



http:/acqdemo.hci.mil



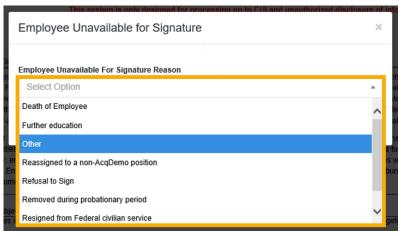
# Route a Grievance to Former Supervisor/Pay Pool

- A grievance can be routed to the former supervisor and Pay Pool Manager (PPM)
  vs. the current supervisor and PPM by accessing the employee's User Profile >
  History > Past Salary/Compensation.
  - Administrator must have Can Edit History permissions
    - Administrator > User Management > Assigned.
    - 2) Select employee.
    - 3) User Profile > select History.
    - 4) Employee History Data for > Past Salary/Compensation.
    - 5) Select FY2023.
    - 6) 2023 Cycle Data for > Organization Information
    - Supervisor 1 > current supervisor (select former supervisor, must have access to CAS2Net – cannot be archived, cannot be in transfer).
    - 8) Save
    - 9) Enter Justification.
    - 10) Yes/No email to employee and supervisor.
    - 11) Verify by impersonating former supervisor.
    - 12) Verify by checking CCAS Management > Grievances.



#### **Enable Grievance**

- To initiate a grievance, the Annual Assessment must be in the "Employee Signed" status.
  - CAS2Net will not allow a grievance to be initiated until the employee has either signed the annual assessment and/or the administrator bypass the signature requirement for the employee with justifiable reason(s) not to sign
- To bypass employee annual assessment signature requirement, go to:
  - Menu > Administrator > CCAS Management > Annual Assessments.
  - Select preferred employee from the table, click Employee Unavailable for Signature button
  - Select the appropriate reasoning and save

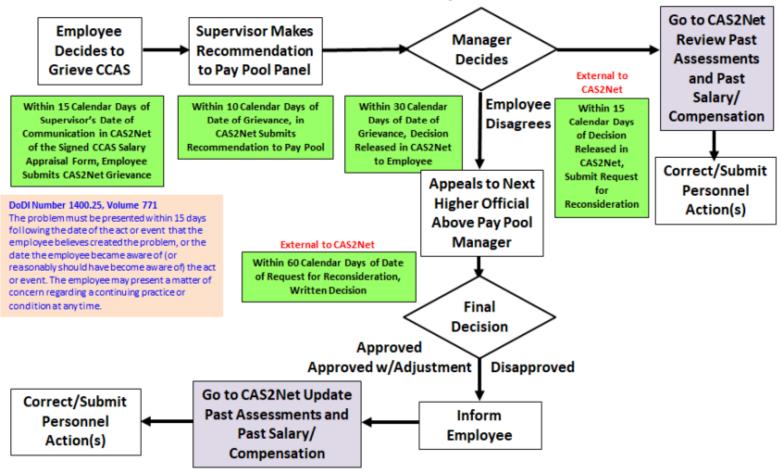




#### **CAS2Net Grievance Process – Without Grievance Window**

CAS2Net Grievance Process without a Grievance Window

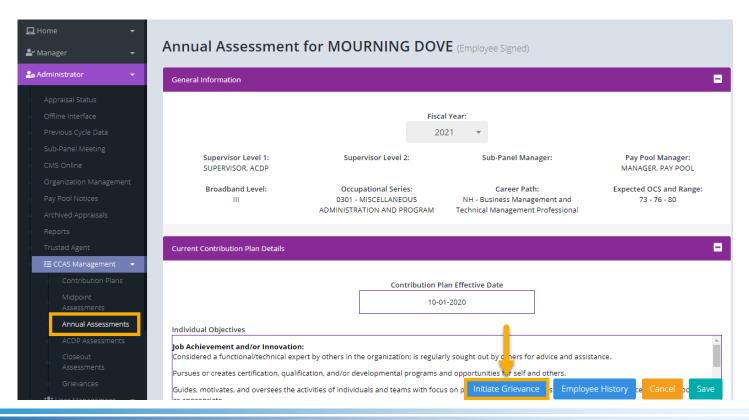
#### Administrative Grievance Process – Example with Individual Timeline





#### **CAS2Net Grievance Process – Without Grievance Window**

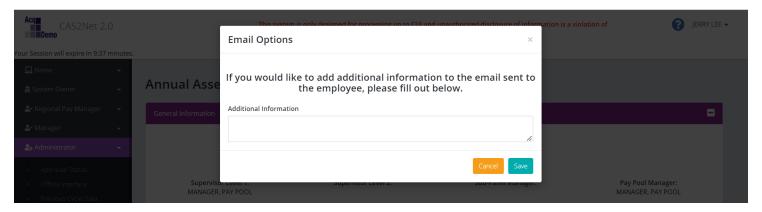
- To initiate a grievance for a employee as the administrator, go to:
  - Menu > Administrator > CCAS Management > Annual Assessment
  - Select the **Initiate Grievance** button
  - Select the preferred Fiscal Year and employee from the table
  - Note: The administrator will have the ability to initiate a grievance on the employee's behalf regardless
    of if a Grievance Window is set or not



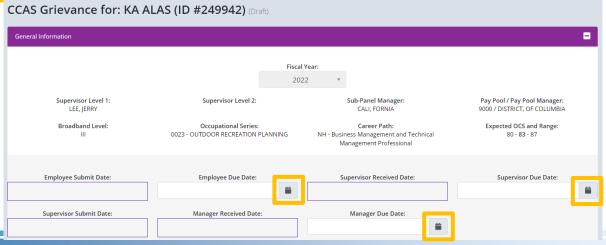


#### **CAS2Net Grievance Process – Without Grievance Window**

 Option to provide additional information in the email notifying the employee that their request to submit a grievance was initiated



 After saving, administrator has the option to set due dates by clicking on the calendar icon.

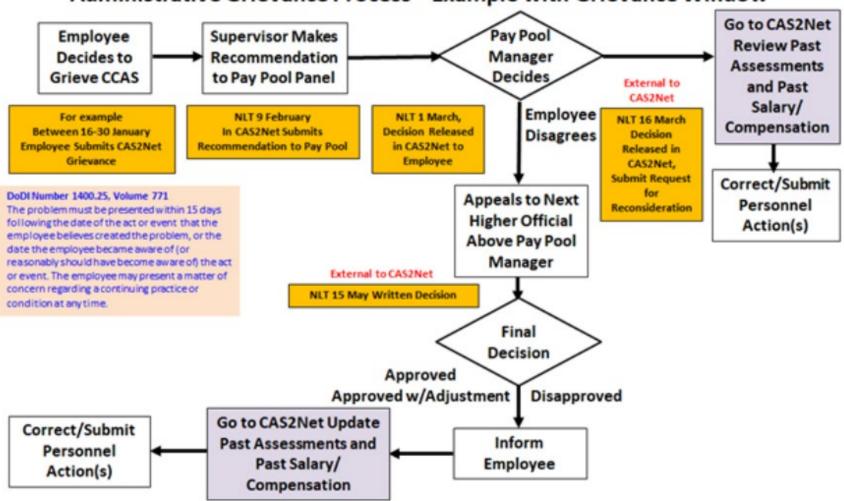




#### **CAS2Net Grievance Process – With Grievance Window**

CAS2Net Grievance Process with a <u>Grievance Window</u>

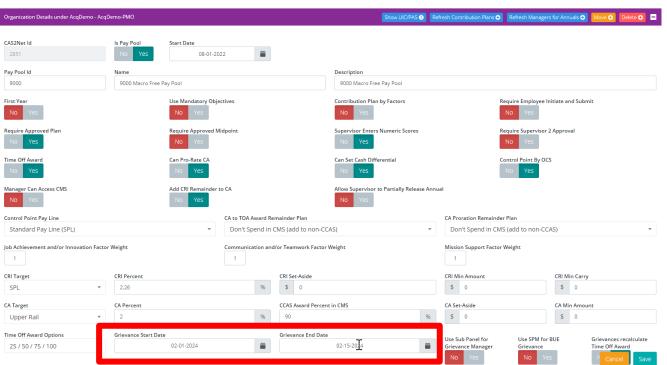
#### Administrative Grievance Process – Example with Grievance Window





#### **Set a Grievance Window**

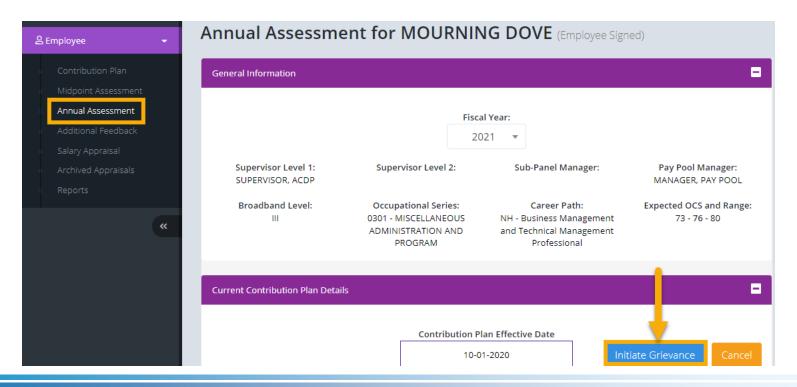
- The Grievance Window is the specified time frame (start date and end date) defined by the administrator to allow employees to initiate and submit grievances themselves.
- The grievance window only effects the employee's ability to initiate a grievance.
  - As the administrator, you will have the ability to initiate a grievance on the employee's behalf regardless if a Grievance Window is set or not
- To set a Grievance Window, go to: Administrator > Organization Management > Organization
   Details





#### **CAS2Net Grievance Process – With a Grievance Window**

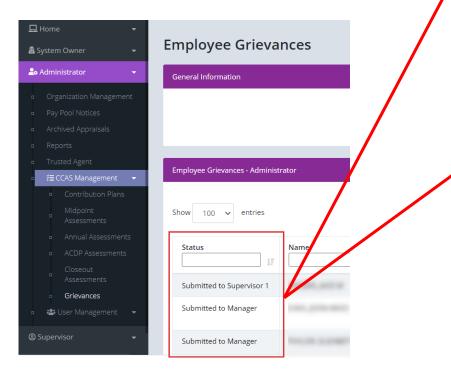
- Once a Window has been established employees will have the ability to initiate a
  grievance within the designated timeframe.
- To initiate a grievance as the employee, go to:
  - Menu > Employee > Annual Assessment
  - Select the **Initiate Grievance** button
  - Note: the employee will only have this option if a Grievance Window has been set by the administrator





Acq Demo

- To access and review grievances, go to:
   Menu > Administrator > CCAS Management
   > Grievances
- You can refer to an employee's grievance status and determine where he/she is in the grievance process.

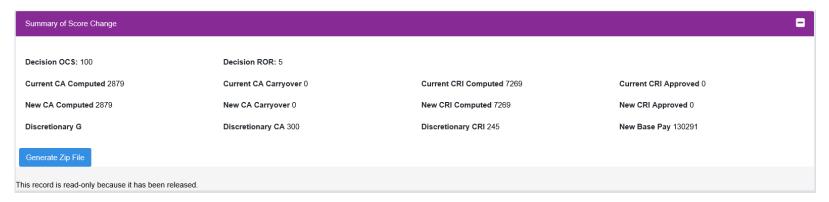


Grievance Status	Status Description		
Draft	Employee initiated grievance but hasn't submitted grievance to supervisor.		
Employee Submitted to Pay Pool	Employee submitted grievance. However, the grievance is first routed to the administrator. Pending grievance review, the administrator will take one of the following actions:  Return grievance to employee for modification.  Forward grievance to employee's supervisor if no further employee modifications are required.		
Submitted to Supervisor 1	Administrator reviewed employee grievance and forwarded it to supervisor. The supervisor is reviewing the grievance and drafting recommendation accordingly.		
Supervisor Submitted to Pay Pool	The supervisor submitted the employee grievance recommendation. However, the grievance is routed to the administrator for review. Pending grievance review, the administrator will take one of the following actions:  • Return grievance to supervisor for modification - grievance status reverts back to Submitted to Supervisor 1.  • Forward grievance to pay pool manager if no further modifications are required - grievance status advances to Supervisor Submitted to Pay Pool.		
Submitted to Manager	Administrator reviewed employee grievance and supervisor recommendations and submitted it to the pay pool manager. The Manager is reviewing the grievance and making the decision. Pending grievance review, the administrator will take one of the following actions:  • Return grievance to administrator for necessary action, i.e., return to either employee or supervisor for modification - grievance status reverts back to Supervisor Submitted to Pay Pool.  • Make decision on employee grievance - grievance status advances to Completed.		
Completed by Manager	Pay pool manager made a decision on employee's grievance. Upon manager decision, administrator, supervisor, and employee will see grievance status as Completed by Manager. Completed by Manager does not provide a revised Salary Appraisal Form with recalculated OCS, RoR and/or CRI, CA, Carryover, New Base Pay, New Total Pay. See Release.		
Released	Administrator releases grievance with manager's decision to inform employee of the results. Upon release by the administrator, employee can print the revised Salary Appraisal Form with recalculated OCS, RoR and/or CRI, CA, Carryover, New Base Pay, New Total Pay. Employee reviews manager decision and signs grievance at this point.		



# **Prior to Releasing Grievance Results**

- A grievance marked as "Completed" means a decision was made by the Manager but still would require the administrator to review and complete the following tasks before releasing the results to the employee:
  - Review the "Summary of Score Change" panel for the revised payout.



- Under User Profile > History > Past Assessments ensure the adjustments to the supervisor categorical, numeric, PAQL scores and narrative were made.
- Confirm User Profile > History > Past Salary / Compensation captured the adjustments from the Summary of Score Change panel for GPI, CRI, CA, Carryover, New Base Pay as applicable.
- Confirm adjustments were duly recorded on the employee's Salary Appraisal Form under Administrator > Reports > Salary Appraisal Forms.
- If Grievances Recalculate Time Off Award was set at Yes in Organization Details, then check the revised CA to TOA hours



#### **Release Grievance Results**

- To release/communicate grievance results to the employee, go to:
  - Menu > Administrator > CCAS Management > Grievances
  - From the table, select preferred employee to view grievance
  - Select Release to Employee, then yes to confirm
- After releasing the grievance decision to the employee, grievance status will update from "Completed by Manager" to "Released"
- The pay pool panel/manager's decision is final unless the employee requests reconsideration by the next higher official.
  - That official would then render the final decision on the grievance outside of CAS2Net
- Request/submit appropriate requests for personnel actions:
  - NOAC 894 General Adjustment
  - NOAC 891 Regular Performance Pay
  - NOAC 886 Lump Sum Performance Payment RB-NILPA
  - As required, NOAC 885 Lump Sum Performance Payment RB-ILPA (Rating Based In Lieu of Pay Adjustment)



- 1. CAS2Net won't allow a grievance to be initiated for/by the employee until the employee has either signed the annual assessment and/or the administrator waived the signature requirement for the employee with justifiable reason(s) in CCAS Management > Annual Assessments > Employee > select "Employee Unavailable for Signature." See User Guide under Administrator > Grievances > Enable Grievances.
- 2. The Administrator/Super User facilitates, oversees, and administers the grievance process. See User Guide under Administrator > Grievances > Grievance Overview.
- 3. Setting a Grievance Window allows the employee to file a grievance on their own vs through the Administrator. However, the Administrator will have the ability to initiate a grievance with or without a Grievance Window.
- 4. To route a grievance to a former supervisor and/or pay pool see slide 15 for guidance.



 Administrator > If the annual assessment status is Released and employee cannot sign, select Employee Unavailable for Signature

Annual Assessment for BAMA ALA (Released)

Employee History Cancel Save Employee Unavailable for Signature pop-ups

Assessment for BAMA ALA (Released)

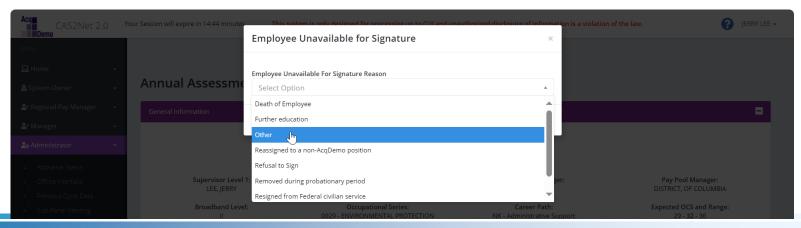
Complete pop-ups

Assessment for BAMA ALA (Released)

Employee Unavailable for Signature

Select Option

Select reason why employee was unavailable to sign





 Administrator > If the annual assessment status is Pay Pool Approved and a supervisor is unavailable to sign

Annual Assessment for GOLD FINCH (Pay Pool Approved)

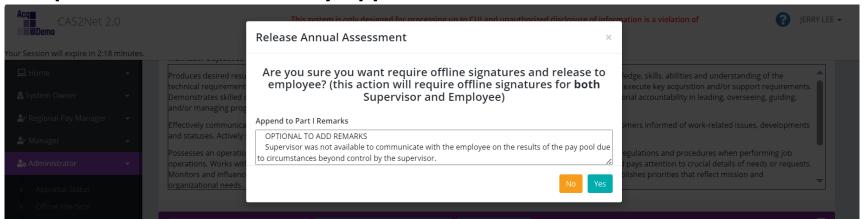
Use Offline Signatures

**Employee History** 





Option to add to the Salary Appraisal Form Remark box



 Selecting Offline Signature, CAS2Net will offline sign for both supervisor and employee

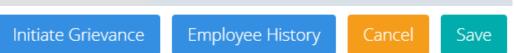
Discuss evaluation with employee and obtain signature confirming discussion. Signature of employee does not constitute agreement with CCAS appraisal.					
	Offline/Wet Signature Required	11-30-2023			
	LEE, JERRY	Date			
	Offline/Wet Signature Required	11-30-2023			
	FINCH, GOLD	Date			

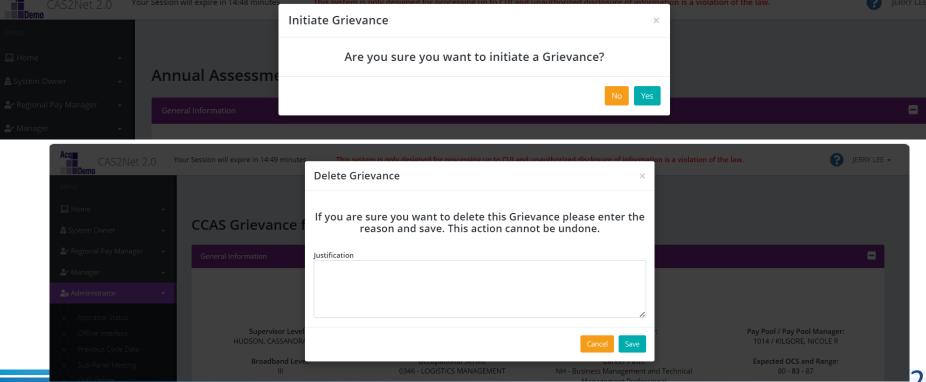


If the annual assessment status is Employee Signed

Annual Assessment for KA ALAS (Employee Signed)

Completes pop-ups

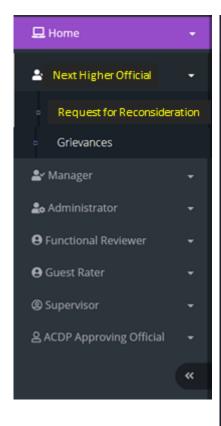


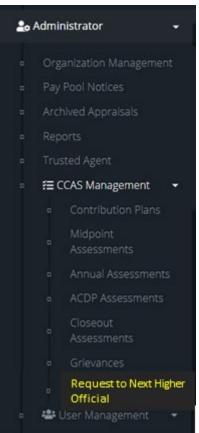


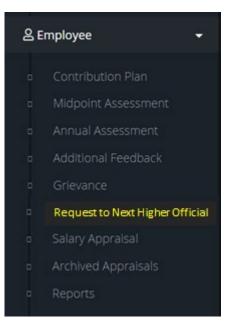


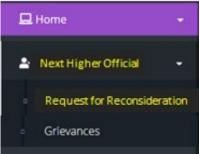
# Request for Reconsideration to Next Higher Official

 In development ... Request for Reconsideration to the Next Higher Official to the Pay Pool Manager process in CAS2Net











# **End of Year Reminder**



# Final Upload - CAS2Net Offline Interface

- Administrators will not be able to finalize until the 2024 GPI and locality area pay rates are published by OPM
- CAS2Net and the CMS set the 2024 GPI at 4.7% and used the 2023 locality rates, pending OPM published pay tables. Upon release of the 2024 GPI and locality rates, the AcqDemo Program Office will notify by posting a Pay Pool Administrator Advisory in CAS2Net stating Administrators must complete a roundtrip (download > import ... review ... validate ... export > upload) to capture the approved GPI and locality rate data then finalize the final upload.
- Another version of the CMS will not be posted for the approved GPI and locality rates. Use the latest posted version of the CMS.
- Use the 2023 Macro-Enabled CMS for the final export and upload.
- If you cannot use the Macro-Enabled CMS, contact your component/command rep and Jerry Lee at jerry.lee@dau.edu.



# **Pay Pool Status Reports**

- Schedule for producing Pay Pool Status Reports:
  - Reports will be generated by the AcqDemo Program Office and posted to CAS2Net in Pay Pool Notices on the specified date
  - Issue with the 29 Nov CAS2Net Nov distribution, not all pay pools

Projected Schedule for Producing the Pay Pool Status Reports					
NotFinalReport and DataCompleteReport					
	Pull Data from				
	CAS2Net	Data Check Files	Post to		
DCPDS File Date	(5 PM* CT)	Distributed	Pay Pool Notices		
22-Nov	28-Nov	29-Nov	29 Nov - Wed		
		=5 1101			
6-Dec	6-Dec	8-Dec	8 Dec - Friday		
6-Dec 20-Dec					
	6-Dec	8-Dec	8 Dec - Friday		



# **End of Cycle Key Dates**

2023 End of Cycle Timeline					
	Date	Event	Action By		
Friday	15-Dec-23	Initial upload so AcqDemo Program Office can check CMS parameters	Pay Pool Administrators		
Wednesday	10-Jan-24	Pay pools finalize upload	Pay Pool Administrators		
Sunday	14-Jan-24	Beginning date of the first full pay period in January – Effective date of CCAS payouts and ratings (01-Jan-2024 effective date of assessments and RoR)			
Friday	19-Jan-24	CAS2Net upload pay and rating transaction files to regional pay offices	PMO		
Thursday	25-Jan-24	NLT the second Thursday of the first full pay period in January, Regional Pay Offices process transaction files for non-Army pay pools.	Regional Pay Offices- other than Army		
Saturday-Sunday	27-28 Jan-24	Turn the database to the new year and populate user profiles with pay pool results	PMO		
Saturday-Sunday	27-28 Jan-24	Signing of Annual Assessments will switch from Previous Cycle Supervisor to Current Supervisor in User Profiles	CAS2Net		
Thursday	1-Feb-24	NLT the first Thursday of the second full pay period in January, Army Regional Pay Offices transaction files for Army pay pools.	Regional Pay Offices- Army		
Friday	2-Feb-24	NLT the first Friday of the second pay period of the new year, payday (all except pay pools serviced by Army)	DoD except Army		
Friday	9-Feb-24	NLT the second Friday of the second pay period of the new year, payday (Army)	Army		

Department of Air Force pay pools: Initial Upload was 4 Dec 2023 and Final Upload 18 Dec 2023



# **2023 Open Forum Schedule**

- √ 05 January, 1pm 2:30pm ET: Pay Transactions and Turning CAS2Net Data Base
- ✓ 02 February, 1pm 2:30pm ET: CCAS Grievance and Archived/Transfer
- √ 02 March, 1pm 2:30pm ET: Assigning Mandatory Objectives, Midpoint Assessment/Review, Additional Feedback, and Closeout Assessment
- √ 06 April, 1pm 2:30pm ET: ACDP Assessments and Communicating with AcqDemo Program
  Office on CAS2Net and CCAS Issues
- ✓ 04 May, 1pm 2:30pm ET: Reports FY-based Reports & Current Settings Reports
- √ 01 June, 1pm 2:30pm ET: Macro Free Sub Panel Spreadsheet and Compensation Management Spreadsheet (CMS) Introduction
- √ 06 July, 1pm 2:30pm ET: Creating Sub-Organization Levels and Assigning Sub-Panel Managers, and User Role Assignments and/or CAS2Net Performance Test
- √ 03 August, 1pm 2:30pm ET: CCAS Spreadsheet Test Schedule (Offline Sub-Panel Meeting Spreadsheet, Offline CMS, Macro Free versions, and CAS2Net Online versions)
- √ 07 September, 1pm 2:30pm ET: End of Cycle Modules (Appraisal Status, Offline Interface, Previous Cycle Data) and Transfer, Archive and Post Cycle Activities
- 14 September, 1pm 2:30pm ET: Sub-Panel Meeting Online and CMS Online
- ✓ 21 September, 1pm-2:30pm ET: Macro-enabled Sub-Panel Meeting Spreadsheet and CMS
- ✓ 28 September, 1pm-2:30pm ET: CAS2Net Sub-Panel Meeting and CMS Online
- ✓ 05 October, 1pm-2:30pm ET: Discrepancy Reports
- ✓ 12 October, 1pm-2:30pm ET: Lock/Unlock Supervisor 1, Sub-Pay Pool and Pay Pool
- √ 19 October, 1pm-2:30pm ET: Pay Pool Analysis Tool (PAT)
- ✓ 02 November, 1pm-2:30pm ET: Initial and Final Upload
- √ 16 November, 1pm-2:30pm ET: Not Final Reports and Data Complete Reports
- √ 07 December, 1pm-2:30pm ET: Grievance/Grievance Window
- 04 Jan 2024, 1pm-2:30pm ET: CCAS Pay Transactions for Regional Pay Offices



# Open Forum Questions?

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