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SERVICES BRANCH

Employee Services Division

Office of Personnel

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SURVICES BRANCH

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Functional Responsibilities

Plans and administers programs of employee services and activities including housing; recreation and health; employee welfare; information concerning education outside CIA; blood donor work; fund-raising campaigns; entrance on duty orientation program; indebtedness assistance and guidance; approving leave requests; inspecting cafeterias and restrooms; reviewing and recommending appropriate action in employee disciplinary cases, assisting operating officials in preparing letters of charges, participating as the Executive Secretary to employee appeal hearings; processing of alien sponsorship cases; supervising bulletin board custodians; affording such other services as dictated by Agency needs and requirements. Also, included under the Services Branch is the Agency Incentive Awards Program.

INDIVIDUAL ACTIVITIES

1. HOUSING

The Agency provides a housing service to meet employees' immediate and long-range needs. Advance registrations are made upon request at local hotels, usually the Meridian Hill Hotel for Women and the Cairo Hotel.

For more permanent housing accommodations, the Agency restricts its services to that of referral. Housing listings are obtained from landlords of former and present employees, local realtors, and present employees.

Recently, liaison has been established with the Armed Forces Housing Service, thereby obtaining many new listings of inspected housing accommodations.

A Services Branch representative is available at the conclusion of each Entrance-On-Duty Orientation session to provide on-the-spot housing information and guidance to all new employees.

By providing housing assistance and guidance to new employees at the conclusion of the Entrance-on-Duty Orientation, the requests for housing assistance have increased from 169 for the period July through

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December 1953 to 361 for the period January through June 1954. Also, a housing notice released to all employees in February 1954, increased tremendously the number of housing listings obtained by telephone.

A major project has been the establishment of a visible card file, with separate cards for (a) rooms, (b) apartments, and (c) unsatisfied requests. Periodically, the housing data files are reviewed and brought up to date.

Housing requests, January through June 1954 = 361

Housing listings, January through June 1954 = 312

2. RECREATION AND HEALTH

The Services Branch provides staff assistance and guidance to organized Agency recreation groups, obtains athletic equipment for Agency-wide use, takes necessary action to acquire recreation areas and facilities, distributes health literature, and takes other appropriate action to meet the recreation and health needs of employees.

The District of Columbia Recreation Department pamphlet "Do You Know," has been distributed to all new employees at the Entrance-On-Duty Orientation. Trophies have been purchased and presented to winning bowling and soft ball teams. Athletic equipment purchased for Agency-wide use includes: (a) soft ball equipment for two teams, (b) volley ball and net, (c) two horse shoe sets, and (d) one croquet set.

This equipment is used for week-end picnics as well as regular events.

A survey has been made of some twenty Agency areas to determine suitable locations for volley ball courts, horse shoe pits, and similar installations. Based on the survey, a proposal recommending nine such installations is being prepared.

3. EMPLOYEE WELFARE

The agency maintains an Employee Welfare Fund for use in promoting the general welfare of its personnel. Generally, the fund is used to provide emergency aid and assistance to personnel for whom no other practicable recourse is available.



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Proposed Regulation No. Employee Welfare Fund, has been formulated and is presently undergoing coordination. This Regulation prescribes policy and procedure governing the administration of the CIA Employee Welfare Fund.

Proposed Regulation establishes the CIA Welfare Assistance Board with the Assistant Director for Personnel as permanent Board Chairman. The Board Chairman is empowered to designate an Executive Secretary to provide administrative and clerical support to the Board. Presumably, the Chief, Services Branch, will be designated as Executive Secretary.

L. EDUCATION

Local Universities and Colleges, as well as the Department of Agriculture, supply the Services Branch with catalogues, class schedules and other educational information. This material is displayed for Agency personnel by the Services Branch. Inquiries concerning available Agency training courses and the educational opportunities in and around the nation's Capital are usually referred to this Branch. In addition, advice and assistance is afforded veterans attempting to enroll for training under auspices of the Veterans Administration or obtain reinstatement of GI training entitlement.

As a result of conferences with representatives of the Veterans Administration and CIA, the VA has agreed to receive requests from Agency employees for reinstatement of training under P.I. 346 provided the interruption does not exceed four months. This special concession was granted to Agency members because of the uniqueness of their employment.

Justifiable requests of Agency employees for preferential consideration by the Veterans Administration concerning government-sponsored training will be handled on an individual basis.

Number of inquiries (estimate), January through June 1954 = 40

5. BLOOD DONOR PROGRAM

The Agency sponsors a continuing blood donor program. Once each month a large group of Agency employees donates blood at the Red Cross Regional Headquarters, 2025 E Street, N.W.



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Services Branch representatives organize groups of blood donor solicitors in each Office, prepare rosters of volunteers, schedule Red Cross Buses to transport donors, notify donors concerning time and place of donations, supervise signing of the donor roster at Red Cross Headquarters, and perform other related administrative duties. In addition, liaison is maintained with the Red Cross to assist in meeting emergency calls for rare type blood and obtain replacement of blood used by Agency employees and members of their families.

Plans are underway to conduct the regular program during the summer months, thereby establishing a year-round program of donations.

Number of Agency donors scheduled by Services Branch, January through
June 1954 = 978

6. FUND-RAISING CAMPAIGNS

The Services Branch organizes and conducts fund-raising campaigns for the entire Agency. Agency regulations limit active, organized fund-raising drives within CIA to the Community Chest and Red Cross campaigns. For each of the remaining seven drives, however, the Services Branch (1) prepares a CIA notice, (2) plans for the dissemination of publicity material and collection of contributions, (3) distributes the publicity material through the Administrative Offices, (4) receives contributions from Agency Offices, (5) accounts for and delivers the contributions to the appropriate headquarters.

For the Community Chest and Red Cross campaigns, the planning and execution entail the following:

- a. Corresponding with campaign headquarters:
- b. Procuring supplies and publicity material;
- c. Preparing notices and other material for distribution:
- d. Organizing keyman groups:
- e. Supervising the campaign;
- f. Receiving and accounting for collections;
- g. Auditing and transmitting total collections to the campaign headquarters:
- h. Keeping permanent records and correspondence files:



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i. Attending city-wide campaign meetings;

j. Follow-up and collections, including Community Chest pledges.

Following are campaign figures showing total Agency contributions from January through June 1954:

Campaigns	Total Contributions		
Red Cross	\$15,581.57		
Cancer Crusade	1,599.19		
March of Dimes	1,456.47		
Heart Fund	8կկ•26		
Crippled Children	585.30		
Metropolitan Policy Boys Club	124.11		
G. A. R.	111.75		
Navy Relief Society	48.00		

Total Contributions, January through June 1954 \$20,350.65

The sizable increase in total contributions to all fund-raising campaigns in 1954 over the previous year may be attributed to better over-all planning and administration of each campaign. Organizational meetings were held with Office keymen for the Community Chest and Red Cross campaigns. For the remaining campaigns, memoranda outlining campaign procedures were prepared and delivered to All Administrative Officers together with campaign supplies.

For the Red Cross campaign, a quota was determined for each employee based on his Agency salary. The quotas were released through special memoranda to the Deputy Directors, Assistant Directors, Staff Chiefs, and DD/P Area Division Chiefs. Also included

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in these memoranda were suggestions for increasing campaign contributions, such as the dissemination within each Office of a notice over the Office Head's signature.

Plans were completed whereby the personal checks of contributors are released to a cleared person at the campaign headquarters or released to our Security Office for appropriate handling.

7. ENTRANCE-ON-DUTY ORIENTATION PROGRAM

An entrance-on-duty orientation is conducted by the Services Branch for all new employees joining the Agency. The orientation is conducted once each week. This orientation is designed to acquaint new employees with certain basic Civil Service and Agency Regulations that pertain to their employment, familiarize them with the available benefits and employee services, and meet their immediate needs -- housing, transporation, etc.

Following is an outline of the instructional material:

PERSONNEL ENTRANCE-ON-DUTY ORIENTATION

- I PERSONNEL AND YOU
- II REGULATIONS WHICH AFFECT YOU
 - YOUR PAY A)
 - YOUR LEAVE B)
 - YOUR SALARY
 - YOUR RETIREMENT D)

III BENEFITS AND SERVICES FOR YOU

- A) CREDIT UNION
 B) CREDIT REFERENCES
- C) OPPORTUNITIES FOR TRAINING
- D) MISCELLANEOUS SERVICES
- EMPLOYEE SERVICES DIVISION RESPONSIBILITIES
 - EOD Orientation
 - Counseling
 - Hospitalization
 - Insurance
 - Compensation



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- 6) Retirement
- 7) Incentive Awards
- 8) Personnel Evaluation
- 9) Housing Assistance
- 10) Recreational and Health Information
- 11) Fund-raising Campaigns
- 12) Blood Donor Program
- 13) Maintenance of Bulletin Boards
- 14) Miscellaneous Inquiries

IV YOUR RESPONSIBILITIES

Preliminary to the EOD Orientation, a representative of the Security Office describes to the group the polygraph ("Building 13") interview and briefly outlines the purposes of this interview. It is presumed that accurate information of this nature will allay apprehensions concerning this security interview. This additional discussion was added during 1954.

Orientees, January through June 1954 =



8. INDEBTEDNESS ASSISTANCE AND GUIDANCE

Indebtedness complaints from local stores and credit agencies are referred to the Services Branch. Often it becomes necessary to interview employees with bad debt records. In certain instances, several interviews with the same individual have been conducted. In addition, each case entails liaison with the creditor and the employee's office as well as correspondence and record keeping.

Each original indebtedness complaint involves the following correspondence:

- a. Letter to the creditor acknowledging receipt of the indebtedness complaint.
- b. Letter to the alleged debtor, apprising him of the complaint and directing that he take appropriate action.
- c. Memorandum to the alleged debtor's Administrative Officer, requesting delivery of the Agency's letter to the debtor.

The CIA is especially interested that employees pay their just debts for moral reasons and to maintain maximum security standards. This means, therefore, that a great effort is made to have the employee pay their debts. It also means that contacts between creditors and employee debtors must be made through the Office of Personnel.



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New indebtedness cases, January through June 1954 = 67

Cases requiring interview by Services Branch representative, January through June 1954 = 39

Cases of employee indebtedness to United States (handled in cooperation with the Bureau of Internal Revenue) January through June 1954 = 25

9. LEAVE APPROVALS

Requests for Advance Annual Leave, Advance Sick Leave, Military Leave, Leave Without Pay, and Court Leave are referred to the Services Branch by the Administrative Officers for approval.

For each such leave request, the Services Branch must take the following action:

> a. Insure that the request comes within the purview of CIA Regulation (Fiscal),

b. Contact the requesting office if additional informa-

tion is needed.

c. Contact the Fiscal and/or Finance Division to determine whether requester is on vouchered or unvouchered funds,

d. In addition, requests for Advance Sick Leave must be forwarded to our Medical Office for medical approval,

- Prepare a 3 X 5 card showing: name, office, type of leave, amount of leave, date requested and date approved.
- f. Three copies of the leave approval memorandum are typed and distributed to (a) requesting office, (b) Fiscal or Finance Division, and (c) to Transactions and Records for inclusion in the requester's personnel folder.

Leave requests, January through June 1954 = 596

INSPECTION OF CAFETERIAS AND RESTROOMS 10.

Suggestions for improvement of service are explored and appropriate action taken. Coca Cola and Candy-Cookie vending machines have been obtained in collaboration with the Chief, Space, Maintenance and Facilities Branch, IO. Liaison is maintained with the

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Office of General Services to assure that optimum desirable conditions are maintained, and that employees are provided the best obtainable service. General inspections are made.

11. DISCIPLINARY ACTIONS AND SEPARATIONS

Prompt and effective disciplinary action in the cases of employees who willfully violate laws, regulations, or instructions, who otherwise become involved in delinquency or misconduct, or who fail to meet the minimum performance standards, is a necessary and important phase of sound personnel management. Agency Regulation provides that "separating those individuals who do not perform effectively" is one of six major objectives of the Agency's personnel program.

The responsibility of carrying out the above rests with the Services Branch. The complete case record is developed by the Services Branch and proper guidance is given to the operating offices as well as to the components of the Personnel Office during each step of the operational procedure by staff members of the Services Branch.

A significant change in this program has been the increasing effort on the part of the operating offices to assume more and more 25X1A of the details connected with the cases leaving the staff guidance to this Branch. It is also felt that with the publication of Regulation and the many conferences with the various operating offices, more of the offices are becoming better acquainted with the procedures connected with handling these special cases.

Many CIA employees are involved in work assignments which are of a highly confidential nature. It is necessary, therefore, that cases of unsatisfactory performance and conduct involving employees with rights under the Veterans Preference Act, be handled in such a way that the employee involved feels that further appeal to the Civil Service Commission is unnecessary. This necessitates more careful individual attention to each case than is required in most other Federal Agencies. In each case, every effort is made to effect a resolution of the situation through reassignment, counseling or other means satisfactory to all parties involved.

Cases handled, January through June 1954 = 28

12. EMPLOYEE APPEALS

As appointed, a representative of this Branch serves as

Executive Secretary to Boards which conduct appeal hearings

25X1A arising under Central Intelligence Regulations Nos. and appeals

Personnel Director Memorandum No. 15-53, and appeals

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Personnel Director Memorandum No. 15-53, and appeals in accordance with Veterans Preference Act. The Executive Secretary's duties include (a) arranging for hearing room, (b) obtaining the recorder for the hearing, (c) getting interested parties together, (d) arranging for reproduction and distribution of record of proceedings, (e) in appropriate instances, representing the Agency at such hearings, (f) and performing such other duties as exigencies of the particular situation dictate.

Since all non-veteran CIA employees have no further separation and suspension appeals outside of the Agency, appeals under the grievance and separation procedures take on special importance. It is most necessary that appeal hearings be expeditious and fair.

Special effort is being made to acquaint all members and prospective members of hearing panels as to proper hearing procedures. This is being done by oral instructions of the Chairman and Executive Secretary as well as informal handouts being prepared by the Services Branch.

Cases, January through June 1954 = 1

13. PROCESSING OF ALIEN SPONSORSHIP CASES

Any Agency member desiring to sponsor the admission of an alien into this country must submit a written request, with attendant data, to the Employee Services Division. Thereafter, the Services Branch processes the request as follows:

- a. Checks with the Department of State concerning the appropriate Consul,
- b. Assembles supporting data,
- c. Prepares certificate of employment,
- d. Types transmittal memorandum,
- e. Forwards all material to Security for clearance,
- f. Following security approval, handcarries material to the Office of Personnel for signature,
- g. arranges for handcarrying of material to the Department of State.



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For background information concerning this activity, the staff member responsible has conferred with formation of our Security Office and with representatives of the Visa Division, Department of State. Based on this information and our experience in performing this duty, a set of instructions in step-by-step form has been developed as a guide in processing alien sponsorship cases.

14. CUSTODIANSHIP OF BULLETIN BOARDS

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Agency Regulation No. Employee Services, (now in process) contains the following provisions relative to the maintenance of Agency bulletin boards by the Office of Personnel:

- (a) "Bulletin Boards located in Agency buildings are available for use by Agency organizations and employees. Security considerations require extreme care in the administration and exercise of this privilege.
- (b) "The Office of Personnel will develop standards governing the utilization and maintenance of Agency Bulletin boards, periodically inspect posted material, remove material which is outdated or which is inappropriately posted, and establish such procedures as may be required to insure full compliance with applicable Agency regulations."

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In fulfilling the delegated responsibility with respect to Agency bulletin boards, the Chief, Services Branch, ESD, and Mr. Logistics Office, made a survey last spring of Agency bulletin boards with a view toward making recommendations for increasing the effectiveness of this medium of communication as well as improving the appearance of the bulletin boards. Based on this survey, they suggested that two types of boards labeled (a) Official Notices, and (b) Employee Board, be maintained. Use of the official boards will be restricted to the posting of Agency-sponsored material such as security notices, safety posters, fund campaign posters, etc., while the employee boards will be reserved for employee notices pertaining to housing, transportation, items for sale, etc.



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In addition, it was recommended that the employee boards be divided into four vertical sections and that each section be labeled in conformance with employee suggestion no. 414 as follows: (a) housing, (b) transportation, (c) sale/pur., and (d) miscellaneous.

Also recommended was the relocation of certain bulletin boards throughout the Agency so that all buildings would be equipped with at least one official and one employee board and that all boards would be utilized most effectively.

The above recommendations have been approved, and the necessary work concerning the relocation and sectioning of Agency bulletin boards has been requested from the Chief, Space, Maintenance and Facilities Branch, Logistics Office, by a memorandum from the Chief, Employee Services Division, dated 28 May 1954.

In conformance with another employee suggestion, a standard form has been adopted for use by all employees in posting personal notices. This is Standard Form 37-199.

It is planned that these forms will be available in special holders to be attached to each employee board. The Logistics Office has been requested to make available a sufficient supply of these holders. An employee notice entitled "Use of Agency Bulletin Boards" has been prepared and forwarded through channels to the Chief, Regulations Control Staff. This notice announces the use of Standard Form No. 37-199 by employees and sets forth the regulations pertaining to the use of Agency bulletin boards by employees.

In collaboration with the Chief, Supply Division, Logistics Office, permission was obtained for the Building Supply Officers to be responsible for posting notices on official bulletin boards that are forwarded to them from the Employee Services Division. Also, it was agreed that the Building Supply Officers would assume active custodianship of all bulletin boards. In exercising this responsibility, the Building Supply Officers would inspect periodically all bulletin boards, remove outdated or inappropriately posted material, and assure that all posted material conforms with Agency security requirements.

The Services Branch will conduct a monthly inspection of all bulletin boards and will maintain overall supervision of this activity.

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15. AGENCY REPRESENTATIVE AT OUTSIDE MEETINGS

As Agency representative, the Branch Chief participates in deliberations and activities of the Federal Recreation Committee and the Federal Conference on Employee Relations and Counseling. Also, he represents the Assistant Director for Personnel at government wide fund-raising campaign meetings and other outside functions and serves on the Executive Committee of the Federal Conference on Employee Relations and Counseling.

Meetings attended, January through June 1954 = 28

16. INFORMATION SERVICE

Non-routine inquiries concerning Federal laws, Agency Regulations, and CIA policy and procedures pertaining to leave, pay, Veterans Preference, Appeal rights, suspensions, etc. are received daily. Most inquiries are verbal and can be answered immediately. However, certain questions entail considerable research, such as the restoration of a veteran under a Section Fourteen appeal. Often Comptroller General decisions as well as Agency regulations notices, etc. must be reviewed. Referral, through proper channels, to the Civil Service Commission or to the Office of the Comptroller General is necessary in certain cases.

Inquiries (estimate) January through June 1954 : 240

17. CLERICAL WORKLOAD

The clerical workload of this Branch entails the typing of miscellaneous letters, memoranda, notices, forms and reports.

Individual items, exclusive of Incentive Awards workload data, January through June 1954 = 819

18. INCENTIVE AWARDS PROGRAM

See next page

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INCENTIVE AWARDS PROGRAM

Progress Report - - 1 January - 30 June 1954

Functional Statement of Incentive Awards Program

The Incentive Awards Program in the Central Intelligence Agency is under the direction of the Agency Incentive Awards Committee, whose chairman is the Assistant Director for Personnel. The objectives are as follows:

- (1) Greater participation by employees in management through the submission of their ideas for economy of operations and improvements in the mission of CIA.
- (2) Improvement of management-employee relationships as the result of recognition of contributions by employees to more effective and efficient administration.
- (3) Identification and recognition of outstanding units, supervisors, and employees for the granting of Incentive Awards.

Statistical Summary of Activities

No. of Employee Suggestions Received
No. of Suggestion Briefings Prepared for Committee 228 (Includes suggestions received prior to 1 January)
No. of Cash Awards Approved by Committee
Amount of Cash Awards
Estimated First-year Savings of Adopted Suggestions \$14,174.00
No. of Adopted Suggestions Awaiting Committee Approval for Award 17
No. of Superior Accomplishment Recommendations Approved by the Committee
No. of Efficiency Awards Approved by Committee 1

Narrative Summary of Activities

(1) The base of the CIA Incentive Awards Committee was broadened in January 1954 to include membership from the Offices of Communications and Training, thus resulting in representation from all major Offices of the Agency.

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(2) <u>Issuance of Incentive Awards Review</u> - In March, 1954, the first quarterly issuance of the "Incentive Awards Review" was published and distributed to all Agency employees as a medium of disseminating information. This Review was designed principally to disseminate information to all Offices as a means of realizing fuller utilization of adopted meritorious suggestions, as well as to provide recognition to employees who have received awards for the improvement of Agency operations.

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Regulation draft was changed to include recommendations received from major components. In this connection, liaison was effected with DD/P, RI Division relative to implementing procedures for the field program in regard to dispatching of correspondence, etc. With work completed on the draft, further action was suspended pending the outcome of new legislation during the present session of Congress.

Services Branch

PROGRAM PLANS FOR THE PERIOD JULY THROUGH DECEMBER 1954

A major objective of the Services Branch for the second half of 1954 is to increase the scope and effectiveness of the services presently offered by this Branch. Also, a concerted attempt will be made to determine with the aid of a questionnaire what additional personal services and facilities would tend to improve employee morale and increase individual and group productivity. Thereafter, ways and means of providing these services will be explored.

Program plans include the following:

HOUSING

Since housing accommodations are becoming more plentiful, future plans call for more careful inspection of listings, eliminating the least desirable. In addition, an exchange service will be maintained whereby employees departing this area may be referred to employees returning to this area to effect mutual exchange of housing accommodations. As a part of the exchange service, the listings of departed employees will be made available to returnees. Furthermore, the Services Branch will maintain a "duplicate copy" file of all housing notices posted on Agency bulletin boards, thereby making available a central reservoir of housing information.

RECREATION AND HEALTH

This program has recently been assigned as the major responsibility of a new staff member. In the near future, his clerical assistant should come aboard. With two staff members devoting more than half of their time to the Recreation and Health program, tremendous progress is expected.

Initial emphasis will be placed on existing recreation groups in the hope of increasing their memberships and possibly expanding their activities. In addition, every effort will be made to meet the recreation and health needs of the maximum number of employees through group and individual activities. As the program expands, it is hoped that several areas of interest—athletics, dramatics, arts, crafts, etc.—will constitute the core of the total program.

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EMPLOYEE WELFARE

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With the issuance of proposed Regulation No. it is anticipated that emergency loans will be made to certain deserving employees, others may receive outright grants, and portions of the fund may be used to promote the general welfare of employees through augmentation of the recreation program and other desirable programs.

EDUCATION

As problems arise with veterans entitled to training under the Korean Bill, negotiations with the Veterans Administration will be resumed to obtain a policy decision applicable to Korean veterans.

BIOOD DONOR PROGRAM

Plans are underway to increase the Agency's participation at least one-sixth by scheduling twelve donation days each year to replace the former schedule of ten donation days per year.

· FUND-RAISING CAMPAIGNS

The feasibility of establishing a consolidated fund drive for the Agency is under study. In this connection, the consolidated fund program of the Federal Bureau of Investigation will be reviewed and any available material on the subject will be perused before a formal recommendation is submitted. However, a tentative one-fund proposal has been formulated and is presently undergoing review.

ENTRANCE-ON-DUTY ORIENTATION PROGRAM

By utilizing a question sheet to supplement personal interviews with orientees following the orientation, a reasonably valid evaluation of the orientation should be achieved. It is planned that this evaluation will be based on a wide sampling of employees with varying lengths of service.

After analyzing the results of this evaluation, the entire EOD orientation program will be reviewed in the light of this information and desirable changes made. As additional employee needs become evident, the orientation may be enlarged. For instance, plans are underway to add for the females a short talk by an Agency nurse to prepare the ladies for the medical examination.

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INDEBTEDNESS ASSISTANCE AND GUIDANCE

To achieve more direct participation of operating offices in the resolution of indebtedness cases, the Services Branch plans to draft an Agency regulation providing for the following:

- a. Receipt of indebtedness letter by the Services Branch
- b. Transmittal of indebtedness letter by form memorandum, in duplicate, to the debtor's Personnel Officer, requesting the Personnel Officer to have:
 - (1) debtor's supervisor interview employee to determine the validity of complaint, and, if indebtedness is acknowledged,
 - (2) debtor, with the assistance of his supervisor, make a mutual arrangement (possibly by telephone) with the creditor for payment of the indebtedness,
 - (3) debtor state in writing on the duplicate copy of the memorandum from the Services Branch the arrangement made by the debtor with the creditor for liquidating the indebtedness. This statement to be signed by debtor and concurred in (preferably in writing thereon) by the supervisor.
 - (4) supervisor return duplicate copy of memorandum, with agreement written thereon, to the Services Branch (through the debtor's Personnel Officer) for filing and future reference.

Subsequent complaints, either oral or written, concerning the same indebtedness would be forwarded by the Services Branch to the debtor's Personnel Office requesting that the Services Branch be notified of the course of action contemplated by the operating office and the assistance desired from the Office of Personnel.

The initial memorandum transmitting the original indebtedness letter to the Personnel Officer of the operating office would cite the Agency's debt policy and call attention to the staff assistance available in the Office of Personnel. This memorandum also would request that in case the employee denied the alleged indebtedness, that all the material with proper notation thereon be returned to the Services Branch.

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INSPECTION OF CAFETERIAS AND RESTROOMS

An employee questionnaire covering the entire services field is being prepared. If this proposal is adopted, this questionnaire will be circulated to all employees to determine their needs. The service needs revealed by the survey will be studied and appropriate action will be taken to increase the scope of the program including the "inspection" responsibility.

DISCIPLINARY ACTIONS AND SEPARATIONS

A continuing effort will be made to thoroughly acquaint all operating offices concerning disciplinary procedures.

A regulation setting forth procedures in the cases of reprimands, admonishments, and suspensions is in the planning stages, a rough draft having been submitted to the Planning and Analysis Staff by this Branch. Publication of this regulation should increase our staff responsibility with respect to this expanding function.

CUSTODIANSHIP OF BULLETIN BOARDS

As a result of the 6 July 1954 meeting with Building Supply Officers, definite plans for periodic inspections of bulletin boards and the removal of outdated and inappropriate material have been completed. Consequently, much improvement in the appearance and effectiveness of all bulletin boards can be expected.

Within a few weeks, Form No. 37-199, Bulletin Board Notice, will be utilized by all employees in posting personal notices. This will assure uniformity of posted material and will reduce the likelihood of security breaches to a bare minimum. Furthermore, the maintenance of a copy of each posted Form 37-199 in the Services Branch will increase our referral resources as to housing, transportation, and other service needs of employees.

Periodically, the Chief, Services Branch, plans to confer with the Building Supply Officers to formulate plans for increasing the effectiveness of this medium of communication.

PROCESSING OF ALIEN SPONSORSHIP CASES

Inasmuch as the workload is increasing, and, as a consequence, there is an increase in the number of problems connected with the

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processing of these cases, more thorough training of our staff is needed. To accomplish this, several informational meetings will be held with of our Security Office and representatives of the Visa Division, Department of State.

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CAR POOLS

A concerted effort will be made to foster the organization of car pools in response to employee needs. It is planned to post a permanent notice on each employee bulletin board directing employees interested in forming car pools to call the Services Branch extension. Other plans are also under consideration.

INCENTIVE AWARDS PROGRAM

See next page.

Incentive Awards Program Plans

1 July - 31 December 1954

25X1A

New Congressional Legislation - With the possible passage of Congressional legislation which, if enacted, will expand the Government-wide Program and provide for great increase in award payments, it is anticipated that participation by employees in the Program will be stimulated. Such legislation will necessitate Agency Regulation changes, revision of forms, development of informational material, and other work-load increases.

Incentive Awards Review - Two quarterly issuances of the "Incentive Awards Review" are planned for this period. Continuing emphasis will be placed upon utilization of adopted suggestions for the improvment of Agency operations.

Processing and Records Division

Approved For Release 2001/07/12 CARD 78-05941A000100020004-7

30 July 1954

MEMORANDUM FOR: Assistant Director for Personnel

THRU:

Chief, Plans and Analysis Staff, OP

SUBJECT:

Six-Month Report of Progress and Program Plans

- 1. The attached report reflects the activities of the Processing and Records Division (PRD), Office of Personnel during the period 1 January through 30 June 1954 and outlines the program plans for the period 1 July through 31 December 1954.
- 2. In accordance with past procedure, the three Branches under PRD are reported separately, inasmuch as the operations of each Branch differ from the others.



25X1A

Chief, Processing and Records Division

Attachments:

- A Transactions & Records Branch
- B Correspondence Branch
- C Central Processing Branch

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Α.	TRANSACTIONS AND RECORDS BRANCH	
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В.	CORRESPONDENCE BRANCH	
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C.	CENTRAL PROCESSING BRANCH	
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TRANSACTIONS AND RECORDS BRANCH

- 1. REPORT OF PROGRESS FOR PERIOD 1 JANUARY THROUGH 30 JUNE 1954
- Agency, the Position Control Section of the Transactions & Records Branch (TRB) established a method of control of these ceilings for each element of the Agency, so that at any time an actual count of personnel versus ceiling can be obtained. TRB does not take final action on requests for personnel actions if the component has reached or exceeded its ceiling.
- b. In addition to the tabbing of Service Record Cards for periodic step increases, personnel evaluation reports, etc., a method was established for tabbing and flagging other cases as may be necessary; e.g., all emergency cases are flagged in accordance with OPM 20-655-5, and to doubly insure that no reassignment to Headquarters of a draft deferred person is processed, these cases are also flagged and brought to the attention of the Chief, PRD.
- c. In accordance with OPM 20-802-2 which established the procedure for the maintenance of "in- and out-casual" records, the Position Control Section established the basic lists of both types of casuals so that the records, under current record procedures, would be complete and up-to-date. The Position Control Section is responsible for maintaining these rosters and forwarding the information to the Machine Records Division.
- d. During the past three months, this Division, with some assistance from other Divisions of the Office of Personnel, screened every official personnel folder of currently employed personnel in order

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TRB (Cont.)

to establish certain basic data which are urgently required in connection with the new promotion policy and by the Career Boards. This basic data consists of the date of present grade, the last date of employment with CIA in a staff employee status, and an artificial date of longevity of service with CIA. This project was very time consuming as it was difficult to locate many of the personnel folders which had left the File Room. This problem is discussed in Paragraph 1, e., below.

- e. A system of charge-out and control of Official Personnel Folders
 was established in accordance with CIA Regulation
 This
 was effected within the Office of Personnel only on a trial basis.

 It is now felt that this system could well be revised as it has
 not aided the Files Section in exercising firmer control of files
 than the system previously used.
- of sixty-five has been established in the Position Control Section.

 This roster is checked monthly for mandatory retirement dates falling within the next sixty days. This information is provided the Employee Services Division so that they may notify the employees concerned at least sixty days in advance of their mandatory retirement date.
- cedure of preparing Agency T/O listings with respective incumbents.

 In order to insure the accuracy of all basic records, it is now the practice to conduct a cross-check of the Position Control and Machine Records Division records.

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TRB (Cont.)

- h. In conjunction with the issuance of OPM 20-801-11, "Routing and Control of In-Service Actions," dated 8 April 1954, the Position Control Section, TRB became responsible for the location of personnel actions and their respective official personnel folders during the processing of in-service actions. This is being effected through the use of Form No. 37-132-A, "In-Service Action Control Card," which is maintained in the Position Control Section and Form No. 37-132, "In-Service Action Routing Sheet," which is initiated in the File Room and attached with the action to the official folder for processing.
- i. Since the beginning of the second quarter of 1954, a concerted effort has been made to standardize the Official Personnel Folders. Up to the present time, 4,300 folders have been screened and converted. This involved transferring material from hard-back to soft-back folders, placing the material in the folder according to new standardized arrangement, and destroying all duplicate material and that which is of no permanent value.
- j. The extension of Consultant Contracts for the Fiscal Year 1955 was accomplished, and a listing of those consultants whose contracts are to be extended was furnished the DCI. The list was prepared on the basis of justification received from the requiring office and approval from the Security Office.
- k. The Applicant Files Section is currently forwarding all applicant files dated prior to January 1952 to the CIA records Storage Center. Uncoded files are first routed to Placement and Utilization Division for coding prior to sending them to Records Storage. In addition,

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Approved For Release 2001/07/12 : CIA-RDP78-05941A000100020004-7 TRB (Cont.)

all incomplete applicant files are being destroyed after a card index record is made of the applicant's name and last known address.

- 1. The Applicant File card roster is currently being screened to destroy cards for those individuals who are currently employed or who have previously been employed by the Agency, since this information is already available in the Position Control Section. Of the cards maintained at the start of the project, 10,000 have been removed and destroyed.
- m. The active employee file cabinets have recently been checked for accuracy of alphabetizing and even distribution within the cabinets.

 This necessitated the re-labeling of all cabinets.
- n. A cross-index card file was established in the Files Section reflecting name changes of Agency personnel. This eliminates searching through personnel folders to determine such information when it is requested.
- o. A revision of certain procedures in processing IAB cases now permits
 Security Initiation and the release of the "in-process" letter to
 the applicant three to five days earlier than was previously possible.
 It is believed this will aid considerably in decreasing the number
 of applicant cancellations due to lengthy processing.
- p. Below are indicated the pertinent basic workload statistics of TRB for the period 1 January through 30 June 1954, and, for comparison purposes, the available statistics for the period 1 July through 31 December 1953 are included.

First Half 1954 Second Half 1953

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25X1A

Security Initiations

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TRB (Cont.)

	First Half 1954	Second Half 1953
Personnel Actions Processed:		
a) Separationsb) All others	775 <u>17,193</u>	1,282 11,439
Total	17,968	12,721
Total number of T/O Changes set up in Position Control Section (Forms 30-25)	737	No Record

Volume of Material Filed (approx.) 100,000 pcs. No Record by File Room

2. PROGRAM PLANS FOR PERIOD 1 JULY THROUGH 31 DECEMBER 1954

- a. TRB will continue the project of reviewing and revising all Official

 Personnel Folders in accordance with established procedures, as

 outlined in Item 1.,i. of this report.
- b. Upon receipt of the first complete machine run of service dates as outlined in Item 1.,d. in this Division, these dates will be posted to the service record card in the Position Control Section. In addition, TRB plans to furnish the Machine Records Division and post to the service record cards the longevity computation date of Federal Service of all staff employees.
- c. At the time the Fitness Reports procedure is established, it will be necessary to tab the service record cards of overseas personnel in the same manner as has been done for Headquarters personnel when the Personnel Evaluation Report program was inaugurated.
- d. It is planned to establish a procedure within TRB for a periodic inventory of Official Personnel Folders in order to insure that these folders are not lost or charged out for extended periods of time.

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CORRESPONDENCE BRANCH

- 1. REPORT OF PROGRESS FOR PERIOD 1 JANUARY THROUGH 30 JUNE 1954
- a. During the past six months, the Correspondence Branch has prepared and dispatched 21,280 letters (breakdown attached*), an increase of 3,559 over the previous six-month period. This indicates that more persons have utilized the services of the Branch.
- b. The program planned last January to establish a letter-drop to backstop covert recruitment is operating satisfactorily. An OPM was prepared and subsequently published which generally outlines the procedures to be followed.
- c. Through the continued co-ordination with the Secretary, Incentive

 Awards Committee, the Correspondence Branch is now preparing all

 of the letters for the Committee to employees relative to suggestions.
- d. The Branch is continuing to work on special projects for the Personnel Career Service Board, as well as for the CIA Career Service Council.
- e. The coding system for the Correspondence sample book has been completely reorganized. A total of 117 form letters are now utilized, of which 62 are on tapes for automatic machine use. With the aid of the Management Staff, certain letters have been revised and new form letters established to meet current-day needs.
- f. Since February of this year, the Branch has been preparing and dispatching correspondence for the Chief, Employee Services Division, pertaining to letters received from creditors on unpaid bills accumulated by employees of the Agency.
- In conjunction with OPM 20-615-2, "Civil Service Retirement," dated
 12 February 1954, the Branch is dispatching the necessary letters
 and applications to those employees resigning in the field.

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Approved For Release 2001/07/12: CIA-RDP78-05941A000100020004-7 Corres. Br. (Cont.)

- h. A preliminary discussion has been held with members of the

 Personnel Staffs of the Security Office and TSS to work out a

 plan for this Branch to handle the covert correspondence on

 applicants in process for those offices. Currently this is

 being done by the offices concerned. Further discussions are

 being held in abeyance pending the final outcome of the proposed

 OPM relative to the handling of Office of Communications applicants.
- 2. PROGRAM PLANS FOR PERIOD 1 JULY THROUGH 31 DECEMBER 1954
- a. Continued review of the sample letters to keep them consistent with current-day requirements and on a personalized basis.
- b. Recently the Director of Central Intelligence indicated that the consultant letters should be revised to reflect a warmer sense of appreciation for services rendered during the past year. Plans are being continued to rewrite these letters in conformance with the DCI's request.
- of Office of Communications applicants, when it is approved. Also, arranging to tie in other offices which work under similar conditions in the recruitment of applicants.

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Breakdown of Correspondence for Period 1 January through 30 June 1954

CATEGOR IES

NUMBER OF LETTERS

25X1A

Contacts
Notification of Review
Interim Letters
Requests for Further Information
Rejects
Individual Handling
Special Handling
Credit Letters

Notification of Processing
Interims (Processing Cases)
EOD Letters
Request Additional Information (Processing)
Cancellation after Processing
Rejects after Processing
Special Processing

TOTAL NUMBER OF LETTERS SENT

Time lost due to Machine Breakdowns Time spent on Special Projects



213 hours

TAB

Approved For Release 2001/07/12: CLA-RDP78-05941A000100020004-7 CENTRAL PROCESSING BRANCH

- 1. REPORT OF PROGRESS FOR PERIOD 1 JANUARY THROUGH 30 JUNE 1954
- a. Considerable progress has been made in on-the-job training of personnel and establishing and revising internal procedures to insure a more efficient organization. Much effort has been made in this respect since Central Processing Branch (CPB) has been in existence in its present expanded form less than a year. Extensive orientation tours have been conducted through the Branch for most of the top administrative people in DD/P and some elements of DD/I to insure that our main customers are aware of the problems entailed in providing travel services.
- b. New and more efficient procedures have been established with respect to the following:
 - 1) Method of insuring that a traveler is properly slotted.
 - 2) Method of verifying that a traveler is physically qualified.
 - 3) Method of arranging for the transporting of automobile on the same ship with the traveler.
 - 4) Method of insuring that all eligible travelers are afforded an opportunity to participate in Agency sponsored insurance programs.
 - 5) More efficient physical movement of travelers through the processing routine.
- c. Various questionnaires completed in the Branch by travelers and by
 Branch personnel have been revised and expanded to afford greater
 assurance that travelers are well prepared for their journey before
 they leave Washington and that the requirements of the Agency have
 been met.

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CPB (Cont.)

- d. During this reporting period some of the record-keeping and filing systems have been overhauled, and in one instance a new record-keeping system was established which eliminated three existing systems in making record of the various documents issued to travelers; e.g., passport numbers, AGO cards, etc.
- e. A Post Report questionnaire was developed during this period and preliminary coordination with Divisions of DD/P was obtained. The matter is now with the Plans and Analysis Staff for preparation of an Agency Regulation to govern the preparation and handling of the form.
- f. Greater interest in the Branch by DD/P personnel is reflected in a request by the students in an Administrative Support Course/OTR that more lecture time be devoted to the functions of this Branch.

 The Branch has complied with their wishes.
- g. During this reporting period the policy of staffing the Branch with overseas returnees was established and this has been done in a few instances. It is expected that the program will continue until every position which involves briefing travelers on any phase of activity abroad will be filled by a person who can draw on actual experience.
- 2. PROGRAM PLANS FOR PERIOD 1 JULY THROUGH 31 DECEMBER 1954
- a. One very worthwhile program expected to be undertaken in the near future is orientation tours of the nature outlined in the preceeding section for DD/P administrative personnel at the working level.

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CPB (Cont.)

2.,b. The program of staffing the Branch with overseas returnees mentioned in the preceeding section will continue.

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- c. Further study of internal procedures and methods is planned, and it is expected that a new procedure for filing inactive materials will be inaugurated in the very near future.
- d. Improvement of services rendered continues to be the outstanding program for this Branch.

Basic Workload Statistics as Compared to Workload over Last Half of 1953

First Half 1954 1953

No. of Travel Orders Received

No. of Interviews Conducted

No. of Foreign Travelers Processed (Includes Dependents)

No. of Domestic Travelers Processed (Includes Dependents)

TAB

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Classification & Wage Division

PROGRESS REPORT - FIRST SIX MONTHS 1954

AND

PROGRAM OBJECTIVES - LAST SIX MONTHS 1954

- 1. Introduction
- 2. Classification Surveys
- 3. Position Standards
- 4. Individual Classification Actions
- 5. Table of Organization Review and Distribution
- 6. Special Studies and Staff Services
- 7. Program Objectives

1 August 1954

Approved For Release 2001/07/12 : CIA-RDP78-05941A000100020004-7

Progress Report and Program Objectives Classification and Wage Division

1. Introduction

An objective appraisal of the salary and wage administration program in this Agency during any particular period of time, such as the six months covered by this report, must be in the perspective of ascertaining progress toward mastery of an atypical situation. The major factors and considerations may be identified as:

- (a) The statutory exemption of CIA from the Classification Act of 1949.
- (b) The CIA Table of Organization system for authorizing the staffing of organizational components;
- (c) The highly sensitive security status of CIA programs and positions;
- (d) The volatility of CIA organizational structure and position requirements;
- (e) The large number of kinds of positions unique to CIA.

These factors and considerations create a complex of uncommon problems above and beyond those faced by analogous classification programs in most other Government agencies.

A principal problem is that of developing a body of regulatory issuances covering matters of policy and practice that, under the Classification Act, would be divided between the Civil Service Commission and the particular agencies subject to that act. Encouraging progress was made in the fulfillment of this obligation as the log-jam that has previously prevented the publication of significant regulatory issuances was evidently broken. Two vital Regulations;

Tables of Organization; and one major
Position Standards were published. Another major Handbook
mal Handbook of Classification Tables and Codes was brought
to the stage of final refinement; and other Regulations were brought closer to
the point of publication. While it cannot yet be accurately said that a complete
scheme of written guidelines in the Classification and Wage Administration field
is now available to the Agency, it can be accurately observed that "daylight can
be seen".

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A continuing problem is that of classifying rapidly large numbers of positions presented via Table of Organization proposals. R should facilitate the resolution of this problem as its provisions place upon the originating office the duty of including in their presentations statements of the duties and responsibilities of all positions involved. The large number of T/O proposals acted upon during the period illustrates the facility that the Division has developed in accommodating classification practices to the situation; however, there invariably remains in each case a large amount of followup to be done.

Another problem is the difficulty of documenting positions and keeping descriptions in line with both one another and current facts. Classification surveys,

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the best means of dealing with this problem, received significant backing during the period covered by this report; and a major component of the DD/A complex, Logistics Office, was completely surveyed.

Another of these problems is that of providing a realistic occupational structure for Agency positions. The period reported on witnessed great progress in the refinement and coding of occupational categories and the establishment of standard job titles. The imminent publication of the resulting manual, Occupational Handbook of Classification Titles and Codes is expected to produce a high degree of uniformity in titling and coding of positions and will facilitate the establishment of competitive levels for reassignment purposes.

The concurrent obligations of the Division caused the distribution of professional staff time to be as shown on the following page. Succeeding parts of this report furnish details on the categories of activity identified.

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C	ategory	Characteristics	ime Percentage
1,	Classification Surveys.	Collection, recording, and analysis of duties and qualification requirements information about all positions in particular organizational components or occupational categories. Presentation of classifications determined upon for the positions an coordination of results with Office concerne Preparation of survey reports.	26%
2,	Position Stand- ards.	Intensive analysis of positions in particular occupational categories. Preparation therefrom of summary statements of the essential characteristics of the categories and of the levels of work therein, qualifications required therefor, and the lines of progression in and out of them. Coordination of these products.	r 15%
3.	Individual Classification Actions.	Review of selected individual personnel action in terms of the classification propriety ther Such actions are those in which there are unresolved questions concerning the classificat of the positions concerned, and their resolut frequently requires desk audits and the preparation of descriptions. Category includes supgrade position review and recommendations.	eof. ion ion
4.	Table of Or- ganization Re- view and Dis- tribution.	Classification review of T/O proposals and preparation of OP recommendations to DD/A. Distribution of approved T/O's and control of all T/O records.	10%
5•	Special Studies and Staff Ser-vices.	Preparation and coordination of regulations, handbooks, and other guides on classification and wage administration matters. Preparation of comments on applicability to CWD pregram of legislative and other proposals. Analytical studies on current problems of concern to CWD activities. Extension of machine tabulation methods in the presentation of information about occupational structure of Agency Components. Staff assistance to operating offices on classification problems.	20%

(The remaining 7% of staff time was divided approximately equally between formal training within the Agency and leave)

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2. Classification Surveys - 26% Workload Factor

- A. The largest survey conducted during this reporting period was that of the Logistics Office. The factors leading to its selection included (a) the existence of an unusually large number of classification problems complicating the transaction of daily business, (b) an unusually large difference between the number of its T/O positions and the number of employees permitted by its employment ceiling, and (c) the stated desire of Logistics Office to obtain official position descriptions and qualification requirements for their positions. For these reasons, the AD/P supported a combined management and classification survey which was participated in by specially constituted teams from both OP and LO. By the end of the reporting period the survey had progressed to the point of resolving differences over the classifications of particular positions. A complete classification survey report is now being prepared to record the history, results, required follow-up and other characteristics of this survey.
- B. Other surveys undertaken or carried forward illustrate both concentration upon particular components and particular kinds of positions. They were selected for the same general reasons set forth as considerations in the report for the preceding half year. It was a continuing objective of all surveys to produce integrated position information for personnel administration and management purposes. Experimentation was engaged in to the end that the survey process would be less burdensome upon the employees and supervisors of the components concerned.
- C. The number of positions covered by completed surveys was nearly 85% larger than that for the preceding period. Survey accomplishments when evaluated against survey objectives for the six month period also indicate substantial fulfillment of our plans.

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D. Classification Surveys Completed, 1 January - 30 June 1954

Organization

Number of Positions Covered

25X1A

DD/A Area
Logistics Office Survey completed except for concurrences by operating Office. (Less

Office of General Services
Special Duplicating Section

DD/I Area

Office of Scientific Intelligence
Nuclear Energy Division
Chemical Division
Administrative Staff

Office of Collection and Dissemination
Machine occupation positions in various Divisions
Office of Research and Reports
Information Control Staff
Project Control Staff Survey completed except for
concurrence by operating Office.

DD/P Area
WE Division

Personnel occupation positions in Area Survey completed except for concurrences by operating Office.

Office of Communications

Communications Technician occupation positions

Office of Personnel

Entire Office less Planning & Analysis Staff,
Office of AD/P, and Testing & Evaluation Branch
of Placement & Utilization Division

25X1A

Office of Training

Survey completed except for concurrences by operating Office - Support Division

Total

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3. Position Standards - 15% Workload Factor

- A. Projects for the production of position standards were carried on both in the Surveys and Standards Staff and by designated personnel of the two operating Branches of the Division. Various fractions of the time of 20 professional members of the Division staff were devoted to this category of activity.
- B. Approval was obtained during the reporting period for the publication of standards as periodically issued contents of Agency The initial issuance occurred during the period and comprised:

 25X1A

Occupational Code	Positions Covered
GS-0230.01	Employee Relations Officer and Assistant
GS-0301.35 GS-0358.00 GS-0359.03	Courier Tabulating Machine Operation Series Tabulation Project Planner

C. In addition, standards for the following occupational categories were completed during the period and were pending publication approval on 30 June:

Occupational Code	Positions Covered
GS=0308 _• 03	Communications Technician (Crypto- graphy)
GS-0388.03 GS-0136.62 GS-0150.01 GS-0150.02 GS-0816.01	Communications Technician (Radio) Documentation Officer and Analyst Geographer Geographer (Cartography) Cartographic Draftsman

D. Further standards for the following occupational categories were the subjects of work during the period and were brought to the indicated percentages of completion on 30 June:

Occupational Code	Positions Covered	% Completed
GS-0221.00 GS-0211.03 GS-0560.00 GS-0132.114 GS-05114.00 GS-0132.113 GS-1110.00 & GS-1111.00 GS-2131.00 GS-0306.00 GS-0132.148	Pos. Class & Wage Series Position Inventory Clerk Budget Adm. Series Reports Officer Time, Leave and Payroll Series Current Affairs Officer Librarian & Library Assistant Series Freight Traffic Series Records Mgt. Series Foreign Documents Off.	95% 90% 90% 90% 90% 85% 85% 80% 75%
GS_0132.146 GS_0100.00 GS_2030.00	Requirements Officer Intelligence & Social Science Group Storage Series	75% 75% 70%

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Occupational Code	Positions Covered	%Completed
GS=0033.02 & .03	Broadcast Monitor	70%
GS-0510.14	Finance Officer	60%
GS-0301.28	Intelligence Assistant	50%
GS-0322.00	Clerk Typist Series	50%
GS-0305.00	Mail & File Series	50%
GS-1121.00	Communications Series	50%
GS-0318.00	Secretary Series	25%
GS-0312.00	Clerk Stenographer Series	25%
GS-0132.31 to .36	Intelligence Processing Sub-Serie	s 20%
GS-0201.01	Personnel Officer	15%
GS-0113.02	Financial Economist	15%
GS-0132.23	Information Control Officer	10%
GS-0136.01	Area Operations Officer	5%
GS-0305.13	Information Control Clerk & Asst.	

E. The standards to which paragraphs A. through D. have reference are necessarily quite time-consuming in preparation inasmuch as they derive from intensive analysis of many individual positions and are designed to serve many purposes of personnel administration. Accordingly, it was a natural consequence that the rate of their production was not sufficiently rapid to permit the prompt coverage of all the kinds of positions for which there was an immediate need of qualification requirements. In order to meet this latter particular need more swiftly, Interim Qualification Requirements were introduced. These consist of statements, derived in the main from those previously developed by the Civil Service Commission and other agencies, of the types of knowledges, skills, abilities, and personal characteristics and of both the types and amounts of experience and education required for particular occupational categories and of the grade levels of positions therein. 38 such Interim Standards were developed and are currently being reviewed by Agency components prior to publication. Their approval for use pending development and issuance of complete Position Standards for the respective occupational categories will provide an interim basis for reviewing and evaluating the qualifications of candidates for positions.

Interim Qualification Standards Developed

Occupational			Occupational	
	Code	Title	Code	Title
	GS-0010.01	Editorial Clerk	GS-0211.06	Personnel Transaction Clerk
	GS-0132.00	Intelligence Production Series	GS-0211.07	Personnel Transaction
	G S- 0180.01	Psychologist (Clinical)		Clerk (Typing)
	G S- 0180,02	Psychologist (Agent Assessment)	GS-0301.03	Administrative Officer
	GS-0180.03	Psychologist (Personnel Selection	GS-0301.09	Administrative Services
		and Evaluation)		Officer
	G S- 0180.04	Psychometrist	GS-0301.26	Clerk
	GS-0201.01	Personnel Officer and Ass't	GS-0301.28	Intelligence Assistant
	G S- 0202.01	Personnel Research Officer	GS-0303.00	Organization and Methods
		and Analyst		Examining Series
	GS-0203.00	Personnel Clerical Series	GS-0312.01	Clerk Stenographer
	GS-0211.04	Appointment Clerk	QS-0212.00	Placement Series
	GS-0211.05	Appointment Clerk (Typing)	GS-0301.02	Administrative Assistant

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Occupational		Occupational		
	Code	Title	Code	Title
	GS-0318.01	Secretary (Stenography)	GS-2001.01	Supply Officer and Assistant
	GS-0318.02	Secretary (Typing)	GS-2001.02	Supply Clerk
	G 5- 0318.03	Secretary	GS-2010.01	Logistics Officer and Ass't.
	GS-0322.01	Clerk Typist	GS-2110.03	Logistics Clerk
	GS-0500.00	Accounting, Fiscal and Budget	GS-2020.01	Procurement Officer and Assit.
		Clerical Positions	GS-2020.02	Purchasing Agent
	GS-0510.00	Accounting Series	GS-2020.03	Procurement Clerk
	G S- 0855.04	Electronic Engr. (Radio)	GS-2040.01	Property and Supply Officer
	G S- 0855.06	Electronic Engr. (Wire		and Assistant
		Communications)	GS-2040.02	Property and Supply Clerk
	GS-0855.14	Electronic Engr. (Commo. Devices	GS-2050.01	Supply Cataloging Officer
	G S- 0855 .1 6	Electronic Engr. (Microwave)	GS-2050.02	Supply Cataloging Clerk
	GS-1152.09	Printing Production Specialist	GS-2101.01	Transportation Officer
	G S-1 671.03	Electronic Technician	GS-2101.02	Transportation Clerk
	GS-1800.00	Security Officers, Analysts	GS-2131.01	Freight Traffic Officer
		and Assistants	GS-2131.02	Freight Traffic Clerk
	G S- 1810.06	Security Clerk		

4. Individual Classification Actions - 22% Workload Factor

Although the percentage of time devoted to this category increased over that for the preceding six months, such percentage continues to be significantly smaller than for previous years wherein it represented approximately 50% of total activity. The Division continued to examine personnel actions affecting the incumbency of particular positions that have been "flagged" because there is some definite problem concerning classification. In addition, it examined personnel actions affecting positions about which the originating office specifically requested a classification review as in the case of career service and promotion actions. The larger percentage of time devoted to the activity reflects increases in the number of both flagged positions and specific requests for review.

During the period, 1301 individual personnel actions were processed, a substantial portion of which involved the making of individual desk audits and the preparation and certification of position descriptions. Statistics indicate that a significant proportion of the total number of position descriptions produced result from this category of activity. Consequently, despite the emphasis upon surveys, it continued to be a fruitful means of securing the documentation of Agency position, 409 descriptions being produced in this manner.

5. Table of Organization Review and Distribution - 10% Workload Factor

The period of the last six months reflects both a very large increase in the number of new T/O's and changes to established ones and a decrease in the coordinating responsibility of this Division for their processing. 1000 new T/O's or changes thereto covering positions were acted upon. These

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very large figures are atypical in that many T/O changes were for the purpose of reducing authorized numbers of positions to authorized numbers of employees, of effecting minor organizational changes, and of converting positions to the titles and codes in accordance with the new Agency occupational structure.

Nevertheless, a substantial portion of the T/O changes required individual 25X1A consultation with the operating offices and the audit and analysis of positions. Agency Regulation No. of 16 April 1954 transferred from the OP to the Management Staff the responsibility for coordinating T/O proposals involving organizational or functional changes; after that date, the Division accordingly performed the functions for the AD/P that were assigned to the latter by the cited Regulation. These functions continued to include the classification of approved positions, the issuance of T/O change authorization documents, and the control of T/O records.

Major significance is attached to the following accomplishments in this category of Division activity:

- a. Review and initial machine recording of all DD/P field T/O's.
- b. Review, modification, and in many cases, the reduction or elimination of excess Project T/O's. Machine listing for the first time of all Project T/O's.
- c. Conversion to the six digit CIA Occupational Code of the bulk of the Agency Table of Organization.

6. Special Studies and Staff Services - 20% Workload Factor

This category may be divided, for purposes of this report, into three sub-categories of A. Staff studies and reports, B. Regulatory issuances, and C. Staff Services. However, the sub-categories are frequently intertwined; for example, a staff study to produce an improved work method may eventuate in the formulation of a regulatory issuance and create the need for explanation and advice thereon to the operating offices concerned.

A. Staff Studies and Reports

Included among projects in this sub-category were the following ones of major significance:

(1) Tables of Work Experience Requirements and Allowable Substitutions

Three such tables were developed and issued, one for Administrative Officer and Social Science position categories, one for Clerical, Stenographic, and Secretarial position categories, and one for Professional Engineering and Scientific Position Categories.

These tables were worked up as a means of implementing the responsibility imposed upon the Division by Agency Regulation of 31 March 1954 for the development of minimum qualification requirements. They provide, for each grade within the cited categories, (a) general requirements as to the length of experience required

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and (b) alternate requirements as to the length of Agency experience at the next lower grades, and for the respective categories as a whole patterns of the amounts of required experience for which various kinds and amounts of education and training and various kinds of tests may be substituted. The tables have been and are being used in the formulation of the parts of minimum qualification requirements in position descriptions, interim qualification standards, and position standards to which they apply. They are also used by other components of OP in the review and evaluation of the qualifications of candidates for positions not currently covered by any of the other qualification statements. The alternate requirements portions of the tables were modified, upon issuance of Agency Regulation No.

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(2) Instructions for Preparation of Position Descriptions

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In connection with the development of Position Analysis, revised instructions for preparing Position Descriptions to operating officials and employees were developed and issued as an overprint on official Agency Position Description form (Form 37-178), thereby eliminating the necessity of consulting both this form and a separate document in writing descriptions. Additional copies of the instructions are now distributed to operating offices upon request and in connection with classification surveys.

(3) Distribution of Personnel Functions between Office of Personnel and Logistics Office

The Division contributed one of the three members, who served as leader, of a three-member task force from the Office of Personnel which conducted a study to determine the proper functional relationships between the Office of Personnel and the Logistics Office in discharging their respective responsibilities in the field of personnel services. This study was concurrent with the classification survey of Logistics Office, and on June 30 partial findings and recommendations are in and undergoing review and coordination. The study included the preparation of functional statements setting forth the respective responsibilities of each Division of the Office of Personnel for each type of personnel function and activity, contrasted with the parallel responsibility of the Chief, Logistics Office, Personnel Officer of Logistics, and Operating Division and Staff Chief of Logistics Office for each personnel function. In addition, flow charts were developed to clarify the origination, processing, distribution, and disposition of each personnel document required to effect necessary personnel and career service actions. Finally, based on proposed functional responsibilities, a staffing authorization for the Logistics Office Personnel Branch was recommended. It is anticipated that the results of this study

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will significantly inprove the operation of the Logistics Office personnel component and will serve as a pattern for clarifying similar relationships between the Office of Personnel and other operating personnel units throughout the Agency.



(5) Studies of Average Grades, Grade Distributions, and Grade Utilization

Several studies in the form of machine listings of these types were made, both as special projects and as fulfillment of arrangements for quarterly presentations. One such study compared the grades of incumbents with those of positions in an entire Division of DD/P and furnished the basis for refuting allegations that approved position grades were too restrictive. Other machine listings developed and distributed to appropriate officials, (a) compared the average T/O grades and average grade trends within and between operating components, (b) listed the number of personnel slotted against T/O positions at each grade who were one, two, and three or more grades below the T/O positions, and (c) listed the T/O positions within DD/P by Career Service Designation and organizational location. Each Career Service (e.g. Logistics, Comptroller, Personnel, Administration) was provided with a listing from the latter report of DD/P positions designated to their Career Service. One aim in providing this factual information is to make key officials aware of current classification status of their components, significant trends, and degree of utilization of existing classification authorizations so that a basis for their review of subsequent T/O proposals will exist.

(6) Review and Comments on Significant Documents

A large number of publications and documents were reviewed and comments thereon prepared in respect to the applicability to the work of the Division. Among them were H.R. 8093; H.R. 8990; H.R. 8638; S. 2665; portion of Congressional Record of 25 February 1954; C.S.C. Departmental Circulars Nos. 748 and 752; and proposed CIA Regulations.

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(7) Clarification of the Legal Status of a Table of Organization

This clarification was furnished as an obiter dictum in the opinion of the Office of the General Counsel sustaining the conclusion reached by the Division after its analysis of the request of an employee that he be paid at the rate accruing to a T/O position against which he was not officially assigned rather than at the rate applicable to his position of official record, when the latter was not listed on the authorized T/O. The decision stated that a position occupied pursuant to a properly executed personnel action is an authorized Agency position even though it does not appear on the approved Table of Organization at the time. This doctrine of significance to Agency personnel administration would probably not have become known except for the occasion provided for its declaration by the Division analysis of the specific case.

B. Regulatory Issuances

Included among projects in this category were the following ones of major interest:

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(1) Agency Regulation No. Position Analysis

This Regulation was published on 31 March 1954, incorporating the revised instructions for preparation of position descriptions and authorizing the issuance of Position Standards.

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(2) Agency Regulation No. Table of Organization

This Regulation was published on 16 April 1954, incorporating significant parts of a draft originated within the Division and realigning the responsibilities of OP in respect to the review of T/O proposals.

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(3) Agency Handbook No. Position Standards

This Handbook, along with the initial issuance of contents, was published on 31 March 1954. The publication of it paves the way for issuing additional standards as they are completed and coordinated, without the necessity for separate publication approval in each case.

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(4) Agency Handbook No. Occupational Handbook of Classification Titles and Codes

A second preliminary draft of this Handbook was issued for review and coordination purposes; and based on experience in its use and on coordination comments, final refinements were being made on 30 June 1954 to permit formal publication. Publication will be authorized by Agency Regulation No. Position Classification, which is pending with Planning and Analysis Staff.

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(5) Employee Handbook, How Your Position is Classified in CIA

Although this handbook was developed nearly a year ago and has been pending publication in PAS since then, the need for dispensing its information concerning our program to the Logistics Office employees was evident during the planning for this Survey. Accordingly, the Division published the Manual in interim form for that purpose. Reports from Logistics Office indicate it was well received and will be a useful tool to familiarize all Agency employees with our procedures, purposes, and methods. Early official publication of this Handbook should result in a better understanding on the part of employees on the basis for their pay.

C. Staff Services

This category embraced a wide variety of activities of service to operating components of the Agency, to Career Service Boards, and to other components of the Office of Personnel. Continuing consultations were held with representatives of offices serviced to answer questions and give information concerning the classification and Wage program and to resolve individual classification problems. These varied from informal desk audits and recommendations to supervisors of the level of performance of individual employees to the preparation of the Annual Report for the National Security Council to justify the NSC Staffing Pattern to Congress. Job information and recommendations based on desk audits were provided various Career Service Boards upon their request. Recommendations were given to Placement and Utilization Division concerning items such as proper salary and wage rates applicable to personnel actions, normal promotion progression for various types of positions, and informal qualification requirements for positions not yet covered by official issuances. During the period a large number of personnel from outside the Division were given orientation and briefing with respect to our program.

These staff services do not lend themselves to glamorous report, but they occupied significant amounts of staff time and must be considered an integral part of our program.

7. Program Plans and Objectives for the Six-Month Period ending 31 January 1954.

A. General

Although we are in a better position to provide the Agency units with comprehensive occupational information than heretofore, the requirements continue to increase for our products for use in Career Service, T/O development, qualifications review, and general personnel administration purposes. Therefore our program plans are conditioned by the requirement that we complete coverage on the many positions, particularly in the DD/P area, which have been newly established or for which it has not previously

been practicable to analyze thoroughly. The necessity for accelerating the Position Standards Program is believed evident, and the listing of Standards currently under development illustrates the emphasis we are placing on this program. Recent developments in the Career Service Program will require additional occupational information on our part, particularly in the designation of "Career" positions. These requirements will be incorporated in our survey program. Additional efforts will be directed to complete and then to maintain the competitive level listing for all Agency positions. T/O review responsibility and activity will probably not diminish and must be planned for. Finally, the coming period should see official publication of CIA Occupational Handbook of Classification Titles and Codes, as well as Position Classification. The volume of activity envisaged dictates increased use of classification "shortcuts" such as standard position descriptions, annotation of previously prepared descriptions to bring them to a current status, and the use of the "statement of differences" to designate positions similar to an officially described position.

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B. Classification Survey Objectives

(1) Covert

During the coming period a primary objective will be to enter into formal survey procedures with respect to DD/P and Office of Communications organizations, with effort initially concentrated on the FT, PPMOS, and Administrative Staffs of DDP and technical communications elements of Commo. A second objective is to survey functional type positions across Area Division or Staff lines to establish standard evaluation criteria and position descriptions for positions such as Area Operations Officer, Reports Officer, Intelligence Officer, etc.Logistics Office survey findings will be applied to the evaluation of Logistics positions in this area, and the results of the Personnel Branch, Logistics Office, functional and staffing study will be applied to appropriate DDP and Communications personnel components.

(2) Overt

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Surveys in progress in DDI, DDA, and Training, encompassing Logistics Office) will be brought to completion. The comprehensive survey procedure used in the Logistics Office will be applied during the period to Office of the Comptroller and Security Office. The new T/O proposal for OCI may well require a subsequent classification survey.

C. Position Standards Objectives

To complete the position standards underway as listed previously in this report presents a formidable challenge for the coming period, particularly since classification survey requirements may dictate the assignment of Standards personnel to participate. However, it is a primary objective to

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complete a realistic, usable, acceptable, and equitable standard for the evaluation of clerical and secretarial positions. This will be assigned a high priority and will introduce a point rating system.

D. Individual Classification Actions

Staff members will be made available to handle the day-to-day flow of individual actions and individual problems which require prompt action. Extension of the survey program will be aimed at keeping both the individual actions and the individual problems to a minimum.

E. Table of Organization Review and Distribution

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This major work category will undoubtedly decrease only a small amount, if at all, in volume. Although requires the submission of job information with each T/O submission, the compliance to date has not been encouraging. Accordingly, we shall strive to attain increased cooperation by operating offices and to work with them in preparing T/O submissions which will enable more accurate initial classification determinations and minimize slash grades and follow-up problems. In this respect, a major problem which we have always faced is that of "preselection" of personnel to fill a proposed T/O submission. This boils down to the fact that an individual of a designated grade is detailed to and performs the work of a proposed position unofficially for some length of time. Then, a T/O submission is received proposing the position at his (or more frequently a higher) grade. At this stage, we may be accused of "sabotaging" a going operation if we do not approve a grade level that will accommodate the "incumbent" of the proposed position. The solution would seem to consist of the operating office obtaining classification advice on a proposed position prior to identifying it irrevocably with a specified person.

Encouraging progress has been obtained in revising major T/O's to reconcile the number of T/O positions with the component ceiling. The completion of this program is anticipated prior to the end of the year.

F. Special Studies and Staff Services

Among anticipated special studies, the proposed review of all Agency Super-grade positions looms on the horizon. In preparation for this analysis, efforts are being made to obtain descriptions of each position in this category together with information concerning counterpart positions elsewhere in the Federal Service. Our principal "gray area" with respect to Super-grade classification is the lack of definitive criteria for allocating these positions. Existing super-grade approvals, in many cases, date back a number of years, and the conditions under which they were approved have greatly changed. Complicating the problem is the imposition of a ceiling on the number of super-grade personnel with paradoxically no ceiling on the number of super-grade positions. Inasmuch as in the area of super-grade position classification, the complete

statutory authority rests in the DCI (with some control by Bureau of the Budget), the preparation of a staff study to define criteria and characteristics of each super-grade level for his approval may be in order.

A second significant special study will comprise the bringing of the previously distributed Five-Year Study on Average T/O Grades of Agency Components, up to date by the inclusion of figures for the end of Fiscal Year 1954.

The Career Designation listing of DD/P positions is being increased in utility by the inclusion of the name of the occupant of each position. Further efforts will be directed to include in text rather than in code the organizational location of each position on the listing. Other listings such as a comparison of employees grades with T/O grades will be continued. As previously mentioned, publications pending publication will be expedited for publication. Among these, most important are

Position Classification, and Pay Administration 25X1A (Salary and Wage Determination Section). The absence of a clear cut policy and procedure for determining salary and wage adjustments upon appointment, promotion, reassignment, or change to lower grades, has resulted in a number of individual problem cases requiring corrective

Staff support and advice to operating components and other units of the Office of Personnel will be continued. In particular, we shall try to get in on the ground floor on major T/O proposals of operating components to resolve problems and differences whenever possible before the official T/O document enters official channels. This type of activity is considered desirable but requires the Classifier to have regular contact with the offices and requires stable and accurate staffing of the Division.

G. Staffing Requirements

action.

Program requirements continue to be expanded as heretofore outlined. The comprehensive classification survey of the Logistics Office completed during the period pointed out the necessity for additional staff members if this type of activity is to continue. It was necessary in the survey to pull classifiers from their regular assignments with the result that the progress achieved in those offices was not very satisfactory. Also four typists on detail were required for several months. Informal inventories indicate we have scarcely more than half of the Agency positions described, and many descriptions undoubtedly are of dubious currency. With full realization of the rigid ceiling controls in effect, we feel that an increase of three Position Classifiers and one Clerk-Typist would permit the continuation of the survey program without a discontinuance of the other essential activities of the division, including the Position Standards and Qualification Requirements programs.

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means of more accurate assignment procedures and full consideration of military qualifications.

- c. To improve the validity and comprehensiveness of efficiency reports and to ensure military details of fair treatment and equal consideration with their contemporaries with regard to promotions and other personnel actions.
- d. To improve military administration of all types for military personnel assigned or detailed to the Agency and to effect the most economical and complete utilization of military resources that is possible. This is intended to enhance the value of the military to the Agency.

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Deputy Chief, Military Personnel Division

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