

CHAPTER 2. STAFFING

I. INTRODUCTION

A. SCOPE

This chapter outlines responsibilities and sets forth criteria for the determination of staffing requirements in field activity family housing organizations. It is a complete rewrite and should be reviewed in its entirety.

B. POLICY

1. Housing organizations should be staffed to provide quality housing and services to all housing customers and to manage quality military family housing (MFH) facilities.

2. Staffing requirements shall be identified by the activity to the appropriate major claimant.

3. Staffing requirements shall be reviewed periodically by the Engineering Field Division (EFD).

C. REFERENCES

1. SECNAVINST 5370.2 series: "Standards of Conduct and Government Ethics"

2. SECNAVINST 5211.5 series: "Personal Privacy and Rights of Individuals Regarding Their Personal Records"

D. SUMMARY

This chapter provides specific guidance on:

1. Responsibilities. Defines the responsibilities of the Commander, Naval Facilities Engineering Command (COMNAVFACENGCOM), EFDs, and field activity in determining staffing requirements.

2. Service and Standards of Conduct. Discusses quality of service, standards of conduct, and privacy safeguards.

3. Staffing. The standards used, background of formula development, and procedures to determine staffing requirements are provided. Staffing formulas apply to both continental United States (CONUS) and outside CONUS (OCONUS) field activity housing organizations. A description of each formula is provided.

II. RESPONSIBILITIES

A. COMMANDER, NAVAL FACILITIES ENGINEERING COMMAND

As the program coordinator, COMNAVFACENGCOM will obtain resources and develop and issue guidance for the staffing of family housing organizations at field activities.

B. ENGINEERING FIELD DIVISIONS

EFDs will:

1. Assist in establishing staffing requirements for housing organizations at field activities within their purview and provide support to the housing staff with personnel issues affecting the housing program.
2. Validate staffing plans and conduct staffing reviews periodically, or upon a field activity's or major claimant's request, to verify sufficient staff size.
3. Analyze the efficiency of field activity housing organizations within their purview.

C. FIELD ACTIVITIES

Field activities will:

1. Develop and maintain a means of tracking work load.
2. Coordinate FTE requirements with their major claimants.
3. Staff positions based upon functional organization, assigned FTEs and availability of funds.
4. Ensure that requests for personnel action and selection of qualified personnel are consistent with staffing guidelines.
5. Maintain current position descriptions.

D. MAJOR CLAIMANTS

Major claimants control and allocate FTEs for activities within their purview and ensure that effective family housing organizations are maintained at these activities.

III. SERVICE AND STANDARDS OF CONDUCT

A. SERVICE

Family housing is a unique service organization. It exists for the sole purpose of assisting military members, DoD personnel and their families with

relocation and housing needs, whether in government facilities or the private sector. Once adequate housing is obtained, services should be in place to continue supporting customer needs. These services range from facilities maintenance to tenant-landlord mediation.

In accomplishing housing tasks, each family housing employee must respond to requests promptly and courteously. The housing office should be equipped to provide efficient customer service and furnished to present a professional appearance.

The quality of the service provided by the housing organization determines its effectiveness. Staffing levels should be sufficient so that housing professionals can provide efficient service and individual attention to each customer.

B. STANDARDS OF CONDUCT

All housing personnel will follow applicable legislation, instructions, directives, and policies in performing their duties.

Standards of conduct relating to possible conflicts between private interests and official duties have been prescribed by Office of Secretary of Defense (OSD) and implemented for the Navy by SECNAVINST 5370.2 series.

The Privacy Act mandates safeguards relating to the collection, use, and storage of personal information. Information collected from customers must be used solely in the housing organization and protected by field activity security measures. SECNAVINST 5211.5 series pertains.

Housing personnel must comply with the Command Affirmative Action Plan, the Equal Employment Opportunity Program, and any other personnel guidance or directives issued as standard Navy policy.

IV. STAFFING

A. STANDARDS

An organization staffed by fewer than 10 professionals, not including the supervisor, should not be fragmented by additional supervision. Unnecessary supervisory layers compartmentalize functions and complicate the establishment of career ladders.

To recruit and retain qualified personnel, it is essential to ensure adequate staffing levels and grade structures. This includes providing career ladders for all civilian staff as well as career enhancement for military personnel. To avoid the loss of valuable, experienced employees, it is important to provide incentives and advancement potential.

When evaluating potential employees, proven customer service skills should be a primary consideration. In addition, an excellent employee development and cross-training program helps ensure that well trained people are

performing the broad range of closely coordinated functions required in a housing organization.

Navy family housing professionals must be able to understand and communicate effectively with various technical disciplines such as facilities construction and maintenance, contracting, real estate, budgeting, leasing, and automated information systems.

Each command employing civilians has a position management officer who is responsible for the review and evaluation of the organizational structure and position classifications. Any changes to the organizational structure or position classification must be authorized by the position management officer.

B. BACKGROUND

The staffing criteria were developed to identify family housing staffing requirements for a field activity. However, additional personnel or funds are NOT guaranteed should a staffing study show an increase in the number of work years.

The staffing formulas in this section are based on data from surveys of various housing functions at CONUS and OCONUS field activities. Both mathematical averages and linear regression are used. The formulas are based on a work year of 1744 hours (see Table 2-1). Since the 1744 hours per work year may not be applicable to certain activities, productive work year hours should be verified with the activity comptroller.

Functional responsibilities, volume of work, unusual situations, and the time required to accomplish individual tasks have been taken into consideration when developing staffing formulas. They are to be used to establish work load requirements for a three- to five- year period. One-time initiatives and short-term work load (e.g., BRAC) should not be included in the staffing requirements. Hiring temporary employees should be considered.

Functions are grouped into four categories: Personnel Support, Facilities Management, Office Support, and Special Functions. Each function is associated with a work load indicator, if applicable. Most functions are performed by both CONUS and OCONUS housing offices. Because OCONUS activities have additional functions and different time requirements, separate formulas have

Table 2-1		
Annual Productive Work Year Calculations		
52 weeks @ 40 hours/wk	=	2080 hours
4 weeks @ 40 hours/wk	=	- 160 hours (Average time for annual leave)
2 weeks @ 40 hours/wk	=	- 80 hours (Average time for training, etc.)
10 days @ 8 hours/day	=	- 80 hours (Average time for holidays)
2 days @ 8 hours/day	=	- 16 hours (Average time for sick leave)
1 work year	=	1744 hours

been developed for them. All formulas have been automated and diskettes are available through each EFD.

If a staffing study shows an increase in the number of work years, the field activity must identify the staffing deficit to the appropriate major claimant to request an increase in FTEs. The field activity must also request an increase in funds in the Family Housing, Navy (FH,N) program objective memorandum (POM)/budget submittal forwarded to the EFD.

C. PROCEDURES

Work load indicators have been developed to determine activity staffing requirements. They are the most important component of the staffing criteria. It is important that the correct number of occurrences for each work load indicator be entered. If not properly identified, the results will be skewed. The EFD should verify the work load number to ensure uniformity within their area of responsibility.

1. Field Activity.

a. The field activity housing office will ensure that documentation is available to verify input to the work load indicators listed in Figures 2-1 (CONUS) and 2-2 (OCONUS). Typical sources include:

(1) A log book for housing customer sign-in specifying date, reason for visit, and length of wait.

(2) The "Community Housing Services Report."

(3) An annual planning calendar to determine number of briefings, appointments, staff meetings, etc.

(4) Family housing property account records.

(5) DD Form 1410, "Family Housing Inventory and Occupancy."

b. When a staffing analysis is scheduled by the EFD, the field activity will provide the work load indicators and supporting documentation. Figures 2-1 (CONUS) and 2-2 (OCONUS) are the formats for recording the indicators. Use a three-year average, if possible. A zero is entered for functions not applicable to a field activity.

c. Special work load functions not included in the formulas must be submitted, with documentation, to the EFD for validation. If validated, the additional work years will be included in the requirement.

2. Engineering Field Division.

The EFD will:

- a. Validate field activity staffing requirements on site. If total work years compute to a fraction of a work year, round to the nearest whole work year.
- b. Verify work load indicators by reviewing records, interviewing staff and confirming the number of hours used per work year with the activity comptroller.
- c. Validate work years for special functions based on documentation provided by the field activity. Determine if justification supports adding these work years to the total staffing results.
- d. Analyze the formulas and discuss them with the field activity housing staff to determine any problem areas and make adjustments, if necessary.
- e. Review the field activity housing organization to ensure that it meets the structure recommended by NAVFACENGCOCOM for Navy family housing and that it provides career growth for employees.

D. FORMULAS

The formulas, abbreviations, and work load indicators for CONUS and OCONUS field activities are in separate sections. Tables 2-2 (CONUS) and 2-3 (OCONUS) show formula abbreviations. Figure 2-1 is a table of work load indicators for CONUS and figure 2-2 is a table of work load indicators for OCONUS. Special Functions, Section 3, addresses unique or new tasks.

CONUS ABBREVIATIONS

TABLE 2-2

Key for Formulas (CONUS)

KEY	DEFINITION
APP	Units with government-furnished appliances
BC	Bachelors counseled/year
BRF	Briefings/year
CO	Changes of occupancy/year
FC	Families counseled/year
FQ	Number of Flag and General Officer Quarters
FSC	Number of Facility Support Contracts that housing inputs to/year
GOS	Government-owned housing sites
HA	Housing applications/year
LTD	Landlord/tenant disputes(private sector)/year
MFHU	Military family housing units
MHC	Military family housing complaints/year
MHS	Number of mobile home spaces
PS	Present staff
PSI	Private sector housing inspections/year
SC	Service calls/year
SHC	Self-help customers/year
SS	Showing service trips/year
TC	Tenant commands
TGL	Total government leases
TIP	Number of TIPS machines

CONUS FAMILY HOUSING WORK LOAD INDICATORS

KEY	WORK LOAD INDICATORS	NUMBER
FC	Average number of families counseled per year? ¹	
BC	Average number of bachelors counseled per year? ²	
PSI	Average number of private sector housing inspection trips done per year?	
LTD	Average number of private sector housing landlord/tenant disputes handled per year?	
SS	Average number of showing service trips per year?	
BRF	Average number of briefings per year? ³	
TC	Average number of tenant commands validated on the Housing Activity Listing (HAL)? ⁴	
TGL	Total number of government leases (not the number of leased units)?	
HA	Average number of housing applications received per year?	
GOS	Number of government-owned Military Family Housing sites? ⁵	
MFHU	Number of military family housing units owned and controlled (e.g., leased or permit)? ⁶	
MHS	Number of mobile home spaces?	
FQ	Number of Flag & General Officer Quarters (F&GOQs)?	
CO	Average number of "changes of occupancy" per year?	
APP	How many Military Family Housing units are provided government-furnished appliances? ⁷	
FSC	Average number of Facility Support Contracts (FSC) the housing office has input to? ⁸	
SHC	Average number of self-help customers served annually? ⁹	
SC	Average number of service calls received by the housing office per year? ¹⁰	
MHC	Average number of MFH complaints handled per year that require mediation and documentation?	
TIP	Number of TIPS machines?	
PS	What is your present staff size (not billets)? ¹¹	

FIGURE 2-1

- 1 3-year average should be determined from log book, not the number of families reporting to base. Counseling includes housing referral, showing service, and departure counseling (if applicable to activity). As average time allotted per counseling session is 1 hour, do not include quick interactions such as telephone calls, walk-in questions, etc.
- 2 3-year average should be determined from log book, not the number of bachelors reporting to base. See footnote 1 regarding counseling.
- 3 Do NOT include home port briefings and workshops.
- 4 These are UICs/Other Identification Codes.
- 5 If a site exceeds 300 units, count as 2 sites. Do not include government leased housing.
- 6 Do NOT include inactive units that will not be reactivated. For any MILCON/replacement within 3 years, use the replacement number of units. For new units under construction, include number of units being built; do not include if contract has not been awarded.
- 7 Do NOT include leased units if appliances are contractor-provided.
- 8 If station has a BOS contract which housing is part of, count as 5 FSCs. Do not include Small Purchase Contracts.
- 9 3-year average should be determined from log book.
- 10 Applies only to activities where service desk is located in the housing office.
- 11 Include vacant positions if authorized to fill the vacancy. Do not include vacant positions for which there is no FTE.

1. CONUS FORMULAS. The following functions apply to CONUS field activities.

a. Personnel Support. Staffing criteria for personnel support are determined by computing the requirements in several functional areas, listed below.

(1) Provide Counseling. Counsels customers regarding renting or buying, resident and landlord responsibilities (e.g., insurance, damages, maintenance), HUD programs, and equal opportunity in off-base housing policies. Processes requests from people seeking housing in the private sector. Provides information to departing personnel about their next duty station.

FORMULA:

$$\text{Hours/Year} = (\text{FC} + \text{BC}) \times (\text{Time per counseling session})$$

Where: Time per counseling session = 1 hour

(2) Inspect Private Sector Units. Conducts inspections of private sector housing assets for compliance with standards of acceptability. Multiple units should be inspected during each trip.

FORMULA:

$$\text{Hours/Year} = (\text{PSI}) \times (\text{Time per trip})$$

Where: Time per trip = 1.44 hours

(3) Mediate Private Sector Housing Landlord/Tenant Disputes. Upon request by tenant or landlord, becomes familiar with the issues of the dispute, resolves (if possible) to the satisfaction of both parties, and completes required documentation. Includes discrimination complaints.

FORMULA:

$$\text{Hours/Year} = (\text{LTD}) \times (\text{Time per dispute})$$

Where: Time per dispute = 2.35 hours

(4) Conduct Showing Service. Shows customers suitable rental housing on the private sector. (NOTE: Showing service counseling is included in counseling equation.)

FORMULA:

$$\text{Hours/Year} = (\text{SS}) \times (\text{Time per trip})$$

CONUS: Where: Time per trip = 2.13 hours

(5) Private Sector Assets. Obtains, develops, and maintains current listings of available suitable and affordable private sector rental and sales units for families and bachelors by personal visits or phone calls and canvassing of newspaper ads, Realtors, Multiple Listing Service (MLS), etc. Includes community liaison.

FORMULA:

(Based on linear regression)

$$\text{Hours/Year} = [((FC+BC) \times 0.8) + 231.92]$$

(6) Orientations/Briefings. Gives orientations and briefings such as those presented at Command indoctrination and to tenant commands, ombudsman, wives' club, Commanding Officer, and groups of families. Formula includes preparation and presentation time. Excludes home port briefings and workshops.

FORMULA:

$$\text{Hours/Year} = (\text{BRF}) \times (\text{Time per briefing})$$

 Where: Time per briefing = 2 hours

(7) Requirements Survey. Updates Housing Activity List (HAL) to ensure current listing of area commands, validates base loading figures, and completes and provides input documents to cognizant EFD.

FORMULA:

$$\text{Hours/Year} = (\text{TC}) \times (\text{Time per tenant command})$$

 Where: Time per tenant command = 0.167 hour

(8) Government Leases. Ensures that landlord is performing in accordance with the lease and communicates any concerns to real estate. Works with real estate to resolve any maintenance problems. Submits documentation for make-ready expenses and approval of high cost lease points.

FORMULA:

$$\text{Hours/Year} = (\text{TGL}) \times (\text{Time per lease})$$

 Where: Time per lease = 30 hours

(9) Process Applications for Military Family Housing (MFH). Assists customers in the processing of their MFH application for inclusion to the waiting list. Processes priority housing requests, etc.

FORMULA:

$$\text{Hours/Year} = (\text{HA}) \times (\text{Time per application})$$

 Where: Time per application = 0.5 hour

(10) Maintain Waiting List(s). Develops/maintains list of those customers who applied and are waiting for MFH units.

FORMULA:

$$\text{Hours/Year} = (\text{HA}) \times (\text{Time per application})$$

Where: Time per application = 0.5 hour

(11) Maintain Termination/Assignment/Occupancy List(s) for MFH Units. Develops/maintains lists of those residents who are terminating assignment to quarters, quarters available for assignment, and residents currently occupying quarters. Includes contacting or notifying families of availability of quarters. Schedules check-in, pre-final, final, and make-ready inspections.

FORMULA:

$$\text{Hours/Year} = (\text{CO}) \times (\text{Time per change of occupancy})$$

Where time per change of occupancy = 1.85 hours

(12) Track/Report Utilization. Develops/ maintains data on the number of units occupied compared to the total number of assets. Tracks use of quarters, makes changes to the DD 1410/1411 reports, and requests and documents inventory actions.

FORMULA:

$$\text{Hours/Year} = (\text{CO}) \times (\text{Time per change of occupancy})$$

Where: Time per change of occupancy = 0.5 hour

(13) Track/Report Community Housing Services (CHS). Develops/maintains data for CHS report.

FORMULA:

$$\text{Hours/Year} = (\text{FC} + \text{BC}) \times (\text{Time per referral counseling})$$

Where: Time per referral counseling = 0.036 hour

(14) Maintain PCSHOUSE. Periodically updates information.

FORMULA:

$$\text{Hours/Year} = (0.5 \text{ hour/month} \times 12 \text{ months})$$

(15) Maintain TIPS Machine(s). Periodically updates information and maintains machine(s).

FORMULA:

$$\text{Hours/Year} = (\text{TIP}) \times (1.0 \text{ hour/month} \times 12 \text{ months})$$

b. Facilities Management. Staffing criteria for facilities management are determined by computing the requirements in several functional areas, as listed below.

(1) Change of Occupancy/Termination and Assignment. Transmits relevant data regarding the termination of assignment and confirmation of inspections and occupancy date. Updates facility history records.

FORMULA:

$$\text{Hours/Year} = (\text{CO}) \times (\text{Time per change of occupancy})$$

Where: Time per change of occupancy = 0.75 hour

(2) Conduct Inspections (Group A). Conducts inspections for: pre-final, final, make-ready, and check-in.

FORMULA:

$$\text{Hours/Year} = (\text{CO}) \times (\text{Time per change of occupancy})$$

Where: Time per change of occupancy = 3.87 hours

(3) Conduct Inspections (Group B). Schedules and conducts inspections such as: environmental; preventive maintenance; yard; and drive-by. Includes yard of the month.

FORMULA:

(Based on linear regression)

$$\text{Hours/Year} = [((\text{MFHU} + \text{MHS}) \times 0.047) - 0.1] \times 52$$

(4) Participate in Contract Development. Participates in the development of Facility Support Contracts (FSC) and works with the appropriate FSC Manager during the contract term. (NOTE: This formula does not include small purchase contracts.)

FORMULA:

$$\text{Hours/Year} = (\text{FSC}) \times (\text{Time per FSC})$$

Where: Time per FSC = 39.2 hours

(5) Order Contract Work (COO, Indefinite Quantity (IQ), Small Purchase). Orders change of occupancy maintenance, IQ work, and small purchase contracts.

FORMULA:

$$\text{Hours/Year} = [(\text{CO}) \times (\text{Time per change of occupancy})] + [(\text{MFHU}) \times (\text{Time per unit})]$$

Where: Time per change of occupancy = 0.167 hour and Time per unit = 0.25 hour

(6) Manage Self-Help Program. Manages the self-help program to include operation, procurement, inventory, and guidance on how to perform basic repairs. Includes conducting, collecting, and analyzing data from customer satisfaction surveys on their perception of the self-help program. (NOTE: This formula does not include the operation of a Self-Help Academy.)

FORMULA:

$$\text{Hours/Year} = (\text{SHC}) \times (\text{Time per self-help customer})$$

Where: Time per self-help customer = 0.25 hour

(7) Operate Customer Service Desk. Receives and processes calls from residents of military family housing units. Follows up with customers. Generates reports on types of service calls.

FORMULA:

$$\text{Hours/Year} = (\text{SC}) \times (\text{Time per service call})$$

Where: Time per service call = 0.11 hour

(8) Maintain Long-/Short-Range Maintenance Plan. Develops and maintains a long- and short-range maintenance plan based on facility history, service call records, inspections, etc.

FORMULA:

(Based on linear regression)

$$\text{Hours/Year} = [(\text{MFHU} \times 0.06) - 0.5] \times 12$$

(9) Mediate Resident Complaints. Develops, implements, and operates a program to handle military family housing complaints that require mediation and documentation. Refers social and economic problems to the proper authorities/organizations.

FORMULA:

$$\text{Hours/Year} = (\text{MHC}) \times (\text{Time per resident complaint})$$

Where: Time per resident complaint = 2.6 hours

(10) MFH Resident Concerns/Questions. Responds to concerns or everyday questions from residents living in MFH units.

FORMULA:

$$\text{Hours/Year} = (\text{MFHU}) \times (\text{Time per MFH unit})$$

Where: Time per MFH unit = 0.5 hour

(11) Flag & General Officer Quarters (F&GOQs) Management. Manages F&GOQs. Includes budgets, furnishings, projects, maintenance, and resident relations.

FORMULA:

$$\text{Hours/Year} = (\text{FQ}) \times (\text{Time per F\&GOQ}) \times 52$$

Where: Time per F&GOQ = 3.54 hours/week

(12) Revitalization Program. Assists with the development of revitalization projects, Comprehensive Neighborhood Plans (CNP), DD 1391s, and Economic Analyses (EA); reviews designs; etc. (NOTE: Sites exceeding 300 units should be counted as 2 sites. For example, NAS Anywhere has a site with 1500 units. Count as 2 sites.)

FORMULA:

$$\text{Hours/Year} = (\text{GOS}) \times (\text{Time per site})$$

Where: Time per site = 64 hours

(13) Furnishings/Equipment Management. Manages furnishings/equipment program. Includes processing requests, maintaining inventory, overseeing contract, and ordering new or replacement appliances.

FORMULA:

$$\text{Hours/Year} = (\text{APP}) \times (\text{Time for furnishings program})$$

Where: Time for furnishings program = 0.5 hour

c. Office Support. Staffing criteria for office support, as listed below, are determined by computing the requirements in several functional areas: financial, computer information support, supervisory/total quality leadership (TQL), training, administrative support, and customer relations.

(1) Financial

(a) Program Objectives Memorandum (POM) / Budget. Collects, validates, and prepares data for submission to EFD.

FORMULAS:

Activities with 1000 or more units
Hours/Year = (15 days/year x 8 hours)

Activities with less than 1000 units
Hours/Year = (10 days/year x 8 hours)

(b) Financial Management. Maintains memorandum accounting for the authorization, obligation, and expenditure of FH,N funds, and oversees the financial management program. Provides briefings and trend analysis.

FORMULA:

(Based on linear regression)
Hours/Year = [(MFHU x 0.02) + 13.31] x 52

(c) Collections. Implements collection system for rents and charges, including mobile home space rentals, damages to housing unit, etc.

FORMULA:

(Based on linear regression)
Hours/Year = [(MFHU + MHS) x 0.01] + 3.68] x 12

(2) Computer Information/Automation Support. Maintains LAN system and provides computer hardware/software (e.g., FAMIS, Excel) support. Troubleshoots computer problems. This does not include TIPS or PCSHOUSE.

FORMULA:

(Based on linear regression)
Hours/Year = [(PS x 0.64) + 4.85] x 52

(3) Supervisory/Total Quality Leadership (TQL)

(a) Assign Work Load and Direct Planning Objectives. Assigns tasks and sets parameters for their successful accomplishment. Establishes long- and short-term objectives, goals and priorities. Responds to higher authority on housing matters. Develops and maintains an effective Total Quality Leadership (TQL) program. Develops and maintains an effective housing marketing strategy.

FORMULA:

(Based on linear regression)
 Hours/Year = [(PS x 3.5) - 7.42] x 52

(b) Participation on Process Action Teams/in Staff Meetings. Participates on process action teams to implement TQL initiatives and in staff meetings.

FORMULAS:

Activities with 10 or more personnel
 (Based on linear regression)
 Hours/Year = [(PS x 2.3) - 14.28] x 12

Activities with less than 10 personnel
 Hours/Year = PS x 10 hours

(4) Training. Develops, implements, and provides training for housing employees. This includes on-site or remote training. Also includes coordination of employee training.

FORMULA:

(Based on linear regression)
 Hours/Year = [(PS x 2.49) - 9.4] x 12

(5) Administrative Support

(a) Preparation of Correspondence and Filing. Generates letters, facsimiles, memos, etc. to accomplish normal office business. Maintains an orderly filing system to include personnel records, facility history records, etc.

FORMULA:

(Based on linear regression)
 Hours/Year = [(PS x 2.31) - 3.17] x 52

(b) Procurement and Receipt of Office Materials and Supplies. Prepares documentation for procurement of office materials and supplies.

FORMULA:

(Based on linear regression)
 Hours/Year = [(PS x 1.31) - 4.65] x 12

(6) Customer Relations. (NOTE: The formulas below are included under office support since they apply to the entire organization.)

(a) Conduct Customer Satisfaction Surveys. Collects and analyzes data from customers on their perception of the housing services and facilities provided. This includes services by both housing and maintenance personnel. Also includes feedback to customers.

FORMULA:

(Based on linear regression)

$$\text{Hours/Year} = [(((\text{CO} + \text{FC} + \text{BC} + \text{SC})/218) \times 0.83) - 0.1] \times 8$$

(b) Involvement in Resident Relations. Develops and maintains resident-related programs to include issuing local regulations, resident handbooks, and publications. Participates in community associations.

FORMULAS:

Activities with a total of 2500 or more MFHU and MHS

$$\text{Hours/Year} = (20 \text{ hours per week}) \times 52$$

Activities with a total of 500-2499 MFHU and MHS

$$\text{Hours/Year} = (12 \text{ hours per week}) \times 52$$

Activities with a total of 499 or less MFHU and MHS

$$\text{Hours/Year} = (6 \text{ hours per week}) \times 52$$

OCONUS ABBREVIATIONS

TABLE 2-3

Key for Formulas (OCONUS)

KEY	DEFINITION
APP	Units with government furnished appliances
BC	Bachelors counseled/year
BFA	Bachelor furnishings transactions/year
BPR	Bachelor private sector rentals handled/year
BRF	Briefings/year
CO	Changes of occupancy/year
FC	Families counseled/year
FFA	Family furnishings transactions/year
FPR	Family private sector rentals handled/year
FQ	Number of Flag and General Officer Quarters
FSC	Number of Facility Service Contracts that housing inputs to/year
GOS	Government-owned housing sites
HA	Housing applications/year
LCF	Total economy (private) leases closed/year/families
LCB	Total economy (private) leases closed/year/bachelors
LTD	Landlord/tenant disputes (private sector)/year
MFHU	Military family housing units
MHC	Military family housing complaints/year
MHS	Number of mobile home spaces
PS	Present staff
PSI	Private sector housing inspections/year
QUE	Family Housing Survey Questionnaires/year
SC	Service calls/year
SHC	Self-help customers/year
SS	Showing service trips/year
TBR	Total bachelor rentals
TC	Tenant commands
TFR	Total family rentals
TGL	Total government leases
TIP	Number of TIPS machines
TLA	Temporary Lodging Allowance applications handled/year
WKYR	Number of work hours in work year

OCONUS FAMILY HOUSING WORK LOAD INDICATORS

KEY	WORK LOAD INDICATORS	NUMBER
FC	Average number of families counseled per year? ¹	
BC	Average number of bachelors counseled per year? ²	
PSI	Average number of private sector (economy) housing inspection trips (for new listings) done per year? ³	
LTD	Average number of private sector (economy) housing landlord/tenant disputes handled per year?	
SS	Average number of showing service trips per year?	
BRF	Average number of briefings per year? ⁴	
TC	Average number of tenant commands validated on the Housing Activity Listing (HAL)? ⁵	
QUE	Number of questionnaires handled for family housing survey process? ⁶	
TGL	Total number of government leases (not the number of leased units)? ⁷	
FPR	Average number of family private sector (economy) leases signed per year? ⁸	
TFR	Total family housing rentals on the private sector (economy) ⁹	
BPR	Average number of bachelor private sector (economy) rentals signed per year?	
TBR	Total bachelor housing rentals on the private sector (economy)?	
LCF	Total private sector (economy) leases closed per year for families? ¹⁰	
LCB	Total private sector (economy) leases closed per year for bachelors?	
FFA	How many family furnishings transactions are handled per year requesting delivery/pick-up/maintenance? (3-year average)	
BFA	How many bachelor furnishings transactions are handled per year requesting delivery/pick-up/maintenance? (3-year average)	
HA	Average number of housing applications received per year?	

KEY	WORK LOAD INDICATORS	NUMBER
GOS	Number of government-owned Military Family Housing sites? ¹¹	
MFHU	Number of military family housing units owned and controlled (e.g., leased or permit)? ¹²	
MHS	Number of mobile home spaces?	
FQ	Number of Flag & General Officer Quarters (F&GOQs)?	
CO	Average number of "changes of occupancy" per year? ¹³	
APP	How many Military Family Housing units are provided government-furnished appliances? ¹⁴	
FSC	Average number of Facility Support Contracts (FSC) the housing office has input to? ¹⁵	
SHC	Average number of self-help customers served annually? ¹⁶	
SC	Average number of service calls received by the housing office per year? ¹⁷	
MHC	Average number of Military Family Housing complaints handled per year that require mediation and documentation?	
TIP	Number of TIPS machines?	
TLA	Average number of Temporary Lodging Allowance (TLA) applications handled per year?	
PS	What is your present staff size (not billets)?	
WKYR	Number of work hours in a work year for your activity ¹⁸	

FIGURE 2-2

FOOTNOTES FOR OCONUS FAMILY HOUSING WORK LOAD INDICATORS

- ¹ 3-year average should be determined from log book, not the number of families reporting to base. Counseling includes housing referral, showing service, and departure counseling (if applicable to field activity). As average time allotted per counseling session is 1 hour, do not include quick interactions such as telephone calls, walk-in questions, etc. Exclude counseling provided for utility/telephone and furnishings assistance as this is accounted for in other formulas.
- ² 3-year average should be determined from log book, not the number of bachelors reporting to base. See footnote 1 regarding counseling.

- 3 Do not include inspections for SHORE leases.
- 4 Do NOT include homeport briefings and workshops.
- 5 These are UICs/other identification codes.
- 6 To be used only by activities doing survey questionnaires.
- 7 Do NOT include SHORE leases.
- 8 Include SHORE leases.
- 9 Include SHORE leases.
- 10 Include SHORE leases.
- 11 If a site exceeds 300 units, count as 2 sites. Do not include government-leased housing sites.
- 12 Do not include SHORE leases. Do not include inactive units that will not be reactivated. For any MILCON/replacement within 3 years, use the replacement number of units being built; do not include if contract has not been awarded.
- 13 Do not include SHORE leases.
- 14 Do not include lease units of appliances are contractor-provided.
- 15 If activity has a BOS contract which housing is a part of, count as 5 FSCs. Do not include Small Purchase Contracts.
- 16 3-year averages should be determined from log book.
- 17 Applies only to activity where the service desk is located in the housing office.
- 18 Include vacant positions if authorized to fill the vacancy. Do NOT include vacant positions for which there is not FTE.

2. OCONUS FORMULAS. The following functions apply to OCONUS field activities.

a. Personnel Support. Staffing criteria for personnel support are determined by computing the requirements in several functional areas, listed below.

(1) Provide Counseling. Counsels customers regarding renting or buying, resident and landlord responsibilities (e.g., insurance, damages, maintenance), allowances/entitlements, and equal opportunity in off-base housing policies. Processes requests from people seeking housing in the private sector. Provides information to departing personnel about their next duty station.

FORMULA:

$$\text{Hours/Year} = (\text{FC} + \text{BC}) \times (\text{Time per counseling session})$$

Where: Time per counseling session = 1 hour

(2) Inspect Private Sector (Economy) Units. Conducts inspections of new private sector (economy) housing assets for compliance with standards of acceptability. Multiple units should be inspected during each trip.

FORMULA:

$$\text{Hours/Year} = (\text{PSI}) \times (\text{Time per trip})$$

Where: Time per trip = 2 hours

(3) Mediate Private Sector (Economy) Housing Landlord/Tenant Disputes. Handles disputes of a serious nature (e.g., legal) that require extensive assistance and documentation. (NOTE: Exclude normal, day-to-day leasing problems due to language and/or cultural differences as these are included in the formula for "Concerns/Questions for Private Sector (Economy) Units.")

FORMULA:

$$\text{Hours/Year} = (\text{LTD}) \times (\text{Time per dispute})$$

Where: Time per dispute = 2.35 hours

(4) Conduct Showing Service. Shows customers suitable rental housing in the private sector. (NOTE: Showing service counseling is included in the counseling equation.)

FORMULA:

$$\text{Hours/Year} = (\text{SS}) \times (\text{Time per trip})$$

Where: Time per trip = 3.00 hours

(5) Private Sector (Economy) Assets. Obtains, develops, and maintains current listings of available suitable and affordable economy rental and sales units for families and bachelors by personal visits or phone calls and canvassing of newspaper ads, Realtors, etc. Includes community liaison.

FORMULA:

(Based on linear regression)
Hours/Year = $[(FC+BC) \times 0.8] + 231.92$

(6) Orientations/Briefings. Gives orientations and briefings such as those presented at command indoctrination and to tenant commands, ombudsman, wives' club, Commanding Officer, and groups of families. Formula includes preparation and presentation time. Excludes home port briefings and workshops.

FORMULA:

Hours/Year = $(BRF) \times (\text{Time per briefing})$
Where: Time per briefing = 2 hours

(7) Resident Concerns/Questions for Units on the Private Sector (Economy). Assists residents in dealing with day-to-day leasing problems due to language and/or cultural differences. (NOTE: Exclude landlord/tenant disputes of a serious nature which would require extensive assistance and documentation. These are included in the "Mediate Private Sector (Economy) Housing Landlord/Tenant Disputes" formula.)

FORMULAS FOR:

FAMILY: Hours/Year = $(TFR) \times (\text{Time per unit})$
BACHELOR: Hours/Year = $(TBR) \times (\text{Time per unit})$
Where: Time per unit = 1.0 hour

(8) Requirements Survey. Updates Housing Activity List (HAL) to ensure current listing of area commands, validates base loading figures, and completes and provides input documents to cognizant EFD.

FORMULA:

Hours/Year = $(TC) \times (\text{Time per tenant command})$
Where: Time per tenant command = 0.167 hour

(9) Survey Questionnaire. Distributes, edits, and forwards questionnaires for survey process. (NOTE: Only to be used by field activities doing survey questionnaires.)

FORMULA:

$$\text{Hours/Year} = (\text{QUE}) \times (\text{Time per questionnaire})$$

Where: Time per questionnaire = 0.083 hour

(10) Government Leases. Ensures that landlord is performing in accordance with the lease and communicates any concerns to real estate. Works with real estate to resolve any maintenance problems. Submits documentation for make-ready expenses and approval of high cost lease points.

FORMULA

$$\text{Hours/Year} = (\text{TGL}) \times (\text{Time per lease})$$

Where: Time per lease = 40 hours

(11) Process Applications for Military Family Housing (MFH). Assists customers in the processing of their MFH application for inclusion to the waiting list. Processes priority housing requests, etc.

FORMULA:

$$\text{Hours/Year} = (\text{HA}) \times (\text{Time per application})$$

Where: Time per application = 0.5 hour

(12) Maintain Waiting List(s). Develops/maintains list of those customers who applied and are waiting for MFH units.

FORMULA:

$$\text{Hours/Year} = (\text{HA}) \times (\text{Time per application})$$

Where: Time per application = 0.5 hour

(13) Maintain Termination/Assignment/Occupancy List(s) for MFH Units. Develops/maintains list of those residents who are terminating quarters which are then available for assignment; and produces lists of MFH residents. Includes contacting or notifying families of availability of quarters. Schedules check-in, pre-final, final, and make-ready inspections.

FORMULA:

$$\text{Hours/Year} = (\text{CO}) \times (\text{Time per change of occupancy})$$

Where: Time per change of occupancy = 1.85 hours

(14) Maintain Waiting/Assignment List(s) for Private Sector (Economy) Units. Develops/maintains/produces termination and/or waiting list for units on the economy. Contacts families regarding availability of private sector leases. Schedules check-in and check-out inspections. (NOTE: Use time applicable with functions performed.)

FORMULA:

Hours/Year = (LCF + LCB) x (Time per termination)
Where: Time per termination = 1.85 hours (If maintaining waiting list and scheduling inspections)
Where: Time per termination = 0.75 hour (If just producing a list of residents who are vacating private sector units)

(15) Track/Report Utilization. Develops/ maintains data on the number of units occupied compared to the total number of assets. Tracks use of quarters, makes changes to the DD 1410/1411 reports, and requests and documents inventory actions.

FORMULA:

Hours/Year = (CO) x (Time per change of occupancy)
Where: Time per change of occupancy = 0.5 hour

(16) Track/Report Community Housing Services (CHS). Develops/ maintains data for CHS report.

FORMULA:

Hours/Year = (FC+BC) x (Time per referral counseling)
Where: Time per referral counseling = 0.036 hour

(17) Maintain PCSHOUSE. Periodically updates information.

FORMULA:

Hours/Year = (0.5 hour/month x 12 months)

(18) Maintain TIPS Machine(s). Periodically updates information and maintains machine(s).

FORMULA:

Hours/Year = (TIP) x (1.0 hour/month x 12 months)

(19) Rental Termination of Units on the Private Sector (Economy). Transmits relevant data regarding the vacating of private sector (economy) rentals and confirmation of inspections. (NOTE: Formula to be used only by activities doing check-in and check-out inspections.)

FORMULA:

$$\text{Hours/Year} = (\text{FPR} + \text{BPR}) \times (\text{Time per termination})$$

Where: Time per termination = 0.75 hour

(20) Check-in/Check-out Inspections of Private Sector Units. Performs check-in and check-out inspections of private sector (economy) units leased by the military member. Includes travel time. (NOTE: Formula to be used only by those activities performing these inspections.)

FORMULAS FOR:

$$\text{FAMILY: Hours/Year} = (\text{FPR}) \times (\text{Inspection time per rental})$$

$$\text{BACHELOR: Hours/Year} = (\text{BPR}) \times (\text{Inspection time per rental})$$

Where: Inspection time per rental = 3.5 hours

(21) Utility/Telephone Services. Provides language interpretation and assists customers with initiating service, and interpreting, reconciling, and paying utility/telephone bills for rental/MFH units. (NOTE: Formula to be used only by those activities providing this service.)

FORMULAS FOR UTILITY SERVICES:

$$\text{FAMILY: Hours/Year} = (\text{TFR}) \times (\text{Time per utility service provided})$$

$$\text{BACHELOR: Hours/Year} = (\text{TBR}) \times (\text{Time per utility service provided})$$

Where: Time per utility service = 1 hour

FORMULAS FOR TELEPHONE SERVICES:

$$\text{FAMILY: Hours/Year} = (\text{TFR} + \text{MFHU}) \times (\text{Time per telephone service provided})$$

$$\text{BACHELOR: Hours/Year} = (\text{TBR}) \times (\text{Time per telephone service provided})$$

Where: Time per telephone service = 1 hour

(22) Lease Negotiations. Negotiates private (economy) rental leases between military members and landlords. This includes providing language interpretation and explanations in establishing fair rental rates, explaining maintenance responsibilities, and preparing required documents.

FORMULAS FOR:

$$\text{FAMILY: Hours/Year} = (\text{FPR}) \times (\text{Time per negotiation})$$

$$\text{BACHELOR: Hours/Year} = (\text{BPR}) \times (\text{Time per negotiation})$$

Where: Time per negotiation = 2.5 hours

(23) Temporary Lodging Allowance (TLA) Payments. Certifies/ documents eligibility for TLA payments.

FORMULA:

$$\text{Hours/Year} = (\text{TLA}) \times (\text{Time per certification})$$

Where: Time per certification = 0.75 hour

(24) TLA Administrator for Base. Where housing is responsible for TLA policy, instructions, notices, hotel reservations, etc. (NOTE: Formula to be used only by Activities providing this service).

FORMULA:

$$\text{Hours/Year} = (\text{TLA}) \times (\text{Time per TLA service})$$

Where: Time per TLA service = 0.75 hour

(25) Loaner/Supplemental Furnishings. Manages the loaner and supplemental furnishings program. Includes processing requests for furniture pick-up and delivery, furniture maintenance requests, maintaining inventory, and ordering new or replacement furnishings. (Excludes warehouse laborers and actual delivery and pick-up of furnishings.)

FORMULAS FOR:

$$\text{FAMILY: Hours/Year} = (\text{FFA}) \times (\text{Time for furnishings support})$$
$$\text{BACHELOR: Hours/Year} = (\text{BFA}) \times (\text{Time for furnishings support})$$

Where: Time for furnishings support = 0.75 hour

b. Facilities Management. Staffing criteria for facilities management are determined by computing the requirements in several functional areas, as listed below.

(1) Change of Occupancy/Termination and Assignment. Transmits relevant data regarding the termination of assignment and confirmation of inspections and occupancy date. Updates facility history records.

FORMULA:

$$\text{Hours/Year} = (\text{CO}) \times (\text{Time per change of occupancy})$$

Where: Time per change of occupancy = 0.75 hour

(2) Conduct Inspections (Group A). Conducts inspections for: pre-final, final, make-ready, and check-in.

FORMULA:

Hours/Year = (CO) x (Time per change of occupancy)
Where: Time per change of occupancy = 3.87 hours

(3) Conduct Inspections (Group B). Schedules and conducts inspections such as: environmental; preventive maintenance; yard; and drive-by. Includes yard of the month.

FORMULA:

(Based on linear regression)
Hours/Year = $[(MFHU + MHS) \times 0.047] - 0.1 \times 52$

(4) Participate in Contract Development. Participates in the development of Facility Support Contracts (FSC) and works with the appropriate FSC Manager during the contract term. (NOTE: Does not include small purchase contracts.)

FORMULA:

Hours/Year = (FSC) x (Time per FSC)
Where: Time per FSC = 39.2 hours

(5) Order Contract Work (COO, IQ, Small Purchase). Orders change of occupancy maintenance, IQ work, and small purchase contracts.

FORMULA:

Hours/Year = $[(CO) \times (Time \text{ per change of occupancy})] + [(MFHU) \times (Time \text{ per unit})]$
Where: Time per change of occupancy = 0.167 hour and Time per unit = 0.25 hour

(6) Manage Self-Help Program. Manages the self-help program to include operation, procurement, inventory, and guidance on how to perform basic repairs. Includes conducting, collecting, and analyzing data from customer satisfaction surveys on their perception of the self-help program. (NOTE: This formula does not include the operation of a Self-Help Academy.)

FORMULA:

Hours/Year = (SHC) x (Time per self-help customer)
Where: Time per self-help customer = 0.25 hour

(7) Operate Customer Service Desk. Receives and processes calls from residents of MFH units. Follows up with customers. Generates reports on types of service calls.

FORMULA:

$$\text{Hours/Year} = (\text{SC}) \times (\text{Time per service call})$$

Where: Time per service call = 0.11 hour

(8) Maintain Long-/Short-Range Maintenance Plan. Develops and maintains a long- and short-range maintenance plan based on facility history, service call records, inspections, etc.

FORMULA:

(Based on linear regression)

$$\text{Hours/Year} = [(\text{MFHU} \times 0.06) - 0.5] \times 12$$

(9) Mediate Resident Complaints. Develops, implements, and operates a program to handle MFH complaints that require mediation and documentation. Refers social and economic problems to the proper authorities/organizations.

FORMULA:

$$\text{Hours/Year} = (\text{MHC}) \times (\text{Time per resident complaint})$$

Where: Time per resident complaint = 2.6 hours

(10) MFH Resident Concerns/Questions. Responds to concerns or everyday questions from residents living in MFH units.

FORMULA:

$$\text{Hours/Year} = (\text{MFHU}) \times (\text{Time per MFH unit})$$

Where: Time per MFH unit = 0.5 hour

(11) Flag & General Officer Quarters (F&GOQs) Management. Manages F&GOQs. Includes budgets, furnishings, projects, maintenance, and resident relations.

FORMULA:

$$\text{Hours/Year} = (\text{FQ}) \times (\text{Time per F\&GOQ}) \times 52$$

Where: Time per F&GOQ = 3.54 hours

(12) Revitalization Program. Assists with the development of revitalization projects, Comprehensive Neighborhood Plans (CNPs), DD 1391s, and Economic Analyses (EA); reviews designs; etc. (NOTE: Sites exceeding 300 units should be counted as 2 sites. For example, NAS Anywhere has a site with 1500 units. Count as 2 sites.)

FORMULA:

$$\text{Hours/Year} = (\text{GOS}) \times (\text{Time per site})$$

$$\text{Where: Time per site} = 64 \text{ hours}$$

(13) Furnishings/Equipment Management. Manages furnishings/equipment program. Includes processing requests, maintaining inventory, overseeing contract, and ordering new or replacement appliances.

FORMULA:

$$\text{Hours/Year} = (\text{APP}) \times (\text{Time for furnishings program})$$

$$\text{Where: Time for furnishings program} = 0.5 \text{ hour}$$

c. Office Support. Staffing criteria for office support, as listed below, are determined by computing the requirements in several functional areas: financial, computer information support, supervisory/total quality leadership (TQL), training, administrative support, and customer relations.

(1) Financial

(a) Program Objectives Memorandum (POM) / Budget. Collects, validates, and prepares data for submission to EFD.

FORMULAS:

$$\begin{array}{l} \text{Activities with 1000 or more units} \\ \text{Hours/Year} = (15 \text{ days/year} \times 8 \text{ hours}) \end{array}$$

$$\begin{array}{l} \text{Activities with less than 1000 units} \\ \text{Hours/Year} = (10 \text{ days/year} \times 8 \text{ hours}) \end{array}$$

(b) Financial Management. Maintains memorandum accounting for the authorization, obligation, and expenditure of FH,N funds, and oversees the financial management program. Provides briefings and trend analysis.

FORMULA:

$$\begin{array}{l} \text{(Based on linear regression)} \\ \text{Hours/Year} = [(\text{MFHU} \times 0.02) + 13.31] \times 52 \end{array}$$

(c) Collections. Implements collection system for rents and charges, including mobile home space rentals, damages to housing unit, etc.

FORMULA:

(Based on linear regression)
Hours/Year = $[(MFHU + MHS) \times 0.01 + 3.68] \times 12$

(d) Collections for Private Sector (Economy) Rentals. Implements collection system for rent and utility/telephone indebtedness. (NOTE: Formula to be used only by field activities providing this service.)

FORMULA:

(Based on linear regression)
Hours/Year = $[(TFR + TBR) \times 0.01 + 3.68] \times 12$

(2) Computer Information/Automation Support. Maintains LAN system and provides computer hardware/software (e.g., FAMIS, Excel) support. Troubleshoots computer problems. This does not include TIPS or PCSHOUSE.

FORMULA:

(Based on linear regression)
Hours/Year = $[(PS \times 0.64) + 4.85] \times 52$

(3) Supervisory/Total Quality Leadership (TQL)

(a) Assign Work Load and Direct Planning Objectives. Assigns tasks and sets parameters for their successful accomplishment. Establishes long- and short-term objectives, goals and priorities. Responds to higher authority on housing matters. Develops and maintains an effective Total Quality Leadership (TQL) program. Develops and maintains an effective housing marketing strategy.

FORMULA:

(Based on linear regression)
Hours/Year = $[(PS \times 3.5) - 7.42] \times 52$

(b) Participation on Process Action Teams and in Staff Meetings. Participates on process action teams to implement TQL initiatives and in staff meetings.

FORMULAS:

Activities with 10 or more personnel
(Based on linear regression)
Hours/Year = [(PS x 2.3) - 14.28] x 12

Activities with less than 10 personnel
Hours/Year = (PS) x 10 hours

(4) Training. Develops, implements, and provides training for housing employees. This includes on-site or remote training. Also includes coordination of employee training.

FORMULA:

(Based on linear regression)
Hours/Year = [(PS x 2.49) - 9.4] x 12

(5) Administrative Support

(a) Preparation of Correspondence and Filing. Generates letters, facsimiles, memos, etc. to accomplish normal office business. Maintains an orderly filing system to include personnel records, facility history records, etc.

FORMULA:

(Based on linear regression)
Hours/Year = [(PS x 2.31) - 3.17] x 52

(b) Procurement and Receipt of Office Materials and Supplies. Prepares documentation for procurement of office materials and supplies.

FORMULA:

(Based on linear regression)
Hours/Year = [(PS x 1.31) - 4.65] x 12

(6) Customer Relations. (NOTE: The functions and formulas below are included under office support since they apply to the entire organization.)

(a) Conduct Customer Satisfaction Surveys. Collects and analyzes data from customers on their perception of the housing services and facilities provided. This includes services by both housing and maintenance personnel. Also includes feedback to customers.

FORMULA:

(Based on linear regression)

$$\text{Hours/Year} = [(((\text{CO} + \text{FC} + \text{BC} + \text{SC})/218) \times 0.83) - 0.1] \times 8$$

(b) Involvement in Resident Relations. Develops and maintains resident-related programs to include issuing local regulations, resident handbooks, and publications. Participates in community associations.

FORMULAS:

Activities with a total of 2500 or more MFHU and MHS

$$\text{Hours/Year} = (20 \text{ hours per week}) \times 52$$

Activities with a total of 500-2499 MFHU and MHS

$$\text{Hours/Year} = (12 \text{ hours per week}) \times 52$$

Activities with a total of 499 or less MFHU and MHS

$$\text{Hours/Year} = (6 \text{ hours per week}) \times 52$$

3. SPECIAL FUNCTIONS (CONUS and OCONUS).

Some functions performed at specific activities may not be included in the categories CONUS or OCONUS. Special work load functions which are not included in the formulas must be submitted to the EFD for validation. If validated, the approved work years will be included. The measure of how often a function is performed and the time required are important. Three-year averages are required in most cases. However, in situations where this information has not been maintained, approximate as accurately as possible. Below are a few examples—not applicable to all field activities:

a. Provide Home Port Briefings. Provides briefings to incoming ships, squadrons, and commands. Includes preparation, presentation, and travel time.

FORMULA FOR CONUS AND OCONUS:

$$\text{Hours/Year} = \text{Total time estimated (3-year average) for home port briefings}$$

For example: 3 trips	
Update preparation materials for presentation (1 week)	= 40 hrs
Travel to and from presentation site (16 hrs/trip x 3 trips x 3 personnel)	= 144 hrs
Presentation time (1 day x 8 hrs x 3 people x 3 trips)	= <u>72</u> hrs
Total time for briefings	= 256 hrs

b. Provide Workshops. Conducts housing workshops. These are special workshops (e.g., buying/selling) done by a few field activities. Do not include indoctrination briefs or counseling sessions.

FORMULA FOR CONUS AND OCONUS:

Hours/Year = Total time estimated (3-year average) for workshops
(e.g., Time per workshop x number of workshops)

c. Conduct Acquisition Efforts (MILCON, Leasing, SHORE, Purchase). Provides data necessary to support housing acquisition (e.g., develop DD 1379, assist with or prepare market analysis).

FORMULA FOR CONUS AND OCONUS:

Hours/Year = Total time estimated (3-year average) for acquisition efforts
(e.g., Hours/Year = 50 SHORE leases X 36 hours per lease)

d. Self-Help Academy. Develops and presents a training program to teach a group the basics of minor repairs.

FORMULA FOR CONUS AND OCONUS:

Hours/Year = (Average number of classes per year) x (Average time per class)

e. Deposit Relief Programs. Efforts associated with assisting military members with waivers for required utility and/or rental deposits.

FORMULA FOR CONUS AND OCONUS:

Hours/Year = (Average number of deposit relief waivers per year) x (Average time per waiver)

f. Warehousemen. Labor hours for warehousemen providing housing furnishings support.

FORMULA FOR CONUS AND OCONUS:

Hours/Year = (No. Warehousemen) x (Average time per week) x 52

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