

Source: Previous NCA Mentoring classes

FISCAL

- Operating Budget Planning
- Payroll spreadsheet projection
- Roger Software Development Reports (RSD Reports)
- Resource Management Tool
- Blotter
- Variance Report
- Full Time Employee E and Budget allocation letter
- Purchase card or dev/purchase requests
- Contract tracking spreadsheet
- Invoice Payment Processing System - Invoice Certification
- Payment Methods (GSA, 1358, Inter-Agency Payment and Collection, System for Award Management, etc.)
- VHA Self Support Center (utility tracking through VISN)
- Centralized Automated Accounting Tracking System
- Budget close-out
- ELICA (Annual Internal Controls)
- COIN Report
- Financial Disclosure

SAFETY / EPP**EMERGENCY PREPAREDNESS PLAN**

- Introduction to Emergency Preparedness Plan
- Annual update
- Periodic Exercise
- Conference update of station (Phone tree and Recall roster)
- OWCP (Accident on Workplace)

OFFICE OF WORKMAN'S COMPENSATION PROCESS

- Inspection tracking
- OSHA 300

Source: Previous NCA Mentoring classes

- Charge Back
- First Notice of Event
- CA-1/CA-16/CA17 (Department of Labor accident forms)
- Annual Workplace Evaluation (w/Medical center)
- Annual requirement

PERSONAL PROTECTIVE EQUIPMENT

- Types and appropriate Use
- Budgetary needs related to PPE
- Hazmat/Safety Data Sheet
- Contracting requirements
- Electronic Update or hardcopy
- Waste disposal
- Annual Requirements
 - Applicator State License for Chemicals
 - XRAY and Respirator fitting
 - Hearing Test
 - Prescription Safety glasses

EMPLOYEE LABOR RELATIONS

- Position Descriptions - current and accurate
- Performance Standards - current and accurate
- Organization chart - Accurate
- Performance Reviews
- HR Issues
 - Rec
 - Recruitment / Selection
 - EEO/ADR
 - Disciplinary actions / Douglas factor
 - RPA's
- Local Union
- Training / Safety
- Leave balances

Source: Previous NCA Mentoring classes

- Awards and Retirements
- ORM
- Handling behavioral or emotional issues
 - EAP and reasonable accommodations

GOALS ENGAGEMENT ACCOUNTABILITY RESULTS PROGRAM (PERFORMANCE MANAGEMENT)

- Familiarize yourself with the program
- Review Standardized Performance Plans approved by VA Central Office
- Review Self evaluations
- Discuss Change of Rater during performance period
- Review MADSS/Safety/Timeliness of Marking Graves data to prepare scorecard
- Perform Mock counseling sessions for review period

COMMUNITY RELATIONS

- Become familiar with local issues and the cemetery and community budget
- Identify local leadership to contact
- Work with MSN to identify strategies to address local conflicts
- Send letter of introduction and offers to brief
- Set up GOOGLE alerts for your cemetery
- Support committees (e.g., Memorial Council)
- **Public Affairs:** Contact NCA Public Affairs Officer for guidance and assistance talking point
- **Outreach:** Talking points. Know your audience – internal and external (Funeral Directors, Veteran Service Organization)
- Community Boards Veterans Engagement (CVEB)
 - VA Pulse / Idea House
 - VHA NCA and VBA Partnership / Town Halls
- District Specific Duties (once you receive your assignment)

Source: Previous NCA Mentoring classes

LEADING

- Lead by example
- Communicate effectively / listening
- Accountability
- Integrity
- Honesty
- Structure

ADMINISTRATION

- Scheduling - Internal and external
- Eligibility - Case studies. Handbook and directives
- Customer Service
 - Internal - employees, volunteers, contractors
 - External - Funeral Directors, Veteran Service Organization, Visitors
- Share Point
- Master Tasker
- Customer Surveys (internal and external)
- Action Plans (Reuse is good)
- SOPs
- OAI Self-Assessment
- Speeches
- BOSS
- MPVC

FIELD OPS

- Headstone setting / marker
- TMG Reports / Accuracy Reports
- Grounds Maintenance Plan
- GBSAT / Gravesite layout maps
- Ceremonies
- Pesticide application certification

Source: Previous NCA Mentoring classes

- Environment Management System – EMS
- Capital Assets Inventory
- GPS/GIS Gravesite Verification System

EQUIPMENT / FACILITIES

- Equipment Inventory List
- Equipment maintenance schedule (and associated costs)
- Daily Preventive Maintenance checklist
- Equipment turn-in and transfer
- Equipment purchasing requests and wish list
- Facilities checklist
- Facility condition assessment - repairs
- Physical security (e.g., key checklist, Rules of Behavior for non-employees)
- FAST Reports (GSA Drive Through, FedMS)
- Report of Survey
- Monument Certification
- Irrigation Computers

INTERMENT OPS

- Positive Control (Chain of Custody)
- Standard Operating Procedures
- Gravesite layout
- Opening new sections
- Daily tracking
- Gravesite Certification Process
- Gravesite Assignment Procedures
- GPS/GIS Gravesite Verification System
- Dig slip

FUNCTIONAL ROLES AND TASKS

Source: Previous NCA Mentoring classes

- Map Verification against Dig Slip
 - 9-Point Verification Process Check
- Organization Assessment Improvement Requirements for records maintenance
- Interment specific safety procedures
- Variations in interments Operations by Cemetery

HEADSTONES**GROUNDS****EQUIPMENT****IT**

- PIV Badges
- New Employee Process
- Existing Employee Process
- 9957 Accesses
- National Service Desk (NSD) tickets and process
- Inventory List

COR DUTIES

- Meetings (Reviews)
- The process
- Reports
- Certification of Invoices
- Technical Evaluations
- Develop SOWs
- Finance Reviews
- Training