



EPA Employee Relocation Services

*"Balancing growth, managing relationships, and reforming
government wide PCS practices"*

William Wiggins, Jr.



EPA's Federal Employee Relocation Center [FERC]

FERC is a highly cost-competitive, efficient, customer service driven Relocation Resource Center capable of managing “one-stop-shop” domestic and international relocations for civilian government agencies



Background Info & Key Personnel

- Issued the first Relocation Resource Center (RRC) position paper to the GSA relocation steering committee in 2006
- Winner of the 2007 EPA National Gold Medal Award for program innovation
- Winner of the 2008 GSA Travel & Relocation Innovation Award
- Member of the GSA Employee Relocation Steering Committee (ERSC)
- Recognition by GSA and other federal agencies as a leader and expert in the industry
- Today, we are 1 of 6 agencies listed on GSA website as a federal RRC provider
- **Key Personnel:**
 - Greg Luebbering – Cincinnati Finance Center Director (Acting)
 - William Wiggins – Working Capital Fund Activity Manager
 - Khary Nelson – Relocation Branch Chief (Acting)
 - Cindy Spadaro – Senior Relocation Counselor



Full Service Relocation Management

- **Provide full cost consultation with Program Offices & Human Resources**
- **Provide full entitlement and pre-move counseling with employee**
- **Employee relocation program planning & coordination (end-to-end)**
- **Electronic creation of the employee travel authorization & vouchers**
- **Centralized shipment & storage of household goods**
- **House-hunting trip coordination**
- **PCS Travel Agent Services (Book air travel, lodging, car rentals)**
- **National Temporary Quarters / Corporate Housing Network**
- **National Choice-In-Lending Mortgage Program**



Full Service Relocation Management

- **Comprehensive Home Sale Program Management (Buyer's Value Option, Amended Value Sale, Guaranteed Home Sale)**
- **Home Sale Direct Cost Reimbursement**
- **Home Marketing Incentive Payment (HMIP) Program Assistance**
- **Expedient reimbursement [payment] of all expenses & auditing**
- **Electronic expense management & reporting**
- **Records management**
- **Issuance of W2's & RITA vouchers**
- **Managed customer service help-desk**



Opportunities

- The Federal Employee Relocation industry is plagued with:
 - Variability in application
 - Increasing administrative costs
 - Inefficient paper intensive processes
 - Inability to control, measure, and report costs
- The EPA's **e-relocation** business mitigates process variability, introduces unprecedented efficiency, reduces paper processing, and facilitates cost containment and simplified aggregate reporting



Benefits of a EPA Partnership

- 1. “One-Stop-Shop” services for all program needs**
 - ☑ ‘Cradle to grave’ management for every move
 - ☑ Lower your agency administrative burdens
- 2. Improve your relocation service to employees**
 - ☑ Increase employee productivity and reduce stress on family
 - ☑ Increase employee satisfaction & retention
 - ☑ We will implement and execute your Agency policy
- 3. Reduce your agency relocation program costs**
 - ☑ Implement a Managed Home Sale Program (BVO focused)
 - ☑ Limit use of the Guaranteed Home Sale
 - ☑ Limit use of the Direct Reimbursement
 - 👉 Reduce your tax gross-up liability
 - ☑ Reduced time in HHG Storage
 - ☑ Reduced time in Temporary Quarters

Program Development Process

Procurement

Installation & Pilot

Full Production

- ✓ Letter of Intent (LOI)
- ✓ Planning & Development
- ✓ Interagency Agreement

Sub-Agency Level
(Test Pilot)

Agency Level