



National Finance Center

Human Resources Management Staff

Escalation Process

At the National Finance Center (NFC) we strive for excellent customer service which includes providing accurate information in a timely manner. The NFC Human Resources Management Staff (HRMS) responds to inquiries related to Staff Acquisition, Classification Services, Personnel Action Request Processing, Benefits Management, Workers' Compensation, Pay and Leave Administration, Employee and Labor Relations, Performance Management, Electronic Official Personnel File (eOPF) Administration, Training and Development, Human Resources (HR) Policy, Human Capital Management and Reporting. Understanding that our customers occasionally encounter scenarios that require Escalation, we have defined processes to provide additional assistance.

Purpose: Describe the process used to raise an issue, action or concern to a higher level of management for resolution, when resolution cannot be reached at the initial customer-service contact level.

Escalation Process

ESB Escalation POC: Mr. Jamar Gailes is the point of contact for escalation inquiries or concerns regarding the following Employee Services Branch (ESB) functions. Mr. Gailes' contact information is listed below in the Escalation Points of Contact section.

ESB Branch:

- Employee and Labor Relations
- Pay and Leave Administration
- Benefits Management
- Workers' Compensation
- Telework
- Ethics and Conduct
- Freedom of Information Act

HRSB Escalation POC: Mr. Stephen Deep is the point of contact for escalation inquiries or concerns regarding the following Human Resources Systems Branch (HRSB) functions. Mr. Deep's contact information is listed below in the Escalation Points of Contact section.

HRSB Branch:

- HRSB Interagency Agreements
- HRSB Service Level Agreements
- HRSB Reporting

ORB Escalation POC: Mr. Dennis Billups is the point of contact for escalation inquiries or concerns regarding the following Operations and Recruitment Branch (ORB) functions. Mr. Billups' contact information is listed below in the Escalation Points of Contact section.

ORB Branch:

- Staff Acquisition
- Classification Services
- Personnel Action Request Processing

WPPB Escalation POC: Mr. Shandon Davis is the point of contact for escalation inquiries or concerns regarding the following Workforce Planning and Policy Branch (WPPB) functions. Mr. Davis' contact information is listed below in the Escalation Points of Contact section.

WPPB Branch:

- Performance Management
- Training and Development
- eOPF Administration
- HR Policy
- Human Capital Management
- AgLearn Administration
- Length of Service Awards

Escalation Points of Contact

Email Address	Phone	Responsible Management Official
LEVEL 1 ESCALATION		
Chief Employee Services Branch (ESB)		
Jamar.Gailes@nfc.usda.gov	504-426-7685	Jamar Gailes, Branch Chief
Chief, Human Resources Systems Branch (HRSB)		
Stephen.Deep@nfc.usda.gov	504-426-7376	Stephen Deep, Branch Chief
Chief, Operations and Recruitment Branch (ORB)		
Dennis.Billups@nfc.usda.gov	504-426-7375	Dennis Billups, Branch Chief
Chief, Workforce Planning and Policy Branch (WPPB)		
Shandon.Davis@nfc.usda.gov	504-426-7381	Shandon Davis, Branch Chief
LEVEL 2 ESCALATION		
Shandon.Davis@nfc.usda.gov	504-426-7381	Shandon Davis, Acting HR Chief
LEVEL 3 ESCALATION		
Anita.R.Adkins@nfc.usda.gov	504-426-0104	Anita Adkins, NFC Deputy Director