



**Retirement and Insurance Service  
 Benefits Administration Letter**

Number: 03-103

Date: February 28, 2003

**Subject: Benefits Officers Resource Center (BORC) Emergency Customer Service**

**Background**

In the event of an emergency causing the Office of Personnel Management, Washington DC to evacuate the Theodore Roosevelt Building and service customers from emergency operating locations, the Benefits Officers Resource Center (BORC) will continue to provide essential services to its Headquarters-level Agency Benefits Officers from their private residences. The purpose of this letter is to facilitate the continuation of our core function of providing direct guidance and support to Headquarters Agency level Benefits Officers. This BAL provides emergency contact procedures, a listing of the functions BORC will maintain during an emergency, as well as the services that will be minimized or suspended, and an emergency point of contact listing to insure that all Headquarters Agency Benefits Officers have name, phone number and email address of their Emergency Operations BORC Liaison.

**Emergency Contact Procedures:** Although this Emergency Operations BAL is posted on the Web for all to read, the intent of providing this information is to facilitate the continuation of a high-level of customer service with our Headquarters-level Agency Benefits Officers and to highly encourage agency-level human resource professionals to refrain from contacting BORC by phone or email, and focus upon their HQ Agency Benefits Officer for retirement related guidance for the duration of such an emergency. Headquarters-level Agency Benefits Officers will be able to reach their assigned BORC Liaisons via phone or email as per the table which follows.

<b><i>Irene Meader, Chief Liaison</i></b>	Work Phone: 202-606-0788	E- Mail: <a href="mailto:eimeader@opm.gov">eimeader@opm.gov</a>
<b>BORC Emergency Liaisons</b>	<b>Work Phone</b>	<b>E-Mail</b>
Clyde Bronson	202-606-2529	<a href="mailto:cabronso@opm.gov">cabronso@opm.gov</a>
Candace Butler	202-606-2112	<a href="mailto:cebutler@opm.gov">cebutler@opm.gov</a>

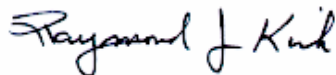
Johnny Bynum	202-606-4214	<a href="mailto:jrbynum@opm.gov">jrbynum@opm.gov</a>
<b>BORC Emergency Liaison</b>	<b>Work Phone</b>	<b>E-Mail</b>
Phillip Gardner	202-606-4399	<a href="mailto:pkgardne@opm.gov">pkgardne@opm.gov</a>
Bernice King	202-606-4742	<a href="mailto:mbking@opm.gov">mbking@opm.gov</a>
Karen McManus	202-606-4881	<a href="mailto:kemcmanu@opm.gov">kemcmanu@opm.gov</a>
Linda Thompson	202-606-0794	<a href="mailto:lathomps@opm.gov">lathomps@opm.gov</a>
Connie Torrillo	202-606-0795	<a href="mailto:cetorril@opm.gov">cetorril@opm.gov</a>
Karla Yeakle	202-606-2728	<a href="mailto:kwyeakle@opm.gov">kwyeakle@opm.gov</a>

**Note:** The first action of BORC staff upon activation of emergency deployment is to forward work phone and OPM email to home.

**Services Maintained/Minimized/Suspended:**

- 1.) BORC will continue to provide overall retirement program and emergency specific guidance to Agency Benefits Officers and Human Resources Professionals at all levels of government via Web-based announcements and list-serve emails. Contact with or response to individual inquiries (other than designated Headquarter representatives) will be minimized.
- 2.) BORC will continue to respond to the specific inquiries from Headquarter-level Agency Benefits Officers via phone and email. Fax, mail, and Records Requests capabilities will be minimal.
- 3.) Activity in support of the following events and functions will be suspended: Federal Benefits Conference, Fall Festival of Training, Benefits Product Sales, Contracting, and Contract Administration.

**Listing of BORC Emergency Operations Liaison Designations:** Attached is an alphabetical listing of the agencies whose Headquarters Agency Benefits Officers are served by BORC, showing their designated Emergency Operations Liaison. **Note: In some cases, the emergency liaison is not the same point of contact which Headquarters Agency Benefit Officers would call during normal operations.**



Raymond J. Kirk  
 Director, Benefits Officers Resource Center  
 Retirement and Insurance Services

Attachment:  
[BORC Emergency Operations Liaison Designations](#)