



LDRM: Visa Support Services Frequently Asked Questions

About LDRM

Who is LDRM?

LDRM is a joint venture comprised of Lockwood Hills Federal, an Akima Company, and DTSV. We came together as LDRM with one single purpose: to support this vital mission for the Department of State. Our two companies have also worked together in various capacities for the past 15 years, providing high volume application processing and related support functions to agencies across the federal government. LDRM understands the intricacies of this important work, and we are dedicated to collaborating with each of you to make improvements—both to program operations and to a healthy work environment. We will offer comprehensive training, a continuous feedback loop, and consistent benefits and policies across all team members to drive team success. Our subcontractors for the VSS contract include Sensure, RSSi and CGI Federal.

What do I need to do to become an employee of an LDRM team member?

Go to www.ldrm-vss.com and complete the application process to be submitted for onboarding sessions.

When does LDRM take over as the VSS prime contractor?

March 1, 2020 is currently scheduled to be the official contract start date.

Will pay rates be changing?

SCA positions will be paid based on the Wage Determination for each site location or based on a the CBA for union employees. Exempt staff will be offered a competitive salary based on their capabilities and experience.

Who are the primary members of my Project Management team?

Bill Yates is the Program Manager for VSS, Rick Mills will be the Operations Manager for the National Visa Center (NVC) and LaDonna Lainhart will be the Operations Manager for the Kentucky Consulate Center (KCC).

How is the new contract different from the old one?

In many respects, this new contract is similar to the current one. Most of the functions that are being performed today will continue to be performed.

What will happen to my security clearance?

LDRM will work directly with DOS Security to transfer your security clearance to one of the partners effective on the first day of work on the new contract. If your clearance has not been updated during the past five years, you will be asked to fill out the required documents to have it updated.

Transition

How long will it take to transition from our current employer to LDRM or one of its sub-contractors?

The customer has agreed to a 90-day transition which began on December 2, 2019. Hire dates on offer letters will be March 1, 2020.

When will onboarding take place?

Onboarding for all employees will begin on February 11th and continue through February 14th.

When will offer letters be sent out?

Timing of offer letters is based on receipt of applications from the LDRM Transition Site (www.ldrm-vss.com). We plan to provide offer letters no later than early January.

Will I be required to fill out a new I-9 as part of the employment process?

Yes, you will be required to fill out a new I-9 that will be processed through the US Government's "E-Verify" Systems that checks citizenship status and employment eligibility. Instructions for filling out the I-9 will be included in the new hire packet or through onboarding. You will be asked to bring the required forms of identification to the onboarding sessions.

HR & Benefits**What happens to my service date?**

You will retain your original contract service date for tenure purposes. Your hire date will be the first day of work for LDRM or one of its sub-contractors, but you will have a service date listed based on the years on the contract. We grandfather the service date of all transferring employees that are hired during the contract transition. For any benefits, such as vacation accrual, which are based on tenure, your original service date on the contract will be honored.

What will happen to our benefits?

LDRM and its sub-contractors will be offering a comprehensive benefits program and our current plans are to ensure the same plans are offered to employees by all the companies. The benefits program will include a choice of medical plans, as well as dental, and vision insurance, 401(k), short and long term disability, life, and AD&D insurance. We have been gathering employee information to enable our benefits broker to research good benefit options with carriers. This process takes time and current plans are to provide full information on the benefits we will be offering, including plan designs and premiums, in early February.

When will my benefits be effective?

Benefits will be effective March 1, 2019.

What will be the pay dates and what timekeeping system will be used?

We will retain the same payroll dates currently in place for both locations on the VSS contract. Our pay periods run bi-weekly beginning on Sunday and ending on Saturday. You will be required to enter your time each day before you leave work using your government computer. You will receive instructions on how to use our web-based time-keeping system prior to your first day with us.

Will I be required to take a drug test before I am hired?

No drug test will be required prior to hire.

General**Will my job duties change?**

At this time, we do not anticipate any major changes in your job duties and we expect all employees to continue to provide high-quality services to DOS.

What are some of the things I will have to do during my first 30 days of employment?

You will be required to complete the following actions within your first 30 days of employment:

- Finalize all onboarding actions that will be explained to you during orientation, including your benefits enrollment.
- Receive training on our production and timekeeping systems so that we can accurately process payroll and billing.

Where can I get updated information on the transition?

We have created a web page dedicated to the transition. Go to www.ldrm-vss.com for updated information on the transition process.