

UNITED STATES DEPARTMENT OF AGRICULTURE

Farm Service Agency
Washington, DC 20250

Notice PM-2968

For: FFAS Employees

Deputy Administrator for Management (DAM) 2016 Exemplary Service Award Nominations

Approved by: Deputy Administrator for Management



1 Overview

A Background

The DAM has created an awards program to recognize DAM employees for exceptional customer service, technical expertise, and innovation. DAM employees are employees within the office of DAM, Acquisition Management Division (AMD), Emergency Preparedness Division (EPD), Human Resources Division (HRD), and Management Services Division (MSD).

B Purpose

This notice announces the annual DAM awards program, the 2016 nomination procedures, and provides:

- an example of FSA-188, Deputy Administrator for Management (DAM) Exemplary Service Award Nomination Form (Exhibit 1),
- instructions for completing FSA-188 (Exhibit 2), and
- detailed procedures for timely submission of the FSA-188.

C Contact

For policy related questions about this notice contact Theresa Richbow by either of the following:

- e-mail **Theresa.Richbow@wdc.usda.gov**
- telephone at 202-401-0624.

Disposal Date	Distribution
December 1, 2016	All FAS, FSA, and RMA employees; State Offices relay to County Offices

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2 DAM Award Program

A Eligibility

All permanent, full and part-time, DAM employees, including team leads are eligible for this award. A nomination may be made by any full, part-time or other permanent employee or contractor in FFAS. Any eligible staff member may be nominated for more than one category.

The selected recipient:

- must not have any disciplinary action(s) pending or on file within one year from the date of the nomination, and
- must not have been selected for a DAM annual award within the previous two years.

Note: No self-nominations will be considered.

B DAM Award Categories

The following are FY 2016 DAM award categories.

Category	Description
Exemplary Service	Recognizes exceptional customer service, technical expertise, responsiveness, and innovation at the following levels: <ul style="list-style-type: none">• GS 13-15• GS 9-12• GS 5-8 and wage grade.
Cultural Transformation	Recognizes an individual or team that embodies the spirit and intent of the USDA cultural transformation initiative.

Note: See Exhibit 1 for criteria of each category.

3 DAM Exemplary Service Award Program Nomination Submissions

A Timeline

The FSA-188's must be:

- submitted to **damannualawards@wdc.usda.gov** no later than **COB August 5, 2016**,
- reviewed and rated by the selection committee, and
- reviewed by the DAM.

3 DAM Exemplary Service Award Program Nomination Submissions (Continued)

B FSA-188 Nominations

An employee or team does **not** need to meet all criteria listed to be nominated. The criterion serves as an outline for the selection committee to review the FSA-188's and make recommendations to DAM.

Any FFAS employee or contractor may recommend DAM employees for the DAM awards.

DAM and the selection committee must review each FSA-188 to ensure that the justification for nomination follows the guidelines. Each narrative should describe, in detail, why the contribution/accomplishment is significant and deserves formal recognition. Detailed narratives will assist the selection committee when reviewing and rating nominations.

The FSA-188 is available from the FFAS Employee Forms/Publications online website at <http://intranet.fsa.usda.gov/dam/ffasforms/forms.html>.

Note: To verify the FSA-188 was received, request a return receipt as follows:

- in the e-mail message, click **view** and **options, then**
- under voting and tracking options, select **request a delivery receipt for this message** or **request a read receipt for this message**.

This will notify the sender when the e-mail message was received.

C Completing FSA-188's

The FSA-188's **must** be filled out completely and include the following:

- DAM award category for which the individual or team is being nominated,
- name of nominee or team name, if a team nominated,

Note: The names of the team members should be written the way they would be printed on a certificate.

- position title, official duty station, and telephone number of nominee,

Note: If a team is nominated **all** the information for the team members must be listed.

- team lead if it is a team nomination, and
- a narrative justification detailing the basis for recognition.

Note: Accomplishments may go back for up to one year.

4 Processing the FSA-188's Received From the Nominees

A DAM Responsibilities

The DAM will:

- appoint a selection committee to:
 - review the FSA-188's, and
 - make finalist recommendations to the DAM
- select the recipient of the DAM awards from the list of finalists that is provided by the selection committee, and
- ensure that supervisors/managers of the individuals or teams selected to receive the awards are notified.

B HRD Responsibilities

HRD must:

- route the names of the selected recipients to the Employee and Labor Relations Branch and the Office of Civil Rights, to ensure the award finalists do not have any pending administrative actions and meet the criteria in subparagraph 2 A, and
- maintain presence on the selection committee to provide technical advice and document the reviewing and recommendation process.

C Selection Committee Responsibilities

The selection committee must:

- review and rate the submitted FSA-188's,
- ensure that qualified nominees are recommended to the DAM, and
- submit a list of recommended finalist to DAM.

D DAM Selection Responsibilities

The DAM must select the recipients of the DAM awards from the recommended list of finalists submitted by the selection committee.

E DAM Award Recipient Recognition Ceremony

Recipients of the DAM awards will be recognized at a ceremony on October 27, 2016. The ceremony will be held locally in Washington, DC and by video teleconferencing for Kansas City, Missouri. The DAM or their designee will present the awards to the winners.

Note: Travel expenses to Washington, DC, or Kansas City, Missouri for out-of-town winners will **not** be paid or reimbursed.

Categories and Criteria

A Exemplary Service

Description: Recognizes exceptional customer service, technical expertise, responsiveness, and innovation at the GS 13-15, GS 9-12, and GS 5-8 and wage grade levels (FSA-188, item 4, first block). **An exemplary service award will be presented to an individual and a team for each division for FY 2016.**

Criteria: Characteristics consistent with outstanding service includes the following:

- capacity as a role model for employees and clients (such as going out of their way to help and/or has left a lasting, positive impression on individuals served), and/or has an effective ability to facilitate the service function (such as good communication skills, highly organized, a team player, and/or strives to build bridges among individuals/groups to achieve service goals),
- well-developed service orientation (such as working to resolve issues as they arise, maintains current knowledge about policies and procedures that are relevant to their role), and
- innovation in service provision (such as initiating effective office practices, cost-saving suggestions, division activities, and/or suggestions for improved communication processes).

B Cultural Transformation

Description: Recognizes an individual or team that embodies the spirit and intent of the USDA cultural transformation initiative. The cultural transformation awards will be **presented to an individual and a team for each division for FY 2016.** (FSA-188, item 4, second block).

Criteria: This award is for an individual or team that demonstrates skill in the individual high performance competencies or inclusion components of the cultural transformation initiative as follows:

- cultural competence,
- interpersonal skills,
- leadership skills,
- management skills,
- mind set of behaviors of inclusion and diversity thinking, and/or
- small acts of inclusion.

FSA-188

A Example of FSA-188

The following is an example of the FSA-188.

<p>This form is available electronically.</p> <p>FSA-188 (07-07-16)</p> <p>U.S. DEPARTMENT OF AGRICULTURE Farm Service Agency</p> <p>DEPUTY ADMINISTRATOR FOR MANAGEMENT (DAM) EXEMPLARY SERVICE AWARDS Nomination Form</p>		
<p>NOTE: This form is used to nominate and evaluate DAM employees for the Deputy Administrator for Management Exemplary Service Awards.</p>		
1A. Nominee's Name or Team's Name	1B. Nominee's or Team Division	
1C. Nominee's Position, Title, Duty Station	1D. Nominee's Telephone number (Include Area Code)	
2A. Nominator	2B. Nominator's Division	
	2C. Nominator's Telephone number (Include Area Code)	
3A. Nominator's Printed Name	3B. Nominator's Signature	3C. Date (MM-DD-YYYY)
<p>4. Please check one category only:</p> <p><input type="checkbox"/> Exemplary Service (Please check the appropriate level): <input type="checkbox"/> GS 5 - 8 <input type="checkbox"/> GS 9 - 12 <input type="checkbox"/> GS 13 - 15</p> <p><input type="checkbox"/> Cultural Transformation</p>		
<p>5. In as much detail as possible, please explain the reasons why your nominee(s) deserves recognition. Elaborate on the specific criteria under which they show exemplary contributions to DAM in the category for which they are nominated. (You may attach additional sheets).</p>		
<p>6. Forms which are NOT signed by the nominator or have omitted other information will be returned. Information provided on the nomination form will be the only source of information, so it is important that your narrative clearly conveys the basis for your nomination.</p>		
<p>7. Email completed nomination form to: damannualawards@wdc.usda.gov</p>		
8A. Nominee's Division Director Name	8B. (For HRD use only)	8C. Date (MM-DD-YYYY)
<p>Thank You for Participating in the DAM Employee Exemplary Service Awards Program.</p> <p><small>In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.</small></p> <p><small>Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the responsible Agency or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.</small></p> <p><small>To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at http://www.asec.usda.gov/complaint_filing_cust.html and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights 1400 Independence Avenue, SW Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: program.intake@usda.gov. USDA is an equal opportunity provider, employer, and lender.</small></p>		

FSA-188 (Continued)

B Instructions for Completing FSA-188U.S. DEPARTMENT OF AGRICULTURE
FARM SERVICE AGENCY**DEPUTY ADMINISTRATOR FOR MANAGEMENT EXEMPLARY SERVICE
AWARDS NOMINATION FORM**

Please read the following instructions thoroughly before completing the DAM nomination form.

INSTRUCTIONS

- Nominations will be accepted by e-mail only.
- Ensure the validity of all nomination accomplishments.
- After submitting the DAM award nomination form recipients will be screened at the HRD level.
- For team nominations, please add an additional sheet listing team members with division and e-mail address for each member of the team.
- Send this form and any attachments (Microsoft Word) by August 5, 2016, by e-mail as follows:

To: damannualawards@wdc.usda.gov

Subject: 2016 FSA DAM Nominations

- Verification that the nomination was received. Receive a return receipt as follows:
 1. On the menu bar, click **view** then **options**.
 2. Under voting and tracking options, select **request a delivery receipt for this message** or **request a read receipt for this message**.

If further assistance is needed please contact Theresa Richbow at 202-401-0624.

FSA-188 (Continued)

B Completing FSA-188 (Continued)

Documenting Nominations for Award

DAM award nomination documentation must justify reasons why an individual's or team's service to the deputy management area is outstanding, clearly exceeds job requirements, and deserves honorary recognition by DAM.

Documentation **must** convince various organizational screening levels and the Deputy Administrator's committees that the nominee has accomplished more than the job requirements or that the results of those accomplishments, while within the job's responsibilities, are highly significant and clearly warrant recognition. The following questions may stimulate ideas for developing a nomination.

- What was done that deserves recognition?
 - Was it unique, a new approach, exceptionally creative?
 - If so, why?
- What was the effect of the accomplishment?
 - Was it local, regional, national, or international in scope?
 - Was it a model for others?
- Did the accomplishment result in increased program effectiveness?
 - Did it reduce costs?
 - Did it result in more effective operation or better public service?
 - Describe the results.
- What distinguished the nominee's profession or career? What special qualities or capabilities make the individual outstanding?
- What specific performance far exceeded job requirements?
 - Was the work done with less than usual supervision, help, or resources?
 - What obstacles were overcome?
 - What new techniques or procedures were developed?

FSA-188 (Continued)**B Completing FSA-188 (Continued)**

The justification should avoid:

- emphasizing job responsibility rather than accomplishments,
- retirement testimonials,
- quoting statistics and making progress statements without comparing them to earlier periods or circumstances, and
- general or vague statements about what was done without referring to how it was done or by whom.