

**For:** FFAS Employees

**DAM 2013 Exemplary Service Award Nominations**

**Approved by:** Deputy Administrator, Management



---

**1 Overview**

**A Background**

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, AMD, EPD, HRD, and MSD.

**B Purpose**

This notice:

- announces the second annual DAM awards program (Exhibit 1) and the 2013 nomination procedures
- provides:
  - an example FSA-188 (Exhibit 2)
  - instructions for completing FSA-188 (Exhibit 2, page 2)
  - detailed procedures for timely submission of FSA-188.

**C Contact**

For policy related questions about this notice, contact Michael Braswell, Human Resources Specialist, by either of the following:

- e-mail to [michael.braswell@wdc.usda.gov](mailto:michael.braswell@wdc.usda.gov)
- telephone at 202-401-0392.

---

Disposal Date	Distribution
November 1, 2013	All FAS, FSA, and RMA employees; State Offices relay to County Offices

---

## 2 DAM Award Program

### A Eligibility

All permanent, full- or part-time, DAM employees are eligible for this award. A nomination of any DAM employee may be made by any full- or part-time or other permanent employee or contractor in FFAS.

### B DAM Award Categories

The following are FY 2013 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"> <li>• GS 13-15</li> <li>• GS 9-12</li> <li>• GS 5-8 and Wage Grade.</li> </ul>
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 Award Program Nomination Submissions

### A Timeline

FSA-188's shall be:

- submitted to **FFASperformancemanagement@one.usda.gov** no later than **COB August 29, 2013**
- reviewed by DAM.

### B FSA-188 Nominations

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

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

DAM and the Reviewing Committee shall 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 deserve formal recognition. Detailed narratives assist the Reviewing Committee when reviewing and rating nominations.

### 3 DAM Award Program Nomination Submissions (Continued)

#### B FSA-188's (Continued)

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 that FSA-188 was received, request a “return receipt” as follows:

- in the e-mail message, CLICK “**View**” and “**Options**”
- under “Voting and Tracking Options”, select “**Request a delivery receipt for this message**” or “**Request a read receipt for this message**” box.

This will notify the sender about a single e-mail message.

#### C Completing FSA-188's

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

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

**Note:** The employee's/team's name should be written as it would be printed on the keepsake.

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

**Note:** If a team nomination, list information for **all** team members.

- team leader, if a team nomination
- narrative justification detailing the basis for recognition.

**Note:** Accomplishments may go back for up to 1 year.

### 4 Processing FSA-188's Received From Recommending Individuals

#### A DAM Responsibilities

DAM or his designated appointee shall appoint a Reviewing Committee to:

- review FSA-188's
- make finalist recommendations

## **4 Processing FSA-188's Received From Recommending Individuals**

### **A DAM Responsibilities (Continued)**

- select the recipients for the DAM awards from the list of recommended finalists provided by the Reviewing Committee
- notify supervisors and managers of individuals and/or teams selected to receive the DAM Exemplary Service Awards.

### **B Reviewing Committee Responsibilities**

Reviewing Committee shall:

- review and rate submitted FSA-188's
- ensure that a diversified group of nominees is recommended
- submit recommendations for DAM awards to DAM.

### **C HRD Responsibilities**

HRD shall:

- collect all FSA-188's submitted
- prepare and distribute FSA-188's to the Reviewing Committee members
- route names of employees to HRD, Employee and Labor Relations Section and OCR to ensure that award finalists have no pending administrative actions
- attend the Reviewing Committee meeting to provide technical advice and document the reviewing/recommendation process
- coordinate the tasks and activities for the ceremony, keepsakes, and program booklets.

### **D DAM Selection Responsibilities**

DAM shall select the recipients for the DAM awards from the finalists.

### **E DAM Award Recipient Recognition**

Local recipients of the DAM award shall be recognized at a ceremony on **October 17, 2013**, in Washington, DC, and Kansas City, Missouri. The ceremony will be done by video teleconferencing for Kansas City, Missouri, and DAM shall present the awards to the winners.

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

## DAM Award Categories

### 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). There will be 3 Exemplary Service Awards presented for FY 2013.

**Criteria:** Characteristics consistent with outstanding service include the following:

- capacity as a role model for employees and clients (that is, has gone out of his/her way to help and/or has left a lasting, positive impression on individuals served), and/or has effective ability to facilitate the service function (that is, good communication skills, highly organized, team player, and/or strives to build bridges among individuals/groups to achieve service goals)
- well-developed service orientation (that is, works to resolve issues as they arise and/or maintains current knowledge about policies/procedures that are relevant to his/her role)
- innovation in service provision (that is, initiating more 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. One Cultural Transformation Award will be presented (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
- small acts of inclusion.

## FSA-188

## A Example of FSA-188

The following is an example of FSA-188.

<b>This form is available electronically.</b> <b>FSA-188</b> (08-23-12)			<b>U.S. DEPARTMENT OF AGRICULTURE</b> Farm Service Agency		
<b>DEPUTY ADMINISTRATOR FOR MANAGEMENT (DAM)</b> <b>EXEMPLARY SERVICE AWARDS</b> Nomination Form					
<b>NOTE:</b> This form is used to nominate and evaluate DAM employees for the Deputy Administrator for Management Exemplary Service Awards.					
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 <i>(Include Area Code)</i>		
2A. Nominator			2B. Nominator's Division Agency and Division		
			2C. Nominator's Telephone number <i>(Include Area Code)</i>		
3A. Nominator's Printed Name		3B. Nominator's Signature		3C. Date (MM-DD-YYYY)	
		/s/			
4. Please check <b>one</b> category <b>only</b> : <input type="checkbox"/> Exemplary Service <i>(Please check the appropriate level):</i> <input type="checkbox"/> GS 5 - 8 <input type="checkbox"/> GS 9 - 12 <input type="checkbox"/> GS 13 - 15 <input type="checkbox"/> Cultural Transformation					
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 <b>in the category</b> for which they are <b>nominated</b> . <i>(You may attach additional sheets).</i>					
6. Forms which are <b>NOT</b> 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.					
7. Email completed nomination form to <a href="mailto:FFASperformancemanagement@one.usda.gov">FFASperformancemanagement@one.usda.gov</a>					
8A. Nominee's Division Director Name		8B. (For HRD use only)		8C. Date (MM-DD-YYYY)	
Thank You for Participating in the DAM Employee Exemplary Service Awards Program.					
<small>The U.S. Department of Agriculture (USDA) prohibits discrimination in all of its programs and activities on the basis of race, color, national origin, age, disability, and where applicable, sex, marital status, familial status, parental status, religion, sexual orientation, political beliefs, genetic information, reprisal, or because all or part of an individual's income is derived from any public assistance program. (Not all prohibited bases apply to all programs.) Persons with disabilities who require alternative means for communication of program information (Braille, large print, audiotape, etc.) should contact USDA's TARGET Center at (202) 720-2600 (voice and TDD).</small>					
<small>To file a complaint of discrimination, write to USDA, Assistant Secretary for Civil Rights, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, S.W., Stop 9410, Washington, DC 20250-9410, or call toll-free at (866) 632-9992 (English) or (800) 877-8339 (TDD) or (866) 377-8642 (English Federal-relay) or (800) 845-6136 (Spanish Federal-relay). USDA is an equal opportunity provider and employer.</small>					

## FSA-188 (Continued)

**B Instructions for Completing FSA-188**

U.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 29, 2013, by e-mail as follows:

**To:** **FFASperformancemanagement@one.usda.gov**

**Subject:** 2013 FSA DAM Nominations

- To verify that the nomination was received, please send return receipt as follows:
  1. On the menu bar, Click “**View**” then “**Options**”
  2. After in “Options”, 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 Michael Braswell at 202-401-0392.

## FSA-188 (Continued)

## B Completing FSA-188 (Continued)

**Documenting DAM**

DAM Award Nomination documentation should 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 Reviewing Committees that the nominee has accomplished more than the job required, 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 accomplishment
- retirement testimonials
- quoting statistics and making progress statements without comparing them to earlier periods or circumstances
- general or vague statements about what was done, without referring to how it was done or by whom.