



CIVILIAN PERSONNEL FACT SHEET

PUBLIC SERVICE EXCELLENCE AWARD

(group award-civilian or military)

DESCRIPTION: The Public Service Excellence Awards (PSEA) is sponsored by The Public Employees Roundtable, a non-profit, non-partisan coalition of 33 management and professional associations representing some 1 million public employees and retirees. These awards, granted at the national level since 1985 and expanded in 1991, recognize high-achieving groups who demonstrate excellence in public service through teamwork and cooperation. The PSEA pay tribute to programs that embody the highest standards and excellence in Government. The awards:

- a. Encourage innovation and excellence in government
- b. Reinforce pride in public service
- c. Call public attention to the broad range of services provided by public employees
- d. Provide government at all levels the opportunity to showcase their outstanding programs

PSEA provides a uniform, nationwide means of recognizing this type of quality service at all levels of government. Also, there is a community service program, which recognizes outstanding community outreach work undertaken as a voluntary effort by active or government retired government employees or by an organization comprised of public employees.

ELIGIBILITY: These awards recognize working groups of two or more employees (military and/or civilian) in Federal, state, city, county, international, and intergovernmental agencies.

CRITERIA: By recognizing groups rather than individuals, the awards demonstrate the importance of teamwork in public service. Programs may be nominated either for a one-time achievement or sustained achievement over the past several years. Programs should either demonstrate outstanding improvement over previous performance or outstanding achievement in comparison to other existing programs with the same mandate. Selection factors include:

- a. A substantial improvement in productivity or services
- b. Increased quality of life of Americans
- c. More cost effective government programs or services

NOMINATION PROCESS: Nomination must be typewritten on 8 ½ x 11 inch white paper narrative format, times new roman and 12 pitch. An **original** plus an **electronic or disk** copy is required. **Please forward package with commander endorsed letter.** There is no limit to the number of nominees that may be submitted. Three **copies** of all application materials must be submitted and each copy should be topped with a copy of the application cover sheet and should be stapled, paper-clipped, or bound with soft cover (do no use binders). Please do no send videotapes as supporting material or thick material. Responses should be numbered in the same order as shown. Address such of the following areas in narrative form. Nominations should be both thorough and succinct. The maximum number of pages accepted is **ten**. Letters, articles, photos, or other illustrative material may be include to support and/or illustrate the claims of your nomination, but should be kept to a minimum.

A. Program Summary

Provide a one paragraph summary of your program which explains why this program deserves to win an award of excellence. The purpose is to direct the judges' attention to those aspects or elements of the program that makes it exceptional.

B. Program Detail:

- (1) **Program Description:** What is the Program being nominated? What is its mission, goal or objectives? What need (s) does it seek to address? How is it carried out and by whom? Include Historical of background information.
- (2) **Scope and Importance:** Describe the scope and value of the program. How was the need for this program identified and how was the program designed to address the need? Who specifically are your customers, and how do you serve them? Use numbers to show the scope. What would be the consequences if these services were not offered? How much effort goes into providing these services and by whom? Describe how employees have been trained and how the program has been implemented.
- (3) **Quality of Service:** Describe the quality of services provided, emphasizing the contributions and achievements of the employees. What is the level of employee involvement and commitment? What efforts, sacrifices and innovation have been given to help the program achieve a level of excellence? How have you recognized employee effort?
- (4) **Effectiveness Measures:** Describe the measure of organizational effectiveness used to evaluate program productivity improvements, savings achieved, innovative techniques, and positive customer feedback. Give example of how the outcomes of your program benefited your customers. What changes have taken place as a result of the program (Before/After indicators)? Provide convincing evidence of the program made government work well.

NOMINATIONS MUST INCLUDE A COVER PAGE WITH THE FOLLOWING INFORMATION:

- A. Nomination category: Federal (or Community Service)
- B. Name of nominate program
- C. Program address
- D. Contact person (name, title, phone(commercial/DSN) and fax numbers)
- E. Nomination (name, title, organization, address, phone(commercial/DSN) and fax number)
- F. Include the following statement, initialed by the nominator: "Public employees roundtable is hereby granted permission to share information on the nominated program with other government agencies, organizations, or others seeking examples of excellence in government."

APPROVAL PROCESS:

Installation Level - Submit through chain of command to Wing/CC. Forward to 435 MSS/DPCE for submission to Incentive Awards Committee. Nomination will be forwarded to HQ USAFE/A1CP by 435 MSS/DPCE.

MAJCOM Level - Submit through chain of command to Directorate Commander. Nomination will be forwarded to 435 MSS/DPCE for submission to Incentive Awards Committee. Nomination will be forwarded to HQ USAFE/A1CP by 435 MSS/DPCE.

GSU/Associate Units: Submit through chain of command. Forwarded to 435 MSS/DPCE for submission to Incentive Awards Committee if needed. If not, nominations will be forwarded to your parent command.

Upon approval, provide a copy to 435 MSS/DPCE to update employee's records in the civilian database. Award is also documented in the Employee Performance Folder maintained by the supervisor.

Awards Will Be Made in the Following Categories:

All nominations must be for programs of two or more employees administered by U.S. federal, city, county or state government agencies, except the Community Service Award. Individuals are not eligible. Some programs may readily fit into more than one category. Nominations will be judged in the category for which they are nominated unless the committee deems it ineligible under the criteria stated below, in which case the nomination will be assigned to the most appropriate category. One national award will be made in each of the following categories:

Federal: A program administered by a U.S. federal government agency including military units.

State: A program administered by an agency of one of the 50 U.S. territories or by a Native American tribal government.

City: A program administered by a city or town government within the U.S.

County: A program administered by a county government with the U.S.

Intergovernmental: A program which is a collaborative effort between two or more government agencies at the same level or among different levels of government (i.e. two cities government or one city and one state government agency).

International: A program within a U.S. federal, state, or local government, or an inter-government organization which has an expressed mandate (statutory, regulatory or programmatic) of international activity.

Community Service: A program effort undertaken by all or part of a group of public employees, members of a professional or non-profit organization the majority of whose members are public employees, or by a retiree group which represents former public employees, and which benefits the community.

All winners will be recognized during Public Service Recognition Week at the Roundtable's "Breakfast of Champions," on Capital Hill in Washington DC (May time frame).

REF: AFI 36-1004; AFP 36-2861

<http://www.theroundtable.org>

Public Service Excellence Award 2001 Application

a. Nomination Category: (Check only one)

Federal State City County Intergovernmental International Community-Service

b. Nominated

Program: _____

c. Program

Address: _____

d. Contact Person (for additional information about nominated organization)

Name: _____

Title: _____

Phone: _____ fax: _____

Email address: _____

e. Nominator:

Name: _____

Title: _____

Organization: _____

Address: _____

Phone: _____ fax: _____

Email address: _____

f. Please initial the following statement:

_____ Public Employees Roundtable is hereby granted permission to share information on the nominated program with other government agencies, organizations, or others seeking examples of excellence in government.

Tips from the Committee

Excellence in award nominations reflects excellence in the service being nominated. The following are suggestions to achieve excellence in nominations. Bear in mind that your nomination is the total representation of your program to the committee members who judge it solely on the nomination you submit. Remember that judges read and evaluate hundreds of nominations.

1. Be brief and avoid excessive wordiness and unnecessary details.
2. Read each question completely and answer each question properly. Avoid redundancy.
3. When using numbers and statistics to describe your program, be clear and do not mislead (i.e. if you staff doubled, clarify if it was from 1 or 2, or from 100 to 200).
4. Proofread your work and have others review the submissions narrative.
5. Avoid excessive use of acronyms and jargon. Remember, the evaluation committee is comprised of other government professionals who may not be familiar with your agency.
6. Be specific and concrete in your descriptions. Avoid generalizations and complex descriptions.
7. Concentrate on the outcomes of the program.
8. Make you nomination easy to read (avoid very long paragraphs and use reasonable font size).