A Proud Tradition

Since 1985, the national Public Service Excellence Awards have paid tribute to programs that embody the highest standards of government. Excellence Award winners represent public service at its best. The awards:

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

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 similar mandates. By recognizing groups rather than individuals, the Awards demonstrate the importance of teamwork in public service. The award winners represent public service at its best.

Federal, State, City, County, International and Intergovernmental Awards

Public Service Excellence Awards recognize working units of two or more employees within federal, state or local government agencies. The Intergovernmental Award recognizes the growing number of partnerships between units or levels of government. The International Award honors government programs which have an expressed mandate of international activity. All awards honor programs which demonstrate:

- Significant improvement in productivity or services
- Increased quality of life for Americans
- More cost-effective government programs or services

Community Service Award

Public employees often labor to improve their communities in ways outside of their jobs. Many retired public employees continue to serve their communities as well. The Community Service Award honors a program or project which has a significant impact on the community and is performed either as a volunteer effort by current public employees, by a non-profit group whose members are primarily public employees, or by a group of retired public employees.

All winners will be recognized during Public Service Recognition Week May 7-13, 2001.

National winners will be recognized at the Breakfast of Champions™ (May 7) in Washington, DC.

Sources of Best Practices Worldwide Database

Winners of our Excellence Awards will be included in a searchable online public database of government best practices accessible free via Internet. The Sources of Best Practices Worldwide is the result of a partnership between PER and the National Center for Public Productivity at Rutgers University, funded by a grant from the Government Information Technology Executive Council. The database includes federal, state and local government award-winning programs drawn from a variety of sources. This project is an important way in which we can help bring further visibility to good government and allow others to build their programs on previous successes.

The awards program was initiated by Public Employees Roundtable, a non-profit, non-partisan coalition of over 30 management and professional associations representing some one million public employees and retirees. The mission of the Roundtable is to educate Americans about the quality of people in government and the value of the services they provide, to improve excellence and esprit de corps among public employees, and to encourage interest in public service careers.

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Professional Managers Association
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Worldwide Assurance for Employees of Public Agencies, Inc.

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 award category; however, a program may be nominated for only 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 re-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. states or 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 within 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 city governments or one city and one state government agency).

International: A program within a U.S. federal, state or local government, or an inter-governmental 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.

In addition, the Award Committee may designate an honorable mention from each category if it so chooses.

Ten Tips from the Committee

Excellent nominations reflects excellence in the service being nominated. Bear in mind that your nomination is the total representation of your program to the evaluation committee — the judges will evaluate your program solely on the nomination you submit. Please remember that the judges read *many* nominations. Therefore, write well, be succinct, and clearly describe your program so the judges will have an easier time understanding your program and its significance. The following are suggestions from the award committee to prepare an excellent nomination.

1. Be brief. Avoid excessive wordiness and unnecessary detail.
2. Read each criterion completely and answer each criterion properly. Avoid redundancy.
3. When using numbers and statistics to describe your program, be clear and do not mislead (e.g., if your staff doubled, clarify if it grew from 1 to 2 or from 100 to 200).
4. Proofread your work. Ask others to review your nomination for clarity.
5. Avoid excessive use of acronyms and jargon. Remember, the judges may not be familiar with your organization and its jargon.
6. Be specific and concrete in your descriptions. Avoid generalizations and/or complex descriptions.
7. Concentrate on the outcomes of the program.
8. Make your nomination easy to read (e.g., avoid long paragraphs, use reasonable font sizes).
9. Make information readily available to the reader. Do not make the judges hunt for information in your nomination.
10. Submit your nomination by the January 12, 2001 deadline.

PUBLIC SERVICE EXCELLENCE AWARD 2001
APPLICATION

Cover Sheet

Nomination Category: (Check only one)

_____	_____	_____	_____	_____	_____	_____
Federal	State	City	County	Intergovernmental	International	Community Service

Nominated Program

Program Title: _____

Organization & Program Address: _____

_____

Contact Person (for additional information about the nominated program and organization)

Name: _____

Title/Organization: _____

Address: _____

Phone: _____ FAX: _____

Email address: _____

Nominator (if different from the Contact Person)

Name: _____

Title/Organization: _____

Address: _____

Phone: _____ FAX: _____

Email address: _____

Please initial the following:

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

How to Prepare Your Entry

Application. The application is available online at www.theroundtable.org/awards/application.htm and must not exceed 10 pages (details below). The deadline for submission is January 12, 2001. **Please do not send supporting materials, videotapes, CDs, appendices, etc.**

Applications can be submitted electronically, in-person, fax or postal mail. Electronic is preferred.

Electronic Submissions. Nominations may be downloaded and submitted in one of the following formats (e.g. rtf, pdf, doc, wpd. etc.). Completed nominations should be submitted to the following email address psea@theroundtable.org. **If you submit an application electronically, do not send additional materials by postal mail.**

In-person, Fax and Mail Submissions. Nominations should be typed on 8.5 x 11" white paper. Seven copies of application must be submitted; each copy should include the application cover sheet. Each nomination package should be stapled, paper-clipped, or bound with a soft cover. **Binders will not be accepted. Please do not send supporting materials, videotapes, appendices, etc.**

All applicants will be notified of the Roundtable's decisions. If you have any questions, please contact the Public Employees Roundtable at (202) 927-4926. Submissions must be electronically sent, hand-delivered or postmarked no later than January 12, 2001 to:

The Public Employees Roundtable
P.O. Box 75248
Washington, DC 20013-5248
email: psea@theroundtable.org

PUBLIC SERVICE EXCELLENCE AWARD QUESTIONS

Please address each of the following areas in narrative form. Nominations should be both thorough and succinct. The maximum number of pages is 10 (ten), excluding the cover page. Appendices and supporting materials are not accepted. Responses should be organized in the same order as the criteria below. The criteria are designed to give the evaluation committee a sense of your program, its function, services, innovation, and effectiveness. (Examples of submissions from previous award winners are available on the PER Roundtable web site.)

Remember, your application should answer the question "So what?" Why should citizens care about the program? Why is the program valuable? Would other organizations be interested in replicating your program?

I. Executive Summary

Provide a one-page summary of your program and explain what makes the program exceptional.

II. Program Description

1. **Purpose and Scope**: Describe the purpose of your program. Describe the significance of the program and how it addresses a problem of public concern. What need does your program address? What is the target audience? What are the goals of the program and what outcomes does the program achieve? Who receives services and how do you serve your customers? (Where possible, use numbers to describe the extent and scope of the customers served.)

2. **Function**: Describe how the program functions. How is the program implemented? How does the program address the identified need? How does the program provide services and/or interact and serve its customers? How does this program demonstrate that public employees and programs effectively serve the public?

   Intergovernmental and Community Service submissions only:

   How do you coordinate and interact with other agencies and/or organizations?

3. **Quality and Innovation**: Describe the quality of services and the service delivery. Describe the innovative aspects of the program. How does the program demonstrate creativity, encourage innovation, and promote excellence in public service?

4. **Commitment**: Describe the level of employee involvement and commitment. Describe the teamwork involved in this program. How does this program show the sacrifice, commitment, and value of the work performed by public employees?

5. **Effectiveness**: Describe the measures of organizational effectiveness in *both* qualitative and quantitative terms. Provide evidence of what the program has achieved.

   Qualitative: Describe how the program has benefitted your customers. What examples illustrate the impact of your program? What changes have taken place as a result of the program (e.g., before/after indicators)?

   Quantitative: Describe the effectiveness of the program (e.g., productivity improvements, cost savings, customer satisfaction). What data and measures are used to monitor performance, report results, and evaluate the program? How has the program performed?

Additional Requirement for Nominations in the Community Service Category:

The nomination must be accompanied by letters of recommendation from groups or individuals who have benefitted directly from the nominated program or group. The minimum number of recommendation letters is two; the maximum is five.

Previous National Winners Are:

2000
- Internal Revenue Service
  Electronic Tax Law Assistance Program (ETLA)
- Minnesota Department of Transportation
  Seeds Student Worker Program
- City of Los Angeles
  Systematic Code Enforcement Program (SCEP),
  Los Angeles Housing Department
- United States Agency for International Development (USAID), U.S. Global Technology Network (GTN) Program
- City of Oklahoma, Parks and Recreation Department
  Play in the Park Summer Program
- Alameda County Probation Department, The RYSE (Reaffirming Young Sisters' Excellence) Program
- United States Air Force School of Aerospace Medicine
  Students and Staff of the Department of Public Health, School of Aerospace Medicine Program

1999
- U.S. Department of Justice, Immigration & Naturalization Service
  Omaha District Office: Examination, Records & Information Sections, Front Office
- Oklahoma Department of Corrections Lexington Assessment and Reception Center
- Cuyahoga County, Ohio
  Department of Senior and Adult Services
- Tacoma, Washington, Community Relations Office
- Virginia National Guard, Commonwealth Challenge
- Los Angeles, California Supreme Court and the Administratively Unified Courts, Juvenile Court
- United States Air Force
  838th Engineering Installation Squadron

1998
- New York/New Jersey Veterans Integrated Service Network
- New York State's NEW Civil Service
- Orange County Health and Community Services Division
- City of Richmond Fire Department, the Total Quint Transformation
- Los Angeles County Municipal Court
  Consolidated Criminal History Reporting System
- US Embassy in Moscow - Immigrant Visa Division
- 3rd Combat Communications Group "Third Herd"
- US Air Force

1997
- IRS Telefile
- Texas Performance Review
- Riverside County and Los Angeles County (CA)
  Greater Avenues for Independence Program
- City of Grand Prairie (TX) Service Excellence System
- U.S. Department of State Bureau of Consular Affairs
- Village 219 Mentoring Program
- Harpers Ferry National Historical Park Partners Program

1996
- Federal Emergency Management Agency
- New York State Department of Transportation
  A+B Bidding Program
- Dallas County (TX) Hospital District's
  Community Oriented Primary Care Program
- Monrovia (CA) Police Department Community Activist Policing Program
- Arizona Department of Revenue and Southwest District Internal Revenue Service Federal/State Program
- General Accounting Office's Office of International Audit Organization Liaison

1995
- Defense and Industry Partners, Defense Personnel Support Center
- Chicago Area Freeway Traffic and Incident Management Program
- Automated Fingerprint Image Reporting and Match (AFIRM) System
- City of Newark (NJ) Recycling Program
- Office of Domestic Operations, US and Foreign Commercial Service/ International Trade Administration

1994
- USDA Forest Service Volunteers Program
- Arkansas Department of Human Services
  Division of County Operations
- Dade County (FL) Public Library Projects Jump Start and L.E.A.D. (Literacy for Every Adult in Dade)
- City of Philadelphia Police Department's Mini-Station Concept
- Specialized Technical Assistance Team (U.S. Department of Interior and the University of South Dakota Small Business Administration)

1993
- Smithsonian Institution Visitor Information and Associates' Reception Center
- Michigan Department of Agriculture Harvest Gathering Program
- Anoka County Minnesota Parent's Fair Share Program
- Cleveland Public Schools Career Expo Fair
- South Carolina Firefighters Aluminum Cans for Burned Children Program

1992
- Winnebago Drug Dependency Unit, Winnebago and Omaha Tribes and the Indian Health Service
- Victim/Witness Services Division, Office Of The State Attorney, 18th District Titusville, Florida
- Alameda County F.I.R.S.T. Diversion Program
- Pasadena (CA) Public Works and Transportation Department Rebuilding Pasadena
- Partnership Minnesota

1991
- The Public Information Office, Dept of Housing and Community Development, Annapolis (MD)
- Chestatee-Chattahoochee Resource Conservation and Development Council in Gainsville (GA)
- Offices of Data Processing, Insurance, and Benefits Delivery of the Philadelphia Regional Veterans Affairs Office
- Internal Revenue Service, Fresno (CA)