

A.



DEPARTMENT OF THE ARMY
UNITED STATES ARMY GARRISON, FORT CAVAZOS
1001 761ST TANK BATTALION AVENUE
FORT CAVAZOS TX 76544-5002

AMIM-CAH-W (672a)

14 July 2023

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: United States Army Garrison (USAG) Fort Cavazos Awards Standard Operating Procedures (SOP)

1. References.

- a. IMCOM-Readiness Annual Performance Awards Policy, 24 May 2023
- b. IMCOM Civilian HR Delegation Authorities Matrix and Issuance of Civilian and Military Awards, Version 02-2022, dated 19 September 2022
- c. Army Regulation (AR) 672-20, (Incentive Awards), 17 September 2020.
- d. Army Regulation (AR) 600-8-22, (Military Awards), 5 March 2019

2. Purpose. To set the foundation for an awards program that is both equitable, efficient, effective, and timely.

3. Scope. This SOP applies to all USAG Fort Cavazos Appropriated Fund (APF) and Non-Appropriated Fund (NAF) Civilian employees, Soldiers, assigned to United States Army Garrison (USAG), Fort Cavazos, except when stated otherwise. To the extent relevant to Fort Cavazos, team partners who deserve recognition, these guidelines will be followed as appropriate. This SOP does not apply to Contractors or Contractor employees, nor will awards or official recognition be given to the same.

4. Responsibilities.

a. Recommender: Drafts the award recommendation using the appropriate forms, justification, and award citations in accordance with (IAW) Enclosure 1 Award Deskside Reference and Enclosure 2 Sample Narratives and Citations; coordinates with Directorate/Office Administrator for Automated Nature of Action System (AutoNOA) awards history; and coordinates for EEO/CPAC review or through HHC command channels as required.

b. Equal Opportunity Officer (EEO): Reviews employee records IAW Reference d and annotates on DA Form 1256.

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c. Civilian Personnel Officer (CPAC): Reviews employee records IAW Reference d and annotates on DA Form 1256; grants AutoNOA access and appropriate permissions to Garrison Administrator Specialists as required.

d. Office/Directorate Administrator: Conducts initial Quality Assurance / Quality Control (QA/QC) on all award submissions, updates employee awards history in AutoNOA, processes approved monetary awards and Quality Step Increases (QSIs) in AutoNOA to and IAW RM-Budget guidance; properly process approved awards in the Defense Civilian Personnel Data System (DCPDS) and other applicable employee files; provides honorary award medal sets for their Directorate.

e. Resource Management Office (RMO): Issues timely annual monetary awards budget guidance to Installation Support Directorates (ISD)/Installation Support Offices (ISO) and processes all approved performance / monetary awards in AutoNOA.

f. DHR Workforce Development: Office of Primary Responsibility for the USAG Fort Cavazos Civilian Awards program; submits and manages both Civilian and Military awards requiring approval and/or processing to higher commands within AMC.

g. Director/Office Chief: Recommends approval/disapproval as shown on DA Form 1256 for all Civilian awards; executes performance/monetary awards budget as per RMO-Budget guidance; and serves on QSI Award Panels as required.

h. Garrison Command Secretary/ Executive Administrator (EA): Conducts final QA/QC on all award submissions prior to routing to command group; routes award submissions (Personnel Action Request (PAR) and Soldier Talent Profile (STP) (formerly - ORB/ERB) requiring higher command approval authorities to DHR Workforce Development for processing; routes and tracks certificates to III Corps Secretary of the General Staff (SGS) when required; distributes approved awards, certificates and medal sets to ISDs/ISOs; and the EA serves as the QSI Panel Secretary.

i. Deputy to the Garrison Commander: Chairs the QSI Award Panel for the garrison; and recommends approve/disapprove for all awards approved by the Garrison Commander or higher commands.

j. HHC Commander: Conducts initial QA/QC for all military awards; verifies Soldier award eligibility; recommends approve / disapprove to the Garrison Commander; ensures all deserving Soldiers who depart the command receive an award prior to their departure; and coordinates for Command Group participation at all award presentation ceremonies with the Garrison Command Secretary / Executive Administrator.

5. Honorary Awards. Honorary Awards should be given in a progressive sequence. Award periods for honorary awards must not overlap award period of previous honorary awards. Refer to Enclosure 1, Award Deskside Reference, for submission suspense

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dates and example levels of achievement. Refer to Enclosure 2, Sample Narratives and Citations for narrative examples supporting recommendations for the Meritorious Civilian Service Medal (MCSM) and the Superior Civilian Service Medal (SCSM).

a. Honorary Awards will contain the following supporting documents:

(1) OF-41

(2) DA Form 1256 with CPAC/EEO signature

(3) Awards History

(4) AMC Bio Sheet (Enclosure 2b) for Honorary awards *above* the Civilian Service Commendation Medal.

(5) Justification (See Enclosure 2 Sample Narratives and Citations and Enclosure 3 –Quick Steps when Writing Award Justifications.)

(6) Proposed citation

(7) Memorandum of lateness signed by the Director/Office Chief, if applicable and only for Honorary awards above the Civilian Service Commendation Medal.

b. Directors/Office Chiefs will recommend approval/disapproval for all Civilian Service Achievement Medals (CSAMs) and Civilian Service Commendation Medals (CSCMs) using block 9, Part IV on DA Form 1256.

c. Directors/Office Chiefs will serve as Nominating Officials for MCSMs and above using block 6, Part I on DA Form 1256.

6. Procedures for Honorary Awards.

a. Utilize the USAG Fort Cavazos Form OF 41 to submit Honorary Awards for approval.

b. Attach the DA Form 1256, justification, citation, and awards history and send to usarmy.cavazos.id-readiness.mbx.hq@army.mil.

c. The Garrison Secretary / Executive Administrator conducts final QA/QC, prints certificate, and coordinates for Command approval and distributes approved awards using the distro box located in the Command Group suite. If the award is an MCSM or above, routes to DHR – Workforce Development for further processing.

d. ISDs/ISOs update AutoNOA award history and coordinate with Garrison Command for presentation if needed/requested.

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7. Monetary Awards. Monetary awards include Special Act or Service Awards (SASA), On-The-Spot (OTS) cash awards and Time-Off Awards (TOA). (See Enclosure 4 for TOA and Intangible Award Scales). All monetary awards will be submitted on a DA Form 1256 with EEO/CPAC concurrence and accompanying justification. Garrison commanders are authorized to approve monetary awards for employees up to \$7,500. Monetary awards over \$7,500 (up to \$10K) require IMCOM CG approval. Directors/Office Chiefs are authorized to approve monetary awards for employees up to \$4,000. Approving officials must verify fund availability prior to approval.

a. Special Act or Service Awards (SASA) are given to recognize a meritorious personal effort, act, service, or other achievement accomplished within or outside assigned job responsibilities. A Commendation Certificate can accompany this type of award.

b. On-the-Spot (OTS) cash awards (\$50-\$500) are for less significant, exceptional day-to-day accomplishments which may be recommended by a supervisor and approved by the Director/Office Chief. (DA Form 1256 with justification).

c. Once monetary awards are approved, Directorate/Office Administrator will submit via AutoNOA / RM for final processing.

d. Time-Off Awards (TOA) are for a single contribution, achievement or performance contributing to the installation's mission. Under no circumstances will TOAs exceed forty (40) hours for a single contribution or a total of eighty (80) hours per 52 consecutive weeks. TOAs also require an approved DA Form 1256 with CPAC/EEO concurrence and justification. Director/Office Chiefs are the approval authority. Upon approval, the Directorate/Office Administrator will submit via AutoNOA / RM for final processing.

8. PERFORMANCE AWARDS. The below guidance is applicable to IMCOM Civilian personnel funded by Appropriated Funds (APF) whose performance is managed under the Defense Performance Management and Appraisal Program (DPMAP).

a. Performance awards are given to recognize high performance during the performance cycle. These are used to reward past performance and serve as an incentive to encourage future high-level performance. Employees are not automatically nominated for performance awards and awards are not entitlements.

b. Employees must receive at least a Fully Successful (Level "3") for the most recent rating period to receive a performance award. Employees rated as Unacceptable (Level "1") are not eligible for an award.

c. The Office of Management and Budget (OMB) and the Office of Personnel Management (OPM) limit award spending each year to a percentage of annual salaries and supervisors must comply with the published limitations annually.

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d. Directors/Office Chiefs should coordinate with their Budget Analyst to determine their annual performance award budget, prior to developing their annual performance award plan. Performance awards are submitted by first-line Supervisors, reviewed by respective Directors/Office Chiefs, and validated by the Deputy to the Garrison Commander (DGC). See paragraph 8.e.(5) for submission requirements.

e. Types of performance awards include Quality Step Increases (QSI), monetary performance awards, and Time Off Awards (TOA).

(1) QSIs are available only to GS employees with an Outstanding (Level "5") rating of record if they are below step 10 of their grade and they have not received a QSI within the last 52 weeks.

a) There is no longer a ratio of 1 QSI for every 30 employees, however managers are encouraged to use QSIs judiciously and tie them directly to sustained exceptional performance and in accordance with the eligibility requirements as outlined in reference a.

b) QSIs are intended for the highest level of employee performance as evidenced by consistent extraordinary impacts to the organizational mission.

c) QSIs may not be combined with any other cash award.

d) A DA Form 1256 is required for each individual QSI awarded. CPAC/EEO signatures are not required on the DA Form 1256.

e) A written justification will accompany each QSI. The DGC may convene a QSI award panel consisting of Directors/Office Chiefs as prescribed in and governed by Enclosure 5 QSI Panel, Business Rules, and Non-Disclosure Agreement (NDA).

(2) Monetary performance awards are no longer limited based on DPMAP appraisal summary rating. Managers should allocate cash awards for performance in such a way as to provide meaningful distinction in performance.

a) Monetary awards are limited each year based on Army and Resource Management (RM) guidance.

b) Monetary awards will be computed as a percentage of pay not to exceed the maximum award of ten percent (10%) of the employees pay (including locality but excluding post and/or housing allowances).

c) Garrison Commanders may approve cash awards up to \$7,500; all other supervisors may approve up to \$4,000. Monetary awards over \$7,500 require IMCOM

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CG approval. Approval authorities are responsible for monitoring award budget to ensure the total caps are not exceeded.

d) After performance awards are processed, any remaining funds are available for special act (SAS) or on-the-spot (OTS) awards for the remainder of the year.

(3) Time Off Awards (TOA) are not included in the funding level cap or counted against the cash amounts listed above, however managers should use these judiciously as they represent a cost to the organization.

a) Employees may be granted up to 40 hours of time off for a single recognition and no more than 80 hours during a leave year.

b) A TOA may be used alone or in combination with monetary or non-monetary awards.

c) Employees have one year from the effective date to use the TOA, or it is forfeited. TOA does not convert to cash under any circumstances.

e) Part time employees or those with an uncommon tour of duty may receive one-half the maximum amount of time that can be granted in the leave year for the employee.

(4) Employees may be awarded a cash award, a TOA, or a combination of a cash award and time off award.

(5) All performance awards will include the following to satisfy documentation requirements and will be submitted to the DGC via encrypted email.

a) Performance Award Worksheet. The performance award worksheet is provided directly to Directors/Office Chiefs. As a reminder, do not modify cells containing formulas.

b) Directors/Office Chiefs will provide a statement denoting that monetary award totals are within their respective budget targets.

c) A single DA Form 1256 will be submitted. Insert "See attached spreadsheet" on Block 1-3 and N/A in block 4. Complete block 6a-d. Do not complete any other blocks. CPAC/EEO signatures are not required on the DA Form 1256.

d) Upon receipt and after the QSI panel, if applicable, the DGC will complete validation and electronically lock and sign the spreadsheet and return to Directors/Office Chiefs and RM Chief with instructions to process AutoNOA tickets.

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e) A mass spreadsheet upload option is now available in AutoNOA for large groups of awards of the same award type. See Enclosure 6 – Mass Spreadsheet Upload Quick Guide.

f) Delegated authority will ensure each employee is notified of their award once it is approved.

9. MILITARY AWARDS. Military awards are processed via the Integrated Personnel and Pay System-Army (IPPS-A).

a. For details on initiating an award in IPPS-A, contact the USAG Fort Cavazos HHC Commander and/or the Executive Administrator. Refer to Enclosure 1 Award Deskside Reference for Military Award submission suspense dates.

b. ID-R continues to process all MSM and LOMs through SharePoint. Submissions must include the Personnel Action Request (PAR) and Soldier Talent Profile (STP) (formerly - ORB/ERB). A letter of lateness signed by the GC is required if an MSM is submitted to ID-R less than 30 days before the proposed presentation date, or less than 90 days for LOMs.

c. A letter of lateness signed by the Director is required for all award recommendations requiring ID-R or higher approval if not received within the above timeframes. Memorandum are addressed to the Garrison Commander stating the following:

(1) Why the award is late?

(2) Who is responsible for the award being late?

(3) What control measures have been put in place to avoid late submissions in the future?

(4) Point of Contact.

d. The following awards are processed outside of IPPS-A: Unit, Joint, State, and Sister Service awards, Air Medal, Bronze Star, Medal of Honor, Silver Star, Distinguished Flying Cross, Distinguished Service Cross, Distinguished Service Medal, and Soldier's Medal.

10. Policy and procedures for the USAG Safety Impact Award can be found at Enclosure 7.

11. Proponent. Directorate of Human Resources.

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12. Expiration. Until superseded or rescinded.

13. The point of contact is Workforce Development at (254) 553-3700.

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Date: 2023.07.14 13:31:05 -05'00'

Encls

LORRI A. GOLYA
Director, Human Resources





DISTRIBUTION:

1 Ea Installation Staff Directorates

CF: Civilian Personnel Advisory Center









Enclosure 1 Award Desk Side Reference

Civilian Award	Example Levels of Achievement	Authority / Suspense	Medal
<p>Distinguished Civilian Service Medal (DCSM)</p> 	<p>(1) Accomplished assigned duties of major program significance to DA in such a way as to have been clearly exceptional or preeminent among all persons who have performed similar duties.</p> <p>(2) Developed and improved major methods and procedures, developed significant inventions, or was responsible for exceptional achievements that affected large-scale savings or were of major significance in advancing the missions of DA, DOD, and the Federal Government.</p> <p>(3) Exhibited great courage and voluntary risk of life in performing an act resulting in direct benefit to the Government or its personnel.</p> <p>(4) Provided outstanding leadership to the administration of major Army programs resulting in highly successful mission accomplishment or in the major redirection of objectives or accomplishments to meet unique or emergency situations.</p>	<p>SecArmy</p> <p>Due to USAG FC HQ NLT 180 from presentation date</p>	<p>Distinguished Service Medal (DSM)</p> 
<p>Superior Civilian Service Medal (SCSM)</p> 	<p>(1) Accomplished supervisory or nonsupervisory duties in an exemplary manner, setting a record of achievement, and inspiring others to improve the quantity and quality of their work.</p> <p>(2) Demonstrated unusual initiative and skill in devising new and improved equipment, work methods, and procedures; inventions resulting in substantial savings in expenses such as manpower, time, space, and materials, or improved safety or health of the workforce.</p> <p>(3) Achieved outstanding results in improving the morale and performance of employees.</p> <p>(4) Exhibited unusual courage or competence in an emergency, while performing assigned duties, resulting in direct benefit to the Government or its personnel.</p> <p>(5) Rendered professional or public relations service of a unique or distinctive character.</p>	<p>CG, AMC(as per IMCOM Memo dtd 27OCT20)</p> <p>Due to the USAG FC HQ NLT 140 from presentation date</p>	<p>Legion Of Merit (LOM)</p> 



Enclosure 1 Award Desk Side Reference

Civilian Award	Example Levels of Achievement	Authority / Suspense	Medal
<p>Meritorious Civilian Service Medal (MCSM)</p> 	<p>Address specific achievements and benefits to the organization/mission. Details should include quantitative and qualitative data that clearly demonstrate how the nominee went above and beyond expectations of their duties. Generic/non-substantive justifications will be returned for re-write.</p>	<p>Director ,ID-R</p> <p>Due to USAG FC HQ NLT 90 days from presentation date</p>	<p>MSM</p> 
<p>Civilian Service Commendation Medal (CSCM)</p> 	<p>(1) Accomplished supervisory or nonsupervisory duties in an outstanding manner, setting an example of achievement for others to follow.</p> <p>(2) Demonstrated initiative and skill in devising new or improved equipment, work methods, and procedures; conceiving inventions that resulted in considerable savings in manpower, time, space, materials, or other items of expense; or items that improved safety or health of the workforce.</p> <p>(3) Demonstrated leadership in performing assigned duties that resulted in improved productivity of the unit.</p> <p>(4) Rendered professional or public relations service that resulted in considerable favorable publicity in the local area.</p> <p>(5) Demonstrated courage or competence in an emergency while performing assigned duties resulting in benefit to the Government or its personnel.</p>	<p>Garrison Commander</p> <p>Due to USAG FC HQ NLT 30 days from presentation date</p>	<p>ARCOM</p> 
<p>Civilian Service Achievement Medal (CSAM)</p> 	<p>A nomination normally covers either a period of sustained superior service or a level of achievement sufficient to warrant this recognition or both.</p>	<p>Garrison Commander</p> <p>Due to USAG FC HQ NLT 30 days from presentation date</p>	<p>AAM</p> 

**Proposed Justification and Citation for the
Civilian Service Achievement Medal (CSAM)/Civilian Service
Commendation Medal (CSCM)**

Name –

Period of Award – **DD/MM-DD/MM**

Position –

Presentation Date – **DD/MM/YY**

Reason for Request –

Address specific achievements and benefits to the organization/ mission. Details should include quantitative and qualitative data that clearly demonstrate how the nominee went above and beyond expectations of their duties. Generic/non-substantive justifications will be returned for re-write.

1-2 PAGES, SINGLE SPACED, 12 PITCH, ARIAL FONT

Proposed Citation:

For outstanding service as **Position Title** for the **Headquarters and Headquarters Company, United States Army Garrison, Fort Polk**. Insert key highlights of service to be recognized. **Mr./Ms. Name's** professionalism, loyalty, and distinguished performance of duty are in keeping with the finest traditions of Federal service and reflect great credit upon **him/her, United States Army Garrison Fort Polk**, Installation Management Command, and the United States Army.

Justification for the Meritorious Civilian Service Medal (MCSM)

Name - [REDACTED]

Period of Award – [REDACTED]

Position – [REDACTED] Presentation Date – [REDACTED]

[REDACTED] performance during the past decade as a Department of the Army Civilian employee has been exemplary. She began her successful Civilian career in [REDACTED] as a [REDACTED] Specialist for the [REDACTED] Command, then later transferred to the garrison Directorate of [REDACTED] in [REDACTED] to assume duties as a [REDACTED] [REDACTED]

Senior leaders quickly recognized the vast [REDACTED] knowledge and experience [REDACTED] acquired during her [REDACTED] years of military service and selected her for the position of Fort [REDACTED] [REDACTED] – [REDACTED] [REDACTED]). In this position, she provides outstanding support to over 150,000 military [REDACTED] from all branches of service residing in [REDACTED] and the 32 northern-most counties of [REDACTED]. [REDACTED] caring demeanor and rapport in providing support to [REDACTED] and survivor information and benefits to Family members after the death of a Retiree or active duty Soldier, has earned her the respect of numerous military senior leaders and state and federal government officials.

A multi-talented individual with superior skills in researching, writing and briefing, [REDACTED] [REDACTED] single-handedly composed the contents of HONORS, the official [REDACTED] [REDACTED] newsletter. HONORS is annually distributed to more than 67,000 Retired Army Soldiers, Surviving Spouses and Family members located within the 5 state supported area.

During her tenure as [REDACTED] reached out to the US Navy, initiating contact with the [REDACTED] Naval Base Commander, to discuss opportunities for supporting an underserved Retiree population in southeastern [REDACTED] and northern [REDACTED]; an area with approximate 24,500 Retirees of which 7,250 have Navy affiliation.

Her persistent efforts paid off with the establishment of 2 new Area Councils in [REDACTED] and [REDACTED].

[REDACTED] established an immediate working relationship and bond with all 77 council board members from all military services that comprise the 8 [REDACTED] Area Councils. Her leadership and subject matter expertise facilitated the continuance of their efforts in support of the [REDACTED] community. [REDACTED] also fostered and strengthen relationships with several retiree specific agencies to include the [REDACTED] VA Medical Center, the Defense Finance and Accounting Service, and the [REDACTED] Department of Veterans Affairs where she served as a member of their Advisory Council.

Since [REDACTED], [REDACTED] coordinated and conducted 6 Retiree Appreciation Day (RAD) events each year with an annual attendance rate of 2,500. [REDACTED] personally coordinated with a number of state and federal agencies providing benefits for Retirees to speak at the RAD and provide information on changes to TRICARE, Veterans Administration hospital care, Long Term Health care, burial in VA cemeteries and other retirement benefits.

[REDACTED] professionally represented [REDACTED] at numerous high visibility events having senior level government officials such as the [REDACTED] Veterans Bonanza and Benefits Expo, [REDACTED] Armed Forces Day, and the [REDACTED] Counties Veteran Services Conference. She also implemented and facilitated quarterly Pre-Retirement Orientations, both in person and via Video Telephone Conference, for over 700 Soldiers and their Spouses.

[REDACTED] is highly recognized as a seasoned expert in her field, working and resolving military Retiree issues in an exemplary manner. Those attributes, coupled with her broad experience and unconstrained range of ideas and concepts, earned her selection to the [REDACTED] Chief of Staff, Army (CSA) Retired Soldier Council. [REDACTED] is the first actively serving Army [REDACTED] [REDACTED] Officer ever selected to be part of the 14-member group providing the CSA with advice regarding vital issues and concerns of Retirees, Surviving Spouses, and their Family members.

Throughout her tenure, [REDACTED] selflessly dedicated her life to taking care of Soldiers, Retirees, Surviving Spouses and their Families by providing the best personnel service support possible. Her outstanding service and contributions, coupled with a tireless devotion to duty, will have a lasting impact and reflects great credit upon herself, [REDACTED] and the United States Army.

1-3 Pages, Single Spaced, 12 Pitch, Arial Font

Proposed Citation for Meritorious Civilian Service Medal (MCSM)

For exceptionally meritorious service from November 1993 to September 2023 as the Assistant Chief of Operations, Fort Bliss Fire Department, United States Army Garrison Fort Bliss. Clifford L. Hansen has served the Fort Bliss community with integrity and a high level of skill and dedication. He has responded to numerous emergency calls and answered with preparedness and a high level of skill and dedication. Chief Hansen's professionalism, loyalty, and distinguished performance of duty are in keeping with the finest traditions of Federal service and reflect great credit upon him, United States Army Garrison Fort Bliss, Installation Management Command, and the United States Army.

DCSM Justification Example



United States Army Garrison (USAG),

distinguished himself throughout his tenure as the Senior Department of the Army Civilian (DAC) in both the United States Army Garrison and the most recent tenure as the of USAG is nothing short of exceptional. His leadership in managing the million acres that make up this great installation and his care for the total force has allowed to increase its training capacity; expand its infrastructure; create organizational flexibility across its spectrum and amplify its role in strategic force deployment. This has also allowed to become the Army's premier training location; the most complex Army Power Projection Platform (AP3); largest Joint Mobilization Force Generation Installation (JMFGI) and the Department of Defense's only Joint CONUS Replacement Center (CRC). visionary leadership, initiatives he spearheaded, and changes he implemented, are testament to his Army-wide operational, tactical, and strategic impact.

In when the Army looked for a location to perform its proof of concept for power projection platforms, it chose, and the platform spearheaded in building as the location. His exceptional ability to focus installation resources in support of the mobilization, training, deployment and redeployment of the Brigade Combat Teams now serves as the standard for JMFGI operations.

was relentless in pursuing excellence as he led his 11,678 DAC and contract workforce in direct support of the readiness, training, and deployment of nearly 35,000 (COMPO 1) Active Duty Soldiers, Sailors, Airmen, and Marines; and annual mobilization, validation, world-wide deploying/redeploying, and demobilizing of over 74,000 Reserve and National Guard (COMPO 2/3) Soldiers. His efforts directly enabled the BDE, BDE (the most deployed BDE in the Army), the Command, the of Excellence CoE), the Command, Joint Task Force (JTF) and the U.S. Department of Homeland Security's (DHS) Mission. All accomplished while simultaneously anticipating, resourcing and meeting the individual needs of over 117,000 retirees, Family members, and survivors, spread across 12 counties, and the entire State of

The Installation Strategic Plan and the Master Plans established created solid foundations for to secure major MILCON and Sustainment Restoration and Modernization (SRM) funding to mitigate critical readiness and mobilization facility capability gaps to include: \$480M for restoration/modernizations requirements; \$280M in SRM; \$15M in FY funds to transform an underutilized 65K square foot facility into a full-service Soldier Readiness Center (SRC); \$46M for the complete reconstruction of the runway; and \$2.1M of Army Facility Reduction Program funds to demolish 25 dilapidated buildings (192,000 square foot reduction) under the Army's Reduce the Footprint initiative.

His tireless advocacy for Soldiers and Families and his extraordinary ability to forge federal, state and local alliances was decisive in establishing a collaborative environment resulting in securing \$63M in state and local funding to partner with Independent School District on a landmark agreement to construct a state of the art, on-installation middle school; first-ever Intragovernmental Support Agreement (IGSA) to use Animal Shelter (\$13M



United States Army Garrison (USAG),

in savings); and a [REDACTED] General Land Office and Army agreement to exchange land and establish a 2,300 acre buffer to mitigate urban encroachment upon military training. [REDACTED] hands on, lead by example style is infectious, but was never more so than on [REDACTED] when he led 96 hours of continuous operations in response to the [REDACTED] mass

shooting. His enabling of the Directorate of Human Resources' (DHR) casualty assistance team to support [REDACTED] families of the victims, resulted in recognition from the Federal Bureau of Investigation, the State of [REDACTED], and the City of [REDACTED]

[REDACTED] stewardship of Army resources is exceptional and his foresight resulted in the successful management of one of the most significant Residential Community Initiatives projects in Department of Defense (DoD). This provided over 4,200 homes for families; created one of the highest family qualities of life in the Army; and rendered [REDACTED] immune to the national media criticism of substandard housing on military installations. No less a master of design and gaining efficiencies, [REDACTED] led a cross COMPO redesign of all Reception, Staging, Onward-Movement, and Integration (RSOI) operations including: the Regional Support Group and Mobilization and Demobilization Brigade and realignment of security and JMFGI functions under the DHR, which resulted in saving over \$3M and eliminated redundancies.

In recent months, [REDACTED] inspirational leadership for all matters related to the installation's support to DHS proved invaluable. His leadership of the installation's response in support of National Mission Requirements to secure the United States' [REDACTED] under emergency conditions was critical. His ability to synthesize and analyze support requirements enabled [REDACTED] to offer the support facilities necessary to effectively meet Base Support Installation (BSI) requirements as directed by the U.S. DoD, with zero impact to [REDACTED] readiness. In support of the US [REDACTED] mission, [REDACTED] worked daily and directly with multiple echelons above installation level to include: DoD, FORSCOM, ICMC, Army North (ARNORTH), and JTF [REDACTED]. The plans [REDACTED] developed and the relationships he built keep [REDACTED] ready to support DHS by executing BSI requirements to sustain the [REDACTED] Mission.

Finally, the COVID-19 environment stands as the most recent example of [REDACTED] exceptional leadership and proof of his contributions to Army-wide strategic operations. Under [REDACTED] leadership, [REDACTED] became an agile, rapidly adaptable, and a responsive command element, which enabled Army force flow to continue uninterrupted. [REDACTED] drove operations to consolidate and synchronize FORSCOM, ICMC, and MEDCOM command efforts, leading the installation's design of quarantine procedures that protect the lives, health, and safety of the entire [REDACTED] community.

[REDACTED] is among the Army's very best civilian servants. He is an inspirational leader with a proven track record in solving many of the Army's most complex AP3/JMFGI problems. [REDACTED] instilled his passionate, genuine care for the Soldiers and Civilians of our Army in the highly professional senior civilian leaders he mentored and left as his legacy. [REDACTED] retires from [REDACTED] as the principal leader of a 12 year transformation, from the TRADOC home of the [REDACTED] to the Army's preeminent power projection platform and most significant force generator.

Proposed Justification and Citation for the Superior Civilian Service Medal (SCSM)

Name – [REDACTED]

Period of Award – [REDACTED]

Position – [REDACTED]

Presentation Date – [REDACTED]

Reason for Request – [REDACTED]

[REDACTED] has honorably served in a variety of positions on Fort [REDACTED] for over [REDACTED] years, culminating as the [REDACTED] Fort [REDACTED] Department of Public Works. [REDACTED] will be retiring from federal service on [REDACTED]. The organization wishes to acknowledge his devotion and unselfish contributions and service from [REDACTED] to [REDACTED], which were some of the most tumultuous times in the Directorate of Public Works' history.

This multi-talented individual was called upon numerous times to tackle unique and extremely challenging projects and he consistently responded with excellent solutions. [REDACTED] "can do" attitude, along with his dependability, conscientious, and strong work ethic to accomplish the mission were cornerstones in ensuring his missions were completed to the best of his ability. His exceptional work manner and persistent attention to detail ensured a high standard of excellence in assigned tasks.

[REDACTED] is the driving force behind the Fort [REDACTED] Management Plan ([REDACTED]). The overall strategy of the [REDACTED] is to prevent conflicts between mission requirements and mandated protection through coordinated, long-term planning with the [REDACTED] ([REDACTED]) and the US Fish and Wildlife Service (USFWS), and to develop partnerships that manage and maintain sensitive habitats off the installation to preclude future listing of additional species as threatened or endangered and thereby abate encroachment. Fort [REDACTED] has prepared management plans that describe necessary actions to conserve and protect each federally listed candidate, threatened or endangered species known to occur on the installation, as well as bald eagles and Fort [REDACTED] Species at Risk. These management plans were prepared with and approved by the USFWS and the [REDACTED]. They represent Fort [REDACTED] means to minimize or prevent conflicts between listed species and the military mission.

[REDACTED] is also responsible for ensuring that Fort [REDACTED] Army Compatible Use Buffer (ACUB) program is relevant, realistic and reliable. One of the objectives of the ACUB program is to ease environmental encroachment issues that might otherwise arise due to loss of tallgrass prairie tracts off the installation. Similarly, Fort [REDACTED] participates in regional conservation planning and partners with private landowners and organizations that manage habitats off the installation to retain a functional and regionally significant tallgrass prairie ecosystem around the installation.

Proposed Justification and Citation for the Superior Civilian Service Medal (SCSM)

As a Senior Civilian Leader and Advisor to 6 Garrison Command Teams, ██████ has provided mentorship and leadership to cover the multitude of DPW programs under his area of responsibility as the subject matter expert on environmental encroachments and mitigation strategy. He is the installation's principal representative for local communities for concerns regarding potential encroachment and has attended all meetings of regional community planning officers to advocate for Fort ██████ interests. As the Army's representative to ██████ County's Zoning and Subdivision Regulations Rewrite Steering Committee, as well as a member of the Technical Advisory Committee for the Update of the ██████ Joint Land Use Study (JLUS), ██████ actively advocated for Fort ██████. To help local leaders better understand the ██████ JLUS, he spearheaded the development of an improved Fort ██████ Operational Noise Map and Narrative. Together, the map and narrative greatly improved the understanding of the JLUS and helped local leaders make educated and informed development decisions throughout the surrounding areas. The Noise Map and Narrative are published on the websites of ██████ County, the City of ██████ and the ██████ County Planning Office. They are frequently updated and are a valued resource for the ██████ Community.

██████ led the Installation's efforts with 4 Environmental Performance Assessment System (EPAS) external reviews, which are normally prescribed every 3 years. However, these assessments have been pushed to 5+ year events for Fort ██████ due to his superior expertise in the environmental risks associated with facilities and the Army's mission. The EPAS program assesses both the Environmental Management System and the compliance aspects of a garrison's environmental program. With the past 2 reviews, ██████ established conditions and secured resources for compliance assurance directly led to fewer than average (compared to peer installations) findings of concern by an EPAS team during its reviews of the installation's environmental regulations compliance practices and zero significant deficiencies being discovered by the ██████ during multiple inspections of the installation during the performance periods. The EPAS Team Lead said that Fort ██████ is the new "GOLD STANDARD" for environmental performance by an installation.

With limited direction from supervisors and higher headquarters, ██████ was often called upon to execute priority requests. He has always assisted other Divisions, Directorates, Staffs and Units to enhance and improve customer service and the quality of life for the Soldiers, Families, Retirees, and Civilians on post. He planned and directed the use of the first Intergovernmental Service Agreement (IGSA) with a local Higher Learning Institution for Archeological Site Surveys and Evaluations for Fort ██████ in May ██████. This IGSA provides a needed service for less cost and supports local Professors and Students with a realistic and in real time research projects, which effectively operates at a cost savings of \$30K per year. This IGSA has saved \$342K since implemented. ██████ also was instrumental in implementing the Agricultural Out

Proposed Justification and Citation for the Superior Civilian Service Medal (SCSM)

Lease Program, which leases crop land to local farmers. This program saves the installation about \$350,000 in labor costs while bringing in and additional \$190,000 per year in income (2022). This has created a substantial savings for the installation while also enabling local farmers to benefit as well. This selfless service and leadership were recognized with numerous accolades by Leaders at all levels.

██████████ continues to be the driving force in the changing environmental posture. He guided the EUCOM Agriculture Disinfection program for ██████████ Division units to follow, allowing the units equipment and vehicles to pass seamlessly through customs and fulfill the strategic mission of our nation. Even with COVID-19 protocols, his team provided the Best Management Practices while remaining in full compliance with all Laws and Regulations. No major deficiencies noted during any unannounced inspection from the US EPA or ██████████.

██████████ continuously demonstrates a professional, enthusiastic, dedicated, and responsible approach to all assigned tasks. He has been tireless in his efforts to provide professional quality customer care and ensure he provided a quality product. His “get the job done” attitude and technical capability provided him with the tools to create innovative solutions to challenging situations. ██████████ exceptional work manner and persistent attention to detail ensured a high standard of excellence in the development of tasks pertaining to all his projects. ██████████ is greatly respected by his peers and superiors alike for his commonsense approach to difficult projects.

██████████ consistently had to balance the programmed projects to his very limited staff. Somehow, he always got the job done just in time to meet the mission requirement. He has extensive experience in programming funding for projects and services, and openly shares his experience and knowledge with co-workers. He truly understands and advantageously implements the power of teamwork. He is an extremely resourceful and reliable problem solver. ██████████ continues to perform without fail whenever assigned not only routine projects but also short notice critical mission projects. Through his dedication and selfless service, innovative ideas and solutions, ██████████ continues to provide significant improvements to the facilities at Fort ██████████ and a thriving environment for our Soldiers to execute their mission.

██████████ has provided exemplary support to Fort ██████████ from ██████████ to ██████████. His perseverance, ingenuity, and dedication to professional ethics ensured excellence in every task or undertaking assigned. His widely diversified knowledge and experience along with his commonsense approach to challenging tasks exemplifies his professionalism in resolving unique project issues. Dedication, loyalty, and professionalism personify ██████████ and his numerous achievements and contributions to the installation. He is without question one of the most valuable employees within the Fort ██████████ Garrison. The high standards by which ██████████ operates are indicative of his

Proposed Justification and Citation for the Superior Civilian Service Medal (SCSM)

performance of duty at Fort [REDACTED]. It is for that effort on behalf of all Fort [REDACTED] that [REDACTED] [REDACTED] has earned this prestigious award.

Citation

For exceptional service and duty performance from [REDACTED] through [REDACTED] as the [REDACTED], United States Army Garrison Fort [REDACTED], [REDACTED] was the driving force behind the strategic direction of the [REDACTED]. [REDACTED] was an incredible asset, helping to guide the [REDACTED] into the future to meet command priorities and ensure community well-being. A dynamic leader, [REDACTED] enabled tremendous change, improved readiness, and enhanced the lives of countless Soldiers, Families, and Civilians. [REDACTED] dedication and commitment to duty reflect great credit on him, the U.S. Army Materiel Command, and the United States Army.

United States Army Garrison Fort Hood Awards SOP

Quick Steps When Writing Award Justifications

List accomplishments, achievements, and task/duties within award period.

Tips: make a journal of your employees' accomplishments, ICE comments, pull duties/tasks from Position Description, additional duties. Accomplishments/ impacts of following areas: COVID and mitigation, Warfighters support, Leadership/oversight # subordinate employees, partnerships with community, training, deployments, full scope of initiatives and special programs at installations and number personnel served on installation. Qualitative and Quantitative is the key.

Context

Did you describe a specific problem or situation? The more significant the challenges faced and overcome, the more significant the results will appear.

Ex: Our customers complained/requested...

Complexity

Did you describe problems and challenges faced? This is the background information needed to understand why the accomplishment was significant.

Ex: He/she had to resolve a supply chain shortage...that caused...

Action

Did you explain what the Employee did and **how**? Discuss the specific actions taken to address the challenge. Focus on actions that showcases the ability to solve problems in the organization. Be sure to include multiple actions.

Ex: He/she solved...by...

Results

Did you state the benefits of the savings... rewards... Give specific examples of the results of the actions. These accomplishments demonstrate the quality and effectiveness of your leadership skills. Results will be quantitative (with metrics) and/or qualitative. And of course, they need to demonstrate that you solved the problem.

Ex: Explain the impact this had on the organization and various levels in the organization.

The write-up justification will determine what level of award the employee receives. If returned for stronger justification; add additional information to substantiate/support level of award requested.

Time Off Awards Scale for a Single Contribution

Table 7-3
Time Off Awards scale for a single contribution

Value to Organization	Number of Hours
Moderate	1-10
A contribution to a product, activity, program or service to the public which is of sufficient value to merit formal recognition.	
Beneficial change or modification of operating principles or procedures.	11-20
Substantial	
An important contribution to the value of a product, activity, program or service to the public.	21-30
Significant change or modification of operating principles or procedures.	
High	31-40
A highly significant contribution to the value of a product, activity, program, or service to the public.	
Complete revision of operating principles or procedures, with considerable impact.	31-40
Exceptional	
A superior contribution to the quality of a critical product, activity, program or service to the public.	31-40
Initiation of a new principle or major procedure with significant impact.	

Intangible Benefits Award Scale

Table 7-2
Intangible Benefits – Example Scale of Award Amounts

Value of Benefit	Extent of Application			
	Limited	Extended	Broad	General
	Affects functions, mission, or personnel of one facility, installation, regional area or an organizational element of a headquarters. Affects small area of science or technology	Affects functions, mission, or personnel of an entire regional area, command, or bureau. Affects an important area of science or technology	Affects functions, mission, or personnel of several regional areas or commands, or an entire department or agency. Affects an extensive area of science or technology	Affects functions, mission, or personnel of more than one department or agency, or is in the public interest throughout the Nation and beyond
Moderate Change or modification of an operating principle or procedure with limited use or impact	\$25 - \$125	\$126 - \$325	\$326 - \$650	\$651 - \$1,300
Substantial Substantial change or modification of procedures. An important improvement to the value or a product, activity, program or service to the public	\$125 - \$325	\$326 - \$650	\$651 - \$1,300	\$1,301 - \$3,150
High Complete revision of a basic principle or procedure; a highly significant improvement to the value of a product or service	\$325 - \$650	\$651 - \$1,300	\$1,301 - \$3,150	\$3,151 - \$6,300
Exceptional Initiation of a new principle or major procedure; a superior improvement to the quality of a critical product, activity, program, or service to the public	\$650 - \$1,300	\$1,301 - \$3,150	\$3,151 - \$6,300	\$6,301 - \$10,000

Enclosure 5 QSI Panel, Business Rules, and NDA

QSI Panel Authorities, Ratios, and Panel Member Composition

IMCOM Garrisons

***For garrisons, may be retained at IMCOM Directorate**

- A. Delegation of Authority: Garrison Commander (GC), Deputy Garrison Commander (DGC), or Garrison Manager (GM).
- B. QSI Ratio: One (1) QSI per 30 APF employees receiving a rating during the performance year.
- C. QSI Panel Chair: GC, DGC, or GM.
- D. QSI Panel: DGC and Primary Staff Directors.
- E. Approval Authority: GC, DGC, or GM.
- F. Performance Award Limitations: Per section F, IMCOM Command policy.

Enclosure 5 QSI Panel Requirements, Business Rules and NDA

QSI Business Rules
Year **DPMAP**

A. Panel Chair:

Panel Chair - Name

B. Panel Members:

DIR	Panel Member	DIR	Panel Member	DIR	Panel Member
DIR	Panel Member	DIR	Panel Member	DIR	Panel Member

C. All Panel members will sign a Non-Disclosure Act

D. Maximum Number of QSIs for this year:

APF Employees Receiving Ratings	Max QSI's
	0

*QSI formula incorporates a rounding function at intervals of 15 (i.e., 15, 45, 75, etc.)

E. No back-to-back QSIs are permitted.

F. Nominations packages will include:

1. Copy of employee's Year rating
2. Justification signed by HLR (NTE 1 page)

G. Nominations will be forwarded to the Board members by:

Person Who Will Distribute Panel Information
--

H. Panel will score the packages from one (1) to ten (10), with 10 being highest.

I. Panel ratings are due:

Ratings Due Date

J. Results should be sent to:

Email of Person to Receive Panel Results
--

K. Scores will be combined and a rank order established.

L. Results will be discussed at the follow-on meeting:

Date of Follow Up Meeting

Enclosure 5 QSI Panel Requirements, Business Rules, and NDA

Year **IMCOM QSI BOARD**

NON-DISCLOSURE AGREEMENT

As member of, or advisor to, the Year IMCOM QSI Board, I participate in, or am privy to information, recommendations and decisions related to the board process or decisions. I understand that all associated information (whether written or oral) is confidential, is for official use only (FOUO) and may consist of personal information protected by the Privacy Act of 1974 (5 U.S.C. § 552a).

I agree not to disclose the results to persons other than those who have an official reason to know the information. For example, the employee's supervisor and the employees responsible for processing the personnel action will need to be informed of the award of a QSI. I understand that if I have questions about my obligations pursuant to this non-disclosure agreement, I may contact the HQ IMCOM Legal Office, prior to releasing such information.

These provisions are consistent with and do not supersede, conflict with, or otherwise alter the employee obligations, rights, or liabilities created by existing statute or Executive order relating to (1) classified information, (2) communications to Congress, (3) the reporting to an Inspector General of a violation of any law, rule, or regulation, or mismanagement, a gross waste of funds, an abuse of authority, or a substantial and specific danger to public health or safety, or (4) any other whistleblower protection. The definitions, requirements, obligations, rights, sanctions, and liabilities created by controlling Executive orders and statutory provisions are incorporated into this agreement and are controlling.

I understand that violation of this non-disclosure agreement represents a serious ethical breach and potential violation of the provisions of the Privacy Act which could result in disciplinary or other adverse action.

Signature

Date

Print Name



Civilian Human Resources Agency (CHRA)

Automation Innovation Center (AIC)

Awards - US: Mass Spreadsheet Upload Quick Guide



Author: Department of Army, CHRA, Automation Innovation Center (AIC)

OVERVIEW: A mass spreadsheet upload option has been added to the Awards – US webpage. This will allow easier submission for large groups of awards with the same nature of action.

KEY NOTES:

- All employees on the spreadsheet must be getting the same award type.
- The Authorizer & Resource Manager must have DCPDS access to all employees on the spreadsheet.

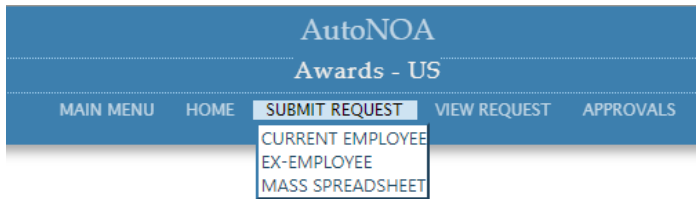
INSTRUCTIONS:

STEP 1. Create a spreadsheet with ONLY 2 columns that includes the Employee Number and Award Amount.

- The employee number is the number associated with the person in DCPDS; it’s not the SSN or DODID.

STEP 2. Navigate to the Awards – US web tool.

STEP 3. Under Submit Request, select MASS SPREADSHEET



STEP 4. Use the drop down menu to select the Award Type and Effective Date. The NOA will auto populate based upon the Award Type selected.

Employee Number	Amount
1234567	1000
112233	1200
2244668	950

STEP 5. Click in the “Choose File” box and browse for the spreadsheet on your desktop or other saved location. Click the Load Awards button when ready.



Civilian Human Resources Agency (CHRA)

Automation Innovation Center (AIC)

Awards - US: Mass Spreadsheet Upload Quick Guide



Author: Department of Army, CHRA, Automation Innovation Center (AIC)

STEP 6. A ticket number will be created for tracking purposes. Click Continue.

Thank you for your submission. Please continue your submission below.

Ticket Number: 100120

Continue

STEP 7. Select the Authorizer & Resource Manager from the drop down menus.

Award Type	Time Off
NOA	846 - Individual Time Off
Payment Type	Hours
Effective Date	6/1/2022
Authorizer	Select an Authorizer
Resource Manager	Resource Manager Not I

STEP 8. Verify the Award Amounts are correct. Remarks are optional. Click Save Award Amounts & Remarks and Ready for Submission when ready. **Error messages will display if quality checks find an issue. These must be resolved prior to moving the ticket forward.*

Employee	Effective Date	Award Type	Payment Type	Award Amount	Optional RPA Part D Remark	Optional SF50 Remark	
1 MSFFS EEF5.YIUITZVU I	01 Jun 2022	Individual Time Off Award	Hours	8			Remove
2 KDWSK.PN.ZVIIB YOZKOB	01 Jun 2022	Individual Time Off Award	Hours	4			Remove
3 TZKDIT.BJKZHNO X.	01 Jun 2022	Individual Time Off Award	Hours	6			Remove
4 TZKDIT.BJKZHNO X.	01 Jun 2022	Individual Time Off Award	Hours	40			Remove

Save Award Amounts & Remarks

Ready for Submission

STEP 8. Review records one last time. Check the box(es) to send the ticket to the Authorizer & check the box that all justification & approvals are completed.

Ticket	Employee	Effective Date	Award Type	Award Amount	Optional RPA Part D Remark	Optional SF50 Remark	Send To Authorizer
1 100121	MSFFS EEF5.YIUITZVU I	01 Jun 2022	Individual Time Off Award	8 Hours			<input checked="" type="checkbox"/>
2 100121	KDWSK.PN.ZVIIB YOZKOB	01 Jun 2022	Individual Time Off Award	4 Hours			<input checked="" type="checkbox"/>
3 100121	TZKDIT.BJKZHNO X.	01 Jun 2022	Individual Time Off Award	6 Hours			<input checked="" type="checkbox"/>
4 100121	TZKDIT.BJKZHNO X.	01 Jun 2022	Individual Time Off Award	40 Hours			<input checked="" type="checkbox"/>

Per CHRA HQ: I certify that a DA Form 1256 justifying the award as required by AR 672-20 has been generated, and that a copy of the approved DA Form 1256 is maintained by the approving official IAW paragraph 2-1 m., AR672-20, and the Army Records Information Management System (ARIMS). For DoD customers not covered by the aforementioned AR and ARIMS, I certify that all justification and approval documentation for awards are maintained IAW appropriate agency policy.

Send to Authorizer

STEP 9. Send the ticket on to the Authorizer. The ticket will be reviewed by the authorizer & resource manager on the website like all other submissions. Approved tickets will have RPAs processed on or shortly after the effective date.

STEP 10. Click View Request to track the ticket and view other submission reports

