



REPLY TO
ATTENTION OF

DEPARTMENT OF THE ARMY
UNITED STATES ARMY INSTALLATION MANAGEMENT COMMAND
HEADQUARTERS, US ARMY GARRISON PRESIDIO OF MONTEREY
1759 LEWIS ROAD, SUITE 210
MONTEREY, CA 93944-3223

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MAR 06 2021

MEMORANDUM FOR Directors and Garrison Staff

SUBJECT: United States Army Garrison (USAG) Presidio of Monterey (POM),
Command Policy #18 - Civilian Awards Program

1. References.

- a. Army Regulation 672-20, Incentive Awards, 17 Sep 2020.
- b. Army Regulation 215-3, Non-Appropriated Funds Personnel Policy, 16 Sep 15
- c. Memorandum, US Army Installation Management Command, Training Directorate, Directorate Policy #9 – Performance Awards Guidance, 22 May 2020.
- d. Installation Management Command (IMCOM) Performance Awards Policy and Business Rules for Appropriated Fund (APF) Performance Awards, 16 Nov 2020
- e. Memorandum, US Army Installation Management Command, Guidance on use of Honorary Civilian Awards, 17 May 2018.
- f. Memorandum, Assistant Secretary of the Army, Manpower and Reserve Affairs (ASA M&RA), Incentive Awards Under the Department of Defense Performance Management and Appraisal Program (DPMAP), 8 Dec 17.

2. Applicability. This policy applies to all Appropriated Fund civilian personnel assigned, attached, or under the operational control of the US Army Garrison Presidio of Monterey (USAG POM). The Honorary and Customer Service Excellence Awards portion of this policy also applies to Non-appropriated Fund (NAF) Civilian Professionals.

3. Policy.

a. This command recognizes Civilian Professionals for their significant achievements and outstanding service in a timely and professional manner. This program supports the goal of the Total Army Awards Program to foster mission accomplishment by recognizing excellence within our Civilian workforce and motivating them to high levels of performance and service. Garrison Directors (GD) and Staff Chiefs (SC) and Supervisors are empowered within appropriate Army regulations and policies to select, nominate, and recognize their Civilian Professionals for their service,

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accomplishments, and performance. The appropriate Honorary Civilian Service award, as well the criteria, nominating procedures, and approval authority for the various Public Service awards, are prescribed in the above references. Supervisors at all levels will familiarize themselves with listed references. Civilian Professionals with at least three years of service in the same position, or who are changing to another position by reassignment or promotion, should be considered for an Honorary award for sustained performance and accomplishments. Every Civilian Professional should be considered for appropriate formal recognition upon retirement.

b. A well-managed program provides for monetary and non-monetary options to recognize Civilian Professional performance and contributions to IMCOM and Garrison missions. Recognition, of whatever kind, should be done publicly to promote awareness that good performance and solid contributions are important and recognized.

c. All available awards may be used, separately or in combination with other awards (i.e. Honorary, Monetary, and Time Off). This allows a variety of options to provide appropriate recognition while staying within established funding thresholds. Time Off and Honorary awards do not count against the annual IMCOM funding threshold. However, guidance suggests that managers refrain from increasing Time Off awards to compensate for any restrictions on cash awards.

d. Digital award nominations requiring the Garrison Commander's (GC), or higher, approval shall be sent to the Directorate of Human Resources (DHR) for processing and appropriate monitoring/follow-up until final disposition. No award shall be submitted directly to the GC's office, IMCOM Directorate-Training, or IMCOM HQs.

e. No Honorary or discretionary monetary award for performance or achievement will be made to any individual who is under investigation, for whom disciplinary or adverse action based upon performance or conduct is pending, or who was the subject of disciplinary action within the preceding 120 days.

4. Honorary Awards. All Honorary awards require approval or endorsement by the GC. The following guidelines and the guidance in Appendix A, Honorary Civilian Awards Matrix, and applicable references, will be used when processing Honorary awards.

a. Civilian Professionals who have established a pattern of noteworthy achievements, accomplished duties in a commendable manner, provided superior service, or made specific contributions to the mission should be considered for the appropriate level of Honorary award. Honorary awards should fit the accomplishments and are normally recognized through a progressive sequence of Honorary awards. Nominations will be forwarded to DHR and will include:

(1) Presidio of Monterey Form 162, Staff Routing Action Control Routing Sheet, or GEARS, endorsement, telephone number, and proposed presentation date.

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(2) Completed DA Form 1256, Incentive Award Nomination and Approval Form, dated February 2019, with the nominating official's signature (for Appropriated fund Civilian Professionals).

(3) Completed DA Form 5167, Incentive Awards Nomination and Approval Form, Non-appropriated Funds, with nominating official signature (for Non-appropriated fund Civilian Professionals).

(4) Justification (narrative) for the period of service to be recognized (not more than 2 single-spaced pages, Arial 12 font [include Job title, organization, time period cited, accomplishments, and specific date(s) of achievement(s)]. Be as specific and quantifiable as possible.

(5) Citations for the award certificate prepared on a Word Document. All citations should be no more than 7 lines, in Arial Type 12 font, and be free of acronyms.

(6) A printed list of all previous awards received (Honorary, Monetary, and Time-Off). This information is available in the awards tab (in CPOL) in the Civilian Professional's record.

(7) EEO signature on the DA Form 1256 certifying review of pending and past EEO complaints, and CPAC signature certifying review of adverse actions for all appropriated fund Civilian Professionals.

(8) Additional documents, as requested.

b. Garrison Certificates of Achievement or Appreciation. GD/SC will submit DA Form 1256 or 5167 and a proposed citation through the DHR for Deputy Garrison Commander (DCG) review and GC approval.

c. Award nominations requiring approval above Garrison level require the GC's endorsement (DA Form 1256 or DA Form 5167). GD/SC will also submit each individual form electronically as separate attachments to the DHR. DHR will electronically forward the nomination packet with GC's endorsement to IMCOM Directorate-Training (ID-T) and then conduct appropriate monitoring/follow-up until final disposition of the nomination.

d. Nominations submitted to ID-T and IMCOM headquarters outside of the required timeframe require a Letter of Lateness (see Appendix A for timelines and Appendix C for letter formats).

5. Garrison Customer Service Excellence Award. See details at Appendix F.

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6. Monetary Awards, Quality Step Increase (QSI), and Time Off Awards (TOA).

a. The spending level for performance awards may not exceed annual limitations published in the funding letter guidance. For FY21, the total garrison limit is 1.5% of the aggregate salaries of all Civilian Professionals at the end of FY20 for the combinations of (1) individual performance awards for non-SES/ST/SL Civilian Professionals and (2) individual contribution awards (e.g. Special Act or Service Awards) for all Civilian Professionals. All performance awards are subject to the Performance Review Board (PRB) process in Appendix D.

b. GD/SC, or a selected designee within their Directorate, may approve a monetary award for an Civilian Professional so long as it does not exceed the GD/SC awards budget. Limitations are outlined in Appendix B.

c. Time Off Awards will not exceed 40 hours per award, or more than 80 hours per year. All TOAs above 8 hours must be approved by the GC or DGC.

d. Requests for monetary awards (Special Act, On-The-Spot, Performance) and TOA that exceed GD/SC approval authority will be submitted via POM Form 162, or GEARS, through the DHR to the DGC/GC for approval.

e. Special Act or Service Awards (SASA). Appropriated fund Civilian Professionals are eligible for this award. SASA is a cash award given to recognize a meritorious personal effort, act, service, scientific, or other achievement accomplished either within, or outside of, assigned job responsibilities. The act or service must result in either tangible benefit, intangible benefit, or both, to the Government and may involve more than one Civilian Professional. Nominations must be submitted within 30 calendar days after the act, service, or achievement in order to be recognized. DGC will approve all SASA as outlined in Appendix B. Amounts over ID-T threshold are approved by the Commanding General (CG) or higher level approval authority, based on the recommendation of the PRB.

(1) The nomination packet includes a Form 162 containing GD/SC endorsement and telephone number, a short description of the Civilian Professional's achievement, a DA Form 1256, Incentive Award Nomination and Approval Form with nominating official, EEO/CPAC, and GD/SC signature, awards history, and additional documents, as requested.

f. On-The-Spot Cash Awards (OTS). The OTS cash award is a small Special Act or Service Award given in recognition of one-time achievements. These awards are limited to a maximum of \$500. GD/SC, or their selected designee within their Directorate, may approve OTS Awards. The OTS nomination packet will include a DA Form 1256, Incentive Award Nomination and Approval Form with nominating official's

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signature and EEO/CPAC signatures. Once approved, the Director will enter the OTS in AutoNoa, routed through Resource Management (RM), for processing.

g. Performance Awards and Quality Step Increases.

(1) Appropriated Funds Performance Awards. General Schedule (GS) Civilian Professionals are eligible to receive performance awards. To be eligible, the Civilian Professional must have a current performance rating that supports the performance award (see Appendix B). GD/SC will submit a spreadsheet of proposed performance awards to DHR 30 days after the end of the performance rating period. The spreadsheet will include the Civilian Professional's name, ID number, DPMAP performance rating, and recommended performance award. The DGC will convene a PRB and approve the board recommendations no later than 60 days after the end of the rating period in accordance with (IAW) approved outlined levels in Appendix B, GD/SC will enter the approved awards in AUTONOA no later than 5 working days after approval.

(2) NAF Performance Awards. Only one Sustained Superior Performance (SSP) award based on performance of assigned duties may be granted to a NAF Civilian Professional for any 12-month period of service. This period of time may be reduced to 90 calendar days for commands that have established procedures and criteria for providing interim performance ratings. Pay Band Civilian Professional, both NF and CY, may be awarded a pay adjustment, time-off award, and/or a cash award based on performance. The total amount for NAF performance awards issued during a 12-month period will not exceed 15 percent of the annual salary for an outstanding performance, 5 percent for excellent performance, 1 percent for satisfactory performance and 1.5 percent of the aggregate salaries of all Civilian Professional at the end of the previous fiscal year. Employees may be recognized individually or in groups for performance. All operating budgets should include provisions for incentive awards. The approval official for NAF awards is one level above the nominating official unless directed otherwise by local command policy. Performance award recommendations that exceed 5 percent will be submitted to the ID-T Director for review and approval.

(3) Quality Step Increases (QSI).

(a) Only GS Civilian Professionals are eligible to receive a QSI. The QSI is an additional within-grade pay increase. A QSI is reserved for Civilian Professionals who receive a DPMAP rating of Outstanding (4.3 - 5) and who have demonstrated sustained performance at that level. To be eligible for a QSI, the Civilian Professional must not have been granted a QSI in the previous 52-week period. The DGC will approve all QSIs as part of the PRB. A Civilian Professional may not receive a QSI if the Civilian Professional has received a Performance Award based in whole, or in part, on the performance being recommended for recognition. IMCOM's annual QSI ceiling is not to exceed one (1) QSI per thirty (30) APF Civilian Professionals receiving a rating

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for the performance year. QSIs do not count against the incentive awards spending limitation.

(b) A QSI cannot be granted if the Civilian Professional is already at Step 10 of their pay grade level. The QSI does not change the effective date of the Civilian Professional's normal within-grade-increase (WGI) except when the QSI places the Civilian Professional in the fourth or seventh step; in which case, the Civilian Professional enters into the prescribed longer WGI waiting period. When a WGI and QSI are effective the same day, the WGI will be processed before the QSI to avoid situations where the QSI may place a Civilian Professional in a longer WGI waiting period.

h. Time Off Awards (TOA).

(1) The purpose of TOA is to encourage and reward superior accomplishments that directly contribute to the quality, efficiency, or economy of IMCOM/Garrison operations. TOA can be used to recognize recent accomplishments and as incentives to motivate future performance. Civilian Professionals may be granted a maximum of 80 hours of time off, without charge to leave or loss of pay, during the leave year. A minimum of one hour up to a maximum of 40 hours may be awarded for a single accomplishment. The extent of the contribution will be considered when determining the amount of time off that is approved. Refer to Table 7-3, AR 672-20 when determining the amount of time off to be approved. GD/SC are delegated the authority to approve TOA of 8 hours or less, which could also be in conjunction with an annual monetary performance award. The GC/DGC is the approval authority for a subsequent TOA nomination that authorizes a Civilian Professional to receive from 8-40 hours. Civilian Professionals may not receive more than 80 total hours in a one year period.

(a) Performance Award related TOAs will be included in the PRB. Additional TOAs not related to annual performance awards, less than 8 hours, do not need to be submitted to the DGC for approval. The TOA must be used within one year and will not convert to a cash payment under any circumstance.

(2) In the case of part-time Civilian Professionals, or Civilian Professionals with uncommon tours of duty, the maximum time off during the leave year will be the average number of work hours in the Civilian Professional's biweekly scheduled tour of duty. The maximum amount of time off granted for a single contribution for part-time or uncommon tour Civilian Professionals will be one-half the maximum leave amount of time that could be granted in the leave year for the Civilian Professional. GD/SC are delegated the authority to approve TOAs for one-half the maximum amount of time that could be granted in the leave year for the Civilian Professional. The GC/DGC is the approval authority for a subsequent TOA nomination that authorizes a Civilian Professional to receive a greater amount in one year based on the recommendation of the PRB.

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i. Cash Performance Awards.

Cash performance awards will be computed as a percentage of pay not to exceed the Element Rating Total (see Appendix B) award limit to a maximum award of ten percent (10%) of the awardee's pay (including locality but excluding post and/or housing allowances). Cash awards may be granted in combination with TOAs.

7. Commendation Certificate/Career Service Certificates. The DA Form 2443, Commendation Certificate, is usually given on the occasion of an award (i.e., SASA or Performance Award). GD/SC may sign Commendation Certificates. GC, or higher, will sign Career Service Certificates. Approval authority for length of Career Service Certificates is at Appendix A.

8. DHR is responsible for ensuring that honorary, non-monetary, awards are presented at the Garrison Awards Ceremony. The Director or Special Staff for each Directorate is responsible to ensure that the Civilian Professional receives their award if they depart the Garrison prior to the Garrison Awards Ceremony.

9. Once a monetary award has been approved, the GD/SC is responsible to submit an AutoNOA ticket within 5 working days through the budget office for funds availability. For nominations approved by the PRB, the GD/SC will compete and submit the AutoNOA ticket in the system within 5 working days of approval.

10. Civilian Professionals **will not** be notified that they have been nominated for any award prior to approval and final processing of the award. Such actions can create serious morale problems should the nomination be downgraded or disapproved.

11. Contractors are not Civilian Professionals of the government. There are no monetary or incentive awards authorized for contractor personnel.

12. Approval of a monetary award is contingent upon availability of funds. IMCOM and RMO set an awards target each Fiscal Year for each GD/SC which is usually based on the IMCOM funding threshold of aggregate annual civilian pay. RMO will provide each GD/SC with their annual performance award budget by 31 March. Performance cash awards may not exceed ten percent (10%) of the awardee's annual pay (including locality, but excluding post and/or housing allowances). Although award targets are identified, GD/SC have flexibility within their directorate to have an effective awards program to recognize outstanding Civilian Professionals across their directorate. GD/SC may establish internal funding and award distribution levels within their organizations.

13. The same act or service cannot serve as the basis for more than one monetary award. DCG may approve any monetary award or combination of monetary awards for a Civilian Professional as long as it is IAW approved levels.

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14. The DGC, along with DHR, will conduct an annual review of civilian award statistics and trends. The DGC and DHR will brief the GC on their findings. GD/SC is responsible for ensuring that approved awards are properly recorded in DCPDS/AutoNOA.

15. Garrison Award Ceremony. Directors desiring presentation of an award at the Garrison Award Ceremony will submit completed awards to the DHR NLT three weeks prior to the Award Ceremony for presentation.

16. Approving officials are directly responsible for ensuring that awards are appropriate and timely. Objective and judicious review of nominations, and a balanced use of Honorary, Time Off, Monetary, and other awards and recognition is necessary for awards to remain meaningful and serve as a viable incentive to the workforce. GD/SC will ensure awards accurately reflect performance and achievements.

17. Proponent. The proponent for this policy is the Director, Directorate of Human Resources, Linda Moseley, (831) 242-5474, linda.b.moseley2.civ@mail.mil.



VARMAN S. CHHOEUNG
COL, SF
Commanding

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1. Appendix A, Honorary Awards
2. Appendix B, Performance, Monetary, Time Off Awards
3. Appendix C, Letters of Lateness
4. Appendix D, PRB Standard Operating Procedures
5. Appendix E, Customer Service Excellence Award
6. Appendix F, IMCOM Civilian Honorary Award Checklist

DISTRIBUTION:

Garrison Directors
Staff Chiefs
Administrative Personnel

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Appendix A: Honorary Civilian Awards Matrix

<u>Award Type</u>	<u>Event or Performance Criteria</u>	<u>Reassignment or Resignation Criteria</u>	<u>Retirement Criteria</u>	<u>Approval Authority</u>	<u>Process Time¹</u>
Distinguished Civilian Service Medal ² (DA form 7014)	Exceptional Army-Wide service or achievement with enduring impact or heroism	N/A	Exceptional service	DA Chief of Staff	180 days
Superior Civilian Service Medal ³ (DA Form 7015)	Exemplary IMCOM-Wide Service or achievement with enduring impact	Exemplary contribution to the mission	Exemplary service	CG, IMCOM	120 days
Meritorious Civilian Service Medal ⁴ (DA Form 5655)	Superior IMCOM-Wide service/achievement establishing a Best Practice	Superior contribution to the mission	Superior service	ID-T Director	60 days
Civilian Service Commendation Medal ⁵ (DA Form 4689)	Significant documented service/achievement improving Garrison operations	Significant contribution to the mission	Demonstrated service and achievement	GC	30 days
Civilian Service Achievement Medal ⁶ (DA Form 5654)	Noteworthy documented service/achievement for successful/ publicized event	Significant contribution to the mission	Met mission requirements	GC	30 days
Civilian Award for Humanitarian Service	Meritorious hands on participation in an act or operation of a humanitarian nature to an individual or group			CG, IMCOM	120 days
IMCOM Stalwart Award	Notably significant contributions to the mission and goals of IMCOM			CG, IMCOM	90 days
DA Certificate of Achievement/Appreciation (DA Form 2442/7013)	Commendable achievement/service		N/A	GC	30 days
USAG Certificate of Achievement/Appreciation	Demonstrated achievement/service		N/A	GC/GCS M	30 days
Career Service Award (5 - 20 yrs)	Recognition of career service			GC	10 days
Career Service Award (25 - 35 yrs)	Recognition of career service			GC	10 days
Career Service Award (40 - 45 yrs)	Recognition of career service			ID-T Director	60 days
Career Service Award (>50 yrs)	Recognition of career service			CG IMCOM	90 days

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**Appendix A: Honorary Civilian Awards Matrix
(Continued)**

¹ Process time is how far in advance the action must reach the DHR to begin processing prior to the desired presentation date.

² Formerly - Decoration for Exceptional Civilian Service

³ Formerly - Meritorious Civilian Service Award

⁴ Formerly - Superior Civilian Service Award

⁵ Formerly - Commander's Award for Civilian Service

⁶ Formerly - Achievement Award for Civilian Service

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Appendix B: Performance, Monetary, and Time Off Awards

<u>Award Type</u>	<u>Eligibility and/or Nominating Criteria</u>	<u>Approval Authority</u>	<u>Monetary Limit</u>
Quality Step Increase	GS Civilian Professionals with a DPMAP rating of Outstanding (4.3 - 5) for the current rating period	GC	
Performance Award (with PRB approval) Not to exceed 10% of pay (including locality)	DPMAP rating of Outstanding (4.3 – 5.0)	GC	≤ \$5000
	DPMAP rating of Outstanding (4.0 - 4.2)	GD/SC	≤ \$3000
	DPMAP rating of Fully Successful (3.5 - 3.9)	GD/SC	≤ \$2000
	DPMAP rating of Fully Successful (3.0 – 3.4)	GD/SC	≤ \$1000
Special Act or Service Award	An act, service or achievement resulting in either tangible or intangible benefits to the government - may involve more than one Civilian Professional. Performance that exceeded job requirements as a one-time occurrence.	GC	< 10%
		GD/SC Designee	≤ 3.0%
On-The-Spot Cash Award (up to \$500)	Recognition of one-time achievements or contributions to IMCOM/Garrison mission.	GD/SC Designee	\$500
Time Off Awards (TOA)	DPMAP rating of Outstanding (4.3 – 5.0)	GC	≤ 40 Hours
	DPMAP rating of Outstanding (4.0 - 4.2)	GD/SC	≤ 32 Hours
	DPMAP rating of Outstanding (3.5 - 3.9)	GD/SC	≤ 24 Hours
	DPMAP rating of Fully Successful (3.0 – 3.4)	GD/SC	≤ 16 Hours
	Achievement or performance contributing to the IMCOM/Garrison mission.	GD/SC Designee	
	A subsequent TOA authorized for achievements or performance contributing to the IMCOM mission.	GC/DGC	

GD/SC/ or their selected designee within their Directorate may approve any monetary award or combination of monetary awards for a Civilian Professional as long as it does not exceed 10% of the Civilian Professional's aggregate annual salary. TOAs will not to exceed 40 hours. However, all requests must be approved by at least the higher level reviewer.

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APPENDIX C: Letter of Lateness Format for the Garrison Commander

COMMANDER/DIRECTORATE OFFICE SYMBOL

DATE

MEMORANDUM FOR Commander, United States Army Garrison, 1759 Lewis Rd. #210
Monterey, CA 93944

SUBJECT: Letter of Lateness for Award of the (Name of Award) for (Name)

1. Request approval of the enclosed award nomination for (individual's name), (individual's position title), for the (recommended award).
2. On (date) Mr./Ms. _____ was notified he/she had been accepted for a position at _____ and will be departing on (date).
3. It is appropriate that Mr./Ms. _____ be recognized for his/her exceptional accomplishments to the Directorate of (Name), (DIV/BR).
4. The point of contact for this action is the (Unit POC Name and position, tel. number, and email address).

Signature Block
GD/SC

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Appendix C: Letter of Lateness Format for IMCOM

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DATE

MEMORANDUM THRU Director, IMCOM Directorate–Training,

FOR Commanding General, Installation Management Command, 2405 Gun Shed
Road,
JBSA-Fort Sam Houston, TX 78234-1223

SUBJECT: Letter of Lateness for Submission of the (Name of Award) for (Rank and
name)

1. Request approval of the enclosed award nomination for (individual's name),
(individual's position title). The late submission of this request is (briefly explain
reason).
2. The late submission of this request is not a reflection in any way of the commitment
and performance of duty of (individual's name). His/Her support to the Garrison has
been exceptional and he is well deserving of this award and recognition of service.
(Reasons such as administrative issues are not acceptable reasons for an award to
be late.)
3. The Directorate of Human Resources, is the proponent for this action tel. 831-242-
XXXX.

VARMAN S. CHHOEUNG
COL, SF
Commanding

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Appendix D: Performance Review Board (PRB) Standard Operating Procedures

- 1. References.** Refer to paragraph 1.
- 2. Purpose.** To establish a comprehensive policy, procedures, and responsibilities for the Performance Review Board (PRB) that will review all nominations for monetary awards (Performance) and TOA that exceed GD/SC approval authority. Recommendations will be provided to the DGC for final approval.
- 3. Applicability.** This SOP applies to all US Army Garrison (USAG) Appropriated Fund Civilian Professionals, supervisors, and board members.
- 4. Policy.** The PRB will review nominations with a view towards fairness, equity, and consistency considering the significance of the nominee's accomplishments as compared with the criteria in the references in paragraph 4 of Training Directorate Policy #9. The PRB will be used to determine distribution of awards, distinguish between performance levels, and ensure equity for high performing Civilian Professionals. Consideration will be given to the significance level of accomplishments or contributions (i.e., HQDA, IMCOM, Functional, Installation, etc.).
- 5. Procedures.** The PRB will convene and be approved at the discretion of the DGC no later than 60 days from the end of the DPMAP rating period. Board statistics will be retained by DHR for future review to improve board performance. Only awards for which funds are available will be approved. The PRB may consider award submissions for which there is no available funding under one of two options (1) hold pending availability of funds in fiscal year of achievement, or (2) reduce the amount of the award(s) to the level of available funds. Exceptions (i.e., late award submissions for a PRB) will appear before the next PRB.
- 6. Nomination Procedures.**
 - a. The nominating official will normally be the first line supervisor.
 - b. The first line supervisor prepares the nomination for the Civilian Professional using the appropriate regulatory guidance and prepares the nomination packet which includes: A spreadsheet similar to one utilized previously; Name (will be hidden during the board); Civilian Professional ID number; DPMAP Appraisal; and Recommendation for award.

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Appendix D: Performance Review Board (PRB) Standard Operating Procedures (Continued)

Professional must not have been granted a QSI in the previous 52-week period. The Civilian Professional must be expected to remain in the position at the same grade level that was the basis for the rating, or a similar position at that grade level for at least 60 days. The DGC retains authority to approve all QSIs based on the recommendation of the PRB. The nomination must be submitted to the DHR within 30 days after the end of the performance rating period. The nomination packet will include a Form 162 containing GD/SC endorsement, GD/SC telephone number, EEO/CPAC signatures, completed performance appraisal DD Form 2906, DPMAP DoD Civilian Performance Plan, Progress Review and Appraisal, GD/SC additional justification/endorsement stating why QSI is recommended, as opposed to a Performance Award, awards history, and additional documents as requested. A Civilian Professional may not receive a QSI if the Civilian Professional has received a Performance Award based in whole, or in part of, the performance being recommended for recognition. The number of QSIs may not exceed a total of five percent of the Garrison's permanent authorizations. An approved QSI does not count against IMCOM spending limitation.

b. A QSI cannot be granted if the Civilian Professional is already at Step 10 of their pay grade level. The QSI does not change the effective date of the Civilian Professional's normal within-grade-increase (WGI) except when the QSI places the Civilian Professional in the fourth or seventh step; in which case, the Civilian Professional enters into the prescribed longer WGI waiting period. When a WGI and QSI are effective the same day, the WGI will be processed before the QSI to avoid situations where the QSI may place a Civilian Professional in a longer WGI waiting period.

2. Board Procedures.

a. DGC.

(1) Establish, monitor, and evaluate the PRB.

(2) Approve the recommendations of the PRB and sign the consolidated PRB spreadsheet generated by DHR.

b. Board Chairperson (DGC).

(1) Control the uniformity and adequacy of the PRB process by comparing performance expectations and performance reviews of Civilian Professionals.

(2) Ensure consistency among performance expectations set by supervisors.

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**Appendix D: Performance Review Board (PRB) Standard Operating Procedures
(Continued)**

(3) Verify that reviews are accomplished according to policy, procedures, and timelines.

(4) Review personnel actions recommended by supervisors for consistency as compared with performance appraisals and appropriate regulatory guidance/standards.

(5) Is a voting member and the final approving authority, and is responsible for the overall functioning of the PRB.

c. Membership/Recommendations. The PRB, by vote, will recommend approval/disapproval of nominations based on appropriate regulatory guidance/standards. If the PRB disagrees on the performance award percentage amount, then each member will make their individual recommendation on the amount and annotate the vote sheet. The decision on the final amount will be determined based on the average of the sum of the amounts annotated. Voting members will be:

<u>Grade Authority</u>	<u>Chaired By</u>	<u>Board Members</u>	<u>Approval</u>
Non-GD/SC	DGC	5 Selected GD/SC (DES, DHR, DPW, DFMWR, RMO)	GC
EEO Specialist GD/SC	GC	EEO (Non-Voting Member) DGC, CSM	GC

d. The QSI Review will be conducted as a separate review within the PRB.

e. A board member cannot vote on the nomination of one of his/her own Civilian Professionals (i.e., DPW board member cannot vote on the nomination of a DPW Civilian Professional).

f. The DHR will oversee, provide administrative support, and function as the PRB Recorder. The DHR will also ensure all nominations are administratively correct prior to being presented to the PRB. The Directors/SC are responsible to ensure award nominations are complete and meet the standards and submission deadlines. The chairperson will sign DA Form 1256s, and return to the DHR.

g. The RMO will prepare a consolidated spreadsheet and provide a copy to GD/SC for entry into AutoNoa and RMO will process pay authorizations.

3. PRBs will convene NLT 60 days following the end of respective evaluation period.

Encl 4

AMIM-PMH

SUBJECT: United States Army Garrison (USAG) Presidio of Monterey (POM),
Command Policy #18 - Civilian Awards Program

Appendix E. Garrison Customer Service Excellence Awards Board SOP

1. **References.** Same as in paragraph 1, Command Policy #18 – Civilian Awards Program.
2. **Purpose.** To establish comprehensive policy, procedures, and responsibilities for the Awards Board that will review all nominations for the Garrison Customer Service Excellence Award. Recommendations will be provided to the Garrison Commander for final approval.
3. **Applicability.** This SOP applies to all US Army Garrison (USAG) Civilian Professionals.
4. **Policy.** The Awards Board will review nominations for the Garrison Customer Service Excellence Award with a view towards fairness, equity, and how well the nomination describes the Civilian Professional who exemplifies and demonstrates the IMCOM principals of S.E.R.V.I.C.E. – Service, Excellence, Respect, Visionary, Integrity, Communication, and Empowerment and the IMCOM Pledge to our Customers.
5. **Procedures.** The Awards Board will convene on a quarterly basis, normally the first week of the third month of each quarter (December, March, June, and September) or at the discretion of the committee chair. Board products and trends/statistics will be kept for future review to improve board performance.
6. **Nomination Procedures.**
 - a. Civilian Professionals may be nominated as often as possible, so long as they meet the criteria for the award. They must have successfully completed Initial Operation Excellence (OPEX) training and/or Refresher OPEX training within the past 12 months; have been in the same duty position for the past 90 days; have no substantiated ICE or customer complaints within the past 3 months. Any Civilian Professional can nominate another Civilian Professional; however, the nomination must be routed through the nominated Civilian Professional's supervisor and Director prior to submission.
 - b. The nominating official prepares the nomination packet using the following guidance and providing the following documents:
 - (1) **DA Form 1256** with Director/Staff Chief's signature, EEO and CPAC signatures certifying review of pending/past founded EEO complaints and adverse actions.

Encl 5

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SUBJECT: United States Army Garrison (USAG) Presidio of Monterey (POM),
Command Policy #18 - Civilian Awards Program

**Appendix E. Garrison Customer Service Excellence Awards Board SOP
(Continued)**

(2) **Justification narrative**, not to exceed 2 pages. Type 12 Arial font. (See paragraph 6c below for specific criteria to be emphasized).

c. The justification narrative should emphasize the following criteria:

(1) Describe how the Civilian Professional exemplifies and demonstrates the IMCOM principles of S.E.R.V.I.C.E. Service, Excellence, Respect, Visionary, Integrity, Communication, and Empowerment and the IMCOM Pledge to our Customers. Demonstrated excellence must have occurred within the last six months.

(2) Highlight specific and quantifiable short term acts or long term contributions that promote the importance of service culture and service excellence within a service provider organization each quarter.

(3) Describe the significance level of the customer service contributions provided (i.e. IMCOM, functional, installation, Garrison, Directorate, etc.).

d. The nomination packet must be received by the DHR NLT the last workday of the second month of the quarter (i.e. November, February, May, and August).

e. Nominating officials will not discuss award nominations with any Civilian Professional prior to the Awards Board and final decision by the Garrison Commander. Such actions can create serious morale problems, should the nomination be disapproved.

7. Board Procedures.

a. DGC.

(1) Establish, monitor, and evaluate the Awards Board.

(2) Approve, disapprove, or amend the recommendations of the Awards Board by signing DA Form 1256 and return to the DHR for final processing.

Encl 5

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SUBJECT: United States Army Garrison (USAG) Presidio of Monterey (POM),
Command Policy #18 - Civilian Awards Program

**Appendix E. Garrison Customer Service Excellence Awards Board SOP
(Continued)**

b. Board Chairperson (DGC)

(1) Control the uniformity and adequacy of the Awards Board process by comparing award criteria in this SOP with justification narratives received.

(2) Ensure consistency among nomination expectations from supervisors.

(3) Is a voting member and is responsible for the overall functioning of the Awards Board.

(4) Approve/sign AutoNOA spreadsheet and provide to RMO for processing.

c. Membership/Recommendations. The Awards Board, by vote, will recommend approval/disapproval of nominations based on criteria established in this SOP. Voting members will be:

<u>Grade</u>	<u>Chaired By</u>	<u>Board Members</u>	<u>Approval Authority</u>
All	DGC	4 Selected Directors/ Staff Chiefs	GC

d. Board members cannot vote on the nomination of one of his/her own Civilian Professionals (i.e. DPW board member cannot vote on the nomination of a DPW Civilian Professional).

e. The DHR will oversee, provide administrative support, and act as the Awards Board Recorder. He/She will also ensure all nominations are administratively correct prior to being presented to the board. DHR will return award nominations that are incomplete or do not meet the required standards to the appropriate Director/Staff Chief with explanation.

f. The DHR will prepare the minutes of each Awards Board and retain on file.

8. Presentation of Award. The Garrison Customer Service Excellence Award will be presented at the quarterly GC Town Halls normally scheduled for December, March, June, and September. Awardee(s) will receive a Certificate of Achievement, an On The Spot cash award for \$250, and a GC/GCSM Coin.

Encl 5

AMIM-PMH

SUBJECT: United States Army Garrison (USAG) Presidio of Monterey (POM),
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**Appendix F. IMCOM Civilian Honorary Award Checklist
(See Appendix 1)**

