MEMORANDUM FOR Directors and Garrison Staff

SUBJECT: Command Policy #18 - Civilian Awards Program

1. References.
   a. Army Regulation 672-20, Incentive Awards, 30 November 2018.
   d. 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). Honorary and Customer Service Excellence Awards portion of this policy also apply to Non-appropriated Fund employees. Army Regulation 215-3, Non-Appropriated Funds (NAF) Personnel Policy, 16 Sep 15, addresses monetary awards for NAF employees.

3. Policy.
   a. This command recognizes employees for their significant achievements and outstanding service in a timely manner with appropriate decorum. 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) are empowered within appropriate Army regulations and policies to select, nominate, and recognize their employees for their service, 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. Employees with at least three years of service in the same position, or who
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are changing to another position by reassignment or promotion, should be considered for an honorary award for sustained performance and accomplishments. Every employee should be considered for appropriate formal recognition upon retirement.

b. A well-managed program provides for monetary and non-monetary options to recognize employee performance and contributions to IMCOM and Garrison missions. Recognition in any form should be done publicly to maximize awareness that good performance and solid contributions are recognized.

c. We will use all available awards, as well as a combination of these awards (i.e., Honorary, Monetary, and Time Off). This provides the ability to recognize our employees and provide appropriate recognition while staying within established funding thresholds. Time Off and honorary awards do not count against the IMCOM funding threshold. However, guidance asks managers to refrain from increasing Time Off awards to compensate for any restrictions on cash awards.

d. GD/SC shall submit all awards requiring the Garrison Commander’s (GC) approval or higher to the Directorate of Human Resources (DHR) who processes the nomination and completes the appropriate monitoring/follow-up until final disposition. No award shall be submitted directly to the GC’s office, IMCOM Directorate-Training, or IMCOM HQs. All nominations are submitted in hard copy form in a folder as outlined in this policy and digitally (nominations may contain digital/electronic signatures during initial GD/SC processing).

e. No honorary or discretionary monetary award for performance or achievement will be made to any individual who is under investigation, whom disciplinary or adverse action based upon performance or conduct is pending, or 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. Employees who have established a pattern of noteworthy achievements, accomplished duties in an outstanding, commendable, or superior service or for specific contribution(s) to the mission should be considered for the appropriate level of honorary award, normally recognized through a progressive sequence of honorary awards. Nomination will be forwarded to DHR and include:

(1) Presidio of Monterey Form 162, Staff Routing Action Control Routing Sheet endorsement, telephone number, and proposed presentation date.
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(2) Completed DA Form 1256, Incentive Award Nomination and Approval Form, dated 01 February 2019, with nominating official signature (for appropriated fund employees).

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

(4) Justification (narrative) for the period of service to be recognized (not more than 2 single-spaced pages, Arial Type 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) Citation prepared on appropriate certificate (for Civilian Service Commendation Medal and Civilian Service Achievement Medal). For Meritorious Civilian Service Medal and higher, proposed citation prepared on a word document. All citations should be no more than 7 lines and 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 is available and displayed in the awards tab (in CPOL) in the employee’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 employees.

(8) Additional documents, as requested.

b. Garrison Certificates of Achievement or Appreciation. GD/SC will submit completed Garrison Certificates of Achievement or Appreciation (using POM Form 162) 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 (typically on DA Form 1256 or DA Form 5167). For these award nominations, in addition to hard copy nominations being provided in a folder, GD/SC will also submit each form electronically as separate attachment to the DHR. Upon receipt of the GC’s endorsement, the DHR will electronically forward the nomination packet to IMCOM Directorate-Training (ID-T) and complete the appropriate monitoring/follow-up until final disposition of the nomination.

d. Nominations submitted to ID-T and IMCOM headquarters later than the specified period will be accompanied by a Letter of Lateness (see Appendix A for timelines and Appendix C for letter formats).
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5. Garrison Customer Service Excellence Award. See details at Appendix F.

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 FY19, the total garrison limit is 1.5% of the aggregate salaries of all employees at the end of the previous fiscal year for the combinations of (1) individual performance awards for non-SES/ST/SL employees and (2) individual contribution awards (e.g. Special Act or Service Awards) for all employees. All performance awards are subject to the Performance Review Board (PRB) process discussed in Appendix D.

   b. GD/SC or their selected designee within their Directorate may approve a monetary award for an employee so long as it does not exceed the GD/SC awards budget. Limitations are outlined in Appendix B. For Time Off Awards, this is not to exceed 40 hours, per award or more than 80 hours a year. However, all TOAs above 8 hours must be approved by the employee’s Higher Level Reviewer. If GD/SC nominates an employee for an award, the request must be approved by at least the DGC.

   c. 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 through the DHR to the DGC/GC for approval.

   d. Special Act or Service Awards (SASA). Appropriated fund employees are eligible for this award. A SASA is a cash award given to recognize a meritorious personal effort, act, service, scientific, or other achievement accomplished within or outside assigned job responsibilities. The act or service must result in either tangible or intangible benefit or both to the Government and may involve more than one employee. Refer to Table 7-1 and/or Table 7-2, reference (a), when determining the amount to be approved. Nominations must be submitted within 30 calendar days after the act, service or achievement to be recognized. DGC will approve all SASA as outlined in Appendix B. Amounts over ID-T threshold are approved by the Commanding General (GC) 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 employee’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.

   e. 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
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Directorate may approve OTS Awards. The OTS nomination packet will include a DA Form 1256, Incentive Award Nomination and Approval Form with nominating official signature and EEO/CPAC signature. Once approved, the Director will enter the OTS in AutoNoa routed through Resource Management (RM) for processing.

f. Performance Awards and QSIs.

(1) Performance Awards. Government (GS) employees are eligible to receive performance awards. To be eligible, the employee 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 employee name, employee ID number, DPMAP performance rating and recommended performance award. The DGC will convene a PRB and approve the board recommendations within not later than 60 days of the end of the rating period in accordance with (IAW) approved outlined levels in Appendix B, GD/SC will enter the approved awards in AUTONOIA not later than 5 working days after approval.

(2) Quality Step Increases (QSI).

(a) Only General Schedule (GS) employees are eligible to receive a quality Step increase (QSI). The QSI is an additional within-grade pay increase. A QSI is reserved for employees 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 employee must not have been granted a QSI in the previous 52-week period. The DGC will approve all QSIs as part of the PRB. An employee may not receive a QSI if the employee has received a Performance Award based in whole or in part on the performance being recommended for recognition. The number of QSIs may not exceed a total of ten percent of the Garrison’s permanent authorizations without approval of the Garrison Commander. QSIs do not count against the incentive awards spending limitation.

(b) A QSI cannot be granted if the employee is already at Step 10 of their grade level. The QSI does not change the effective date of the employee’s normal within-grade-increase (WGI) except when the QSI places the employee in the fourth or seventh step; in which case, the employee 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 an employee in a longer WGI waiting period.
g. 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. Employees 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 an employee to receive from 8-40 hours. Employees may not receive more than 80 total hours in a one year period.

(a) TOAs will be included in the PRB. Additional TOAs not related to annual performance awards will be submitted to the DGC for approval. The nomination packet will include a Form 162 containing GD/SC endorsement and telephone number, a short description of the employee's achievement, a DA Form 1256, Incentive Award Nomination and Approval Form with nominating official signature, EEO and CPAC signature, awards history, and additional documents, as requested. TOA do not count against the awards spending limitation but they do have a cost. 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 employees or employees with uncommon tours of duty, the maximum time off during the leave year will be the average number of work hours in the employee's biweekly scheduled tour of duty. The maximum amount of time off granted for a single contribution for part-time or uncommon tour employees will be one-half the maximum leave amount of time that could be granted in the leave year for the employee. GD/SC are delegated the authority to approve TOA for one-half the maximum amount of time that could be granted in the leave year for the employee. The GC/DGC is the approval authority for a subsequent TOA nomination that authorizes an employee to receive greater than this amount in one year based on the recommendation of the PRB.

7. Commendation Certificate/Career Service Certificates. The DA Form 2443, Commendation Certificate, is usually given on the occasion of an award (i.e., SASA, Performance Award, QSI). GD/SC may sign this certificate. Approval authority for length of Career Service Certificates is at Appendix A.
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8. DHR is responsible for ensuring the non-monetary awards are presented at the Garrison Awards Ceremony. The Director or Special Staff for every Directorate is responsible to ensure the employee receives the award if they depart prior to the Garrison Awards Ceremony.

9. Once an award has been approved, the GD/SC will complete and 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 complete and submit the AutoNOA ticket in the system within 5 working days of approval.

10. Employees 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 employees 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. Each Fiscal Year IMCOM and RMO set an awards target for each GD/SC which is usually based on the IMCOM funding threshold of aggregate annual civilian pay. Although award targets are identified, GD/SC have flexibility within their directorate to have an effective awards program to recognize outstanding employees 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. However, a monetary and honorary award may be given to civilian employees for the same act or achievement if the criteria for each award are met and the GC approves. GD/SC may approve any monetary award or combination of monetary awards for an employee as long as it is IAW approved levels.

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

15. Garrison Award Ceremony. GD/SC 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. Approval of nominations for awards places direct responsibility on approving officials to ensure 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 to remain meaningful and serve as a viable incentive to the workforce. Support for the awards program demonstrates your
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dedication to our personnel. GD/SC will ensure awards are truly based on performance and achievements. Doing so gives Civilians pride in knowing their specific accomplishments are indeed appreciated.

17. Proponent. The Directorate of Human Resources (831) 242-5474, is the proponent for this policy.

GREGORY J. FORD
COL, MI
Commanding

6 Encls
1. Appendix A, Honorary Awards
2. Appendix B, Performance, Monetary, Time Off Awards
3. Appendix C, Letter 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
## Appendix A: Honorary Civilian Awards Matrix

<table>
<thead>
<tr>
<th>Award Type</th>
<th>Event or Performance Criteria</th>
<th>Reassignment or Resignation Criteria</th>
<th>Retirement Criteria</th>
<th>Approval Authority</th>
<th>Process Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Distinguished Civilian Service Medal² (DA form 7014)</td>
<td>Exceptional Army-Wide service or achievement with enduring impact or heroism</td>
<td>N/A</td>
<td>Exceptional service</td>
<td>DA Chief of Staff</td>
<td>180 days</td>
</tr>
<tr>
<td>Superior Civilian Service Medal³ (DA Form 7015)</td>
<td>Exemplary IMCOM-Wide Service or achievement with enduring impact</td>
<td>Exemplary contribution to the mission</td>
<td>Exemplary service</td>
<td>CG, IMCOM</td>
<td>120 days</td>
</tr>
<tr>
<td>Meritorious Civilian Service Medal⁴ (DA Form 5655)</td>
<td>Superior IMCOM-Wide service/achievement establishing a Best Practice</td>
<td>Superior contribution to the mission</td>
<td>Superior service</td>
<td>ID-T Director</td>
<td>60 days</td>
</tr>
<tr>
<td>Civilian Service Commendation Medal⁵ (DA Form 4689)</td>
<td>Significant documented service/achievement improving Garrison operations</td>
<td>Significant contribution to the mission</td>
<td>Demonstrated service and achievement</td>
<td>GC</td>
<td>30 days</td>
</tr>
<tr>
<td>Civilian Service Achievement Medal⁶ (DA Form 5654)</td>
<td>Noteworthy documented service/achievement for successful/ publicized event</td>
<td>Significant contribution to the mission</td>
<td>Met mission requirements</td>
<td>GC</td>
<td>30 days</td>
</tr>
<tr>
<td>Civilian Award for Humanitarian Service</td>
<td>Meritorious hands on participation in an act or operation of a humanitarian nature to an individual or group</td>
<td></td>
<td></td>
<td>CG, IMCOM</td>
<td>120 days</td>
</tr>
<tr>
<td>IMCOM Stalwart Award</td>
<td>Notably significant contributions to the mission and goals of IMCOM</td>
<td></td>
<td></td>
<td>CG, IMCOM</td>
<td>90 days</td>
</tr>
<tr>
<td>DA Certificate of Achievement/Appreciation (DA Form 2442/7013)</td>
<td>Commendable achievement/service</td>
<td>N/A</td>
<td></td>
<td>GC</td>
<td>30 days</td>
</tr>
<tr>
<td>USAG Certificate of Achievement/Appreciation</td>
<td>Demonstrated achievement/service</td>
<td>N/A</td>
<td></td>
<td>GC/GCS M</td>
<td>30 days</td>
</tr>
<tr>
<td>Career Service Award (5 - 20 yrs)</td>
<td>Recognition of career service</td>
<td></td>
<td></td>
<td>GD/SC</td>
<td>10 days</td>
</tr>
<tr>
<td>Career Service Award (25 - 35 yrs)</td>
<td>Recognition of career service</td>
<td></td>
<td></td>
<td>GC</td>
<td>10 days</td>
</tr>
<tr>
<td>Career Service Award (40 - 45 yrs)</td>
<td>Recognition of career service</td>
<td></td>
<td></td>
<td>ID-T Director</td>
<td>60 days</td>
</tr>
<tr>
<td>Career Service Award (&gt;50 yrs)</td>
<td>Recognition of career service</td>
<td></td>
<td></td>
<td>CG, IMCOM</td>
<td>90 days</td>
</tr>
</tbody>
</table>
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
### Appendix B: Performance, Monetary, and Time Off Awards

<table>
<thead>
<tr>
<th>Award Type</th>
<th>Eligibility and/or Nominating Criteria</th>
<th>Approval Authority</th>
<th>Monetary Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality Step Increase</td>
<td>GS employees with a DMAP rating of Outstanding (4.3 - 5) for the current rating period are eligible to be nominated</td>
<td>GC</td>
<td></td>
</tr>
<tr>
<td>Performance Award (with PRB approval)</td>
<td>Employees with a DMAP rating of Outstanding (4.3 - 5) or Fully Successful (3.0-4.2) for the most recent rating period of record may be nominated</td>
<td>GC</td>
<td>&lt; 10%</td>
</tr>
<tr>
<td></td>
<td>DMAP rating of Outstanding (4.3-5)</td>
<td>GD/SC</td>
<td>≤ 3.0%</td>
</tr>
<tr>
<td></td>
<td>DMAP rating of Fully Successful (3.5 - 4.2)</td>
<td>GD/SC</td>
<td>2.0% - 3.0%</td>
</tr>
<tr>
<td></td>
<td>DMAP rating of Fully Successful (3.0 - 3.4)</td>
<td>GD/SC</td>
<td>.50% - 2.0%</td>
</tr>
<tr>
<td>Special Act or Service Award</td>
<td>An act, service or achievement resulting in either tangible or intangible benefits to the government and may involve more than one employee. This award is also appropriate to recognize performance that exceeded job requirements as a one-time occurrence.</td>
<td>GC</td>
<td>&lt; 10%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>GD/SC</td>
<td>≤ 3.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Designee</td>
<td></td>
</tr>
<tr>
<td>On-The-Spot Cash Award (up to $500)</td>
<td>An award given in recognition of one-time achievements or contributions to IMCOM/Garrison mission. Limited to a maximum of $500.</td>
<td>GD/SC</td>
<td>$500</td>
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<tr>
<td></td>
<td></td>
<td>Designee</td>
<td></td>
</tr>
<tr>
<td>Time Off Awards (TOA)</td>
<td>Achievement or performance contributing to the IMCOM/Garrison mission. Up to 40 hours for a single contribution.</td>
<td>GD/SC</td>
<td></td>
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<tr>
<td></td>
<td>A subsequent TOA that authorizes an employee to receive over 40 but not greater than 80 total hours in one year for achievements or performance contributing to the IMCOM mission.</td>
<td>GC/DGC</td>
<td></td>
</tr>
</tbody>
</table>

GD/SC/ or their selected designee within their Directorate may approve any monetary award or combination of monetary awards for an employee as long as it does not exceed 10% of the employee’s aggregate annual salary. For Time Off Awards, this is not to exceed 40 hours. However, all requests must be approved by at least the higher level reviewer.
APPENDIX C: Letter of Lateness Format for the Garrison Commander

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
Appendix C: Letter of Lateness Format for IMCOM

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.

GREGORY J. FORD
COL, MI
Commanding
Appendix D: Performance Review Board (PRB) Standard Operating Procedures

1. References. Same as in 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 employees, supervisors, and board members.

4. Policy. The PRB will review nominations with a view towards fairness, equity, and consistency considering the nominee’s significance of accomplishments as compared with the criteria in the references in paragraph 4 of Training Directorate Police #9. The PRB will be used to determine distribution of awards, distinguish between performance levels, and ensure equity for high performing employees. 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 not 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.


   a. The nominating official will normally be the first line supervisor.

   b. The first line supervisor prepares the nomination for the civilian employee using the appropriate regulatory guidance and prepares the nomination packet as follows:
      Develop a spreadsheet similar to one utilized previously
      Name (will be hidden during the board), Employee ID, DPMAP Appraisal, Recommendation for example
Appendix D: Performance Review Board (PRB) Standard Operating Procedures (Continued)

<table>
<thead>
<tr>
<th>Employee Name</th>
<th>Employee ID</th>
<th>DPMAP Rating</th>
<th>Current Grade / Step</th>
<th>WIGI Due Date</th>
<th>CASH AWARD</th>
<th>TOA</th>
<th>QSI (X)</th>
<th>PRB Decision</th>
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<tr>
<td>(Hidden to all but the DGC)</td>
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AWARDS GUIDELINES: [DAW FRAGO 01 to OPORD 14-024]
Annual Performance Monetary AND/OR Time Off
- Up to 10% at GARRISON level; Up to 20% at IMCOM level
- Limited to 3.5% of FY18 aggregate salaries as of 30 Sep 2018
- Up to 40 Hours / 80 Hours in a leave Year
- Eligible if DPMAP is 5 or higher

Quality Step Increase (QSI)
- DPMAP Level 5 (4.3 or higher)

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c. The Higher level Reviewer must verify the correct administrative procedures have been followed.
d. Nominating officials will not discuss award nominations with any employee prior to PRB approval and final processing of the award via the completed AutoNOA data entry. Awards will not be discussed with other Directors or employees upon conclusion of the PRB to ensure privacy of the employee. Such actions can create serious morale problems should the nomination be downgraded or disapproved.

1. Quality Step Increases (QSI).
a. Only General Schedule (GS) employees are eligible to receive a QSI. The QSI is an additional within-grade pay increase. A QSI will be reserved for employees who receive a DPMAP rating of Outstanding (4.3 - 5) who have demonstrated sustained performance at that level. To be eligible for a QSI, the employee must not have been
Appendix D: Performance Review Board (PRB) Standard Operating Procedures (Continued)

granted a QSI in the previous 52-week period. The employee 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, and telephone number, EEO/CPAC signature, completed performance appraisal DD Form 2906, DPMAP DoD Civilian Performance Plan, Progress Review and Appraisal, GD/SC additional justification/endorsement stating why QSI and not a Performance Award, awards history, and additional documents, as requested. An employee may not receive a QSI if the employee 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 employee is already at Step 10 of their grade level. The QSI does not change the effective date of the employee’s normal within-grade-increase (WGI) except when the QSI places the employee in the fourth or seventh step; in which case, the employee 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 an employee in a longer WI 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 employees.

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

(3) Verify that reviews are accomplished according to policy, procedures, and timelines.
Appendix D: Performance Review Board (PRB) Standard Operating Procedures (Continued)

(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 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:

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

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 employees (i.e., DPW board member cannot vote on the nomination of a DPW employee).

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 be complete and meet the proper standards and submission deadlines. The chairperson will sign DA Form 1256, and return to the DHR.

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

3. PRBs will convene NLT 60 days following the end of respective evaluation period.
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 a comprehensive policy, procedures, and responsibilities for an 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 employees.

4. **Policy.** The Awards Board will review nominations for the Garrison Customer Service Excellence Award with a view towards fairness and equity and how well the nomination describes the employee 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. Employees may be nominated as often as possible as long as they meet the criteria for the award. Any employee can nominate another employee; however, the nomination must be routed through the nominated employee’s supervisor and Director prior to submission.

   b. The nominating official prepares the nomination packet using the following guidance and providing the following documents:

   **Documents Required:**

   DA Form 1256 with Director/Staff Chief’s signature, EEO and CPAC signatures certifying review of pending/past founded EEO complaints and adverse actions.
Appendix E. Garrison Customer Service Excellence Awards Board SOP
(Continued)

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

Must have successfully completed Initial Operation Excellence (OPEX) training and/or Refresher OPEX training within the past 12 months.

No substantiated ICE or customer complaints within the past 3 months.

Must have been in the same duty position for the past 90 days.

c. The justification narrative should emphasize the following criteria:

(1) Describe how the employee 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 employee 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.
Appendix E. Garrison Customer Service Excellence Awards Board SOP (Continued)

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

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:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Chaired By</th>
<th>Board Members</th>
<th>Approval Authority</th>
</tr>
</thead>
<tbody>
<tr>
<td>All</td>
<td>DGC</td>
<td>4 Selected Directors/Staff Chiefs</td>
<td>GC</td>
</tr>
</tbody>
</table>

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

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. For award nominations that are incomplete or do not meet the proper standards, the chairperson will return the nomination packet to the DHR who in turn will return the nomination 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.
Appendix F. IMCOM Civilian Honorary Award Checklist
(See Attachment 1)
# IMCOM Civilian Honorary Award Checklist (as of 1 Feb 19)

Submit completed checklist along with award package to:  
[usarmy.jbsa.imcom-hq.mbx.lmer@mail.mil](mailto:usarmy.jbsa.imcom-hq.mbx.lmer@mail.mil)

**Full Legal Name**  
**Position Title**  
**Grade**  
**Organization**

<table>
<thead>
<tr>
<th>Time in Service</th>
<th>Years</th>
<th>Months</th>
<th>Time in Position</th>
<th>Years</th>
<th>Months</th>
</tr>
</thead>
</table>

**Award Requested**

- [ ] Distinguished Civilian Service Medal  
- [ ] Superior Civilian Service Medal  
- [ ] Meritorious Civilian Service Medal  
- [ ] Civilian Service Commendation Medal  
- [ ] Civilian Service Achievement Medal  
- [ ] Certificate of Achievement

**Reason for Award**

Attach Award History in PDF [ ]

**Period of Service to be Recognized**  
**Proposed Presentation Date**  
60+ days from submission

**Nominator Full Name**  
**Position Title**  
**Award POC**  
DSN  
**Award Physical Mailing Address**

*Reason/justification if submission less than 60 days from proposed presentation*
Supervisor Certification – I certify and affirm the nominee’s records have been reviewed and there are no current EEO complaints or personal adverse actions pending against them and no past history of adverse findings in EEO complaints or adverse actions based on performance or conduct.

Justification for Award
Justification continuation (if necessary)

Proposed Citation - Check grammar, spelling, do not use ALL CAPS or acronyms
## INCENTIVE AWARD NOMINATION AND APPROVAL

For use of this form, see AR 672-20; the proponent agency is Office of the Deputy Chief of Staff for Personnel.

### PART I - TO BE COMPLETED BY OPERATING OFFICE

1. **EMPLOYEE'S NAME**: (Last, First, Mi)
2. **ORGANIZATION**: (No abbreviations)

3. **PRESENT POSITION, TITLE, GRADE AND SALARY**
4. **POSITION HELD DURING PERIOD COVERED IN NOMINATION**
   (If other than that shown in Item 3)

5. **TYPE OF AWARD RECOMMENDED**
   
   ALL NOMINATIONS WILL BE JUSTIFIED AND INCLUDE THE DOCUMENTATION REQUIRED BY DA PAM 672-20.
   
   a. **HONORARY**
   b. **MONETARY**

   - Distinguished Civilian Service Medal
   - Civilian Service Commendation Medal
   - Quality Step Increase
   - Superior Civilian Service Medal
   - Civilian Service Achievement Medal
   - Performance Award $
   - Meritorious Civilian Service Medal
   - Certificate of Achievement
   - Special Act/Service Award $
   - Other (Specify)
   - On-the-spot Cash Award $
   - Time Off Award

6. **PERIOD OF SERVICE TO BE RECOGNIZED** (MO/YR - MO/YR)

### PART II - TO BE COMPLETED BY LOCAL INCENTIVE AWARDS COMMITTEE - RECOMMEND

7. Check Yes or No; if No, explain on separate page, obtain electronic Common Access Card (CAC) Signatures from appropriate representatives

   - **Yes**
   - **No**

   a. **TYPED NAME** EQUAL EMPLOYMENT OPPORTUNITY OFFICER
   b. **SIGNATURE**
   c. **DATE**

   d. **TYPED NAME** CIVILIAN PERSONNEL OFFICER
   e. **SIGNATURE**
   f. **DATE**

### PART III - TO BE COMPLETED BY LOCAL INCENTIVE AWARDS COMMITTEE - RECOMMEND

8. **APPROVAL**
   **DISAPPROVAL**
   **OTHER**

   COMPLETE FOR MONETARY AWARDS RECOMMENDED
   
   AMOUNT RECOMMENDED $
   
   Tangible Monetary Benefits $
   
   Intangible Benefits $
   
   Estimated First Year Savings $

### PART IV TO BE COMPLETED BY APPROPRIATE APPROVING AUTHORITY (ES)

9. **LOCAL COMMITTEE CHAIRPERSON**
10. **INSTALLATION COMMANDER OR DESIGNATED REPRESENTATIVE**
11. **MAJOR COMMAND REVIEW COMMITTEE**
12. **COMMANDER OF MAJOR COMMAND OR DESIGNATED REPRESENTATIVE**
13. **DEPARTMENT OF THE ARMY INCENTIVE AWARDS BOARD**

**SIGNATURE, TITLE AND DATE**

- Gregory J. Ford, COL, GC
- Bradley A. Becker, LTG, CG

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DA FORM 1256, FEB 2019

PREVIOUS EDITIONS ARE OBSOLETE.

APD LC, V1.02E5