



The Chronicle

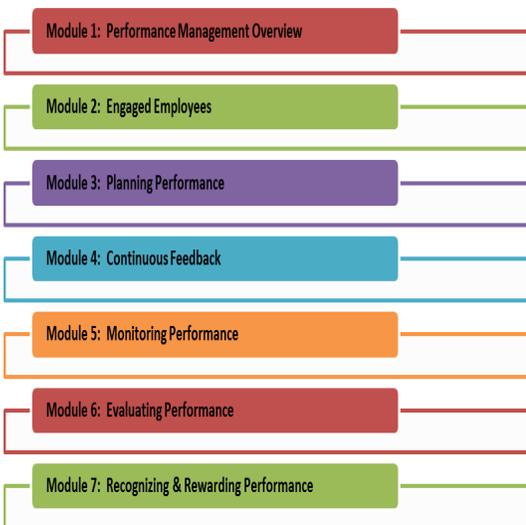
Excellence in Action

If you have any topics, questions or comments for The Chronicle, send an e-mail to: dha.bethesda.ncr-med.mbx.the-chronicle@mail.mil

DoD Instruction 1400.25 Vol. 431
National Capital Region Medical Directorate Personnel

Getting Ready for the Defense Performance Management & Appraisal Program

Getting ready to participate in the Defense Performance Management and Appraisal Program (DPMAP) on 1 July 2017, requires training to prepare supervisors and employees as they transition to DPMAP. The lessons review tasks and concepts from performance management, organizational effectiveness, and employee engagement. Training can be done online or in a one-day class both consisting of the following modules:



Special points of interest:

- DPMAP Training & Ratings
- Engaging Employees
- Workplace Violence Prevention
- Drug-Free Workplace
- Words of Encouragement

Module 1: Performance Management Overview will also be offered in a large group setting such as a Town Hall and online facilitated by an instructor. To access the modules online, go to Joint Knowledge Online (JKO) and register in the courses listed.

<http://jko.jten.mil/>

- **DPMAP Implementation Part 1:**
Course Number PM101A:
Modules 1 – 4 (3.5 Hours)
- **DPMAP Implementation Part 2:**
Course Number PM101B:
Modules 5 – 7 (2 Hours)

In lieu of the online courses, we encourage staff to take the one-day course that will start in January and continue through May 2017. Paper versions will be available for those who have no access to a computer. For additional training information, go to the New Beginnings website.

<https://www.cpms.osd.mil/Subpage/NewBeginnings/DPMAPTraining>

Visit the NCR MD DPMAP website for more information at :

<https://www.capmed.mil/EmployeeServices/DPMAP/SitePages/Home3.aspx>

and/or contact Lisa S. Wilson at 301.319.8510,
Lisa.S.Wilson.civ@mail.mil.

Engaging Employees

With the workforce challenges of today, how do we engage employees? Doing so may help to increase morale and productivity. The DPMAP features strategies that supervisors may use to engage employees:

1	Foster a culture of continuous feedback.
2	Share time with employees.
3	Give employees opportunity to provide input.
4	Encourage and model work-life balance.
5	Take opportunities to provide positive feedback.
6	Encourage and promote professional growth and learning.
7	Encourage employees to find a mentor.

These are further explored in the DPMAP training program. For additional information, go to the NCR MD DPMAP website at www.capmed.mil and click DPMAP.

Words of Encouragement

“Why should you continue going after your dreams? Because seeing the look on the faces of the people who said you couldn’t... will be priceless.”
Kevin Ngo

DPMAP Performance Rating Levels

The Defense Performance Management and Appraisal Program (DPMAP) will be here before you know it. How are employees to be evaluated and what are the performance rating levels?

The performance rating assigned should reflect the level of the employee’s performance as compared to the standards established.

The DoD Performance Management and Appraisal Program uses a three-level rating pattern called Summary Levels as identified in Section 430.208(D)(1) of Title 5, CFR. Each rating level describes the performance of an employee.

For more information, visit the NCR MD DPMAP website at:

www.capmed.mil, and click DPMAP, and/or contact Lisa S. Wilson at Lisa.S.Wilson.civ@mail.mil, 301.319.8510.

Level 5 - Outstanding Performance		
Standards		Rating
<p>Produces exceptional results or exceeds expectations well beyond specified outcomes.</p> <p>Sets targeted metrics high and far exceeds them.</p> <p>Handles roadblocks or issues exceptionally well and makes a long-term difference in doing so.</p>	<p>Is widely seen as an expert, valued role model, or mentor for this work.</p> <p>Exhibits the highest standards of professionalism.</p>	<p>The average score of all critical element performance ratings is 4.3 or greater, with no critical elements being rated a '1' (Unacceptable).</p> <p>If an employee has a critical element rated as '1', then that person cannot receive a rating of Level 5 – Outstanding.</p>
Level 3 - Fully Successful Performance		
Standards		Rating
<p>Effectively produces the specified outcomes, and sometimes exceeds them.</p> <p>Consistently achieves targeted metrics.</p>	<p>Proactively informs supervisor of potential issues or roadblocks and offers suggestions to address or prevent them.</p> <p>Achieves goals with appropriate level of supervision</p>	<p>The average score of all critical element performance ratings is less than 4.3, with no critical element being rated a '1' (Unacceptable).</p> <p>If an employee has a critical element rated as '1', then that person cannot receive a rating of Level 3 – Successful.</p>
Level 1 - Unacceptable Performance		
Standards		Rating
<p>Does not meet expectations for quality of work; fails to meet many of the required results for the goal.</p> <p>Is unreliable; makes poor decisions; misses targeted metrics (e.g., commitments, deadlines, quality, etc.).</p>	<p>Lacks or fails to use skills required for the job.</p> <p>Requires much more supervision than expected for an employee at this level.</p>	<p>Has any critical element rated as '1'.</p>



According to the Bureau of Labor Statistics:

- Nearly 2 million American workers per year report having been a victim of workplace violence
- Approximately 2 million more go unreported annually.
- Employees who work in the healthcare and social service arenas are almost four times likely to be injured as a result of workplace violence than the average private sector workers.

A safe workplace environment is paramount in protecting our most valuable resource: our employees. The NCR MD Workplace Violence Prevention Program was launched on 20 October 2016 as a mechanism for reporting and preventing workplace violence.

- Violent behavior toward any civilian, military or contracting personnel shall not be tolerated. When warranted, disciplinary actions, up to and including termination of employment shall be initiated promptly to avoid perpetuation of disruptive incidents.
- Prohibited workplace behavior includes any acts of violence, threats, harassment, intimidation, bullying, possession or use of a weapon unless required as a condition of employment or dangerous instrument, and other disruptive behavior reasonably perceived to be a threat of physical harm via any means such as face-to-face, cyber, telephonic, etc.
- Work-related incidents of domestic violence, sexual violence, and stalking, attempted or threatened acts by or against employees, and/or employees' families or property are under the domain of workplace violence.

The site point of contacts are:

WRNMMC	Mr. Nathan Williams (301) 295-9061
FBCH	Chief of Police, Andrew Holtz (571) 231-3814
DTHC	SGT Jarrad Stewart (703) 692-8784 SGT Geronimo Dudley II (703) 692-1304
JPC	Mr. Roberto Espinoza (301) 295-4625
IRMAC	Ms. Leslie Cohen (301) 319-5301
HQ	Ms. Avril Barker (301) 400-1768

For more information, or to report a Workplace Violence Incident, go to the NCR MD website at www.capmed.mil and click Workplace Violence Prevention Program.

Should you have additional questions, contact Dr. Joan Gordon at 301.319.3817, Joan.Y.Gordon.ctr@mail.mil. You may also send an e-mail to the Workplace Violence Prevention Program mailbox at:

dha.bethesda.wrnmcc.mbx.ncr-md-workplace-violence@mail.mil

Suggested Actions During Violent Acts



Stay Calm & Listen Attentively



Maintain Eye Contact



Be Courteous & Patient



Control the Situation



Signal Someone for Help



Have Someone Contact the Police

Drug-Free Workplace

Addiction is a chronic, progressive, relapsing disorder characterized by compulsive use despite its harm of one or more substances that result in physical, psychological, or social harm to the individual. It has two possible components:

Physical Dependence	A state of becoming physically adapted to alcohol or other drugs. There are two important aspects to physical dependence. <ul style="list-style-type: none"> • Tolerance – The need for higher doses to achieve the same effects. • Withdrawal – The appearance of physical symptoms (e.g., nausea, chills, and vomiting) when someone stops taking a drug too quickly.
Psychological Dependence	A subjective sense of need for alcohol or other drug, either for its positive effects or to avoid negative effects associated with no use.

Signs of Addiction

Emotional	Aggression, anxiety, burnout, denial, depression, and paranoia.
Behavioral	Excessive talking, impaired coordination, inability to sit still, irritability, lack of energy, limited attention span, poor motivation, slow reaction time, and slowed or slurred speech.
Physical	Chills, the smell of alcohol, sweating, and weight loss.

Note: While the aforementioned emotional and physical signs will likely be present, employers and coworkers also should be cognizant of continual missed appointments, excessive and unexplained absences or days off from work, and repeated mistakes.

Frequently Asked Questions

Will employees know in advance of the testing?	Selection of individuals for random testing will always be unannounced. An employee will be notified when and where to report by his or her supervisor, and must report within two (2) hours.
What happens if the laboratory test is “Positive”?	It is important to remember that a “Positive” test result does not automatically identify an employee or applicant as an illegal drug user. The Medical Review Officer will assess whether a “Positive” urine test may have resulted from legitimate medical treatment or from some error in the chain of custody or laboratory analysis.
What if I can’t provide a sample?	You will be given fluids and required to remain at the testing site until the time you can provide a sample, or a physician may examine you.
Will the employee's privacy be protected?	Yes

Safe Harbor

Executive Order 12564 allows agencies to provide an opportunity for assistance to those employees who voluntarily seek treatment for drug use. “Safe Harbor” insulates the employee from discipline for admitted acts of using illegal drugs when the agency is unaware of such use.

An employee who admits to illegal drug use after being notified that he/she is scheduled for a drug test, or just after a sample is collected, or who is found to use illegal drugs on the basis of other appropriate evidence, e.g., evidence obtained from a criminal conviction, is not eligible for “Safe Harbor.”

Employee Assistance Program (EAP)

The EAP plays an important role in preventing and resolving drug abuse problems. Employees are encouraged to voluntarily seek assistance from EAP for drug abuse problems. EAP also provides follow-up counseling to individuals during rehabilitation to track their program and encourage full recovery.

Call 1-800-222-0364 (1-888-262-7848 TTY) for assistance.