



# 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](mailto:dha.bethesda.ncr-med.mbx.the-chronicle@mail.mil)

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

### WHAT'S NEW - with the DoD Performance Management Program

The DoD Performance Management and Appraisal Program (DPMAP) (DoD Instruction 1400.25, Vol. 431) will be implemented within the National Capital Region Medical Directorate on 1 July 2017. It is designed to do the following:

1. Provide a framework for supervisors and managers to communicate expectations and job performance.
2. Link individual employee performance and organizational goals.
3. Facilitate a fair and meaningful assessment of employee performance.
4. Establish a systematic process for planning, monitoring, evaluating, recognizing and rewarding employee performance that contributes to mission success.
5. Nurture a high-performance culture that promotes meaningful and ongoing dialogue between employees and supervisors, and holds both accountable for performance.

The appraisal cycle is from April 1 through March 31 of each calendar year. The minimum period of performance is 90 calendar days where the employee will be rated based on the period of demonstrated performance.

MyPerformance is the automated tool to be used by supervisors and employees for establishing performance plans, tracking progress, and evaluating performance. For supervisors and/or employees who do not have access to the electronic MyPerformance appraisal tool, they must use the paper copy of DD Form 2906 to document the performance plan, progress review(s) and rating of record.

More information on the DPMAP and the training plan will be provided in 1Q17.

### Performance Rating Summary Levels

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. They are:

- Level 5—Outstanding
- Level 3—Fully Successful
- Level 1—Unacceptable

Criteria will be provided later.

### Performance Standards Make them SMART

Performance Standards describe how the requirements and expectations of an employee are to be evaluated. They must be written at the “Fully Successful” level to include specific, measurable, achievable, relevant and timely (SMART) criteria. These criteria provide the framework for developing effective results and expectations.

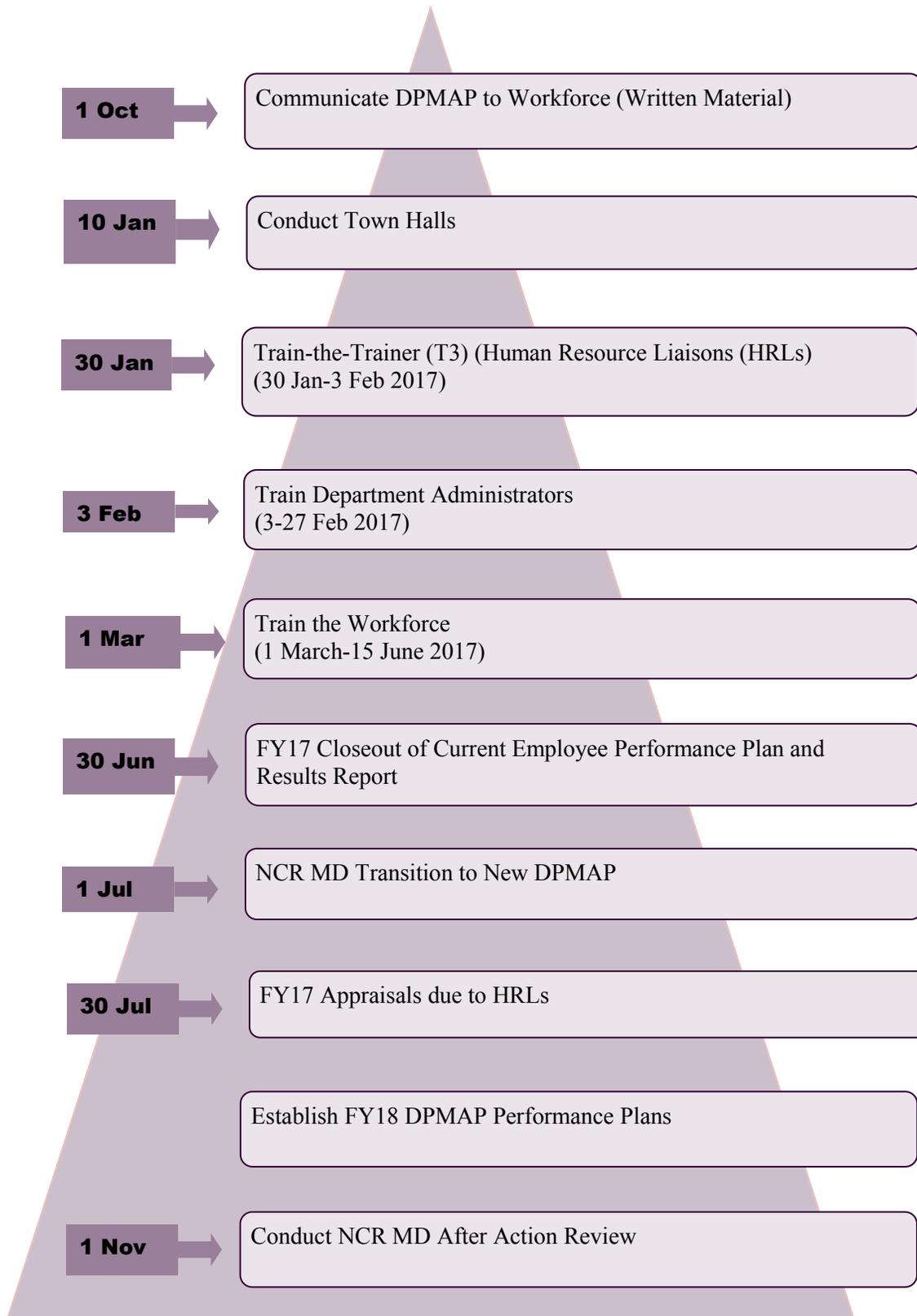
To achieve performance at the “Fully Successful” level, the standards should be:

- **Specific:** Goals are sufficiently detailed in describing what needs to be accomplished.
- **Measurable:** The accomplishment of the performance element is clear and can be quantified or substantiated using objective criteria.
- **Achievable:** Goals are realistic, yet challenging and can be accomplished with the resources, personnel, and time available.
- **Relevant:** The critical element aligns with or links to organizational mission and success.
- **Timely:** Goals will be completed within a realistic timeframe.

#### Special points of interest:

- **New DoD Performance Management Program**
- **SMART Performance Standards**
- **Performance Rating Summary Levels**
- **Closeout Guidance**
- **Military Awards**

## IMPLEMENTATION GUIDANCE FOR NCR MD



## Writing and Submitting Effective Military Awards

When military service members perform in extraordinary capacities, it is gratifying to acknowledge such work. How does one write an effective award? What is the submission process? Presented are top 5 tips for writing an award and the submission process.

1. Ensure that the military service member is on the Joint Table Distribution document and has rendered honorable and meritorious service the entire period while assigned to the NCR MD, Military Treatment Facility (MTF) or Center for consideration of a Defense/Joint decoration.
  - Service awards that have a Joint Award Equivalent will be submitted as a Joint Award.
  - Service specific awards (e.g., Good Conduct, Certificate of Merit, etc.) are authorized as Service awards.
  - The service member that is retiring or separating may request a Service Award (e.g., Legion of Merit, Meritorious Service Medal).
2. Outline the service member's performance using action verbs. State what the person did. Focus on the results. What was the impact? Who benefitted from that person's actions?
3. Write the outline into a narrative that would engage a reader to want to give the award. What distinguishes this submission packet from others?
4. Ensure the submission packet follows the format and is free of grammatical errors. It should include the following components:
  - Award Memorandum
  - Narrative
  - Citation
5. Save the submission package in PDF.

### Strong Example (Use Cause/Effect Theory)

Service Member Johnson expertly managed a \$3.2M budget with zero discrepancies resulting in the Pharmacy Department to keep 98% medications in stock at all times while reducing patient wait time for the prescribed medications. Service Member Johnson initiated and completed this task with no supervision that enabled leadership to manage other areas within the department.

## Military Awards Evaluation

Evaluators check to see that the application packet is prepared and submitted in accordance with the DoD Awards Manual and the NCR MD Military Awards Program Instruction. Each award nomination is reviewed for:

- Content
- Eligibility
- Format
- Grammar
- Required Approval(s)
- Adequacy of Proposed Citation

## Policies

- NCR MD Director has authority to approve the award for Defense Meritorious Service Medal (DMSM), Joint Service Commendation Medal (JSCM) and the Joint Service Achievement Medal (JSAM) for military personnel assigned to the Joint Table Distribution.
- NCR MD delegates JSAM award authority to Directors of WRNMMC, FBCH and JPC for military members O6 and below.
- Commanders recommend disapproval/downgrade for awards that exceed their authority must forward the recommendations to NCR MD for review (IAW DoD 1348.33-V1 Enclosure 3, Paragraph 2.b(2)).

## Late Awards

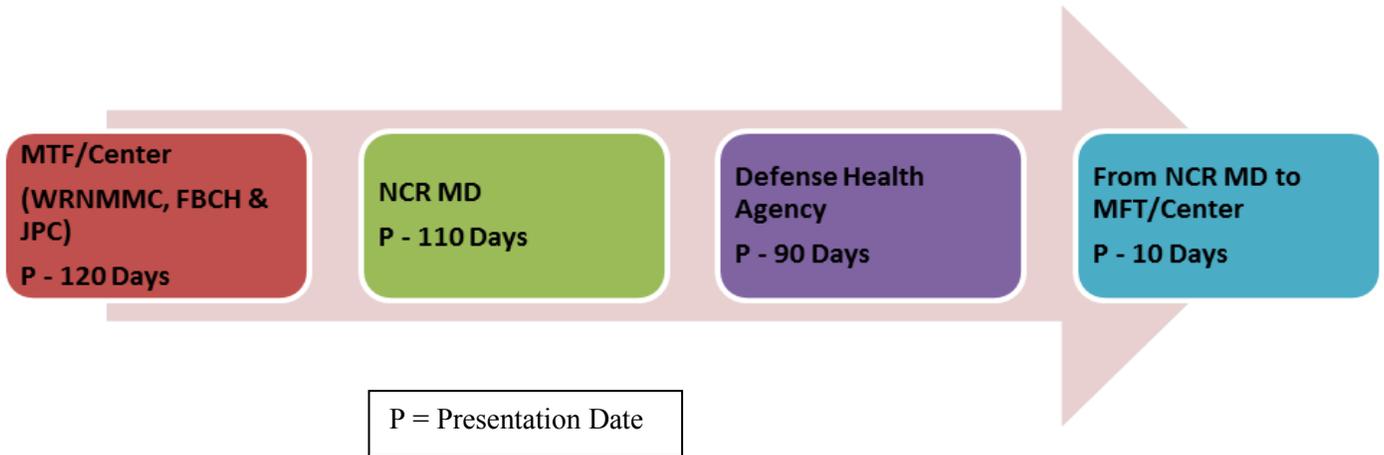
- All late awards will require a letter of lateness from the Chief of Staff or Director.
- Any award received by the NCR MD after the Service member has departed for more than 180 days, will require a letter of explanation for the lateness from the Chief of Staff, or above.
- Each recommendation for a Defense/Joint decoration must be entered administratively into command channels within 1 year of the service to be recognized.

## Needs Improvement

Service Member Johnson completed all daily tasks very efficiently. Service Member Johnson is very responsible.

## Routing Process for Defense Superior Service Medal (DSSM) & Defense Distinguished Service Medal (DDSM)

- MTFs/Center shall start tracking awards to allow sufficient time for delivery/issue prior to PCS/Separation/Retirement.
- All Defense award recommendations will take approximately 120 days from the date of submission to the presentation date.



## Routing Process for Joint Awards

- MTFs/Center will base the start of the timeline to allow for presentation at least 2 weeks prior to the Service Member(s) departure date.
- All Joint award recommendations (e.g., JSAM, JSCM and DMSM) will take approximately 60 days from the date of submission to the presentation date.

