



National Capital Region  
Medical Directorate  
**ADMINISTRATIVE INSTRUCTION**



NUMBER 1432.02  
JUN 09 2015

PERS

SUBJECT: Honorary Awards and Incentive Program

References: See Enclosure 1

1. PURPOSE. This Administrative Instruction (AI), based on the authority of References (a) through (c):

a. Cancels Joint Task Force National Capital Region Medical Instruction (JTF CAPMED-I) 1432.02 (Reference (d)) and reissues it to update policy and responsibilities for the National Capital Region Medical Directorate (NCR MD).

b. Establishes policy and guidance IAW References (e) through (i) and authorizes the Honorary Awards and Incentives Program to recognize civilian employee contributions.

2. APPLICABILITY. This AI applies to the civilian work force at NCR MD, Walter Reed National Military Medical Center (WRNMMC), and Fort Belvoir Community Hospital (FBCH), to include the Dumfries and Fairfax Clinics, and the Joint Pathology Center. Hereafter, these facilities are collectively referred to as Joint Medical Treatment Facilities (MTFs) and Centers.

3. POLICY. It is NCR MD policy that the Honorary Awards and Incentives Program will:

a. Ensure that awards are used to motivate, recognize, and reward eligible personnel as individuals or groups for contributions to the efficiency, economy, or other improvements in government operations.

b. Ensure that the type of recognition granted is consistent with the value of the employee's contribution.

c. Ensure that awards are not used as a substitute for other personnel actions or as a substitute for pay.

d. Ensure that due weight is given to awards when qualifying and selecting an employee for promotion, and that all approved award recommendations are documented.

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- e. Ensure that awards are used to the extent that shall best support and enhance organizational goals and objectives and meet employee recognition needs.
- f. Ensure that supervisory and management officials are trained properly in the effective use of awards covered by this AI.
- g. Ensure that adequate funds are available for payment of awards.
- h. Ensure the granting of awards is consistent with Equal Employment Opportunity (EEO) and Affirmative Employment Program policies and free from discrimination regardless of race, color, religion, age, sex, national origin, or disability.
- i. Provide to a final board (i.e., the Regional Incentive Awards Board) the opportunity to review and recommend approval or disapproval of honorary awards and monetary awards for which Joint MTFs and the JPC Director do not have authority.


4. RESPONSIBILITIES. See Enclosure 2

5. PROCEDURES. See Enclosures 3 through 9

6. RELEASABILITY. **Cleared for public release**. This AI is available on the Internet from the NCR MD Website at [www.capmed.mil](http://www.capmed.mil).

8. EFFECTIVE DATE. This AI:

- a. Is effective immediately.
- b. Will expire 10 years from the publication date if it hasn't been reissued or cancelled before this date IAW DoD Instruction 5025.01 (Reference (k)).

  
R. C. BONO  
RADM, MC, USN  
Director

#### Enclosures

- 1. References
- 2. Responsibilities
- 3. Incentive Awards
- 4. Award Scale A
- 5. Award Scale B
- 6. Award Scale C

7. NCR MD Honorary Awards
8. Other Honorary Awards – DoD Civilian Employees
9. Formats
10. Sample Civilian Award Recommendation
11. Sample Civilian Narrative
12. Sample Civilian Completed Citation
13. DD Form 355

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ENCLOSURE 1REFERENCES

- (a) Deputy Secretary of Defense Action Memorandum, "Implementation of Military Health System Governance Reform," March 11, 2013
- (b) DoD Directive 5136.13, "Defense Health Agency (DHA)," September 30, 2013
- (c) National Capital Region Medical Directorate (NCR MD) Concept of Operations, September 10, 2013
- (d) JTF CAPMED-I 1432.02, "Honorary Award and Incentives Program," May 24, 2012  
*(hereby cancelled)*
- (e) Chapters 43 and 45 and Section 2105 of Title 5, United States Code
- (f) Sections 430 and 451 of Title 5, Code of Federal Regulations
- (g) Subchapter 451 of DoD 1400.25-M, "Department of Defense Civilian Personnel Manual," December 1996
- (h) DoD Administrative Instruction No. 29 "Incentive and Honorary Awards Programs"
- (i) NCR MD-AI 1348.01 "Military Awards," August 8, 2014
- (j) JTF CAPMED-I 5025.01, "Formats and Procedures for the Development and Publication of Issuances," March 5, 2012

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ENCLOSURE 2RESPONSIBILITIES1. DIRECTOR, NCR MD. The Director, NCR MD will:

- a. Review, and if merited, approve awards that would grant \$3,500 to \$9,999 to an individual employee in a single rating year.
- b. Review and endorse, if merited, NCR MD recommendations for honorary Presidential or DoD-level awards.
- c. Establish NCR MD-level awards and award programs and delegate authority for the administration of such programs where appropriate.
- d. Forward recommendations for awards that would grant \$10,000 to \$25,000 to an individual employee in a single rating year, to the Director, DHA for approval.
- e. Designate a NCR MD Civilian Incentive Awards Program Administrator.
- f. Ensure civilian employees are recognized for honorable service and/or acts of achievement through award recommendations.
- g. In conjunction with the local NCR MD Military Awards Board (MAB) establish the Civilian Awards Board (CAB) to include processes which enforce an environment of uniformity in policy and action.
- h. The Chair and members of the MAB/CAB will serve to review and endorse all award recommendations received from the NCR MD for civilian employees.

2. CHAIR, NCR MD MAB/CAB. The Chair, NCR MD MAB/CAB will:

- a. Monitor the operation of the military awards program and civilian awards program to ensure uniformity of policy and action.
- b. Convene a NCR MD MAB/CAB on a monthly basis or as required.
- c. Call for a vote on each award recommendation.
- d. Preside over the deliberation of the review for each award recommendation.
- e. Ensure each member of the NCR MD MAB/CAB has a fair and equitable opportunity to vote and comment on each award recommendation.

3. NCR MD CIVILIAN INCENTIVE AWARDS PROGRAM ADMINISTRATOR. The NCR MD Civilian Incentive Awards Program Administrator will:

- a. Evaluate the implementation and effectiveness of regional NCR MD award program(s) and make recommendations as necessary.
- b. Ensure the development, implementation, application, and evaluation of one or more award programs for employees covered under this AI.
- c. Recommend NCR MD-wide policies and procedures supporting the administration of awards and award programs.
- d. Ensure that award program(s) does not conflict with or violate any other law or Government-wide regulation.
- e. Liaise with designated Human Resources Liaison (HRL) to ensure that supervisory and management officials are trained properly in the effective use of awards covered by this AI.
- f. Coordinate with designated HRLs to develop standard operating procedures for timely processing of awards requiring NCR MD, DHA approval.
- g. Publish information on non-government awards available to employees, including details on sponsors, nomination procedures, and dates of submission.
- h. Prepare and publish reports on award usage across the region.
- i. Convene the Regional Incentive Awards Board as needed to review nominations for NCR MD-level awards and forward board recommendations to the Director, NCR MD for final decision.
- j. Coordinate the collection, analysis, and dissemination of NCR MD awards information.
- k. Manage the procurement and availability of all award materials necessary to effectively administer the NCR MD Honorary Awards and Incentive Program

4. JOINT MTFs AND JPC DIRECTOR. The Joint MTFs and JPC Director will:

- a. Review, and if merited, approve recommendations for awards that would grant up to \$3,500 to a civilian employee in a single rating year.
- b. Endorse recommendations for awards if merited that would grant more than \$3,500 to a single civilian employee in a given year and forward it to the Director, NCR MD for review and approval.
- c. Ensure the equitable application of this AI throughout the Joint MTFs or Center.

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d. Ensure that awards are used to the extent that best supports and enhances organizational goals and objectives and meets employee recognition needs.

e. Ensure funds are obligated consistently with applicable NCR MD financial management controls and delegations of authority.

f. Serve as voting members of the Regional Incentive Awards Board to recommend approval/disapproval of nominations for NCR MD, DHA, and DoD-level medals and awards.

5. ACTIVITY HUMAN RESOURCE (HR) DEPARTMENTS/CIVILIAN HUMAN RESOURCE (CHR) LIAISONS. The Activity HR departments/CHR liaisons will:

a. Act as the Activity HRL.

b. Evaluate the implementation and effectiveness of activity-level awards use and make recommendations as necessary.

c. Recommend activity-wide policies and procedures supporting the administration of awards and award programs.

d. Ensure that the use of awards within the activity does not conflict with or violate any law or applicable regulation.

e. Provide training to ensure that supervisory and management officials are properly trained in the effective use of awards covered by this AI.

f. Coordinate with the NCR MD Incentive Awards Program Administrator in the preparation and publication of reports on awards within the region.

g. Coordinate the submission of activity nominations for awards requiring approval at the NCR MD, DHA, or DoD-level to the NCR MD Incentive Awards Program Administrator.

h. Prepare and process requests for personnel actions for awards, as required.

6. DIRECTOR FOR AND SECOND-LEVEL SUPERVISORS. The Director For and Second-Level Supervisors will:

a. Ensure that supervisors identify individuals or groups deserving award consideration and submit award recommendations.

b. Forward recommendations for awards requiring higher-level approval to the Activity HRL for action.

7. MANAGERS AND SUPERVISORS. The Managers and Supervisors will:

a. Recognize employees whose accomplishments, achieved through special acts of services, suggestions, or inventions, have improved government efficiency, economy, and effectiveness by recommending appropriate awards.

b. Ensure that awards recommended and approved are commensurate with the value of the contributions to the organization, the region, and/or the government.



ENCLOSURE 3

INCENTIVE AWARDS

1. GENERAL PROVISIONS

a. Acceptance of a monetary award constitutes an agreement that government use of an idea, method, or device for which the award is made does not form the basis of a further claim of any nature against the government by the employee, his or her heirs, or assignees.

b. Expenditures for superior accomplishment, special act or service, supervisor's cash, and performance awards for Senior Executive Service (SES) (excluding performance bonuses), scientific or professional, or general physician employees who are assigned permanently, or on detail from other organizations to activities for which operational support is provided by the NCR MD Civilian Human Resource Center (CHRC), shall be paid from, and not exceed, the organization's annual awards budget allocation.

c. Either a monetary award or time-off award (TOA) may be granted to an employee for a contribution. A contribution shall not serve as the basis for more than one monetary award (including a performance award or bonus) and/or a TOA. A TOA is an alternative to a monetary or honorary award and may be granted for superior accomplishments, special acts or service, contributions that are of a one-time, nonrecurring nature, etc.

d. Persons or organizations having a commercial or profit-making relationship with NCR MD, the Joint MTFs or Center shall not be granted recognition unless the contribution is substantially beyond that specified or implied within the terms of the contract establishing the relationship or the recognition is clearly in the public interest, in which case the recognition shall be honorary only.

e. Format. See Enclosure 9

2. SUPERIOR ACCOMPLISHMENT AWARD. A superior accomplishment award is a monetary form of recognition granted for a contribution resulting in tangible benefits or savings (see Award Scale A Enclosure 4) and/or intangible benefits (see Award Scale B, Enclosure 5) to the government. Joint MTFs and JPC Director shall accomplish this monetary form of recognition within awards budget allocations.

a. Eligibility. Civilian employees covered by this AI.

b. Format. See Civilian HRL or Activity HRL at the Joint MTF/Center-level for required form or other paperwork.

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3. SPECIAL ACT OR SERVICE AWARD. A special act or service award is a monetary form of recognition granted for a contribution or accomplishment in the public interest that is a non-recurring contribution either in or outside of job responsibilities, a scientific achievement, or for the courageous handling of an emergency situation. Joint MTFs and JPC Director shall accomplish this monetary form of recognition within awards budget allocations.

a. Eligibility. Civilian employees covered by this AI.

b. Format. See Civilian HRL or Activity HRL at the Joint MTFs/Center-level for required form or other paperwork.

4. SUPERVISOR'S CASH AWARD (SCA). A SCA is a monetary form of recognition (not to exceed \$500) granted for day-to-day accomplishments. The Joint MTFs and JPC Director shall ensure monetary forms of recognition are within award budget allocations. In determining the amount of this award, consideration shall be given to the significance of the employee's contribution, and the period worked. Examples of achievements warranting the SCA are streamlining, eliminating, or modifying an office procedure to improve effectiveness, efficiency, or timeliness or accomplishing a specific, short-suspense project that contributed to the mission of the organization.

a. Eligibility. Civilian employees covered by this AI.

b. Format. See Civilian HRL or Activity HRL at the Joint MTFs/Center-level for required forms or other paperwork.

c. Limitation. This award shall not exceed \$500 (gross).

5. TOA. A TOA is intended to increase employees' productivity and creativity by rewarding contributions to the quality, efficiency, or economy of government operations. A TOA is an alternative to a monetary or honorary award and may be granted for superior accomplishments, special acts or service, contributions that are of a one-time, nonrecurring nature, etc. In determining the amount of the TOA, consideration must be given to the cost in lost production and the benefits realized from the employee's contributions (see Award Scale C, Enclosure 7). A TOA may not be used as a substitute for, or in addition to, a performance-based monetary award or bonus. A TOA does not convert to a cash payment under any circumstances.

a. Eligibility. Civilian employees covered by this AI, including members of the SES.

b. Format. See Civilian HRL or Activity HRL at the Joint MTFs/Center-level for required form or other paperwork.

c. Limitations

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(1) Full-time employees may be granted up to 80 hours of time-off during a leave year without charge to leave or loss of pay. The maximum amount of time-off that may be granted a full-time employee for any single contribution is 40 hours.

(2) For part-time employees or employees with less than a 40-hour work week; the total time which may be granted during any leave year is the average number of hours of work in the employee's bi-weekly schedule. The maximum award for any single contribution for these employees is half of the maximum amount of time that could be granted during the year.

(3) A TOA that has been approved and not used at the time an employee covered by this AI transfers to a non-NCR MD organization cannot be transferred. Every effort shall be made to allow the employee to use the TOA prior to transfer.

d. Scheduling Time-Off

(1) Time-off may not be used and recorded on time and attendance records until documentation, approval, and processing requirements are completed, usually within 14 workdays after submission. The Standard Form (SF) 50 shall serve as confirmation that the TOA has been approved and processed.

(2) Time-off granted as an award should be scheduled and used normally within 90 days of the effective date of the award, but in no case more than 1 year after the effective date.

6. SUGGESTIONS. To be considered for an award, a suggestion must identify an improvement in the quality of operations, a cost-reduction opportunity, or an improvement in the timeliness of service delivery that results in tangible or intangible benefits to the U.S. Government, and be adopted in whole or in part for implementation. The suggestion must set forth a specific proposed course of action to achieve the improvement or cost reduction and must not already be under consideration.

a. Eligibility. Civilian employees and members of the Armed Forces covered by this AI.

b. Format. See Civilian HRL or Activity HRL at the Joint MTFs/Center-level for required form or other paperwork.

c. Exclusions. The following types of submissions are not eligible for an award; however, the Activity HRL will forward them to the organization having responsibility for the work procedures or rule that is the subject of the suggestion;

(1) Pointing out the need for routine maintenance work.

(2) Recommending enforcement of an existing rule.

(3) Proposing changes in housekeeping practices or working conditions for personal comfort.

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(4) Calling attention to errors or alleged violations of regulations.

(5) Intangible benefits of “good will”.

d. Time Limits. Ideas submitted for award consideration after the suggestion is adopted shall be submitted not more than 3 months after adoption to be eligible for an award.

e. Processing Suggestions

(1) The employee shall submit suggestions (Department of Defense (DD) Form 355, “Employee Suggestions”) through his or her immediate supervisor or directly to the Civilian HRL (NCR MD-level) or Activity HRL at the Joint MTFs/Center-level.

(2) The Civilian HRL or Activity HRL at the Joint MTFs/Center-level shall route the suggestion to the office of primary responsibility for evaluation.

(3) Normally within 5 working days from receipt of the suggestion, the evaluator shall determine whether the suggestion is eligible or ineligible for adoption. The evaluator shall forward the evaluation (DD Form 2800, “Suggestion Evaluation”) to the Civilian HRL or Activity HRL at the Joint MTFs/Center-level for referral to the appropriate approving authority within the activity.

(4) Normally within 20 working days, the official having the authority to approve the suggestion for adoption shall:

(a) Analyze and adjudicate the suggestion evaluator’s findings and recommendations.

(b) Adopt or disapprove the suggestion.

(c) Recommend the amount of the monetary award, IAW Enclosure 4 through 7.

(d) Forward the suggestion and completed DD Form 2800, with certification that the suggestion has been or shall be implemented and a recommendation of the award amount, to the Civilian HRL or Activity HRL at the Joint MTFs/Center-level.

(5) The Civilian HRL or Activity HRL at the Joint MTFs/Center-level shall:

(a) Review suggestions for compliance with established tangible and intangible benefits scales and recommend approval or disapproval of recommended awards.

(b) Forward the suggestion to the appropriate approval level, based upon the recommended award amount, and prepares the award recommendation to be forwarded for approval/disapproval.

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(c) Track the award to ensure timely approval/disapproval.

1. If approved, coordinate the creation of necessary documentation to effectuate payment and work with the supervisor or designated administrator on an award presentation. When a suggestion is adopted by another NCR MD organization, the benefiting organization shall share in the cost of the total award commensurate with the benefit when the award exceeds \$250 (gross). In such cases, the Civilian HRL or Activity HRL at the Joint MTFs/Center-level will notify his or her counterpart in the benefiting organization(s) of the amount due, and the benefiting organization(s) shall take prompt action to transfer the funds.

2. If disapproved, the employee shall be informed of the reason for disapproval.

## 7. INVENTIONS AND SCIENTIFIC ACHIEVEMENTS

a. Members of the Armed Forces and civilian employees are encouraged to submit communications on inventions to the office responsible for patent matters in the appropriate Military Department.

b. Recognition for inventions and scientific achievements will be processed IAW the provisions of DoD Administrative Instruction Number 29 (Reference (h)).

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ENCLOSURE 4

AWARD SCALE A

Comptrollers budget for civilian awards in the Personnel Operations and Maintenance report. Due to budgetary constraints, there is no latitude to go beyond the cap without prior approval by the Director, NCR MD or designee.

Figure 1. Award Scale for Suggestions, Inventions, Special Acts or Service, and Scientific Achievements Resulting in Tangible Benefits to the Government

<u>BENEFITS</u>	<u>AWARDS</u>
<u>Estimated First-Year Benefits</u>	<u>Amount of Awards to Employee</u>
Up to \$100,000 in benefits	10 percent of benefits
\$100,001 and above in benefits	\$10,000 plus one percent of benefits above \$100,001, up to \$25,000, with the approval of the Office of Personnel Management (OPM)
	Presidential approval is required for all awards of more than \$25,000.

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ENCLOSURE 5  
AWARD SCALE B

Figure 2. Award Scale for Suggestions, Inventions, Special Acts or Service, and Scientific Achievements Resulting in Intangible Benefits to the Government

<u>VALUE OF BENEFIT</u>	<u>EXTENT OF APPLICATION</u>			
	<u>LIMITED</u>	<u>EXTENDED</u>	<u>BROAD</u>	<u>GENERAL</u>
	Affects functions, mission, or of one facility, installation, regional area, or an organizational element of headquarters. Affects small area of science or technology.	Affects functions, mission, or personnel of an entire regional area, command, or bureau. Affects an important area of science or technology.	Affects functions, mission, or personnel of several regional area or commands, or an entire Department or Agency. Affects an extensive area of science or technology.	Affects functions, mission, or personnel of more than one Department of Agency, or is in the public interest throughout the Nation and beyond.
<u>MODERATE</u> Change or modification of an operating principle or procedure with limited use or impact.	\$25 - \$125	\$126 - \$325	\$326 - \$650	\$651 - \$1,300
<u>SUBSTANTIAL</u> Substantial change or modification of procedures. An improvement to the value of a product, activity, program or service to the public.	\$125 - \$325	\$326 - \$650	\$651 - \$1,300	\$1,301 - \$3,150
<u>HIGH</u> Complete revision of a basic principle or procedures; a highly significant improvement to the value of a product or service.	\$325 - \$650	\$651 - \$1,300	\$1,301 - \$3,150	\$3,151 - \$6,300
<u>EXCEPTIONAL</u> Initiation of a new principle or major procedure; a superior improvement to the quality of a critical product, activity, program, or service to the public.	\$650-\$1,300	\$1,301-\$3,150	\$3,151-\$6,300	\$6,301-\$10,000

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ENCLOSURE 6  
AWARD SCALE C

Figure 3. TOA Scale for Full-Time Employees for Suggestions, Inventions, Special Acts or Service, and Scientific Achievements

<u>VALUE OF BENEFIT</u>	<u>EXTENT OF APPLICATION</u>			
	<u>LIMITED</u>	<u>EXTENDED</u>	<u>BROAD</u>	<u>GENERAL</u>
	Affects functions, mission, or of one facility, installation, regional area, or an organizational element of headquarters. Affects small area of science or technology.	Affects functions, mission, or personnel of an entire regional area, command, or bureau. Affects an important area of science or technology.	Affects functions, mission, or personnel of several regional areas or commands, or an entire Department or Agency. Affects an extensive area of science or technology.	Affects functions, mission, or personnel of more than one Department of Agency, or is in the public interest throughout the Nation and beyond.
<u>MODERATE</u> Change or modification of an operating principle or procedure with limited use or impact.	2 – 4 Hours	5 – 7 Hours	8 – 11 Hours	12 – 16 Hours
<u>SUBSTANTIAL</u> Substantial change or modification of procedures. An improvement to the value of a product, activity, program or service to the public.	5 – 7 Hours	8 – 11 Hours	12 – 16 Hours	17 – 24 Hours
<u>HIGH</u> Complete revision of a basic principle or procedures; a highly significant improvement to the value of a product or service.	8 – 11 Hours	12 – 16 Hours	17 – 24 Hours	25 – 32 Hours



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ENCLOSURE 7NCR MD HONORARY AWARDS

1. NCR MD DISTINGUISHED SERVICE AWARD. This award consists of a certificate and citation signed by the Director, NCR MD. This is the highest honor by which NCR MD can recognize civilian contributions to the National Capital Region (NCR). It is awarded to persons who have distinguished themselves by exceptional devotion to duty and extremely significant contributions of a broad scope to the NCR. Recommendation for the NCR MD Distinguished Service Award may be made at any time, and narrative descriptions must be submitted by the Joint MTFs or Center Director to the NCR MD Incentive Awards Program Administrator. The NCR MD Incentive Awards Program Administrator will prepare the recommendation for consideration by the NCR MD Civilian Awards Board. Nomination package must be submitted to NCR MD 30 days before presentation.
  
2. NCR MD EXCEPTIONAL SERVICE AWARD. This award consists of a certificate and citation signed by the Director, NCR MD. This is the second-highest award available with which to recognize civilian contributions to the NCR. The award may be given to persons who have distinguished themselves by exceptionally meritorious service of major significance to the NCR, but is not broad enough in scope to merit the NCR MD Distinguished Service Award. Narrative justification for the nomination must be submitted by the Joint MTFs or Center Director in the same manner as for the Distinguished Service Award. Nomination package must be submitted to NCR MD 30 days before presentation.
  
3. NCR MD OUTSTANDING SERVICE AWARD. Approval for this award is delegated to the Joint MTFs and Center Director. This is the third-highest NCR MD award. This award may be presented to persons who have distinguished themselves by outstanding service to the NCR, but not of such scope as to warrant the NCR MD Exceptional Service Medal. Narrative justification for the nomination must be submitted by the Director's for or equivalent to Joint MTFs Director or Center Director for approval.
  
4. NCR MD ACHIEVEMENT AWARD. This award consists of a certificate and citation and is approved and signed by the Joint MTFs or Center Director, upon the recommendation of a Director For or equivalent. This is the fourth-highest award available for presentation by NCR MD. This award may be granted in recognition of a specific achievement and may be approved by the Joint MTFs or Center Director.
  
5. NCR MD CERTIFICATE OF APPRECIATION. This certificate provides honorary recognition of contributions to the operation of NCR MD Joint MTFs and Centers. This award consists of a certificate signed by the Joint MTFs or Center Director, upon the recommendation of a Director For or equivalent. Nominations will be in narrative form suitable for use in a cover letter to go with the certificate.

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6. NCR MD EEO ACHIEVEMENT AWARD. This award recognizes individuals or groups employed by NCR MD Joint MTFs or Center who have made outstanding contributions to Federal and non-Federal activities that promote EEO. Supervisors are responsible for nominating employees under their direction who qualify for this award. All nominations must be submitted to the EEO Office in the form of a memorandum, including justification for the award.

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ENCLOSURE 8OTHER HONORARY AWARDS – CIVILIAN EMPLOYEES1. LENGTH OF SERVICE RECOGNITION

a. Civilian employees covered by this AI who complete satisfactory Federal service shall be awarded length-of-service emblems and certificates applicable to their length of service beginning with 10 years of service and every 5 years thereafter until 50 years. Total Federal civilian and all honorable military service shall be creditable toward eligibility for length-of-service recognition. Creditable service shall be figured from the service computation date established for each employee.

b. The Director, NCR MD CHRC, shall identify on a monthly basis employees who are eligible for length-of-service recognition and provide that information to the Activity HRL or designated activity HR liaisons. Certificates and pins for employees who have less than 30 years of service shall be provided to the employee's office of record. HRLs shall coordinate with the NCR MD Incentive Awards Program Administrator to obtain pins and prepare citations signed by the Director, NCR MD for employees with 30 or more years of service. Presentation ceremonies shall be arranged by the Joint MTFs or Center to which eligible employees are assigned.

2. NONGOVERNMENTAL AWARDS. Periodically, Federal civilian employees may be nominated for awards sponsored by non-Federal organizations. Information about sponsors, nomination procedures, and dates of submissions for such awards will be announced by the NCR MD Incentive Awards Program Administrator.

3. DoD-LEVEL AWARDS. Civilian employees of NCR MD Joint MTFs, Centers and clinics who make contributions having broad impact outside NCR MD and its assigned organizations may be eligible for awards at the DoD-level awards. Nominations for these awards will be submitted IAW the guidelines established in Reference (h) and forwarded to the NCR MD Incentive Awards Program Administrator for action. See DoD Administrative Instruction No. 29, "Incentive and Honorary Awards Programs." Nomination package must be submitted to NCR MD 120 days before presentation. Contact the NCR MD Incentive Awards Program Administrator for administrative procedures.

4. FEDERAL CAREER SERVICE AWARD CERTIFICATES. When an employee retires, the activity, working through their HR Office, may recognize the employee's service with a retirement certificate. The retirement certificate provides a form of honorary recognition. The certificate contains the Great Seal of the United States of America encircled with a wreath and lines for entering the recipient's name, activity head signature and date. Nomination package must be submitted to NCR MD 120 days before presentation. Contact the NCR MD Incentive Awards Program Administrator for the administrative procedures.

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5. DHA TEAM EXCELLENCE AWARD. Acknowledges team accomplishments that contribute to the mission of DHA and demonstrates collaborative, success-orientated efforts to achieve team goals. A Team may be comprised of a career and non-career civilian employees and members of the Armed Forces who worked together on a program or on a project or on the DHA mission in general. Members of the Team may be assigned to or outside of the DHA organization, (e.g., to another component, Federal Agency, or Military Department). Nomination package must be submitted to NCR MD 60 days before presentation.

5. MISCELLANEOUS. Supervisors may grant letters of appreciation and letters of commendation to employees and other for specific contributions or achievements that warrant special recognition.

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ENCLOSURE 9FORMATS

1. SUPERIOR ACCOMPLISHMENT AWARD. Complete the worksheet for an Incentive Award Nomination as provided by the Civilian HRL or Activity HRL at the Joint MTFs/Center-level and forward to the appropriate approval authority. Ensure that the memorandum contains the following:

a. Name (First, MI, Last); title, series, and grade; organization and location; period covered by the award; length of time with the organization; and a statement that the contributions have not been and shall not be recognized with any other monetary award (including a performance award or bonus) or a TOA.

b. Description of the achievement(s) in detail. Tangible and intangible benefits must be described separately. The justification must refer to the applicable award scales in Enclosures 4 through 7.

c. Amount of award based on, and with reference to, the applicable award scales in Enclosures 4 through 7.

2. QUALITY STEP INCREASES

a. A quality step increase is in addition to a periodic step increase. It provides an incentive and recognition of high quality performance above that ordinarily found in the type of position concerned by granting faster than normal step increases.

b. An employee is eligible for only one quality step increase within any 104-week period.

c. IAW Section 531.504 of Reference (d), an employee covered by a performance appraisal program established IAW Subpart B of Part 430 of Reference (d) must receive a rating of record of Level 5 ("Outstanding" or equivalent) as defined in Section 430.208 of Reference (d) in order to be eligible for a quality step increase.

d. An employee covered by a performance appraisal program that does not use a Level 5 summary level must receive a rating of record at the highest summary level under the program. He or she must demonstrate sustained performance of high quality significantly above that expected at the Level 3 ("Fully Successful" or equivalent) level in the type of position concerned, as determined by Component-established performance related criteria.

e. Performance-related criteria are expressed in terms of specific levels of performance to clearly distinguish the employee's performance as exceptional.

f. As quality step increases become part of base pay, the grant of a quality step increase should be based on performance that is characteristic of the employee's overall high quality performance and the expectation that this high quality performance will continue in the future.

3. SPECIAL ACT OR SERVICE AWARD. See section 1 of this Enclosure.

4. SCA. Complete the worksheet for a Civilian Award Nomination and Approval as provided by the Civilian HRL or Activity HRL at the Joint MTFs/Center-level and signed by an official at least one-level higher than the recommending official. The recommendation shall contain the following:

a. Name (First, MI, Last); title, series, and grade; organization and location; period covered by the award; and a statement that the contributions have not been and shall not be recognized with any other monetary award (including a performance award or bonus) or a TOA.

b. Description of the specific achievement(s).

c. Amount of award, not to exceed \$500.00 (gross).

5. TOA. Complete the worksheet for a Civilian Award Nomination and Approval as provided by the Civilian HRL or Activity HRL at the Joint MTFs/Center-level and signed by an official at least one-level higher than the recommending official. Ensure it contains the following:

a. Name (First, MI, Last); title, series, and grade; organization and location; period covered by the award; length of time with the organization; and a statement that the contributions have not been and shall not be recognized with any monetary award (including a performance award or bonus).

b. Justification containing a description of the nominee's specific contributions to meeting organizational goals or improving the efficiency, effectiveness, and economy of the government.

c. Hours of time-off granted, based on the award scale in Enclosure 7.

d. Certification from the supervisor or recommending official that, "Consideration of the cost of this time-off award in lost production has determined that the benefits realized by the organization from the employee's contributions support the amount of time-off approved. The organization's workload and the employee's projected leave have been considered. The employee will be able to schedule the time-off in addition to other projected leave at a date not later than 90 days from submission of the TOA for approval, if possible; otherwise, not later than 1 year thereafter. Other available forms of recognition and monetary awards were considered in determining the amount of this time-off award.

e. The approved TOA shall be documented on a SF 50, "Notification of Personnel Action," which shall be filed in the employee's official personnel folder. The TOA justification shall be submitted to the CHRC on a Recruiting Processing Action Form. A separate SF 50 shall be prepared for each TOA. The number of hours approved as time-off shall be listed in item 20, "Total Salary/Award," of the SF 50.

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6. SUGGESTIONS. Suggestions shall be typed or printed on DD Form 355, "Employee Suggestion" See Enclosure 13 of this AI. All blocks shall be completed and the form signed by the employee. The signature constitutes an agreement that the use of the suggestion by the U.S. shall not form the basis of a further claim of any nature against the U.S. by the employee, his or her heirs, or assigns; and a warranty that at the time the award is accepted, the employee has not assigned or otherwise been divested of legal or equitable title to any property right residing on the idea, method, or device for which this award is made. The DD Form 355 shall contain a complete, factual, and specific explanation of the suggestion and shall explain the present practice, the suggested change, where and how it may be used, and what benefits may be derived from it. It shall include all information available to the employee such as stock and form numbers, titles, etc.

7. NCR MD FOR DISTINGUISHED CIVILIAN SERVICE

a. Joint MTFs and Center Directors shall submit nominations to the NCR MD Incentive Awards Program Administrator for action. The format is a memorandum signed by the Joint MTFs or Center Director that contains the following:

(1) Name (First, MI, Last); title, series, and grade; organization and location; length of time with the organization; and period covered by the award.

(2) Significant prior awards and dates of approval.

b. Narrative justification of no more than one page that cites specific accomplishments that reflect a career of exceptional devotion to duty and contributions to the efficiency, economy, or other improvements in operations of a significantly broad scope. The nomination must show that the contributions to the mission of the organization are of such major significance that immediate recognition is warranted.

c. A double-spaced proposed draft citation consisting of 150 words or less, with 1" Margin, not to exceed 16 single-space lines and typed in Portrait Times New Roman 14 pt is recommended.

8. NCR MD FOR EXCEPTIONAL CIVILIAN SERVICE. Joint MTFs and Center Directors shall submit nominations in a memorandum to the NCR MD Incentive Awards Program Administrator. The Director, NCR MD is the approval authority. The following information must be included in the nomination:

a. Name (First, MI, Last); title, series, and grade; organization and location; length of time with the organization; and period covered by the award.

b. Significant prior awards and dates of approval.

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c. Narrative justification of no more than one page that cites the nominee's exceptionally meritorious service outside of the scope of the nominee's regular job that is of major significance to NCR MD and the delivery of integrated medical care in the NCR.

d. A double-spaced proposed draft citation consisting of 150 words or less, with 1" Margin, not to exceed 16 single-space lines and typed in Portrait Times New Roman 14 pt. is recommended.

9. NCR MD FOR OUTSTANDING CIVILIAN SERVICE. Forward to the HRL a memorandum signed by the Department Chief or equivalent. The Director, NCR MD has delegated the approval authority to the Joint MTFs or Center Director. The following information must be included in the nomination:

a. Name (First, MI, Last); title, series, and grade; organization and location; length of time with the organization; and period covered by the award.

b. Significant prior awards and approval dates.

c. Narrative justification of no more than one page that cites the nominee's specific outstanding accomplishments outside the scope of his or her job, and the significance of those accomplishments to NCR MD and the delivery of integrated medical care in the NCR.

d. A double-spaced proposed draft citation consisting of 150 words or less, with 1" Margin, not to exceed 16 single-space lines and typed in Portrait Times New Roman 14 pt. is recommended.

10. NCR MD CIVILIAN ACHIEVEMENT AWARD. The Civilian Award Nomination package at the Joint MTFs/Center shall be forwarded to the HRL who will print the certificate, coordinate, and track the award package through the line of authority and obtain the Joint MTFs or Center Director's signature on the certificate. The package shall contain the following:

a. Name (First, MI, Last); title, series, and grade; organization and location; length of time with the organization; and period covered by the award.

b. Significant prior awards and approval dates.

c. Narrative justification of no more than one page that cites the nominee's specific outstanding accomplishments outside the scope of his or her job, and the significance of those accomplishments to NCR MD and the delivery of integrated medical care in the NCR.

d. A double-spaced proposed draft citation consisting of 150 words or less, with 1" Margin, not to exceed 16 single-space lines and typed in Portrait Times New Roman 14 pt. is recommended.



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11. DOD-Level Awards. See DoD Administrative Instruction No. 29, "Incentive and Honorary Awards Programs." Contact the NCR MD Incentive Awards Program Administrator for administrative procedures.

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ENCLOSURE 10

SAMPLE CIVILIAN AWARD RECOMMENDATION

\* Portrait TMS RMN 12 pt.  
(Memorandum must be on letterhead)

MEMORANDUM FOR DIRECTOR, NATIONAL CAPITAL REGION MEDICAL  
DIRECTORATE

SUBJECT: Recommendation for Award of the (as applicable)

- a. Name (First, MI, Last), Grade.
- b. Organization of assignment.
- c. Title and duty assignment at the time of act or service. Include Manpower Document/  
Joint Manning Document, and/or line number (if possible).
- d. Inclusive dates for which recommended.
- e. Indicate the reason for the submission (i.e., employee is to be separated from duty on \_\_\_\_\_, or retired from duty on \_\_\_\_\_). If award recommended is for meritorious achievement, indicate "Impact Award."
- f. Requested date of presentation; provide the telephone number and a point of contact.
- g. Previous Defense awards and inclusive dates.
- h. No other award for this employee for this action is pending, and no previous award has been made for the act or service described herein. Statement that certifies that recipient has no adverse personnel actions or investigations pending that could potentially discredit the DoD or the NCR MD. (It is the responsibility of the recommending official to ensure compliance with this policy).
- i. Enclosed is a narrative description of (achievement performed or service rendered):

(Signature of Director as applicable)

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ENCLOSURE 11SAMPLE CIVILIAN NARRATIVE

- \* 1" Margin
- \* Portrait TMS RMN 12 pt.

*Instructions:* The narrative should be specific and factual, giving concrete examples of exactly what the employee did, how it was done, what benefits or results were realized, and why or how such benefits or results significantly exceeded superior performance of duty.

Jane E. Doe, Human Resources Manager, Personnel Branch, National Capital Region Medical Directorate distinguished herself by exceptionally meritorious service from (month/year) to (month/year).

With a broad background of civilian personnel experience, Ms. Doe had an immediate positive impact on the personnel support provided to the Army personnel assigned to the staff of the Office of the Secretary of Defense, raising it to a previously unachieved level of efficiency. As she and her subordinate performed the duties of at least five personnel, she took upon herself the duties of SME, effectively performing duties normally far above those for someone of her grade. Not satisfied to be an outstanding expert in civilian personnel matters, Ms. Doe proceeded to apply herself to learning the personnel policies and procedures of the other services, the joint manning policies, and the job functions of every other section in the Human Resources Management.

This naturally led to her serving in innumerable valuable capacities, to include: providing primary training in office procedures and policies, and OSD peculiarities, and acting as mentor for all newly assigned Personnel staff, which has been significant; functioned as office Senior Advisor as a permanent additional duty; performed the duties of the Director For, Civilian Personnel in the absence of the Director or Director For; and handled all hot projects, sensitive issues, and joint personnel taskers for the Director, Civilian Personnel. This last area deserves special note because it included such items as: being sent Temporary Duty to subordinate organizations outside the NCR to represent and assess the quality of personnel support being provided to and by them; establishing Standard Operating Procedures for the office overall, requiring a high level of joint expertise, and knowledge of every job with the division, and their interrelationships; providing overall manpower analysis of civilian positions for the Director For Administration and the National Capital Region Medical Directorate requiring the ability to "see the big picture." understand the organization overall, and still pay strict attention to detail; serving as the single point of contact other than the Division Chief for coordination of personnel actions and assisting leaders after notification had been made; serving as Action Officer to develop plans, which were coordinated with the Services to provide for evaluation of all civilians assigned to and throughout the NCR. The distinctive accomplishments of Ms. Doe reflect great credit upon herself, the National Capital Region Medical Directorate, and the Department of Defense.

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ENCLOSURE 12

SAMPLE CIVILIAN COMPLETED CITATION

- \* 1"
- \* Not to exceed 16 single-space lines and/or 200 characters.
- \* Portrait Times New Roman 14 pt.

CITATION TO ACCOMPANY THE AWARD OF  
(One space or two returns)

THE NATIONAL CAPITAL REGION MEDICAL DIRECTORATE  
(One space or two returns)

DISTINGUISHED CIVILIAN SERVICE  
(One space or two returns)

TO  
(One space or two returns)

JANE E. DOE  
(Three spaces or four returns)

CITATION DESCRIPTION:

First sentence:

[Mr./Ms./Dr., First Name, Middle Initial, Last Name] is recognized for exceptional [civilian/public] service as [title and organization], from [month/year] through/to [month/year].

SUMMARIZE CONTRIBUTIONS:

Last sentence:

The accomplishments of [Mr./Ms./Dr., First Name, Middle Initial, Last Name] reflects great credit upon [himself/herself], the National Capital Region Medical Directorate and the Department of Defense.

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ENCLOSURE 13

SAMPLE EMPLOYEE SUGGESTION

EMPLOYEE SUGGESTION													
<b>INSTRUCTIONS</b>													
1. Complete Items 2 through 11 in Section I, all of Section II, and the return address in Section IV. 2. Describe your suggestion completely. Use additional sheets of paper and include drawings or pictures if necessary. 3. Forward your suggestion to the Assistant Director for Labor and Management Employee Relations, WHS Directorate for Personnel and Security, Attention: Executive Secretary to the Incentive Awards Board, 1777 North Kent Street, Suite 12063, Arlington, VA 22209.													
<b>SECTION I - GENERAL INFORMATION</b>													
1. SUGGESTION NUMBER			2. SUBJECT OF SUGGESTION										
3. NAME OF SUGGESTER (Last, First, Middle Initial)				4. ORGANIZATION (X one)									
				OSD		WHS		JS		OTHER (Specify)			
5. HOME ADDRESS (Number and Street or RFD No., City, State, ZIP Code)						6. ORGANIZATION SUBDIVISION (Department, Division, Section, Unit or Shop)							
7. JOB TITLE						8. GRADE OR RANK			9. WORK TELEPHONE NO. (Include Area Code)				
10. DO YOU DESIRE YOUR SUGGESTION TO BE PROCESSED ANONYMOUSLY? (X one)										YES		NO	
11. CERTIFICATION. I hereby agree that the use of this suggestion by the United States shall not form the basis of a further claim of any nature upon the United States by me, my heirs, or assigns.						a. SIGNATURE OF SUGGESTER				b. DATE SIGNED (YYYYMMDD)			
<i>This section will be detached by the Executive Secretary before the Incentive Awards Board considers your suggestion. Items 12 and 13 will be completed by the Executive Secretary.</i>													
<b>12. PROCESSING DATA</b>													
a. DATES OF ACTION (YYYYMMDD)						b. DECISION (X one)			c. SUGGESTER NOTIFIED		d. RECOMMENDED TO OSD COMPONENT HEAD FOR AWARD		
(1) RECEIVED	(2) ACKNOWLEDGED	(3) CHECKED	(4) INITIAL REFERRAL FOR INVESTIGATION	(5) CONSIDERED AT BOARD MEETING	(1) ACCEPTED	(2) REJECTED							
e. EVALUATION REFERRAL NOTES			(2) DATE FORWARDED (YYYYMMDD)		(3) DATE RETURNED (YYYYMMDD)		(4) REMARKS						
(1) REFERRED TO													
<b>13. SUMMARY OF AWARD</b>													
a. INITIAL AWARD				b. SUPPLEMENTAL AWARD				c. ADDITIONAL AWARD					
(1) AMOUNT	(2) DATE (YYYYMMDD)	(3) TANGIBLE SAVINGS		(1) AMOUNT	(2) DATE (YYYYMMDD)	(3) TANGIBLE SAVINGS		(1) AMOUNT	(2) DATE (YYYYMMDD)	(3) TANGIBLE SAVINGS			

DD FORM 355, JUL 1999

PREVIOUS EDITION IS OBSOLETE.

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GLOSSARYPART I. ABBREVIATIONS AND ACRONYMS

AI	Administrative Instruction
CAB	Civilian Awards Board
CHR	Civilian Human Resource
CHRC	Civilian Human Resource Center
DD	Department of Defense
DHA	Defense Health Agency
DoD	Department of Defense
EEO	Equal Employment Opportunity
FBCH	Fort Belvoir Community Hospital
HR	Human Resources
HRL	Human Resources Liaison
IAW	in accordance with
JPC	Joint Pathology Center
JTF CapMed	Joint Task Force National Capital Region Medical
MAB	Military Awards Board
MTF(s)	Medical Treatment Facility/Facilities
NCR	National Capital Region
NCR MD	National Capital Region Medical Directorate
OPM	Office of Personnel Management
SCA	Supervisor's Cash Award
SES	Senior Executive Service

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SF	Standard Form
SSN	Social Security Number
TMS RMN	Times New Roman
TOA	Time-Off Award
WRNMMC	Walter Reed National Military Medical Center

## PART II. DEFINITIONS

Award. Something bestowed upon or an action taken to recognize and reward an individual or team achievement that contributes to meeting organizational goals; improves the efficiency, effectiveness, and economy of the government; or is otherwise in the public interest. Such awards include, but are not limited to, employee incentives that are based on predetermined criteria.

civilian employee. An employee who meets the definition of “employee” under section 2105 of Reference (e).

contribution. An accomplishment achieved through an individual or group effort in the form of:

- A suggestion, invention, superior accomplishment, or other personal effort that contributes to the efficiency, economy, or other improvement of government operations or achieves a significant reduction in paperwork.
- A special act or service in the public interest in connection with or related to official employment.

honorary (non-monetary) award. The recognition device is not a cash payment or time-off, as an award, but rather an award of an honorific value (e.g., a letter, certificate, citation, medal, plaque, or other similar item of nominal value).

intangible benefit. Savings to the government that cannot be measured in terms of dollars.

monetary award. The recognition device is a cash payment that does not increase the employee’s rate of basic pay and is subject to applicable tax rules.

Superior Accomplishment Award. A monetary award for contributions resulting in tangible benefits or savings and/or intangible benefits to the government.

tangible benefit. Savings to the government that can be measured in terms of dollars.

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TOA. An alternate means of recognizing the superior accomplishments or other personal efforts of employees, including members of the SES, which contribute to the quality, efficiency, or economy of government operations. Time-off from duty is granted without loss of pay or charge to leave of the employee. The number of hours granted is commensurate with the employee's contribution or accomplishment.