



## **Public Employees Roundtable**

*Announcing*

### *Public Service Excellence Awards 2002*

Sponsored jointly at the  
federal, state, county, and local levels by:

Public Employees Roundtable  
U.S. Office of Personnel Management  
Federal Executive Boards/Federal Executive Associations  
American Society for Public Administration  
International City/County Management Association  
National Governors Association  
National League of Counties  
National League of Cities  
U.S. Conference of Mayors

**Nomination forms available  
and may be submitted  
online!**

**[www.theroundtable.org](http://www.theroundtable.org)**

These materials may be reproduced and distributed freely

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#### **Public Employees Roundtable**

Post Office Box 75248  
Washington, DC 20013-5248  
(202) 927-4926  
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[www.theroundtable.org](http://www.theroundtable.org)

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**New for 2002:**

**A Public/Private Partnership  
Category !!**

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as addressed, please reroute to your personnel director.

## **A Proud Tradition**

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Since 1985, the national Public Service Excellence Awards have paid tribute to programs that embody the highest standards of government. Excellence Award winners represent public service at its best. The awards:

1. Encourage innovation and excellence in government
2. Provide government at all levels the opportunity to showcase their outstanding programs
3. Call public attention to the broad range of services provided by public employees
4. Reinforce pride in public service

Programs may be nominated either for a one-time achievement or sustained achievement over the past several years. Programs should either demonstrate outstanding improvement over previous performance or outstanding achievement in comparison to other existing programs with the same mandate. By recognizing groups rather than individuals, the awards emphasize the importance of teamwork in public service.

### **City, State, County, Federal, and International Awards**

The Public Service Excellence Awards recognize working units of two or more employees within U.S. federal, state or local government agencies. The International award honors U.S. government programs that have an expressed mandate for international activities. All awards honor programs that demonstrate:

1. a substantial improvement in productivity or services;
2. increased quality of life for its clients and Americans; and/or
3. more cost-effective government programs or services.

### **The Interagency/Intergovernmental and Public/Private Partnership Awards**

Partnerships between organizations have become increasingly common and effective in providing services to the public. The Interagency/Intergovernmental Award honors partnerships between government agencies or between different levels of government. The Public/Private Partnership Award is new for 2002 and highlights the creative combinations of public and private sector capabilities. This award recognizes effective efforts to draw on the respective strengths, responsibilities, and interests of the two sectors to provide services to the public. (This category does not include contractual relationships or efforts to “contract out.”) These categories will showcase many different and effective ways to form partnerships and deliver public services through partnerships.

### **Community Service Award**

In addition to their professions, public employees often contribute to and improve their communities through volunteer efforts. After retirement, many public employees continue to serve their communities as well. The Community Service Award honors a volunteer service project or program that has a significant impact on its community. The project or program must be performed as an off-duty volunteer effort by current public employees, a group of retired public employees, or a non-profit organization whose members are/were primarily public employees. (The activities cannot be performed as part of official, on-duty responsibilities.)

All winners will be nationally recognized during Public Service Recognition Week May 6-12, 2002.

Winners will receive their awards that week at the annual awards ceremony in Washington, D.C.

## How to Prepare and Submit Your Entry

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**Nomination** – The nomination form is available online at [www.theroundtable.org/awards/nomination.htm](http://www.theroundtable.org/awards/nomination.htm) (available after 7/16/2001). The application must not exceed 10 pages (details and criteria below). **The deadline for submitting a nomination is November 30, 2001. Please do not send supporting materials, videotapes, CDs, appendices, etc.**

*Nominations may be submitted electronically, by fax, or postal mail, or in person. Email is preferred.*

**Electronic Submission** - Nominations can be submitted on the Web site and e-mailed directly to Public Employees Roundtable. It's the applicant's responsibility to call the office to verify that Public Employees Roundtable received the submission. Submissions may also be downloaded and mailed in. **Please do not send supporting materials in the mail when submitting nominations via electronic submission.** Email address: [psea@theroundtable.org](mailto:psea@theroundtable.org)

**Mail Submission** - All entries should be typed on 8.5 x 11" white paper. Ten copies of nomination must be submitted and each copy should be topped with a copy of the cover sheet. Each nomination package should be stapled or paper-clipped or bound with a soft cover. **Please do not use binders and do not send supporting materials other than those requested.**

**Deadline** - All nominations must be electronically submitted, mailed with a postmark, or hand-delivered no later than November 30, 2001. Late nominations will be encouraged to resubmit the following year – they will not be returned. All applicants will be notified of the Roundtable's decision.

If you have any questions, please contact the PSEA Manager at Public Employees Roundtable at (202) 927-4926.

Mailing Address:

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P.O. Box 75248  
Washington, DC 20013-5248

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500 North Capitol St NW RM 1204  
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Website: [www.theroundtable.org](http://www.theroundtable.org)

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## Public Service Excellence Award Criteria

Please address each of the following areas in narrative form. Nominations should be both thorough and succinct. The maximum number of pages accepted is ten (10), excluding the cover page. Appendices and supporting materials are not accepted. Responses should be organized in the same order as the criteria listed below. Please use the questions as guidelines – there is no need to answer each question individually.

The criteria are designed to draw out information about your program to give the evaluation committee a sense of your program, its purpose, services, innovation, and effectiveness. Since there are many programs around, your application should describe why your program is special, why citizens should take notice and be proud of your program, and why other public employees might want to replicate your program.

### I Executive Summary

Provide a one-page summary of your program and explain what makes your program exceptional.

### II Program Description

**1. Purpose and Scope:** Describe the purpose of your program, the problem of public concern it addresses, and the significance of the program. What need or problem does your program address? What is the target audience? What are the purposes and goals and what outcomes do you hope to achieve? (Where appropriate, use numbers to describe the extent and scope of the problem and clients.)

**2. Function:** Describe how the program functions. How does the program address the problem; what mechanisms does the program use? How is the program implemented? How does the program provide services or interact with its clients?

*Interagency/Intergovernmental and Public/Private Partnership submissions only :*

How do you coordinate activities and interact with the other organizations? Describe problems that were surmounted. Describe the relationship and the roles, responsibilities, and interests of the organizations.

**3. Quality and Innovation:** Describe the quality of services and how they are provided. Describe the innovative aspects of the program. How does the program demonstrate creativity, encourage innovation, and promote excellence in public service? What is impressive about the design of the program?

**4. Commitment:** Describe the level of employee involvement and commitment. Describe the teamwork. How does this program show the sacrifice, commitment, and value of the work performed by public employees?

**5. Effectiveness:** Describe the measures of effectiveness in both qualitative and quantitative terms. Be specific! Provide evidence of what the program has achieved.

Qualitative: Give examples that illustrate how your program benefited your customers. What changes have taken place as a result of the program (e.g., before/after indicators)?

Quantitative: Provide data and measures of effectiveness used by the program to monitor performance, track results, and evaluate the program (e.g., productivity improvements, cost savings, customer feedback).

### Additional Requirement for Nominations in the Community Service Category:

The nomination must be accompanied by letters of recommendation from groups or individuals who have benefited directly from the nominated program or group. The minimum number of recommendation letters is two and the maximum is five.

# Public Service Excellence Awards 2002 Nomination

**Cover Sheet** - Nomination Category: (Check only one)

Federal \_\_\_\_\_ County \_\_\_\_\_ Interagency/Intergovernmental \_\_\_\_\_  
State \_\_\_\_\_ International \_\_\_\_\_ Public/Private Partnership \_\_\_\_\_  
City \_\_\_\_\_ Community Service \_\_\_\_\_

**Nominated Program:** \_\_\_\_\_  
\_\_\_\_\_

**Program Address:** \_\_\_\_\_  
\_\_\_\_\_

**Contact Person (for additional information about nominated organization)**

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ fax \_\_\_\_\_

email address: \_\_\_\_\_

program website address: \_\_\_\_\_

**Nominating Official (if different)**

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ fax \_\_\_\_\_

Email address: \_\_\_\_\_

Please initial the following:

\_\_\_\_\_ PER is hereby granted permission to share information on the nominated program with the media, other government agencies, organizations, or others seeking examples of excellence in government.

## Awards Will Be Made in the Following Categories:

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All nominations must be for programs of two or more employees administered by U.S. federal, city, county or state government organizations or agencies, except the Community Service Award. The organizations may be part of the legislative, judicial, or executive branches. Individuals are not eligible for an award.

Some programs may fit into more than one award category. Programs may only be nominated for one category per year. In general, nominations will be judged in the category for which they are nominated; however, the Evaluation Committee reserves the right to assign a nomination to the most appropriate category based on the criteria stated below. One or more awards will be made in each of the following categories:

- Federal:** A program administered by a U.S. federal government organization or agency. This includes programs in the legislative, judicial, and executive branches, as well as military units.
- State:** A program administered by a government organization or agency or of one of the 50 U.S. states, U.S. territories, or Native American tribal governments.
- City:** A program administered by a city or town government within the U.S.
- County:** A program administered by a county government within the U.S.
- Interagency/  
Intergovernmental:** A program which is a collaborative effort between two or more government agencies at the same level or among different levels of government (e.g. three county agencies or a city and a state government agency).
- International:** A program within a U.S. federal, state, county or local government, or an interagency/inter-governmental organization which has an expressed mandate (statutory, regulatory or programmatic) of international activity.
- Public/Private  
Partnership:** A program which is a collaborative effort between a government agency (or agencies) and private sector company(s) to provide services to the public. This category does not include contractual, fee-for-service relationships between the government and a private sector company.
- Community Service:** A program which benefits the community. The effort must be undertaken by all or part of a group of public employees, members of a professional or non-profit organization the majority of whose members are public employees, or by a retiree group which represents former public employees. The activities must be performed as unofficial duties and during off-duty time.

## Ten Tips from the Committee

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Excellence in award nominations reflects excellence in the service being nominated. Bear in mind that your nomination is the total representation of your program to the evaluation committee – the judges will evaluate your program solely on the nomination you submit. Remember that judges read and evaluate *many* nominations. Therefore, write well, be succinct, and clearly describe your program so the judges will have an easier time understanding your program and its significance.

The following are suggestions to achieve excellence in nominations:

1. Be brief and avoid excessive wordiness or unnecessary details.
2. Read each criterion completely and answer each properly. Avoid repetition.
3. When using numbers and statistics to describe your program, be clear and do not mislead (i.e. if your staff doubled, clarify if it grew from 1 to 2 or from 100 to 200).
4. Proofread your work. Ask others to review your nomination for clarity and narrative style.
5. Avoid excessive use of acronyms and jargon. Remember, the judges may not be familiar with your organization and its jargon.
6. Be specific and concrete in your descriptions. Avoid generalizations and complex descriptions.
7. Concentrate on the outcomes of the program.
8. Make your nomination easy to read (i.e., avoid very long paragraphs and use reasonable font size.)
9. Make the information readily available to the reader. Do not make the judges hunt for information.
10. Be sure your entry is postmarked by the November 30, 2001 deadline.