

Awards Program at Chicago Passport Agency

08/14/2018

Negotiated Agreement between CA/PPT/CG and NFFE FL 1998

This local agreement is entered into pursuant to Article 12 Section (16)(f)(v) and Article 19 of the Master Agreement between Passport Services and the National Federation of Federal Employees- Local 1998, dated July 20, 2009 (hereafter referred to as the "Master Agreement"). Article 19 of the Master Agreement covers the following: policy, award nomination procedures, types of awards, awards information, awards funding distribution, and anti-fraud awards. The purpose of this agreement is to supplement the standards and/ or criteria that will be used at the Chicago Passport Agency (CG) to recognize and reward Department of State employees subject to the Master Agreement.

CG Awards Committee

A Local Awards Committee will be established with the purpose of applying the local employee awards program and incentives at CG. The Committee will meet yearly to determine local awards recipients based on the criteria established in this agreement. The committee will consist of management. All award nominees must exhibit satisfactory professional conduct and general job performance upon established Department of State performance and conduct regulation outlined in 3 FAM 4540 and subject to Article 24 of the Master Agreement, in order to be eligible for an award.

In any case where an employee would have, but did not receive a local award because of a disciplinary action, and when the employee grieved the disciplinary action and it was found that a disciplinary action was not enforceable, or if the disciplinary action was found by the management to have been made in error, the Awards Committee will use its awards budget to provide relief to the employee who did not receive an award for which they would have otherwise have been entitled. Awards can be given monetarily depending on funding availability. This agreement does not require the Agency to distribute every award listed during the year.

Local Awards

- Outstanding Adjudication Award
- Extra Mile Award
- Customer Service Award
 - Outstanding Outreach
 - Outstanding Customer Service Rotation
 - Internal Customer Service Award
- Leadership Tenets Awards
- Fraud
 - DS Fraud Referral Award
 - FPM Special Act Award
 - Outstanding FPM Rotation
- Annual Mentoring Award

Awards Criteria and Rewards

Outstanding Adjudication Award

- i. Top three specialists with the highest production rates and an error rate that is within the standard for their GS level for desk.
- ii. Top three specialists with the highest production rates and an error rate that is within the standard for their GS level for counter.

Attitude is Everything

This award is presented to an employee who demonstrates the essence of going “above and beyond” his/her job duties and exemplifies outstanding productivity, high quality and timeliness of service, or demonstration of extraordinary courtesy to clientele. Some examples of qualifying activities include, but are not limited to, volunteering for Duty Officer, leading Agency initiatives, and participating in group and/or individual projects/tasks.

Customer Service Award

- i. *Outstanding Outreach: The award will be given to the employee who provides or practices excellent external customer service functions and/or training. A recipient of this award has made significant contributions to national and local initiatives publicizing passport application and international travel requirements by planning, coordinating, and/or participating in outreach events. Examples can be, but not limited to:*

- *Outreach*
- *Acceptance Agent Training*
- *Counter Customer Service Feedback*

- ii. *Outstanding Customer Service Rotation*

This award recognizes employees that have provided exemplary contributions in support of the customer service program through exceptional internal and external customer service. In addition, recipients may also obtain this award by displaying the ability to take the initiative and work cohesively with customers, management and colleagues to creatively resolve time sensitive cases that escalate to the Chicago Passport Agency’s Customer Service Department.

- iv. *Internal Customer Service Award: The award will be given to the employee who continuously goes above and beyond to contribute to the agency. This individual demonstrates teamwork in the office, maintains professionalism, and strives to achieve internal customer service at CG.*

Recipients of each of these awards will earn:

- i. Monetary compensation or "time-off"
- ii. Customer Service Certificate

Leadership Tenets

This award will be based on the Bureau of Consular Affairs' Tenets (Inspire, Model Integrity, Develop the Next Generation, Delegate Authority- But not Responsibility, Communicate, Build Great Teams, Lead by Example, Follow Courageously, Learn Constantly, and Practice 360- Degree Diplomacy) and will be available on a yearly basis. The recipient of this award will best exemplify one (1) or more the Bureau's Tenets and/or perform outstanding work while on special assignment.

Recipient will earn

- i. Monetary compensation or "time-off"
- ii. Leadership Tenets Certificate

Fraud Awards

Fraud Referrals: This award shall be presented yearly. An application referred to, and then accepted by, the Fraud Prevention unit will be counted as a successful "Fraud Referral." The Fraud Program Manager will keep track of the number of referrals made by their Reports, and the number of referrals returned by the Fraud Prevention unit. The difference between the number of referrals made by a passport Specialist and the number of referrals returned by the Fraud Prevention unit will be the number of successful referrals. The **top** employees who had the most fraud referrals accepted by the Fraud Prevention unit during the year shall each receive a monetary award, when cash is available, or "time off" as well as a Certificate. In accordance with Article 19, Section 7 of the Collective Bargaining Agreement, the total monetary amount for awards related to anti-fraud activities will be at least 10% of the total awards budget allotted to the Chicago Passport Agency. The specialist with the highest total number of well-developed and quality fraud referrals during the year will receive the Fraud Prevention Referral Award. This award recognizes employees that have exhibited a strong commitment to achieving Chicago Passport Agency's fraud detection goals.

Recipients will earn:

- i. Monetary compensation or "time-off"
- ii. Fraud Certificate

DS-Fraud Referrals Awards: Applications referred by PPT/CG to law enforcement (e.g. Diplomatic Security (DS)) for further investigation shall count as a successful "DS Fraud Referral". The employee who initially completed the referral sheet shall be credited with the DS Referral. The number of successful DS Fraud Referrals for each employee is tracked by Management and an employee may request the running total from the Fraud Program Manager. The **top** employees who had the most fraud referrals sent to DS by the Fraud Prevention unit during the year shall each receive a monetary award, when cash is available, or "time off" as well as a Certificate.

Recipients will earn:

- i. Monetary compensation or "time-off"
- ii. Fraud Certificate

FPM Special Acts Award: Employees may also be recognized for special acts or contributions (e.g. insightful presentations, interviewing skills, etc.) to the Fraud Prevention Program. Contributions may also include the detection of fraudulent applications that display unusual fraud indicators (including "cases involving exceptionally criminal or dangerous activities", per Article 19, Section 7b). Employees who receive these awards will also receive a certificate recognizing and acknowledging which specific contribution was the basis for the award. Supervisors are encouraged to nominate employees for these awards as close in time as possible to the act itself. Employees may also nominate other co-workers for awards. This award can be given to specialists throughout the fiscal year.

Recipients will earn:

- i. Monetary compensation or "time-off"
- ii. Fraud Certificate

Outstanding FPM Rotation: This award recognizes employees that have provided exemplary contributions in support of the fraud program through exceptional internal and external customer service. A recipient of this award has made significant contributions to detecting fraudulent cases, conducting the appropriate research, assisting the fraud program manager, and conducting applicant interviews when necessary. The specialist has shown the ability to coordinate fraud trainings that promote awareness of fraud trends as well as present specific case studies. In addition, recipients may also obtain this award by displaying the ability to take the initiative and work effectively on difficult cases as well as collaborate with the Fraud Manager and colleagues to creatively resolve time sensitive cases that escalate to the Chicago Passport Agency's Fraud Department.

Recipients will earn:

- i. Monetary compensation or "time-off"
- ii. Fraud Certificate

Annual Mentoring Award: This award recognizes strong leaders at all levels. The recipient is able to inspire and develop newer employees by fostering confidence and the ability to work independently. The nominee has mentored other employees and demonstrates effective communication and interpersonal skills as both a colleague and mentor.

Nominations

In accordance with Article 19, Section 3 of the CBA, bargaining unit employees, Union officials, and Management officials are encouraged to identify and nominate individual employees whom they believe should be recognized for high quality accomplishments or contributions. Nominations of individual employees should be submitted, in writing, to the appropriate awards manager. Upon request, management agrees to notify the local union who the awards manager is each year by the end of January.

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The nominations should include a description of the accomplishments or contributions of the nominee(s) and an explanation of their significance, as well as the name and telephone number of the employee submitting the nomination. Nominations should not include suggestions for the type of award or the amount of money to be granted. Information provided in the nominations will be considered in determining appropriate recognition. Nominations should be sent to the nominated employee's supervisor and Adjudication Manager.
Public Presentation

Award Recipients will be acknowledged during a public presentation as required by Article 19, Section 5 (c). The public presentation will take place in the form of a CG Annual Awards Ceremony by the end of December each year.

This agreement will be in effect until 1/31/2020 at which time it can be re-opened by either party upon notification to the other party. It may also be re-opened under mutual agreement of the parties at any time.

	<i>Management</i>	<i>NFFE 1998</i>
Signature	<i>Jan Lyles / K. A. Gilbert</i>	<i>[Signature] / [Signature]</i>
Date	<i>10/3/18 / 10-03-2018</i>	<i>10/3/18 / 10-3-18</i>