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## House of Representatives

### Committee on Post Office and Civil Service

Washington, DC 20515

TELEPHONE (202) 225-4054

OHC

Honorable William H. Webster  
Director  
Central Intelligence Agency  
Washington, D.C. 20505

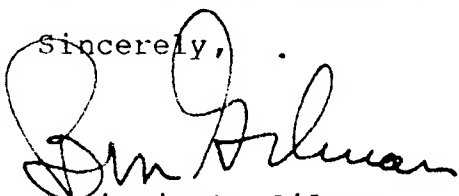
Dear Mr. Webster:

We are pleased to announce this year's Congressional Award for Exemplary Service to the Public and to invite your agency's participation in this important honor awards program. This annual honor awards program - now in its seventh year - is intended to highlight the very important contributions that civil servants are making on behalf of the American public. By inviting agencies to nominate employees, and by recognizing a select few each year, this program emphasizes the interest and value that the President, the Congress, and the people of our Nation place on courteous and responsive public service and helps to dispel the negative attitudes about Government employees which, all too frequently, are prevalent among our citizens.

We would like, once again, to invite your agency to participate in this program by nominating that one individual in your organization who, through his or her actions and dedicated efforts, best represents the highest ideals of public service. If the field cannot be narrowed to one employee, a maximum of two employees may be nominated.

Enclosed are materials describing the award, the format for nomination and an OPM press release describing the achievements of this past year's winners. Nominations are due November 30, 1988. We look forward to your participation in this worthwhile program and wish to express our sincere appreciation for your interest and support.

Sincerely,



Benjamin A. Gilman  
Member of Congress



William D. Ford  
Member of Congress

Enclosures



United States  
Office of  
Personnel  
Management

1900 E SL, NW  
Washington, D.C. 20415  
News Unit, Room 5F10  
(202) 632-5491

# NEWS

For Immediate Release  
Tuesday, November 10, 1987

Contact: James Lafferty  
Telephone: 632-7433

## OPM Deputy Director Colvard, Congressmen Gilman, Ford Praise Trio of Outstanding Federal Workers

(Washington, D.C.)—Congressional Awards for Exemplary Service to the Public were presented to three outstanding Federal employees at a Capitol Hill ceremony today. The awards, sponsored by Reps. Benjamin A. Gilman (R-NY) and William D. Ford (D-MI), were granted to Ms. Lorraine H. Lawrence, Consumer Product Safety Commission, San Francisco, CA; Mr. Gerald J. Kluempke, Small Business Administration, Washington, D.C.; and Ms. Sherry C. Medders, Columbus Air Force Base, Mississippi. This year's winners were selected from outstanding nominees representing 30 departments and agencies.

Established in 1981, the award serves to recognize and publicize exemplary and courteous service to the public, to encourage a concerned and responsible attitude toward the public among government personnel, and to underscore the interest of the President and the Congress in the importance of courtesy throughout government.

Gerald J. Kluempke of the Small Business Administration assumed the directorship of the Office of Information in 1981 and established and achieved four major goals for the Office: (1) to make Small Business Week a special and memorable event for the State Small Business Persons and Advocates of the Year and for the 12 million small businesses they represent, (2) to strengthen all publications and reports published by the Office of Advocacy, (3) to assist small business in the Federal Government and (4) to increase the involvement and support of trade and business organizations in the work of the Office of Advocacy. He has been successful as an office director and as an advocate for small business because he believes that small business is important and that Federal employees can make a difference.

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Lorraine H. Lawrence has been responsible for Consumer Product Safety Commission outreach activities in eleven western states, Guam, American Samoa and the Trust Territories of the Pacific. She has reached over 50 million constituents with vital safety information topics as diverse as infant safety and all-terrain vehicles. She has reached over 3 million young people and their families on bicycle safety, poison prevention, fire works safety, and other important aspects of consumer protection. She consistently takes the time to listen to individuals' concerns and addresses the needs of both individuals and groups.

Sherry C. Medders, Chief, Community Relations at Columbus Air Force Base, Mississippi, has endeavored to make the Air Force an integral part of the community through a wide variety of programs designed to foster understanding, acceptance, and support. Ms. Medders always goes the "extra step" in tailoring tours of the base to the group's needs and interests. Her work and communication with the public reflects the pride, professionalism and commitment of the Air force and everyone who works with her knows they will always get the best in service, courtesy, and responsiveness. She has assured a role for Air Force in virtually every community event including speakers, color guards, drill team performances, pilot training displays, flyovers and entertainment by the 502nd Air Force Band.

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## **FACT SHEET**

### **Congressional Award for Exemplary Service to the Public**

#### BACKGROUND

The nature and quality of the contacts citizens have with Federal personnel at all levels strongly influence the way Americans think and feel about their Government.

The Civil Service Reform Act of 1978 reflects the concern of the President and the Congress for ensuring that high standards for courtesy and responsiveness are maintained in the Government's delivery of services to the public.

Former Congressman Elliott H. Levitas' particular interest in this matter prompted him to author a provision in the Act, supported by Congressman Benjamin A. Gilman, that permits performance standards for Federal employees to address the degree to which employees demonstrate courtesy to the public.

As the Federal agency responsible for providing leadership to the program to improve courtesy to the public throughout Government, the U.S. Office of Personnel Management was requested to assist Congressmen Levitas and Gilman in establishing a program of recognition for Government personnel who provide exemplary and courteous service to the public. Congressman William D. Ford is another of the sponsors of this award.

#### Objectives

To recognize and publicize exemplary and courteous service to the public, to encourage a concerned and responsible attitude toward the public among Government personnel, and to underscore the interest of the President and the Congress in the importance of courtesy throughout Government.

#### Criteria

Heads of Federal departments and agencies may nominate individuals for this award. Nominees must have demonstrated a degree of courtesy in dealing with the public that exceeds normal expectations.

Specifically, nominations are encouraged for employees who have:

- o Established innovative procedures for responding to citizen's needs or interests that are more efficient, economic, and effective.
- o Consistently exceed job requirements in dealing with requests for information, materials, or other services.
- o Performed a special act or service well beyond the requirements of his or her job in direct response to a citizen need or concern.

#### The Award

Winners each receive honorary recognition in the form of a certificate, and a U.S. Flag flown over the Capitol. These, along with letters jointly signed by the sponsors, are presented in a special ceremony.

**Congressional Award for Exemplary Service to the Public**

**Nomination Format**

(PLEASE SUBMIT (1) ORIGINAL AND TWO (2) COPIES OF NOMINATIONS.)

Name of Nominee: \_\_\_\_\_  
(surname, first name, middle initial)

Job Title: \_\_\_\_\_ Grade or Rank: \_\_\_\_\_

Employing Agency: \_\_\_\_\_ Organization: \_\_\_\_\_

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

Brief description of employee's exemplary service to the public:

Suggested citation describing the achievement (not to exceed 75 words):

\_\_\_\_\_  
Signature of Agency Head  
(or designee)

Name of person to contact  
regarding nomination: \_\_\_\_\_ Phone number: \_\_\_\_\_

Nominations should be submitted to: U.S. Office of Personnel Management  
Incentive Awards Division, Room 5468  
1900 E Street, N.W.  
Washington, D.C. 20415