

Date:

From: Acting Assistant Secretary for Human Resources and Administration/Operations,
Security and Preparedness (006)

Subj: The Department of Veterans Affairs Secretary's Ninth Annual Alternative Dispute
Resolution (ADR) Excellence Awards (VIEWS 04110081)

To: Under Secretaries, Assistant Secretaries, and Other Key Officials and Field Facility
Directors

1. It is my pleasure to announce the commencement of the Secretary's Ninth Annual ADR Excellence Awards program. These coveted awards publicly recognize exemplary contributions by individuals and groups in the area of ADR. This award specifically recognizes those who create and support an environment where VA employees discuss conflict and resolve disputes in a manner that encourages communication, promotes understanding and enhances workplace relationships.

2. Award eligibility criteria and additional information are attached. Please note that all completed and approved nomination packages must be received by the Office of Resolution Management, Diversity and Inclusion by March 12, 2021. Nominations can be submitted via email to WorkplaceADR@va.gov, or via regular mail to: ORM ADR (08), 810 Vermont Avenue, NW, Washington, DC, 20420, ATTN: Carlos Zuniga.

3. Please join me in this opportunity to recognize the most valuable resource by identifying and honoring those in your workgroup who have not only modeled ADR principles but offered their expertise to benefit their colleagues in service to our Nation's Veterans.

Jeffrey R. Mayo

Attachments

THE SECRETARY'S ANNUAL ADR EXCELLENCE AWARDS PROGRAM
NOMINATION CRITERIA AND INFORMATION PACKAGE

I. NOMINATION

- A. Anyone can nominate an individual or group for an ADR Excellence Award. Nominees should be individuals or teams who have achieved outstanding results through unusually effective leadership, skill, innovation and perseverance in resolving workplace disputes. These awards place special emphasis on effective and sustained efforts worthy of recognition, ideally, within the twelve months Fiscal Year rating period prior to the nomination submission. This justification will serve as the principal basis for selection of the award recipients.
- B. Nominations can be submitted for the following categories listed below. All nominations must be presented in writing. The narrative must clearly highlight the individual or team accomplishments based upon at least two or more of the following criteria (see Nomination Form Example Below), should be included:
1. How the individual, program or committee/council/forum effectively managed conflict; thereby, preventing disputes from arising and saving time and resources.
 2. How the individual, program or committee/council/forum contributed to the fair, efficient and effective resolution of disputes.
 3. How the individual, program or committee/council/forum furthered the Department's mission and goals by promoting and utilizing ADR.
 4. How the individual, program or committee/council/forum encouraged others to use ADR or developed innovative ideas and solutions in support of the ADR Program.

II. AWARD CATEGORIES

- A. ADR Effort by an Employee who is not officially affiliated with the ADR Program
- B. ADR Effort by a Manager who is not officially affiliated with the ADR Program
- C. ADR Effort by a VA Certified Neutral who is not an ORMDI employee
- D. ADR Effort by an Office of General Counsel employee
- E. ADR Effort by a Senior Executive
- F. ADR Effort by a Workplace ADR Program (Team) within a facility

THE SECRETARY'S ANNUAL ADR EXCELLENCE AWARDS PROGRAM
NOMINATION CRITERIA AND INFORMATION PACKAGE

III. DOCUMENTATION AND PROCESSING

A. All nominations must be submitted in the format below:

1. Full name of nominee(s);
2. Specific category in which the nomination is to receive consideration, (see Section II. Award Categories);
3. Name and location of duty station;
4. Prior awards, such as local and group recognition and significant honors (give dates) in ADR/Conflict Resolution;
5. Narrative as described in Section I. Nomination Criteria;
6. A signed copy of VA Form 0235, Security Check for Candidate Requiring Approval of the Secretary;
7. A signed copy of VA Form 10-3203, Media Consent Form.

B. Completed nomination packages are to be processed and approved as indicated below on or before March 12, 2021.

1. Veterans Health Administration (VHA) employees:

- Nominations must be endorsed by the Medical Center Director or designee, then submitted to the VISN Director or designee for concurrence and approval;

OR

- Program and Service Office nominations must be endorsed by the respective Program Officer or Service Director or designee for concurrence and approval.
- Lora Kirk, ADR Coordinator, Workforce Management & Consulting Office/Equal Employment Opportunity (EEO) Affirmative Employment Team, 10A2A5, 810 Vermont Avenue NW, Washington, DC 20420 or Lora.Kirk@va.gov for coordination, then to the Under Secretary for Health for final approval.

2. Veterans Benefits Administration (VBA) employees:

- Nominations must be submitted through the appropriate VBA field facility or office for concurrence and approval, then submitted to:

THE SECRETARY'S ANNUAL ADR EXCELLENCE AWARDS PROGRAM
NOMINATION CRITERIA AND INFORMATION PACKAGE

- James Thomas, EEO, VBA Office of Diversity Management Midwest District at James.Thomas12@va.gov for coordination, then to the Under Secretary for Benefits for final approval.

3. National Cemetery Administration (NCA) employees:

- Nominations must be submitted through the Office of Diversity Management and EEO (41) to:
- Nicole P. Maldon, NCA EEO/ADR Program Manager, VA Central Office, Department of Veterans Affairs, Office of Resolution Management (08), 810 Vermont Avenue NW, Washington, DC 20420, or Nicole.Maldon@va.gov for coordination, then to the Under Secretary for Memorial Affairs for final approval.

4. Office of General Counsel (OGC) employees:

- Nominations must be submitted through the appropriate OGC field facility or professional staff group for concurrence and approval, then submitted to:
- Sharon Weinger, National OGC ADR Coordinator, Office of General Counsel (101/026D), Department of Veterans Affairs, 810 Vermont Avenue NW, Washington, DC 20420 or Sharon.Weinger@va.gov for coordination, then to the Principal Deputy General Counsel Performing the Delegable Duties of the General Counsel for final approval.

5. Central Office employees:

- Nominations must be submitted through the appropriate organizational heads for concurrence and approval.

6. Union Officials and Representatives:

- Nominations must be submitted through the appropriate labor organization member of the ADR Council for concurrence and approval.

C. All completed nomination packages that have been approved according to the guidelines outlined above in sections I, II and III must be received in the Office of Resolution Management, Diversity and Inclusion by **March 12, 2021**, either by email with all documents scanned and attached to WorkplaceADR@va.gov, or, if cannot scan, by regular mail: ORM ADR (08), 810 Vermont Avenue NW, Washington, DC, 20420, ATTN: Carlos Zuniga.

D. A screening committee will review all nominations and recommend finalists for consideration to the Secretary.

THE SECRETARY'S ANNUAL ADR EXCELLENCE AWARDS PROGRAM
 NOMINATION CRITERIA AND INFORMATION PACKAGE

IV. AWARDS

Each individual recipient will receive an award and a personal acknowledgement of his/her accomplishment from the Secretary. Recipients of team awards will be recognized as a group and the award will be presented to the respective facility or organization.

V. INQUIRIES

For assistance with the process, questions and/or further information, please contact Carlos Zuniga, Office of Resolution Management, Diversity and Inclusion at 202-461-4116 or Carlos.Zuniga@va.gov.

EXAMPLE: (ADR) Excellence Awards Nomination Form

Using this form, please provided specific and detailed example(s) of the action and results your nominee accomplished based upon the below criteria. Please note: two or more criteria must be met

NOMINATOR	NOMINEE
<p>Administration: VHA</p> <p>Name: Willie Will Nominate</p> <p>Title: Director Veteran Helper Services</p> <p>Email: willie.willnominate@va.gov</p> <p>Wk Phone: 202-341-2222 x1111</p> <p>Facility Name: Everyday USA</p> <p>Facility Mailing Address: 2222 Great Street, Wonderful Place, MW, 20005</p>	<p>Administration: VHA</p> <p>Name: Milly Jo Doe</p> <p>Title: Veteran Helper</p> <p>Email: milly.JoDoe@va.gov</p> <p>Wk Phone: 202-341-2222</p> <p>Facility Name: Everyday USA</p> <p>Facility Mailing Address: 2222 Great Street, Wonderful Place, MW, 20005</p> <p>Immediate Supervisor name and Title: Jane Doe, Veteran Helper Supervisor</p>
<p>CATEGORY: Employee (Non-manager)</p>	

THE SECRETARY'S ANNUAL ADR EXCELLENCE AWARDS PROGRAM
NOMINATION CRITERIA AND INFORMATION PACKAGE

IN-DEPTH NARRATIVE

Criteria:	Describe how the individual or group achieved this criterion:
<p>1. Managed Conflict – How well the individual or program effectively managed conflict; thereby preventing disputes from arising and saving time and resources</p> <p><i>(Evaluate how the nominee demonstrated innovative methods of managing conflict and prevented disputes; how time and resources were saved)</i></p>	<p>Milly Jo assisted the facility by suggesting the facility initiate a Civil Treatment Program. This effort has resulted in a reduction of workplace disputes since employees who took the training have successfully used conflict management techniques. 6 of 10 individual departments have approved civility pacts completed.</p>
<p>2. Contributed to Resolution – How well the individual or program contributed to the fair, efficient, and effective resolution of disputes</p> <p><i>(Evaluate how the nominee demonstrated resolution of dispute(s) that resulted in a significant cost saving to the government)</i></p>	<p>N/A</p>
<p>3. Promoted and Utilized ADR – How well the individual or program furthered the Department's mission and goals by promoting and utilizing ADR</p> <p><i>(Evaluate the degree to which nominee demonstrated efforts in promoting ADR that contributed to time and cost saving; customer satisfaction, improved timeliness, increased participation, higher resolutions, etc.)</i></p>	<p>Milly Jo co-facilitated six workplace group conflict sessions with the EEOP for six different units. The units evaluated the sessions as one of the best talk sessions they ever participated in. For the rest of the FY there were no further conflicts from any of the units that participated in the sessions. The facility Director reported that the division that received the facilitation sessions outperformed the rest of the facility personnel improving the quality of service to the veteran.</p>
<p>4. Encouraged Use of ADR – How well the individual or program encouraged others to use ADR and/or developed creative and innovative ideas and solutions</p> <p><i>(Evaluate the degree to which nominee demonstrated the ability to encourage others to use ADR and/or developed creative and innovative ideas and solutions)</i></p>	<p>Milly Jo championed the ADR program by assisting the ADR Coordinator conduct 15 ADR Awareness Trainings totaling 30 attendees per class during the FY. Her assistance resulted in a reduction of 65% filed complaints to the EEOP; the most ever over a 10-year period. Additionally, 15 managers have called to the EEO office reporting an increase in positive communication and workplace atmosphere, positively impacting the mission by allowing employees to work in an environment seen a 30% increase in productivity.</p>

SHORT NARRATIVE (200-250 words)

Milly Jo assisted the facility by suggesting the facility initiate a Civil Treatment Program resulting in a reduction workplace disputes, six of ten individual departments approving and completing civility pacts. Milly Jo co-facilitated six workplace group conflict session with the EEOP for six different units with evaluations stating she is one of the best talk sessions, no further conflicts for the year, and those divisions outperforming those that did not use her services. Milly Jo championing the ADR program by assisting the ADR Coordinator conducted 15 ADR Awareness Trainings totaling 30 attendees per class during the FY, resulting in a reduction of 65%

THE SECRETARY'S ANNUAL ADR EXCELLENCE AWARDS PROGRAM
 NOMINATION CRITERIA AND INFORMATION PACKAGE

filed complaints to the EEOP; the most over a 10-year period. Fifteen managers reported that Milly Jo's efforts positively increase the work environment by 30% in productivity.

Nominator's Signature: Milly Jo DATE: 12/31/2020

Ninth (ADR) Excellence Awards Nomination Form

Using this form, please provided specific and detailed example(s) of the action and results your nominee accomplished based upon the below criteria. Please note: two or more criteria must be met

NOMINATOR	NOMINEE
<p><i>Administration:</i></p> <p><i>Name:</i></p> <p><i>Title:</i></p> <p><i>Email:</i></p> <p><i>Wk Phone:</i></p> <p><i>Facility Name:</i></p> <p><i>Facility Mailing Address:</i></p>	<p><i>Administration:</i></p> <p><i>Name:</i></p> <p><i>Title:</i></p> <p><i>Email:</i></p> <p><i>Wk Phone:</i></p> <p><i>Facility Name:</i></p> <p><i>Facility Mailing Address:</i></p> <p><i>Immediate Supervisor name and Title:</i></p>
<p>CATEGORY:</p>	

IN-DEPTH NARRATIVE

Criteria:	Describe how the individual or group achieved this criterion:
<p>1. Managed Conflict – How well the individual or program effectively managed conflict; thereby preventing disputes from arising and saving time and resources</p> <p><i>(Evaluate how the nominee demonstrated innovative methods of managing conflict and prevented disputes; how time and resources were saved)</i></p>	

THE SECRETARY'S ANNUAL ADR EXCELLENCE AWARDS PROGRAM
 NOMINATION CRITERIA AND INFORMATION PACKAGE

Criteria:	Describe how the individual or group achieved this criterion:
<p>2. Contributed to Resolution – How well the individual or program contributed to the fair, efficient, and effective resolution of disputes</p> <p><i>(Evaluate how the nominee demonstrated resolution of dispute(s) that resulted in a significant cost saving to the government)</i></p>	
<p>3. Promoted and Utilized ADR – How well the individual or program furthered the Department’s mission and goals by promoting and utilizing ADR</p> <p><i>(Evaluate the degree to which nominee demonstrated efforts in promoting ADR that contributed to time and cost saving; customer satisfaction, improved timeliness, increased participation, higher resolutions, etc.)</i></p>	
<p>4. Encouraged Use of ADR – How well the individual or program encouraged others to use ADR and/or developed creative and innovative ideas and solutions</p> <p><i>(Evaluate the degree to which nominee demonstrated the ability to encourage others to use ADR and/or developed creative and innovative ideas and solutions)</i></p>	

SHORT NARRATIVE (200-250 words)

Nominator’s Signature: _____

DATE: _____