



FEB 10 2012

TO: All Staff of Portland Area Indian Health Service

FROM: Director

SUBJECT: Nominations for Area Director's Calendar Year 2011 Recognition of Excellence

I am pleased to announce that the Indian Health Service (IHS) Portland Area is now accepting nominations of Tribal, Federal, and Urban program individuals and groups for the Area Director's Recognition of Excellence. As Director of Portland Area IHS, I am honored to recognize individuals and groups whose innovation, exceptional performance, or exemplary actions, within the context of the Agency's priorities,<sup>1</sup> have ensured quality service to our customers, stakeholders, and partners.

Those of you who have been with the Portland Area for more than a year or two probably are familiar with the Area Director's Awards Program. The Recognition of Excellence Program is my version of that annual event. The most significant difference between the two programs is my focus on customer service and the Agency's priorities, in lieu of the thirteen separate award categories of my predecessor's program.

I encourage each of you to reflect on your experiences during the calendar year 2011 and to nominate individuals and groups you believe merit recognition. As you prepare your nomination, please bear in mind the centrality of both customer service and the Agency priorities to everything we do. Staff who excel in serving their customers, within the context of the Agency priorities, do so as a result of exceptional technical proficiency, creativity, motivation, or sympathetic understanding of the challenges confronted by our customers.

Attached you will find a nomination form. Please read carefully the instructions accompanying the form. In your nomination you should state how the nominee's action(s) showed perceptive, sympathetic understanding of the customer's need and the effectiveness of the response to that need. You should provide details as to the nominee's motivation, perseverance, innovation, problem-solving, facilitating, or leadership. Has the nominee's customer service approach led to program-wide enhancements, improvements, or modifications? Has the nominee consistently demonstrated notable helpfulness, kindness, and respect in interactions with customers?

After obtaining the concurrence of the nominee's supervisor, mail, fax, or email your completed nomination to Rachel Smith:

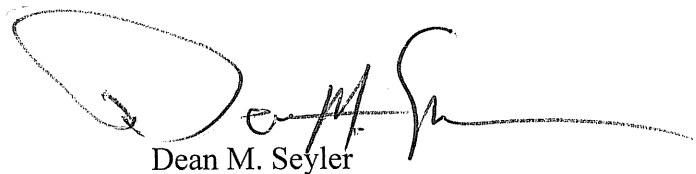
Portland Area Indian Health Service  
1414 NW Northrup Street, Suite 800, Portland, OR 97209  
Fax: (503) 414-7776  
[Rachel.Smith@ihs.gov](mailto:Rachel.Smith@ihs.gov)

The nomination period ends on March 16. In keeping with past practice, those selected for recognition will be honored at a special ceremony. Details about the ceremony will be shared at a later time.

If you have questions, please contact a member of the Area Director's Recognition of Excellence Workgroup:

Rachel Smith	(503) 414-7781	<a href="mailto:rachel.smith@ihs.gov">rachel.smith@ihs.gov</a>
Gene Kompkoff	(503) 414-7779	<a href="mailto:gene.kompkoff@ihs.gov">gene.kompkoff@ihs.gov</a>
Michael Smith	(503) 414-5543	<a href="mailto:michael.smith@ihs.gov">michael.smith@ihs.gov</a>
Steven Poitra	(503) 414-5559	<a href="mailto:steven.poitra@ihs.gov">steven.poitra@ihs.gov</a>
Imogene Ingawanup	(503) 414-5523	<a href="mailto:imogene.ingawanup@ihs.gov">imogene.ingawanup@ihs.gov</a>
Wesley Dilling	(503) 414-5521	<a href="mailto:wesley.dilling@ihs.gov">wesley.dilling@ihs.gov</a>

Throughout Portland Area, we who work in Indian health, whether Tribal, Federal, or Urban, daily ensure superlative customer service while promoting, advancing, and championing the Agency priorities. Now is the time to recognize those among us whose efforts during calendar year 2011 were truly exceptional. Please take the time to show your appreciation of those who demonstrated exemplary dedication to our collective mission. Help make their work a source of inspiration for all.



Dean M. Seyler

Attachment

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<sup>i</sup> 1) Renew and strengthen our partnership with Tribes; 2) Reform the IHS; 3) Improve the quality of and access to care; 4) Make all of our work transparent, accountable, fair and inclusive

**Nominations must be submitted by close of business March 16, 2012**

**PORTLAND AREA INDIAN HEALTH SERVICE  
2011 AREA DIRECTOR'S RECOGNITION OF EXCELLENCE CEREMONY  
NOMINATION AND APPROVAL FORM**

**Print or type text. See nomination narrative guidelines in box # 4**

1. Employee's, First, Last and Middle Initial (print name)	2. Organization:
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3. Period Covered in Nomination (month, year)

From: \_\_\_\_\_ To: \_\_\_\_\_

4. Narrative: Write or type your narrative (ONE PAGE MAXIMUM) on a separate sheet and attach to this form. The narrative should have the following elements: 1. Introduction 2. Special Accomplishments (describe how accomplishment(s) relate to the applicable priority(ies) listed in box 5), and 3. Summary

5. Check all priorities that apply:

1) Renew and strengthen our partnership with Tribes

2) Reform the IHS

3) Improve the quality of and access to care

4) Make all of our work transparent, accountable, fair and inclusive

6. Number of Employees (if group):	7. Names of Employees (if group): print names
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8. Initiating or Nominating Official Name/Title/Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print name here: \_\_\_\_\_

9. Nominee's Supervisor's signature (if different from #8): \_\_\_\_\_ Date: \_\_\_\_\_

Print name here: \_\_\_\_\_

-----TO BE COMPLETED BY AREA OFFICE STAFF-----

10. Reviewing, Recommending, or Endorsing Official's Name/Title/Signature/Date (if required)

Signature: \_\_\_\_\_ Date: \_\_\_\_\_ Print name here: \_\_\_\_\_

11. Area Director's Signature/Date:

Dean M. Seyler, Director \_\_\_\_\_ Date: \_\_\_\_\_

Please mail, fax, or e-mail to Rachel Smith at Portland Area IHS, 1414 NW Northrup St., Suite 800, Portland, OR 97209; fax:(503) 414-7776; e-mail: [Rachel.smith@ihs.gov](mailto:Rachel.smith@ihs.gov)