



# INTERAGENCY CONNECTION

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## Chair's Corner

### A Call to Serve: FEBS' Plan of Action



In last month's newsletter, I referenced Max Stier, President and CEO of the Partnership for Public Service, who was a speaker at the National FEB conference. I found his message fascinating and the mission of his new non-partisan, non-profit organization dedicated to recruiting and retaining excellence in the Federal civil service, heartening. Through an aggressive campaign of agency reform, legislative advocacy, focused research, and educational efforts, the Partnership encourages talented people to choose Federal service for some or all of their careers and works with the Government to help retain high achieving Federal employees. The mission of the Partnership for Public Service is underscored with a message of urgency, caused by the impending mass exodus of Government employees.

To meet this challenge, the Partnership for Public Service is pursuing a comprehensive five-part strategy:

- (1) A partnership with Federal agencies to help create a work environment for the 21<sup>st</sup> century that allows Government to better support and retain its talented workers;
- (2) A legislative reform agenda to address outdated laws that keep the Government from attracting and retaining highly skilled employees and to implement management practices more comparable to those in the private sector;

- (3) A practical research plan to increase our understanding of the human capital crisis and its possible solutions;
- (4) An education and outreach effort to inform talented mid-career professionals about employment opportunities in Government and a national college and university campaign to inform students about Federal jobs ([www.calltoserve.org](http://www.calltoserve.org)); and
- (5) A communications program designed to improve public understanding and perception of Government service.

In pursuing this strategy, the Partnership is building coalitions with federal agencies, lawmakers, corporate leaders, Federal employees, academic institutions, and other interested groups. The Partnership is guided by a Board of Governors comprised of prominent, committed individuals who provide advice and expertise and serve as spokespersons for the importance of public service.

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# Emergency Preparedness & Continuity of Operations Training



David Stell, IRS videotapes the training session. These tapes will be available on a 'check-out' basis through the FEB Office.

Pierre Mouravieff presents information on GETS and satellite phones.



Lindy Ritz recognizes the Ad-Hoc Council members for their efforts in updating the "Redbook" and coordinating the training and materials.

Gary Berryhill discusses the value of Ham radios, handheld radios, and cell phone preference program.



The two-part session on Alternate Communications



Ronnie Warren, OKC Emergency Manager displays a vest to exhibit the ease with which explosives can be introduced into a building.



Brad McDannald, FEMA, discusses the need and the requirement for Continuity of Operations Planning (COOP).

John Clark, OKC Emergency Manager (retired) receives a skyline print for his efforts on the 'Redbook' and for his presentation during the training.



Matt Harper, FBI, makes a presentation on cyber-security.



Bob Hominick, GSA Regional Ofc presents a brief overview of the elements of COOP.

The two-part session on COOP

Jeff Chalmers, OCEM, receives recognition for his contribution to the training.



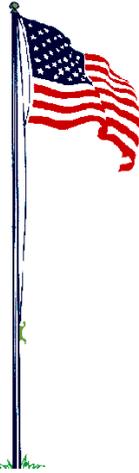
**We received 101 critiques from the 160 attendees after the 1st day of training.** Not everyone responded to every question; however, the following information is provided regarding the success of this event:

- 97 said that 'value' was added by inter-agency/inter-govt participation (4 did not respond to this question)
- 100 said the training was worth the investment of their day (1 no response)
- 99 said they felt the training was a good value for the cost (2 no responses)
- 100 said that this training is something that should be pursued in the future (1 no response)



**SPOTLIGHTING HISTORY --**  
**Did you Know?... The Story of the Pledge of Allegiance**

The Pledge of Allegiance to the Flag of the United States, according to James A. Moss, an authority on the flag and its history, was first given national publicity through the official program of the National Public School Celebration of Columbus Day in October 1892. The Pledge had been published in the Youth's Companion for September 8, 1892, and at the same time sent out in leaflet form throughout the country. During the Celebration it was repeated by more than 12,000,000 public school pupils in every state in the Union.



Mr. Francis Bellamy of Rome, New York, and Mr. James Upham of Malden, Massachusetts were both members of the staff of the Youth's Companion when the Pledge was published. The family of each man has contended that his was the authorship and both hold evidence to substantiate their claims.

To determine, in the interest of historical accuracy, the actual authorship, the United States Flag Association (formerly in Washington, D.C., but now disbanded), in 1939, appointed a committee consisting of Charles C. Tansill, Professor of American History; W. Reed West, Professor of Political Science; and Bernard Mayo, Professor of American History, to carefully weigh the evidence of the two contending families. Unanimously, the committee decided in favor of Francis Bellamy, and on May 18, 1939, the decision was accepted by the American Flag Committee. Mr. Bellamy had been chairman of the executive committee which formulated the program for the National Public School Celebration and furnished the publicity when he was on the staff of the Youth's Companion. In the material which he nationally circulated, he wrote, "Let the flag float over every school-house in the land and the exercise be such as shall impress upon our youth the patriotic duty of citizenship." He also included the original 23 words of the Pledge which he had developed. \* 'to' added in October, 1892.

*I pledge allegiance to my Flag,  
and (to\*) the Republic for which it stands:  
one Nation indivisible,  
With Liberty and Justice for all.*

Thus it was that on Columbus Day in October 1892, the Pledge of Allegiance was repeated by more than 12 million public school children in every state in the union.

The wording of the Pledge has been modified three times.

On June 14, 1923, at the First National Flag Conference held in Washington, D.C., under the leadership of the American Legion and the Daughters of the American Revolution, changed the Pledge's words. The latter words were added on the ground that some foreign-born children and adults when giving the Pledge might have in mind the flag of their native land. In 1923, the words "the flag of the United States" were substituted for "my flag."

I pledge allegiance to **the Flag of the United States**,  
and to the Republic for which it stands:  
one Nation indivisible,  
With Liberty and Justice for all.

In 1924, "of America" was added.

I pledge allegiance to the Flag  
of the United States *of America*,  
and to the Republic for which it stands:  
one Nation indivisible,  
With Liberty and Justice for all.

On Flag Day June 14, 1954, the words "under God" were added. The last change in the Pledge of Allegiance occurred on June 14 (Flag Day), 1954 when President Dwight D. Eisenhower approved adding the words "under God". As he authorized this change he said: "In this way we are reaffirming the transcendence of religious faith in America's heritage and future; in this way we shall constantly strengthen those spiritual weapons which forever will be our country's most powerful resource in peace and war."

This was the last change made to the Pledge of Allegiance. The 23 words that had been initially penned for a Columbus Day celebration now comprised a Thirty-one profession of loyalty and devotion to not only a flag, but to a way of life...the American ideal. Those words now read:

"I pledge allegiance to the Flag  
of the United States of America  
and to the Republic for which it stands,  
one nation under God, indivisible,  
with liberty and justice for all."

The Pledge of Allegiance continued to be recited daily by children in schools across America, and gained heightened popularity among adults during the patriotic fervor created by World War II. It still was an "unofficial" pledge until June 22, 1942 when the United States Congress included the Pledge to the Flag in the United States Flag Code (Title 36). In 1945 the Pledge to the Flag received its official title as: The Pledge of Allegiance

When the Pledge is being given, all should stand with the right hand over the heart, fingers together and horizontal with the arm at as near a right angle as possible. After the words "justice to all," the arm should drop to the side. While giving the Pledge of Allegiance all should face the flag.

The idea of the annual PAUSE FOR THE PLEDGE OF ALLEGIANCE originated in 1980 at the Star-Spangled Banner Flag House in Baltimore, Maryland. The National Flag Day Foundation, Inc. was created in 1982 "to conduct educational programs throughout the United States in promotion of National Flag Day and to encourage national patriotism by promotion of the PAUSE FOR THE PLEDGE OF ALLEGIANCE."

On June 20, 1985, the Ninety-Ninth Congress passed and President Reagan signed Public Law 99-54 recognizing the PAUSE FOR THE PLEDGE OF ALLEGIANCE as part of National Flag Day activities. It is an invitation urging all Americans to participate on Flag Day, June 14, 7:00 p.m. (EDT) in reciting the Pledge of Allegiance.



## **Certified Public Manager Program extended to Feds**

**About CPM:** In 1986, OPM created the Certified Public Manager (CPM) Program as a comprehensive management-training program for state government employees. The Legislature made the Oklahoma CPM Program statutory in 1995. The OPM Administrator has adopted Merit Rules to implement those provisions.

The Oklahoma CPM Program is designed to improve service to the citizens of the state of Oklahoma. Participants in the program become better resources for their agency and for the state through seminars, examinations, job-related projects, and by enhancing their management skills. The long-range goals of the Oklahoma CPM Program include helping agencies identify and develop the skills of Oklahoma state government's future leaders. Carrie Rohr is the CPM Program Coordinator and provides staff support for the Certified Public Manager Advisory Board. You can contact her, by email, at [carrie.rohr@opm.state.ok.us](mailto:carrie.rohr@opm.state.ok.us).

The Oklahoma CPM program was first accredited by the National Certified Public Manager Consortium in 1988, and received continued accreditation in 1993 and 1998. Oklahoma is one of 21 states accredited by the Consortium; seven other states are currently developing a CPM program to enhance their states' productivity.

Two hundred fifty-eight state employees have graduated from the OPM State CPM Program since its inception, including 15 in 2001.

**Program Requirements:** The Oklahoma CPM Program is a three-level program consisting of 237 required hours and 63 elective hours:

Level 1: Basic supervisory skills—75 classroom hours

Level 2: Middle-management skills—84 classroom hours

Level 3: Advanced-management skills—78 classroom hours

A CPM candidate is also required to complete four examinations, one for each level and one comprehensive exam. In addition, each candidate must complete four job-related projects in a timely manner, which provides an outstanding opportunity for candidates to work on ideas for efficiency in the workplace, problem-solving at work, and developing strategic work plans for the future.

The course curriculum provides detailed information on required courses and course descriptions and can be viewed at: [www.opm.state.ok.us/html/hr\\_hrds\\_cpm\\_cpmrqmts.htm](http://www.opm.state.ok.us/html/hr_hrds_cpm_cpmrqmts.htm)

**Cost—City and County Governments in Oklahoma and Federal Agencies:** An additional cost of \$300.00 covers processing and course material. The total cost of the program is \$1,380.00. The agency or organization pays \$1,300.00, and the candidate pays \$80 (\$10.00 per exam and \$10.00 per project evaluation).

**College Credit Recommendations:** The American Council on Education recommends college credit for the program. A participant may receive up to 15 hours of upper division baccalaureate credit or nine hours of graduate credit in Public Administration, Management, or Human Relations.

**Applications:** Applications for the Oklahoma CPM Program are accepted at any time at <http://www.opm.state.ok.us/cpmapp.pdf>



## U.S. Provides More Access to Information Than Any Government in World, According to New United Nations Report

The United States government leads the world in using the Internet to deliver information and services to citizens, according to a new United Nations report. A copy of the report can be viewed at <http://www.unpan.org/e-government/Benchmarking%20E-gov%202001.pdf>

“E-government improves people’s lives by making it easier for them to obtain information and services from the government, which is why President Bush has made E-government a priority from the day he took office,” said Mark Forman, Associate Director for Information Technology and E-government at the Office of Management and Budget (OMB).

The report praised the United States for making more information available to citizens than any other government. “No government offers greater online access to official information than the United States,” the report said.

The federal government’s “remarkable ability to disseminate reliable, accurate, and timely information” following the terrorist attacks of September 11 was highlighted by the report.

The report also praised the Bush administration for appointing a federal “E-gov czar” and for jumpstarting the “slow off the E-gov mark” policy.

The report evaluated each of the 190 U.N. member states’ E-government programs by assigning each government an “E-government index.” The U.S. received an E-government index of 3.11. Its nearest competitors were Australia, which received a 2.60, and New Zealand, which received a 2.59. The United Kingdom and Canada both scored 2.52. The study’s authors hope that policy makers can use the index as a benchmark for evaluating future improvement.

The report predicts that E-government will continue to evolve and may “transform a public sector organization’s commitment so it can function as truly citizen-centric.” In coming years, the report predicts “increased experimentation, innovation and organizational learning in an effort to perfect E-government.”

Extracted from an OMB Press Release located at: <http://www.whitehouse.gov/omb/pubpress/2002-35.pdf>

## Interagency Connection Available Electronically



Electronic distribution of the Interagency Connection is now offered, in order to make our newsletter available to the increasing number of federal executives, managers, supervisors and employees requesting to be added to our mailing list.

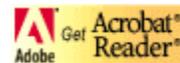
### Benefits:

- Same day delivery!
- The electronic copy will look exactly as the version that is currently mailed.

### How to subscribe:

Send an email (from the email address where you choose to receive the newsletter) to [Trish.Plowman@juno.com](mailto:Trish.Plowman@juno.com). Be sure to have **Interagency Connection** in the subject line.

Beginning in September, you will receive the **Interagency Connection** via your email inbox. It will look the same, and will read the same if you choose to print out a hard copy.



You must have Adobe Acrobat Reader software on your computer to be able to open the document. Adobe® Acrobat® Reader® is free software that lets you view and print Adobe Portable Document Format (PDF) files and can be downloaded from the internet at: <http://www.adobe.com/products/acrobat/readstep2.html>



**Interesting Agency Brochures and Pamphlets**

If you do not have a PIO in your agency, how can you be sure that your staff develops educational brochures and pamphlets that are read?

There is online help available!

*A guide for creating more effective public interest print advertising that features new data from an unprecedented 10-year study by RoperASW has been written by Andy Goodman.*

While this guide is really geared for advertisement, the principles apply to government documents we want to ensure are read by our customers and the general public.

1. *Capture the reader's attention like a stop sign and direct it like a road map.*
2. *Make an emotional connection before attempting to convey information.*
3. *Write headlines that offer a reason to read more.*
4. *Use pictures to attract and convince.*
5. *If you want people to read your text, make it readable.*
6. *Test before, measure after.*
7. *When everyone zigs, it's time to zag.*

This 70-page guidebook is available online at: [http://www.agoodmanonline.com/\\_pdf/bad\\_ads\\_low\\_res/BadAdsLo.pdf](http://www.agoodmanonline.com/_pdf/bad_ads_low_res/BadAdsLo.pdf)

By using design techniques that appeal to documented reader tendencies, you reduce the chances that your document will be passed over or partly read. And given fewer dollars to work with, you simply must make the most of every chance you get.

**Citizen Gateway**

Government helping citizens, one click at a time

Locate In-Person Services Near You: A Citizen Guide

We know many people care most about things in the communities where they live and work. Locate government offices and services in your local community, region or state. Find farmers markets, social security offices, post offices, police departments, substance abuse treatment centers, veterans facilities, state and local agencies by topic and much more. You can also do business with the government from your computer, by visiting Online e-Services for Citizens at: <http://firstgov.gov/Citizen/Services.shtml>

**Per Diem Perdition**

(extracted from Government Executive, Aug 2002)

The government's per diem lodging rates for designated markets in the continental United States will stay the same through fiscal 2003, says the General Services Administration's Travel Management Policy Division.

But the decision does not apply to destinations included in the Federal Premier Lodging Program – those lodging rates will change as contracts are awarded. For a list of those destinations, go to [www.gsa.gov/fplp](http://www.gsa.gov/fplp). Participating properties can be found in Alabama, Colorado, Illinois, Maryland, New York, Oregon, Tennessee, Virginia, Washington state and Washington, DC.

*The Oklahoma Federal Executive Board has surveyed the federal agencies in Oklahoma regarding preferred areas of lodging; submitting the information to GSA for consideration. The FEB is also partnering with the Society of Government Meeting Professionals to successfully connect with hoteliers in Oklahoma, ensuring they are aware of the FPLP, understand the bidding process, and participate. These efforts are to ensure the Federal Premier Lodging Program is successful in Oklahoma. (Currently the bids have been submitted and are awaiting GSA review).*

Federal travelers who are unable to find a hotel within the per diem rate in specific cities can report it on the "No Vacancy" link on GSA's Web site. Go to [www.gsa.gov](http://www.gsa.gov), then go through a series of links: "Travel", then "Per Diem", then "Domestic Per Diem", then scroll down to the bottom for the "No Vacancy" sign.



# THE VOLUNTEER VOICE

Federal Employees Care Council (FECC)  
Article written by FECC member, Pam Downs

## Volunteer Spotlight

Note: Each year, the Federal Executive Board presents awards to federal employees nominated as "Employees of the Year" in a variety of categories, one of which is community service. This category honors volunteerism and giving back to the community in which one lives. This year's winner of the Community Service Employee of the Year award was Tim Hibner, Facilities Management Specialist at the FAA's Aeronautical Center.

Tim Hibner's volunteer efforts are with the National Beep Baseball Association for the Blind (NBBA). He first got involved with beep baseball in 1983 when a friend at work, who had a blind brother-in-law, asked for his help with a baseball team. He's been at it ever since and leads a very successful local team, the OKC Bombers. In 2001, Tim's team was 3<sup>rd</sup> in the nation, and this year it was 2<sup>nd</sup>, losing in the hard-fought NBBA World Series championship game 31-30.

One of Tim's jobs on the team is to pitch, and pitch in such a way that the hitters can hit the ball well. One of Tim's greatest satisfactions is that he is so good at his job, he enables team members to excel, also. For the past two years, the offensive Most Valuable Players (MVP) have been from his team.

Tim's volunteer efforts have grown to be a family affair. He sets a terrific example for his three daughters, who have assisted him with team activities over the years. One daughter, Sara (15) catches for the team; Samantha (13) is a guide and helper, and Courtney (22) fills in whenever she's needed. Tim uses much of his leave to travel with the team to tournaments, and hopes that his summer vacations are spent traveling to the NBBA World Series, as they have been the past two years.

Tim's philosophy is, "We're all given certain things; we're lucky to be fully sighted. If you give back to the community, it'll be a better place for everybody." He has put this philosophy into action, and the entire community is better for it. We are proud to salute Tim for his outstanding service to our OKC community.



THE OKC BOMBERS, WITH TIM HIBNER KNEELING IN foreground.

## Events On the Horizon

### State Fair Found People's Booth:

Dates: September 13-29, 2002

Workers Needed: 1 coordinator and 4-5 workers per shift

Shifts: 11:00AM-3:00PM  
3:00PM-7:00PM  
7:00PM-11:00PM

Your FECC representative should be getting information out soon. The FECC project manager is Luciann Whitthorne, HUD, (405) 553-7586.

### CFC Day of Caring

Dates: October 4-5, 2002

Projects: The project list will be distributed sometime in August and published in the next *Volunteer Voice*. Mike Birdsong, IRS, (405) 297-4014, is the FECC POC for this event.

For more information about the FECC, please visit our web site at:

<http://www.oklahoma.feb.gov/feccindex.html>



**UPCOMING EVENTS  
SEPTEMBER**

<b>Sep 2, 2002</b>	<b>Labor Day</b>
<b>Sep 3, 2002</b>	<b>Shared Neutrals Council</b> Oklahoma Visual Arts Coalition 400 West Sheridan, OKC POC: Stephen Kovash 580-436-8708
<b>Sep 4, 2002</b> 8:30 am	<b>Federal Quality Council</b> Federal Highway Administration POC: Ken Lunsford, 405-736-7636
<b>Sep 7, 2002</b>	<b>Rosh Hashanah</b>
<b>Sep 10, 2002</b>	<b>Agency Visits</b> Tishomingo, Oklahoma POC: FEB Office, 405-231-4167
<b>Sep 10, 2002</b> 2:00 pm	<b>Federal Employees Care Council</b> USGS, OKC POC: Mike Birdsong 405-297-4014
<b>Sep 12, 2002</b> 11:30 am	<b>Society of Government Meeting Professionals</b> Nat'l Center for Employee Development, Norman
<b>Sep 17, 2002</b> 10:00 am	<b>FEB Executive Policy Council Meeting</b> Military Entrance Processing Station POC: FEB Office 405-231-4167
<b>Sep 18, 2002</b> 10:00 am	<b>Interagency Training Council</b> US Courthouse, OKC POC: Laura Stich 918-621-4157
<b>Sep 19, 2002</b> 2:00 pm	<b>Council on Disability Concerns</b> Federal Highway Administration POC: Shannon Dumolt 405-605-6166x316
<b>Sep 19, 2002</b> 3:30 pm	<b>Federal Black Program Council</b> Federal Highway Administration POC: Eddie Allen 405-734-3438
<b>Sep 25, 2002</b> 10:00 am	<b>American Indian Council</b> Social Security Administration, OKC POC: Mary Lou Drywater 405-790-1040
<b>Sep 27, 2002</b> 12:00 noon	<b>Naturalization Ceremony</b> 200 NW 4 <sup>th</sup> St., OKC

*Always do right—this will gratify some and astonish the rest.*  
--Mark Twain

**Your Federal Executive Board**

**The Mission of the Federal Executive Board (FEB) is to increase the effectiveness and efficiency of Federal agencies in Oklahoma.**

The general goals are:

- *Communicate—The FEB provides a forum for member agencies to share each other's initiatives, successes, concerns, challenges, and informs the local community of national interagency policies and priorities.*
- *Coordinate Emergency & Other Inter-agency Actions—The FEB stands ready to immediately facilitate resources of the Oklahoma federal community, whether to aid a member agency in crisis, assist the citizenry in a public emergency, or implement initiatives that affect the federal community.*
- *Facilitate Customer Service—The FEB draws together agencies with common clients so that government services are convenient for the customers.*
- *Partner with Community Groups—The FEB partners with community groups to identify and help resolve challenges.*
- *Reduce Costs and Improve Efficiency—The FEB brings together agencies with common goals to pool experiences and resources so their efforts are complementary and more cost effective.*

This newsletter is published monthly as a cost-effective tool for communicating events and issues of importance to the federal community in Oklahoma. If you have news of interest, please fax to the FEB Office at (405) 231-4165 or email to [LeAnnJenkins@juno.com](mailto:LeAnnJenkins@juno.com) no later than the 15<sup>th</sup> of each month.

***Elected Officers:***

**Chair:** **Lindy Ritz**, Director  
FAA-Mike Monroney  
Aeronautical Center

**Vice-Chair:** **Vince Howie**, Director of Staff  
Tinker Air Force Base

***Staff:***

**Director:** LeAnn Jenkins  
**Secretary:** Trish Plowman  
**Clerical Support:** Savina Parks

***Please feel free to copy this newsletter & distribute. This is also available at <http://www.oklahoma.feb.gov>***



 **THRIFT SAVINGS PLAN** for Federal employees

The Elective Deferral Calculator is now available in the calculator section of <http://www.tsp.gov/>. The calculator determines a dollar amount that higher paid FERS employees can contribute each pay period to ensure that their contributions are spaced out over all pay periods for that year in such a way that they receive the maximum Agency Matching Contributions.

<p><b>Who should use this calculator?</b></p>	<p>Use this calculator only if you are a highly paid FERS employee who wants to maximize Agency Matching Contributions to your TSP account.</p> <p>Note: This calculator may be used by a FERS employee who is also contributing to a uniformed services TSP account as a member of the Ready Reserve to determine if a contribution election to the employee's uniformed services account will jeopardize his or her receipt of the maximum agency matching contributions to the civilian account.</p>
<p><b>Why should you use this calculator?</b></p>	<p>Highly paid FERS employees who elected the 12% TSP statutory limit for 2002, or who plan to elect the 2003 statutory limit of 13% during the October 15 — December 31, 2002, open season, will reach the elective deferral limit before the end of the year. Consequently, their contributions <b>and their attributable agency matching contributions</b> must also stop for the remainder of the year. As a result, such FERS employees will lose some of the agency matching contributions. For more detailed information, read the Fact Sheet Annual Limit on Elective Deferrals.</p> <p>The dollar amount determined by using this calculator</p>

	<p>distributes employee contributions over the entire year (or remainder of the year) and thus allows these employees to receive the maximum attributable agency matching contributions for the year, or remainder of the year, depending upon when they are making their contribution elections.</p> <p><b>Warning:</b> This calculator can provide you with a reasonable estimate. However, calculations may vary from actual contribution amounts because of a variety of factors influencing your pay (including pay increases) and the accuracy of the input.</p>
<p><b>What information do you need to use this calculator?</b></p>	<ul style="list-style-type: none"> <li>• Your most recent earnings statement.</li> <li>• The pay date your new TSP election will become effective</li> <li>• The number of salary payments you will receive this year from which your new contribution election will be deducted.</li> </ul>

Remember to visit <http://www.tsp.gov> and use the calculator.

Visionary leaders – individuals of great courage who stand in a commitment to something greater than themselves, who articulate a picture of a desirable future, enrolling others in that future, and relentlessly engaging in the work to bring that vision into reality in a way that honors and develops others in the process.

*Vision to Action* Briggs Consulting



## Chair's Corner (continued)

### FEB's Plan of Action

Stier had a clear message to those attending the (FEB) conference, stating, "As leaders of Federal activities and coordination around the nation, the Federal Executive Boards (FEB's) play a critical role, not just in serving the 84 percent of Federal employees who work outside of Washington, but also in representing the Federal Government in providing a service to citizen customers around the country. In keeping with the FEB's five core mission areas, these 28 offices can and should play a critical role in addressing the Federal Government's workforce crisis."

As a first critical step, the FEB's will serve as "One-Stop-Shops" for Federal employment opportunities, collecting and sharing information on respective FEB websites. In addition, the FEB's will publicize email addresses or phone numbers that career service professionals and potential candidates can contact to seek information on Federal job opportunities in their areas. Furthermore, the FEB's pledge to join forces with the Office of Personnel Management and the Partnership for Public Service to educate a new generation about the importance of a strong civil service and to help reestablish links between Federal agencies and campuses. Under the auspices of the Call to Service initiative, FEB's will help ensure that our country has the talented public servants it needs in the new century by undertaking creative initiatives.

We CAN make a difference and it is incumbent upon us to take the lead. The Partnership is an organization dedicated to making a difference. Its materials are informative and useful and available upon request. I urge all of you to visit its website ([www.ourpublicservice.org](http://www.ourpublicservice.org).)

The FEB of Oklahoma's Emergency Preparedness and Continuity of Operations Planning Guide ("red book") is now updated and available! It was presented during a 1-1/2 day training opportunity in August. In addition to seeing some of you, I had the opportunity to meet State and County leaders, as well as

municipal, hospital, and non-profit representatives. We had speakers from private industry, FEMA, FBI, USDA, Oklahoma City Emergency Management, Tinker AFB, GSA-Fort Worth, Oklahoma Department of Civil Emergency Management, FAA, and the U.S. Marshals Service. Topics included: Review of changes in the "red book," vulnerability assessments, biological threats, chemical and explosive threats, cyber security, Introduction to Infraguard, continuity of operations, elements of preparedness and need for effective planning, and the need for alternate communications. Those who attended the bonus half-day workshops were able to choose between continuity of operations, a quick step-by-step process to develop a good plan, and a basic course on explosives for first responders.

If your agency would like to obtain extra copies of the red book (at cost), please contact the FEB Office at (405) 231-4167.

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### Federal Long Term Care Insurance Program

**Open Season: July 1 - December 31, 2002**



"I told my children that when I signed-up for the OPM-sponsored Federal Long Term Care Insurance Program, I was going to make the insurance certificate one of **their** presents because it benefits them as much as it benefits my husband and me. Through this one act of **personal responsibility**, I am reducing a potential future burden on them and their families."

**Kay Coles James, Director**

U.S. Office of Personnel Management

OPM is proud to sponsor this important, new long term care insurance benefit, with coverage offered by John Hancock and MetLife. You may have a need for long term care in the future. Start planning for that need today!

To speak to a certified long term care insurance specialist call:

**1-800-LTC-FEDS / 1-800-582-3337, Hearing Impaired (TDD: 1-800-843-3557)**

8:00 a.m.- Midnight, Eastern Time, 7 days a week

***Also watch for the one-hour briefings that will soon be scheduled by the FEB for the convenience of the 63,764 federal employees in Oklahoma! If you have questions about these, please call Trish at the FEB Office, (405) 231-4167.***



**As a Supervisor or Manager, How Can I Get the Most from the Gov Online Learning Center?**

The Gov Online Learning Center (with current and future modules) at [www.golearn.gov](http://www.golearn.gov) contains a wide array of e-training courses that are of high and common interest across Government. (This website is a product of the Office of Personnel Management and is provided free of charge to federal employees.) As a first step, you should become familiar with the training courses and services available on the Gov Online Learning Center. Then, as with all training, it is important to:

- Determine your employee's training needs.
- Evaluate if e-Training (online web-based training) is an appropriate venue (e.g., some people do not learn most effectively online or will need guidance to learn online effectively; or the subject matter or phase of learning necessitates instructor interaction).
- Assess the resources available on the Gov Online Learning Center and how they can meet your employee training needs.
- Provide the necessary resources to employees to complete their needed training (e.g., time, computer, Internet access, etc.).
- Upon completion of training, assess your employee's performance, reinforce the training through guidance and/or application and determine the need for additional or follow-up training.

E-Training can be effective alone or in combination with other forms of training, such as on-the-job or classroom training - blended learning. As with any kind of training, e-Training will be most effective when time is given to learn and to apply on the job. By taking an e-Training course yourself, you can support this opportunity for training based on your own experience. You and your employees will find a wealth of information about the Gov Online Learning Center in sections such as *New User*, the *Gov Online Learning Center User Guide*, *FAQs*, and *Technical Tips*.

Visit: <http://www.golearn.gov> to begin your E-Training experience!

**More on Long-Term Care**

The Program Educational Video ([http://www.opm.gov/insure/ltc/open\\_season/video/index.htm](http://www.opm.gov/insure/ltc/open_season/video/index.htm)) is now available for downloading in Windows Media format, which you can view using the Windows Media Player software available on almost all Windows-based computers. (The streaming video and downloadable versions of the video which use RealOne Player are still available as well.)

This is particularly good news for those of you who don't have or aren't able to download the free RealOne Player. Click on the link shown above (or copy and paste it into your browser) and take a look at the available formats.

This video is primarily intended for people unable to attend an in-person meeting. We do NOT authorize taping of the presenters who are giving the live Program Educational Meetings and ask that you do NOT make such tapes. We developed this video for that purpose.

Laura Lawrence, Project Leader  
Office of Long Term Care Insurance

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*You can visit OPM's Long Term Care Insurance web page at: <http://www.opm.gov/insure/ltc>*  
*You can visit the LTC Partners web page at <http://www.ltcfeds.com>*  
*LTC Partners toll-free number, 1-800-LTC-FEDS (1-800-582-3337)*  
*Hearing Impaired (TDD): 1-800-843-3557*  
*Certified Long Term Care Insurance Consultants are available from 8:00 am to midnight, Eastern time, 7 days a week*  
***Open Season: July 1 - December 31, 2002***  
*To Subscribe to their listserv:*  
*Send an email to [listserv@listserv.opm.gov](mailto:listserv@listserv.opm.gov).*  
*In the body of the email, type*  
*SUBSCRIBE LTCInfo firstname lastname*  
*(substituting your own first and last names)*