INTERAGENCY CONNECTION

215 Dean A. McGee, Suite 153, Oklahoma City, OK 73102 http://www.oklahoma.feb.gov/ (405) 231-4167

Chair's Corner

We have already experienced the Spring Weather challenges by the time this is published.

Our Federal Executive Board pushes out Situational Updates on a regular basis that we receive from the State, in order for agencies to be informed, plan, and protect employees.

Our 2015 Leadership FEB class is off to a strong start! They met with the NOAA leaders in Norman and toured facilities in March (just in time to know the forecast science before the late March tornadoes).

This month will be the first of five different training opportunities through our FEB and our Leadership Series. This course will be a Supervisor's "Fast Start" program to assist those who feel as though they've been "thrown into" a management position and need additional skills or updating current skills. A registration is provided on page 11 of this newsletter for your convenience.

As we enter into April, we are reminded that April 19, 2015 will mark the 20th anniversary of the unimaginable occurrence in Oklahoma City.

While this domestic act of terrorism was meant to fracture, divide and terrorize, it resulted in a resolve of the federal community to come together, collaborate and assist in every way possible.

Our Federal community has proven time and time again to be resilient, whether it is recovering from a man-made or natural disaster.

We have listed many of the Memorial events in our "Upcoming Events" article on page 10 to provide information. This list is being updated frequently and you can visit the Memorial's website to see updated events: http://okstandard.org/events/

During Public Service Recognition Week, we will recognize 72 federal employees (and teams) for outstanding accomplishments. This will be during a luncheon on May 4, 2015 in Norman. A registration form is provided in this newsletter and I encourage everyone to attend!

I look forward to seeing many of you at our upcoming activities and events.

Julie A. Gosdin

Julie Gosdin, Chairperson

Decision Making Assessment with One Great Question

One of the most difficult attributes to assess in a job applicant is his or her approach to decision making. But here's a deceptively simple question that will reveal several insights if you just sit back and listen to how the person responds: "Tell me about the most challenging problem you've faced and how you resolved or dealt with it."

- Consider how long it takes for the person to come up with a suitable example. It can be safely assumed that those who are stumped by the question may not be very experienced or confident in their decision making. It should make you wonder about the person's level of self-awareness.
- Consider the sophistication of the challenge described. It might be assumed that those applying for positions requiring a certain level of sophistication will have faced and overcome similar situations in past jobs. If not, you need to reconcile this gap.
- Listen to the vocabulary used to describe the situation. Does this person express him- or herself in a way that would be a good match for the position you have open?
- Consider how well organized the applicant is as he or she explains the resolution. If the applicant appears scattered in explaining the situation, how will he or she behave on the job?
- Consider the approach taken to resolve the situation. You may not have approached the challenge the same way, but the applicant's response will provide an insight of how he or she will approach similar challenges while working for you.
- Consider the confidence with which the challenge and resolution are described. An applicant comfortable in explaining mistakes or failures and the recovery from them demonstrates a self-awareness that should be sought. Of course, if the story described sounds too smooth or rehearsed you might wonder about its veracity.
- Consider the applicant's posture and body language while relating the situation and resolution. Are they consistent with the nature of the story. If not, you need to reconcile the differences.

All this out of one simple question. Who knew??

Taken from http://www.bobwendover.com/decision-making-assessment-one-great-question/

Spotlighting Information in Public Service

Did you Know?

The Pawhuska Indian Health Center

The Pawhuska Indian Health Center (PIHC) serves American Indians in the northeast region of Oklahoma. This patient population faces disproportionately high rates of chronic conditions, such as high blood pressure (also called hypertension), heart disease, and diabetes, increasing the importance for clinicians to effectively treat patients. In 1 year, PIHC increased the hypertension control rate within its patient population from 66.7% to 73.2%. This achievement resulted from patient-focused improvement activities, such as putting into action electronic health records, team-based care, and support for medication adherence.

WHAT WE DID

● **Implemented consistent, strategic use of electronic health records (EHRs).** PIHC used iCare, a population management software tool, to manage patients with high blood pressure. iCare pulled information from PIHC's EHR system, including lab results, helping the health care team identify patients who were due for follow-up visits.

● **Used team-based care models.** PIHC used the Improving Patient Care program, a patient-centered approach supporting a strong collaboration among nurses, physicians, and patients. Each care team was assigned a patient panel. The team nurse assisted by communicating urgent patient needs. Other PIHC departments, such as dentistry and optometry, used the same EHR system and, when treating a patient with high blood pressure, easily identified and referred at-risk patients to the care team for follow-up.

● **Took action to improve medication adherence.** PIHC's primary care department worked closely with its onsite pharmacy to support medication adherence. For example, the health care team entered notes in patients' EHRs, and pharmacists reviewed and adjusted medications as needed. Similarly, when patients came in for a pharmacy-only visit, the pharmacy staff reviewed patients' charts to assess whether patients were due for a blood pressure check. If so, the pharmacists completed the check and, if necessary, referred patients to the care team.

WHAT WE ACCOMPLISHED

Through the use of multiple strategic efforts, PIHC successfully increased its hypertension control rate from 66.7% to 73.2% between June 2012 and June 2013. This increase translated into an additional 38 adult patients with high blood pressure under control in 2013.

WHAT WE LEARNED-Success Factors

For other health organizations striving to improve hypertension control, PIHC recommends
1. Facilitating the sharing of information. PIHC's EHR system ensures that all members of the health care team can readily access patients' health information without delays caused by searching for details. 2. Educating staff and patients about hypertension and shared goals. By including the patient in establishing the goal of hypertension control, the patient is involved and invested in working with the care team and celebrating successes. 3. Collaborating with ancillary staff. Including other health care professionals, such as pharmacists and lab staff, provides a mechanism for consistent messaging with patients. For example, PIHC's strong internal communication across primary care, pharmacy, dentistry, and optometry helped reduce the risk that patients might fall through the cracks and provided additional opportunities for blood pressure checks.

BARRIERS AND CHALLENGES

The PIHC team faced challenges in getting patients into the office and helping them comply with lifestyle changes. To overcome these barriers and keep patients engaged and motivated, PIHC worked closely with local Osage Nation tribal programs to share consistent messages about the importance of hypertension control and overall health.

WHAT WE ARE DOING NOW

PIHC continues to use a team approach and electronic systems to improve hypertension control. PIHC is renewing its prevention efforts and focusing on positive feedback with patients regarding their success. To be successful, the patient must continue to make lifestyle changes. PIHC's role is to teach and encourage patients that this is not a sprint but rather a marathon that will last their whole life, with PIHC there every step of the journey.

Annual Number Changes 2015: Part II

Taken from Federal Times article by Reg Jones, Retirement Planning Expert, dated February 2015
Part I was in the February FEB newsletter, pg 4

In this column I'll describe the calendar year 2015 changes affecting Medicare, death benefits and children's benefits

Medicare

At age 65, you'll be eligible for Medicare Part A (hospital insurance) at no cost to you. If you are no longer working, it's free. That's because you already paid for that benefit through payroll deductions. You'll still be entitled to that coverage if you have earnings from wages or self-employment; however, deductions will continue to be taken from your pay until you retire for good.

You'll also be eligible for Medicare Part B (medical insurance), which isn't free. If you decide to enroll in Medicare Part B, you'll have to pay the premiums. The Part B premiums for 2015 are unchanged from 2014. So, if your last year's individual taxable income was $85,000 or less ($170,000 or less if filing jointly), your monthly premium will be $104.90. With a last year taxable income of $85,001 up to $107,000 ($170,001 up to $214,000 if filing jointly), the Part B monthly premium is $146.90; from $107,001 to $160,000, $209.80 ($214,001 up to $320,000 if filing jointly); from $160,001 to $214,000, $272.70 ($320,001 up to $428,000 if filing jointly). If your taxable income last year was greater than $214,000 ($238,000 if filing jointly), it will be $335.70 per month.

If you don't sign up for Part B when first eligible, your Part B premiums will go up by 10 percent for each full 12-month period that you could have been enrolled in Part B but weren't. However, if you are covered under a group health plan based either on your own current employment or that of your spouse, you can enroll in Part B at any time after reaching age 65 or during the eight-month period that begins the first full month after you are no longer covered under that plan based on current employment.

Death Benefits

Under CSRS there is no specific death benefit; however, if you die while still employed, your widow or widower will be entitled to a survivor annuity.

On the other hand, if you die while a FERS employee in 2015 and have at least 18 months of service, your surviving spouse would receive a lump sum of $32,326.58, plus a lump sum equal to the greater of half your annual basic pay or half of your highest three consecutive years of average salary (your high-3), plus any Social Security benefit to which he or she may be entitled.

If you had 10 or more years of service when you died, your surviving spouse would also receive a survivor annuity equal to half of what your basic annuity would have been based on your years of service, but without any age-based reduction if you were under age 62 when you died.

There is a special death benefit payable to the survivors of public safety officers who died as the direct and proximate result of a personal, traumatic injury involving external force and sustained in the line of duty. In fiscal year 2015, it's $339,310.

Children's benefits

In 2015 the children's monthly survivor annuity rate where one parent is still alive has increased per child to $511 and to $1,532, divided by the number of children. If there is no surviving parent, the monthly rates are $613 and $1,838.

To be eligible for these benefits, your child must be unmarried, under age 18 (or age 22 if attending school full-time) or any age if disabled under age 18, incapable of self-support, and unmarried.

The term "children" includes both a biological child and an adopted child. It also includes a stepchild, if living in a normal parent-child relationship, and a child born out of wedlock, if living in a normal parent-child relationship, or if a judicial determination of child support has been made.

FOUR THINGS I WISH BAD BOSSES WOULD DO

Taken from https://leadershipfreak.wordpress.com/2015/03/26/four-things-i-wish-bad-bosses-would-do/

65% of the workforce would choose a new boss over a raise.*

Bad bosses:

1. Focus on problems.
2. Treat people like tools.
3. Know it all.
4. Isolate themselves.
5. Can't make decisions.
6. Need the spotlight.
7. Never say thank you.
8. Don't listen.
9. Fix people.
10. Distrust.

See Facebook for insight from readers on bad bosses.

I wish bad bosses would:

#1. Practice humility.

- Work on themselves first and most.
- Honor the strengths of others, even when others have weaknesses.
- Express gratitude. Get up from the chair. Walk around and say thank you to people.
- Doubt themselves enough to explore options, but not so much that you're paralyzed.
- Smile at people. Don't be so serious.

#2. Open up.

- Expose good intentions. Let people know what they're really trying to accomplish in positive terms. Bad bosses are so busy focusing on problems and fixing things that they forget the good they're trying to accomplish.
- Ask about employee interests, children, or spouse.
- Explore successes.
- Be real. A fake boss makes people feel they don't matter.

#3. Listen.

- Schedule a thirty minute – "no agenda" – meeting twice a month with direct reports. Let them set the agenda. Ask questions. Learn about people.
- Take direct reports to lunch, once a quarter.
- Ask, "What do you think?"
- Ask, "What would you like me to ask you about?"
- Stop talking. Forget advanced listening techniques. If you're a lousy listener, just stop talking so much.

#4. Invite feedback.

Bad bosses give feedback, but don't invite it.

- How could I be better at _______, today? (Fill in the blank)
- What am I doing when I energize you?
- Ask "what" not "why."
- Ask "how" not "why."

Four quick tips for bad bosses:

- Stop protecting people from failure. The more you protect people, the more protecting you'll need to do.
- Deal with problem people on the team.
- Teach more than tell.
- Say "we," more than "me."

*http://www.prweb.com/releases/2012/10/prweb10013402.htm

Decision Making and Reading Deep

Talk to those in publishing and they'll tell you that the number of people who purchase books dwarfs the number of people who actually read them. The exceptions to this are fantasy novels, all things Harry Potter and so-called "mommy porn." Sadly, teachers will tell you that most students struggle to read more than 300 words at a time.

Over the past 20 years, we have witnessed an evolution in print media from 1500 word analyses to 200 word summaries. A substantial portion of Millennials admit that they get their news from *The Daily Show*, the evening monologues, Facebook and Twitter. TV news producers have learned that stories need to be reported in 90 seconds or less, regardless of the topic's complexity. The result? Shallow thinking. And when we do it everywhere else, we can't help but do it at work.

So, you want to put a sharper edge on your workplace decision making? Here's the challenge, read long and deep. Ignore the distractions. Set aside some time every day to read something about your industry, a thought-provoking editorial, perhaps current affairs. Ever meet someone who expresses a strong opinion but shows little, if any, recognition of the complexities involved? You might have thought to yourself, "Gee, they have the same vote I do." This is due to a lack of reading. Talk radio, TV and trending Twitter stories will not make up for this deficit.

The best decision makers in any environment have developed the habit of reading and reviewing a diversity of publications and viewpoints. By doing so, they remain up-to-date and accepting of a wide range of approaches to solving problems. Want to be a smarter decision maker? Make a practice of reading long and deep.

Taken from: http://www.bobwendover.com/decision-making-reading-deep/

FEMA-certified "Train the Trainer" COOP Training Courses

FEMA

Through a partnership between FEMA and the Oklahoma FEB, we will be hosting the L-548 course in Oklahoma City to leverage resources and multiply results. Upon successful completion of the course, the attendee receives FEMA certification.

- The Continuity of Operations (COOP) Manager's Training Course is to provide COOP training for Program Managers at the Federal, State, Tribal, and Local levels of government. This training includes a train-the-trainer module to equip the managers to train the course to others.

Upon completion of this course, participants should be able to do the following: Define COOP; Explain the business benefits of COOP; identify the elements of a viable COOP capability; identify the processes, resources, and tasks necessary to implement and manage a successful COOP Program.

There is no cost for the training; however, the employee's agency is responsible for all travel costs associated with this training.

Course title:	L548 – COOP Program Manager's Course
Location:	FAA Mike Monroney Aeronautical Center Visitor Center, Oklahoma City, OK 73179
Date:	August 24-25, 2015 8:00 a.m. - 4:00 p.m.
Time:	*8:00 a.m.–4:00 p.m.*

Name:	*Student ID:
Agency Address:	
Certificate mailing address:	
Phone:	Email:

***Obtain a FEMA Student Identification (SID) number:**

Step 1: To register, go to https://cdp.dhs.gov/femasid

Step 2: Click on the "Need a FEMA SID" box on the right side of the screen.

Step 3: Follow the instructions and provide the necessary information to create your account.

Step 4: You will receive an email with your SID number. You should save this number in a secure location.

Step 5: Utilize your SID in Block 3 of the Form 119-25-1 (a signed copy MUST accompany this form)

A signed copy of FEMA Form 119-25-1 must also accompany this form (available on our website at www.oklahoma.feb.gov/Forms/FEMA119-25-1.pdf)

Employee Date

Please return this registration form to the FEB Office ***no later than July 31, 2015*** in order to ensure sufficient materials.

Mail to: Oklahoma Federal Executive Board 215 Dean A. McGee, Ste 153 Oklahoma City, OK 73102	Fax to: 405-231-4165	Email: Leann.jenkins@gsa.gov Or Lisa.Smith-Longman@gsa.gov

FEMA-certified "Train the Trainer" COOP Training Courses

Through a partnership between FEMA and the Oklahoma FEB, we will be hosting the L-550 course in Oklahoma City to leverage resources and multiply results. Upon successful completion of the course, the attendee receives FEMA certification.

- The Continuity of Operations (COOP) Planner's Training Course is to provide COOP training for Program Managers at the Federal, State, Local, and Tribal levels of government. This training includes a train-the-trainer module to equip the managers to train the course to others.

This course provides instructions for developing or updating a Continuity Plan according to Department of Homeland Security (DHS) Continuity Guidance.

There is no cost for the training; however, the employee's agency is responsible for all travel costs associated with this training.

Course title:	L550 – COOP Planner's Training Course
Location:	FAA Mike Monroney Aeronautical Center Visitor Center, Oklahoma City, OK 73179
Date:	August 26-28, 2014 8:00 a.m. - 4:00 p.m.
Time:	*8:00 a.m.–4:00 p.m.*

Prerequisites for taking this class: Successful completion of COOP Managers Train-the-Trainer Course (E/L/G or IS548); and a COOP Plan (a final or draft plan will be required for activities during the course). Each student should bring a copy of their current plan or draft plan.

Name:	*Student ID:
Agency Address:	
Certificate mailing address:	
Phone:	Email:

***Obtain a FEMA Student Identification (SID) number:**

Step 1: To register, go to https://cdp.dhs.gov/femasid

Step 2: Click on the "Need a FEMA SID" box on the right side of the screen.

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2015 Public Service Recognition Week
Employee of the Year Awards Banquet

Public Service Recognition Week: May 4-10, 2015!	***Event information:*** **Date: Monday, May 4, 2015** **Time: 11:30am-1:00pm** **Location: US Postal Service** **Nat'l Center for Employee Development** **2801 E. State Highway 9, Norman, OK**

Location: The facility is approximately 5 miles east of I-35 on Highway 9. NCED is on the north side of the road.(specific directions can be obtained from www.mapquest.com)

If you require special dietary accommodation, please contact the FEB Office, 405-231-4167.

Nominees should arrive no later than 11:00 a.m. for pre-brief.

Name:______________________________ Agency: _____________________________

Address: ___________________________ Phone: ______________________________

Cost: $25.00 per person

Payment must be made in advance

[ ] Cash [ ] Check [ ] Credit Card
Phone #:

If you wish to utilize a credit card for payment, please provide the contact number for the credit card information.

Luncheon Tickets will be mailed to the address listed above for all pre-paid registrations with sufficient time to receive before the luncheon. This allows expedited entry into the event, without checking in at the registration table.

Please mail with payment to: **Oklahoma Federal Executive Board** **215 Dean A. McGee, Ste 153** **Oklahoma City, OK 73102**	Fax to: **405-231-4165**	Email to: **LeAnn.Jenkins@gsa.gov** **or** **Lisa.Smith-Longman@gsa.gov**

Make checks payable to: Oklahoma Federal Executive Board

Cancellation Policy: Understanding that unforeseen circumstances may preclude an individual from attending, refunds and cancellations will be permitted through April 21, 2015. However, after that date, registrations must be honored by the individual or agency involved. If you are unable to attend, substitute attendees are authorized and encouraged!

UPCOMING EVENTS
April 2015

Apr 1, 2015 12:00 noon	**National Walk at Lunch Day** Downtown OKC for all agencies wishing to participate
Apr 13, 2015 2 days	**OU Symposium dedicated to the 20th Anniversary of the OKC bombing** POC: Janet Ward, 405-325-4765
Apr 15, 2015	**Interagency Training Council** POC: Javier Solis, 405-739-7538
Apr 16, 2015 All Day	**Leadership FEB Forum** TSA/Airport POC: FEB, 405-231-4167
Apr 17, 2015	**Nat'l Summit on Homeland Security Law** OCU - POC: Josh Snavely, jsnavely@okcu.edu
Apr 18, 2015 12:00-6:00	**Memorial Motorcycle Run** www.margaritaislandokc.com/content/8th-annual-memorial-benefit-run
Apr 18, 2015 3:00-5:00	**Family Member, Survivor, Rescue Worker, Investigator and Law Enforcement Reunion**
Apr 19, 2015 8:55-9:55am	**20th Anniversary Remembrance Ceremony**
Apr 19, 2015 2:00 p.m.	**FLEOA's 20th Anniversary Remembrance (Law Enforcement)** Behind New Federal Bldg 301 NW 6th Street, OKC
Apr 23, 2015 2:00 p.m.	**Emergency Preparedness & COOP Council** OCCHD, 2600 NE 63rd St, OKC POC: FEB Office, 405-231-4167
Apr 24, 2015 All Day	**Supervisor's Fast Start Training** NCED, Norman POC: FEB Office, 405-231-4167
Apr 30, 2015	**Executive Policy Council Mtg** USPS POC: FEB Office, 405-231-4167

Your Federal Executive Board

"Federal Executive Boards (FEBs) are generally responsible for improving coordination among federal activities and programs in…areas outside of Washington, D.C…FEBs support and promote national initiatives of the President and the administration and respond to the local needs of the federal agencies and the community." (GAO-04-384)

We applaud the efforts of the Oklahoma FEB Executive Policy Council members who ensure information is provided to direct our activities and efforts:

- Jeffrey Allen, Executive Director, Air Force Sustainment Center
- Michelle Coppedge, Director, FAA Mike Monroney Aeronautical Center
- David Engel, Chief Administrative Judge, Social Security Administration, Tulsa
- Jim Finch, Special Agent in Charge, FBI
- John Fox, Warden, Federal Transfer Center
- Joe Gallagher, Deputy to Commanding General, Fires Center of Excellence, Fort Sill
- Dottie Overal, Director, Small Business Administration
- Betty Tippeconnie, Superintendent, BIA-Concho Agency

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) 231-4167 or email to LeAnnJenkins@gsa.gov no later than the 15th of each month.

Officers

Chair: **Julie Gosdin**
District Director
US Postal Service, Oklahoma City

Vice-Chair: **Kevin Donovan**
Federal Security Director
Transportation Security Administration

Ex-Officio: **Adrian Andrews**
Special Agent in Charge,
US Secret Service, Oklahoma City

Staff

Director: LeAnn Jenkins
Assistant: Lisa Smith-Longman

FEB Leadership Series-2015
Registration and Enrollment information

Name of Participant:____

Agency: ____

Address: ____

Phone: ________________ Email:_______________________________

$$ Price Saver Series $$
[ ] ***Full Series—All 5 Days $800.00***

[ ] **Pick three for $500.00**
[ ] April 24th [ ] May 15th [ ] June 5th [ ] July 17th [ ] August 7th

Individual Training Day "Menu Prices"

[ ] Supervisor's "Fast Start" – April 24, 2015 – $184.00
[ ] Bombproof Constructive Feedback – May 15, 2015 – $184.00
[ ] Managing Change, Burnout & Negativity – June 5, 2015 – $184.00
[ ] Servant Leadership – July 17, 2015 – $184.00
[ ] Emotional Quotient – August 7, 2015 – $184.00

Agency/Registrant may pay by:
[ ] check   [ ] credit card   [ ] government voucher

Contact for Payment: ______________________________Phone:____________________

Please mail to:	Federal Executive Board, 215 Dean A. McGee, Ste 320, Oklahoma City, OK 73102
Fax to:	(405) 231-4165
Or Email to:	LeAnn.Jenkins@gsa.gov or Lisa.Smith.Longman@gsa.gov
Call to provide payment info:	FEB Office voice line: 405-231-4167

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SUN	MON	TUES	WED	THUR	FRI	SAT
April 2015			**1** Nat'l Walk Day	**2**	**3** Good Friday Passover Begins	**4**
5 Easter	**6**	**7**	**8** FEMA Region VI Reps	**9**	**10**	**11**
12	**13**	**14**	**15** 10:00 ITC	**16** Leadership FEB	**17** Infrastructure Panel *Nat'l Summit on Homeland Security Law*	**18** Memorial Motorcycle Run *Family, Survivor, Rescue Worker Reunion*
19 Memorial Ceremony *FLEOA's Remembrance Ceremony*	**20**	**21**	**22** LFCC *Administrative Professionals Day*	**23** 2:00 Emgcy Prep/C00P	**24** Supervisor's "FAST START" training	**25**
26 Memorial Marathon	**27**	**28**	**29**	**30** Executive Policy Council		

OKLAHOMA FEDERAL EXECUTIVE BOARD
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OKLAHOMA CITY, OK 73102-3422
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We wish to thank the FAA Media Solutions Division for their monthly assistance in the duplication and distribution of this newsletter.