

SERVICE FIRST ONLINE WORKSHOP

Management and Administration



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SERVICE FIRST EXPERIENCE

- San Luis Valley FO, Rio Grande NF
 - Shared space
 - Shared services/shared positions
- San Luis Valley Public Lands Center
 - Dual delegated line officers
 - Shared space
 - Shared services/shared positions
 - Shared responsibilities



MANAGEMENT AND ADMINISTRATION

- **Best Management Practices**
- **Examples**
 - Alaska Human Resources
 - Montana/Dakotas Agreements
 - Idaho Casual Payment Center
 - Pacific Northwest Management and Administration
 - Colorado Agreements
- **Master Interagency Agreement**
- **Issues and Concerns**
- **Ideas for the Future**



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BEST MANAGEMENT PRACTICES



MANAGEMENT AND ADMINISTRATION

Best Management Practices

- Know the tools
 - Service First MOU
 - Master IAG
- Keep it simple
- Do what makes sense
- Think outside the box, but keep your pegs straight



MANAGEMENT AND ADMINISTRATION

Best Management Practices (con't)

- Engage management from the beginning
- Maintain communication among partners
- Establish working relationships among partner administrative staffs
- Lay out clear expectations and responsibilities
- Highlight the value, successes and accomplishments



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EXAMPLES



ALASKA HUMAN RESOURCES

Fish and Wildlife Service and Bureau of Land Mgmt.

- Service First project to share human resources management function
- Workload and roles are shared between the bureaus
 - FWS – performs employee relations, classification, benefits management
 - BLM – performs staffing, DEU/Merit processing, employee onboarding
- FWS & BLM employees are supervised by a FWS employee
- Joint organization supports ~1500 employees



MONTANA/DATOTAS AGREEMENTS

- Various Agreements Among BLM, FS, FWS, NPS
- Apply to all types of Work
 - Cone Collection
 - Fire/Fuels Projects
 - Historic Preservation Projects
 - Youth Education Projects
 - Sage Grouse Conservation Efforts
 - Plus More



MONTANA/DAKOTAS HISTORIC PRESERVATION TEAM

- Agreements between BLM and FS have been in place for 10 years
- The Team has many successes
 - Restored the Nelson Homestead, Hagadone Homestead, Gilmore Cabin, and Ervin Cabin.
 - Wartzluft Barn will be restored this year





IDAHO CASUAL PAYMENT CENTER

- CPC is a SF business entity created in 2005.
- Mission: quickly and accurately pay casual employees who perform work for the BIA, BLM, FWS and NPS.
- Agencies depend on casual employees for:
 - Fire fighting, natural disaster response, search and rescue, and other emergency response situations.
- CPC managed by BLM serves multiple agencies.



IDAHO CASUAL PAYMENT CENTER

- Keys to Success
 - Focused mission
 - Depth of skill
 - *Service First* mentality
 - Consistency: key to good customer service
 - Clear Direction
 - provided by Oversight Committee
 - published step-by-step procedures



PACIFIC NORTHWEST EXAMPLES

- BLM/FS have created a Service First LT.
- BLM/FS executive leaders share a vision of adaptive learning.
- Issue interagency memo on SF Funding and BPs.
- Cross-delegations of authority where appropriate.
- Agencies solicit, select, & fund a set of SF projects each year.
- Fund a SF Liaison position.



PACIFIC NORTHWEST EXAMPLES

- State Office and Regional Office know what Service First authority allows so that they can assist field offices.
- Partnership Projects have been dismantled when they did not work as envisioned.
- Multiple Shared SF Teams, Locations, and Asset Management and Processes.



COLORADO AGREEMENTS

- Various agreements among BLM, FS, FWS, NPS.
- Apply to various types of work.
- Combination of reimbursable agreements and offset agreements.



COLORADO AGREEMENTS

- Shared resource specialists.
- Interagency Fire Management Unit.
- Project management.
- Shared space.
- Visitor Information Services.



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MASTER INTERAGENCY AGREEMENT



MASTER INTERAGENCY AGREEMENT

- SF Leadership Team Signed February 2012
- Set up Terms/Conditions for fund obligating IAGs
- All Service First fund obligating agreements will tier to Master IAG



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ISSUES AND CONCERNS



MANAGEMENT AND ADMINISTRATION

ISSUES AND CONCERNS

- One agency supervising another agency's employee
 - Leave, Timesheets, Travel, etc
- Learning two agency's policies, systems
- Differing interpretations/understanding of SF
- Maintaining agency identity



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ISSUES AND CONCERNS

- Lack of support up the chain (SO,RO,WO)
- Lack of SF knowledge within support functions:
Contracting, HR, G&A
- Business processes
- Increased demands on inter-agency employees



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IDEAS FOR THE FUTURE



MANAGEMENT AND ADMINISTRATION

IDEAS FOR THE FUTURE

- Lead Agency Concept
- Offset Plans
- Service First Orientation For Employees
- Opportunities For Delegation of Authorities



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