## SERVICE FIRST ONLINE WORKSHOP

#### **Management and Administration**



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BLM Field Manager - San Luis Valley, CO



### SERVICE FIRST EXPERIENCE

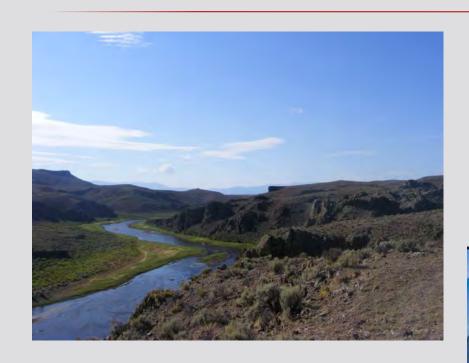
- San Luis Valley FO, Rio Grande NF
  - Shared space
  - Shared services/shared positions
- San Luis Valley Public Lands Center
  - Dual delegated line officers
    - Shared space
    - Shared services/shared positions
    - Shared responsibilities



- 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



# BEST MANAGEMENT PRACTICES





# **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



# 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





# **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

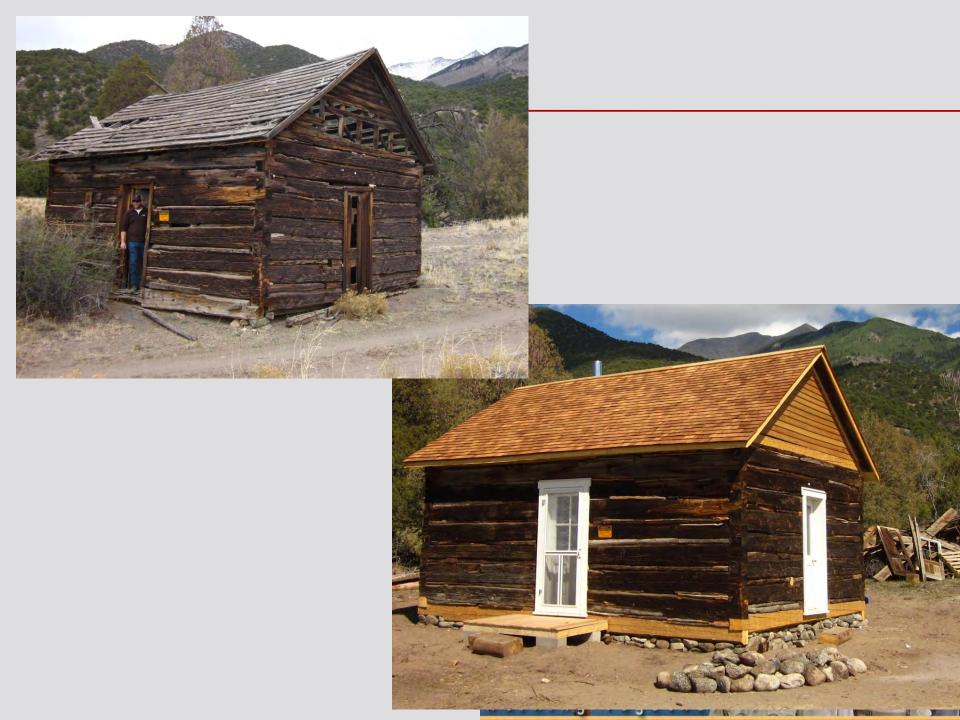


### MONTANA/DAKOTAS HISTORIC PRESERVATION TEAM

- 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.
  - Wartzenluft 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.





## 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





# **ISSUES AND CONCERNS**





## **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



#### **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



# IDEAS FOR THE FUTURE





#### **IDEAS FOR THE FUTURE**

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





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