

2007 NATIONAL INTERAGENCY SERVICE FIRST AWARD NOMINATION

Nominee Name: Teresa Harshman
Service First Office: Lakeview Interagency Office

The Lakeview District of the Bureau of Land Management (BLM) and Fremont-Winema National Forests nominate Teresa Harshman for a 2007 National Interagency Service First Award.

Both agencies are collocated under one roof at the Lakeview Interagency Office (LIO) and have developed a strong Service First organization to gain efficiencies and improve customer service. These efforts have resulted in the successful integration of administrative services, fire, safety, maintenance and fleet management, as well as collaboration on various external customer and resource initiatives. As interagency Administrative Officer, Teresa Harshman, has been fundamental in making these initiatives a reality by seeking efficient and timely methods of contracting and cost accounting. She has served as the chief advisor to the Forest Supervisor and District Manager on implementation of Service First proposals.

Since 2005, Teresa has directly managed an integrated unit responsible for human resources, records, public information, mail and printing, telecommunications, purchasing, budget, fleet, property and information technology. She has demonstrated complete understanding of the principles, practices and techniques of each subject area supervised by aligning staff and resources in a manner that increases the quality, effectiveness and timeliness of services rendered. She has effectively adapted operations as both agencies transition to new administrative technologies and centralized administrative functions.

In addition to the positive impact Teresa has had on the division she leads, she has provided leadership in achieving the co-location of the Klamath Falls Resource Area of the BLM with the Klamath Falls Ranger District of the Forest Service. Her extensive experience managing an interagency division provides her with firsthand knowledge of how to structure the new office to meet the land stewardship goals of both agencies and enhance services provided to the public. Further, her input helps the team avoid pit falls encountered during previous co-location projects. The co-location is on schedule to be complete in early 2010.

Teresa continues to play a key role in improving understanding of issues which cross organizational lines. She actively demonstrates how seeking and understanding one another's perspective unifies the workforce and results in better and smarter decision making and on many issues allows the agencies to speak with a single voice.

In addition to the leadership role that Teresa plays with Forest Service and BLM, she has recently worked on agreements that more fully integrate the U.S. Fish and Wildlife Service into a Service First environment with respect to fire, radio support and wild horse management.

Teresa's actions model the very foundation upon which Service First is built---that "we're all in this together." Her efforts are worthy of recognition through receipt of a 2007 National Interagency Service First Award.