

News Release



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HARSHMAN-WARD HONORED FOR FEDERAL INTERAGENCY BUSINESS MANAGEMENT

Lakeview, Oregon –Teresa Harshman-Ward has been named a 2007 National Interagency Service First Award recipient by the United States Department of Agriculture and United States Department of Interior. Harshman-Ward is being recognized by these two agencies for increasing operational efficiencies and improving customer service on the Fremont-Winema National Forests and Lakeview District of the Bureau of Land Management (BLM).

Service First is an authority that encourages interagency partnerships and projects between BLM, U.S. Forest Service, National Park Service, and U.S. Fish and Wildlife Service. This initiative is designed to improve customer service by providing streamlined, one-stop shopping across agency jurisdictional boundaries for public land users.

“What an honor to be part of something so remarkable,” said Harshman-Ward, Interagency Administrative Officer for the Fremont-Winema National Forests and the Lakeview District BLM. “An interagency vision was shared only by a few people in the beginning. I am fortunate to be in the unique position to help further their ideas of finding better and smarter ways to conduct business.”

Since 2005, Harshman-Ward has managed an integrated unit of Forest Service and BLM employees comprised of human resources, records keeping, customer service, mail and printing, telecommunications, purchasing, budget, fleet maintenance, graphics, property management and information technology. This allows her to leverage employee skills and expertise across both agencies to increase the quality, effectiveness and timeliness of services rendered.

Harshman-Ward also serves as chief advisor to the Forest Supervisor and District Manager on the implementation of Service First initiatives. She 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 continues to play a key role in improving our understanding of issues that cross organizational lines,” said Shirley Hughbanks, District Manager for the Lakeview District BLM. “She actively demonstrates how seeking and understanding one another’s perspective results in better and smarter decision making.”

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“Teresa has a way of capturing the essence of both agencies that allows us to speak with a single voice,” said Karen Shimamoto, Forest Supervisor for the Fremont-Winema National Forests.

In addition, Harshman-Ward has had a role in the planning efforts to co-locate the Klamath Falls Resource Area of the BLM, Klamath Ranger District of the Fremont-Winema National Forests, Natural Resource Conservation Service, Farm Services Agency and some office space for Crater Lake National Park in Klamath Falls. Her experience managing an interagency division has provided 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. The co-location is on schedule to be complete in early 2010.

To learn more about Service First, visit:

<http://www.fs.fed.us/servicefirst/>