

June 2012

NASA Receives Above and Beyond Award

On May 24, 2012, NASA received the Above and Beyond Award from the Washington, D.C. Chapter of Employer Support for the Guard and Reserve (ESGR). This recognition is based on NASA's nomination for ESGR's highest level award, the Freedom Award, by two employees from Johnson Space Center who are Guard or Reserve members. The nomination cited NASA policies and the direct support employees received in connection with their military service from supervisors, co-workers and the NASA Shared Services Center (NSSC).

The Above and Beyond Award is intended to honor employers that have gone above and beyond the requirements of the Uniformed Services Employment and Reemployment Rights Act (USERRA).

The NSSC offers benefits and payroll counseling services to military employees and their families during deployment via a toll-free number and by email. The NSSC quickly directs these inquiries to Reserve and Guard specialists for the best service. In several instances, deployed reservists contacted the NSSC by telephone and email to resolve benefits and payroll issues while in the U.S. Central Command area of operations (Kevin McCue, Freedom Award Nomination).

As part of the NASA employee benefit program, the NSSC provides personalized counseling to our reservist employees when they are leaving and returning from active duty. The team assists the employee by counseling and ensures all required documents are received. Each important benefit will be discussed with the employee so they can be certain they are making the best decisions regarding their benefit package. Once the reservist returns from leave, the team ensures essential follow-up. The members are then guided through the online deposit request form to ensure they receive credit for the military service completed. The NSSC team prides itself on a positive customer experience for all employees.

In early 2006, NASA consolidated many Human Resources activities into a combined Shared Services Center. By doing so, NASA has provided a single point of contact for Reserve and National Guard issues that consolidates the most important knowledge for all matters such as rights, leave, pay and benefits. Having one point of contact makes it easy for family members, supervisors, reservists and guard members to reach exactly the right person with a single phone call or email. The nominators indicated they were able to contact the appropriate NSSC representative, even while deployed, by email and/or phone from locations including Iraq, Kyrgyzstan and the United Arab Emirates (McCue, Freedom Award Nomination).

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