

Appendix G: Additional Staff Office Performance Goals

Equal Rights

- Develop and maintain an Alternative Dispute Resolution Program for Equal Employment Opportunity.
- Maintain and use a trained cadre of Equal Rights Officers to improve workplace health and morale in disaster field operations and fixed site facilities.

Congressional and Legislative Affairs

Strategic Goal 1:

- Perform Congressional outreach and liaison functions for the Agency's *Project Impact*.
- Support conferences and briefings to engage Members of Congress and Congressional staff in promoting preparedness and hazard reduction.
- Support ongoing development and implementation of the HMGP and BPR programs, including notification of projects, and congressional engagement and support of community projects.

Strategic Goal 2:

- Provide Congressional liaison services in conjunction with FEMA's Regional Offices in response to major disasters, emergencies, fire suppression declarations, and NFIP requests.

- Support appropriate White House disaster policy and recovery task force initiatives.
- Coordinate the design, training, and standardization of the national cadre for Lead Congressional Liaison Officers.

Strategic Goal 3:

- Maintain lines of communication with Members of Congress and Congressional staff having an interest in FEMA programs by providing Congressional updates on FEMA programs; timely response to Congressional inquiries; written educational information on *Project Impact*; and seasonal disaster preparedness packets to Congress.
- Enhance the Agency's relationships with Congressional committees and staff having jurisdiction over FEMA, and proactively engage Congress in FEMA's legislative programs.
- Prepare for FEMA Headquarters and Regional staff a weekly Hill Report covering Congressional action on FEMA issues, and memos on significant Congressional actions.

Human Resources Management

- Create and maintain human resources systems that help FEMA to accomplish its mission.
- Assist FEMA management in improving the diversity of the agency's workforce and quality of work life.
- Provide timely and effective human resources tools, services, information, and assistance to FEMA organizations and employees to support the Agency's mission.

Emergency Information and Media Affairs**Strategic Goal I. 5-Year Operational Objective EIMA. I:
Emergency Information and Media Affairs**

- Maintain a continuing rapport with national news media so they understand FEMA operations, focusing on preparedness and mitigation.

Annual Performance Goal EIMA 1.1:

- Maintain national, regional, and local coverage of *Project Impact* through a comprehensive media outreach campaign.

Annual Performance Goal EIMA 1.2:

- Revise and continue implementation of the National Communications Strategy in each critical program area in Headquarters, Regions, and all open Disaster Field Offices.

Strategic Goal 2. 5-Year Operational Objective EIMA 2:

- Contribute to the well being of the community following a disaster by disseminating information that is timely, accurate, consistent, and easy to understand.

Annual Performance Goal EIMA 2.1:

- Stabilize field deployments and maintain Joint Information Center efficiency by staffing the Consolidated Public Affairs Centers.

Annual Performance Goal EIMA 2.2:

- Enhance Joint Information Center operations by offering cross-training opportunities and advanced training to the Public Affairs cadre.

Annual Performance Goal EIMA 2.3:

- Develop technological and media products in support of the disaster communications strategy.

Strategic Goal 3. 5-Year Operational Objective EIMA 3:

- Provide seamless customer service to internal and external customers.

Annual Performance Goal EIMA 3.1:

- Increase coordination among regional public affairs officers regarding responses to agency policy, and standardize their business practices in all areas of service.

Annual Performance Goal EIMA 3.2:

- Promote and provide public affairs services that the agency and its directorates and offices need and value.

Annual Performance Goal EIMA 3.3:

- Upgrade existing technological equipment and processes to remain current with developments in technology, and continue providing timely and accurate news and information services to our external audiences.