



Associate Administrator for Mission Support David Garratt (center) came to FEMA in 1995 and has served in several senior leadership positions.

## A Message from Associate Administrator for Mission Support David Garratt

In December 2009, Administrator Fugate announced the reorganization of FEMA, including the creation of the Mission Support Bureau (MSB). The MSB is designed to more closely align and unify our Agency's core functional mission areas, including the consolidation and integration of key program support and service functions within a single MSB. As part of the reorganization, the Disaster Reserve Workforce Directorate (DRWD) was aligned with the Office of the Chief Human Capital Officer.

Mission Support is pleased to be the home of the DRWD, because we know the tremendous asset that our reservists bring, both in terms of experience and in terms of dedication and understanding to the FEMA mission.

In the coming months, we will keep you updated on ongoing initiatives, efforts, policies, and processes designed to ensure a ready, well-trained, qualified workforce.

In addition to continuing to improve on the excellent functional legacy initiatives underway, the Mission Support Bureau will, from a more global perspective, be focusing on two priority efforts: (1) dramatically improving customer service across the entire Mission Support enterprise, and (2) in accordance with the Administrator's priority Workforce Enhancement Initiative, transforming how the Agency recruits, hires, diversifies, trains, and supports our workforce.

Mission Support also now includes the Office of the Chief Financial Officer, as well

*(Continued on Page 2)*

## BEST Results Will Lead to Impact Plans

As most employees know, FEMA is in the middle of the five-year Building Engagement, Strengths, and Talent (BEST) Workforce Initiative.

An annual employee survey, managed by Gallup, Inc., is part of the program -- and a critical tool designed to improve FEMA's workplace culture.

Complete results of the second annual BEST survey will be released in April. At that time, all employees, including Reservists, will hear more about the process known as "impact planning," which will allow employees to discuss FEMA's strengths and weaknesses as a workplace; develop plans for change; and put those plans into action.

Initial results of this year's survey indicate that 2,761 Reservists participated, compared to 1,976 last year.

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**Produced by the Disaster Reserve Workforce Division**

*Blair Gately, Editor*

## Garratt Message

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as legacy functions under the former Management Directorate, and will be organized around six chief functional officers and offices, as follows:

- \* Office of the Chief Administrative Officer (Delia Davis)
  - Support Services and Facilities
  - Records Management
  - Occupational Safety, Health, and Environment
- \* Office of the Chief Financial Officer (Norman Dong)
- \* Office of the Chief Human Capital Officer (Kathy Fields)
  - Disaster Reserve Workforce
- \* Office of the Chief Information Officer (Jeanne Etzel)
- \* Office of the Chief Procurement Officer (Jacob “Jake” Hansen), and
- \* Office of the Chief Security Officer (Burt Thomas)

We look forward to continuing our support of FEMA’s mission, and meeting the evolving needs of the FEMA Disaster Reservists to ensure a mission-capable staff.

## What is Citizen Corps?

Citizen Corps is FEMA’s grassroots strategy to bring together government and community leaders to involve citizens in all-hazards emergency preparedness and resilience.

The mission of Citizen Corps is to harness the power of every individual through education, training, and volunteer service to make communities safer, stronger, and better prepared to respond to the threats of terrorism, crime, public health issues, and disasters of all kinds.

The Citizen Corps mission is accomplished through a national network of state, local, and tribal Citizen Corps Councils. These Councils build on community strengths to implement the Citizen Corps preparedness programs and carry out a local strategy to involve their community.

There are currently 2,442 Councils, serving 228,226,665 people – or 80 percent of the total U.S. population.

Everyone can do something to help make our families and our communities safer through:

- \* Personal responsibility: Developing a household preparedness plan and disaster supplies kits, observing home health and safety practices, implementing disaster mitigation measures, and participating in crime prevention and reporting.

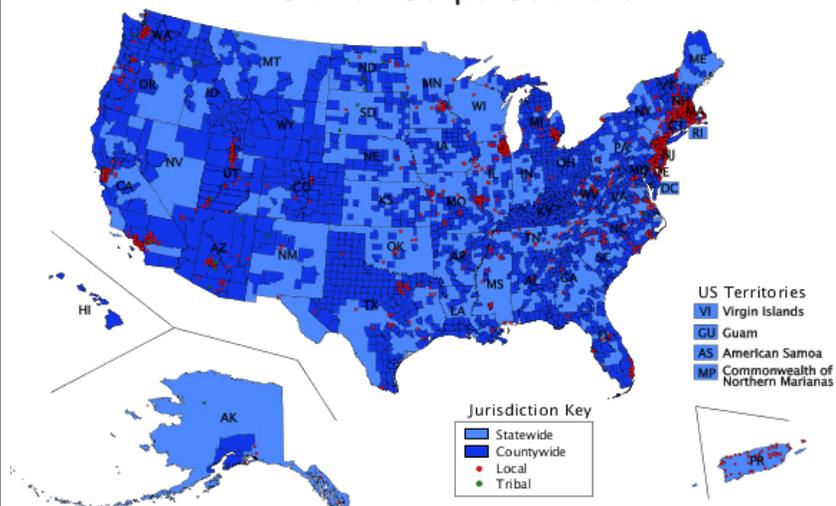
- \* Training: Taking classes in emergency preparedness, response capabilities, first aid, CPR, fire suppression, and search and rescue procedures.

- \* Volunteer service: Engaging individuals in volunteer activities that support first responders, disaster relief groups, and community safety organizations. Everyone can do something to support local law enforcement, fire, emergency medical services, community public health efforts, and the four stages of emergency management: prevention, mitigation, response and recovery efforts.

Go to <http://www.citizencorps.gov/> for more info.

**Submit news and articles of interest for the next issue of “On Call” to FEMA-DRWD-Program@dhs.gov**

### Citizen Corps Councils



## Program Management Branch



Layne Smith,  
Branch Chief

### **Reservist Reappointments**

Over the last couple of months, DRWD's Program Management Branch has been active in a number of projects.

We collaborated with the Human Capital Division to initiate reappointments for Disaster Reservists. Reappointments this year return to the standardized period of two years. Going forward, Reservists will be reappointed in March for two years every even-numbered year.

As a reminder, intermittent employee appointments are for time specific periods and reappointments are subject to certain criteria, including FEMA mission requirements, compliance with the Conditions of Employment, and availability and deployment participation.

We are also continuing efforts at policy and administration standardization. We expect to see the Holiday and Administrative Pay Directive and Manual signed soon; the Sick Leave Directive and Manual is being routed for signature; and the Workforce Pay Directive is about to enter the vetting process.

We have finished reviewing the ADD analysis provided by IBM and are working on the next steps to keep the next generation ADD project moving forward. At the completion of the next phase, DRWD should have a system design ready to move into prototype construction. There is a lot of interest in this project and we will continue to keep you updated on our progress.

### **Octogenerian Osborn Continues Working**

Dedication is an understatement when describing Reservist Helen Osborn's career with FEMA.

A resident of Tidioute, Pa., her first deployment was to West Virginia where she was tasked to find out why 10 years worth of disasters had not been closed. That was in 1987, and over 20 years later an almost 80 years young Helen is still with FEMA.

Helen says that she has worked 50 to 60 deployments; she can't be sure since records only go back to 1996. Helen's favorite deployment was to Texas for the Space Shuttle Challenger crash because "the NASA employees were so lovely to work with." Her most difficult deployment was in American Samoa because of the poor conditions from contaminated water and damaged infrastructure, as well as the frightening and plentiful indigenous insects.

In her life before FEMA, Helen was a township secretary treasurer where she worked on roads projects and in 1985 had her first contact with FEMA Public Assistance. Before that she worked for a Lumber Company that did millwork where she examined blueprints of public buildings for doors and window trim to help the company come up with estimates for bids. She majored in Math in college, with a focus on education, but after student teaching she decided it wasn't for her, and turned to reading blueprints, a skill she was taught by her father, who was a contractor.

Of her time with FEMA, Helen says, "When you join FEMA you're not left on your own. People help you -- there is not enough paper to write down the names of them all." One she cites was Public Assistance Branch Director Steve Simpson, who helped her immensely on her first deployment while he was the Public Assistance Officer for the state of West Virginia. She also cites Joe Beto, John Connolly, and Pat Arcuri.

"I received many offers to work other places where I would have earned more money but I always turned them down because FEMA has always been there for me," Helen said. When her husband was dying from cancer FEMA kept her working -- she needed the income, and kept her close to home. Helen is a cancer survivor herself, even working while taking treatments. She has been cancer free since 2001. Helen says, "I'll keep going 'til I drop".

In addition to Helen's work she raised four children and has eight grandchildren and six great grandchildren. FEMA is pleased to celebrate Helen's 80th birthday with her this December 13<sup>th</sup>, and looks forward to many more.



*Helen Osborn and Public Assistance Branch Director Steve Simpson review a staffing chart.*

## Readiness Branch



Paul Geiger,  
Branch Chief

### **Prepare for 2010 Season**

The height of Disaster Season 2010 is rapidly approaching. Availability is generally low in all cadres year round and Generalists are no exception. Readiness Branch leadership would like to see an increased availability of all the Generalists this season and your support is needed to ensure success. Please remember to call ADD monthly and, unless there is valid justification, please consider keeping your status as “available.”

In preparation for disaster deployment, consider the following steps to ensure for the care of your family and home first. Pre-deployment planning is necessary and now is the time to complete these items:

- \* Ensure your significant others know of your deployment. If you live alone, consider notifying your neighbor(s)
- \* Travel with proper identification (driver license, passport, birth certificate, social security card, etc.)
- \* Have a list of emergency contact phone numbers and addresses (include individuals outside of family members)
- \* Personal banking information (account number, direct deposit information, passwords, web address, etc.)
- \* Arrange for monthly bills to be paid or forwarded

while you are on deployment

- \* Arrange for home/pet/plant care/yard work
- \* Personal mail may need to be forwarded, picked up or held at the post office while you are deployed
- \* If needed, secure prescriptions and take along at least 60- 90 days of medication with you (as well as insurance information). If possible, find a pharmacy near the deployment area.
- \* Implement a Power of Attorney, if needed (update will and living will)
- \* Check on the weather in the state where you are deploying and pack accordingly
- \* Consider the dress code (make sure you take comfortable shoes, business casual clothes for office deployments, and khaki pants or jeans for field deployments and FEMA specific attire, as needed)
- \* Once you receive your deployment notification from the ADD Deployment Support Branch, Call National Travel at 800-294-8283 to make all necessary arrangements -- lodging, flights, and rental car (if approved)

While on official deployment you must complete the following:

- \* Upon arrival to your deployment site, call ADD at 888-853-9648 (choose option 1) to check in and be sure to have:
  - \* Your disaster number
  - \* Lodging information and phone contact numbers
  - \* Updated personal contact information
- \* When changing your lodging and departing from the deployment site, once again you must call ADD.

Also, you will need contact information for your Cadre with you.

The Generalist

Cadre information is:

- \* Cadre Manager - Tiffany Edwards at 202-646-4630
- \* Hiring/Security – Jeff Coble at 202-646-3084 and Annie Jones at 202-646-4898
- \* Timekeeper – Brittan Jones at 202-646- 2942 (payroll issues)
- \* Government issued Travel Charge Card – Tracy Screen at 202-646-2708. Keep your travel card with you at all times and voucher out every two weeks so that you don’t encounter delinquency while deployed.

To show the strength of the Reservist Workforce we are going to need your support. You are important to the success of FEMA as a whole.

Please remember to call ADD to update your availability every 30 days; and again, consider making your choice “available.”

## **Have You Been Injured at Work?**

Employees who are injured while in the performance of their duties must complete certain forms and report work-related illnesses or injuries as soon as possible.

Supervisors must complete a portion of the appropriate claim form.

Evidence to support claims must be submitted in a timely manner to FEMA’s Claims Center.

In addition, injured employees should report all changes in their medical status to their supervisors.

For more info, contact the FEMA Workers’ Compensation Claim Center at (888)750-3362.

## Deployment Branch



Tracy Haynes,  
Branch Chief  
(left), and Per-  
shette Wake-  
field, Region II  
DRW Liaison

### **Determining Readiness with Historical Data**

Readiness: Deployment Branch and Program Management Branch personnel in DRWD are currently analyzing reservist deployment data in FEMA's Automated Deployment Database (ADD). That information is invaluable, and when reported properly by your cadre managers, staffing points of contact and each of you, can be used to track trends, identify shortfalls and paint a picture of needs across the Agency. Information is currently being captured for each Cadre, along with baseline disaster staffing levels based on historical data. While some job titles have changed the last few years, enough cadre specific information exists in ADD to define baseline staffing requirements.

We are also taking a comparative look at the total number of employees (PFT, CORES, Reservists and Local Hires) deployed in the job title across a five-year time span. Extracting the number deployed, as well as the duration of the assignments by job title and the average number of days deployed, will provide demographics for specific types of events.

We intend to differentiate disasters by type and size and also factor in the reservists "non-availability" which is significant – practically 50% at any given time. This will help us define our true needs and future recruitment requirements.

Thank you for your service and willingness to be a part of the FEMA family.

## **Agency Passport Policy Outlined**

Following the recent disaster in Haiti, many Reservists inquired about FEMA's passport policy.

Reservists are not deployed outside the United States and its territories, but the following info may be of interest.

In a memo dated February 3, 2010, Brent Colburn, director of External Affairs, discussed FEMA's passport policy. Excerpts follow:

The recent disaster in Haiti has highlighted the need to restate FEMA's policy on international travel, in particular, the issuance of official government passports. During the response phase of the Haiti disaster, federal employees who did not have a personal passport were issued a one-year, no-fee tourist passport by the U.S. Passport Office. This was a short-term program to ensure that teams could depart for Haiti quickly.

Since Feb. 1, 2010, the U.S. Passport Office has asked federal employees or contractors on official U.S. government business who are deployed to Haiti to use their personal passports (with blue covers) if they do not hold an official passport (with brown cover). In addition, ALL FEMA employees or contractors must work with the International Affairs Division to ensure a country clearance is processed prior to their departure. The U.S. Passport Office recommends that federal employees or contractors who believe they may be called upon to deploy to Haiti, obtain a personal "blue cover" passport from their local passport office or post office. Information on the application process may be found at: [http://www.travel.state.gov/passport/passport\\_1738.html](http://www.travel.state.gov/passport/passport_1738.html)

The above policy should be followed for disaster deployment only.

Except in rare circumstances, FEMA employees or contractors are required to use an official (brown cover) passport for all routine international travel. Official government passports (brown cover) may be issued to full-time government employees for five years OR to contractors on official U.S. government business for the duration of their contract. Term employees and Reservists are not eligible for official passports. To receive a FEMA-sponsored official passport (with brown cover), a person must have a valid personal passport (blue cover). FEMA does not process requests for personal "blue cover" passports, nor does the Federal government reimburse individuals for fees connected with obtaining their personal passport.

## **Useful Sites**

External Affairs Initiatives, Activities and General Information for Reservists

<http://www.fema.gov/pao/dacinfo.shtm>

EMI's online Independent Study courses

<http://training.fema.gov/IS/>

Disaster Workforce task books and online assessment guides

<http://www.learningservices.us/fema/taskbooks/index.cfm>

DRWD latest news, FAQs and more. Enter your user name and password

<https://portal.fema.gov>

**Remember to Call ADD every 30 days.**

**1-888-853-9648**

## Life in the Reservist Lane

Helena Tang, Region IX Reservist

“On the road again” is a big part of my job. To assess the damaged infrastructure as a Project Specialist, I drive across the country with my equipment, including two cameras.

While driving to meetings and locating an infrastructural site I often snap a picture or two to identify where I was, because GPS has its disadvantages, especially on country roads and cloudy days. I have a good eye for catching the detail in fast-moving objects. It’s an advantage especially when I need to snap a photo from a distance on a boat or truck.

I adore buildings that are officially recognized for their historic significance and enjoy learning why they were built, what materials were used at the time, and how the structure reflects local history.

Here’s what I learned while working in Kansas, which is well known as the “Cyclone State.” I found out it is also known as the “Wheat State” and “Breadbasket.”

Some other tidbits about Kansas: 1) National aviation hero Amelia Earhart grew up in Atchison. 2) Kansas is also the home of Benjamin “Pap” Singleton, who was instrumental in bringing many African immigrants to work in the mining business. 3) In 1954, the Supreme Court ruling in *Brown v. Board of Education of Topeka* ended school segregation across America. 4) The U.S. National Cemetery in Fort Scott was established in 1862 by President Abraham Lincoln for U.S. Civil War veterans. Union and Confederate soldiers, Buffalo soldiers (African-American regiments), and Indian Home Guard are buried on the grounds. 5) Fort Scott’s historic downtown won an award from the National Register of Historic Places. And the town holds three Guinness World Records. One of them is for a local resident eating the most McDonald’s Quarter Pounder Cheeseburgers in three minutes!

During six short years driving on country roads for FEMA, all the images and stories I have gathered make for an interesting story.



Yates Center, the county seat of Woodson County, Kansas, features many historical buildings.

## Report Your Foreign Travel

All Department of Homeland Security (DHS) employees, including FEMA Reservists, are required to report any foreign travel, according to a DHS memo dated August 4, 2008.

If you are planning any such travel, you should inform your security officer 30 days prior to your departure -- by filling out the DHS form “Notification of Foreign Travel.” You can obtain the form from your Cadre Manager.

Note: 1) Put only the last 4 of your Social Security Number on the form; 2) Attach a copy of your travel itinerary; and 3) Send the form and itinerary via e-mail to [fema-ssso@dhs.gov](mailto:fema-ssso@dhs.gov) or via fax to 202-646-1348

Upon your return, you should report any real or possible contacts with foreign intelligence services, terrorists, or foreign criminal enterprises. You should fill out a Foreign Contact form only in the event you are approached by foreign nationals and questioned (about your employment with government or any other odd type of questioning). Submit your Foreign Contacts within 72 hours of your return from travel abroad.

For more information, contact FEMA SSO at 202-646-4561 or FEMA Administrative Security Branch at 202-646-1350.

### Send Your Story

*If you have a unique deployment experience you'd like to share, send an e-mail to [FEMA-DRWD-Program@dhs.gov](mailto:FEMA-DRWD-Program@dhs.gov) and we will consider it for an upcoming issue of “On Call.” Please put “newsletter submission” in the subject line.*