

tracking, performance measurement, and program service indicator system; (3) manages large or multidisciplinary projects through a team of client service staff who serve as the division's creative project coordinators in collaboration with other CDC organizations and programs; (4) gathers and monitors customer satisfaction information and addresses concerns as necessary; (5) monitors and manages performance, and evaluates and communicates findings to the division's leadership and other appropriate staff for follow-up and potential action; (6) provides/manages scientific and event photography; (7) identifies or develops/updates, disseminates, and ensures CDC communication program staff are familiar with and follow policy directions established by both CDC HHS; (8) ensures analytic function for interpretation of data from centralized marketing databases, sources of environmental scanning, and communication literature for use in development and implementation of strategies for communication activities; (9) provides for systematic mechanisms for gaining public input on health issues and priorities (e.g., advisory mechanisms, focus groups, polling, legislative, and media tracking) and for the systematic application of knowledge gained from such input into agency decision-making; (10) establishes measures of success and effectiveness of CDC communication efforts and provides guidance to CDC programs on applying these measures; and (11) provides consultation to the agency on strategic communication planning and implementation, and evaluation of health communication and social marketing theories and techniques that support programmatic health objectives.

*Division of Community Engagement (CAUE).* (1) Provides leadership and guidance on developing and implementing external public relations strategies to communicate upward and outward to customers, partners, and other stakeholders; (2) provides leadership and guidance on developing and implementing internal public relations strategies to communicate to the agency's workforce; (3) collaborates with stakeholders and partners, responsible for the planning, coordination and management of CDC's Global Communications Center (GCC); (4) provides conference management support to internal and external customers for meetings held in the GCC; (5) provides leadership for CDC-INFO, CDC's telephone, e-mail, and fulfillment services center; and (6) facilitates CDC's

participation in external community events and activities.

*Office of the Director (CAUE1).* (1) Develops, manages, directs, and coordinates the implementation of strategic priorities and programmatic activities of the division; (2) establishes division goals and objectives; (3) creates a recognized and valued system of employee communication that helps improve communication between CDC leadership and employees, and across employee groups; (4) manages the Global Health Odyssey, CDC's scientific museum and learning center; (5) develops and implements external public relations strategies to communicate upward and outward to customers, partners, and other stakeholders; (6) manages the infrastructure support for the CDC Director's All Hands Sessions; (7) manages and coordinates the use of the CDC exhibit at public health conferences; (8) maintains an active relationship with the CDC Foundation to promote the CDC in the greater community; (9) provides leadership and guidance in documenting the history of CDC's science and programs; (10) provides leadership and guidance for established and new community initiatives; and (11) manages the GCC.

*Employee Communications (CAUE12).* (1) Designs, plans, organizes, develops, and implements employee communication activities; (2) provides infrastructure, support and oversight of OADC's Intranet Web site, CDC's Intranet leadership Web site, and CDC's [www.cdc.gov](http://www.cdc.gov) About CDC Web site; (3) provides the central point of contact to CDC for the CDC Intranet and CDC announcements; (4) provides leadership in the development and branding of CDC's Intranet sites and pages; (5) creates and maintains liaison with the CDC's CIOs to share information about employee communication and assists in meeting employee communication goals; (6) develops communication for information dissemination through CDC Connects and other employee communication mechanisms; (7) conducts employee research to enhance and improve CDC Connects and other channels of employee communication; (8) provides employees access to information systems, services, and materials held on the intranet that support or promote their health, morale, and work efficiency; and (9) serves as liaison to former employees and retirees.

*CDC-INFO (CAUE13).* (1) Provides the public with accessible, accurate, and credible health information in English and Spanish, 24/7, through phone, e-mail, and postal mail channels; (2)

assesses and maintains contact center standards for quality assurance, customer satisfaction, contact center performance, and health impact; (3) provides contact center surge support to the Agency per established policies and procedures in collaboration with the CDC Emergency Operations Center, Joint Information Center; (4) manages CDC's health publications distribution facility, publications ordering pages, and internal publications ordering systems; (5) collects and manages CDC-INFO data to inform CDC programmatic and communication planning; and (6) assesses and maintains exemplary service to internal program customers.

Dated: April 19, 2010.

**William P. Nichols,**

*Chief Operating Officer, Centers for Disease Control and Prevention.*

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## DEPARTMENT OF HEALTH AND HUMAN SERVICES

### Centers for Disease Control and Prevention

#### Statement of Organization, Functions, and Delegations of Authority

Part C (Centers for Disease Control and Prevention) of the Statement of Organization, Functions, and Delegations of Authority of the Department of Health and Human Services (45 FR 67772-76, dated October 14, 1980, and corrected at 45 FR 69296, October 20, 1980, as amended most recently at 75 FR 14608, dated March 26, 2010) is amended to reflect the reorganization of the Office of the Chief of Staff, Office of the Director, Centers for Disease Control and Prevention.

Section C-B, Organization and Functions, is hereby amended as follows: Delete in their entirety the title and functional statements for the Office of the Chief of Staff (CAT) and insert the following:

*Office of the Chief of Staff (CAT).* The Office of the Chief of Staff (OCS) is accountable for providing strategic advice to the Director and ensuring proactive coordination of agency-wide priorities and policies in direct support of CDC's mission. In carrying out its mission, the OCS: (1) Serves as the principal advisor to the Director, CDC, on internal and external affairs of CDC; (2) convenes key leadership for assessment, management, mitigation options, and resolution of issues and initiatives affecting CDC's priorities and goals; (3) provides information to senior

management, as necessary, to make timely strategic and operational decisions; (4) assists in assuring that CDC viewpoints are appropriately represented in the decision making process; (5) provides leadership in the resolution of issues that cross organizational lines; (6) assists in determining CDC objectives and priorities; (7) provides a conduit for background information and updates on controversial or sensitive issues that may be raised by CDC Foundation constituents; (8) serves as one of the Director's primary strategic liaisons with staff, partners and the community at large; and (9) represents the Office of the Director (OD) on any council or CDC peer organizations on management and operational matters.

*Office of the Director (CAT1).* (1) Directs, manages, and coordinates the activities of the OCS; (2) provides executive support for the Immediate Office of the Director; (3) oversees functions of the Meeting and Advance Team Management Activity, and Budget and Operations Management Activity; and (4) develops goals and objectives, provides leadership, policy formation, oversight, and guidance in program planning and development.

*Meeting and Advance Team Management Activity (CAT12).* (1) Coordinates and manages the CDC Director's schedule, travel, and oversees the development of briefing materials; (2) manages executive and senior level meetings, inclusive of preparing for and conducting leadership meetings and identifying, triaging, supervising and tracking action items stemming from these leadership meetings; (3) oversees all activities related to the Advisory Committee to the Director and its subcommittees and workgroups; (4) coordinates CDC Foundation requests for the Director and senior leadership appearances at board meetings, special events, speaking engagements, and similar external events; and (5) manages OD-level special events and VIP visits.

*Budget and Operations Management Activity (CAT13).* (1) Serves as a primary point of contact with the CDC Foundation, specifically for coordination and decision support with other pre-established points of contact across CDC; (2) interfaces on behalf of the OD with CDC budget and operations personnel on cross-cutting functions; (3) coordinates the development, implementation (including spending plan) tracking, and reporting of the OD budget; (4) oversees administrative functions for the OD, including strategic recruitment, personnel actions, training and employee development, space requests and allocation, procurement

and distribution of equipment and supplies; (5) manages senior staff within the OD such as staff on details and Intergovernmental Personnel Actions (IPAs); (6) provides an avenue of outreach to the corporate and philanthropic sector about CDC's critical priorities and sponsor/convene in support of the CDC OD; and (7) coordinates approval of all draft proposals for new project partnerships involving CDC and the CDC Foundation.

*Division of Executive Secretariat (CATB).* (1) Manages controlled correspondence and clearance of non-scientific documents including the flow of decision documents and correspondence for action by the CDC Director; (2) serves as the point of contact with HHS Immediate Office of the Secretary, Executive Secretariat, for status of Secretary's controlled correspondence and review-clear of non-scientific documents; (3) serves as the focal point for the analysis, technical review, and final clearance of controlled correspondence, non-scientific policy documents and memoranda of understanding/agreement that require approval from the CDC Director and senior leadership, and for a wide variety of documents that require the approval of various officials within HHS; (4) ensures controlled correspondence responses and reports reflect CDC/ATSDR's priorities and positions on critical public health issues; (5) maintains all official records relating to the decisions and official actions of the Director, CDC; (6) manages the electronic signature of the Director and other OD executives; (7) coordinates the use of the official CDC/ATSDR controlled correspondence tracking system throughout CDC; (8) ensures consistent application of CDC correspondence standards and styles; (9) ensures agency training and communication updates on the controlled correspondence; and (10) coordinates Inspector General and General Accountability Office audit and evaluation engagements related to CDC/ATSDR.

*Division of Issues Management, Analysis and Coordination (CATC).* (1) Identifies and triages issues across the Office of the Director in collaboration with agency leadership to ensure efficient responses to the Director's priority issues, and helps position CDC to take advantage of emerging opportunities; (2) supports key leadership in assessment, management, mitigation options, and resolution of issues and initiatives affecting CDC's priorities and goals; (3) establishes an environmental scanning system and network throughout CDC to identify

urgent and high risk issues and opportunities related to the Director's priorities; (4) convenes teams to assess, analyze, manage and provide mitigation options and resolution of risks; (5) cultivates strong vertical and horizontal relationships to facilitate effective issues management within OD, with the Centers/Institute/Offices (CIOs) and with HHS; (6) communicates findings and status of current and ongoing issues, trends and opportunities to senior leadership, CIOs and I-IHS through formal advisories, alerts and briefings on key agency issues; (7) works in collaboration with other OD offices to build issues management capacity throughout the agency through training and networking with CIO leadership and staff; (8) provides integrated policy analysis and strategic consultation to the Director, CDC and senior leadership on major issues affecting CDC; (9) liaises with the HHS Office of the Secretary as appropriate on critical issues on behalf of the Chief of Staff, (10) provides a forum for OD offices for discussion and decision-making on policy related issues and Director priorities; (11) provides leadership in identifying regulatory priorities and supports development of regulations for the Department; (12) tracks and coordinates review of clearance of regulations under development and serves as CDC's point of contact for the Federal Document Management System; (13) develops and distributes leadership reports, including the Secretary's 90-Day Forecast report, the Weekly Cabinet Report and weekly situation reports; and (14) manages internal communication for the OCS.

Dated: April 19, 2010.

**William P. Nichols,**  
*Chief Operating Officer, Centers for Disease Control and Prevention.*

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## DEPARTMENT OF HOMELAND SECURITY

### Federal Emergency Management Agency

[Internal Agency Docket No. FEMA-1895-DR; Docket ID FEMA-2010-0002]

### Massachusetts; Amendment No. 1 to Notice of a Major Disaster Declaration

**AGENCY:** Federal Emergency Management Agency, DHS.

**ACTION:** Notice.

**SUMMARY:** This notice amends the notice of a major disaster declaration for the Commonwealth of Massachusetts