

## FINAL RECOMMENDATION

2/23/01

### **Recommendation of the Action Plan Team: Leadership and Communications for Issue 3 – 1, Item #96 (page 27 of the Action Plan):**

**Summary:** (verbatim from the Action Plan)

“The Superintendent, Branch Chiefs and supervisors must ensure that specific, measurable and meaningful performance indicators are established and monitored on a monthly, quarterly and yearly basis and that they are completed within established timelines.”

<b>Recommendation</b>	<b>Target Date</b>
1. Review existing performance objectives under the Agency Strategic Plan to determine ability to meet Agency goals.	Completed
2. If required, establish new objectives and measurable and meaningful performance indicators to assess the impact of USFA programs on successfully meeting Agency strategic goals.	Completed
3. Review current and proposed USFA programs to determine the extent to which they support the means and strategies necessary to accomplish objectives.	Ongoing
4. Continue to review and assess USFA progress in meeting its established objectives on both a quarterly and annual basis.	Ongoing
5. If indicated, revise strategies and means to accomplish objectives necessary to achieve strategic goals.	As Required

### **Background:**

The Leadership and Communications Team recognizes the strategic planning process is an evolving, unending process.

A Strategic Plan at the Agency level that includes goals and operational objectives has been in place since FY 1997. An Annual Performance Plan that includes USFA goals supports the plan. USFA has reported annually since FY 1999 its progress to achieve the objectives of the strategic plan. Additionally, information provided under the Annual Performance Plan has been reported through Agency submissions required under the Government Performance and Results Act (GPRA).

USFA recently revised its portion of the FEMA Strategic Plan, defining new objectives to accomplish Agency-wide goals. A working group consisting of both management and staff authored the USFA Strategic Plan. All staff had the opportunity to participate in the

Plan's development through meetings and electronic discussion. Measurable and meaningful performance indicators were established to assess progress (See Attachment).

As a directorate of FEMA, USFA is working towards the Agency's Strategic Goal No. 1, which is to "Protect lives and prevent the loss of property from natural and technological hazards." To support this goal, USFA's 5-year objective is to "Reduce by 15% the loss of life from fire hazards." All of USFA's programs and activities will be directed towards accomplishing this objective.

**Conclusion:**

Defining meaningful and measurable performance indicators is crucial to the accurate assessment of USFA's success in meeting Agency goals and objectives. Just as important is the periodic review of the means and strategies outlined to accomplish the goals and objectives to determine if USFA programs are having the desired impact.

Submitted By:  
Leadership and Communications Action Plan Team:

Carol Bouma  
Tim O'Dowd  
Maury Grundy  
Karen Haines  
Chuck Burkell  
Trina Clever

---

Approval Date

---

Disapproval Date