

FDA Staff Manual Guides, Volume I - Organizations and Functions

Department of Health and Human Services

Food and Drug Administration

Office of Operations

Office of Facilities Engineering and Mission Support Services

Division of Operations Management and Community Relations

Effective Date: December 14, 2018

1. Division of Operations Management and Community Relations (DCNGA).

- A. Provides executive leadership, direction and policy for the Office of Facilities Engineering and Mission Support Services, Division of Operations Management and Community Relations, including facilities maintenance and operations, logistics and transportation management, labor services, receiving and warehousing management, ridesharing and parking management, shuttle program management, development of public transit to support major Food and Drug Administration (FDA) facilities, shredding management, White Oak Campus special events management, White Oak Conference Center management, food service liaison, and vending.
- B. Serves as the FDA's governing body responsible for managing and overseeing all FDA Personal Property and Fleet Management program activities.
- C. Provides FDA-wide leadership, direction and policy pertaining to the FDA's Personal Property and Fleet Management program.
- D. Serves as the liaison between the Department of Health and Human Services (HHS), the General Services Administration (GSA) and other external government agencies pertaining to the FDA's Personal Property and Fleet Management program.
- E. Manages and supports the FDA's Personal Property and Fleet Management information databases used to manage, track and account for FDA's personal property and fleet inventories.
- F. Oversees and directs a variety of Personal Property and Fleet Management contracts to ensure smooth and efficient delivery of services to the FDA.

- G. Manages FDA's Personal Property and Fleet Management programs to ensure these programs continually meet and adhere to all internal and external policies, procedures laws and regulations.
- H. Serves as the central resource and subject matter experts for Personal Property and Fleet Management inquiries and/or program guidance.
- I. Manages Personal Property and Fleet Management program assessments, structure, corrective actions and improvements to ensure personal property and fleet management programs operate effectively and efficiently to meet FDA demands.
- J. Manages and facilitates Personal Property and Fleet Management program trainings, workshops and certification programs.
- K. Manages the FDA's Personal Property and Fleet Management performance metrics, policies, internal and external communications, reports, inventories, audits, data calls and annual cycle activities.
- L. Effectively employs creativity, innovation and diplomacy in interaction with White Oak community stakeholders and partners to (a) ensure their continued support for the development of the Federal Research Center (FRC) at White Oak; (b) develop and expand joint and cooperative efforts with community partners that advance FDA's best interests and enhance our employees' quality of life; and (c) make a meaningful contribution to the development and sustainability of the East County community of which the FRC is a part.

2. Logistics and Transportation Management Branch (DCNGA1).

- A. Oversees and directs a variety of commercial contracts to ensure smooth and efficient delivery of services.
- B. Administers FDA contracts for moving services and preventive maintenance for government owned property.
- C. Manages shared-use conference and training facilities at the FDA White Oak Facilities.
- D. Manages FDA logistics programs and services, including transportation, parking and ridesharing programs, shuttle services, and shred, mail and fleet programs.
- E. Manages the warehousing program for the FDA White Oak facilities to include material receiving and distribution, loading dock management, storage, collection and processing excess personal property, and labor services for movement of personal property.

3. Facilities Maintenance and Operations Branch (DCNGA2).

- A. Coordinates building operations and facilities management functions for all Food and Drug Administration (FDA) owned facilities nationwide.
- B. Serves as FDA employee customer liaison to GSA for facility management issues in GSA leased facilities at headquarters and in select field locations.
- C. Participates in the development of FDA policy involving building management, operations, logistics programs and services.
- D. Provides guidance and assistance to the FDA operating activities on a variety of facilities operations, logistics and auxiliary program management issues.
- E. Provides guidance to Director and program personnel in identifying or developing alternatives or emergency procedures during scheduled and unscheduled maintenance interruptions.
- F. Responds, reviews, and analyzes existing and proposed Interagency Agreements, Memoranda of Understanding regarding the FDA's nationwide property holdings for operational planning processes and improvement.
- G. Acts as a central resource for customer queries, work status, work completion, and customer quality control analyses of completed work.

4. Auxiliary Program Management Staff (DCNGA3).

- A. FDA liaison for the White Oak Wonders Child Care Center. The liaison advocates proper child care service by working with the White Oak Federal Child Care Board Inc., the child care vendor, and GSA Child Care Services. Manages the FDA Child Care Subsidy Program.
- B. Serves as FDA liaison to the General Services Administration (GSA) for contracted food services (cafeteria, vending and concession stands).
- C. Responsible for providing farmers markets on White Oak campus and College Park campus.
- D. Responsible for coordinating FDA wellness programs which includes program management for the White Oak Fitness Center.
- E. Manages the FDA Employee Assistance Program, Family Referral Services (Elder Care Program and Child Care), and Nursing Mother's Program.
- F. Responsible for implementing policy and development of public historical displays for the FDA White Oak Campus.

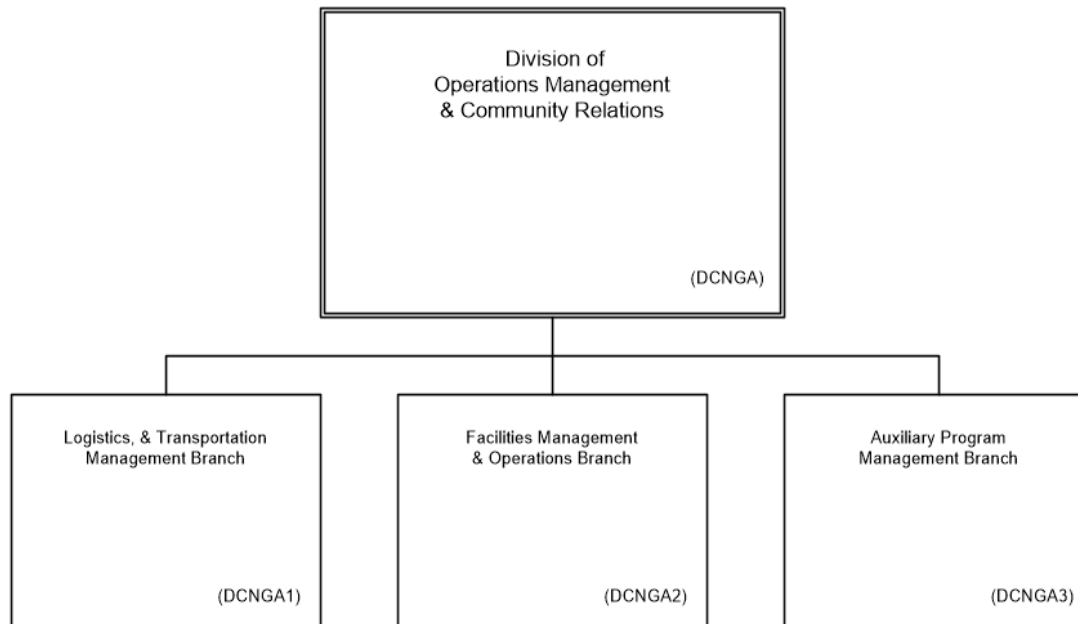
G. Responsible for oversight of the FDA Employee Recreation Association which promotes activities and services which improve physical and mental wellbeing for FDA employees thru this employee operated organization.

H. Responsible for oversight of White Oak Credit Union services.

5. Authority and Effective Date.

The functional statements for the Division of Operations Management and Community Relations were approved by the Secretary of Health and Human Services on December 14, 2018.

**Department of Health and Human Services
Food and Drug Administration
Office of Operations
Office of Facilities, Engineering and Mission Support
Division of Operations Management and Community Relations**



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The following is the Department of Health and Human Services, Food and Drug Administration, Office of Operations, Facilities, Engineering, and Mission Support, Division of Operations Management and Community Relations organization structure depicting all the organizational structures reporting to the Director.

These organizations below report to the Division of Operations Management and Community Relations (DCNGA)

Logistics & Transportation Management Branch (DCNGA1)

Facilities Maintenance & Operations Branch (DCNGA2)

Auxiliary Program Management Branch (DCNGA3)