

NARA ready to help with Targeted Assistance

When the U.S. Fish and Wildlife Service (FWS) wanted help in developing its file plans and reviewing its records control schedule, officials contacted NARA's Pacific Alaska Region in September 1999. NARA was ready to help—with Targeted Assistance (TA).

Since then, NARA staffers from three different units (NRIS, NRHL, NWML) have visited FWS headquarters, three regional offices, two field offices, and two wildlife refuges throughout the country.

The TA team has developed and delivered briefings for FWS employees, assisted with and reviewed inventories of records, examined the records control schedule for gaps, and begun to collate all this information into scheduled revisions which will allow the service to maintain its essential evidence in an appropriate manner.

"FWS has treated this as a real partnership," said **Bill Greathouse** (NRIS), lead staffer on the project, "supporting it with thousands of travel dollars to enable us to visit a true cross-section of their offices, thereby developing a comprehensive product."

Greathouse, who worked with **Charles Downs** (NWML) and **Cathy Westfeldt** (NRHL) on the project, noted that it began as a relatively small initial project with a regional office in Alaska and a field office in Washington state but quickly grew into national project.

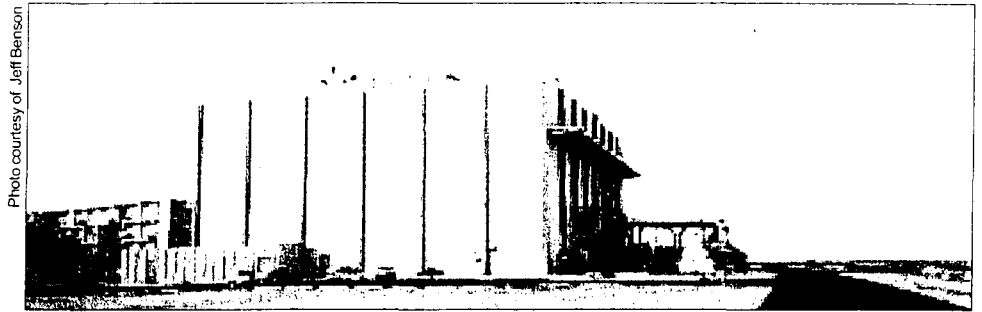
The FWS project is just one example of how NARA's Targeted Assistance program has grown rapidly since its inception in 1999. Other Federal agencies and departments have come to look to NARA to help them with their records management program and resolve issues before they become major problems. This assistance is provided free of charge to agencies, although

NARA units to mark Sept. 11 events

(continued from page 1)
sheet with the four freedoms on it.

The Eisenhower Library in Abilene, KS, will hold a candlelight evening of remembrance at 8:30 p.m. on September 11. Participants will include local fire and police departments as well as military contingents. Abilene churches will also participate in the program.

The Johnson Library in Austin, TX, will offer the public a memorial service to remember the victims of September 11 attacks. University of Texas ROTC units will participate in a flag-raising ceremony at 7:45 a.m. in the library's plaza. A wall of names of those who were killed in the World Trade Center, the Pentagon, and the four flights will be on the plaza of the Johnson Library.



The Joint Operations Center is a former high-altitude nuclear bomb testing observatory now used as an office building in the Johnston Atoll in the Pacific Ocean. About 4,000 boxes of Army records are stored there, some of which are headed for WNRC in Suitland, MD.

NARA does accept agency help with travel expenses.

Since 1999, TA staff members, working actively with the personnel from client agencies, have completed 115 projects and assisted 73 agencies—a major increase from its 18 projects with 16 agencies at its beginning. At the same time, the program, using staffers in both NW and NR, has grown from its initial 11 analysts to 40, including 6 recently hired staffers.

TA projects typically begin with an agency contacting NARA with a records management problem. NARA analysts will then identify the issues, establish a focus with a plan of approach, resource requirements, milestones, and often a written work plan or memorandum of understanding. NARA analysts then work to resolve the problem through visits and interviews, as well as an examination of directives, work processes, schedules, documents, records, systems, and other relevant materials to develop a product or solution.

The final stage is implementation, during which the agency receives and implements suggestions.

Another early TA project was with the Board

The Bush Library in College Station, TX, will commemorate the attacks in an artistic exhibition. "Remembering September 11" will include a diverse range of artwork done in the wake of the attacks and with September 11 in mind and given to former President George H.W. Bush by various artists, including renowned "Blue Dog" artist George Rodrigue, American painter Jamie Wyeth, and Texas artist Stephanie Sale.

NARA's Pacific Alaska Region in Seattle will broadcast a message over the public address system in the Jackson Federal Building at 8:46 a.m. Pacific time followed by the Star Spangled Banner. In St. Louis, National Personnel Records Center will have a 5-minute period of silence, starting at 8:46 a.m.

of Governors of the Federal Reserve System, which initiated a comprehensive scheduling project in November 1999. NARA conducted records inventories, drafted schedules, and provided access to the records. NARA reviewed draft schedules, appraised the records, recommended revisions, and expedited the approval of each functional schedule.

"Targeted assistance allows NARA to enter into partnerships with agencies to work proactively on specific problems," said **Laurence Brewer** (NWM), then with the TA staff as the lead on the project. "The emphasis on customer service and helping agencies work out complex problems is beneficial to both NARA and the agency."

To expand NARA's TA capabilities, NR has recently hired five new senior records analysts, bringing the total to 26 in nine regions.

Donna Read joined the Northeast Region in Waltham, MA. She had been manager of the Office of Records Management at The First Church of Christ, Scientist, in Boston.

Megan Phillips came to the Mid Atlantic Region in Philadelphia from the American College of Physicians-American Society for Internal Medicine in Philadelphia.

Randy Jones came to the Southeast Region in Eastpoint, GA, from Vanderbilt University Medical Center.

Karen Shaw left the Center for Army Lessons Learned in Ft. Leavenworth, KS, to take a position with the Central Plains Region in Kansas City.

Sue Walden joined the Southwest Region in Fort Worth from Texas A&M University, where she was the University Records Manager.

Tom Cotter (NWML) was promoted to senior records analyst in College Park, MD, giving NWML 14 TA employees.

Now, with 40 Targeted Assistance personnel in both NR and NW, NARA is better able to help agencies with problems in organizing, appraising, and scheduling "the people's records."