

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE

Date: 04/25/2007

To: San Francisco

Attn: A/ASAC [REDACTED]

From: San Francisco

Foreign Language Program

Contact: [REDACTED]

Approved By: [REDACTED] *ML*

Drafted By: [REDACTED]

jmm

Case ID #: 800A-SF-136738-SAR-347

Title: GOALS AND OBJECTIVES
FOREIGN LANGUAGE PROGRAM
SAN FRANCISCO [REDACTED]
04/01/2007 - 09/30/2007

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Synopsis: The goals and objectives for the San Francisco Foreign Language Program are outlined in this communication.

Details: The Language Services Section (LSS) provides direct support to the FBI and other law enforcement and [REDACTED] through the translation, interpretation and analysis of foreign language materials and foreign cultural expertise to advance the resolution of a wide range of [REDACTED]

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The San Francisco Foreign Language Program (FLP) is an independent entity within the [REDACTED] of the San Francisco Division, and is tied into the national FLP for workflow and operational requirements that support national priorities set by the Director and the operational divisions at headquarters. As a result, the mission of the San Francisco FLP mirrors the goals and objectives of the national program and supports the [REDACTED] the San Francisco Division and the FBI in accordance with those priorities.

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The purpose of this Electronic Communication (EC) is to set forth specific, measurable, and obtainable goals and objectives for the San Francisco Foreign Language Program for the period 04/01/2007 through 09/30/2007. These goals and objectives are outlined below:

347
800A-SF-136738-SAR-

To: San Francisco From: San Francisco
Re: 800A-SF-136738-SAR, 04/25/2007

Accountability for Organizational Results

Goal 1:

Provide competent and timely foreign language support to the [redacted] of the FBI and [redacted]

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Objectives:

- 01) Effectively manage the deployment of linguists in support of FBI Mission priorities
- 02) Ensure effective management by reliable data produced from workload management and statistical reporting system
- 03) Ensure the quality and timeliness of translation and interpretation products

Measurable results:

- MR1) Implement a rotational TDY system to ensure that all linguists participate in TDY opportunities in a fair and equitable distribution
- MR2) [redacted] by FBIHQ
- MR3) Submit the [redacted]
- MR4) Comply with all aspects of the Quality Control Program by conducting timely Quality Control Reviews for all categories and by submitting the quarterly Quality Control report in a timely, complete, and accurate manner
- MR5) Implement the [redacted]
- MR6) [redacted]

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Goal 2:

Bring to the program awareness of the [redacted]

Objectives:

- 01) Emphasize importance of the [redacted] Requirements to the Foreign Language Program's [redacted]

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Re: 800A-SF-136738-SAR, 04/25/2007

02) Ensure linguists are regularly informed about latest changes
[redacted]

Measurable results:

MR1) Keep linguists abreast of current developments in the
[redacted]

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MR2) Conduct regular briefings with the squad members on the
[redacted]

Accountability for Workforce

Goal 3:

Promote diversity and maintain a fair and open working environment within the San Francisco Foreign Language Program.

Objectives:

- 01) Promote diversity in the FLP workforce
- 02) Ensure a challenging and professional career and workplace environment for the linguist workforce
- 03) Recognize and reward excellent performance and foster high morale
- 04) Solicit input/feedback from [redacted]
[redacted]

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Measurable results:

- MR1) Take two (2) actions which are specifically designed to improve employee morale, e.g., provide enhanced training opportunities, participate in recognition efforts, etc. Success will be evaluated by the qualified opinion of the rating official following a review of written and verbal feedback
- MR2) Promote training and development opportunities for employees at all levels

Goal 4:

[redacted]
highly qualified linguists and managers.

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Objectives:

- 01) Provide language, culture and job-related training to support the FBI mission

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Re: 800A-SF-136738-SAR, 04/25/2007

- O2) Plan for a workforce that meets mission priorities
- O3) Retain qualified linguists to meet workforce planning objectives

Measurable Results:

- MR1) Meet with the linguists as a group at least once a quarter to announce/reiterate LSS administrative policies and operational procedures, communicate local office news and policies, review production trends (e.g., productivity and backlog), and to give the linguists a forum to voice concerns and suggest methods of improving the FLP
- MR2) Meet with the linguists (both employees and contract) on a one-on-one basis at least once a quarter to discuss: (1) professional development (employee and contract); and (2) career development (employee only)

Accountability for Taxpayer Value

Goal 5:

Manage Foreign Language Program fiscal and physical resources to ensure timely and reliable foreign language support to the FBI Mission.

Objectives:

- O1) Ensure compliance with FBI and FLP policies and procedures
- O2) Ensure accurate contract linguist invoicing
- O3) Ensure that personnel have the space, equipment, supplies, and foreign language resources needed to do the job

Measurable results:

- MR1) Implement a regular workshift and monitor time and attendance to ensure compliance with administrative policies
- MR2) Submit contractor invoices in an expeditious manner
- MR3) Communicate all space and equipment, and foreign language resource needs to both SF and FLP management

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