

**January 25, 2012**

Dear SBA Office of Disaster Assistance Team,

Thank you so much for all that you do. Your efforts are deeply respected and admired throughout the SBA, among our federal disaster recovery partners, and by the White House.

In 2011 natural disasters took a major physical and financial toll on businesses and communities across the U.S. The widespread damages caused by the Spring floods, deadly tornadoes in the Midwest, wildfires in the Southwest, earthquakes, and Hurricane Irene left millions homeless, forced temporary business shutdowns, and left many towns anxious about their future.

I always marvel at how quickly your teams are able to mobilize and hit the ground running even in the most remote areas of our county. Your presence brings a sense of hope to those who were on the verge of losing everything.

Thanks to your efforts, these communities are rebuilding their lives and businesses. More than 13,600 disaster loans for a total of \$739 million were approved for homeowners, renters and businesses affected by disasters during FY 2011, and millions more in loans were made in the final months of the calendar year.

Another milestone: In November you surpassed the \$50 billion mark for cumulative disaster loans that the SBA has made since our agency was created. This dollar figure represents some 1.9 million loans made since 1953. Congratulations!

The unpredictable nature of disasters means we are sure to face challenges as 2012 unfolds. Yet I know that SBA's Disaster Team will continue to rise to the occasion, as you have always done, with dedication, professionalism and a determination to help as many disaster survivors as possible rebuild their lives.

Keep up the good work.

Warm regards,

Karen

A Special Message from SBA Administrator

Karen G. Mills

I'm pleased to kick off the first issue of the Disaster Newsletter with a message from Administrator Mills. I have had the privilege of working closely with her over the last few years, and I have come to realize just how well she understands the Disaster program and the sacrifices you make in order to provide outstanding service to the disaster survivors. One of my favorite memories of the Administrator was at the first Leadership Effectiveness Initiative when, despite the rain and cold, she led the team through the battlefield in Gettysburg. This is the type of leadership that inspires us to keep forging ahead.

As some of you may know, I began my federal career over 22 years ago as a loan officer at the "old Area 3 Office" in Ft. Worth, Texas. From 2001 until 2006 I served outside of the Disaster program as the head of EEO&CRC and later as the Associate Administrator for Financial Assistance. I was given the opportunity to return to Disaster as the Deputy in 2006 after Hurricane Katrina. I often reflect on the many challenges we faced back in Katrina and how much better prepared we are today. When I testified last November before the House Small Business Committee, I felt a real sense of accomplishment and pride at being able to provide several compelling metrics showing how effectively ODA was able to respond to Hurricane Irene and Tropical Storm Lee. It is because of all your hard work that our response was so successful -- THANK YOU!

In addition to your efforts, our ability to provide assistance to disaster survivors has been improved by a number of initiatives we have completed and instituted over the last few years. You may have heard about the first and second Leadership Executive Initiatives, or you may have been involved in them directly or indirectly. These projects have resulted in a number of process improvements that enhance our ability to carry out our mission. Reflecting back on these initiatives, we can declare victory on the many improvements in our processes and systems and how we have internally continued to build on our preparedness level.

This newsletter is a result of the Leadership Executive Initiatives – our teams identified a need for a new way to communicate with all ODA employees. This newsletter is designed to bring you news from all of ODA – and highlight the great work being done across the organization. My hope is that you will stop and spend a few minutes to read the quarterly newsletter and gain a deeper appreciation and understanding of how we all work together to be a better organization.

Thanks,

James Rivera

## **February 2012**

SBA Disaster Newsletter

Your quarterly update from the Office of Disaster Assistance

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We want to hear from you!

Do you have recommendations for what you'd like to see in this newsletter? Send your comments or suggestions to [breanne.goodell@sba.gov](mailto:breanne.goodell@sba.gov)

Read and Conserve

Please read this newsletter electronically to save paper. If you do print, consider sharing it with your team!

## **Introducing ODA**

In the first issue of the Disaster Newsletter, ODA Centers introduce themselves — in their own words — and highlight their achievements in 2011

ODA HQ Administrative Services is responsible for establishing program-wide policy and providing logistical support in a variety of areas including budget, procurement, travel, property, space and facilities, forms, and time and attendance.

The goal of the Administrative Services department is to provide Administrative operations and resources to support ODA Centers efficiently and effectively. In addition, HQ Administrative Services provides oversight for the Administrative Services Center in Herndon.

The Admin HQ staff is led by the Director Cynthia Pitts and new Deputy Director Kathleen Dougherty, along with a staff of 7 consisting of a Supervisory Administrative Specialist, a Budget Analyst, Administrative Specialists and Support Staff.

During FY11, HQ Administrative Services noted several key accomplishments including streamlining the ODA Acquisition Planning Process, enhancing the ODA Budget Template; refining the Administrative Services Continuous Improvement Plan, and establishing the ODA Travel Policy Forum.

The Disaster Office of Information Technology oversees all information technology resources, systems, and infrastructure across the Disaster Assistance IT Enterprise. Eddie Pool (Director of Information Technology) leads the office with the support of 2 Senior IT Project Managers, an ODA IT Security Officer, and a Senior IT Specialist.

The primary goal of DOIT is to advance ODA's information technology programs and services through continuous improvement processes, adoption of industry best practices, cross-functional alignment of information technology resources and the adoption of emerging technologies into ODA's IT portfolio. In the coming months DOIT will lead efforts across the organization on several enterprise-wide IT projects.

ODA HQ Program Policy and Evaluation department is responsible for establishing and updating legislative and policy changes that govern the disaster loan program. Additionally, the department coordinates, oversees and/or reviews verification and cost guidelines, HQ congressional inquiries, large loans and employee loan applications, internal and external affairs, grant programs, the DCMS declaration process, ODA reports and statistics and overall quality control for exceptions and erroneous payments.

Program Policy and Evaluation is headed by Roger B. Garland, Director. His staff includes four Senior Loan Officers and a Program Analyst. Additionally, the department includes a Quality Assurance Supervisor with a team of seven that is physically located at the PDC.

Program Policy and Evaluation provides support and guidance to the Center Offices and works to insure that SBA and ODA guidelines, goals and missions are carried out in an effective and efficient manner. Recent accomplishments include the formulation of the Quality Assurance team and the release of SOP 50 30 7 last year.

ODA Headquarters in Washington, DC is home to the Associate Administrator and Deputy Associate Administrator for Disaster Assistance. HQ provides guidance and oversight to ODA Centers and serves as the main point of contact for SBA leadership, Congress and the White House.

## **ASC's Travel Team**

Who/What, is ASC?

ASC is the new name for the Administrative Services Center. Previously, two functional offices (HR and Admin) existed as Personnel and Administrative Support Center (PASC). In September 2011 ODA-HQ announced the separation of this entity into two distinct functioning organizational units. Our primary mission is to provide timely, efficient and accurate administrative support to ODA Centers, so ODA can effectively help homeowners, renters and businesses recover from disaster and rebuild their lives.

What duties does ASC perform?

Since its establishment in 2006, ASC provides administration support to all the disaster centers and their field personnel. Some of our functions include Travel Arranging, Travel Voucher Examination, Travel Credit Cards, Procurement, Logistics, Payroll, and Supplies.

Recent Accomplishments of ASC Travel

We continue striving to provide better service and greater value to the taxpayer through increased efficiency and cost savings. ASC partnering with El Sol has seen a documented savings of \$47,000 in travel funds within the last six months. This amount is equivalent to the salary of one FTE. ASC travel has created savings by converting cars into renewals instead of changing contracts; monitoring and adjusting early check out fees at hotels. This has resulted in more time for the traveler to perform their job specific duties. This was a joint effort by the voucher examiners, travel arrangers, and El Sol Staff. In the past, Centers would contact multiple vendors directly for corrections, questions, or extensions.

This is a great start to our goal of 20% reduction in travel related cost. We will continue our efforts to provide even better service in 2012.

ASC Management Team

Our key management staff consists of:

Paul C. Arrington

Director

Tammy Townsend

Deputy Director

Scott Senn

Administrative

Supervisor

Ester Fortner

Administrative

Supervisor

This management team oversees the efforts of 40 employees

Operations: The CSC responds to customer inquiries via phone, email, fax and mail. Agents provide assistance in other ways as well:

Administers a dedicated disaster recovery center (DRC) toll free line for field staff Assists applicants in completing their paper and electronic loan applications Provides loan applications as requested Reaches out to applicants by phone and email as filing deadlines approach Screens ELA applications and engages in follow up contacts Collects disaster loan payments via telephone and enrolls borrowers in the pre-authorized debit program Serves as a backup to SBA's Answer Desk Partners with the DCMS Helpdesk in responding to customer service inquiries

Notable Accomplishments since inception:

Responded to over 3 million calls and over 53,000 emails Accepted over 91,000 loan payments for nearly \$40,000,000 Made over 1.4 million outbound calls and sent over 285,000 emails to customers Assisted in various ad hoc projects, such as, 90-in-45 campaign, partially disbursed loan initiative, insurance mail review, KRW portfolio resolution, flood insurance compliance audit, ARC loan program Extended phone services to the Fresno District Office, Fresno Commercial Loan Servicing Center, the North Carolina District Office and SBA Answer Desk

SBA's Customer Service Department can be reached toll free at 800-659-2955, by email at [disastercustomerservice@sba.gov](mailto:disastercustomerservice@sba.gov), by fax at 716-843-4287, or by mail at 130 S. Elmwood Ave., Buffalo, NY 14202

CSC Federal Executive Award winners and nominees for the Excellence in Government awards banquet

About Us: The Small Business Administration's Disaster Assistance Customer Service Center is a state-of-the-art, national contact center supporting the customer service needs of SBA's Office of Disaster Assistance by providing a single resource for the public and ODA employees.

Mission: To always provide responsive support to past, present and future customers that satisfies their concerns, by delivering timely, accurate, and professional service in a courteous and compassionate manner.

History: The CSC was established in Buffalo, New York, in August 2005.

The management team is led by William E. Leggiero, Jr., director, Colleen Hiam, deputy director, Tom Guido, Information Technology, Gina Koop, Human Resources, Chris Mercurio, Customer Service, and Melissa Watson, Administration.

The DCMS Operations Center (DCMS OC) is responsible for maintaining ODA's Disaster Credit Management System (DCMS), along with its sub-systems, Resource Management (RM) and the Electronic Loan Application (ELA), and a number of interfaces to external systems.

Over the years there have been changes to the DCMS OC management staff. The current management staff includes the following:

Mike Yeager, Director

James Ryan, Deputy Director

Cynthia Gamboa, Network and Infrastructure Manager

Jose Rivera, Hosting Operations Lead

Steve Stine, Business Improvement Unit Manager

Uma Yanamandra, DCMS Project Manager

The DCMS OC staff collaborated with ODA staff from other centers to make 2011 a very successful year. Some of the major achievements include the following:

Contracts: Six contracts were successfully awarded to replace legacy contracts for DCMS support.

Help Desk: The Tier 1 Service Desk was successfully transitioned to the Buffalo Customer Service Center.

Release Planning Matrix: A tool was created to provide estimates by technical area for each SCR.

Deliverable Management: A portal was created to support reviews for all vendor deliverables.

Production Readiness Review: PRR meetings were expanded to include key stakeholders.

SCR Workflow: Standard tracking for SCRs across ODA is now available using Serena Business Mashups.

Additional information about the DCMS OC management staff and the DCMS accomplishments can be found in the DCMS Ops Director's Blog located on the Disaster Information Gateway (DIG) > Centers >.DCMS Operations > DCMS Ops Director's Blog.

## **An Introduction to the Damage Verification Center**

On October 1st, 2010 the Field Inspection Team became the Damage Verification Center (DVC). The DVC conducted 26,918 Loss Verifications with an average age of 4 days in FY 2011.

The DVC's Loss Verification staff consists of three groups: Cadre, Core, and Surge. Cadre Loss Verifiers are active year-round and serve as Team Leaders for Core and Surge staff. The Core group consists of up to 85 term seasonal employees and is rotated throughout the year based on the level of disaster activity. DVC's Core staff is divided into 10 teams. As disaster activity increases, Core teams are deployed. When file activity drops, Core Teams are released and Loss Verifications are completed by Cadres. The Surge group consists of approximately 700 term intermittent employees, and are only activated once the Core's capacity has been exceeded, which may occur in times of high disaster activity.

Loss Verification team's productivity is overseen by DVC's Production Managers Doyle Martin and Jim Dennington who ensure that inspections are completed as efficiently as possible, and that Loss Verifiers are strategically located through-out the disaster area to meet the DVC's needs. DVC's Rotation Specialist John Fortner manages LV deployments to en-sure equal field time across DVC's Core staff. Operations Specialist Earl Garrett manages assignments to ensure that field staff receives a balanced workload. The DVC's Quality Control and Training staff Martin Brewer and Mark Keltner con-duct training throughout the year depending on the amount of staff required to assist the disaster victims promptly.

The DVC's Operations are overseen by Director Charlie Price, Deputy Director Barbara Johnson, and Operations Manager Laura Crielly. DVC's administrative support functions are overseen by Program Support Manager Claudette Phillip.

The DVC is looking forward to another exciting year serving the needs of disaster victims across the country and supporting the mission of the Office of Disaster Assistance!

Currently, Laura Crielly is our top producer for 2011...with two new arrivals on November 21! We'd like to share DVC's joy and welcome Avery and Riley to the ODA team!

### **Acknowledgements**

These letters to Loss Verifiers reflect how we support each other and work across boundaries to help America recover from disasters.

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Email from PDC about LV Gary Michlin:

I just wanted to give a shout out to LV Gary Michlin who completed this original verification. I think it's one of the most complete and well written reports I've ever read. Sure makes high dollar back-flow actions easier when you have a re-port like this to refer to.

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Email from the CSC about LV Kevin Elmore:

Ms. Kiefer wanted to let someone know what a wonderful person Mr. Kevin Elmore (inspector) was...[he] was very compassionate and showed concern in their trying time.

.....

Email from Team Member about LV Carl Spoljoric:

Carl Spoljoric has been my team lead for the last ten weeks and I wanted to let you know what a fine job he has done.... He is truly a manager not just a paper shuffler.

In January, the first issue of the SBA Ayuda was distributed ODA-wide. Ayuda means “help” or “aid” in Spanish. This monthly worksheet lives up to its name. It provides key Spanish words and phrases which in turn helps and improves our ability to assist Spanish speaking applicants in disaster affected communities. All issues of the SBA Ayuda can be found on the DIG in the Training Library under FOCE.

Earlier this year FOCE participated in a marketing project. The entire office was divided into three teams. Each team created a table of marketing materials that could be used as a display at meetings, conferences, disaster recovery centers, etc. The teams presented amazing ideas to FOCE management on ways to convey information to the public about the Disaster Assistance Program.

Every spring in conjunction with Small Business week, the Phoenix Awards ceremony takes place in D.C. FOCE is required to make nominations in each of the following categories: a business owner whose company recovered from a significant disaster-related physical loss; a volunteer (private citizen) whose efforts greatly contributed to the recovery of a disaster affected community; and a public official whose efforts greatly contributed to the recovery of a disaster affected community. This year, a FOCE nominee won each of the Phoenix Award categories.

In May, Tom Fisher, Field Operations Manager, retired from the SBA after providing over 25 years of service to the agency. We thank Tom for his work with SBA’s disaster assistance program and dedication in assisting individuals and businesses recover from their losses. Congratulations to Tom on his retirement and we wish him well during this chapter of his life.

This year’s weather activity proved to be a bit unusual. During this fiscal year, FOCE provided assistance to victims of 25 Presidential and 33 Agency Declarations. This became a record breaking year for presidentially declared disasters.

Field Operations Center East (FOCE), was established in 2005 in Atlanta, GA. The Center serves all the states east of the Mississippi River, plus Minnesota, the U.S. Virgin Islands, and the Commonwealth of Puerto Rico.

Our mission is to help people recover from disasters and rebuild their lives by coordinating disaster field operations, establishing convenient and accessible locations in disaster areas, providing exceptional customer service and easy access to SBA’s disaster loan program, and marketing SBA’s disaster assistance loan program by effectively disseminating program

information to disaster victims, Congressional offices, media, government agencies and general public. FOCE is also responsible for the coordination of preliminary damage assessments after the occurrence of a disaster event.

Our management team consists of: Timothy R. (Frank) Skaggs, Director; Brenda Ballew, Deputy Director; Sandra Lewis, Human Resources Officer; Merle Mischer, Administrative Officer; Karen Meck, IT Manager; Michael Lampton, Public Affairs Director; Carl-ton Abbott, Field Operations Manager; and Ron Bowman, Loss Verification Supervisor.

### **Field Operations Center — West**

Field Operations Center – West (FOC-W) is responsible for responding to declared disasters in Federal Regions VI - X by managing and coordinating ODA's field response to deliver SBA's disaster loan program. All departments at FOC-W maintain a constant state of readiness due to the unpredictable nature of disasters.

For Presidential disaster declarations, FEMA and the state open a Joint Field Office (JFO) for federal and state agencies to coordinate. FOC-W's Field Operations Department staffs the JFO, and our Officer in Charge (OIC) coordinates with federal, state, and local officials to ensure SBA is a full partner in providing help to the impacted communities. OICs develop an overall staffing plan to cover the size of the disaster and number of planned Disaster Recovery Centers (DRCs). FOC Customer Service Representatives are the face of SBA working with the public. They work closely with disaster victims to issue and accept disaster loan applications on-site in Federal-State DRCs or at SBA Disaster Loan Outreach Centers (DLOCs). They also assist disaster victims with the Electronic Loan Application (ELA) and perform on-site loan closings.

Alfred E. Judd has been the Director of Field Operations Center West since 1994. He has been with the SBA for more than 30 years and has served in many capacities, including as Deputy Associate Administrator for Disaster Assistance in Washington DC. Tanya Garfield has served as the Deputy Director of FOC-W since 2002. She has been with SBA since 1984 and originally worked in the Atlanta office as a loan officer before relocating to Sacramento in 1988. Field Operations Manager Donna Gross and her Deputy, Carl Gaspari, manage the Field Operations team which includes Mike Takacs, Supervisory Construction Analyst, who oversees our LVs responding to the many PDA requests. Rick Jenkins heads the PIOs, and our HR Department is led by Dori Whiting. Robert Lambie manages our Information Technology Department. Dawn Cook is our Administrative Officer who oversees the many administrative functions that support FOC-W. After more than 31 years, Dawn is retiring in February.

Beyond responding to disasters, FOC-W helps those in need in other ways too. In 2011, food banks around the country faced severe shortages, just as summer began and children finished their school nutrition programs. Generous FOC-W employees donated 9,205 lbs. of food to the Sacramento Food Bank, demonstrating an extraordinary commitment to serving their local community - much as they do every day in their jobs, helping disaster survivors begin the road to recovery.

After a disaster, the State will usually request a preliminary damage assessment. FOC Loss Verifiers (LVs) respond to these requests by joining the Federal Emergency Management

Agency (FEMA), state and local officials to assess the damages in the disaster area and present their findings to SBA, FEMA and the state. If a disaster is declared, FOC-W immediately takes action to meet the financial needs of homeowners, renters and businesses. Public Information Officers (PIOs) brief SBA Regional Administrators, District Directors, Congressional staff and resource partners. They also conduct media interviews and present the Disaster Loan Program at public meetings.

### **ODP - Office of Disaster Personnel**

The ODP is responsible for performing the following functions for all of ODA: staffing/recruitment, classification, benefits counseling and processing, processing payroll and personnel actions, and document management.

The ODP is led by the Director, Deborah Perry, and Deputy Director, Julie Wozniak, who are at the Herndon, VA office location.

John Stevian supervises Personnel Operations in Herndon, which includes the Staffing/Recruitment and Personnel Processing/Document Management staff. The Staffing/Recruitment group is set up primarily as teams comprised of HR Specialists and HR Assistants who service assigned centers within ODA. Donald Cooper is the first line supervisor to the Processing/Document Management Team. They input payroll actions, personnel actions (accessions, promotions, reassignments, etc.) and other employee data into the National Finance Center (NFC) payroll/personnel system. This team is also responsible for uploading documents into employee e-OPFs and maintaining various HR employee files. Classification is performed by Cynthia Rigney. She develops and updates position descriptions, determining the appropriate title, series and grade level for various positions. The Benefits Team is tasked with processing Thrift Savings Plan (TSP) enrollments, health and life insurance enrollments and elections, and retirements. Additionally, the team provides benefits counseling and guidance to employees and manages OWCP cases. JoAnn Choate serves as the Benefits Officer.

One of major accomplishments of ODP in 2011 was the Surge Hiring Project. This project is ongoing to fill approximately 5,000 intermittent positions with various titles, series, and grades, which is part of the new ODA Staffing Strategy. To date, we have hired over 1000 intermittent employees. In response to Hurricane Irene, Tropical Storm Lee, and other disasters this year, we were able to increase our current staff by about 800 employees in matter of a few weeks. This was a monumental task that could only have been accomplished through the hard work and dedication of the staff. Another major ODP achievement was the Green Initiative. We worked with IT to successfully place in-processing forms online for applicants who are selected for the surge intermittent positions. This saves a vast amount of money and time, and this green initiative includes verbal and written instructions for completing the forms as well as samples.

We want to hear from you, our customers; tell us what you think is working well and what needs improvement. So, feel free to contact the Office of Disaster Personnel if you have any HR concerns or questions. Our goal is to provide ODA with excellent, timely HR services. We are looking forward to another exciting year!

ODP in Your Center

The Herndon office consists of 30 employees. There are 24 ODP employees located at the CSC, PDC, and each of the FOCs. The Center Human Resource Officers provide on-site human capital assistance for their Center employees. Your CHROs are:

CSC: Gina Koop

FOC-E: Sandra Lewis

FOC-W: dori Whiting

PDC: Jane Cooper

### **ODSEE - Office of Disaster Strategic Engagement and Effectiveness**

At the beginning of 2011, ODA created ODSEE as a specialized human resource team to focus directly on employee needs. The mission of the group is to strengthen ODA into a best-in-class organization by partnering with employees on the most pressing employee issues. For ODSEE, this means a consistent focus on employee worklife issues, employee relations, training and development, performance management, and ensuring that all of the organization's human capital systems are working well.

ODSEE Director, Michael Ledford, shared these thoughts:

“I began employment with ODA over 20 years ago. I have been continually impressed by our employees' commitment to providing outstanding service to disaster victims. I was honored to be selected as the Director of a program charged to enhance both employee engagement and organization effectiveness. It is great to work with an ODSEE staff more than capable to achieve ODA's human capital goals. The ODSEE 2012 goals are aligned with the Human Capital Assessment and Accountability Framework (HCAAF) systems and are critical first steps to achieving a culture of excellence where employees' talents are leveraged to build ODA's capacity to achieve its critical goals. ODSEE, in partnership with ODA Centers, will create and sustain the organizational excellence needed to serve the disaster victims and accomplish our

ODSEE Team

Michael Ledford – Director

Denise Lee – ER Officer

Thad Ficarra – Accountability Officer

Vacant – Training Officer

Special welcome to Jim Triem who will be working in Performance Management.

In 2011, ODSEE was recognized for...

Implementing a work/life program aligned with SBA human capital improvement initiatives.

- ODA had broad participation from employees in all Centers in the National Health and Fitness Month which has the backing of First Lady Michelle Obama.

- For Feds Feed Families, ODA employees donated over 19,000 pounds resulting in SBA having the most donations with agencies in similar size.

Making continuous improvements to human resource systems resulting in increased efficiency and improved customer service.

Initiated, developed and promoted the implementation of an ODA-wide competency framework. Incorporating competencies will result in more regulatory compliant, equitable and consistent ODA recruitment, performance management and training and development programs.

### **PDC - Processing and Disbursement Center**

As the name implies, the PDC's primary responsibility is the processing and disbursement of all loans for disasters throughout the nation. The PDC is responsible for the following functions:

The mailing of disaster loan applications requested by victims of declared disasters  
The screening for acceptance of all received disaster loan applications  
Reviewing and processing all accepted disaster loan applications  
The closing of approved SBA disaster loans and the disbursement of all disaster loan proceeds

Leading the PDC management team is Fran Bieber, Director, and Lee Cook, Deputy. Together Fran and Lee have more than 42 years of ODA experience. Similarly, all of the PDC management team have years of proven experience across all areas of ODA and the disaster program.

The PDC maintains a core staff of approximately 450 and increases staffing to meet workload demand. The PDC workforce is comprised of customer service representatives, administrative support specialists, human resource specialists, loan officers, IT specialists, loss verifiers, paralegals and attorneys.

The PDC is always a busy place. In FY 2011, the PDC: Had a peak staffing level of 694 Mailed out/issued 322,700 disaster loan applications Processed 45,760 disaster loan requests Approved and obligated 13,643 disaster loans for \$739,353,100 Completed more than 15,796 loan modification actions on approved loans Managed and disbursed 13,446 approved loans for \$311,153,100.

The dedication of every employee, the pride shown in every job done and the positive, can do approach to every challenge makes the PDC a truly great place to work.

The SBA's Disaster Loan Processing and Disbursement Center (PDC), located in Fort Worth, Texas is a large and visible operation within SBA's Office of Disaster Assistance. The PDC is comprised of a diverse group of financial and legal professionals dedicated to providing low interest loans to eligible members of communities impacted by declared disasters. The guiding principles across all functions within the PDC are to provide customer-focused service in a professional manner through maintaining a high performance work environment.