

**SMG 1121A.11**

**FDA Staff Manual Guides, Volume I – Organizations and Functions**

**Department of Health and Human Services**

**Food and Drug Administration**

**Office of Inspections and Investigations**

**Office of the Associate Commissioner for Inspections and Investigations**

**Division of Organizational Communication and Engagement**

Effective Date: May 13, 2024

**1. Division of Organizational Communication and Engagement (DCSAA).**

- A. Leads the organization’s enterprise-wide communications activities and provides guidance and advice to the Office of Inspections and Investigations (OII) senior leadership on communications.
- B. Develops communication strategies and plans to build awareness and promote important organization initiatives.
- C. Serves as OII’s focal point for coordinating and developing a full range of editorial, communication materials, and products in support of the Food and Drug Administration (FDA) communications to consumers, health professionals, industry, and employees.
- D. Develops core communication resources and tools for application within OII.
- E. Directs, coordinates and monitors communications activities across the organization and facilitates engagements with key stakeholders.
- F. Directs and consults OII’s Ombudsman program.

**2. Strategic Communication Staff (DCSAA1).**

- A. Provides a range of internal and external communication services in support of OII operations and program areas to advance OII priorities and initiatives.
- B. Engages OII employees and FDA stakeholders relative to OII priorities, initiatives, and operations.

- C. Provides direction and guidance to OII senior leadership on communication initiatives.

**3. Executive Secretariat Staff (DCSAA2).**

- A. Develops, tracks, and coordinates OII responses to executive and Congressional requests. Serves as the OII liaison with the FDA's Legislation and Executive Secretariat components, and Center and Office counterparts.
- B. Responds to a broad range of inquiries to OII, including written and telephone inquiries. Coordinates and obtains supporting documentation from other FDA components to prepare a response.
- C. Provides support to OII leadership and senior staff including preparing, clearing, and reviewing briefing materials, position papers, or other documents to ensure timeliness and consistency with FDA and OII policy components.
- D. Coordinates the development and clearance of background information for meetings that may include external organizations either in the public or private sector.
- E. Maintains records of all correspondence and provides to senior leadership as historical records when incoming inquiries reference similar subjects.

**4. Authority and Effective Date.**

The functional statements for the Division of Organizational Communication and Engagement were approved by the Secretary of Health and Human Services on March 5, 2024, and effective on May 13, 2024.

**Department of Health and Human Services  
Food and Drug Administration  
Office of Inspections and Investigations  
Office of the Associate Commissioner for Inspections and Investigations  
Division of Organizational Communication and Engagement**



Staff Manual Guide 1121A.11

Organizations and Functions

Effective Date: May 13, 2024

The following is the Department of Health and Human Services, Food and Drug Administration, Office of Inspections and Investigations, Office of the Associate Commissioner for Inspections and Investigations, Division of Organizational Communication and Engagement, organization structure depicting all the organizational structures reporting to the Director:

Strategic Communications Staff

Executive Secretariat Staff