



To enhance mission performance, TSA is committed to promoting a culture founded on its values of Integrity, Innovation and Team Spirit.

1. **PURPOSE:** This directive defines the roles and responsibilities of the Office of the Special Counselor (OSC).
2. **SCOPE:** This directive applies to all TSA organizational components.
3. **AUTHORITIES:**
 - A. Aviation and Transportation Security Act (Public Law 107-71).
 - B. The Homeland Security Act of 2002 (Public Law 107-196).
4. **DEFINITIONS:** Stakeholders: TSA organizational components, DHS component offices, and other Federal, State, local, tribal, and private sector entities involved with transportation security, including the traveling public.
5. **RESPONSIBILITIES:** OSC is primarily responsible for delivering quality information to TSA stakeholders, both internal and external, and ensuring that employees and the traveling public are treated in a fair and lawful manner, consistent with federal laws and regulations governing information sharing, privacy, redress, civil rights and civil liberties.
 - A. Special Counselor is responsible for:
 - (1) Providing leadership, direction, and guidance to OSC components, including the Office of the Executive Secretariat, Office of Audit Liaison, Freedom of Information Act Office, Sensitive Security Information Office, Office of Privacy Policy and Compliance, Office of Civil Rights and Liberties, Office of the Ombudsman, Office of Transportation Security Redress and its Business Management Office.
 - (2) Establishing management controls over program activities, measuring and evaluating program accomplishments, and correcting program deficiencies.
 - (3) Representing OSC at TSA senior leadership forums and meetings, and representing TSA at meetings with DHS and other agencies regarding OSC functions, programs and activities.
 - B. Executive Secretariat is responsible for:
 - (1) Managing the assignment, preparation, and final disposition of official documents for concurrence, approval or signature of the Assistant Secretary and senior leadership, to include responses to correspondence and taskings, and the preparation, coordination, and executive clearance of Congressionally-mandated reports.

- (2) Coordinating with program offices, the Office of Legislative Affairs, the Office of Chief Counsel, and senior leadership regarding the development and executive clearance of responses to questions for the record from Congress.
- (3) Operating the TSA Contact Center, which serves as the point of contact for all non-media public inquiries and complaints.
- (4) Serving as the primary point of contact with the DHS Office of the Executive Secretariat.

C. Office of Audit Liaison is responsible for:

- (1) Coordinating TSA actions in responding to audits performed by the Government Accountability Office (GAO) and the DHS Office of Inspector General (OIG).
- (2) Ensuring that TSA processes requests for audit-related information and follows through on recommended actions contained in audit reports.
- (3) Serving as the primary point of contact with the DHS GAO/IG Liaison Office.

D. Freedom of Information Act (FOIA) Office is responsible for:

- (1) Responding to FOIA and Privacy Act (PA) requests from the public, Congress, TSA employees, and other government agencies.
- (2) Coordinating the document review process to ensure that FOIA/PA requests are handled in a timely manner.
- (3) Processing FOIA/PA appeals.
- (4) Training agency staff about the requirements of the FOIA/PA.
- (5) Preparing an annual report of all agency FOIA/PA activities.
- (6) Serving as the primary point of contact with the DHS FOIA Office.

E. Sensitive Security Information (SSI) Office is responsible for:

- (1) Developing and reviewing SSI policy and procedure guidance that implements the SSI regulation, 49 CFR part 1520, and TSA and DHS SSI directives, including guidance that explains which information is and is not SSI.
- (2) Developing and providing training on SSI recognition, identification, and safeguarding (i.e., accessing, challenging, destroying, handling, inspecting, marking, releasing, sharing, storing, and transmitting SSI).
- (3) Performing SSI reviews, assessments, and analyses to protect SSI from public release.

- (4) Ensuring that TSA complies with all laws, regulations, and implementing guidance on SSI recognition, identification, and safeguarding.
- (5) Applying and updating the SSI regulation and functioning as the operational SSI program office for TSA and DHS.
- (6) Coordinating with public and private stakeholders (e.g., airport and aircraft operators), Congress, and other TSA offices (to include TSA employees at airports), transportation security subject-matter experts, DHS components, and Federal departments and agencies on SSI issues.
- (7) Chairing the DHS SSI Oversight Committee.
- (8) Serving as the primary SSI point of contact for the DHS Office of Security and other DHS Components.

F. Office of Privacy Policy and Compliance is responsible for:

- (1) Ensuring that TSA complies with all privacy laws and regulations.
- (2) Developing TSA privacy policies, and informing and training employees on TSA and DHS privacy policies and Office of Management and Budget (OMB) privacy guidance.
- (3) Providing guidance to managers regarding the development of programs and activities that may have privacy implications.
- (4) Overseeing the coordination and approval by DHS of privacy impact assessments and Privacy Act System of Records Notices for TSA.
- (5) Serving as the primary point of contact with the DHS Privacy Office.

G. Office of Civil Rights and Liberties (OCRL) is responsible for:

- (1) Developing and implementing policies and procedures regarding civil rights and civil liberties under federal law.
- (2) Serving as the primary point of contact for TSA's Equal Employment Opportunity (EEO) and External Compliance programs.
- (3) Counseling, investigating and resolving EEO complaints.
- (4) Conducting workforce analyses to ensure EEO compliance in recruitment, promotion, termination, and other personnel actions.
- (5) Providing training and guidance to TSA managers on implementing EEO policies and diversity practices.

- (6) Developing programs and procedures to address the unique needs of Persons with Disabilities (PWD) and other medical conditions while maintaining the security of all modes of transportation.
- (7) Providing training and guidance to TSA personnel on civil rights and civil liberties topics and issues.
- (8) Serving as the primary point of contact with the DHS Office of Civil Rights and Civil Liberties.

H. Office of the Ombudsman is responsible for:

- (1) Providing neutral, informal and confidential problem resolution services to employees and the public for issues, concerns, and conflicts involving TSA policies or personnel.
- (2) Providing information to TSA leadership and program offices about the types of inquiries the Office receives, and recommendations for resolution.
- (3) Conducting trend, policy, and program analysis, and implementing outreach and education activities for TSA managers and staff.

I. Office of Transportation Security Redress is responsible for:

- (1) Providing a forum and processes for individuals who have been either correctly or incorrectly identified as a threat to transportation security to appeal that determination in order to correct erroneous information.
- (2) Conducting educational outreach regarding the effects of TSA's security programs on an individual's access to various transportation systems, and determining redress alternatives that are available.
- (3) Serving as the primary point of contact for DHS redress activities and the interagency Terrorist Screening Center's Redress Office.

J. Business Management Office (BMO) is responsible for:

- (1) Providing administrative support, to include time and attendance, space management, records management and supplies.
- (2) Coordinating the delivery of other resource support, including human resources, accounting, finance and acquisition services, and information technology.
- (3) Implementing activities in accordance with TSA Management Directive No. 100.3, Business Management Office Roles and Responsibilities.

6. POLICY:

- A. Pursuant to authorities set forth in Section 3, OSC is responsible for all policy and procedures related to the responsibilities described in this document and referenced in related documents.
- B. Reference applicable policy documents specific to the program functions described in this directive.

7. PROCEDURES: Reference applicable guides, manuals, standard operating procedures and instructions, and other process directions specific to the program functions described in this directive.

8. EFFECTIVE DATE AND IMPLEMENTATION: This directive is effective immediately upon signature.

APPROVAL

Signed

12/14/2007

Kimberly Walton
Special Counselor

Date

Filing Instructions: File 200.1.1
Effective Date: 12/14/2007
Review Date: 12/14/2009
Distribution: TSA Assistant Administrators and Office Directors
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