



**THIS MATTER IS NOT SCHEDULED FOR A BALLOT VOTE
A DECISIONAL MEETING FOR THIS MATTER IS SCHEDULED ON
OCTOBER 19, 2022**

TO: The Commission
Alberta E. Mills, Secretary

FROM: Jason K. Levine, Executive Director
Austin C. Schlick, General Counsel

SUBJECT: CPSC's Fiscal Year 2023 Operating Plan

DATE: September 28, 2022

The Executive Director, by the attached memorandum, requests approval of the attached *Fiscal Year 2023 Operating Plan*. Please indicate your vote on the following options:

- I. Approve the *Fiscal Year 2023 Operating Plan*, as recommended by the Executive Director.

(Signature)

(Date)



United States
Consumer Product Safety Commission

II. Approve the *Fiscal Year 2023 Operating Plan*, with changes as specified below:

(Signature)

(Date)

III. Do not approve the *Fiscal Year 2023 Operating Plan*.

(Signature)

(Date)

IV. Take other action specified below.

(Signature)

(Date)

Attachment: CPSC's *Fiscal Year 2023 Operating Plan*



United States
Consumer Product Safety Commission

DATE: September 28, 2022

TO: The Commission
 Alberta E. Mills, Secretary

THROUGH: Austin C. Schlick, General Counsel

FROM: Jason K. Levine, Executive Director

SUBJECT: Fiscal Year (FY) 2023 Operating Plan

This memorandum requests Commission approval of the FY 2023 Operating Plan. The FY 2023 President's Request (*Request*), currently pending before Congress, is for \$195.5 million and 672 full-time equivalent employees (FTEs), an increase of \$56.45 million and 133 FTEs above the FY 2022 enacted level of \$139.05 million and 539 FTEs. Currently, a FY 2023 full-year Salaries and Expenses (S&E) appropriation has not been enacted by Congress. In addition, a Continuing Resolution (CR) has also not been enacted; however, staff expects a short-to-intermediate term CR before the start of the fiscal year (October 1), likely funding the agency at the FY 2022 enacted level of \$139.05 million.¹

Given the uncertainty of the budgetary levels of the agency and the discrepancy between the President's Request and a likely CR, the FY 2023 Operating Plan proposes two funding scenarios that represent the FY 2023 CR and the FY 2023 *Request* funding and FTE levels. The FY 2023 CR level is aligned with the CPSC's FY 2022 enacted annual S&E appropriation, which best represents the current operating levels of the agency. Furthermore, the FY 2023 *Request*, or Budget, level outlines how the additional \$56.45 million and 133 FTEs above the FY 2023 CR level would be applied to expand the agency. The FY 2023 Mid-Year process, to be conducted in the spring 2023 timeframe, will be used to align and amend this Operating Plan to make it consistent with the full-year S&E appropriation, should a full-year appropriation be enacted by that time at a level different from either the \$195.50 million FY 2023 Budget level or the \$139.05 million FY 2023 CR level.

FY 2023 CR Level

The enacted FY 2022 annual S&E appropriation level of \$139.05 million will maintain current operating levels, excepting that this level will not fund mandatory inflationary increases in pay and non-pay, thereby, requiring the agency to closely monitor staffing levels. This level continues to fund the VGB Grant Program at the FY 2022 level of \$2.0 million, not including unobligated, no-year fund balances from prior appropriations. A summary-of-changes table is provided below, to outline changes required to maintain levels of the FY 2022 enacted annual S&E appropriation, which will be the assumed funding level of a full-year FY 2023 CR.

¹ The House has passed legislation, which in FY 2023, would provide the CPSC with \$166.30 million, including \$2.50 million to award Virginia Graeme Baker Pool and Spa Safety Act (VGB Act) grants.

CPSC FY 2023 Operating Plan: Summary of Changes to maintain FY 2022 Enacted Annual S&E Appropriation

		FY 2023 Continuing Resolution Level	
		Dollars	FTE
(Dollars in millions)			
FY 2022 Enacted Annual Salaries and Expenses (S&E) Appropriation		\$139.05	539
<i>Maintain Current Levels</i>			
1	Pay	\$4.20	
2	Non-Pay	\$0.20	
<i>Changes to Program</i>			
3	Emphasize Robust Import Surveillance		
4	Expand Hazard Identification Portfolio		
5	Pursue Vigorous Compliance		
6	Enhance Communications		
7	Bolster Agency Operational Support		
8	Inspector General Support		
9	VGB Grants		
10	CO Grants		
11	ARPA Transfer		
12	Technical Adjustment – Pay	-\$4.40	-25
FY 2023 Operating Plan: Annual S&E Appropriation		\$139.05	514

FY 2023 Budget Level

The FY 2023 Budget level represents the funding and full-time equivalent (FTE) levels outlined in the FY 2023 Request. The FY 2023 *Request* requested \$195.50 million and 672 FTE.² This *Request* represents an increase of \$56.45 million and 133 FTEs above the FY 2022 enacted annual S&E appropriation of \$139.05 million and 539 FTEs. The FY 2023 Budget level also assumes the transfer of \$9.00 million and 46 FTEs for recurring ARPA expenses to the annual S&E appropriation. A description of changes from the FY 2022 enacted annual S&E appropriation to the FY 2023 Budget level is provided below.

² Approved by the Commission on March 16, 2022 and submitted to OMB and Congress on March 28, 2022: [FY 2023 Performance Budget Request](#)

CPSC FY 2023 Operating Plan: Summary of Changes from FY 2022 Enacted Annual S&E Appropriation

		FY 2023 Budget Level	
		Dollars	FTE
(Dollars in millions)			
FY 2022 Enacted Annual Salaries and Expenses (S&E) Appropriation		\$139.05	539
<i>Maintain Current Levels</i>			
1	Pay	\$4.20	
2	Non-Pay	\$1.00	
<i>Changes to Program</i>			
3	Emphasize Robust Import Surveillance	\$5.60	25
4	Expand Hazard Identification Portfolio	\$17.25	14
5	Pursue Vigorous Compliance	\$4.90	21
6	Enhance Communications	\$1.20	3
7	Bolster Agency Operational Support	\$10.30	22
8	Inspector General Support	\$0.50	2
9	VGB Grants	\$0.50	
10	CO Grants	\$2.00	
11	ARPA Transfer	\$9.00	46
12	Technical Adjustment - Pay		
FY 2023 Operating Plan: Annual S&E Appropriation		\$195.50	672

The FY 2023 Budget level will advance the following priorities:

- Emphasizing robust port surveillance, by expanding port staff stationed throughout the country, including at facilities where low-value eCommerce shipments enter the country, and by developing an eFiling Program to enhance targeting capability;
- Pursuing vigorous compliance, by enforcing mandatory regulations and removing defective products via recalls or other corrective actions, and litigation, when necessary;
- Expanding hazard identification, by investing significantly in staff, research, expanded laboratory capabilities, and high-quality data that inform decision making;
- Enhancing communications capabilities and reach, by developing and maintaining a robust Internet presence, including traditional social media, CPSC websites, and apps to track product safety developments;
- Building diversity and seeking product safety equity through: (1) enhancing recruitment efforts, analyzing workforce data, and developing proactive programs that seek to foster inclusion, equity, and diversity; (2) serving vulnerable, diverse, and disenfranchised communities better through targeted communications and outreach;
- Investing in technology, by overhauling internal systems, identifying and monitoring cybersecurity risks, and managing and leveraging information technology (IT) and data to achieve the CPSC's mission; and
- Awarding and administering grants authorized by the Nicholas and Zachary Burt Memorial Carbon Monoxide Poisoning Prevention Act of 2022 (Division Q, Title II of Pub. L. No. 117-103).

ARPA

Similar to the annual S&E appropriation levels, the proposed FY 2023 Operating Plan presents two funding levels for the American Rescue Plan Act (ARPA), which appropriated \$50.00 million to the CPSC and is available until September 30, 2026. Assuming a full-year CR, the FY 2023 Operating Plan proposes an ARPA budget level of \$9.90 million, which includes \$7.00 million for 46 FTEs and \$2.90 million for non-pay projects.

In addition, the proposed FY 2023 Operating Plan includes an ARPA transfer of \$9.00 million and 46 FTEs for recurring ARPA expenses to the annual S&E appropriation at the FY 2023 Budget level. A description of the activities is summarized in the table below; the supporting narrative for these changes can be found on pages 7-8 of the enclosed Operating Plan.

CPSC FY 2023 Operating Plan: ARPA Summary

		FY 2023 Continuing Resolution Level		FY 2023 Budget Level	
		Dollars	FTE	Dollars	FTE
(Dollars in millions)					
FY 2023 ARPA Costs					
1	Pay	\$7.00	46	\$0.00	
2	Enhance Targeting, Surveillance, and Screening Systems	\$1.90		\$0.90	
3	Enhanced Data Collection	\$0.70		\$0.00	
4	Enhance Communications	\$0.30		\$0.00	
FY 2023 Operating Plan: ARPA		\$9.90	46	\$0.90	0

Staff is available to respond to questions about the Operating Plan. Once finalized and approved by the Commission, the Operating Plan will be posted on the CPSC's public website.

Attachment

FY 2023 Operating Plan



United States
Consumer Product Safety Commission



Operating Plan

FISCAL YEAR 2023

An electronic version of this document is available at:

www.cpsc.gov/about-cpsc/agency-reports/performance-and-budget

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Budget Table 1

FY 2023 Operating Plan - Summary of Changes

		FY 2023 Continuing Resolution Level ³		FY 2023 Budget Level ⁴	
		Dollars	FTE	Dollars	FTE
(Dollars in millions)					
FY 2022 Enacted Annual Salaries and Expenses (S&E) Appropriation		\$139.05	539	\$139.05	539
<i>Maintain Current Levels</i>					
1	Pay	\$4.20		\$4.20	
2	Non-Pay	\$0.20		\$1.00	
<i>Changes to Program</i>					
3	Emphasize Robust Import Surveillance			\$5.60	25
4	Expand Hazard Identification Portfolio			\$17.25	14
5	Pursue Vigorous Compliance			\$4.90	21
6	Enhance Communications			\$1.20	3
7	Bolster Agency Operational Support			\$10.30	22
8	Inspector General Support			\$0.50	2
9	VGB Grants			\$0.50	
10	CO Grants			\$2.00	
11	ARPA Transfer			\$9.00	46
12	Technical Adjustment - Pay	-\$4.40	-25		
FY 2023 Operating Plan: Annual S&E Appropriation		\$139.05	514	\$195.50	672
FY 2023 ARPA⁵ Costs					
13	Pay	\$7.00	46	\$0.00	
14	Enhance Targeting, Surveillance, and Screening Systems	\$1.90		\$0.90	
15	Enhanced Data Collection	\$0.70		\$0.00	
16	Enhance Communications	\$0.30		\$0.00	
FY 2023 Operating Plan: ARPA⁶		\$9.90	46	\$0.90	0

1. Pay

FY 2023 Continuing Resolution (CR) Level (+\$4.20 million)

The FY 2023 CR level requires but does not provide \$4.20 million above the enacted FY 2022 level for personnel salary and benefits to maintain the FY 2022 enacted staffing level of 539 FTEs. The \$4.20 million would fully cover the 4.6% pay raise for FY 2023, as directed by the Office of Management and Budget (OMB), and other increases in payroll costs, such as within-grade increases (WGI), earned promotions, and locality pay adjustments.

FY 2023 Budget Level (+\$4.20 million)

The FY 2023 Budget level allocates \$4.20 million above the enacted FY 2022 level for personnel salary and benefits to maintain the FY 2022 enacted staffing level of 539 FTEs. The \$4.20 million will fully cover the 4.6% pay raise for FY 2023, as directed by the Office of Management and Budget (OMB), and other

³ The FY 2023 Continuing Resolution Level assumes funding and FTEs at the FY 2022 annual S&E appropriation level.

⁴ The FY 2023 Budget Level assumes funding and FTEs at the FY 2023 Performance Budget Request (PBR) level.

⁵ The American Rescue Plan Act (ARPA), enacted on March 11, 2021, appropriates \$50 million to the CPSC, available until September 30, 2026.

⁶ The FY 2023 Operating Plan does not include ARPA projects approved in FY 2022 that are now projected to be obligated in FY 2023.

increases in payroll costs, such as within-grade increases (WGI), earned promotions, and locality pay adjustments.

2. **Non-Pay**

FY 2023 CR Level (+\$0.20 million)

The FY 2023 CR level requires but does not provide \$0.20 million above the enacted FY 2022 level to maintain current levels for non-pay items. The \$0.20 million will partially fund standard inflation of 2% for increased rent, utilities, and securities costs for FY 2023.

FY 2023 Budget Level (+\$1.00 million)

The FY 2023 Budget level allocates \$1.00 million above the enacted FY 2022 level to maintain current levels for non-pay items. The \$1.00 million will fully fund standard inflation of 2% for existing recurring contract agreements, as well as known escalation amounts for collecting hospital emergency department data, and increased rent, utilities, and securities costs for FY 2023.

3. **Emphasize Robust Import Surveillance**

FY 2023 CR Level (\$0.00 million)

The FY 2023 CR level does not allocate additional resources above the enacted FY 2022 level to implement requirements related to the CPSC's import surveillance program set forth in the Consolidated Appropriations Act, 2021 (Pub. L. No. 116-260), Division FF, Title XX, and for enhancing targeting, surveillance, and screening of consumer products.

FY 2023 Budget Level (+\$5.60 million)

The FY 2023 Budget level allocates \$5.60 million and 25 FTEs above the enacted FY 2022 level to provide the CPSC with resources to implement requirements related to the CPSC's import surveillance program set forth in the Consolidated Appropriations Act, 2021 (Pub. L. No. 116-260), Division FF, Title XX, and for enhancing targeting, surveillance, and screening of consumer products. The funds are allocated as follows:

- i. **Expand eCommerce Presence (\$2.20 million for 9 FTEs):** Additional presence at eCommerce ports will enable the CPSC's eCommerce Team to expand its physical presence at ports with a high volume of *de minimis*⁷ shipments. This expansion will enable the CPSC to increase its ability to physically examine *de minimis* shipments at ports where *de minimis* shipments are imported into the United States.
- ii. **Lab, Compliance, and Technology Support (\$2.80 million for 13 FTEs):** The addition of port investigators at traditional ports and the establishment of an eCommerce team create the need for supplementary resources to support the increase in shipments sampled. Each sample requires technical staff to analyze and/or test the sample for compliance. For samples found to be violative, the CPSC staff works with companies to implement appropriate corrective actions or pursues enforcement actions where cooperative resolution does not occur. Additional resources will provide lab, compliance, and technology support to address the expected increase in sample testing and enforcement resulting from the CPSC's expansion of port surveillance at traditional ports, as well as the establishment of a new eCommerce Team.
- iii. **Increase Operational Support (\$0.60 million for 3 FTEs):** The CPSC will be recruiting, onboarding, and training the expanded staff; providing financial management support, including cost analysis and accounting to manage the separate appropriations; supporting the increased technology demands from the CPSC's increase in import targeting and enforcement; and providing increased legal support for efforts aimed at stopping hazardous products at our borders.

⁷ *De minimis* shipments are low-value, direct-to-buyer shipments valued at \$800 or less. Because *de minimis* shipments may enter the United States with minimal data requirements, the risks associated with these shipments are largely unknown.

4. *Expand Hazard Identification Portfolio*

FY 2023 CR Level (\$0.00 million)

The FY 2023 CR level does not allocate additional resources above the enacted FY 2022 level for critical research and analysis of hazardous consumer products.

FY 2023 Budget Level (+\$17.25 million)

The FY 2023 Budget level allocates \$17.25 million including 14 FTEs above the enacted FY 2022 level to provide the CPSC with resources for critical research and analysis of hazardous consumer products. The funds are allocated as follows:

- i. **Augment Applied Research (\$5.35 million):** The CSC will address identified shortfalls in applied research in hazard identification. Specific priority research requiring funding includes investigation of hazards associated with additive manufacturing (e.g., 3-D printing), analysis on the impact of smart technologies and Internet connectivity, research on safe sleep practices for infants, research on home fire hazard mitigation, including flame suppression and flame jetting, and a study on senior safety.
- ii. **Focus on Chronic Hazards (\$5.10 million including 3 FTEs):** The agency will continue to focus on chronic hazards from chemicals in consumer products, such as carcinogens, reproductive and developmental toxicants, neurotoxicants, and immunotoxicants, among others. Assessing chronic hazards in consumer products to protect the public can be difficult because it requires substantial amounts of information and research to determine whether a given product category is a hazardous substance. Additional resources will also allow the CPSC to fund efforts on organohalogen flame retardants (OFRs). Furthermore, FTEs in the Division of Toxicology & Risk Assessment are essential in increasing staff expertise in reproductive/developmental toxicology, risk assessment, toxicokinetics, as well as computational toxicology, read-across,⁸ and bioinformatics that are critical to addressing risk assessment in the 21st century.
- iii. **Invest Significantly in Artificial Intelligence (AI) (\$5.60 million including 5 FTEs):** The CPSC will continue critical work in enhancing its enterprise analytic capabilities with a cloud-based, machine-learning capable software. Investments in Artificial Intelligence (AI) capability will enable the agency to make significant strides in data analysis. In addition, the CPSC will continue populating its data lake, with a target of migrating all data by FY 2024. As data are migrated, the agency will leverage the FY 2022 procurement of a cloud-based, machine-learning capable software to improve data integration capabilities, including data quality control, and strengthen the detection of emerging hazard patterns and trends. These efforts will be the backbone of the overall enterprise strategy.
- iv. **Enhance Data Collection (\$0.40 million for 2 FTEs):** The CPSC will continue to improve the agency's data collection and analysis of product safety incidents, injuries, and deaths, including data that reflect potential safety disparities. The additional staffing resources would support the agency's data collection and analysis capabilities, with a focus on consumer product safety risks resulting from the COVID-19 pandemic affecting socially disadvantaged individuals and other vulnerable populations. The new FTEs would also recruit, train, and collect data from hospitals to be added to the CPSC's National Electronic Injury Surveillance System (NEISS).⁹

⁸ Read-across is a well-established data gap-filling technique used particularly in new approach methodologies. In an effort to build read-across capacity, raise awareness of the state of the science, and work towards a harmonization of read-across approaches across U.S. agencies, a new read-across workgroup was established under the Interagency Coordinating Committee on the Validation of Alternative Methods (ICCVAM). Reference: [Exploring Current Read-across Applications and Needs Among Selected U.S. Federal Agencies - PMC \(nih.gov\)](#).

⁹ The NEISS uses a stratified sample of hospitals nationwide to enable probabilistic national estimates of consumer product-related injuries. This enables the CPSC and others to identify patterns and trends in these injuries, informing a wide range of voluntary standards, mandatory standards, information and education campaigns, and other initiatives. The sample of NEISS was last selected in 1997. In FY 2020, in consultation with OMB, the CPSC contracted a review of the NEISS sample. To implement the anticipated findings of that review, the CPSC will require recruitment, training, and parallel data collection of 20 to 30 additional hospitals to the NEISS system to enable valid comparisons between data prior to the sample change and afterward.

- v. **Expand Epidemiology (\$0.80 million for 4 FTEs):** The CPSC will expand critical work in collecting and analyzing data on injuries and deaths associated with consumer products. Additional staff will support the agency's ability to identify hazards and analyze ever-expanding pools of data. Hazard identification is a priority and preventing hazardous products from reaching consumers is the first goal of the CPSC's Strategic Plan for FYs 2023–2026.

5. *Pursue Vigorous Compliance Enforcement*

FY 2023 CR Level (\$0.00 million)

The FY 2023 CR level does not allocate additional resources above the enacted FY 2022 level to strengthen the CPSC's investigative, enforcement, and legal capabilities for addressing hazardous consumer products already in the marketplace and with consumers.

FY 2023 Budget Level (+\$4.90 million)

The FY 2023 Budget level allocates \$4.90 million, including 21 FTEs above the enacted FY 2022 level to provide the CPSC with resources to strengthen its investigative, enforcement, and legal capabilities for addressing hazardous consumer products already in the marketplace and with consumers. In addition, resources will be allocated to increase the agency's Internet surveillance efforts to address the burgeoning online marketplace. This effort will complement port surveillance activities, at both eCommerce and traditional ports. The funds are allocated as follows:

- i. **Expand eCommerce Capabilities (\$2.40 million for 11 FTEs):** The CPSC will bolster efforts of the eSAFE Team and its ability to surveil Internet platforms to identify banned or recalled products and work with online platforms to remove those products. The eSAFE Team monitors consumer products offered for sale online; this is an increasingly important function, given the rise in eCommerce and online shopping in recent years. To address the possible risk of hazardous, imported products being offered for sale, the eSAFE staff conducts targeted online surveillance to identify hazardous imported products, based on historical data on products with the highest number of violations at importation.
- ii. **Expand Defect Investigations Capabilities (\$1.70 million including 6 FTEs):** Additional resources will allow the CPSC to enable product investigations to occur more quickly, and at a higher volume. This will help increase the CPSC's capability in removing defective products from commerce. An expansion of the agency's defect investigations capabilities would also result in more on-site firm inspections, recall checks, and oversight of recall activities to help ensure that more dangerous products are removed from consumers' homes and from the stream of commerce.
- iii. **Expand Civil Penalties Enforcement (\$0.80 million including 4 FTEs):** The additional staff will focus on civil penalties investigations for products recalled through eCommerce, defect case investigations, and regulated product violations. Additional resources would increase the number of penalty cases the CPSC could pursue, including recalled defective products and regulatory product recalls. Expanding civil penalties would send a strong message that the agency is dedicated to protecting consumers and penalizing violators or offenders.

6. *Enhance Communications*

FY 2023 CR Level (\$0.00 million)

The FY 2023 CR level does not allocate additional resources above the enacted FY 2022 level to enhance communications efforts alerting consumers, especially those who are disadvantaged and underserved, to the dangers of various high-risk consumer products.

FY 2023 Budget Level (+\$1.20 million)

The FY 2023 Budget level allocates \$1.20 million, including 3 FTEs above the enacted FY 2022 level to provide the CPSC with resources to enhance communications efforts alerting consumers, especially those who are disadvantaged and underserved, to the dangers of various high-risk consumer products (e.g., portable fuel containers). Additionally, the CPSC will expand significant communications efforts such as digital advertising, community outreach, spokesperson collaborations, and outdoor advertising to reach historically excluded communities. In addition, resources will be allocated for digital asset production which includes public service announcements, images, and other multimedia/digital materials.

7. Bolster Agency Operational Support

FY 2023 CR Level (\$0.00 million)

The FY 2023 CR level does not allocate additional resources above the enacted FY 2022 level to invest in the CPSC's infrastructure and support.

FY 2023 Budget Level (+\$10.30 million)

The FY 2023 Budget level allocates \$10.30 million and 22 FTEs above the enacted FY 2022 level to provide the CPSC with funding for the following:

- i. **IT Modernization (\$3.80 million including 9 FTEs):** The agency will make significant investments in IT infrastructure to correspond with the accelerating modernization of technology. Pursuant to [Executive Order 14028, "Improving the Nation's Cybersecurity,"](#) additional staff will address gaps in knowledge and skills in the agency's cybersecurity operations and cyber incident response areas. These areas are of increasing concern, as cyberattacks, such as ransomware and spear phishing, are more targeted, persistent, and complex than in past years. In addition, the CPSC will ensure agency applications/systems are designed, implemented, and operating in the most secure manner possible. The CPSC will also continue to build and enhance cloud infrastructure by expanding capabilities to support cloud-based applications. Lastly, the agency will utilize subject-matter experts to develop and improve applications and data structures to update existing legacy systems.
- ii. **CPSC Workforce (\$2.40 million including 5 FTEs):** The CPSC will continue to enhance and support recruitment efforts necessary to reduce skill gaps in new and emerging technologies expertise and mission-support areas. A strong and diverse workforce is the key to the success of any agency. Additionally, the workplace is undergoing a rapid shift, requiring appropriate resources to be allocated to recruit, train, and foster employees. Pursuant to [Executive Order 14035, "Diversity, Equity, Inclusion, and Accessibility in the Federal Workforce,"](#) and [Executive Order 13985, "Advancing Racial Equity and Support for Underserved Communities Through the Federal Government,"](#) the CPSC will address and promote equity and inclusion in the CPSC's workforce as well as accommodate the projected growth of the agency with adequate staff to recruit, hire, and train employees properly. The CPSC will also leverage data to recruit in underserved communities, and the agency will place newly hired employees in positions in which their skill sets can foster their success. Additionally, the CPSC will support efforts to advance equity in all parts of the agency, and coordinate work fostering diversity and inclusion, such as trainings, seminars, and group activities; and process Equal Employment Opportunity (EEO) complaints.
- iii. **Financial Management and Controls (\$3.20 million including 6 FTEs):** The agency will support the agency's procurement and financial management needs commensurate with the anticipated growth of the agency. Additional resources will also advance the agency's capabilities in the evidence, evaluation, and internal controls areas.
- iv. **Legal Capacity (\$0.90 million including 2 FTEs):** The CPSC will continue to address pressing legal needs resulting from the increased activity throughout the agency. In particular, the agency's

move toward more complex and labor-intensive rulemaking requires additional specialized resources. The increased rulemaking, investigation, and enforcement throughout the agency, as well as the increased public awareness that such work brings, is also expected to result in a corresponding increase in litigation activity, administrative support for adjudicative proceedings, and FOIA requests that require timely response.

8. *Inspector General Support*

FY 2023 CR Level (\$0.00 million)

The FY 2023 CR level does not provide additional resources above the enacted FY 2022 level to aid the agency's Office of the Inspector General (OIG) in providing oversight.

FY 2023 Budget Level (+\$0.50 million)

The FY 2023 Budget level allocates \$0.50 million, including 2 FTEs above the enacted FY 2022 level to provide the CPSC with funding to aid the agency's Office of the Inspector General (OIG) in providing oversight commensurate with the CPSC's increased funding level outlined in the FY 2023 *Request*.

9. *VGB Grants*

FY 2023 CR Level (\$0.00 million)

The FY 2023 CR level does not include additional requirements above the enacted FY 2022 level for Virginia Graeme Baker Pool and Spa Safety Act (VGB Act) grants.

FY 2023 Budget Level (+\$0.50 million)

The FY 2023 Budget level includes an additional \$0.50 million in requirements above the enacted FY 2022 level for Virginia Graeme Baker Pool and Spa Safety Act (VGB Act) grants.

10. *CO Grants*

FY 2023 CR Level (\$0.00 million)

The FY 2023 CR level does not include additional requirements above the enacted FY 2022 level for Carbon Monoxide grants required by section 204 of the Nicholas and Zachary Burt Memorial Carbon Monoxide Poisoning Prevention Act of 2022 (Division Q, Title II of Pub. L. No. 117-103).

FY 2023 Budget Level (+\$2.00 million)

The FY 2023 Budget level includes an additional \$2.00 million in requirements above the enacted FY 2022 level for Carbon Monoxide grants required by section 204 of the Nicholas and Zachary Burt Memorial Carbon Monoxide Poisoning Prevention Act of 2022 (Division Q, Title II of Pub. L. No. 117-103).

11. *ARPA Transfer*

FY 2023 CR Level (\$0.00 million)

The FY 2023 CR level does not include transferring recurring ARPA expenses to the CPSC's annual FY 2023 S&E appropriation.

FY 2023 Budget Level (+\$9.00 million)

The FY 2023 Budget level includes transferring \$9.00 million and 46 FTEs from ARPA funding to the CPSC's annual FY 2023 S&E appropriation. The recurring ARPA expenses include the following:

- i. **Staffing (\$7.00 million for 46 FTEs):** The CPSC will hire 46 FTEs to fulfill requirements outlined in ARPA. The agency will transfer recurring expenses for the 46 FTEs to the CPSC's annual FY 2023 S&E appropriation.

- ii. **Enhance Targeting, Surveillance, and Screening Systems (\$1.00 million):** The CPSC will fund project management support for the eFiling project to implement the eFiling program. This program will ultimately require importers of certain regulated consumer products to electronically file targeting/enforcement data at the time of importation. The agency will transfer recurring expenses for eFiling Project Support to the CPSC's annual FY 2023 S&E appropriation.
- iii. **Enhanced Data Collection (\$0.70 million):** Operations and Maintenance (O&M) for the CPSC's AI, analytic and data management software will be funded. The agency will transfer recurring expenses for Enterprise Analytics Platform (EAP) Environment to the CPSC's annual FY 2023 S&E appropriation.
- iv. **Enhance Communications (\$0.30 million):** The CPSC will invest in a mass emailing system to enhance communication and outreach efforts. This system will accompany a cloud-based email marketing service that enables the CPSC staff to deliver the agency's life-saving safety information to the public through targeted email messaging. The agency will transfer recurring expenses for Email Listserv Technology and Access and Marketing Services to the CPSC's annual FY 2023 S&E appropriation.

12. *Technical Adjustments – Pay*

FY 2023 CR Level (-\$4.40 million)

The FY 2023 CR level requires a reduction of \$4.40 million in personnel salary and benefits from the enacted FY 2022 level. Management will closely monitor staffing levels to achieve these savings.

FY 2023 Budget Level (\$0.00 million)

The FY 2023 Budget level does not include a Technical Adjustment for Pay.

13. *Pay [ARPA]*

FY 2023 CR Level (+\$7.00 million)

The FY 2023 CR level funds 46 FTEs with resources provided by ARPA.

FY 2023 Budget Level (\$0.00 million)

The FY 2023 Budget does not fund FTEs with resources provided by ARPA.

14. *Enhance Targeting, Surveillance, and Screening Systems [ARPA]*

FY 2023 CR Level (+\$1.90 million)

The FY 2023 CR level allocates \$1.90 million for eFiling Project Support and Global Data Synchronization Network (GDSN) Phase 2 Implementation with resources provided by ARPA.

FY 2023 Budget Level (+\$0.90 million)

The FY 2023 Budget level allocates \$0.90 million for Global Data Synchronization Network (GDSN) Phase 2 Implementation with resources provided by ARPA.

15. *Enhance Data Collections [ARPA]*

FY 2023 CR Level (+\$0.70 million)

The FY 2023 CR level funds Operations and Maintenance (O&M) expenses for the CPSC's AI, analytic and data management software with resources provided by ARPA.

FY 2023 Budget Level (\$0.00 million)

The FY 2023 Budget level does not fund efforts to *Enhance Data Collections* with resources provided by ARPA.

16. *Enhance Communications [ARPA]*

FY 2023 CR Level (+\$0.30 million)

The FY 2023 CR level invests in a mass emailing system to enhance communication and outreach efforts. This system will accompany a cloud-based email marketing service that enables the CPSC staff to deliver the agency's life-saving safety information to the public through targeted email messaging. These efforts will be funded with resources provided by ARPA.

FY 2023 Budget Level (\$0.00 million)

The FY 2023 Budget level does not fund efforts to enhance communications with resources provided by ARPA.

Funding changes for the annual S&E appropriation described in the table above will be deferred until Congress takes final action on the FY 2023 *Request* and a full-year appropriation is enacted.

Budget Table 2

Funding and FTE by Major Organization

Presented in the table below are the FY 2023 operating budget levels for each organization and the corresponding FY 2023 operating full-time equivalent (FTE) level.

(Dollars in Thousands)	FY 2023 Operating Plan			
Budget Details: FY 2023 S&E Annual Appropriation	FY 2023 Continuing Resolution Level		FY 2023 Budget Level	
	Dollars	FTE	Dollars	FTE
Commissioners	\$ 165.00	21	\$ 168.00	21
Office of Hazard Identification & Reduction		160		191
<i>Office of Hazard Identification</i>	\$ 3,926.00		\$ 18,320.90	
<i>Laboratory Operations</i>	\$ 1,293.00		\$ 1,400.00	
<i>NEISS</i>	\$ 2,400.00		\$ 2,856.00	
Office of Compliance & Field Operations				
<i>Compliance – HQ</i>	\$ 515.00	59	\$ 1,270.95	79
<i>Compliance – Field Operations</i>	\$ 1,074.00	95	\$ 1,481.00	111
Office of Import Surveillance	\$ 865.00	42	\$ 1,308.00	71
Office of International Programs	\$ 721.00	7	\$ 735.00	7
Office of Financial Management, Planning & Evaluation	\$ 2,191.30	27	\$ 4,406.00	34
Office of Information & Technology Services		40		53
<i>Office of Information Technology</i>	\$ 80.00		\$ 132.00	
<i>IT Infrastructure</i>	\$ 7,362.00		\$ 10,443.00	
<i>CPSC's Information Systems</i>	\$ 6,991.00		\$ 7,131.00	
<i>Risk Assessment Methodology – Import</i>	\$ 2,600.00		\$ 2,652.00	
Office of Human Resources Management	\$ 528.00	11	\$ 2,180.00	17
Office of Facilities Services	\$ 1,719.00	10	\$ 1,753.00	10
Office of the Executive Director	\$ 84.00	7	\$ 86.00	8
Office of the General Counsel	\$ 440.00	37	\$ 1,019.00	40
Office of the Inspector General	\$ 557.00	7	\$ 697.00	9
Office of Communications		10		15
<i>Office of Communications</i>	\$ 1,230.00		\$ 1,458.00	
<i>Campaigns</i>	\$ 1,500.00		\$ 2,400.00	
Office of Legislative Affairs	\$ 15.00	3	\$ 15.00	3
Office of EEO, Diversity and Inclusion	\$ 43.00	3	\$ 61.00	3
Centrally Managed Costs				
Salaries	\$ 90,266.70	-25	\$ 118,543.15	
Rent/Util/Security	\$ 10,480.00		\$ 10,480.00	
Representation Fund	\$ 4.00		\$ 4.00	
VGB Grants ¹⁰	\$ 2,000.00		\$ 2,500.00	
CO Grants ¹¹			\$ 2,000.00	
Total	\$ 139,050.00	514	\$ 195,500.00	672

¹⁰ No-year funds: The carryover balance is projected to total \$3,000,000 as of September 28, 2022.

¹¹ No-year funds

(Dollars in Thousands)	FY 2023 Operating Plan			
ARPA – FY 2021 through FY 2026	FY 2023 Continuing Resolution Level		FY 2023 Budget Level	
	Dollars	FTE	Dollars	FTE
Office of Hazard Identification & Reduction		11		
<i>Office of Hazard Identification</i>				
<i>Laboratory Operations</i>				
<i>NEISS</i>				
Office of Import Surveillance	\$ 1,000.00	21		
Office of Compliance & Field Operations		9		
<i>Compliance – HQ</i>				
<i>Compliance – Field Operations</i>				
Office of Information & Technology Services		1		
<i>Risk Assessment Methodology – Import</i>	\$ 900.00		\$ 900.00	
<i>CPSC's Information Systems</i>	\$ 1,000.00			
Office of Human Resources Management		2		
Office of Communications		2		
Centrally Managed Costs				
Salaries	\$ 7,000.00			
Total	\$ 9,900.00	46	\$ 900.00	--

Office of Hazard Identification and Reduction (EXHR)

1. Resource Summary

	FY 2023 Operating Plan (CR Level)	
	Budget (in thousands)	FTE
Office of Hazard Identification and Reduction	\$3,926	160
Laboratory Operations	\$1,293	
NEISS	\$2,400	
Annual Appropriation Subtotal	\$7,619	160
Staff [ARPA]		11
ARPA Subtotal		11
Total	\$7,619	171

2. Overview and Priority Activities

The Office of Hazard Identification and Reduction (EXHR) is a co-Goal Leader for Strategic Goal 1 (Prevent) and Strategic Goal 2 (Address), and it is responsible for managing the CPSC's Hazard Identification and Analysis (HIA) and Hazard Assessment and Reduction (HAR). EXHR executes these efforts through collection and analysis of data to identify hazards and hazard patterns and to evaluate the risks associated with consumer products; collaboration with voluntary standards development organizations (SDOs); technical work and laboratory testing to support HAR, Compliance, and Import Surveillance programs; and technical evaluation of petitions submitted to the Commission.

EXHR has line authority over the Directorates for Epidemiology, Health Sciences, Economic Analysis, Engineering Sciences, and Laboratory Sciences:

- **Directorate for Epidemiology** is responsible for the collection and analysis of data on injuries and deaths associated with consumer products.
- **Directorate of Health Sciences** is responsible for reviewing and evaluating the human health effects and hazards related to consumer products and assessing exposure, uptake, and metabolism, including information on population segments at risk.
- **Directorate of Economic Analysis** is responsible for developing and analyzing information on economic, social, and environmental issues related to Commission action.
- **Directorate of Engineering Sciences** is responsible for implementing the Commission's engineering programs.
- **Directorate for Laboratory Sciences** is responsible for conducting engineering analyses and testing of consumer products, supporting the development of voluntary and mandatory standards, and supporting the agency's compliance activities through product safety assessments.

FY 2023 Priority Activities:

- Submit for Commission consideration rulemaking packages approved in the mandatory standards table (Mandatory Standards Table pages 20–22)
- Continue implementation of equity-enhancing mandates in [Executive Order 13985](#), including processes identified in FY 2021 to: 1) enhance agency data collection and analysis of product safety incidents, injuries, and deaths to identify vulnerable populations that exist by using such identifiers, including but not limited to: race, age, gender, location or socioeconomic status; 2) allocate safety work to better address any existing safety disparities among such identified vulnerable populations; 3) work with OCM to enhance safety messaging to such newly identified vulnerable populations addressing applicable safety issues (Milestone EXHR-M08)
- Focus on potential safety issues associated with portable generators, Internet of Things (IoT)/Connected products, off-highway vehicles, rechargeable high-energy density batteries, electric scooters, other micromobility devices, smoke alarms, and carbon monoxide alarms, and continued involvement with the multi-federal agency IoT working group (Milestone EXHR-M01)
- Provide status report(s) on initial implementation of agency approach to advanced analytics (Milestone, EXHR-M05)
- Continue implementation of FY 2021 hospital sample modernization plan for the National Electronic Injury Surveillance System (NEISS) sample (Milestones EXHR-M02, EXHR-M03) *[ARPA]*
- Focus on hazards to children by working with voluntary standards organizations to develop a voluntary standard for infant support pillows and nursing support products, complete NPRs addressing infant pillows, infant rockers, and battery ingestion (Mandatory Standards Table pages 20–22)
- Work on standards review and improvement efforts on various products in the approved voluntary standards table, including Service Communication, Information, Education, and Entertainment (SCIEE), Smoke Alarms and Carbon Monoxide Alarms, Micromobility Devices, and Adult Portable Bed Rails (Voluntary Standards Table pages 23–25)
- Publish analyses approved in the epidemiological reports table (Epidemiological Reports Table page 23)
- Continue progress on recommendations of National Academies of Sciences, Engineering, and Medicine (NASEM) to assess toxicity of OFRs (Milestone EXHR-M04)
- Update and publish emerging hazards analysis report (Milestone EXHR-M08)
- Implement statutory direction on portable fuel containers (Milestone EXHR-M09)
- Implement statutory direction on batteries (Mandatory Standards Table pages 20–22)
- Continue to implement improved internal controls and related procedures based on the results of FY 2020 analyses (Milestone EXHR-M11)

3. Annual Milestones

Note: Milestones are monitored and reported internally.

Control ID	FY 2023 Milestone Statement
EXHR-M01	Provided status report on staff's and contractor's efforts on the safety of IoT products
EXHR-M02	Recruited eleven new hospitals to join the National Electronic Injury Surveillance System (NEISS)
EXHR-M03	Provided status report on NEISS hospital sample modernization <i>[ARPA]</i>
EXHR-M04	Provided status report on progress toward executing the staff plan for assessing the risks from OFR subclasses
EXHR-M05	Provided status report on progress on capability advancements for artificial intelligence/machine learning for CPSC analytics
EXHR-M06	Delivered Briefing Packages to Commission for the Voluntary Standards Annual Report and for the Mid-Year report
EXHR-M07	Submitted Briefing Package to the Commission on Aerosol Dusters
EXHR-M08	Reported to Commission on Investigation of Racial and Socioeconomic Safety Differences

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Control ID	FY 2023 Milestone Statement
EXHR-M09	Submitted Briefing Package to the Commission on Voluntary Standards that may meet the purposes of the Portable Fuel Containers Safety Act of 2020 with Direct Final Rule
EXHR-M10	Submitted Briefing Package to the Commission on phthalates analysis including response to comments
EXHR-M11	Implemented improved internal controls and related procedures based on the results of FY 2020 analyses
EXHR-M12	Revised Playground Handbook
EXHR-M13	Published report reviewing ASTM and 16 CFR Helmet performance standards
EXHR-M14	Submitted Briefing Package to the Commission on Play Yard and Play Yard Mattress Petition
EXHR-M15	Submitted Briefing Package to the Commission on Life Safety Valuation Guidance
EXHR-M16	Implemented any open OIG recommendations. Reported on the status of unimplemented OIG recommendations every 180 days.
EXHR-M17	Submitted request for information on contracted literature review of indoor air quality issues, including per- and polyfluoroalkyl substances (PFAs)

4. Project Descriptions

Listed in this section are EXHR's FY 2023 project descriptions. Resources will be obligated for FY 2023 work to be performed by the program office under each project, as described below.

11179 - National Electronic Injury Surveillance System (NEISS)

This project includes activities associated with NEISS. This project provides technical statistical support to help ensure:

- Capture of quality consumer product hazard/injury incident data
- Statistically sound national injury estimates
- Publicly available incident data and annual reports of injury and hazard patterns

These estimates inform both voluntary and mandatory standards development.

NEISS is also the source of data on incidents for follow-up investigations to identify and document hazard patterns associated with selected products under the CPSC's jurisdiction. This project also includes coordination of NEISS activities that are funded by other federal agencies. A review of the NEISS hospital sample was completed in FY 2020. In FY 2021, staff analyzed the results of the review and prepared an action plan for the NEISS sample modernization, focusing on adding hospitals based on the FY 2020 analysis. In FY 2022, staff obtained OMB approval for the new sample and began recruiting hospitals. Recruitment will continue in FY 2023.

11282 - Mortality/Incident Data

This project includes collection of anecdotal, mortality, and incident data associated with consumer products. This project covers resources for the identification and coding of:

- Death certificates from each of the 50 states
- Reports from the national network of medical examiners/coroners

Data on deaths associated with specific products and hazards provide important information to support hazard analysis and Office of Compliance and Field Operations (EXC) Section 15 action.

This project also provides support for collection of injury data from news clips; consumer complaints; federal, state, and local governments; fire departments; burn centers; and other sources.

This work includes efforts to use machine learning to automate the processing of and data extraction from death certificates and medical examiner/coroner reports.

12165 - Investigations

This project provides resources to conduct approximately 2,000 telephone investigations. This project also encompasses on-site investigations of product-related hazards that will take place to the extent such work can proceed in the context of the COVID-19 pandemic. Because initial reports from consumer complaints, news clips, the Medical Examiners and Coroners Alert Project (MECAP), NEISS, and death certificates generally lack specific details about the incident and the product, follow-up investigations are needed to determine how injuries happen, and to provide specific information about the products involved, as well as possible missing information about the demographics of the consumer which

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can help identify areas that impact diverse and/or vulnerable populations.

This project covers the assignment, performance, review, and disposition of investigation reports.

13327 - Emerging Hazards

This project provides resources for active, systematic identification and evaluation of emerging product-related hazards. The project includes work on safety issues related to Artificial Intelligence (AI) in consumer products, including work on voluntary standards as directed by the Commission. The project leverages the Chief Technologist and Chief Analytics Officer to review and recommend additional emerging hazards and analytic capabilities to strengthen Hazard Assessment and Reduction performance.

13329 - Integrated Teams

This project focuses on the Integrated Teams' activities to coordinate and to assign incident reports to the relevant subject matter experts (SMEs), who then determine whether follow up actions are warranted. Activities include: initial review of the assigned incident, referral as necessary to an SME for further evaluation, review by the SME and/or assignment of the incident for an in-depth investigation (IDI), product safety assessment, corrective action, standards development, and/or public safety campaign. *Risk of Harm* assessments of reports submitted to SaferProducts.gov are also included in this project. To maximize the efficiency and effectiveness of this work, in FY 2020, the CPSC conducted a pilot program that shifted the work of the Integrated Teams from coding individual incoming reports to analyzing the incident reports, focusing resources on identifying emerging patterns and trends. In FY 2021, this pilot was expanded to all the teams. In FY 2023, each team will produce quarterly reports based on the statistical signals examined by each team and to summarize the results of other research into patterns and trends.

13330 - Data Intake

This project provides resources for the Data Intake and Injury Information branch of CPSC's Directorate for Epidemiology, excluding the Clearinghouse.

13331 - Petitions, OLA Support, and Other Hazard Work

This project provides resources for activities involving hazard-related work regarding petitions submitted by consumers and other outside parties. CPSC staff evaluates docketed petitions and provides the Commission with briefing packages that includes an initial recommendation to grant,

deny, or defer the petition. This project also includes responding to requests for information from the Office of Legislative Affairs (OLA), as well as any other unforeseen hazard work. In FY 2023, staff will prepare a briefing package for Play Yard and Play Yard Mattress petition.

13332 - Clearinghouse

This project provides resources for the National Injury Information Clearinghouse.

14125 - Economics Studies

This project provides resources for specialized economic information and reports for hazard project teams, other project teams and offices, Commissioners, Congress, other agencies, and the public, on an as-needed basis. The project also provides data or support services to intra- and inter-agency task forces, as needed, and fills other one-time requests. This project provides resources for the CPSC staff to develop and maintain economic models and to collect information to provide injury cost estimates; estimates of product life and the number of products in use; general and small business impacts of CPSC actions (e.g., impacts on production costs, competition); environmental impacts of CPSC actions; labeling and recall costs; and international trade statistics. The project also provides resources for maintaining economic models through periodic review to determine that the methodological approaches are current and adequate for use by the CPSC staff. In FY 2023, this project will support work for rulemaking efforts, including portable generators and off-highway vehicles. Staff also will continue work on various models for valuing the benefits related to saving lives and will submit a draft internal guidance document with request for comments for Commission approval.

21518 - Electrical Hazards: Voluntary Standards and Codes

This project provides resources for activities related to electrical voluntary standards and codes. Activities include:

- Improving electrical voluntary standards, including those for micromobility devices (e-scooters, hoverboards, e-bicycles)
- Pursuing expanded voluntary standards for Wearable products and IoT
- Supporting revision and implementation of the National Electrical Code (NEC)

❖ **Batteries:** In FY 2023, the CPSC staff will continue to identify factors that lead to thermal injuries and review new technologies that have the potential to improve battery safety. Staff will also collaborate with stakeholders and SDOs to

enhance the safety of batteries in consumer products.

- ❖ **CO and Smoke Alarm Survey:** The CPSC staff has been collaborating with public and private organizations to conduct a National In-Home Smoke and CO Alarm Survey because information from the last survey, conducted in 1992, is largely obsolete. In FY 2023, the contractor will analyze the results of the completed survey and provide a report to the CPSC.

21725 - Fire Hazards: Voluntary Codes and Standards

This project provides resources for activities related to fire voluntary standards and codes. Activities include:

- Upholstered furniture flammability
- Candles
- Flame-jetting
- Fire loss estimate annual data update
- Fire voluntary standards
- Fireworks annual data update

21726 - Fire Hazards: Rulemaking Activities

This project provides resources for rulemaking activities related to keeping the Flammable Fabrics Act (FFA), Federal Hazardous Substances Act (FHSA), and CPSA regulations current and consistent with fire hazard program goals and industry practices. Activities for FY 2023 include:

- Submitting a Final Rule to change certain provisions in 16 CFR Part 1610 (General Wearing Apparel) that need updating and further review of potential exemption considerations for specific fabric types such as certain fabrics containing certain types of fibers (e.g., Spandex).
- Develop Direct Final Rule to the Commission on Voluntary Standards that may meet the purposes of the Portable Fuel Containers Safety Act of 2020.
- Review of 16 CFR Part 1632 (Mattress and Mattress Pad Flammability) provisions to address ticking substitution, testing records, and other issues stemming from the 2005 ANPR. During FY 2023, efforts will include developing and submitting an DA/TR reflecting staff's assessment of related testing requirements for ticking and ticking substitution methods.

22560 - Children's/Nursery Product Hazards: Voluntary Standards

This project provides resources for the CPSC staff's participation in voluntary standards activities related to hazards associated with the use of

children's products. Activities covered by this project include:

- Preparation of annual toy injury report
- Research and analysis of products posing hazards primarily to children
- Collaborations with stakeholders to improve safety of children
- Development of voluntary standards for juvenile products
- Participation in voluntary standards meetings for children's products, including advocating for increased protection from ingestible batteries
- Preparation of an annual report that identifies and analyzes nursery product injuries and fatalities involving children younger than the age of 5 years
- Evaluation of consumer 3D printers and materials used for Additive Manufacturing, as they relate to producing children's products, such as toys and rattles, as well as evaluation of the end products related to mechanical, chemical, and flammability provisions
- Researching and updating the *Age Determination Guidelines* by incorporating additional toys not currently covered by the guidelines

22637 - All-Terrain Vehicles (ATVs): Rulemaking Activities

This project provides resources consistent with the congressional direction of the CPSIA, as amended by Pub. L. No. 112-28, to complete the ATV rulemaking proceeding that began with issuance of an ANPR in 2006.

FY 2023 activity under this project will include continued technical work and collaboration with stakeholders on stability/handling, occupant protection during rollover, and fire hazards.

22640 - Older Consumer Safety Hazards

This project provides resources for staff to develop and submit an Adult Portable Bed Rails Final Rule Briefing Package follow-on and for activities related to senior safety, including ways in which the CPSC can better address the senior population risks associated with the use of consumer products. In FY 2023, staff will continue work on voluntary standards changes for Adult Portable Bed Rails, Flooring, and Bath Tubs.

22646 - Table Saws: Rulemaking Activities

This project provides resources for activities associated with post-NPR work, including data collection based on NEISS incidents, as appropriate, to address table saw blade-contact injuries. In FY 2023, the CPSC staff will develop a Final Rule briefing package.

22666 - Mechanical Hazards: Voluntary Codes and Standards

The CPSC staff will participate in activities related to the development and revision of voluntary standards for consumer products under the CPSC's jurisdiction. Among these products are ATVs, recreational head protection gear, bicycles, swimming pools, washing machines, micromobility devices (e-scooters, hoverboards, e-bicycles), market and beach umbrellas, portable amusement rides, and playground surfacing, as well as considerations for potential mechanical hazards from 3D-printed products. Additionally, staff will submit an annual off-highway vehicle (OHV) death and injury data update report, with data on OHV deaths, by state; relative risk of death, by year; injuries distributed, by year; and age grouping and additional information on other OHV incidents.

22667 - Mechanical Hazards: Rulemaking Activities (General Use Products)

This project is for developing regulations to reduce deaths and injuries from mechanical hazards associated with products not specifically intended for children, including recreation and sports related products.

In FY 2023, staff will submit a Final Rule Briefing Package for Off-Highway Vehicle Debris Penetration. This project also includes work on pool slides and bicycle helmet standards.

22727 - Children's/Nursery Product Hazards: Rulemaking Activities

Staff conducts rulemaking activities to address hazards to children using CPSA Section 7 and 9 authorities, as well as Section 104 of the CPSIA, the Danny Keysar Child Product Safety Notification Act.

This project includes ongoing work in accordance with Pub. L. No. 112-18 to update existing rules when the voluntary standard organization notifies the CPSC of a new standard. The project includes rulemaking initiatives, such as developing an NPR Briefing Package for Infant Rockers, an NPR for nursing pillows, and an NPR for infant pillow ban.

23258 - Chemical Hazards: Voluntary Standards

This project provides resources for active participation in voluntary standards activities related to spray polyurethane foam insulation and indoor air quality.

This project also includes work on:

- Work on voluntary standards associated with indoor air quality issues, including per- and polyfluoroalkyl substances (PFAs), including completing a contracted literature review funded in FY 2022. A request for

information (RFI) will be drafted to seek input on the literature review.

- Playground surfaces manufactured from recycled rubber
- Non-Animal Alternative Methods
- Update to the Chronic Hazard Guidelines
- Other chemical hazards
- Interagency coordination

23259 - Chemical Hazards: Rulemaking Activities

This project provides resources for rulemaking activities relating to organohalogen flame retardants (OFRs) and Poison Prevention Packaging Act (PPPA).

- ❖ **OFRs:** In response to Petition HP15-1, the Commission voted to grant the petition to ban the use of additive, non-polymeric OFRs in certain children's products, residential upholstered furniture, mattresses and mattress pads, and the plastic casings of electronic devices. In FY 2019, staff received a scoping and feasibility study of OFRs from the National Academies of Sciences, Engineering, and Medicine (NASEM). The NASEM study provided a plan for identifying and applying accepted scientific methods for assessing the toxicity of OFRs as subclasses, to be used by the CPSC in its rulemaking efforts. The NASEM identified 14 OFR subclasses that would need to be evaluated separately.

- In FY 2020, staff developed a plan to implement the NASEM study, working on implementation in FY 2021 and FY 2022.
- In FY 2023, staff will prepare scoping documents for the subclasses. Scoping documents identify the chemicals in the class, health effects, and product types that will be included in the risk assessment. Scoping documents will also help to prioritize the subclasses

- ❖ **PPPA:** The purpose of the Poison Prevention Packaging Act (PPPA) project is to reduce pediatric injuries and deaths associated with exposure to drugs and other household chemicals. It includes ongoing monitoring of pediatric poisoning data to determine whether any need exists for child resistant packaging, the preparation of an annual report on unintentional pediatric poisoning injuries and fatalities, and interagency work in the area of poison prevention.

- ❖ **Battery Ingestion:** This activity focuses on the risk of battery ingestion by children. In FY 2023, pursuant to Reese's Law (Pub. L. No.

117-171), staff will prepare an NPR and FR, establishing requirements for batteries and devices using these batteries.

- ❖ **Phthalates:** The purpose of this activity is to comply with the decision of the U.S. Court of Appeals for the Fifth Circuit regarding the phthalates Final Rule of 2018. In FY 2023, staff will send a briefing package to the Commission with response to comments on the staff's analysis of biomonitoring data in the Final Rule and economic analysis published in FY 2022 *Request for Comment*.

23335 - Combustion (Carbon Monoxide)

Hazards: Voluntary Standards Activities

This project provides resources for staff's active participation in voluntary standards to reduce deaths and injuries associated with carbon monoxide (CO) poisonings and other combustion hazards through:

- Research on CO death estimates for all combustion products
- Determination of CO fatalities associated with engine-driven tools and portable generator use
- CO voluntary standards support, including portable generator voluntary standard development
- Gas appliances (CO sensors) research
- Collaboration with voluntary standards organizations to address fire hazards in off-road vehicles (ROVs, ATVs, and Utility Task Vehicles [UTVs])
- Collaboration with voluntary standards organizations on CO and Nitrogen Oxide (NOx) emissions from gas range

In FY 2023, the CPSC staff will continue to work with the ANSI Z21/83 Technical Committee to support the development of voluntary standards for addressing CO hazards from gas appliances.

23336 - Combustion (Carbon Monoxide)

Hazards: Rulemaking Activities

This project provides resources for addressing the hazards of CO poisoning associated with portable generators. In FY 2022, the CPSC staff submitted a briefing package containing the evaluation of the effectiveness of voluntary standards requirements in reducing CO deaths and injuries. In FY 2023, the CPSC staff will prepare and submit a Supplemental Notice of Proposed Rulemaking (SNPR) for portable generators and an NPR and Final Rule for furnaces.

23704 - Nanotechnology

The purpose of this project and its associated activities is to advance voluntary standards work through the development of methods to

characterize and quantify the release of nanomaterials from consumer products. In addition, activities focus on determining potential consumer exposures to, or the health effects of, exposure to nanomaterials during consumer use.

In FY 2023, the CPSC staff will continue reviewing reports and publications from the CPSC-funded nanotechnology research and working with other federal agencies under the National Nanotechnology Initiative (NNI).

24013 - Laboratory Equipment and Operations Support

This project provides resources required for safe and efficient operation of the CPSC laboratories within the National Product Testing and Evaluation Center (NPTEC) and supporting test equipment and instrumentation deployed to the CPSC's Field staff and Import Surveillance staff throughout the United States. This includes staff time and resources for upgrading and purchasing new equipment, and replacement of testing and lab support equipment that is nearing the end of its useful life cycle. Resources are also used for the calibration and maintenance of equipment/test instruments, services and equipment for hazardous waste management, operational safety and compliance with applicable environmental and occupational safety and health requirements. This includes support for operating the Building Safety Management System, Laboratory Information Management System, and implementation of the Radiation Safety program for Lab, Field, and Import Surveillance staff. Funds are also included to support facility maintenance and modifications to address new equipment and/or testing capabilities, materials associated with the construction of test fixtures, and consumables and supplies to support sample and product testing for ongoing programs and projects under EXHR, EXC, OCM, and Office of Import Surveillance (EXIS).

24505 - EXHR Project Support

This project provides resources to support EXHR activities or needs, which may include outside experts, peer review of technical reports, specialized testing, test equipment, supplies, and samples.

25720 - Regulatory Management

This project provides resources for activities related to the CPSC rulemakings and includes activities such as:

- Paperwork Reduction Act (PRA) support
- eFiling of Certificates support

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- HAR legal/Regulatory Flexibility Act (RFA) support

25723 - Lab Accreditation (CPSIA § 102)

In FY 2023, staff will submit a briefing package reviewing the firewalled laboratory system and will continue the following activities:

- Administer the requirements for accreditation of third party conformity assessment bodies to assess conformity with a children's product safety rule
- Manage the application review process and the periodic audit of third party conformity assessment bodies as a condition for continuing accreditation by the CPSC

This project also includes developing certification requirements for certain durable infant and toddler products and/or other children's products, as directed by the Commission and ensuring Notice of Requirements are issued in a timely manner with associated regulatory updates. In FY 2023, staff will prepare and submit a briefing package summarizing their review of firewalled laboratory accreditation practices.

25727 - Burden Reduction

This project provides funding for ongoing efforts toward potentially meaningful reduction of third party testing costs of children's products, among other things, consistent with ensuring statutory compliance.

In FY 2023, the CPSC staff will continue to explore recommendations for potential determinations on

testing exemptions for spandex fibers for Commission consideration.

25777 - EXHR Leadership and Administration

This project provides resources for EXHR directorate leadership, travel, transportation, printing, and purchases of supplies to support EXHR operation. This includes efforts to review and refine internal controls across EXHR lines of operation.

31000-33000 – Compliance Support Activities – Regulated and Defect Investigations

In coordination with EXC, under this series, EXHR provides staff time and resources for lab operations to support ongoing EXC programs related to regulated product testing and defect investigations. This includes resources for testing for chemical, children's toys, children's products, fire, combustion, electrical, and mechanical hazards of both regulated products and products not directly tied to a specific CPSC product regulation.

34351/34352 - Import Activities: Regulated/ Defects

In coordination with EXIS, EXHR provides program support and resources for lab operations, including the routine testing of import samples; training EXIS staff on conducting product screening, using template kits and portable analytical devices; and managing/coordinating procurement, delivery, user training, and repairs of x-ray fluorescence (XRF) and Fourier-Transform Infrared (FTIR) spectroscopy devices used for high-volume screening at the ports.

5. Summary of Key Performance Measures

Note: Key Measures are reported externally in the agency's *Request* and year-end reports.

Control ID	Key Performance Measure Statement	FY 2023 Target
2023KM1.1.1	Number of hazard characterization annual reports completed on consumer product-related fatalities, injuries, and/or losses for specific hazards	13
2023KM1.1.2	Percentage of consumer product-related injury cases correctly captured at NEISS hospitals	90%
2023KM1.2.1	Number of voluntary standards activities in which CPSC actively participates	87
2023KM1.2.2	Number of candidates for rulemaking prepared for Commission consideration	27

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6. Summary of Operating Performance Measures

Note: Operating Performance Measures are monitored and reported internally.

Control ID	Operating Performance Measure Statement	FY 2023 Target
2023OP01	Percentage of National Electronic Injury Surveillance System (NEISS) member hospitals evaluated at least once a year	98%
2023OP03	Number of incident reports collected from medical examiners and coroners	2,500
2023OP04	Number of incident reports obtained from news clips	6,000
2023OP05	Percentage of incident report verification requests mailed - either email or postal mail - within 2 business days	95%
2023OP06	Percentage of reports from eligible sources for which clerical coding is completed within 1 business day following receipt	95%
2023OP07	Percentage of notifications sent to manufacturers named in all reports eligible for the public database within 5 business days of eligibility determination	95%
2023OP08	Percentage of cases in which staff reviews or refers comments and claims from manufacturers, importers, and private labelers within 1 business day	95%
2023OP09	Percentage of business registration requests for www.SaferProducts.gov processed within 2 business days	85%
2023OP10	Percentage of headquarters telephone investigations of NEISS cases completed in fewer than 45 business days	98%
2023OP11	Percentage of completed product investigation reports provided to manufacturers within 50 business days of receiving the report	75%
2023OP12	Percentage of supporting statements for Paperwork Reduction Act (PRA) renewals submitted to the Office of the General Counsel (OGC) no less than 4 months before OMB control number expiration date	85%
2023OP15	Number of voluntary standards activities, in which CPSC staff participated, that result in a revised standard that reduces the risk of injury associated with products covered by the standard	16
2023OP18	Percentage of Section 15 Product Safety Assessment requests that are completed within the Hazard Level Completion time assigned	90%
2023OP19	Percentage of priority import regulated samples (excluding fireworks) tested within 30 days of collection	85%
2023OP20	Percentage of import and domestic fireworks samples tested within 60 days of collection	90%
2023OP21	Percentage of all domestic and non-priority import regulated product samples (excluding fireworks) that are tested within 60 days of receipt at NPTEC	85%
2023OP22	Number of work-related injuries and illnesses per 100 NPTEC employees in a year (incident rate)	≤4
2023OP101	Percentage of independent third party laboratory application requests completed within 45 days	90%
2023OP104	Number of Integrated Product Team analytic reports based on incident reporting and advance analytics	18

7. Mandatory Standards Summary

Definition: Mandatory regulations are federal rules that define enforceable requirements for consumer products.¹² Typically, the regulations take the form of performance requirements that consumer products must meet, or warnings they must display, to be imported, distributed, or sold in the United States.

CPSC's Statutory Requirement: In general, the CPSC may set a mandatory regulation when it determines that compliance with a voluntary standard would not eliminate or adequately reduce a risk of injury or finds that it is unlikely that there will be substantial compliance with a voluntary standard.¹³ The Commission may also promulgate a mandatory ban of a hazardous product when it determines that no feasible voluntary standard or mandatory regulation would adequately protect the public from an unreasonable risk of injury.

FY 2023 Activities: The CPSC staff plans to work on the projects listed in the table on the next page. This work will involve continuation of rulemaking activities related to the CPSIA, as well as other laws, and it will include data analysis and technical activities supporting ongoing or potential future rulemaking activities.

Key to Table	
The terms ANPR, NPR, SNPR, FR, or DFR indicate that a briefing package with a draft ANPR, draft NPR, draft SNPR, draft FR, or draft DFR was or will be submitted to the Commission. It does not indicate the final action of the Commission.	
ANPR	Advance Notice of Proposed Rulemaking
NPR	Notice of Proposed Rulemaking
SNPR	Supplemental Notice of Proposed Rulemaking
FR	Final Rule
DFR	Direct Final Rule
BP	Briefing Package
DA/TR	Data Analysis and/or Technical Review

¹² In many jurisdictions outside the United States, mandatory regulations are called "technical regulations."

¹³ The CPSIA requires the Commission to promulgate mandatory regulations by adopting existing voluntary standards (in whole or in part) for some products, such as durable infant or toddler products, children's toys, and all-terrain vehicles. For additional information, please refer to the CPSIA at: www.CPSC.gov/CPSIA.pdf.

Hazard Identification Operating Plan Details

Mandatory Standards Summary Table

Items by Major Categories		FY 2023 Request	FY 2023 Op Plan
CPSIA, as amended by Pub. L. No. 112-28, and including Section 104 of the CPSIA			
	ATVs (All-Terrain Vehicles) – Other	DA/TR	DA/TR
	Bassinets		NPR
	eFiling		NPR
	Folding Chairs Section 112-28		DFR
	Gates and Enclosures Section 112-28		DFR
	Infant and Infant/Toddler Products Section 104 - Rockers		NPR
	Infant Walkers Section 112-28		DFR
	Nursing Pillows		NPR
Rule Review			
	Consumer Product Labeling Program Rule Review		NPR
	General Wearing Apparel 16 CFR Part 1610 Rule Amendments	FR	FR
	Infant Pillow Ban	FR	NPR
	Mattress 16 CFR 1632, ANPR Follow-up Rule Review (Ticking Substitution, Recordkeeping)	NPR	DA/TR
	Small Parts Regulation Updates	FR	
Petitions			
	Adult Portable Bed Rails Petition	DA/TR	FR
	Aerosol Duster Petition	DA/TR	BP
	Play Yard and Play Yard Mattress Petition BP		BP
	PPPA Exemption Petition	DA/TR	DA/TR
Other Ongoing or Potential Rulemaking-Related Activities			
	Children's Gasoline Burn Prevention Act Update		DFR
	Battery Ingestion	FR	NPR/FR
	Clothing Storage Units		FR*
	Furnaces (CO Hazards)	FR	NPR/FR
	Imitation Firearms		DFR
	Information Disclosure under Section 6(b)		SNPR/FR
	Off-Highway Vehicle (OHV) Debris Penetration Hazards	FR	FR
	Off-Highway Vehicle (OHV) Fire Hazards	NPR	DA/TR
	Organohalogens Petition	DA/TR	DA/TR
	Phthalates Additional Analysis		BP
	Portable Fuel Container Safety Act	DA/TR	DFR
	Portable Generators	NPR	SNPR

Hazard Identification Operating Plan Details

Items by Major Categories		FY 2023 Request	FY 2023 Op Plan
	Safe Sleep for Babies Act		FR
	Table Saws		FR
	Truth in Testimony Disclosure		NPR
	Window Coverings		FR*
Number of candidates for rulemaking (ANPR, NPR, SNPR, FR, and DFR)		9	27

* With Commission as of October 1, 2022 and awaiting decision.

8. Voluntary Standards Summary

Definition: A “voluntary standard” is a technical document that provides performance standards and test methods for consumer product safety. Such standards are reached through a consensus process among industry and a variety of stakeholders, including consumer groups.

CPSC’s Statutory Requirement: The CPSC’s statutory authority generally requires the agency to rely on voluntary standards, rather than promulgate mandatory regulations, if compliance with a voluntary standard would eliminate or adequately reduce the risk of injury identified, and it is likely that there will be substantial compliance with the voluntary standard.

Voluntary Standards Process & CPSC Participation: The CPSC staff works with organizations that coordinate the development of voluntary standards. Voluntary standards activity is an ongoing process that may involve multiple revisions to a standard within a single year, or over multiple years; and staff participation may continue in subsequent years, depending on the activities of the voluntary standards committees and priorities of the Commission.

FY 2023 Activities: The CPSC staff participates actively in voluntary standards activities for identified products listed in the table on the pages to follow. Active participation extends beyond attendance at meetings and may include, among other activities, providing injury data and hazard analyses; encouraging development or revision of voluntary standards; identifying specific risks of injury; performing research; developing health science data; performing laboratory technical assistance; and/or taking other actions that the Commission, in a particular situation, determines may be appropriate.

Key to Table	
•	Denotes active participation in related voluntary standards activities

Hazard Identification Operating Plan Details

Voluntary Standards Summary Table

Product		FY 2023 Request	FY 2023 Op Plan
Voluntary Standards Activities Related to Existing CPSC Regulations			
1	ATVs (All-Terrain Vehicles)	•	•
2	Bassinets/Cradles	•	•
3	Bedside Sleepers	•	•
4	Bicycles	•	•
5	Booster Seats	•	•
6	Carriages and Strollers	•	•
7	Changing Products	•	•
8	Chemical Test Methods	•	•
9	Child-Resistant Packages	•	•
10	Children's Folding Chairs and Stools	•	•
11	Clothing Storage Units Tip-overs	•	•
12	Commercial Cribs	•	•
13	Crib Bumpers (Infant Bedding)	•	•
14	Crib Mattresses (include Supplemental and Aftermarket Mattresses)	•	•
15	Fire Safety of Portable Fuel Containers and Gasoline Cans	•	•
16	Fireworks	•	•
17	Frame Child Carriers	•	•
18	Full-Size Cribs	•	•
19	Gasoline Containers, Child Resistance	•	•
20	Gates and Expandable Enclosures	•	•
21	Handheld Infant Carriers	•	•
22	High Chairs	•	•
23	Infant Bath Seats	•	•
24	Infant Bath Tubs	•	•
25	Infant Bouncer Seats	•	•
26	Infant Sleep Products	•	•
27	Infant Swings	•	•
28	Infant Walkers	•	•
29	Non-Full-Size Cribs and Play Yards	•	•
30	Portable Bed Rails (Children's)	•	•
31	Portable Hook-on Chairs	•	•
32	Sling Carriers (Infant and Toddler)	•	•
33	Soft Infant and Toddler Carriers	•	•
34	Stationary Activity Centers	•	•
35	Swimming Pools/Spas Drain Entrapment	•	•
36	Swimming Pools/Spas Safety Vacuum Relief System	•	•
37	Toddler Beds	•	•
38	Toys	•	•
39	Window Coverings	•	•
Voluntary Standards Activities Related to Petitions			
40	Adult Portable Bed Rails	•	•
41	Aerosol Dusters		•
42	Candles and Candle Accessories	•	•
43	Flooring (Slips, Trips, and Falls)	•	•
44	Magnet Sets	•	•
45	Torch Fuel and Lamp Oil	•	•

Hazard Identification Operating Plan Details

Product		FY 2023 Request	FY 2023 Op Plan
Voluntary Standards related to Ongoing or Potential Rulemaking Activities			
46	Gas Appliances – CO Sensors	•	•
47	Infant Rockers		•
48	Portable Generators	•	•
49	Recreational Off-Highway Vehicles (ROVs)	•	•
50	Table Saws	•	•
Other Planned Voluntary Standards Activities			
51	Additive Manufacturing/3D Printing	•	•
52	Amusement Rides, Trampoline Parks, and Adventure Attractions	•	•
53	Artificial Intelligence (AI)	•	•
54	Bath Tubs (Adult)	•	•
55	Batteries, Fire (High-Energy Density)	•	•
56	Batteries, Ingestion (Button)	•	•
57	Building Codes	•	•
58	Carbon Monoxide (CO) Alarms	•	•
59	Electric Heaters		•
60	Flammable Refrigerants	•	•
61	Gas Ranges	•	•
62	Indoor Air Quality	•	•
63	Infant Support Pillows and Nursing Support Products	•	•
64	Internet of Things (IoT) / Connected Products	•	•
65	Lighters		•
66	Liquid Laundry Packets	•	•
67	LP Gas Appliances	•	•
68	Market Umbrellas / Beach Umbrellas	•	•
69	Mowers	•	•
70	Nanotechnology	•	•
71	National Electrical Code	•	•
72	Playground Equipment (Home)	•	•
73	Playground Equipment (Public)	•	•
74	Playground Surfacing	•	•
75	Pools, Portable Unprotected (Child Drowning)	•	•
76	Pressure Cookers	•	•
77	Recliners		•
78	SCIEE Robots	•	•
79	Self-balancing Scooters and Light Electric Vehicles / Micromobility Devices	•	•
80	Smoke Alarms	•	•
81	Sports/Recreational Head Gear/Helmets and Sensors	•	•
82	Tents	•	•
83	Treadmills	•	•
84	Warnings and Instructions	•	•
85	Washing Machines		•
86	Wearables	•	•
87	Wearable Infant Blankets		•
Grand Total		80	87

9. Epidemiological Reports Table

Definition: Hazard characterization reports completed on consumer product-related fatalities, injuries, and/or losses for specific hazards.

FY 2023 Activities: The CPSC staff plans to work on the reports listed in the table below. This work will involve analysis of incident data to characterize risk to inform a range of CPSC projects and initiatives. Draft reports for each of the following will be submitted into Assistant Executive Director (AED) clearance in FY 2023:

Report
Annual Nursery Product Report
Annual Toy Report
Carbon Monoxide Fatalities Report
Death and Injury in the U.S. Report
Electrocution Report
Fireworks Report
Generators and Engine Driven Tools – CO Incident Summary Report
Micromobility Products Report
Off-Road Vehicle Report (includes ATVs, ROVs, and UTVs)
Pool Drowning to Children under 5 Report
PPPA Injury and Fatality Report
Residential Fire Loss Report
Tip-over Injuries and Fatalities Report

Office of Compliance and Field Operations (EXC)

1. Resource Summary

	FY 2023 Operating Plan (CR Level)	
	Budget (in thousands)	FTE
Compliance – HQ	\$515	59
Compliance – Field	\$1,074	95
Annual Appropriation Subtotal	\$1,589	154
Staff [ARPA]		9
ARPA Subtotal		9
Total	\$1,589	163

2. Overview and Priority Activities

The Office of Compliance and Field Operations (EXC) is a lead office for Strategic Goal 2 (Address) and is responsible for conducting product surveillance, as well as enforcing applicable laws and rules to ensure that hazardous products are removed from commerce. EXC field investigators, compliance officers, and attorneys work with the agency's technical experts to identify and evaluate potentially hazardous products. If EXC determines that a product violates a mandatory standard or presents a substantial product hazard, it seeks voluntary corrective action from firms to protect consumers and remove the product from the marketplace, and if necessary, issues public notice and/or pursues mandatory recalls through litigation. EXC also enforces firms' compliance with mandatory reporting requirements, including through civil penalty enforcement. EXC plays a role in educating companies to help inform stakeholders of product safety requirements. EXC also supports ongoing regulatory compliance activities, including through data analysis, investigations, and by assessing compliance with new laws and regulations.

EXC's work is accomplished by:

- A team of compliance officers and compliance attorneys that enforces applicable laws and rules and works cooperatively with firms to develop corrective action plans to recall consumer products, and prevent them from entering the United States through ports of entry;
- Field investigators located across the United States who conduct in-depth investigations (IDI) on product safety hazards and incidents; conduct on-site inspections and online surveillance of manufacturers, importers, and retailers; and
- A state and local programs team that coordinates with a network of state and local officials to help monitor recall performance, distribute safety materials, and educate consumers on product safety.

FY 2023 Priority Activities:

- Support EXIT's project to modernize EXC's case management systems, prioritizing a case management system for EXC's Regulatory Enforcement Division's (CRE) regulatory enforcement work (Milestone EXC-M01)
- Monitoring company compliance with CAPs and ensuring that companies take action when consumer response is inadequate.
- Continue implementation of equity-enhancing mandates in [Executive Order 13985](#), including those identified in the CPSC's [Equity Action Plan](#) (Milestone EXC-02 and EXC-M03).
- Conduct targeting initiatives, sampling and evaluating products from retailers in underserved communities to promote safety equity (Milestone EXC-M02)

Compliance Operating Plan Details

- Conduct fire and carbon monoxide safety education outreach initiatives targeting underserved consumers to promote safety equity (Milestone EXC-M03)
- Continue to allocate resources to provide training and implement workflow processes within EXC's Enforcement and Litigation Division (CEL), including in furtherance of administrative litigation matters and civil penalty matters (Milestone EXC-M04)
- In conjunction with EXIT, support acquisition of a new web crawling system to assist the eCommerce, Surveillance, Analysis, Field & Enforcement (eSAFE) Team with online surveillance (Milestone EXC-M05)
- Enforce safety standards for ATVs and hazardous substance packaging that is not child-resistant, including new packaging requirements for button batteries (Milestone EXC-M06)
- Enforce new legal requirements related to crib bumpers and infant sleep products (Milestone EXC-M07)
- Enforce new legal requirements related to products with magnets (Milestone EXC-M08)
- Identify hazardous, recalled and banned products through online surveillance for removal and/or investigation (Milestone EXC-M09)

3. Annual Milestones

Note: Milestones are monitored and reported internally.

Control ID	FY 2023 Milestone Statement
EXC-M01	Supported EXIT's project to modernize EXC's case management systems, prioritizing a case management system for CRE's regulatory enforcement work
EXC-M02	Conducted EXC targeting initiatives, sampling, and evaluating products from retailers in underserved communities to promote safety equity
EXC-M03	Conducted fire and carbon monoxide safety education outreach initiatives targeting underserved consumers in 10 states to promote safety equity
EXC-M04	Continued to allocate resources to provide training and implemented workflow processes within CEL, including in furtherance of administrative litigation matters and civil penalty matters
EXC-M05	In conjunction with EXIT, supported acquisition of a new system to assist eSAFE Team with online surveillance
EXC-M06	Enforced safety standards for ATVs and hazardous substance packaging that is not child resistant, including new packaging requirements for button batteries
EXC-M07	Enforced new legal requirements related to crib bumpers and infant sleep products
EXC-M08	Enforced new legal requirements related to products with magnets
EXC-M09	Identified hazardous, recalled and banned products through online surveillance for removal and/or investigation
EXC-M10	Implemented any open OIG recommendations. Reported on the status of unimplemented OIG recommendations every 180 days

4. Project Descriptions

Listed in this section are EXC's FY 2023 project descriptions. Resources will be obligated for FY 2023 work to be performed by the program office under each project, as described below.

31100 - Fire Hazards

This project provides resources for compliance enforcement and remediation activities to address risks to consumers from fire hazards associated with consumer products.

31102 - Fire Hazards: Non-regulated

This project provides resources for evaluating and analyzing epidemiology data to determine if there is a pattern of defect to warrant opening a case; conducting investigations of hazards, including evaluation of technical reports and in-depth field investigations; and executing consumer product recalls.

31103 - Fire Hazards: Regulated

This project provides resources for monitoring compliance with mandatory standards for products that the CPSC regulates. Additionally, the project provides resources for determining potential products of focus for the annual investigative program agenda.

31163 – Fireworks: Regulated

This project provides resources for compliance enforcement and remediation activities to stop the sale of fireworks that fail to comply with applicable FHSA requirements.

31183 – Lighters: Regulated

This project provides resources for compliance enforcement and remediation activities to stop the sale of cigarette lighters and multipurpose lighters that fail to comply with applicable CPSA and FHSA requirements.

31600 - Electrocuting Hazards

This project provides resources for compliance enforcement and remediation activities that address defective products that present risks of electrocution.

31602 - Electrocuting Hazards: Non-Regulated

This project provides resources for electrocution hazards associated with products not covered by mandatory regulations or standards that may involve a substantial product hazard.

31603 - Electrocuting Hazards: Regulated

This project provides resources for electrocution hazards associated with products covered by mandatory regulations or standards.

32200 - Mechanical Hazards to Children

This project provides resources for compliance enforcement and remediation activities to address risks to children from products that present mechanical hazards. Included in this project are

children's articles regulated under the FHSA and products that may present substantial product hazards (excludes drowning).

32202 - Mechanical Hazards to Children: Non-Regulated

This project provides resources for compliance activities to address mechanical hazards to children not covered by mandatory regulations or standards that may involve a substantial product hazard (excludes head injuries).

32203 - Mechanical Hazards to Children: Regulated

This project provides resources for compliance activities to address mechanical hazards to children associated with household products covered by mandatory regulations or standards (excludes drowning).

32223 - Virginia Graeme Baker Pool and Spa Safety Act (VGB Act) (Pub. L. No. 110-140)

This project provides resources for compliance and remediation and state and local educational activities to address risks of drowning and entrapment hazards in pools and spas.

32253 - All-Terrain Vehicles (ATVs) (CPSIA § 232): Compliance Enforcement

This project provides resources for monitoring compliance with mandatory standards for ATVs. Additionally, the project provides resources for processing applications for ATV Action Plans, and the monitoring of compliance with Commission-approved ATV Action Plans.

In FY 2023, the CPSC will continue developing a database to store information on ATV Action Plan holders. This will enhance the agency's enforcement of ATV regulations by streamlining the process of monitoring the ATV Action Plan holders.

32272 - Substantial Product Hazard List and Destruction of Noncompliant Imported Products (CPSIA § 223): Section 15(j) Generic Defect Rules

This project provides resources for compliance enforcement and remediation activities to monitor and assess products subject to a 15(j) determination. Section 15 (15 U.S.C. § 223).

32277 - EXC Leadership and Administration

This project provides resources for EXC leadership and management travel, transportation, printing, and purchases of supplies, samples, and equipment to support EXC operations.

32400 - Mechanical Hazards

This project provides resources for compliance enforcement and remediation activities to address risks to consumers from mechanical hazards. The project encompasses sports and recreational equipment, household goods, residential elevators, and power equipment.

32402 - Mechanical Hazards: Non-Regulated

This project provides resources for compliance activities to address mechanical hazards not covered by mandatory regulations or standards which may involve a substantial product hazard.

32403 - Mechanical Hazards: Regulated

This project provides resources to address mechanical hazards covered by mandatory regulations or standards.

33700 - Chemical Hazards

This project provides resources for compliance enforcement and remediation activities to address risks to consumers from chemical hazards. Areas covered include FHSA labeling enforcement, lead hazards not addressed under the CPSIA, art materials, and emerging chemical hazard investigation.

33702 - Chemical Hazards: Non-Regulated

This project provides resources to address chemical hazards not covered by mandatory regulations or standards that may involve a substantial product hazard.

33703 - Chemical Hazards: Regulated

This project provides resources for conducting inspections, reviewing inspection reports, following up on trade complaints, and providing advice and guidance to the industry on complying with the precautionary labeling requirements under the FHSA.

33777 – Compliance Field Investigation (CFI) Leadership and Administration

This project provides resources for CFI leadership and management travel to conduct investigations of incidents, training, printing, and purchases of supplies, samples, equipment, and other administrative costs to support CFI operations.

34301 - State/Local Programs

States work cooperatively with the CPSC to deliver services to consumers at little cost to the federal government, in accordance with Section 29 of the CPSA. This project provides resources for activities conducted with state and local governments under contract, which include recall effectiveness checks, inspections, education, and outreach activities to support CPSC priorities and expand the reach of the CPSC nationwide.

34381 - Internet Surveillance Program Support

This project provides resources for activities by the eSAFE Team (formerly known as Internet Surveillance Unit [ISU]) to conduct undercover Internet surveillance and monitoring of products sold online to consumers via the Internet that have been recalled or that may otherwise violate a Commission rule or standard. Tasks include conducting Internet surveillance to review products sold by various retailers, manufacturers, importers online, and/or third-party platform providers, and following up on consumer/trade complaints.

34382 – Fast-Track Program

This project provides resources for activities related to the Fast-Track Recall Program through the agency's use of an online portal. The Fast-Track Program promotes quicker recalls and more effective use of staff resources by incentivizing firms to take corrective action and recall the product instead of investigating the defect.

34789 – Recall Effectiveness

This project provides resources to explore the development of new measures of recall effectiveness to use in addition to the correction rate, evaluate means for increasing effectiveness of product safety recalls at the consumer level, and ensure company compliance with CAPs in a manner that improves response.

34792 – Business Process Review (BPR)

This project provides resources to review our business processes for a full rebuild of the Integrated Field System (IFS), which is the CPSC's database system that contains information about field activities, regulated products compliance, and recalls. This includes a review of regulatory case files, the defect case management system, sample assignment and retention, export notification procedures, and testing results of samples. In FY 2023, EXC will support EXIT's multiyear project to modernize EXC's case management systems, prioritizing a case management system regulated product work.

34351/34352 - Import Activities: Regulated/ Defects

In coordination with EXIS, EXC provides technical review of hazards identified at ports of entry and negotiates Corrective Action Plans (CAPs) with firms on products that have a violation at time of import. The Field currently monitors ports of entry where EXIS teams do not have a full-time presence; these are ports that have a lower volume of imported goods under the CPSC's jurisdiction.

52679 – Prohibited Acts (CPSA §§ 19 and 20)

Compliance Operating Plan Details

This project provides resources to review cases for potential civil and criminal penalties based on firms' commission of prohibited acts set forth in CPSA,

FHSA, and FFA and other statutes administered by the CPSC.

5. Summary of Key Performance Measures

Note: Key Measures are reported externally in the agency's *Request* and year-end reports.

Control ID	Key Performance Measure Statement	FY 2023 Target
2023KM2.1.1	Percentage of cases for which a preliminary determination is made within 85 business days of case opening (Hazard Priorities A, B, and C)	70%
2023KM2.1.2	Percentage of cases for which a compliance determination is made within 5 business days of completed sample evaluation	Baseline
2023KM2.2.1	Percentage of cases for which a corrective action plan (CAP) is accepted or public notice process initiated within 90 business days of a Preliminary Determination (Hazard Priorities A, B, and C)	60%
2023KM2.2.2	Percentage of cases for which a firm is notified of a violation within 5 business days of compliance violation determination	Baseline
2023KM2.2.3	Percentage of Fast-Track cases with corrective actions initiated within 20 business days of case opening	90%
2023KM2.2.4	Percentage of initial assessments to determine whether to open a civil penalty investigation that are conducted within 90 business days of the recall announcement	Baseline
2023KM2.2.5	Percentage of cases open 90 business days for which a public safety assessment (PSA) planning discussion is held with technical staff	Baseline
2023KM2.3.1	Recall response rate for all consumer product recalls	25%
2023KM2.4.1	Percentage of overdue notification notices sent to firms within 21 calendar days of determining a firm's monthly progress report is overdue	Baseline

6. Summary of Operating Performance Measures

Note: Operating Performance Measures are monitored and reported internally.

Control ID	Operating Performance Measure Statement	FY 2023 Target
2023OP23	Percentage of non-HAZMAT samples collected for evaluation that are shipped within 5 business days of collection	85%
2023OP24	Percentage of field investigations for Compliance completed in fewer than 45 business days	95%
2023OP27	Percentage of cases where a Full Report request is initiated within 5 business days of case opening	90%
2023OP28	Percentage of cases for which a firm is first notified of a regulatory violation within 30 business days from compliance determination of a violation	90%
2023OP29	Percentage of recall effectiveness checks assigned within 10 business days of CAP acceptance	85%
2023OP105	Percentage of recalls in which the firm agrees to use social media to communicate a recall	70%
2023OP107	Percentage of corrective action plans (CAPs) in cases with a Preliminary Determination (Hazard Priorities A, B, and C), including direct notice to known consumers and a request for direct notice and follow-up with distributors and retailers	90%

Office of Import Surveillance (EXIS)

1. Resource Summary

	FY 2023 Operating Plan (CR Level)	
	Budget (in thousands)	FTE
Import Surveillance	\$865	42
Annual Appropriation Subtotal	\$865	42
Staff [ARPA]		21
eFiling Project Support [ARPA]	\$1,000	
ARPA Subtotal	\$1,000	21
Total	\$1,865	63

2. Overview and Priority Activities

The Office of Import Surveillance (EXIS) is a co-Goal Leader for Strategic Goal 1 (Prevent) and is responsible for coordinating with the U.S. Department of Homeland Security's (DHS) U.S. Customs and Border Protection (CBP) to prevent violative or hazardous products from entering the United States. EXIS co-locates investigators at select high-volume ports of entry to work side-by-side with CBP to identify and interdict shipments that are at high risk of not complying with CPSC requirements. The CPSC also collaborates with CBP at the Commercial Targeting and Analysis Center (CTAC) to implement national operations designed to coordinate and optimize the federal government's response to product risk at importation.

The CPSC uses the Risk Assessment Methodology (RAM) system to identify products imported into the United States that are most likely to violate consumer product safety statutes and regulations. Since 2008, nearly four out of five product recalls in the United States have involved an imported product. When product imports do not comply with federal or consensus safety standards, they pose health and safety risks to American consumers. The RAM system helps to target and identify consumer products that pose a risk prior to importation.

FY 2023 Priority Activities:

- Implement the requirements of the ARPA by expanding the CPSC's work to interdict high-risk eCommerce shipments by co-locating additional EXIS investigators at ports of entry, including ports where large volumes of *de minimis* eCommerce shipments arrive (Milestone EXIS-M03) [ARPA]
- Coordinate with other CPSC offices regarding eCommerce, focusing on possible data sources, to risk-assess large volumes of small shipments, staffing requirements to support exams of eCommerce shipments at their corresponding ports of entry, and potential partnership opportunities with the trade and other government entities to facilitate eCommerce enforcement (Milestone EXIS-M05)
- Identify and examine potentially noncompliant consumer products, including counterfeit products that also pose a safety risk, through maximization of port presence. (Milestone EXIS-M02, Milestone EXIS-M04)
- Provide training to the import community on the CPSC's requirements through participation in trade events (Milestone EXIS-M01)
- Coordinate with CBP, other CPSC offices, and the trade on the development of an eFiling program that will ultimately require importers of certain regulated consumer products to electronically file certificate of compliance data at the time of importation (Milestone EXIS-M08, Milestone EXIS-M09)
- Conduct individual education outreach to importers after their first violation of a CPSC requirement in an effort to avoid future violation (Operating Measure 2023OP32)
- Train partner federal agencies on the CPSC's requirements and priorities to maximize collaboration on enforcement at ports of entry (Operating Measure 2023OP33)
- Support the Border Interagency Executive Council (BIEC) in enhancing coordination across federal agencies with border management authorities to improve supply chain processes and the identification of illicit and noncompliant shipments (Milestone EXIS-M07)
- Continue to expedite enforcement actions on certain noncompliant imported products at ports of entry (Milestone EXIS-M10, Operating Measures 2023OP109, 2023OP112, and 2023OP113)

Import Surveillance Operating Plan Details

- Support the agency's enterprise data strategy development and implementation (Milestone EXIS-M08)

3. Annual Milestones

Note: Milestones are monitored and reported internally.

Control ID	FY 2023 Milestone Statement
EXIS-M01	Provided import surveillance training jointly with CPSC's Small Business Ombudsman (SBO) to importers, including those identified as first-time violators
EXIS-M02	Continued to implement a national program to target all 15(j) rules through CPSC's co-location at CTAC
EXIS-M03	Co-located additional EXIS investigators at ports of entry, including ports where large volumes of <i>de minimis</i> eCommerce shipments arrive to implement the requirements of ARPA
EXIS-M04	Continued to implement an exam screening program for identified priority Section 104 products
EXIS-M05	Coordinated with other CPSC offices regarding eCommerce, including data sources available for risk assessment, staffing needs to support examinations, and potential partnership opportunities with the trade and other government entities
EXIS-M06	Implemented the import surveillance component for FY 2023 compliance enforcement programs
EXIS-M07	Supported enhancing coordination across agencies with border management authorities to improve supply chain processes and the identification of illicit and noncompliant shipments through participation in Border Interagency Executive Council (BIEC) working group and Principals' meetings
EXIS-M08	Conducted a public workshop that provided an overview of CPSC's proposed implementation of eFiling and solicited feedback from private sector participants
EXIS-M09	Submitted a Notice of Proposed Rulemaking for Commission consideration that would enable CPSC to fully implement its eFiling program upon completion of the Beta Pilot
EXIS-M10	Continued to expedite enforcement actions on certain noncompliant imported products at ports of entry
EXIS-M11	Implemented any open OIG recommendations. Reported on the status of unimplemented OIG recommendations every 180 days

4. Project Descriptions

Listed in this section are EXIS's FY 2023 project descriptions. Resources will be obligated for FY 2023 work to be performed by the program office under each project, as described below.

34340– eFiling of Certificate of Compliance Data for Import Targeting

This project provides resources for activities to support a program to electronically collect and risk assess Certificate of Compliance data from the trade and manage the exchange of such data with CBP for targeting purposes.

In FY 2023, the CPSC will conduct a public workshop to solicit feedback from private sector participants on the CPSC's proposed implementation. Also, staff will coordinate a Notice of Proposed Rulemaking for Commission consideration. Enhanced RAM requirements for eFiling implementation activities detailed in Information & Technology Services section.

34341 – Import: *de minimis* (eCommerce)

This project provides resources for import surveillance activities related to expansion of

CPSC investigators at ports of entry where large volumes of *de minimis* eCommerce shipments arrive, product examination activities for *de minimis* importations, which include surveillance, screening, sampling, reviewing documents, and any other activity associated with products in import status.

In addition, this project will support efforts to identify possible process improvements related to product sampling and testing that will lead to more timely removal of violative products.

34351 - Import: Regulated

This project provides resources for import surveillance activities related to products covered by mandatory regulations or standards. These activities include surveillance, screening,

Import Surveillance Operating Plan Details

sampling, reviewing documents, and any other activity associated with products in import status. In addition, this project will support efforts to identify possible process improvements related to product sampling and testing that will lead to more timely removal of violative products.

34352 - Import: Defects

This project provides resources for import surveillance activities related to products not covered by mandatory regulations or standards. These activities include surveillance, screening, sampling, reviewing documents, and any other activity associated with products in import status.

34353 - Import: Mission Support Activities

This project provides resources to support the agency's import surveillance mission and includes

activities performed by the CPSC's operations support staff.

34360 - Commercial Targeting and Analysis Center (CTAC) Support

This project provides resources to support CTAC, which is the agency's mechanism for conducting joint import enforcement programs with CBP. Along with the RAM 2.0 system, the CTAC serves as a central location for coordinating targeting efforts with CBP and other government agencies in support of agency enforcement plans.

34377 - EXIS Leadership and Administration

This project provides resources for office management, travel, transportation, printing, and purchases of supplies, samples, and equipment to support EXIS operations.

5. Summary of Key Performance Measures

Note: Key Measures are reported externally in the agency's *Request* and year-end reports.

Control ID	Key Performance Measure Statement	FY 2023 Target
2023KM1.2.3	Percentage of firms that are engaged with a timely establishment inspection after being identified as a repeat offender	75%
2023KM1.3.1	Percentage of consumer product imports, identified as high-risk, examined at import	80%
2023KM1.3.2	Percentage of import shipments processed through the Risk Assessment Methodology (RAM) system that are cleared within 1 business day	99%
2023KM1.3.3	Number of import examinations completed	45,000
2023KM1.3.4	Number of <i>de minimis</i> shipment examinations at eCommerce ports completed	Baseline

6. Summary of Operating Performance Measures

Note: Operating Performance Measures are monitored and reported internally.

Control ID	Operating Performance Measure Statement	FY 2023 Target
2023OP32	Percentage of first-time violators who are engaged with a timely informed compliance inspection after violation determination	80%
2023OP33	Number of ports at which CPSC will cross-train other federal agencies' staff to identify hazardous imported products	25
2023OP109	Percentage of import samples shipped for analysis within 3 business days of collection date	90%
2023OP112	Percentage of cases for which a firm is notified of a determination for certificate and/or tracking label compliance within 45 days from sample collection at import	Baseline
2023OP113	Percentage of cases for which a firm is notified of a determination for certificate and/or tracking label compliance within 30 days from sample collection at <i>de minimis</i> eCommerce ports	Baseline

Office of International Programs (EXIP)

1. Resource Summary

	FY 2023 Operating Plan (CR Level)	
	Budget (in thousands)	FTE
Office of International Programs	\$721	7

2. Overview and Priority Activities

The Office of International Programs (EXIP) is responsible for carrying out educational and outreach activities to international stakeholders. EXIP activities are focused on industry stakeholders abroad and on foreign governments, as well as conducting cooperative programs, training, and informational activities in foreign jurisdictions in the interest of American consumers. EXIP will continue emphasizing cooperation with key jurisdictions and regions, particularly with China as the largest source of U.S. consumer products (by dollar value), as well as with relevant multilateral organizations, such as the Organization of American States (OAS) and the Organisation for Economic Cooperation and Development (OECD), and the United Nations (UN) International Group of Experts (IGE) on Consumer Protection Law and Policy.

FY 2023 Priority Activities:

- Train foreign-based industry representatives on U.S. product safety requirements and train foreign government product safety officials on CPSC policies, procedures, and best practices based on priority topics, as indicated by annual data analysis (Operating Measure 2023OP116)
- Improve cooperation with international partners on product safety policy to reduce the manufacture and international trade in hazardous products and support the exchange of information with foreign government safety officials on consumer product hazards and risks (Operating Measure 2023OP117)
- As a backstop to COVID-19 restrictions, focus on using every means at its disposal to deliver electronically to suppliers in China and other exporting countries, a range of training and informational material useful for meeting U.S. product safety requirements (2023OP118)
- Present the agency's product safety messaging at international forums in which the CPSC represents the U.S. government, with the aim of reducing the manufacture and international trade in hazardous products (Milestone EXIP-M02)
- Continue production of product safety video series for Chinese manufacturers—topics selected through annual data analysis (Milestone EXIP-M03)
- Provide timely information about recalls directly to foreign regulators and other stakeholders via the OECD's *GlobalRecalls* portal (Milestone EXIP-M04)
- Work with a foreign partner agency to define a specific project of mutual interest that can be accomplished by collaborating remotely, via scheduled video meetings and email consultations, over a period of several months (2023OP119)

3. Annual Milestones

Note: Milestones are monitored and reported internally.

Control ID	FY 2023 Milestone Statement
EXIP-M01	Updated program plans for FY 2023 with outcomes for each program area
EXIP-M02	Participated in the United Nations' annual meeting of the Intergovernmental Group of Experts (IGE) on Consumer Protection Law and Policy, as well as in the IGE's Working Group on Consumer Product Safety
EXIP-M03	Produced two new episodes of product safety video series in Chinese language and posted videos on the Web
EXIP-M04	Provided timely information about recalls directly to foreign regulators and other stakeholders via the OECD's <i>GlobalRecalls</i> portal
EXIP-M05	Implemented any open OIG recommendations. Reported on the status of unimplemented OIG recommendations every 180 days

4. Project Descriptions

Listed in this section are EXIP's FY 2023 project descriptions. Resources will be obligated for FY 2023 work to be performed by the program office under each project, as described below.

53148 - Overseas Office

This project provides resources for operations of the CPSC's office in Beijing, China to promote compliance with U.S. product safety requirements among exporters in Asia, especially China, and to coordinate with product safety regulators in the region. EXIP expects that resources will be required for locating a new Regional Product Safety Officer at the Beijing post in early FY 2023.

53149 - International Program

This project provides resources for supervising the work of the CPSC's international programs.

53152 - China Program

China is the largest supplier of consumer product imports to the United States. EXIP's China Program is focused on outreach to consumer product suppliers in China and engagement with the CPSC's government counterparts in China. The program provides training and guidance for Chinese and American manufacturing professionals, as well as resources for encouraging manufacturing practices that result in safer consumer products. This project includes resources for intergovernmental meetings and industry training events. COVID-19 recovery permitting, EXIP will resume participation in the Hong Kong Toys and Games Fair as a training and supplier advisory event.

53153 - European / International Organizations Program

The CPSC works with counterpart agencies of the European Union (EU) and participates in product safety groups within international organizations,

such as the OECD. The CPSC's work with the EU consists of joint efforts to improve the safety of consumer products imported from common supplier jurisdictions. EXIP also expects its engagement in the U.N.'s Working Group on Consumer Product Safety (WGCPS) to increase as the CPSC advocates for prevention of cross-border distribution of known hazardous consumer products.

53154 - Selected Asia Pacific Program

This program covers the CPSC's work with Australia, New Zealand, Japan, South Korea, and Taiwan. Resources are used for developing closer relations with these jurisdictions. The program is aimed at improving the safety of products from the region's manufacturers and partnering with key governments to cooperate on product safety policies. This project includes resources for intergovernmental meetings and industry training events.

53155 - Southeast Asia Program

The Southeast Asia Program consists of field training in the region conducted for manufacturers and cooperative activities with governments, especially in the following countries: Vietnam, Singapore, Malaysia, and Indonesia. The agency conducts specific training programs targeted toward consumer product export industries in furniture construction, textiles, and shoe manufacturing. This project includes resources for intergovernmental meetings and industry training events. COVID-19 recovery permitting, EXIP expects to resume annual buyers training in Vietnam during FY 2023.

53156 - Western Hemisphere Program

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This program is targeted toward all CPSC international activities in North, Central, and South America. The program's primary focus is on Canada and Mexico and the Consumer Safety and Health Network (CSHN) of the OAS. This project includes resources for industry training events and cooperative activities with regional governments. The CPSC provides significant input on best practices in product safety policy to the member

states in the CSHN at special events and the annual meetings. During FY 2023, the annual meeting will be held in-person in Colombia, COVID-19 recovery permitting.

53177- EXIP Leadership and Administration

This project provides resources for EXIP travel to carry out the international programs described above, transportation, printing, and purchases of supplies to support EXIP operations.

5. Summary of Key Performance Measures - None

6. Summary of Operating Performance Measures

Control ID	Operating Performance Measure Statement	FY 2023 Target
2023OP116	Number of events (in-person or virtual) conducted on CPSC safety requirements, best practices, and regulatory policies for foreign government officials	10
2023OP117	Number of Buyer's Training seminars (in-person or virtual) conducted for industry-purchasing managers with topics selected through annual data analysis	2
2023OP118	Number of training events (in-person or virtual) conducted on CPSC product safety requirements for foreign-based industry representatives	13
2023OP119	Number of special projects completed based on mutual interest with a foreign regulatory partner, aimed at reducing manufacture and trade of hazardous consumer products	1

Office of Communications (OCM)

1. Resource Summary

	FY 2023 Operating Plan (CR Level)	
	Budget (in thousands)	FTE
Office of Communications	\$1,230	10
Campaigns	\$1,500	
Annual Appropriation Subtotal	\$2,730	10
Staff [ARPA]		2
ARPA Subtotal		2
Total	\$2,730	12

2. Overview and Priority Activities

The Office of Communications (OCM) is the lead office for Strategic Goal 3 (Communicate) and is responsible for raising public awareness through timely and targeted information about consumer product safety issues and helping to empower individual citizens with information. This includes outreach on product safety hazards associated with deaths or injuries and notifying the public about recalls and new Commission-implemented safety requirements. OCM uses a variety of channels to reach the public, including traditional, digital, and social media, as well as events or activities. OCM also uses syndicating tools to ensure that recalls and safety messages are widely distributed within seconds to the media and other communication channels.

FY 2023 Priority Activities:

- Expand public engagement with CPSC safety messages and recalls, including through increased use of digital content, online properties, and social media platforms (Milestone OCM-M01, OCM-M03)
- Conduct outreach campaigns in four categories to prevent injuries and deaths from consumer products: pool safety, furniture and TV tip-over prevention, baby safety, carbon monoxide, including messaging and outreach to diverse populations (Milestone OCM-M02)
- Continue implementation of equity-enhancing mandates in [Executive Order 13985](#), including those identified in the CPSC's [Equity Action Plan](#) (Milestone OCM-M02, OCM-M04, OCM-M05)
- Conduct community outreach events/activities (including virtual or digital events as necessary as well as outdoor advertising campaigns), especially to underserved communities, aimed at raising awareness of and preventing injuries and deaths from hazards associated with consumer products (Milestone OCM-M04)
- Promote consumer reporting of hazards through SaferProducts.gov

3. Annual Milestones

Note: Milestones are monitored and reported internally.

Control ID	FY 2023 Milestone Statement
OCM-M01	Conducted streaming advertising (OTT) ¹⁴ tactic for one campaign
OCM-M02	Demonstrated diversity and inclusion in campaign assets, tactics, and platforms
OCM-M03	Expanded digital advertising to one new digital platform

¹⁴ OTT stands for "Over the Top," which is a form of advertising that delivers TV content via the internet, without requiring users to subscribe to cable or satellite services.

Control ID	FY 2023 Milestone Statement
OCM-M04	Conducted at least two out-of-home advertisings, such as billboards, bus shelters, or public transportation ads, focusing on historically excluded communities
OCM-M05	Conducted a study of consumer behavior regarding recalls and factors relating to consumer willingness to report consumer product injuries
OCM-M06	Implemented recommendations from the Hispanic Focus Group which was designed and conducted during FY 2022 to gather feedback on how to improve CPSC's safety education outreach among the Hispanic population
OCM-M07	Implemented any open OIG recommendations. Reported on the status of unimplemented OIG recommendations every 180 days

4. Project Descriptions

Listed in this section are OCM's FY 2023 project descriptions. Resources will be obligated for FY 2023 work to be performed by the program office under each project, as described below.

42286 - Distribution Services

This project provides resources for contracting services for storage and distribution of all of the CPSC's print publications.

42549 – Information and Education (I&E) Outreach Campaigns

This project provides resources for the following I&E campaigns: emerging/unexpected hazards, CPSC branding, senior safety, *Pool Safely*, Anchor It!, Carbon Monoxide poisoning, COVID-19, holiday safety, fireworks, youth outreach, baby safety, and portable fuel container safety.

42616 - Seasonal Programs

This project provides resources to conduct work on safety messaging for programs for seasonal issues, including weather-related issues and various time-of-year safety issues.

44201 - Hotline

This project provides resources for contracting services to manage and operate the CPSC Hotline, including the intake and processing or reporting of calls, emails, and consumer incident reports.

44563 - Recalls/Alerts

This project provides resources to announce and raise consumer awareness about product safety recalls.

44565 - Media Relations

This project provides resources for newswire distribution of CPSC news releases and announcements, including Spanish translation and distribution services.

44577 - Communications Administration

This project provides resources for OCM travel, transportation, printing, and purchases of supplies, samples, and equipment to support OCM operations.

44699 - Video Communication

This project provides resources for contracting video production services. The contractor will create, record, edit, and distribute public service announcements, video news releases, and satellite and radio media tours to broadcast stations nationwide.

44792 - Hearing Room Operations and Maintenance

This project provides resources for use and maintenance of the CPSC headquarters' hearing room equipment and materials. Additionally, the project provides resources for contracting captioning and transcription services for conferences, meetings, and other activities held in the Commission hearing room (that are not otherwise handled by the Division of the Secretariat [OS]).

44793 - Digital Communications

This project provides resources for the development, production, and distribution of CPSC product safety messages via online platforms.

44795 - Media Monitoring

This project provides resources for contracting news monitoring services, including reports of news coverage involving CPSC actions, as well as news from TV, radio, print, and online sources.

5. Summary of Key Performance Measures

Note: Key Measures are reported externally in the agency's *Request* and year-end reports.

Control ID	Key Performance Measure Statement	FY 2023 Target
2023KM3.1.1	Number of engagements with CPSC safety messaging on social media channels by stakeholders (in millions)	8.0
2023KM3.2.1	Number of national media placements of CPSC stories	20
2023KM3.2.2	Percentage of recall press releases cycled through the Office of Communications in 2 business days or less once received from the Office of Compliance & Field Operations	85%
2023KM3.3.1	Number of collaborations with external groups to amplify OCM's safety campaign messages, especially with historically excluded communities	10

6. Summary of Operating Performance Measures

Note: Operating Performance Measures are monitored and reported internally.

Control ID	Operating Performance Measure Statement	FY 2023 Target
2023OP41	Number of messages sent to Neighborhood Safety Network (NSN)	24
2023OP43	Number of visits to CPSC websites (in millions)	16
2023OP44	Number of followers on Twitter and other CPSC social media accounts signed up to receive CPSC safety messages in English and Spanish	250,000
2023OP45	Number of community outreach activities (including virtual or digital) conducted	10
2023OP46	Number of pool and spa safety information and education activities (including virtual or digital) conducted	4
2023OP48	Number of furniture and television tip-over prevention activities (including virtual or digital) conducted	4
2023OP49	Number of Safe to Sleep® activities (including virtual or digital) conducted	7
2023OP51	Percentage of voicemail messages responded to by Hotline staff by the next business day	98%
2023OP52	Percentage of incoming calls to Hotline operators that are abandoned	< 5%
2023OP53	Percentage of incoming calls sent to Hotline operators that are answered within 30 seconds	90%
2023OP110	Number of email subscribers to CPSC's public announcements including recalls, safety updates, business education and public calendar	180,000
2023OP120	Unique open rate for email subscribers to CPSC's recall announcements	40%

Office of Information & Technology Services (EXIT)

1. Resource Summary

	FY 2023 Operating Plan (CR Level)	
	Budget (in thousands)	FTE
Office of Information Technology	\$80	40
IT Infrastructure	\$7,362	
CPSC's Information Systems	\$6,991	
Risk Assessment Methodology – Import	\$2,600	
Annual Appropriation Subtotal	\$17,033	40
Staff [ARPA]		1
Risk Assessment Methodology – Import [ARPA]	\$900	
CPSC's Information Systems [ARPA]	\$1,000	
ARPA Appropriation Subtotal	\$1,900	
Total	\$18,933	41

2. Overview and Priority Activities

The Office of Information & Technology Services (EXIT) is one of the leading offices for Strategic Goal 4 (Support) and it provides information resource management products and services to support directly and indirectly all agency programs for overall mission achievement. EXIT is responsible for the development, implementation, operations, maintenance, and protection of all information technology, networks, and systems for the CPSC. EXIT is also responsible for policy, planning, and compliance activities related to the effective management of information and technology, as required by law, regulation, and policy, including, but not limited to, Office of Management and Budget (OMB) Circulars No. A-11 and No. A-130, Clinger Cohen Act of 1996 (CCA), Federal Information Technology Acquisition Reform Act (FITARA), Federal Information Security Management Act (FISMA), Government Paperwork Elimination Act (GPEA), Section 508 of the Rehabilitation Act, the E-Government Act of 2002, and the Foundations of Evidence-Based Policymaking Act of 2018.

FY 2023 Priority Activities:

- Continue to establish a data lake and implement data governance and enhanced data reporting and visualization capabilities (Milestone EXIT-M01)
- Continue development of the Global Data Synchronization Network (GDSN) integration into the CPSC's RAM (Milestone EXIT-M02) [ARPA]
- Begin the development of requirements for enhanced identification and targeting capabilities of the RAM in support of the CPSC's eFiling program (Milestone EXIT-M03) [ARPA]
- Develop a baseline case management system that will include functionality for EXC's regulatory enforcement work (Milestone EXIT-M05) [ARPA]
- Transition legacy scripts to new enterprise analytic system (Milestone EXIT-M06) [ARPA]
- Maintain focus on protection of the CPSC data and systems by continuing improvements on security management practices: specific initiatives include implementing a Federal Zero Trust Architecture (ZTA) strategy in response to OMB Memorandum M-22-09, expanding security logging, updating security policies, and addressing all Cybersecurity and Infrastructure Security Agency's (CISA) Binding Operational Directive (BOD) 22-01 Known Exploited Vulnerabilities (KEV) (Milestone EXIT-M07)

3. Annual Milestones

Note: Milestones are monitored and reported internally.

Control ID	FY 2023 Milestone Statement
EXIT-M01	Continued establishment of an agency data lake to store and provide access to agency data assets for analytical and reporting purposes
EXIT-M02	Implemented RAM Enhancement of GDSN Phase II [ARPA]
EXIT-M03	Began the development of requirements for enhanced identification and targeting capabilities of the RAM in support of CPSC's eFiling program [ARPA]
EXIT-M05	Developed an upgraded case management system for EXC's regulatory enforcement work [ARPA]
EXIT-M06	Transitioned legacy scripts to new enterprise analytic system [ARPA]
EXIT-M07	Implemented phishing-resistant multi-factor authentication (MFA) methods for external users accessing CPSC's systems and data
EXIT-M08	Implemented any open OIG recommendations. Reported on the status of unimplemented OIG recommendations every 180 days

4. Project Descriptions

Listed in this section are EXIT's FY 2023 project descriptions. Resources will be obligated for FY 2023 work to be performed by the program office under each project, as described below:

13328 - Consumer Product Safety Risk Management System (CPSRMS)

This project provides resources for activities associated with operations and maintenance (O&M) of the Consumer Product Safety Risk Management System (CPSRMS). The CPSRMS is a comprehensive system consisting of the following core components:

- Public and business portals (www.SaferProducts.gov)
- Review, analysis, and decision support system (CPSC360)
- Dynamic Case Management System (DCM)
- Monthly Progress Reports (MPR)
- Regulatory Robot
- Fast-Track Portal

In FY 2023, EXIT will continue to operate and maintain current system components and upgrade the underlying business process management software.

34310 - Risk Assessment Methodology (RAM) (CPSIA § 222)

This project provides resources for activities to operate, maintain, and develop the CPSC's RAM surveillance system for the identification of shipments of consumer products that are:

- Intended for import into the United States
- Likely to include consumer products in violation of CPSC statutes

This project includes activities to evaluate, assess, and share information with CBP about shipments

of consumer products intended for import into the customs territory of the United States. In FY 2023, EXIT will:

- (1) Provide ongoing support to the ITDS/RAM system, ensuring it is correctly functioning according to system requirements and that the system is available to EXIS staff;
- (2) Provide updates, as needed, to document the technical and functional aspects of the ITDS/RAM system; and
- (3) Document data structures as a means to transfer ITDS/RAM 2.0 knowledge from the Contractor's personnel to government personnel.

54174 - EXIT Leadership and Administration

This project provides resources for EXIT travel, transportation, printing, and purchases of supplies, samples, and equipment to support EXIT operations.

54575 - IT Security

This project provides resources for implementation and management of the CPSC's IT Security program, which involves maintaining a secure information environment throughout the CPSC and ensuring information system confidentiality, integrity, and availability.

In FY 2023, EXIT will enhance its security logging, log retention, and log management capabilities by expanding its security log in processes, in accordance with requirements specified in OMB

Memorandum M-21-31. EXIT will also upgrade its security policies to comply with updated security control implementation guidance specified in NIST SP 800-53, Rev. 5, *Security and Privacy Controls for Information Systems and Organizations*.

99933 - Voice/Data Telecommunications

This project provides resources for services, including: voice (local and long distance), cellular, wide area network (WAN), local dedicated data lines, domain, and Web streaming; telecom equipment; and maintenance and repairs, which are administered by EXIT. In FY 2023, EXIT will complete the upgrade of cellular phones to current models.

99945 - Capital Replacement

This project provides resources for annual investment and maintenance costs of IT-based systems. This includes upgrading hardware and software assets and replacing aging systems, such as user laptops and computer monitors, server hardware, routers, switches, desktop telephones, and Network Attached Storage systems.

99947 - Programming Support

This project provides resources for contract programmers, database administrator services, and services associated with system design and requirements development to support the agency's IT applications. In FY 2023, EXIT will: (1) develop a new data management system to be utilized by EXHR's Directorate for Epidemiology (EPI); and (2) develop an upgraded case management system for EXC's regulatory enforcement work.

99951 - User Support

This project provides resources for supporting end users of the agency's equipment, software, systems, and services (e.g., Help Desk support, software licensing, and printer maintenance). In FY 2023, EXIT will update end user capabilities by providing virtual private networking (VPN) technology. This will improve the user experience and provide more control over the endpoints within the VPN environment.

99952 - Network Management

This project provides resources for supporting management of the agency's IT infrastructure, which includes operations and maintenance of networks, servers, and other IT equipment and systems. In FY 2023, EXIT will be replacing all agency firewalls with updated hardware and software improving performance and security, and replacing all user access switches at HQ and 5RP.

99953 - Website Management

This project provides resources for operating and maintaining the CPSC's websites to meet the needs of the agency, consumers, businesses, and other stakeholders who seek relevant information about CPSC activities. In FY 2023, EXIT will continue to operate and maintain agency websites.

99954 - IT Business Applications

This project provides resources for systems, including those from shared services providers that support the CPSC's Office of Human Resources Management (EXRM) business area (e.g., personnel and payroll).

99955 - Enterprise and Data Architecture

This project provides resources associated with developing an enterprise-wide framework for software, hardware, and data. This would include cataloging and maintaining an inventory of software and hardware assets, capabilities, and data elements. In FY 2023, EXIT will continue implementing the CPSC's data lake by reviewing, preparing, and migrating agency data to the cloud. Data migration includes analyzing source data sets; updating the data inventory with data descriptions and definitions; building pipelines to extract, transform, and load data into the data lake storage; implementing data quality measures for each data set; and building reports, dashboards, and visualizations for streamlined data analysis. Agency staff will also be trained on how to develop reports utilizing the Power BI application. The effort will also improve ongoing data governance and data quality activities and identify opportunities for incorporating data quality improvements into the master reference data set.

6. Summary of Key Performance Measures

Note: Operating Performance Measures are monitored and reported internally.

Control ID	Key Performance Measure Statement	FY 2023 Target
2023KM4.4.1	Percentage of operating uptime for IT systems	97%
2023KM4.4.2	Percentage of operating uptime for IT networks	98%
2023KM4.4.3	Percentage of critical vulnerabilities addressed from U.S. CERT (United States Computer Emergency Readiness Team) within 3 business days	100%
2023KM4.4.4	Percentage of IT projects delivered on schedule	Baseline
2023KM4.4.5	Percentage of prioritized high-risk IT security audit findings addressed	Baseline

7. Summary of Operating Performance Measures - None

Other Offices

(Milestones and measures only)

The Office of EEO, Diversity, and Inclusion (OEEODI), the Office of the Executive Director (OEX), the Office of the General Counsel (OGC), the Office of Legislative Affairs (OLA), the Office of Financial Management, Planning, and Evaluation (EXFM), and the Office of Human Resources Management (EXRM), also have key measures, operating performance measures, and/or annual milestones, which are listed below:

1. Summary of Key Performance Measures

Note: Key Measures are reported externally in the agency's *Request* and year-end reports.

Office	Control ID	Key Performance Measure Statement	FY 2023 Target
EXRM	2023KM4.1.1	Percentage of employees satisfied with opportunities to improve their skills (as reported in the Federal Employee Viewpoint Survey)	70%
EXRM	2023KM4.1.2	Percentage of hiring managers trained on recruitment	90%
EXRM	2023KM4.1.3	High-performing Federal Workforce - Employee Engagement Index Score	70%
EXFM	2023KM4.2.1	Achieved unqualified opinion on independent financial audit	1
EXFM	2023KM4.2.2	Percentage of total eligible contract spending awarded to Small Disadvantaged Businesses, as set forth in OMB Memorandum M-22-03	12%
OGC	2023KM4.3.1	Percentage of financial disclosure forms reviewed and certified timely by OGC	100%
OGC	2023KM4.3.2	Percentage of Freedom of Information Act (FOIA) responses to the public that meet timeliness benchmarks	Baseline

2. Summary of Operating Performance Measures

Note: Operating Plan Measures are monitored and reported internally.

Office	Control ID	Operating Performance Measure Statement	FY 2023 Target
EXRM	2023OP69	Percentage of employees who agree that the work unit has the job relevant knowledge and skills necessary to accomplish organizational goals	77%
EXRM	2023OP73	Percentage of managers and employees trained on MIS reporting	95%
EXRM	2023OP75	Percentage of employees with Individual Development Plans (IDPs) in place	25%
EXRM	2023OP76	Number of developmental opportunities available to employees through the Agency Training plan	35
EXRM	2023OP80	Percentage of vacancies filled through first announcement	75%
EXRM/ OEEODI	2023OP81	Number of diversity outreach activities conducted	30
EXRM	2023OP83	Number of informational opportunities on work-life balance provided to employees and managers	30
EXRM	2023OP84	Number of wellness events offered	30
EXRM	2023OP85	Percentage of employees who are satisfied with the health and wellness programs in CPSC	75%
EXRM	2023OP92	Average score of hiring managers satisfied with applicant listing	7.5
EXRM	2023OP93	Percentage of vacancies that use Listservs for targeted recruitment	50%

Other Offices' Performance Measures and Milestones

Office	Control ID	Operating Performance Measure Statement	FY 2023 Target
EXRM	2023OP121	Percentage of full-time equivalents (FTEs) utilized	96%
OOEODI	2023OP87	Percentage of annual Equal Employment Opportunity (EEO) complaints closed within required timeframes	100%
OOEODI	2023OP96	Percentage of employees trained in diversity and inclusion	75%
OEX	2023OP88	Number of domestic training and outreach activities delivered to industry stakeholders by the Small Business Ombudsman (SBO)	12
OEX	2023OP106	Percentage of inquiries to the Consumer Ombudsman resolved within 3 business days	90%
OEX	2023OP111	Number of educational materials created for the eCommerce community about product safety and compliance, produced by the Small Business Ombudsman (SBO) in collaboration with other CPSC offices	1
OLA	2023OP114	Percentage of formal, written congressional letters acknowledged within three business days of receipt	100%
OLA	2023OP115	Number of monthly newsletters sent to Congress about the workings of CPSC	12
OGC	2023OP122	Percentage of new employees who complete initial ethics training	100%
OGC	2023OP123	Average number of days to process simple FOIA requests	≤ 70
OGC	2023OP124	Average number of days to process complex FOIA requests	≤ 107
OGC	2023OP125	Average number of days to adjudicate requests for expedited processing of FOIA requests	≤ 14

3. Annual Milestones

Note: Milestones are monitored and reported internally.

Office	Control ID	FY 2023 Milestone Statement
EXRM	EXRM-M01	FY 2023 Human Capital activities completed
EXRM	EXRM-M02	Action plan from the Employee Engagement Initiative implemented
EXRM/ OOEODI	EXRM-M03	Annual plan for attending career fairs and outreach activities implemented
EXRM	EXRM-M04	Updated telework policy and provided training for employees and supervisors on the telework program
EXRM	EXRM-M05	FY 2023 Plan for informational opportunities for work-life issues developed
EXRM	EXRM-M06	Annual plan for wellness activities developed
OOEODI	OOEODI-M01	Racial Equity Action Plan status report and plan to engage stakeholders developed
OLA	OLA-M01	Guided Congressional staff on a trip to either CPSC's National Product Testing and Evaluation Center (NPTEC) or a U.S. port of entry where CPSC is co-located with the CBP
OLA	OLA-M02	Offered CPSC 101 meeting to office staff of members of Congressional committees overseeing the CPSC
OEX	OEX-M01	Implemented any open OIG recommendations. Reported on the status of unimplemented OIG recommendations every 180 days

Other Offices' Performance Measures and Milestones

4. VGB Act Grants

Office	FY 2023 Project	
EXFM	22662	Administered the Virginia Graeme Baker Pool and Spa Safety Act (VGB Act) (Pub L. No.110-140) Grants program

Appendix A

Summary of CPSC's FY 2023 Key Performance Measures

Below is an overview of the CPSC's FY 2023 Key Performance Measures

Strategic Objective (SO)	Key Performance Measure (KM)	Lead Office	FY 2023 Target
Goal 1: Prevent Prevent hazardous products from reaching consumers			
SO 1.1 Improve identification and timely assessment of hazards to consumers	KM1.1.1 Number of hazard characterization annual reports completed on consumer product-related fatalities, injuries, and/or losses for specific hazards	EXHR	13
	KM1.1.2 Percentage of consumer product-related injury cases correctly captured at NEISS hospitals		90%
SO 1.2 Lead efforts to improve the safety of consumer products before they reach the marketplace through robust and effective safety standards	KM1.2.1 Number of voluntary standards activities in which CPSC actively participates	EXHR	87
	KM1.2.2 Number of candidates for rulemaking prepared for Commission consideration		27
	KM1.2.3 Percentage of firms that are engaged with a timely establishment inspection after being identified as a repeat offender	EXIS	75%
SO 1.3 Increase capability to identify and stop imported hazardous consumer products	KM1.3.1 Percentage of consumer product imports, identified as high-risk, examined at import	EXIS	80%
	KM1.3.2 Percentage of import shipments processed through the Risk Assessment Methodology (RAM) system that are cleared within 1 business day		99%
	KM1.3.3 Number of import examinations completed		45,000
	KM1.3.4 Number of <i>de minimis</i> shipment examinations at eCommerce ports completed		Baseline
Goal 2: Address Address hazardous consumer products in the marketplace and with consumers in a fast and effective manner			
SO 2.1 Rapidly identify and prioritize hazardous consumer products for enforcement action	KM2.1.1 Percentage of cases for which a preliminary determination is made within 85 business days of case opening (Hazard Priorities A, B, and C)	EXC	70%
	KM2.1.2 Percentage of cases for which a compliance determination is made within 5 business days of completed sample evaluation		Baseline
SO 2.2 Minimize further exposure to hazardous consumer products through effective and timely enforcement that also deters future unlawful actions	KM2.2.1 Percentage of cases for which a corrective action plan (CAP) is accepted, or public notice of hazard is issued within 90 business days of a Preliminary Determination (Hazard Priorities A, B, and C)	EXC	60%
	KM2.2.2 Percentage of cases for which a firm is notified of a violation within 5 business days of compliance violation determination		Baseline
	KM2.2.3 Percentage of Fast-Track cases with corrective actions initiated within 20 business days of case opening		90%
	KM2.2.4 Percentage of initial assessments to determine whether to open a civil penalty investigation that are conducted within 90 business days of the recall announcement		Baseline

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Strategic Objective (SO)	Key Performance Measure (KM)	Lead Office	FY 2023 Target
SO 2.3 Advance timely, comprehensive, effective, and efficient consumer product recalls for hazardous consumer products	KM2.3.1 Recall response rate for all consumer product recalls	EXC	25%
SO 2.4 Monitor post-recall firm actions to identify need for additional compliance, enforcement, or communication activities	KM2.4.1 Percentage of overdue notification notices sent to firms within 21 calendar days of determining a firm's monthly progress report is overdue	EXC	Baseline
Goal 3: Communicate Communicate actionable information about consumer product safety quickly and effectively			
SO 3.1 Improve accessibility, usefulness, and actionability of consumer product safety information for diverse audiences	KM3.1.1 Number of engagements with CPSC safety messaging on social media channels by stakeholders (in millions)	OCM	8.0
SO 3.2 Increase dissemination of actionable consumer product safety information to a variety of diverse audiences	KM3.2.1 Number of national media placements of CPSC stories	OCM	20
	KM3.2.2 Percentage of recall press releases cycled through the Office of Communications in 2 business days or less once received from the Office of Compliance & Field Operations		85%
SO 3.3 Increase and enhance CPSC collaborations to reach diverse audiences, including vulnerable and underserved communities	KM3.3.1 Number of collaborations with external groups to amplify OCM's safety campaign messages, especially with historically excluded communities	OCM	10
Goal 4: Support Efficiently and effectively support the CPSC's mission			
SO 4.1 Attract, recruit, and cultivate a high-performing, diverse, inclusive, and engaged workforce	KM4.1.1 Percentage of employees satisfied with opportunities to improve their skills (as reported in the Federal Employee Viewpoint Survey)	EXRM	70%
	KM4.1.2 Percentage of hiring managers trained on recruitment		90%
	KM4.1.3 High-performing Federal Workforce – Employee Engagement Index Score		70%
SO 4.2 Ensure strong stewardship and effective use of agency resources	KM4.2.1 Achieved unqualified opinion on independent financial audit	EXFM	1
	KM4.2.2 Percentage of total eligible contract spending awarded to Small Disadvantaged Businesses, as set forth in OMB Memorandum M-22-03		12%
SO 4.3 Foster public trust in the Commission by holding employees and officials to a high standard of ethics; updating and maintaining agency's internal governance system; and promoting transparency in agency operations	KM4.3.1 Percentage of financial disclosure forms reviewed and certified timely by OGC	OGC	100%
	KM4.3.2 Percentage of Freedom Information Act (FOIA) responses to the public that meet timeliness benchmarks		Baseline
SO 4.4 Deliver high-quality effective mission-oriented information and technology solutions	KM4.4.1 Percentage of operating uptime for IT systems	EXIT	97%
	KM4.4.2 Percentage of operating uptime for IT networks		98%
	KM4.4.3 Percentage of critical vulnerabilities addressed from U.S. CERT (United States Computer Emergency Readiness Team) within 3 business days		100%
	KM4.4.4 Percentage of IT projects delivered on schedule		Baseline
	KM4.4.5 Percentage of prioritized high-risk IT security audit findings addressed		Baseline

Appendix B

Summary of CPSC's FY 2023 Projects

Numerically listed in the table below are FY 2023 projects of the following CPSC organizations: EXHR, EXC, EXIS, EXIP, OCM, EXIT, and EXFM. Resources will be obligated for FY 2023 work to be performed by the lead program office (and contributing program offices, if applicable) under each project below.

FY 2023 Project		Strategic Goal	Office
11179	National Electronic Injury Surveillance System (NEISS)	1	EXHR
11282	Mortality/Incident Data	1	EXHR
12165	Investigations	1	EXHR
13327	Emerging Hazards	1	EXHR
13328	Consumer Product Safety Risk Management System (CPSRMS)	1	EXIT
13329	Integrated Teams	1	EXHR
13330	Data Intake	1	EXHR
13331	Petitions, OLA Support, and Other Hazard Work	1	EXHR
13332	Clearinghouse	1	EXHR
14125	Economics Studies	1	EXHR
21518	Electrical Hazards: Voluntary Standards and Codes	1	EXHR
21725	Fire Hazards: Voluntary Codes and Standards	1	EXHR
21726	Fire Hazards: Rulemaking Activities	1	EXHR
22560	Children's/Nursery Product Hazards: Voluntary Standards	1	EXHR
22637	All-Terrain Vehicles (ATVs): Rulemaking Activities	1	EXHR
22640	Older Consumer Safety Hazards	1	EXHR
22646	Table Saws: Rulemaking Activities	1	EXHR
22666	Mechanical Hazards: Voluntary Codes and Standards	1	EXHR
22667	Mechanical Hazards: Rulemaking Activities (General Use Products)	1	EXHR
22727	Children's/Nursery Product Hazards: Rulemaking Activities	1	EXHR
23258	Chemical Hazards: Voluntary Standards	1	EXHR
23259	Chemical Hazards: Rulemaking Activities	1	EXHR
23335	Combustion (Carbon Monoxide) Hazards: Voluntary Standards Activities	1	EXHR
23336	Combustion (Carbon Monoxide) Hazards: Rulemaking Activities	1	EXHR
23704	Nanotechnology	1	EXHR
24013	Laboratory Equipment and Operations Support	1	EXHR
24505	EXHR Project Support	1	EXHR

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FY 2023 Project		Strategic Goal	Office
25720	Regulatory Management	1	EXHR
25723	Lab Accreditation (CPSIA § 102)	1	EXHR
25727	Burden Reduction	1	EXHR
25777	EXHR Leadership and Administration	1	EXHR
22662	Virginia Graeme Baker Pool and Spa Safety Act (VGB Act) (Pub L. No. 110-140) – Grants Administration	4	EXFM
31000 through 33000	Compliance Support Activities – Regulated and Defect Investigations	2	EXC (Lead) EXHR (Contributing)
31100	Fire Hazards	2	EXC
31102	Fire Hazards: Non-regulated	2	EXC
31103	Fire Hazards: Regulated	2	EXC
31163	Fireworks: Regulated	2	EXC
31183	Lighters: Regulated	2	EXC
31600	Electrocution Hazards	2	EXC
31602	Electrocution Hazards: Non-regulated	2	EXC
31603	Electrocution Hazards: Regulated	2	EXC
32200	Mechanical Hazards to Children	2	EXC
32202	Mechanical Hazards to Children: Non-regulated	2	EXC
32203	Mechanical Hazards to Children: Regulated	2	EXC
32223	Virginia Graeme Baker Pool and Spa Safety Act (VGB Act) (Pub. L. No. 110-140)	2	EXC
32253	All-Terrain Vehicles (ATVs) (CPSIA § 232): Compliance Enforcement	2	EXC
32272	Substantial Product Hazard List and Destruction of Noncompliant Imported Products (CPSIA § 223): Section 15(j) Generic Defect Rules	2	EXC
32277	EXC Leadership and Administration	2	EXC
32400	Mechanical Hazards	2	EXC
32402	Mechanical Hazards: Non-regulated	2	EXC
32403	Mechanical Hazards: Regulated	2	EXC
33700	Chemical Hazards	2	EXC
33702	Chemical Hazards: Non-regulated	2	EXC
33703	Chemical Hazards: Regulated	2	EXC
33777	Compliance Field Investigation (CFI) Leadership and Administration	2	EXC
34310	Risk Assessment Methodology (RAM) (CPSIA § 222)	4	EXIT
34301	State/Local Programs	2	EXC
34381	Internet Surveillance Program Support	2	EXC
34382	Fast-Track Program	2	EXC

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FY 2023 Project		Strategic Goal	Office
34789	Recall Effectiveness	2	EXC
34792	Business Process Review (BPR)	2	EXC
34340	eFiling of Certificate of Compliance for Import Targeting Data	1	EXIS
34341	Import: <i>de minimis</i> (eCommerce)	1	EXIS
34351	Import: Regulated	1	EXIS (Lead) EXHR, EXC (Contributing)
34352	Import: Defects	1	EXIS (Lead) EXHR, EXC (Contributing)
34353	Import: Mission Support Activities	1	EXIS
34360	Commercial Targeting and Analysis Center (CTAC) Support	1	EXIS
34377	EXIS Leadership and Administration	1	EXIS
42286	Distribution Services	3	OCM
42549	Information and Education (I&E) Outreach Campaigns	3	OCM
42616	Seasonal Programs	3	OCM
44201	Hotline	3	OCM
44563	Recalls/Alerts	3	OCM
44565	Media Relations	3	OCM
44577	Communications Administration	3	OCM
44699	Video Communication	3	OCM
44792	Hearing Room Operations and Maintenance	3	OCM
44793	Digital Communications	3	OCM
44795	Media Monitoring	3	OCM
44796	Innovative Strategies	3	OCM
52679	Prohibited Acts (CPSA §§ 19 and 20)	2	EXC
53148	Overseas Office	1	EXIP
53149	International Program	1	EXIP
53152	China Program	1	EXIP
53153	European/International Organizations Program	1	EXIP
53154	Selected Asia Pacific Program	1	EXIP
53155	Southeast Asia Program	1	EXIP
53156	Western Hemisphere Program	1	EXIP
53177	EXIP Leadership and Administration	1	EXIP
54174	EXIT Leadership and Administration	4	EXIT
54575	IT Security	4	EXIT
99933	Voice/Data Telecommunications	4	EXIT

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FY 2023 Project		Strategic Goal	Office
99945	Capital Replacement	4	EXIT
99947	Programming Support	4	EXIT
99951	User Support	4	EXIT
99952	Network Management	4	EXIT
99953	Website Management	4	EXIT
99954	IT Business Applications	4	EXIT
99955	Enterprise and Data Architecture	4	EXIT

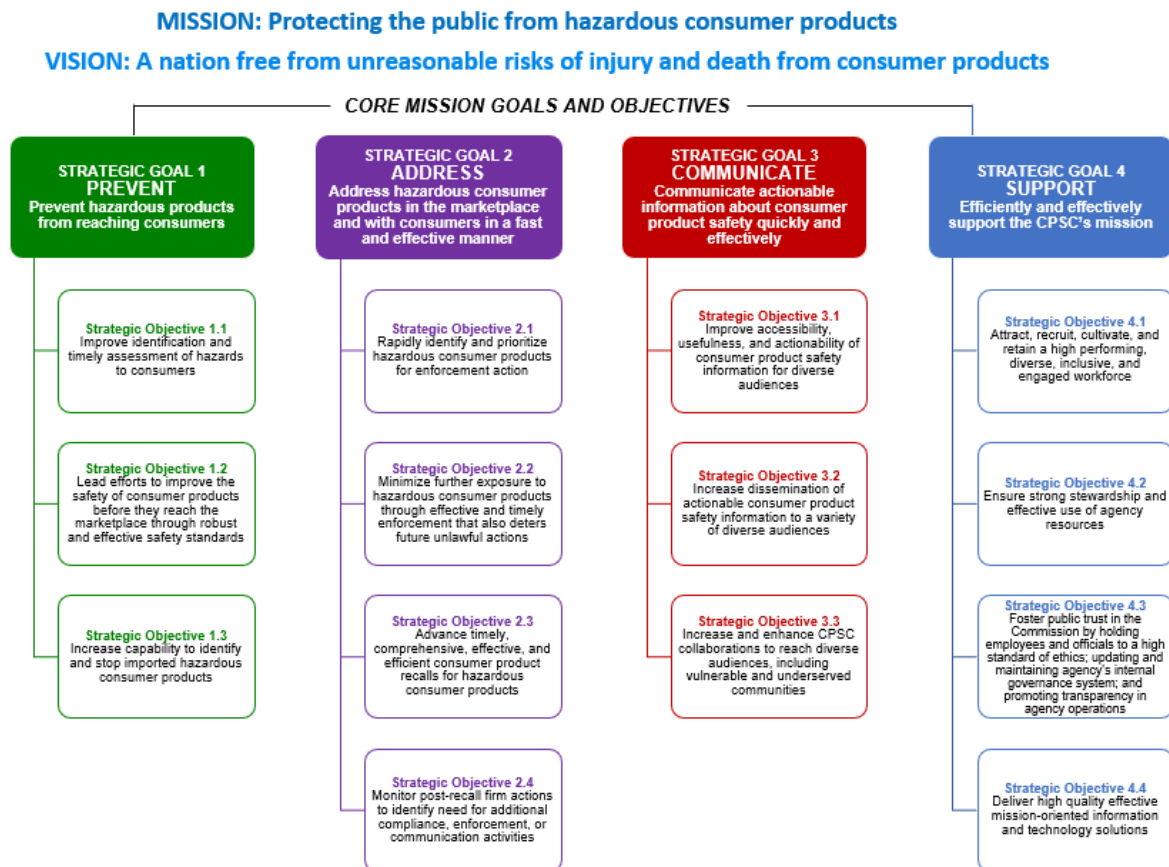
Appendix C

CPSC 2023–2026 Strategic Plan: Operating Plan Alignment

The CPSC’s mission of “Protecting the public from hazardous consumer products” is grounded in the statutes that authorize the work of the agency. The agency’s overarching vision is “A nation free from unreasonable risks of injury and death from consumer products.” In FY 2023, the CPSC will work to achieve four strategic goals that will contribute to realizing the vision and achieving the mission. The CPSC’s programs will align with the strategic goals, and the agency will implement strategies through initiatives and priority activities to achieve the strategic goals, which are described in more detail on the pages that follow: Prevent, Address, Communicate, and Support. The information in this appendix shows the alignment of strategic initiatives and priority activities corresponding to the preceding sections of this Operating Plan with the Draft *2023–2026 Strategic Plan*, scheduled to be finalized and published in February 2023 and concurrently with the CPSC’s FY 2024 Performance Budget to Congress.

The CPSC’s Draft Strategic Plan contains strategic objectives that reflect the key component outcomes necessary to achieve each of the strategic goals. The strategic objectives are underpinned by strategies and initiatives, which define additional outcomes, outputs, and activities that the CPSC will implement and pursue within each strategic objective. The CPSC has identified the FY 2023 key performance measures for monitoring and reporting on progress toward achieving the strategic objectives.

The CPSC’s Strategic Plan sets the framework for all subsequent agency planning, communication, management, and reporting. The Strategic Plan provides a general direction for resource allocation, program design, and management decisions and defines the evidence and performance data that will be used to monitor and assess program effectiveness.



Operating Plan Details by Strategic Goal

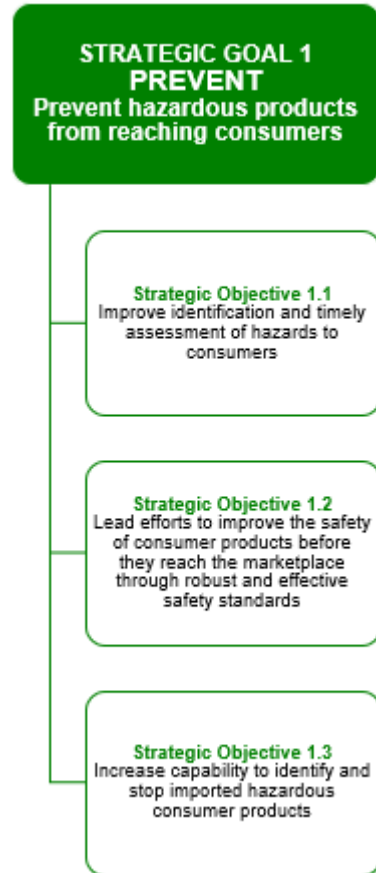
Strategic Goal 1: Prevent

Prevent hazardous products from reaching consumers

Overview

The CPSC is charged with protecting the public from unreasonable risks of injury and death from a vast array of consumer products increasingly supplied through expanding global markets. Efforts to ensure the manufacture of safe consumer products, combined with improved mechanisms to identify hazardous products before they enter the marketplace, are the most effective ways to prevent hazardous products from reaching consumers. The FY 2024 APP will address key challenges to *Prevent* consumer product-related injuries, including:

- Providing surveillance for the myriad consumer products under the CPSC's jurisdiction;
- Advancing data analysis and research capabilities to identify existing and potential emerging consumer product hazards that pose the greatest risks;
- Addressing product hazards associated with change in traditional manufacturing methods, such as additive manufacturing using 3-D printers;
- Keeping pace with evolving consumer practices and preferences, manufacturing practices, and consumer product technologies;
- Evaluating safety implications of eCommerce sales and evolving distribution options;
- Working with affected stakeholders to address product hazards and product hazards resulting from new technologies;
- Helping develop voluntary standards and adopting mandatory regulations;
- Identifying, researching, and informing the public about chemical and chronic hazards in consumer products; and
- Increasing the ability to interdict potentially noncompliant *de minimis* shipments of eCommerce products.



CPSC's Approach to Goal 1: **Prevent**

The CPSC uses several means to try to prevent injury or harm from consumer products. The overall approach is to: (1) work at the national and international level to help ensure that hazards are appropriately addressed by voluntary standards or mandatory regulations; (2) provide technical information and other support for voluntary standards development; (3) allocate inspection, surveillance, and enforcement resources effectively to identify and remove hazardous products from the marketplace; and (4) educate manufacturers on safety requirements and collaborate with foreign regulatory counterparts to help build safety into consumer products.

Another major component of the CPSC's approach to this goal is identification and interception of hazardous consumer products through import surveillance and inspection programs. The agency conducts establishment inspections of manufacturers, importers, and retailers; monitors Internet and resale markets; responds to industry-generated reports about potentially hazardous products; and tests products for compliance with specific standards and mandatory regulations.

Strategies and Initiatives

Strategic Objective 1.1

Improve identification and timely assessment of hazards to consumers

Strategy 1.1.1 Improve quality and specificity of hazard data	1 Research and implement methods for improving completeness of data submitted to the CPSC
	2 Research and implement methods to increase the use of automated data quality assurance
	3 Identify alternative sources of data that will assist in hazard analysis and monitoring, including data relating to vulnerable subgroups
Strategy 1.1.2 Increase agency capacity to analyze hazard data	4 Enhance IT solutions and techniques to improve data collection and analysis
	5 Strengthen staff capacity and capability to utilize data science and artificial intelligence/machine learning
Strategy 1.1.3 Improve agency capacity to identify and assess emerging hazards	6 Implement a plan to enhance the identification and characterization of emerging hazards
	7 Enhance coordination with relevant federal agencies, standards development organizations, and other stakeholders working on emerging hazards
Strategy 1.1.4 Improve agency capacity to identify and assess chronic hazards	8 Identify, evaluate, acquire, and integrate data sources pertaining to chronic hazards
	9 Enhance coordination with relevant federal agencies that are working to address chronic hazards
	10 Develop and implement plans to protect consumers from chronic hazards in their homes, including through regulatory action, where appropriate

Strategic Objective 1.2

Lead efforts to improve the safety of consumer products before they reach the marketplace through robust and effective safety standards

Strategy 1.2.1 Increase manufacturers', importers', and retailers' use of consumer product safety best practices	11 Deliver training events and collaborate on consumer product safety best practices with foreign manufacturers and domestic manufacturers, importers, and retailers
Strategy 1.2.2 Actively participate in the development of consumer product voluntary standards and develop mandatory regulations for products that pose an unreasonable risk of injury	12 Provide individual outreach and education to the import community to improve safety of imported products
	13 Identify and target top consumer product hazards, based on risk, and the ability to address through standards and regulations
	14 Develop a process to facilitate the frequent monitoring and assessment of the effectiveness of standards and mandatory regulations
	15 Conduct research, as appropriate, to enable development and improvement of consumer product voluntary standards and mandatory regulations
Strategy 1.2.3 Engage federal, state, and foreign governments on product safety	16 Enhance CPSC's training and internal operations to improve the voluntary consensus standards development process
	17 Deliver targeted federal, state, and foreign government outreach, (e.g., summits, trainings, staff exchanges, and best practice exchanges)
Strategy 1.2.4 Increase efforts to drive the discovery and innovation of safety solutions	18 Improve international information-sharing capability
	19 Implement initiatives to incentivize and drive the discovery and innovation of safety solutions for hazards, emerging technologies, and product trends with potential to affect consumer product safety

Strategic Objective 1.3

Increase capability to identify and stop imported hazardous consumer products

Strategy 1.3.1 Bolster CPSC's risk assessment methodology	20 Modernize the RAM surveillance system to align with CPSC's enforcement initiatives and updates to the U.S. government's overall trade enforcement posture
	21 Enhance the RAM targeting system to identify noncompliant and hazardous products at ports of entry while continuing to facilitate legitimate trade
Strategy 1.3.2 Expedite processing of imported products subject to inspection	22 Implement CPSC's eFiling program to electronically collect certificate of compliance data in advance of importation, which will allow companies to proactively demonstrate compliance with CPSC requirements
	23 Improve efficiency of notification to importers, and interdiction, of noncompliant products
Strategy 1.3.3 Expand CPSC's capability to interdict noncompliant <i>de minimis</i> eCommerce products	24 Co-locate CPSC staff at additional ports of entry where large volume of <i>de minimis</i> eCommerce product shipments arrive
	25 Improve CPSC's ability to risk assess <i>de minimis</i> eCommerce shipments prior to arrival in the U.S. and interdict noncompliant products

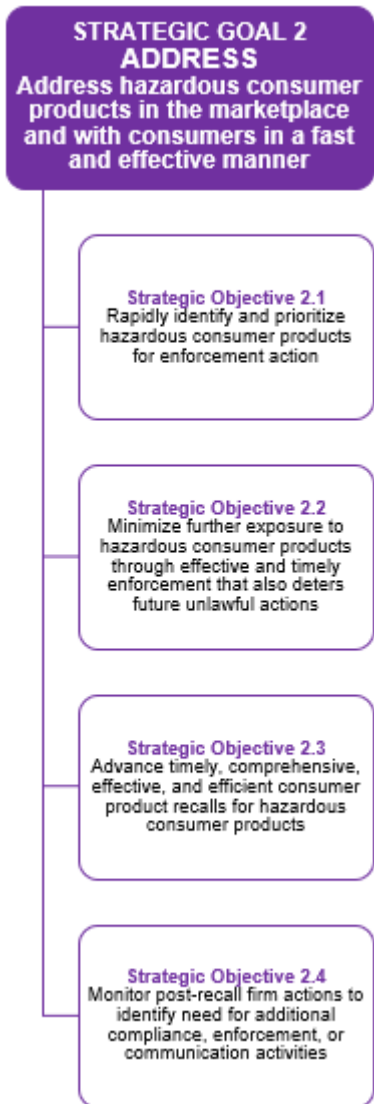
Strategic Goal 2: Address

Address hazardous consumer products in the marketplace and with consumers in a fast and effective manner

Overview

The CPSC learns about potential consumer product hazards from many sources, including incident reports, consumer complaints, death certificates, the agency's Consumer Hotline (800-638-2772), www.SaferProducts.gov, Internet reports, company reports, and referrals from state and local agencies. When potential product defects are identified, the CPSC must act quickly to address the most hazardous consumer products that have made their way into the marketplace or into the hands of consumers. The longer a hazardous consumer product remains available for sale or in homes, the longer the risk of exposure to the hazard remains. Moreover, investigation and enforcement efforts should be predictable and carried out in a consistent manner. The FY 2024 APP will address the following key *Address* challenges:

- Addressing trends in retailing and eCommerce, including sales through third party platform providers;
- Ensuring the CPSC product test and evaluation capabilities are adequate to meet current and anticipated demands;
- Working within a global supply chain, which creates complex investigatory, communication, and monitoring challenges;
- Identifying, collecting, integrating, and analyzing data to provide the factual and analytical support needed for appropriate action;
- Ensuring the CPSC investigative and legal capabilities are adequate to promptly and effectively seek enforcement; and
- Improving consumer product recall monitoring and understanding consumer recall response.



CPSC's Approach to Goal 2: **Address**

To better identify potentially hazardous products, the CPSC will monitor internal and external information sources, leverage online surveillance activities, and improve methods for integrating information from multiple sources. To advance the agency's ability to act upon the information and quickly remove the most hazardous products from the marketplace, the CPSC will review incident profiles and other information to improve its prioritization of products for investigation. The CPSC will also seek to enhance resources to investigate hazardous products promptly, seek timely voluntary corrective actions from firms, seek mandatory corrective action and notices to the public for non-cooperating firms, and pursue civil penalties to deter law violations. The CPSC also will work with firms to maximize communications about recalls through multiple communication channels and the use of technology. The CPSC will prioritize resources to improve its recall monitoring process and conduct follow-up activities with firms, as appropriate. The CPSC will work with a variety of stakeholders to be able to understand consumer behavior better in the recall context and to increase recall response rates.

Strategies and Initiatives

Strategic Objective 2.1

Rapidly identify and prioritize hazardous consumer products for enforcement action

Strategy 2.1.1
Improve methods for identifying potentially hazardous products and for prioritizing hazardous products for investigation

- 1 Identify and monitor internal and external information sources of potentially hazardous products
- 2 Leverage online and other surveillance activities to identify potentially hazardous products
- 3 Identify those consumer products of highest risk level based on incident profiles
- 4 Improve methods for integrating information from multiple sources to support hazardous product identification activities
- 5 Improve prioritization of products for investigation

Strategic Objective 2.2

Minimize further exposure to hazardous consumer products through effective and timely enforcement that also deters future unlawful actions

Strategy 2.2.1
Efficiently investigate potentially hazardous products to determine violations of consumer product safety law

- 6 Promptly assign well-defined in-depth investigations and inspections to gather factual information
- 7 Perform technical assessments of potentially hazardous products to support legal determinations
- 8 Develop and analyze investigative information to make prompt enforcement decisions

Strategy 2.2.2
Promptly take action to address hazardous products

- 9 Seek timely voluntary corrective actions from firms
- 10 Pursue prompt notices to the public where firms will not take corrective actions voluntarily

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	11 Seek mandatory recalls where firms will not take corrective actions voluntarily
Strategy 2.2.3 Investigate possible failures of firms to report product safety hazards and other prohibited acts, and seek appropriate civil penalties and make appropriate criminal referrals	12 Analyze facts and law to achieve appropriate civil penalty and assessments and demands
	13 Ensure civil penalty demands are tailored, meaningful, and provide for effective vindication of the public interest and deterrence of future violations
	14 Make criminal referrals of civil monetary penalty matters to the U.S. Department of Justice, where appropriate

Strategic Objective 2.3

Advance timely, comprehensive, effective, and efficient consumer product recalls for hazardous consumer products

Strategy 2.3.1 Maximize recall communications	15 Leverage all communication channels available to firms
	16 Encourage broader utilization of technology by firms to maximize direct notice to consumers
	17 Expand digital forms of communication by firms to publicize recalls
Strategy 2.3.2 Improve consumer recall response	18 Collaborate with consumer safety groups, industry, and other government agency stakeholders to increase recall response rates
	19 Enhance domestic interagency collaboration on best practices to increase consumer recall response

Strategic Objective 2.4

Monitor post-recall firm actions to identify need for additional compliance, enforcement, or communication

Strategy 2.4.1 Effectively monitor recalls	20 Expand recall monitoring program to identify recalling firms that are appropriate targets for an expanded recall announcement, a renewed investigation, or enforcement action
	21 Incorporate problematic post-recall activities by firms into civil penalty program
Strategy 2.4.2 Take follow-up action to address recall deficiencies or unlawful behavior	22 Expand recall monitoring program to identify recalling firms that are appropriate targets for an expanded recall announcement, a renewed investigation, or enforcement action
	23 Incorporate improved information about firms' recall activities into civil penalty program

Strategic Goal 3: Communicate

Communicate actionable information about consumer product safety quickly and effectively

Overview

Consumers, safety advocates, industry, and government regulators need high-quality information about consumer product safety. Consumers need safety information to make more informed decisions for themselves and their families. Safety advocates rely on accurate data to shape their policy recommendations. Industry needs information to stay in compliance with safety requirements. Foreign regulators and state and local government agencies also need high-quality information to establish new safety requirements that advance consumer safety. These diverse audiences have different information needs and respond to different methods of communication. Within the CPSC, technical staff, management, and Commissioners need high-quality information to make better decisions more quickly to help the agency maintain its standing as a leader in consumer product safety in an ever-expanding global marketplace. The FY 2024 APP will address key challenges to the agency's *Communication* strategy, which includes:

- Strengthening the CPSC's collaboration with all stakeholders across a variety of platforms to improve communication and awareness of our mission, impact, and relevance;
- Updating communication and engagement strategies and leveraging advanced communication tools and channels to improve consistency, reliability, accessibility, and timeliness of information provided to stakeholders and internally among the CPSC staff;
- Improving the CPSC messaging and outreach to affected populations, including historically excluded communities and those disproportionately impacted by safety hazards; and
- Maintaining a robust digital presence to enhance communications with consumers, industry stakeholders, and others.



CPSC's Approach to Goal 3: **Communicate**

The CPSC uses a wide array of communication channels and strategies to provide timely, targeted information about consumer product safety to the public, industry, and other stakeholders. The agency disseminates safety messages through workshops and training sessions; listserv messages; press releases; newspaper, radio, and TV interviews; public service announcements and paid advertising; and, increasingly, through social media, including blogs and Twitter; special outreach staff tasked with responding to inquiries from special groups (international stakeholders, small business, and consumers). The CPSC will improve the accessibility, usefulness, and utility of its safety messages by collecting and analyzing data; and designing and applying new and innovative communication tools. An additional element of the CPSC's strategy involves strengthening collaborations with stakeholders, including other government agencies, nonprofit organizations, and those with an interest in amplifying our safety messaging. This may include collaboration on information and education campaigns on product safety, foreign and domestic conferences addressing federal regulations, or online educational resources for industry and consumers.

Strategies and Initiatives

Strategic Objective 3.1

Improve accessibility, usefulness and actionability of consumer product safety information for diverse audiences

Strategy 3.1.1 Evaluate and measure message usefulness	1 Conduct study of consumer behavior regarding recalls and factors relating to consumers' willingness to report consumer product injuries
	2 Increase the number of consumer subscribers signed up for CPSC's communications, including recalls
	3 Assess consumer engagement with CPSC's digital and other contents
Strategy 3.1.2 Implement enhanced tools to increase availability and accessibility of safety information	4 Design and develop new online content, including for disproportionately impacted communities

Strategic Objective 3.2

Increase dissemination of actionable consumer product safety information to a variety of diverse audiences

Strategy 3.2.1 Expand awareness of the CPSC	5 Increase awareness of the CPSC's mission and relevance, to enhance its effectiveness in furthering consumer product safety
Strategy 3.2.2 Expand communications with targeted audiences	6 Drive communications and engagement with communities disproportionately impacted by hazards (micro-targeting strategies)
	7 Increase and enhance collaboration with state and local governments through joint safety initiatives
Strategy 3.2.3 Increase use of enhanced communication technology to advance consumer safety	8 Explore new technology to create deeper engagement with the public

Strategy 3.2.4
Increase timeliness of
CPSC information
dissemination

9 Develop new and enhanced safety content that can be disseminated quickly to respond to known and emerging consumer product hazards

Strategic Objective 3.3

Increase and enhance CPSC collaborations to reach diverse audiences, including vulnerable and underserved communities

Strategy 3.3.1
Support agency-wide
collaboration with external
audiences/groups

10 Increase the number and types of collaborators

11 Increase the number of collaborations with external audiences on outreach efforts

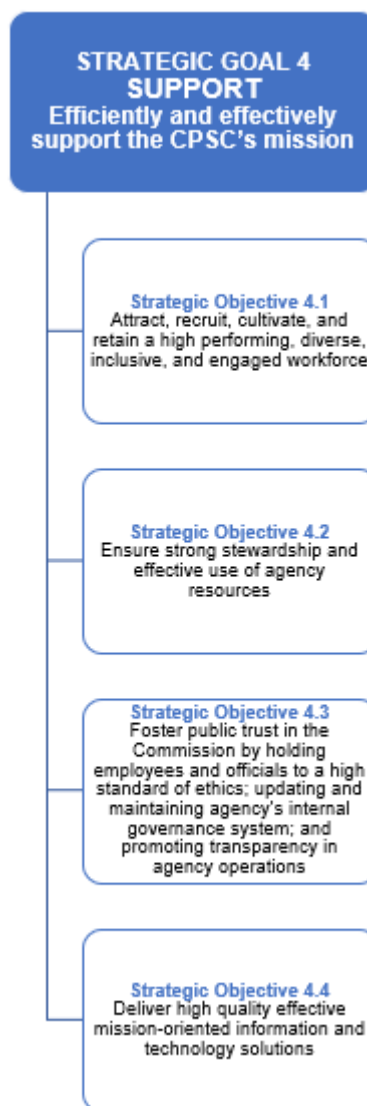
Strategic Goal 4: Support

Efficiently and effectively support the CPSC's mission

Overview

The U.S. consumer's interest and the CPSC's mission are best served when the CPSC operates in an efficient, responsive, and transparent manner. Excellence in areas including information technology, financial management, human capital, diversity and equity, and legal affairs is vital to agency effectiveness. The FY 2024 APP will support the CPSC's mission efficiently and effectively and ensure that the agency:

- Recruits and retains highly qualified and motivated individuals with the education, expertise, and potential to effectively fulfill the depth and breadth of agency responsibilities;
- Recruits and retains a talented and diverse staff with a wide range of specialized skills and provides employees with the training and professional development opportunities that enable them to develop expertise and expand their skills;
- Performs with the highest integrity in the areas of financial management and in the allocation of resources;
- Serves as an effective steward of the funds appropriated to the CPSC by Congress;
- Operates with the highest level of ethical standards so that the public will have confidence that the CPSC employees are acting on behalf of the public;
- Provides a strong system of guidance for agency employees to ensure consistent and clear direction for their work;
- Increases the transparency of the CPSC activities by improving the Freedom of Information Act (FOIA) program's timeliness and providing proactive disclosures to the public; and
- Uses technology efficiently not only to accomplish daily tasks, but also to increase capacity and use artificial intelligence and machine learning to become more efficient in achieving the mission.



CPSC's Approach to Goal 4: **Support**

The CPSC's approach to this goal involves attracting, recruiting, cultivating, and retaining a high-performing, diverse, inclusive, and engaged workforce; ensuring strong stewardship and effective use of agency resources; fostering public trust in the Commission by holding employees and officials to a high standard of ethics; updating and maintaining agency's internal governance system; promoting transparency in agency operations; and delivering high-quality, effective mission-oriented information and technology solutions.

Strategies and Initiatives

Strategic Objective 4.1

Attract, recruit, cultivate, and retain a high-performing, diverse, inclusive, and engaged workforce

Strategy 4.1.1 Attract and recruit a talented and diverse workforce	1 Improve targeted assessments to recruit talent
	2 Increase targeted outreach to increase diversity
	3 Advance relationships with colleges and universities, disability organizations, diversity groups and other recruitment sources
	4 Increase utilization of special hiring authorities
Strategy 4.1.2 Cultivate a culture of continuous learning	5 Deliver high-quality, targeted career development opportunities
	6 Develop and implement agency-wide training plan annually
	7 Establish Agency Diversity Council
	8 Develop individual development plans for entry level employees
	9 Implement coaching program
Strategy 4.1.3 Increase employee engagement and workplace inclusion	10 Promote and recognize performance excellence
	11 Develop and implement agency diversity, equity, inclusion, and accessibility (DEIA) Plan initiatives
	12 Promote work-life balance
	13 Develop and implement agency employee engagement plan initiatives

Strategic Objective 4.2

Ensure strong stewardship and effective use of agency resources

Strategy 4.2.1 Maintain and enhance overall agency financial management	14 Achieve annual unqualified financial audit opinion
	15 Maintain strong internal controls over financial reporting
Strategy 4.2.2 Promote transparent and effective use of resources	16 Develop and implement annual Operating Plans that align budget resources to CPSC's strategic initiatives and priorities
	17 Meet contracting goals through strengthened acquisition planning
	18 Increase integration of risk management and internal control activities into program operations and decision making
	19 Increase program evaluation and evidence building capabilities and capacity

Strategic Objective 4.3

Foster public trust in the Commission by holding employees and officials to a high standard of ethics; updating and maintaining agency's internal governance system; and promoting transparency in agency operations

Strategy 4.3.1 Support and maintain an ethical culture	20 Complete all financial disclosure reviews within applicable deadlines
	21 Provide ethics training to new employees and employees required to receive annual ethics training
Strategy 4.3.2 Update and maintain the documentation of operating procedures	22 Revise obsolete and insufficient directive documents, leading to better guidance for employees and an increase in employee efficiency
	23 Establish a schedule for review of directives documents no less often than every five years, and update directive documents as appropriate
Strategy 4.3.3 Promote transparency in agency operations through improvements to the Freedom of Information Act (FOIA) Program	24 Resolve substantial backlog of FOIA requests awaiting completion of processing
	25 Improve timeliness of FOIA processing
	26 Implement additional proactive disclosures of information of substantial interest to the public

Strategic Objective 4.4

Deliver high-quality effective mission-oriented information and technology solutions

Strategy 4.4.1 Sustain and enhance agency IT infrastructure and core services	27 Identify, prioritize, and plan IT infrastructure activities to improve performance, reduce cost, and/or enhance resiliency of agency networks, systems, and information
Strategy 4.4.2 Enhance, reengineer, and modernize mission facing IT systems and capabilities	28 Assess and plan IT system enhancement and modernization activities to improve performance, usability, and support of agency mission
Strategy 4.4.3 Leverage data as a strategic asset	29 Support enterprise data management and analytical improvement including activities involving data collection and use
Strategy 4.4.4 Protect agency systems and information resources	30 Identify, monitor, and address evolving cybersecurity risks, Government-wide direction, and best practices to protect agency systems and information



U.S. CONSUMER PRODUCT SAFETY COMMISSION

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