

posted abroad. Also, it should be made clear that a major part of their duties will be to assist the Secretary of State in implementing the plan.

Foreign service officers provide an immediate opportunity for the U.S. to engage in effective public diplomacy. In 2008, the United States Advisory Commission on Public Diplomacy issued a report entitled "Getting the People Part Right: A Report on the Human Resources Dimension of Public Diplomacy." This report highlights the public diplomacy void that has existed since 1999 when the United States Information Agency was eliminated and its functions were merged into the State Department. The report states that most foreign service officers fail to grasp the importance of public diplomacy, and at best, they merely pay lip service to it. The report also discusses the lack of recruitment of U.S. diplomats with the appropriate people skills for public diplomacy. The report cites the need for more training for our diplomats so that they might have the knowledge and the skills to effectively interact with people from other countries.

Newly hired foreign service officers frequently work at U.S. Consulates processing visa applications for persons wishing to travel to the U.S. This is a high stress job and it demands that they possess strong interpersonal skills. While serving as the director of the Peace Corps program in the Dominican Republic, I frequently heard anecdotes from Dominicans who had received rude treatment when seeking visas at the U.S. Consulate. While the visa application process requires extensive screening, all visa applicants should receive prompt and courteous service. U.S. diplomats who engage in arrogant behavior towards visa applicants create ill will and plant seeds of hatred towards America.

Another aspect of public diplomacy that needs attention is the manner in which officers of the Bureau of Customs and Border Protection receive and process arriving international visitors. Since the events of 2001, the work of Customs and Border Protection officers has become more stressful and challenging. While most officers perform well, there are some who do not receive international visitors with courtesy. Customs and Border Protection officers play a huge public diplomacy role. When officers are surly, they offend international visitors to the United States.

The Bureau of Customs and Border Protection should incorporate customer service training into its curriculum for all personnel. When developing this training, it would be wise to tap the experience of companies like the Disney Corporation which has a track record of receiving throngs of people with respect and courtesy. Courteous treatment upon arrival in our Nation can pay dividends by promoting a positive image of the United States.

The State Department and the U.S. Agency for International Development (USAID) can achieve immediate impact in public diplomacy by requiring all contractors and grantees to incorporate public diplomacy aspects into their work. USAID utilizes many for-profit and not-for-profit organizations to provide services in areas such as democracy, economic development, governance, health, public works, and rule of law. All organizations that undertake work abroad on behalf of USAID have an important public diplomacy responsibility.

USAID should require grantees and contractors, whenever feasible, to hire project managers who speak the language of the country where they are working. Personnel working abroad on USAID funded projects should undergo orientation training about local culture and customs.

International visitor programs play a key role in successful public diplomacy. For nearly sixty years, the State Department has funded visits by thousands of international visitors to acquaint them with our country. Often, these visitors eventually become leaders in their countries. The President of France, Nicolas Sarkozy, traveled to the U.S. in 1985 on a State Department sponsored trip. Today he is regarded as one of the most pro-U.S. leaders in France.

The State Department's Bureau of Educational and Cultural Affairs funds most of the government sponsored international visitor and scholarship programs. The bureau has rules in place stipulating that prime contractors and grantees for State Department funds must be in existence for a minimum of four years. These rules stifle innovative programming by new organizations and inhibit the ability of community based groups beyond the Capital Beltway to access funding.

For most international visitor programs, the State Department contracts with the same large East Coast organizations. These organizations rely on a patchwork of community based groups across the U.S. to organize meaningful professional, educational, and cultural programs for international visitors. Unfortunately, these East Coast organizations pass on very little, if any, funding to communities that have agreed to receive international visitors. Hosting of international visitors relies on local volunteers and in-kind support. The lack of financial resources at the local level results in a huge disparity in the quality of programming that international visitors receive.

Some communities like Tulsa, Oklahoma do a superb job in organizing and managing international visitor programs. Since 1995, the Tulsa Global Alliance has provided excellent programs in this area. Tulsa has developed an organizational model that relies on a mix of professional and volunteer support. The Tulsa program has been successful in developing a broad funding base that provides more than \$400,000 per year for international visitor activities. Funding comes from corporations, individual donors, foundations, program fees, and limited grants from the State Department.

It is recommended that the State Department modify its rules for funding international visitor programs. Contracts for large organizations should require that they provide grants of at least 25 percent of their total project budgets to be passed on to international visitor committees at the local level. This funding will help provide needed resources to ensure that high quality programs are offered to international visitors. The public diplomacy implications of these international visitor programs are too important not to have sufficient funding.

The Bureau of Educational and Cultural Affairs of the State Department should give priority to funding small and newly established organizations engaged in international visitor programs. The Bureau should be encouraged to make available up to 25 percent of its budget for international visitor programs to small and newly established organizations. This new approach would open the door for communities across America to develop their own capacity to implement high quality international visitor programs. The end goal would be that each international visitor would have a fulfilling experience in the U.S.

The security of America and the future of our democracy demand more commitment to public diplomacy. To keep America safe and to protect our values, ideals, and principles, we must build bridges of understanding with people across the globe.

ADDITIONAL STATEMENTS

MISSOURI 2009 MALCOLM BALDRIGE AWARD RECIPIENTS

• Mrs. MCCASKILL. Madam President, I think that every Senator is understandably proud of their own State, but today I have special reason to be proud of Missouri. Just last week, Vice President BIDEN awarded the 2009 Malcolm Baldrige National Quality Awards to five different companies and three of those five companies hailed from the great State of Missouri. The Baldrige Award recognizes only the highest performing companies in the U.S. in terms of quality and performance, and the fact that three out of the five awards went to Missouri companies is a testament to the spirit and work ethics of Missourians.

Heartland Health is a health system based in St. Joseph, MO, that has an extraordinary commitment to improving their patients' health rather than just treating patients' sicknesses, as is all too often seen in the healthcare community. The staff at Heartland Health recognizes that while providing world-class treatment for acute illnesses is vital, it is equally important to understand why individuals become ill, and they do everything possible to prevent those patients from ever needing hospital care in the first place. Their mission is: "To improve the health of individuals and communities located in the Heartland Health region and provide the right care, at the right time, in the right place, at the right cost with outcomes second to none." This is not just a catchy slogan, but instead it is a commitment that has yielded results. Heartland Health is among the top 15 percent of all U.S. hospitals in patient safety; they have achieved 90 percent patient satisfaction, and they have done all this while at the same time saving millions of dollars by realizing efficiencies. As our entire country struggles with providing quality healthcare at affordable prices, I invite anyone to visit the "Show Me" State, where Heartland Health stands as an example for how a commitment to quality can yield the best care available affordably. They have been appropriately recognized with the Malcolm Baldrige National Quality Award, joining a select group of companies that are the best of the best, and I applaud Heartland Health and all of the great men and women who make up its team for their achievement and their work.

Honeywell Federal Manufacturing & Technologies in Kansas City, MO, plays an integral role in the underappreciated work of keeping our Nation's nuclear arsenal in working order. The Kansas City Plant works to provide the National Nuclear Security Administration with electrical, mechanical and material components manufactured to exacting quality specifications to help meet key national security objectives. Honeywell Federal Manufacturing & Technologies uses a Six Sigma Plus

Continuous Improvement Model and it has resulted in an unmatched level of customer satisfaction. Honeywell has also been a key partner in the transition to the new state-of-the-art Kansas City Responsive Infrastructure, Manufacturing and Sourcing, KCRIMS, facility, which officially broke ground in September. They have been a steward in ensuring safety, quality and efficiency in all areas of their work, especially with respect to the production of the nonnuclear components for the Nation's nuclear weapons with NNSA. Honeywell's outstanding work has also provided an essential foundation for a continued partnership at the new KCRIMS facility and the company's ongoing role as a strong member of the local Kansas City community. I am deeply proud of the work the men and women on the Honeywell team carry out at the Kansas City Plant and of its central importance to our Nation's national security and I could not be more pleased to see them recognized for their work with this preeminent award.

MidwayUSA is a family-owned business located in Columbia, MO, that has been providing shooting, hunting and reloading supplies for over 30 years. The company, started by Larry Potterfield and his wife Brenda, exemplifies the "Made in America" motto by employing hundreds of Missourians who are themselves passionate about hunting and shooting, two activities that are centerpieces of Missouri's rich sportsman culture. The passion of Larry and Brenda shows in the quality of the work of their entire team. MidwayUSA has earned 98 percent customer retention, and a 93 percent customer satisfaction rating, both remarkable achievements. While MidwayUSA has progressed over time from taking orders by mail, then phone, and now via the internet, one thing that has not changed is its mission, "To be the best-run business in America, for the benefit of our Customers." They are doing a great job accomplishing just this. In pursuit of that goal they have become ISO 9000 certified, won the Missouri Quality Award for Performance Excellence, and now they have been recognized with the 2009 Malcolm Baldrige National Quality Award. In growing from nothing more than a simple idea to one of the leading shooting supply retailers, MidwayUSA has shown what dedication to quality and performance, coupled with building an exceptionally committed, dedicated and skilled workforce, can produce in a business. I would like to congratulate the entire MidwayUSA team on their success.

These three companies, which are not just among Missouri's finest, but, as we now know, among our Nation's very best, have so much to be proud of. They embody the "Show Me" spirit when it comes to showing how a business should operate. Congratulations Heartland Health, Honeywell Federal Manufacturing & Technologies in Kansas City and MidwayUSA on winning the

2009 Malcolm Baldrige National Quality Award. I look forward to seeing what these companies and their employees accomplish next. I know it will be something great.●

TRIBUTE TO DR. ANTHONY CERNERA

● Mr. LIEBERMAN. Madam President, today I recognize the tremendous work of Dr. Anthony Cernera, a good friend and the very accomplished president of Sacred Heart University in Fairfield, CT. After 22 years of distinguished service to the Sacred Heart community, Tony is moving on to pursue new and different opportunities in Catholic education and beyond.

Since 1988, Dr. Cernera has led Sacred Heart with purpose and grace as he helped to fulfill the college's mission of preparing its students to be contributing members of the global community. He expanded this noble mission by increasing the school's reach and the opportunities it offers, all while preserving the rich Catholic intellectual tradition that forms its identity. He helped transform Sacred Heart from a small commuter school serving Fairfield and the neighboring community into a vibrant residential university, introducing new and innovative degree programs and course offerings to keep pace with an ever-changing world. The progress he achieved helped advance a value-driven education that will enrich the lives of all who receive it.

Dr. Cernera embodies the many deeply held values that Sacred Heart espouses. He does not see the world around him for what it is, but instead for what it can be. Where he sees promise, he leads through action. With the creation in 1992 of the Center for Christian-Jewish Understanding of Sacred Heart University, Dr. Cernera has striven for a world of greater interreligious dialogue, understanding and respect. As President of the International Federation of Catholic Universities, a federation of over 200 Catholic educational institutions around the world, Dr. Cernera has led at a global level, spreading the faith and values that define his life's work. In a world too rife with conflict and distrust, he has been a model member of the global community.

Dr. Cernera leaves behind a lasting legacy at Sacred Heart University, with an impact that reaches far beyond the halls on campus and that will touch many lives for a long time to come. I wish him and his wife Ruth my very best as they embark on the next great chapter of their lives.●

MESSAGES FROM THE HOUSE

ENROLLED BILLS SIGNED

At 11:23 a.m., a message from the House of Representatives, delivered by Mrs. Cole, one of its reading clerks, announced that the Speaker has signed the following enrolled bills:

S. 3874. An act to amend the Safe Drinking Water Act to reduce lead in drinking water.

H.R. 628. An act to establish a pilot program in certain United States district courts to encourage enhancement of expertise in patent cases among district judges.

H.R. 4973. An act to amend the Fish and Wildlife Act of 1956 to reauthorize volunteer programs and community partnerships for national wildlife refuges, and for other purposes.

The enrolled bills were subsequently signed by the President pro tempore (Mr. INOUE).

ENROLLED BILLS SIGNED

At 12:27 p.m., a message from the House of Representatives, delivered by Mr. Novotny, one of its reading clerks, announced that the Speaker has signed the following enrolled bills:

H.R. 1107. An act to enact certain laws relating to public contracts as title 41, United States Code, "Public Contracts".

H.R. 6473. An act to amend the Internal Revenue Code of 1986 to extend the funding and expenditure authority of the Airport and Airway Trust Fund, to amend title 49, United States Code, to extend the airport improvement program, and for other purposes.

H.R. 6510. An act to direct the Administrator of General Services to convey a parcel of real property in Houston, Texas, to the Military Museum of Texas, and for other purposes.

H.R. 6533. An act to implement the recommendations of the Federal Communications Commission report to the Congress regarding low-power FM service, and for other purposes.

The enrolled bills were subsequently signed by the President pro tempore (Mr. INOUE).

At 12:47 p.m., a message from the House of Representatives, delivered by Mr. Novotny, one of its reading clerks, announced that the House has passed the following bills, without amendment:

S. 118. An act to amend section 202 of the Housing Act of 1959, to improve the program under such section for supportive housing for the elderly, and for other purposes.

S. 1481. An act to amend section 811 of the Cranston-Gonzalez National Affordable Housing Act to improve the program under such section for supportive housing for persons with disabilities.

ENROLLED BILL SIGNED

At 3:10 p.m., a message from the House of Representatives, delivered by Mrs. Cole, one of its reading clerks, announced that the Speaker has signed the following enrolled bill:

H.R. 2965. An act to amend the Small Business Act with respect to the Small Business Innovation Research Program and the Small Business Technology Transfer Program, and for other purposes.

The enrolled bill was subsequently signed by the President pro tempore (Mr. INOUE).

At 5:15 p.m., a message from the House of Representatives, delivered by Mr. Novotny, one of its reading clerks, announced that the House has passed the following bill, in which it requests the concurrence of the Senate:

H.R. 6540. An act to require the Secretary of Defense, in awarding a contract for the KC-X Aerial Refueling Aircraft Program, to