

**Biography**



Karen Malkin  
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Karen Malkin is the Director of Strategic Planning for the U.S. Department of Agriculture's Farm Service Agency. She oversees development and implementation of the agency's long-term Strategic Plan as well as annual performance planning and reporting, and the performance component of the annual Performance Budget. She co-chairs the agency-wide Budget and Performance Management Initiative (BPMS). In addition, her office is responsible for FSA's management controls, risk assessments, and coordinating a variety of management initiatives as well as performing administrative functions for the Commodity Credit Corporation (CCC).

Prior to accepting her present position, she served as the principal official regarding customer service, innovations, and electronic government for the U.S. Department of the Interior (DOI), Fish & Wildlife Service (FWS) and co-chaired DOI's Customer Service Forum where she developed systems and measures for addressing customer satisfaction on a broad scale. She also chaired both FWS and DOI teams working collaboratively to develop common goals and measures for Government Performance & Results Act (GPRA) purposes. She served on DOI's Performance Management Council.

In an earlier position at DOI's National Park Service, Ms. Malkin was on a GPRA pilot implementation team and served on a variety of cross cutting, interagency teams. She is an attorney and has worked as such in two law firms. Ms. Malkin holds a B.A. from The Johns Hopkins University, a J.D. from Georgetown University Law Center, and certificates in negotiation from Harvard University Law School. She is a two-time winner of the Secretary of the Interior's Customer Service Excellence Award, and has received Star Awards and Sustained Outstanding Performance Awards. In June 2004, she earned the Administrators Award for co-chairing the BPMS Core Team.