

Jackie Collins-Miller, the branch manager of Baltimore's Social Security office. Not long ago, she got a call from a woman who had received someone else's check by mistake. Jackie Collins-Miller jumped in her car, picked up the check, mailed it to the rightful owner, and called a few days later to make sure it had arrived. That's service that rivals anything you'll see in the private sector.

This story reflects the work that has been done throughout the Government, simply to listen to the people who pay the bills and are supposed to receive the service. When taxpayers said they wanted forms and instructions that were easier to understand, the IRS listened. When businesses going through customs in Miami said they wanted to get in and out quicker, the U.S. Customs listened. When veterans said they wanted more personal attention, Veterans Affairs listened.

This report contains more than 1,500 new standards for customer service that reflect the direct input of the American people. The standards are promises and commitments. In the days ahead, we'll measure our performance against these standards and report back to our customers.

The principles represent a major step toward the goal that Congress set in the Government Performance and Results Act to promote a new focus on results, service quality, and customer satisfaction in Government. And these standards help to fulfill the promise that the Vice President and I made a long time ago, to put the American people first again.

Again, this report was not written to sit on a shelf; it's meant to be read, used, and followed. It's written and organized to be customer-friendly, with chapters labeled Business, Veterans, and so on. Its contents are arranged not by agency or department but by customer group. It's organized for those who use Government, not for those in Government.

Finally, if you're wondering where the Cabinet Secretaries are and the agency heads are while I am bragging about what they're doing, they're not hiding in a bunker and hoping this will go away. [Laughter] Instead, they're busy. We have declared this day Customer Service Day all over the United States. And our Cabinet Secretaries are out there

serving their customers. In Chicago, the Veterans Affairs Secretary, Jesse Brown, will help veterans file benefit claims in the regional office. In New Britain, Connecticut, HUD Secretary Henry Cisneros will help renovate the home of Steven and Rachel Rival, recent recipients of a loan which allows people with low or moderate incomes to renovate distressed property. Altogether, there are 24 Customer Service Day activities taking place across our Nation today.

Let me close by thanking the Vice President for the extraordinary work that he and the National Performance Review folks have done since we embarked upon this task. Most people gave our efforts to reduce and improve Government service little chance to succeed. But he has proven them wrong; all of you have proven them wrong; events have proven them wrong. We just have to keep doing what we've been doing.

I want to thank him for the job he's done in general, and specifically for this report, which he will discuss in a moment.

I said when we introduced the NPR on March 3d, 1993—I'm not that old—[laughter]—although I feel that old today—[laughter]—and I quote, "We must change the way Government does business and make the taxpayer the valued customer and the boss again." We have made a very strong beginning. And with the energy and dedication of the people in this room and the leadership of the Vice President, we intend to keep on doing that as long as we are here.

Thank you very much.

NOTE: The President spoke at 11:50 a.m. in the Roosevelt Room at the White House.

Proclamation 6722—National Historically Black Colleges and Universities Week, 1994 *September 20, 1994*

By the President of the United States of America

A Proclamation

From Spelman to Fayetteville State, from Talladega to Texas Southern, historically black colleges and universities continue to play an essential role in our Nation's heritage.

For too many years in America, these schools were the only institutions of higher learning open to young African Americans. With their steadfast dedication to excellence in education, these proud schools help to nurture our country's greatest resource—the intelligence and imagination of our youth.

Historically black colleges and universities quickly earned distinguished reputations, both for the quality of their scholarship and for their commitment to guaranteeing equal opportunity for all. Their invaluable contributions are evident in the countless students, past and present, who have benefitted from the rich educational experience these institutions provide. Their graduates have become accomplished participants in every aspect of society, have raised new generations to respect the values of knowledge and discovery, and, with the unique perspective of their schooling, have immeasurably enriched the lives of their communities and of our entire Nation.

As we pause this year to recognize the continuing importance of these outstanding schools, we have new cause for optimism that such academic communities will remain vibrant and enduring leaders in American education. On November 1, 1993, I was proud to sign an Executive Order committing greater Federal attention to strengthening historically black colleges and universities. This order establishes a commission comprised of representatives from those schools, along with business leaders and other educational officials. Guided by the high standards set by our Goals 2000: Educate America Act, this commission will explore new ways to enhance the infrastructure of these institutions and to facilitate future planning and development. Working together, we can prepare these colleges and universities, some of America's finest, to meet the challenges of the twenty-first century and beyond.

To heighten awareness of that crucial goal and to recognize the critical role that historically black colleges and universities have played in the lives of African Americans throughout the land, the Congress, by Senate Joint Resolution 21, has designated the week beginning September 18, 1994, as "National Historically Black Colleges and Universities Week" and has authorized and requested the

President to issue a proclamation in observance of this commemoration.

Now, Therefore, I, William J. Clinton, President of the United States of America, do hereby proclaim the week of September 18 through September 24, 1994, as National Historically Black Colleges and Universities Week. I call upon the people of the United States, including government officials, educators, and volunteers, to observe this week with appropriate programs, ceremonies, and activities.

In Witness Whereof, I have hereunto set my hand this twentieth day of September, in the year of our Lord nineteen hundred and ninety-four, and of the Independence of the United States of America the two hundred and nineteenth.

William J. Clinton

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NOTE: This proclamation was published in the *Federal Register* on September 26.

Message to the Congress on Angola **September 20, 1994**

To the Congress of the United States:

I hereby report to the Congress on the developments since March 26, 1994, concerning the national emergency with respect to Angola that was declared in Executive Order No. 12865 of September 26, 1993. This report is submitted pursuant to section 401(c) of the National Emergencies Act, 50 U.S.C. 1641(c), and section 204(c) of the International Emergency Economic Powers Act, 50 U.S.C. 1703(c).

On September 26, 1993, I declared a national emergency with respect to Angola, invoking the authority, *inter alia*, of the International Emergency Economic Powers Act (50 U.S.C. 1701 *et seq.*) and the United Nations Participation Act of 1945 (22 U.S.C. 287c). Consistent with United Nations Security Council Resolution No. 864, dated September 15, 1993, the order prohibited the sale or supply by U.S. persons or from the United States, or using U.S.-registered vessels or aircraft, of arms and related materiel of all types, including weapons and ammuni-