

For: FSA Employees

Web Receipt for Service (webRFS) Stakeholder Outreach

Approved by: Deputy Administrator for Field Operations



1 Overview

A Background

The Food, Conservation, and Energy Act of 2008 (2008 Farm Bill), Section 14003 (7 U.S.C. 2279-1(e)) required FSA, NRCS, and RD to issue a receipt for service or denial of service, when requested, to a current or prospective producer or landowner. The requirements established by the 2008 Farm Bill were further amended by Section 12204 of the Agricultural Act of 2014 (2014 Farm Bill) to require that FSA, NRCS, and RD provide a receipt when a current or prospective producer or landowner requests a USDA benefit or service.

Procedural guidance about the December 2, 2014, implementation of webRFS, was provided in Notice CM-753. WebRFS is used by FSA, NRCS, and RD, to issue a receipt for service.

B Purpose

This notice provides employee guidance on:

- ensuring agricultural customer awareness of webRFS implementation
- where to access the webRFS poster and outreach tools.

C Contact

If there are questions about this notice:

- County Offices shall contact State Offices
- State Offices shall contact J. Latrice Hill, Director of Outreach, by e-mail at fsaoutreach@wdc.usda.gov.

Disposal Date	Distribution
January 1, 2016	All FSA employees; State Offices relay to County Offices

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2 General

A webRFS Outreach Resources

Outreach tools have been developed and cleared by OEA to assist offices in promoting the webRFS program. The following are posted in the “webRFS” folder in the “Outreach Toolkit” on the DAFO Outreach Sharepoint web site at <https://sharepoint.fsa.usda.net/mgr/DAFO/Outreach>:

- webRFS Press Release Template
- webRFS GovDelivery Bulletin text
- webRFS Poster
- Letter Template for Stakeholders.

B County Office Actions

COC's shall:

- remove all previous RFS posters in County Offices
- display new 8 ½ x 11 webRFS poster, in frame, on the service counter in the FSA Office, not just on the wall
- notify stakeholder organizations of webRFS implementation
- promote webRFS in local newspapers, including all local minority media, announcing the implementation and the ability to provide receipts.

C State Office Actions

DD's shall:

- ensure that each County Office prominently displays an 8 ½ x 11 webRFS poster, within a frame, on the service counter in the FSA Office, **not** just on the wall
- ensure that each County Office has notified stakeholder organizations of the webRFS process
- certify to SED, through the State Outreach Coordinator (SOC), that all counties in respective districts have complied no later than **October 23, 2015**.

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2 General (Continued)

C State Office Actions (Continued)

SOC's shall:

- work with Communications Coordinator (CC) to include webRFS implementation text in GovDelivery bulletins for 3 consecutive months
- work with State web administrators to post webRFS press release on State web sites
- notify State Office stakeholders of webRFS implementation using the webRFS letter template on the Outreach sharepoint web site.

Note: This includes 1890's, 19942, HSI Program Specialists who will share with State USDA grant recipients and partners.

SED's shall Report compliance of all County Offices to DAFO no later than **October 30, 2015**, by submitting a signed memo to **fsaoutreach@wdc.usda.gov**, with webRFS and the name of the State in the subject line.

Example: webRFS-MS.