UNITED STATES DEPARTMENT OF AGRICULTURE
Farm Service Agency
Washington, DC 20250

Notice CM-753

For: State and County Offices

Implementing Web Receipt for Service (webRFS)

Approved by: Administrator

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, **when requested**, for service or denial of service to a current or prospective producer or landowner.

Initial FSA guidance about issuing receipts was issued by DAFO in a memorandum dated June 4, 2008. Subsequent guidance was provided in Notice CM-694 and 1-CM requiring the use of AD-2088 when issuing receipts.

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** FSA, NRCS, and RD to provide a receipt when a current or prospective producer or landowner requests a USDA benefit or service. Specifically, 7 U.S.C. 2279-1, as amended by the 2014 Farm Bill, provides:

> *"**(e) Receipt for service or denial of service***
> *In any case in which a current or prospective producer or landowner, in person or in writing, requests from the Farm Service Agency, the Natural Resources Conservation Service, or an agency of the Rural Development Mission Area any benefit or service offered by the Department to agricultural producers or landowners, the Secretary shall issue, on the date of the request, a receipt to the producer or landowner that contains-*
> *(1) the date, place, and subject of the request; and*
> *(2) the action taken, not taken, or recommended to the producer or landowner."*

As a result of the statutory revisions, FSA, NRCS, and RD have collaboratively developed webRFS to issue and maintain receipts.

B Purpose

This notice provides State and County Offices with information about:

- USDA's implementation of webRFS and discontinuing use of AD-2088
- FSA benefits and services that require a Receipt for Service (RFS)
- required training
- frequently asked questions and answers (Q&A's).

Disposal Date	Distribution
August 1, 2015	State Offices; State Offices relay to County Offices

2 USDA's Two-Phased Implementation of Provisions Requiring RFS

A Phase I

The revised statute requires FSA, NRCS, and RD to issue RFS to a current or prospective agricultural producer or landowner who, in person or in writing, requests a service or benefit. As provided in the November 10, 2014, memorandum from the National Food and Agriculture Council (NFAC) (Exhibit 1), FSA, NRCS, and RD are jointly implementing Phase I on December 1, 2014. During Phase I:

- "benefit or service" shall include any information, program, and/or loan assistance provided to an individual or entity that is a current or potential agricultural producer or landowner

  Note: Other USDA/Federal agencies, lenders and individuals/entities with whom FSA has a current MOU or MOA, are not considered agricultural producers and landowners.

- "in person or in writing" shall include requests:

  - made at an FSA Service Center
  - received in an FSA Service Center by e-mail, FAX, or U.S. mail

  Notes: During Phase I, "in person or in writing" does not include requests made by telephone.

  UPS and FedEx shall be treated as U.S. Mail.

Exceptions: Any producer or landowner who requests a receipt must be provided RFS through webRFS, including telephone requests.

Producers reporting a NAP loss by telephone must be provided RFS through webRFS.

- RFS shall be provided through a combination of:

  - webRFS, and/or

  - providing the producer or landowner with a copy of a completed form documenting the action taken in response to their request.

B Phase II

After implementation of Phase I, USDA will evaluate:

- the effectiveness of webRFS
- issues and concerns raised by USDA stakeholders and employees.

This evaluation will be used to determine any additional required action.

3 FSA Benefits and Services Requiring RFS

A FSA Policy

During Phase I, FSA shall provide RFS, using webRFS, to any current or prospective agricultural producer or landowner who:

- requests a benefit or service listed in subparagraph B
- asks for a receipt.

B FSA Benefits and Services That Require RFS

RFS is required when a current or prospective agriculture producer or landowner:

- requests an FLP direct loan application
- submits an FLP direct loan application
- requests an FLP partial release, subordination, or consent application
- submits an FLP partial release, subordination, or consent application
- requests an FLP disaster set-aside application
- submits an FLP disaster set-aside application
- requests an FLP primary loan servicing application
- submits an FLP primary loan servicing application
- requests an FSFL application
- submits an FSFL application
- reports a NAP loss

  Note: Losses reported by telephone require RFS.

- requests an FP benefit or service, other than FSFL or reporting NAP losses

  Note: Use of webRFS is required when another form of documentation, such as a copy of a completed contract, is **not** provided.

- requests general program information not covered by one of the above
- requests a Level 2 eAuthentication account from LRA.

4 Implementing webRFS

A Accessing webRFS

The link for FSA Service Center employees to access webRFS will be provided before December 1, 2014.

B webRFS User's Guide

The webRFS User's Guide will be made available during the week of November 10, 2014, on the DAFO Training Website at **http://intranet.fsa.usda.gov/fsatraining**.

C Issuing RFS When webRFS Is Unavailable

All FSA Service Centers must maintain blank copies of the FSA input screen for manual completion of RFS if webRFS is unavailable. A blank copy of the input screen will be made available before December 1, 2014, on the DAFO Training Website at **http://intranet.fsa.usda.gov/fsatraining**. The original copy of a manually completed RFS will be provided to the customer. A copy will be maintained by FSA for entry into webRFS once the system becomes available.

D Obsoleting AD-2088

AD-2088 will be made obsolete December 1, 2014. FSA must discontinue using AD-2088 and begin issuing webRFS.

5 Training Requirements

A Training Participants

All National, State, and County Office employees are required to complete USDA RFS-2014 RFS training **no later than November 28, 2014**.

Note: Temporary employees must complete RFS training. All employees hired after November 28, 2014, are required to complete the training in AgLearn within 30 calendar days of onboarding. STC, COC, Field Reporter, and Field Assistant training guidance are forthcoming.

B Training Availability

The required training will be placed in each FSA employee's AgLearn to-do list the week of November 10, 2014.

6 RFS and webRFS Q&A's

A Common Q&A's

See Exhibit 2 for a list of:

- common Q&A's applicable to RFS and webRFS
- agency specific Q&A's applicable to RFS and webRFS.

B Contacts

If there are questions about this notice, County Offices shall contact the State Office. State Offices shall, for:

- webRFS questions, contact J. Latrice Hill by either of the following:
  - e-mail to **latrice.hill@wdc.usda.gov**
  - telephone to 202-690-1700
- FLP questions, contact Bill Cobb by either of the following:
  - e-mail to **bill.cobb@wdc.usda.gov**
  - telephone at 202-720-1059
- FP questions, contact Rick Blackwood by either of the following:
  - e-mail to **rick.blackwood@wdc.usda.gov**
  - telephone at 202-690-2530.

NFAC Memorandum

USDA
United States Department of Agriculture

MEMORANDUM

TO: FSA State Executive Directors, NRCS State Conservationists and RD State Directors

FROM: Administrator Val Dolcini
Chair, National Food and Agriculture Council (FAC)

Chief Jason Weller
Member, National Food and Agriculture Council (FAC)

Deputy Undersecretary Patrice Kunesh
Member, National Food and Agriculture Council (FAC)

SUBJECT: Receipt for Service

This memorandum serves to advise you of changes in the Receipt for Service statute. It also provides you guidance on implementing the revised statute. You are directed to begin to issue receipts in accordance with new statute and guidance on December 1, 2014.

Prioritizing customer service and moving towards a "One USDA" service delivery is in line with Secretary Vilsack's vision for USDA and is an important component to improving USDA's ability to serve all customers in a seamless and responsive way.

The 2008 Farm Bill required that FSA, NRCS, and RD provide, upon request, a receipt for the service provided. Section 12204 of the Agricultural Act of 2014 now **requires** FSA, NRCS, and RD to provide a receipt for service to customers. To comply with this directive, all three agencies have collaborated in creating a modern, efficient implementation of this provision that will complement the needs of our customers and employees. The Receipt for Service directive is covered by 7 U.S.C. 2779-1, as amended by the 2014 Farm Bill, which states "In any case in which a current or prospective producer or landowner, in person or in writing, requests from the Farm Service Agency, the Natural Resources Conservation Service, or an agency of the Rural Development Mission Area any benefit or service offered by the Department to agricultural producers or landowners, the Secretary shall issue, on the date of the request, a receipt to the producer or landowner that contains—

(1) the date, place, and subject of the request; and
(2) the action taken, not taken, or recommended to the producer or landowner

NFAC Memorandum (Continued)

Attached to this memorandum you will find information detailing training requirements for your filed offices and other information needed to implement the Receipt for Service program.

We thank you for your assistance with this effort and we look forward to this new era in customer service at our agencies. As a first step to implementing this new statutory agreement, we want to advise of this change in law and provide employee training to implement this process in all field offices effective December 1, 2014. Please notify your offices to comply with the new receipt policy and complete the required training outlined by each Agency.

Signed this day: November 10, 2014

By the following agencies:

Val Dolcini

Val Dolcini, Administrator, Farm Service Agency (FSA)

Thomas W. Christensen, FOR

Jason Weller, Chief, Natural Resource Conservation Service (NRCS)

Patrice Kunesh

Patrice Kunesh, Deputy Under Secretary, Rural Development (RD)

Attachments

RFS and webRFS Q&A's

A. General Questions

1. What Agencies are impacted by the RFS provisions?

Answer: The RFS provisions apply to FSA, NRCS, and RD. The Agencies, along with the applicable USDA Departmental level offices, collaborated to jointly implement RFS after the 2008 Farm Bill. For the implementation of the 2014 Farm Bill provisions, the Agencies collaborated to establish a two-phased approach. During Phase I, an RFS will be provided to current or prospective agricultural producers or landowners who request a benefit or service while vising a Service Center office, or by mailing, e-mailing, or faxing a request to a Service Center office. The RFS shall be provided through a combination of:

- webRFS, and/or
- providing the customer with a copy of a completed form documenting the action taken in response to their request.

During Phase II, the Agencies will evaluate the effectiveness of webRFS and issues/concerns raised by USDA stakeholders and employees to determine any additional action required.

2. Can I still use AD-2088, Receipt of Request for Benefit of Service Offered by USDA, after December 1, 2014?

Answer: No, AD-2088 will be removed from all Agency websites on December 1, 2014, and all FSA, NCRS, and RD employees must immediately begin using webRFS to provide an RFS.

3. How do I issue an RFS if webRFS is unavailable due to network or connectivity issues?

Answer: Each FSA, NRCS, and RD Service Center location must maintain copies of the paper version of their input screen for manual completion of an RFS if webRFS is unavailable. Whenever a manual RFS is completed, the original copy will be provided to the customer and a copy must be maintained by the Agency and entered in webRFS once the system becomes available. An entry must be made in the "Action Taken Addition Description" field indicating the receipt was provided manually. A copy of the receipt from webRFS does not have to be provided to the customer; however, the appropriate box should be selected to accurately reflect how the manual RFS was provided to the customer.

4. Am I required to maintain hard copies of receipts issued using webRFS?

Answer: No, all data entered on the input screens is captured by webRFS. The webRFS search capabilities can be used to find and print a receipt should it be needed in the future.

RFS and webRFS Q&A's (Continued)

A. General Questions (Continued)

5. Service Centers were required to maintain copies of receipts issued using AD-2088. What should be done with those copies once webRFS is available?

Answer: FSA, NRCS, and RD offices should continue to maintain copies of receipts issued using AD-2088 according to the guidance provided by their Agency when RFS was initially implemented after the 2008 Farm Bill.

6. Should I continue using the RFS posters dated March 2012 after December 1, 2014?

Answer: No, the March 2012 version of the poster includes a copy of a portion of AD-2088. In addition, the poster indicates a receipt is available "upon request." Guidance about the issuance and posting of a revised poster is forthcoming.

7. Will Departmental Regulation (DR) 4370-002, Providing a Receipt for Service or Denial of Service by the Farm Service Agency, the Natural Resources Conservation Service, the Rural Business Service, the Rural Housing Service, and the Rural Utilities Service, be revised to require the use of webRFS?

Answer: Yes, DR 4370-002 will be revised; however, revision may be deferred until an assessment of Phase I can be completed.

8. Do I have to provide a receipt to every customer?

Answer: 7 U.S.C. 2279-1, as amended by the 2014 Farm Bill, requires FSA, NRCS, and RD to provide an RFS to a current or prospective "agricultural producer or landowner" who requests any benefit or service offered by USDA. Beginning December 1, 2014, FSA, NRCS, and RD Service Center employees must provide an RFS to customers who either:

- are a current or prospective agricultural producer or landowner, who during an office visit; or in writing by e-mail, FAX, or U.S. mail, requests a benefit or service listed:
  - in Section C 2 of the webRFS User's Guide, or
  - as an option in the radio buttons under "Service Requested" on the webRFS input screen; or
- requests a receipt, regardless of whether or not it is listed in either of the above.

An RFS is not required for other Federal agencies, guaranteed lenders, and individuals/groups who have entered into a Memorandum of Understanding (MOU) or Agreement (contribution, direct, or reimbursable) as these parties are not considered an "agricultural producer or landowner." For example, RD will not issue receipts to FSA. FSA will not issue receipts to guaranteed lenders submitting guaranteed applications. NRCS will not issue receipts to organizations with whom they have entered into MOU's.

Note: Use of RFS may be expanded in the future.

RFS and webRFS Q&A's (Continued)

A. General Questions (Continued)

9. Do I have to provide a receipt for every service or benefit provided?

Answer: During Phase I, effective December 1, 2014, FSA, NRCS, and RD Service Center employees are required to provide an RFS for any benefit or service listed in Section C 2 of the webRFS User's Guide, as an option in the radio buttons under "Service Requested" on the webRFS input screen, or any time a customer requests a receipt.

10. What action should I take if a customer requests a receipt for a benefit or service not included in Phase I?

Answer: A receipt must be provided to any customer requesting an RFS, using webRFS, regardless of whether or not the benefit or service is included in Phase I. The radio button "Other:" should be selected as the "Service Requested" and an entry in the "Service Requested Additional Description" field will be required to document the request.

11. Am I required to enter an action in webRFS if the customer advises they do not want a receipt?

Answer: Yes, if the customer requested a benefit or service covered by Phase I listed in Section C 2 of the webRFS User's Guide, or as an option in the radio buttons on the input screen. Select the radio button "Customer Declined" in the "Receipt" field on the input screen. The customer will not receive an RFS; however, the data will be stored in webRFS and may be searched and retrieved at a later date, if necessary.

12. Am I required to provide an RFS if a current or prospective agricultural producer or landowner requests a benefit or service by telephone?

Answer: No, during Phase I, FSA, NRCS, and RD are not required to issue an RFS when the request for benefit or service is made by telephone, unless the customer specifically requests a receipt.

Exception: RFS will be provided for NAP losses reported by telephone.

13. Am I required to issue the RFS at the time the benefit or service was provided?

Answer: 7 U.S.C. 2279-1 requires the RFS be issued "on the date of the request." In situations where the request is received late in the day, or after the office has closed, the RFS must be issued on the next business day.

14. Where can I find a list defining the acronyms used on the RFS input screens?

Answer: All acronyms used on the FSA, NRCS, and RD input screens in webRFS are defined in Section B 1 of the webRFS User's Guide.

RFS and webRFS Q&A's (Continued)

A. General Questions (Continued)

15. Will customers be familiar with the acronyms used in webRFS?

Answer: Acronyms are only used on the input screens used by FSA and NRCS employees for data entry. All terms will be spelled out on the actual RFS provided to the customer.

16. Does the RFS have reporting capabilities that will allow agencies to track the number of receipts provided?

Answer: During Phase I, reporting capabilities will only be available in the National Office. Reporting capabilities for State Offices and Service Centers will be provided in the future.

17. Does webRFS validate USPS mailing addresses?

Answer: No. Address data entered into webRFS is not validated against USPS data.

18. Can I complete a receipt on behalf of another employee who provided the service?

Answer: No. Employees must enter their own transactions with a customer in webRFS as the receipt includes the name of the employee whose eAuth account was used to enter the data in the webRFS.

19. Can I issue receipts on behalf of another Agency?

Answer: Yes. The webRFS input screen will default based on the Agency code associated with the employee's eAuth account. However, if an employee is providing office coverage for another Agency, they may select the radio button for that Agency to access the appropriate input screen. As a courtesy, employees providing office coverage for another Agency should provide that Agency with a printed copy of any receipt issued in webRFS.

Note: Employees should only issue receipts on behalf of another Agency when providing office coverage for that Agency. If a customer inquiry results in a referral to another webRFS Agency, the employee should issue a receipt using their Agency input screen and select the option "Referral Made" in the "Action Taken" field.

RFS and webRFS Q&A's (Continued)

A. General Questions (Continued)

20. Can I reprint a receipt at a later date?

Answer: Yes, all data enter in webRFS is maintained and can be searched to allow receipts to be reprinted, if needed. Employees may complete searches using any of the following fields:

- First Name
- Last name
- Mailing Address
- City
- State
- ZIP Code
- Customer Email.

21. Am I required to complete the "Additional Description" fields associated with either "Service Requested" or "Action Taken"?

Answer: Use of the "Additional Description" field is required only when "Other" is selected in the "Contact Method" or "Action Taken" fields. Employees may opt to use the "Additional Description" fields whenever necessary to further document the benefit or service requested, or the action taken.

22. Who should I issue the RFS to if the request is made on behalf of an entity?

Answer: The RFS should be issued to the individual representing the entity, and the name of the entity should be entered in the optional "Business Entity" field.

23. How should RFS be handled if multiple entity members were present at the time the benefit or service was requested?

Answer: Select one member whose first and last name will be entered on the input screen. It may be the name of the entity member that typically represents the entity, or the member selected by the entity. The name of the entity must be entered in the optional "Business Entity" field, and the names of the additional entity members present at the time the benefit or service was requested should be documented in the "Service Request Additional Description" field.

24. Should I issue an RFS if a Civil Rights complaint is received?

Answer: Yes, employees should follow their Agency guidance regarding the procedure for forwarding the complaint to the Civil Rights staff and should issue an RFS using webRFS "Other" buttons, and "Additional Description" fields to document the service requested and action taken.

RFS and webRFS Q&A's (Continued)

B. FSA Specific Questions

1. **Why is it necessary to track both applications requested and applications received for FLP, but only applications requested for FP?**

   Answer: Many of the class action lawsuits have been linked primarily to the loan application process. Therefore, Phase I provides for more detailed tracking of programs subject to Equal Credit Opportunity Act (ECOA), such as when either FLP or FSFL applications are requested or received. This policy will be further evaluated in the future.

2. **Am I required to provide an RFS if a benefit or service is requested at an outreach event, such as a booth at the County Fair?**

   Answer: No. During Phase I, an RFS is only required when the benefit is requested, in person, at the Service Center, or by mailing, e-mailing, or faxing a request to the Service Center.

3. **Will I still be required to provide FSA-2303 when an incomplete FLP direct loan application is received as required by 3-FLP, subparagraph 45 B, if I have provided an RFS?**

   Answer: The Deputy Administrator for Farm Loan Programs is currently evaluating options to consolidate existing notification requirements to minimize the impact of webRFS implementation.

4. **Does the RFS eliminate the need to send incomplete and complete application, or eligibility letters to FLP direct loan applicants?**

   Answer: No, RFS does not replace any official form or correspondence currently required in FLP directives.

5. **If I receive a written request for an FLP direct loan application, can I include the RFS in the mailing with 3-FLP, Exhibit 5, and the application package?**

   Answer: Yes, both RFS and Exhibit 5, along with the application package, can be provided at the same time, either in person, or by mail.

6. **If a producer requests a change to their address, are both RFS and AD-2047 required?**

   Answer: No. A copy of AD-2047 should be provided to the customer in lieu of RFS.

7. **When will 1-CM be revised to remove the reference to AD-2088?**

   Answer: An amendment to 1-CM, addressing the use of webRFS, will be issued by the end of the calendar year.

RFS and webRFS Q&A's (Continued)

B. FSA Specific Questions (Continued)

8. Where do I find the paper version of the webRFS input screen that is to be used when webRFS is unavailable due to connectivity issues?

Answer: As directed in General Question 3, each FSA, NRCS, and RD Service Center location must maintain copies of the paper version of their input screen for manual completion of an RFS if webRFS is unavailable. Paper versions of FSA's input screen are available for printing on the DAFO Training Website at **http://intranet.fsa.usda.gov/fsatraining**. Whenever a manual RFS is completed, the original copy will be provided to the customer and a copy must be maintained by the Agency and entered in webRFS once the system becomes available. An entry must be made in the "Action Taken Addition Description" field indicating the receipt was provided manually. A copy of the receipt from webRFS does not have to be provided to the customer; however, the appropriate box should be selected to accurately reflect how the manual RFS was provided to the customer.

C. NRCS Specific Questions

1. If tool is housed in USDA Connect, it may be difficult to find it quickly, especially for people who don't use Connect on a regular basis. Is there some way to add it to the header bar (maybe next to My OCIO)?

Answer: The webRFS tool on USDA Connect can be saved as a favorite in your web browser, or as an additional homepage to make it easier to locate the tool.

2. If you run a search by State and do not add in service center, will it pull up results from all States?

Answer: Yes, to run the "Search" function, the user should enter at least one of the search criteria to narrow the search. The more data you enter the narrower the search and the more limited information you will get as a result of the search.

3. Will the web based tool be much like Protracts in that all is well on the east coast for accessing the tool during the morning hours, but in the afternoon access will be sporadic when the west coast users are online?

Answer: The webRFS tool will be a national and multi-agency tool, so there will be many users accessing the tool at any time. The difference from ProTracts is that the webRFS tool is a database that only captures and stores data. WebRFS does not connect to other NRCS or USDA business tools so the tool should not be impacted by the volume of users. Any issues identified in access or speed will be addressed in a future phase.

4. If you make a mistake and have already submitted the receipt, can you edit the saved receipt or just have to create a new one?

Answer: You would need to create a new receipt.

RFS and webRFS Q&A's (Continued)

C. NRCS Specific Questions (Continued)

5. Can you perform the search using wild cards?

Answer: No, the search function does not allow the use of wild cards.

6. Will the HTML attachment be blocked by some user's e-mail firewalls or antivirus?

Answer: The e-mail attachment was tested on various public/private e-mail services and there were no errors. **If** errors are identified they will be addressed to ensure that customers are able to receive the attachment by e-mail.

7. As we use the receipt and as more programs become available through the Farm Bill will additional options be added?

Answer: Yes, the options for programs and services offered in webRFS will grow and change as necessary to fit our business and the customers' needs.

8. In the County Office we may not always be able to load the receipt while the producer is here, do we have the option to load it after the producer leaves?

Answer: Yes, although the ideal answer is to provide the receipt at the time of service, the option is available for a receipt to be generated after the service is provided.

9. Do text messages count as telephone calls or as e-mails?

Answer: The text message should be handled like a telephone call, once the level of service involves e-mails then receipts should be issued.

10. A lot of times a telephone request will lead to an e-mail contact. For example, a person may call with a soils question; we may then e-mail them a soils report, and then answer follow up questions. When in the process do we need to provide a receipt?

Answer: When the service or communication moves to e-mails that is the time to begin providing a receipt.

D. RD Specific Questions

1. What RD programs are included in the webRFS?

Answer: The following programs are included in webRFS:

- Farm Labor Housing Loan and Grant Program
- Rural Energy for America Program
- Small, Socially Disadvantaged Producer Grant Program
- Value Added Producer Grant Program.

RFS and webRFS Q&A's (Continued)

D. RD Specific Questions (Continued)

2. Can we use webRFS to provide an RFS for RD programs other than the Farm Labor Housing Loan and Grant Program, Rural Energy for America Program Small, Socially Disadvantaged Producer Grant Program, and Value Added Producer Grant Program?

Answer: The 2014 Farm Bill only requires RD to provide an RFS to current or prospective agricultural producers and landowners that fall under these four (4) RD programs; however, there is an option in webRFS that allows you to capture other programs if a customer explicitly asks for a receipt.

3. In general, when should we provide an RFS?

Answer: If you are meeting with an individual agricultural producer or producer entity or landowner at your office or at another location, you should provide an RFS that includes the date of the meeting, the subject of the meeting, any action taken and recommendations to the customer(s).

4. Under what circumstances would we not provide an RFS to a customer?

Answer: You would not provide a receipt to a customer that you merely direct to another USDA Agency co-located in your office or who attends an outreach event where RD is giving a presentation to a group of people. In addition, a receipt is not required at every step in the loan or grant assistance process. RD has standard operating procedures for each program documenting actions taken through the processing and servicing of loan and grant applications and issuing a receipt for every step would be duplicative.

5. Do we need to provide an RFS to a customer who submits an application for assistance?

Answer: No. However, we must provide a copy of the cover page (e.g. SF-424) acknowledging the receipt of the application.

6. Do all RD employees have to use webRFS?

Answer: All RD employees are required to take the training and issue an RFS if a customer seeks information about the Farm Labor Housing Loan and Grant Program, the Rural Energy for America Program, the Small, Socially Disadvantaged Producer Grant Program, or the Value Added Producer Grant Program.

7. Do we still utilize the RD Contacts database for tracking our outreach meetings and events?

Answer: Yes, webRFS does not replace the RD Contacts database and employees must utilize the database to capture meetings and events to document their outreach metrics for program performance.