

For: FSA Employees

FSA Program Outreach and Outreach Tracking and Information System (OTIS)

Approved by: Administrator



1 Overview

A Background

FSA program outreach, public affairs and general outreach, recruitment, and special emphasis activities and responsibilities are handled by 4 separate staffs within the National Office.

The staffs are:

- Outreach Staff (OS)
- Office of External Affairs (OEA)
- Office of Civil Rights (OCR)
- HRD.

To simplify program outreach, public affairs and general outreach, recruitment, and special emphasis activities for State and County Offices, OTIS has been developed to better organize, categorize, approve and track activities.

OTIS enables State and County Offices to enter and store program outreach goals, enter Ag profile statistics, planned events results, maintain contact information, certify planned events, certify events' results at the State level (twice a year), approve and comment on planned events. The National Office may review and comment on bi-annual event results and generate reports.

Note: Future enhancement of OTIS is under development in FY 2009 and will include incorporating State Program Outreach (SPO) allocation requests and State Strategic Outreach Plans (SOP's).

Disposal Date	Distribution
October 1, 2009	All FSA employees; State Offices relay to County Offices

Notice AO-1444

1 Overview (Continued)

B Purpose

This notice, for program outreach and OTIS:

- defines roles, resources, and responsibilities for each staff
- clarifies National Office responsibilities
- explains evaluation criteria, approval procedures, and funding allotments
- provides contact information for National Office staff
- provides information about OTIS version 1.0.0.

C Contact

If there are questions about this notice, contact either of the following:

- Jorge Comas, OS, by:
 - e-mail at jorge.comas@wdc.usda.gov
 - telephone at 202-690-1098
- Nancy Bond, OS, by:
 - e-mail at nancy.bond@wdc.usda.gov
 - telephone at 202-690-1098.

2 Program Outreach and Promotional Events and Activities

A Clarification of National Office Responsibilities

The National Office fully supports State and County Offices with information that clearly explains the difference between program outreach, public affairs, recruitment, and special emphasis activities.

B OS, OEA, OCR, and HRD Staff Responsibilities

Depending on the activity, OS, OEA, OCR, and HRD staffs work together or independently.

Notice AO-1444

3 National Office Staff Roles and Responsibilities

A OS Program Outreach Activities

Because of Audit-09601-0011-AT, “Minority Participation in Farm Service Agency’s Farm Loan Programs”, FSA entered into an agreement with OIG, in early FY 2007, to rectify the identified problems and ensure that consistent program outreach activities are accomplished in all State and County Offices.

FSA, OS:

- is tasked with coordinating and managing funds allotted to regions and States for program outreach activities, initiatives, and projects
- informs farmers and ranchers about FSA programs and services; its goal is to increase participation of the underserved, including limited-resource farmers and women, in FSA programs, with special emphasis on the socially-disadvantaged or members of racial minority groups
- works with SED’s and State Outreach Coordinators (SOC) to help encourage SDA groups to participate in the COC election process; increased minority representation on COC’s is important for the survival of limited-resource farmers and ranchers
- partners with other USDA agencies to provide technical assistance, training, and enhanced program delivery to underserved communities, partners, and cooperates with the following:
 - community leaders
 - community-based organizations
 - farm worker groups
 - Hispanic servicing institutions
 - institutions of higher education, such as 1862, 1890, and 1994 Land Grant Colleges and Universities
 - local Government agencies
 - other Federal agencies
 - Tribal Governments.

Notice AO-1444

3 National Office Staff Roles and Responsibilities (Continued)

B Rating Description (Continued)

OS currently uses the following rating scale to evaluate and prioritize funding requests for targeted program outreach events and activities for each State.

Rating	Description
A	Event will have a targeted audience and be held in a county that has a 10 percent or higher operator minority population. (Based on guidelines from the Secretary of Agriculture and Census of Agriculture data).
B	Event will have a targeted audience and have over 50 percent minority or underserved participants.
C	Event will have a targeted audience and have up to 50 percent minority or underserved participants.

National Office Regional Outreach Coordinators (ROC's) evaluate each State's annual SOP and list of targeted program outreach events. Both must be complementary to have an effective State outreach program.

SOP's and funding requests **must** contain adequate information to accurately rate the event request. This necessary information includes:

- organization and entity name
- event name
- expected attendees
- cost items and included items
- speaker and talk by specific FSA representative(s)
- target audience
- geographic area covered
- event dates
- funds needed.

Cost items are costs broken down for items paid with outreach funding for approved outreach events such as rental of a room(s), chairs, tables, audiovisual services, printing, meeting or conference materials, FAX transmittals, booth space rental, registration fees and workshop registration.

Included items are things that State and County Offices usually get, receive free, or are given as part of the conference, and/or meeting support funding provided as a result of sponsorship of an approved program outreach event.

Notice AO-1444

3 National Office Staff Roles and Responsibilities (Continued)

B Rating Description

Cost items and included items:

- **must** be properly and clearly identified on each budget line-item for proper review, ranking, and approval
- are critical for accountability and funds control purposes.

Note: Promoting FSA to the general public, external liaison with farm and agri-business constituencies, career and job fairs, special emphasis events, exhibit management, media promotion, and translations are outside the scope of OS. These activities shall be coordinated with HRD, OCR, or OEA.

C Rating Description for FY 2010

The following Rating Scale will be used by the Outreach Staff in FY 2010 to evaluate and prioritize funding requests for targeted Program Outreach events.

Targeted Group	Targeted County	Percent Targeted	Rating
The event will be held in a Service Center area that has a 10 percent or higher minority farmers, ranchers, producers, agricultural land owners, farmworkers, etc., which specifically target African American, American Indian or Alaska Native, Asian Pacific Islander, and Hispanic American individuals, of ethnic groups protected under the Civil Rights Act [15 U.S.C. 67 (a) (5)] and women. (Based on guidelines from the Secretary of Agriculture and Census of Agriculture data.)	Yes	Over 50 percent	A 1
		Between 50 - 25 percent	A 2
		24 percent and below	A 3

Notice AO-1444

3 National Office Staff Roles and Responsibilities (Continued)

C Rating Description for FY 2010 (Continued)

Targeted Group	Targeted County	Percent Targeted	Rating
The event will be held in a Service Center area that has less than 10 percent minority farmers, ranchers, producers, agricultural land owners, farm workers who are African American, American Indian or Alaska Native, Asian Pacific Islander, and Hispanic American individuals, of ethnic groups protected under the Civil Rights Act [15 U.S.C. 67 (a) (5)] and women. (Based on guidelines from the Secretary of Agriculture and Census of Agriculture data.)	No	Over 50 percent	B 1
		Between 50 - 25 percent	B 2
		24 percent and below	B 3
The event will have a targeted audience of disabled farmers, ranchers, producers, agricultural land owners, farm workers, etc.	Yes/No	Over 50 percent	C 1
		Between 50 - 25 percent	C 2
		24 percent and below	C 3
The event will have a targeted audience of youth eligible for FSA programs.	Yes/No	Over 50 percent	D 1
		Between 50 - 25 percent	D 2
		24 percent and below	D 3
The event will have a target audience of non-minority underserved farmers, ranchers, producers, agricultural land owners, farm workers, etc., who are not: <ul style="list-style-type: none"> • youth • disabled. 	Yes/No	Over 50 percent	E 1
		Between 50 - 25 percent	E 2
		24 percent and below	E 3

Targeted Audience include individuals, groups, populations, or communities that USDA agencies have not effectively protected, supported or promoted in the delivery of programs and services on a fair and equitable basis including Socially Disadvantaged Applicants (SDA); such groups are defined in section 355 (e) of the Consolidated Farm and Rural Development Act (7 U.S.C. 2003 (e)).

3 National Office Staff Roles and Responsibilities (Continued)

C Rating Description for FY 2010 (Continued)

Historically, targeted audiences have been underserved, minority and women farmers/ranchers, farm workers, and land owners/operators that have limited resources; other minority groups (including American Indians and Alaska Natives); persons under the poverty level; and persons who have disabilities.

D FY 2009 Miscellaneous Payment for Outreach Events and Activities

Program outreach payments often go to a university or non-profit organization as a vendor/entity that is working with FSA for educational purposes instead of contractual agreement purposes. FSA is not purchasing a tangible item, which differentiates this process from procurement. Therefore, these outreach vendors/entities are not held to the same acquisition regulations as most vendors. Outreach vendors/entities are not required to register in Central Contractor Registration but it is an option.

As soon as BUD receives an appropriation, an allotment is made to OS. Under the current FY 2009 appropriations, funding for program outreach events and activities was authorized by OS from its allotment in allocations to each State Office through Notices BU-711 and BU-713, and memorandums signed by the Director, OS, authorizing additional FY 2009 program outreach funds.

Funding for additional outreach events through September 30, 2009, are approved on a State by State basis from FY 2009 SPO reserve funds managed through OS.

The procedures put in place to accomplish these policy goals include a SOP and SPO prepared by SOC's and approved by SED's. OS then reviews the documents and each proposed event/activity. The OS Director then approves the SOP, SPO, and necessary funds. At this point, the funds have been approved by both the State Office and National Office. SOC's are then responsible for following guidelines to make the necessary payments, developed by OS and BUD.

E Miscellaneous Payment Outreach Transmittal Document

To properly document an agreement between an FSA State or County Office and an outreach entity/vendor, a letter from the entity/vendor is needed specifying the requested amount, the payment purpose, and expected return to FSA (time set aside to speak about FSA programs, free registrations, free booth rental, etc.)

The SOC shall continue processing outreach payments using the Miscellaneous Payment Transmittal document that is currently being used.

3 National Office Staff Roles and Responsibilities (Continued)

E Miscellaneous Payment Outreach Transmittal Document (Continued)

The Miscellaneous Payment Transmittal document shall be:

- signed and approved by SOC
- FAXed to the Administrative Expenses Branch, Federal Operations Section at 816-926-1588, with a copy provided to the State Administrative Officer
- reviewed to ensure accuracy and completeness and then forwarded to the Financial Accounting Office (FAO) for obligation and payment.

Note: If this is the first time the vendor/entity is receiving payment, FAO will establish a vendor identification number in the Foundation Financial Information System (FFIS). Once payment is scheduled, the vendor/entity should receive payment anywhere from 3 to 10 workdays for checks and 3 to 5 workdays for electronic funds transfers (EF).

F Bona Fide Needs Rule

Any outreach cost associated with approved outreach events must meet the Bona Fide Needs Rule for that FY.

Bona Fide Needs Rule is when services are generally chargeable to the current allotment at the time the services are rendered. However, a need may arise in a FY for services which, by its nature (e.g. an outreach event and other outreach costs), cannot be separated. There are perfectly legitimate situations in which an obligation may be incurred in one FY with delivery of the outreach service/event to occur in the next FY.

If a targeted program outreach cost item must be paid in the current FY but the actual event occurs in the next FY, the SOC or County Office Outreach Coordinator (COOC) must request a justification in writing from the entity or organization documenting how the expense must be paid on a specific date in the current FY.

G Program Outreach Definitions

It is by statute that FSA uses the following definitions, because they are in the legislation that mandates FSA programs and services. **All** Federal agencies are mandated to deliver their programs to the public **without** discrimination.

Regional Outreach Coordinator (ROC) is a National staff representative responsible for coordinating and monitoring program outreach activities with States within their assigned regions.

3 National Office Staff Roles and Responsibilities (Continued)

G Program Outreach Definitions (Continued)

Socially-disadvantaged, as defined in the Food, Agriculture, Conservation, and Trade Act of 1990, Section 2501, Pub. L.101-624, is an individual or group who has been subjected to racial or ethnic prejudice because of their identity as members of a group without regard to their individual qualities. This may include ethnic groups protected under the Civil Rights Act of 1964 and referenced in section 8(a)(5) of the Small Business Act [15 U.S.C. 67 (a)(5)], which are as follows:

- Blacks, not of Hispanic origin
- American Indians or Alaskan Natives
- Hispanics
- Asians or Pacific Islanders.

Note: This definition was modified by the Agricultural Credit Improvement Act of 1992 to include gender.

State Outreach Coordinator (SOC) is FSA's representative or outreach liaison responsible for coordinating and monitoring program outreach activities for the State.

County Office Outreach Coordinator (COOC) is FSA's representative or outreach liaison responsible for coordinating and monitoring program outreach activities for the County Office or Service Center.

Underserved communities, customers, groups, individuals, or populations are defined as communities, individuals, groups, or populations that USDA agencies have not effectively protected, supported, or promoted in the delivery of programs and services on a fair and equitable basis. Historically, the underserved are minority and women farmers and/or ranchers, farm workers, and land owners and/or operators that have limited resources; other minority groups (including American Indians and Alaska Natives); persons under the poverty level; and persons who have disabilities.

H OEA Public Affairs Events

OEA performs the following 5 primary functions for FSA:

- congressional relations
- correspondence
- FOIA
- public affairs
- web management.

OEA responsibilities include news releases, fact sheets, brochures, speech writing, employee communications, language translations, booth rental, and exhibit management.

3 National Office Staff Roles and Responsibilities (Continued)

H OEA Public Affairs Events (Continued)

Most significant is executing general public contact through State and county fairs, conferences, producer events, exhibits, trade shows and meetings. This area is supported within OEA by budgeted funds for materials and promotional items that are used to distribute FSA contact information.

PAS establishes promotional/informational booths at conferences, trade shows, exhibits and fairs, and extends general FSA information to the public.

OEA's goal with public affairs is to educate the general public about the entire breadth of services available through FSA.

PAS coordinates with State and County Offices to supply booth display materials, FSA literature, and promotion items that carry FSA's web address and other contact information, so that the promotional item becomes a reminder about how to contact FSA.

OEA's exhibit management responsibility overlaps with 3 other FSA functions (HRD, OCR, and OS), because it is similar to their assigned tasks.

State and County Offices planning to participate in National, regional, State, or county functions involving exhibit displays or promotional items should coordinate efforts with OEA PAS. Public Affairs Branch operates with a limited budget to supply equipment and promotional items for events that are on its annual calendar, which is accessible on the web for State coordinators. Events may be added or deleted from the list at any time, but events added may **not** be adequately funded for the current year because of budget limitations.

OEA's budget provides State Offices with funds to be used **exclusively** for promotional items and event registration fees. A new project code was established to distinguish OEA funded items from specific OS items. The new project code for general promotional items and event registration fees is "A028".

Additional funds are set aside to cover costs for the top 30 National trade shows and conferences, which OEA manages from the National Office. Events excluded from this list, that SED or FSA deputy administrator recommends attending, **must** be considered on a case-by-case basis. If OEA's budget has been exhausted, then expenses will be the responsibility of the host State and/or sponsoring FSA deputy administrator.

The list of top 30 National trade shows and conferences will be reviewed and modified annually in August, to establish coverage for the upcoming FY.

Note: Promoting FSA to socially disadvantaged and underserved program participant career and job fairs, and special emphasis events is beyond the scope of PAS. These activities shall be coordinated with HRD, OCR, or OS.

3 National Office Staff Roles and Responsibilities (Continued)

I OCR Special Emphasis Programs (SEP's)

OCR is responsible for providing leadership, direction, and advice to management and employees through administering programs, policies, and procedures that guide, educate, and support the enhancement of fair and equitable treatment for all employees and the people FSA serves.

FSA OCR is responsible for administering SEP's and oversees the activities of FSA SEP's. The primary responsibility of each SEP is to assist and provide support to OCR staff in planning, implementing, and monitoring accomplishments of FSA's Affirmative Employment Plan and SEP's.

SEP's presently active within FSA include:

- Asian/Pacific American Program
- Black Emphasis Program
- Federal Women's Program
- Hispanic Employment Program
- Native American/Alaskan Native Program
- Persons with Disabilities.

J HRD Recruitment Events

HRD provides human resource services to FFAS mission area agencies including FAS, FSA, and RMA. HRD's mission is to attract, motivate, develop, retain, and reward FFAS's most valuable resource; employees. HRD develops policies and administers programs in the following functional areas:

- classification, organization, and employment
- employee and labor relations
- employee development and training
- performance management, awards, and benefits
- workforce planning and analysis.

HRD is responsible for recruiting the talent needed to fill mission-critical positions for FAS, FSA, and RMA, which encompasses a variety of career fields. To do so requires HRD to identify potential candidate pools through various recruitment sources such as university career fairs, professional association conferences, and partnerships with student/alumni organizations. HRD uses certain recruiting techniques to effectively market career opportunities for FAS, FSA, and RMA. Five Regional Recruitment Teams (RRT's) have been established to participate in recruitment activities and to establish and maintain networks with educational institutions, community groups, and special interest organizations to develop and maintain a highly qualified pool of applicants to meet mission-wide hiring needs.

Notice AO-1444

3 National Office Staff Roles and Responsibilities (Continued)

J HRD Recruitment Events (Continued)

HRD partners with USDA on recruitment activities and with FSA OCR on targeted and special emphasis recruitment initiatives. Partnering with USDA and OCR allows FSA to cover a greater number of career fairs. The recruitment function **must** be accomplished according to the Merit Promotion principles and external hiring procedures established by OPM. Anyone engaged in recruitment activities **must** be trained and certified.

To support recruitment activities, part of HRD's budget has been allocated to provide the recruitment tools necessary to assist RRT's and FSA to implement recruitment and marketing strategies designed to attract exceptional men and women who have diverse professional experiences, academic training, and competencies for careers with FAS, FSA, and RMA. The allocation provides for purchasing advertisements, recruitment promotional items, registration fees, and travel associated with attendance at National conferences and career fairs, and partnership agreements with student organizations. The allocation does **not** provide for registration costs associated with each State Office's participation at local conferences and career fairs.

Upon written request, the Kansas City Human Resources Office provides recruitment displays, recruitment giveaways, and marketing flyers to RRT's, human resources staff, and other employees who have been tasked with participating in recruitment events.

Note: Promoting FSA to the general public, external liaison with farm and agri-business constituencies, socially disadvantaged and underserved program participants, exhibit management, media promotion, and translations are beyond the scope of HRD. These activities shall be coordinated with OCR, OEA, or OS.

4 OTIS

A Outreach Reporting Requirements

OTIS is a new web-based application that supports Program Outreach reporting requirements. The creation and use of OTIS also meets requirements in the agreement between FSA and OIG about Audit-09601-0011-AT, "Minority Participation in Farm Service Agency's Farm Loan Programs". Those requirements include designing and implementing a data and information collection, distribution and monitoring system, preferably automated. The primary users of the system are COOC, SOC, and ROC. It is intended to be used by the following.

County Users	State Users	National Users	Other Users
COOC's	SOC'S	OS Director	OCR
		OS Deputy Director	DAFO
		ROC	OEA
			HR
			DD
			State Office

Notice AO-1444

4 OTIS (Continued)

B OTIS Perspective

After the State users enter outreach goals, COOC's and SOC's shall enter the planned outreach events for the upcoming FY. SED's shall certify the planned events and with ROC's recommendations, the OS Director approves the plans for the upcoming FY.

Throughout the year, County Office staff will conduct and participate in program outreach events, both planned and unplanned. As the planned events occur, county users will log event results in OTIS.

SOC's will edit the results and certify them before ROC's review the results on a semi-annual basis.

OS uses the results to report Section 10708 information as required by the 2002 Farm Bill and to generate accomplishments and participation reports. OEA and OCR may generate reports using the system.

To access OTIS, users will need an e-Authentication Level 2 account. There are 4 user levels:

- county users (COOC's) enter:
 - the name and title of 1 County Field Office staff who plans, attends, and conducts the event
 - planned events for the upcoming FY
 - event results
 - and maintain event partner's contact information
- State users (SOC's):
 - have user profile administration
 - enter State outreach goals
 - optionally enter and/or edit planned events for the upcoming FY
 - optionally enter and/or edit event results
 - enter and maintain event partner's contact information
 - certify planned events and event results
- SED's review and concur with planned events and event results

4 OTIS (Continued)

B OTIS Perspective (Continued)

- National users:
 - ROC's:
 - approve planned events for the upcoming FY
 - enter State-level, lump sum annual SPO allotment or make adjustments
 - enter State-level comments for event results
 - Director (OS) approves and authorizes Office of Business and Finance (OBF) to release State Program Outreach funds

Note: Other users (OCR, DAFO, DD, State Office, OEA and HR) generate reports.

C Assumptions, Dependencies, and Constraints

Other information for OTIS users:

- OTIS is dependent on e-Authentication service for user authentication
- Internet Explorer 6.0 or higher is required on user computers
- OTIS is only available within the FSA Intranet
- Microsoft Excel 2003 or higher and Adobe Acrobat Reader 6.0 is required to generate reports.

D General Rules

The following general rules apply to OTIS users:

- the system provides access to authorized users who have USDA e-Authentication Level 2
 - Note:** Authorized users in the State are determined by SED.
- user privileges are managed manually, not from e-Authentication
- the system will automatically determine the appropriate COOC and restrict data entry to the respective county only
- the system automatically determines the appropriate SOC and restricts access to the respective State only
- when a user opts to cancel out from a screen, all the unsaved data on that screen is lost

4 OTIS (Continued)

D General Rules (Continued)

- all date fields are formatted as MM/DD/YYYY
- the system automatically identifies the event creator and displays the creator's name and title, e.g., John Smith, SOC
- the system automatically records the name and title of the individual who last modified the event, but will not display this information
- due dates:
 - each SOC determines the due dates for entering planned events and event results
 - the due date allows sufficient time for SOC's to review OTIS data, discuss data with SED, certify data and have SED approve before reporting the outreach data to ROC's
 - ROC's will set the deadline for certifying data
 - OTIS will not capture or enforce due dates
- all required fields must be entered before saving.

E State Program Outreach Goals and Time Frames

The system allows SOC's to enter and update State goals. SOC's will enter and update State goals for the new FY **before** county and State users begin entering planned events for the upcoming FY.

Note: OTIS will not capture or enforce due dates.

F Ag Profile Statistics

FSA is working with NASS to export the 2007 Ag census data for the entire United States (by county). OTIS allows the data to be entered and edited for all States and counties but this function will be performed in the National Office.

Ag profile statistics:

- include population and agricultural producers by race, gender, and National origin
- **cannot** be entered for multiple years.

4 OTIS (Continued)

G Planned Events

For planned events, the system:

- allows COOC's and SOC's to enter planned events for the upcoming FY
- provides online forms with predefined lists, where possible, to help ensure data consistency
- prompts users to complete required fields before saving
- provides an option to save
- provides an option to cancel all entries on the active window
- allows COOC's to edit planned event data **before** it is certified
- allows SOC's to edit certified planned events
- will **not** allow planned events to be entered for dates that fall outside the upcoming FY
- allows users to select only 1 target audience for an event
- allows users to select multiple barriers for an event
- allows users to select multiple FSA programs to be presented at multiple events
- allows duplicate event names (such as multiple meetings of FFA or Women in Agriculture Chapters)
- allows users to enter estimated target audience attendance if the planned event is an FSA sponsored meeting
- allows only 1 County Field Office staff name and title associated with an event.

H Certifying Planned Events

OTIS will allow SOC's to certify planned events (once a year) at the State level. The system will not provide notification to COOC's to stop entering planned events **after** SOC's certify the data.

4 OTIS (Continued)

I Approval of State Plans

The system allows ROC's to approve planned events and displays a list of States with planned events that have been certified and are ready to be approved.

ROC's will **not** be restricted from approving planned events **after** September 30th of the previous FY.

J State Program Outreach Allocations

OTIS provides a screen where ROC's enter each State's approved program allocation. The system will allow only 1 budget amount per State per FY under Phase I.

K Events Results

The system will:

- provide an online form for COOC and SOC users to enter event results
- display the event information that was previously entered for a planned event
- provide predefined lists, where possible, in the data entry fields to ensure data consistency
- prompt COOC and SOC users to complete required fields before saving
- **not** validate that the actual event date falls within the current FY
- validate that no single race, sex, and national origin (RSNO) attendance value exceeds the total attendance

Note: The sum of all RSNO attendance can exceed total attendance.

- **not** validate that only 1 county has claimed credit for an event
- validate that the RSNO attendance results have been entered if the event is FSA sponsored
- allow only 1 County Office name and title associated with an event
- determine whether an event is planned or unplanned.

Note: An event is designated as planned if it is part of the certified planned events.

Notice AO-1444

4 OTIS (Continued)

L Event Results Certification

The system allows SOC users to certify event results (twice a year) at the State level. After event results have been certified, OTIS will allow COOC and SOC users to enter event results for events that predated the certification date but whose event results were not available at the time results were certified. Those events will be certified and reported in the following report period. Only certified data will appear in the reports.

Note: The system will not provide notification to county users to stop entering event results while the State user certifies the data.

M Partner Contact Management

The system allows COOC's and SOC's to enter partner contact information through the contact management tool according to the following:

- only 1 contact person per event may be entered
- multiple contacts per partner organization may be entered
- the system will not validate that contact addresses are within a State
- COOC's and SOC's are allowed to delete a contact if the contact is not associated with an event.

5 Action

A State Office Action

State Offices shall ensure that County Offices understand and follow the provisions of this notice.

B County Office Action

County Offices shall:

- follow the provisions of this notice and the OTIS training manual provided for COOC's
- access the training manual from the FSA Intranet Home Page located at <http://intranet.fsa.usda.gov/fsatraining/>

Notice AO-1444

6 Contact

A OS Outreach Coordinator Contacts

The following table provides outreach coordinator contacts.

IF a...	THEN contact...
<ul style="list-style-type: none"> • CED • County Office Outreach Coordinator • farm loan manager • community based organization • land-grant university • local government • Tribal Government 	State Outreach Coordinators.
<ul style="list-style-type: none"> • community-based organization • land-grant university • State Outreach Coordinator 	ROC's for the region according to subparagraph B.

B OS ROC Contacts

Community-based organizations, land-grant universities, and State outreach coordinators shall contact the appropriate ROC according to this table.

ROC Contacts by Region			
Region	Name	Telephone	E-Mail
Central includes Illinois, Indiana, Iowa, Kentucky, Michigan, Missouri, Ohio, West Virginia, and Wisconsin.	John Davis	202-401-7169	john.davis@wdc.usda.gov
Northeast includes Connecticut, Delaware, Maine, Maryland, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, and Rhode Island, and Vermont.	Vacant	202-690-1700	jorge.comas@wdc.usda.gov
Northwest includes Alaska, Idaho, Minnesota, Montana, Nebraska, North Dakota, Oregon, South Dakota, Washington, and Wyoming.	Nancy Bond	202-690-1098	nancy.bond@wdc.usda.gov

6 Contact (Continued)

B OS ROC Contacts (Continued)

ROC Contacts by Region			
Region	Name	Telephone	E-Mail
Southeast includes Alabama, Arkansas, Florida, Georgia, Louisiana, Mississippi, North Carolina, Puerto Rico, South Carolina, Tennessee, and Virginia.	Vacant	202-690-1700	jorge.comas@wdc.usda.gov
Southwest includes Arizona, California, Colorado, Hawaii, Kansas, Nevada, New Mexico, Oklahoma, Texas, and Utah.	Jorge Comas	202-690-1700	jorge.comas@wdc.usda.gov

C OCR Contact

SEP managers shall contact Johnny Toles, OCR, by either of the following:

- e-mail at **john.toles@wdc.usda.gov**
- telephone at 202-401-7220.

D OEA Contact

State Offices shall contact Kent Politsch, OEA PAS, for promotional public affairs events/activities by either of the following:

- e-mail at **kent.politsch@wdc.usda.gov**
- telephone at 202-720-7163.

E HRD Contact

State Offices shall contact Barbara Boyd, HRD, for recruitment events/activities by either of the following:

- e-mail at **barbara.boyd@wdc.usda.gov**
- telephone at 202-401-0089.