

For: State Offices

2019 National Farm Loan Programs Policy, Outreach, and Distressed Borrower's Training

Approved by: Acting Administrator



1 Overview

A Announcement

The 2019 National Farm Loan Policy, Outreach, and Distressed Borrower's Training has been scheduled for Monday, September 9, through September 13, 2019, in Detroit, Michigan. The meeting will include sessions covering Farm Loan policy, outreach, and a specialized session on serving customers experiencing financial crises.

B Purpose

This notice informs State Offices about each training and provides detailed information on:

- dates and location
- hotel accommodations
- transportation travel authorization.

C Contact

Direct questions about this notice to the applicable training session:

- Farm Loan Programs Policy:
 - Houston Bruck, FSA-DAFLP-LMD, houston.bruck@usda.gov
 - Mike Moore, FSA-DAFLP-LMD, michael.moore@usda.gov
- Outreach, J. Latrice Hill, FSA-OMS-OO, latrice.hill@usda.gov
- Distressed Borrowers (Farm Stress), Esther Lin, FSA-OMS-OO, esther.lin@usda.gov
- General inquiries, Allison Bridges, FSA-DAFO, allison.bridges@usda.gov.

Disposal Date	Distribution
December 1, 2019	State Offices

Notice AO-1733

2 Overall Training Schedule

A Training Location

The training will be held at the Detroit Marriott at the Renaissance Center, 400 Renaissance Drive, Detroit, Michigan 48243. Additional information can be found on the hotel's website at <https://www.marriott.com/hotels/travel/dtwdt-detroit-marriott-at-the-renaissance-center/>.

B Meeting Dates and Times

Three concurrent training sessions are planned:

- Farm Loan Policy Meeting - September 9th through 12th
- Outreach Training - September 10th through 12th
- Distressed Borrower (Farm Stress Training) - September 10th **or** September 12th (two separate sessions).

Training sessions include lectures, interactive discussions, and group exercises. Additional training information and materials will be posted to the SharePoint website at https://usdagcc.sharepoint.com/sites/fsa-0a/field-office/FSA_2019_Farm_Loan_Policy,_Outreach,_and_Distressed_Borrower_Training/.

Note: Participants will be restricted to only attending assigned sessions, such as FLP Policy, Outreach or Distressed Borrowers.

3 Farm Loan Policy Training Details

A FLP Policy Training Overview

Training topics to be covered include training best practices, human capital management, loan making and servicing training, operational updates, policy changes and several other pertinent loan program topics. Sessions on farm stress and managing safety in the office and on the farm are also planned.

B FLP Policy Meeting Dates and Times

Training will take place Monday, September 9 through Thursday, September 12. Sunday the 8th and Friday the 13th will be authorized travel days to accommodate the training schedule. Each State was previously allocated a specific number of participant slots in an email sent Monday, August 5th.

Note: Participants are not authorized to schedule return flights before the end of the training.

4 Outreach Training Details

A Outreach Training Overview

With the rollout of Farm Bill programs and trade relief programs, FSA is prioritizing training for employees to conduct effective outreach and engage local, State, and regional stakeholders. This training will help State outreach coordinators employ modern, customer-first strategies, and uphold agency responsibility to reach a broad section of producers.

B Outreach Meeting Dates and Times

Training will take place Tuesday, September 10 through Thursday, September 12. Authorized travel days will be Monday, September 9 and Friday, September 13.

Note: Participants are not authorized to schedule return flights before the end of the training.

5 Distressed Borrowers (Farm Stress) Training Details

A Distressed Borrowers Training Overview

Under an earlier pilot, approximately 30 States were allocated employee slots for this training. FSA is conducting training for field employees on serving customers experiencing financial crises. Employees in high loan delinquency and disaster assistance payment States were identified as a core group to receive more in-depth, in person training to improve their ability to manage and de-escalate challenging interactions, deliver adverse program decisions or news, and seek help for customers who threaten or share thoughts of suicide. Over the last year, these employees have received online and other training to address this need. This in-person training builds upon prior introductory materials.

Note: There are a limited number of slots still available for states not part of the earlier pilot. Those interested should contact Esther Lin according to subparagraph 1 C.

B Distressed Borrowers Meeting Dates and Times

Training will be broken into two separate days:

- Group 1 will be trained on Tuesday, September 10. Authorized travel days for approved participants will be Monday, September 9 and Wednesday, September 11.
- Group 2 will be trained on Thursday, September 12. Authorized travel days for approved participants will be Wednesday, September 11 and Friday, September 13.

Note: Participants are not authorized to schedule return flights before the end of the training.

Notice AO-1733

6 Travel and Hotel Authorizations

A Travel Authorization

Participants shall:

- make their own travel arrangements, as soon as possible, using the most efficient means of transportation
- schedule flights according to their assigned training session.

Note: Travelers are encouraged to book fully refundable tickets.

Each participant **must** use CONCUR for commercial travel reservations and **must** have an approved CONCUR electronic travel authorization **before** incurring travel expenses. This notice does **not** constitute an approved travel authorization. Per diem for Detroit, Michigan is \$187 (\$131 for lodging and \$56 for M&IE) per day. Once in the authorization, enter the following fields at the general tab:

- Type Code - single trip
- Purpose – training
- Document Detail - 2019 National Farm Loan Programs Policy, Outreach, and Distressed Borrower's Training.

B Travel Codes by Training

In CONCUR, Farm Loan Programs Policy (including State Executive Directors) participants must select the appropriate accounting code.

19-ACIF-NATL-FLP-TRAINING – FLP employees (HQ, STO, CO)
19-COF-NATL-FLP-TRAINING – CO nonFLP employees
19-HQ-NATL-FLP-TRAINING – HQ, nonFLP employees
19-STO-NATL-FLP-TRAINING – STO nonFLP employees

In CONCUR, Outreach participants must select the appropriate accounting code.

19-COF-NATL-OUTR-TRAINING – COF employees
19-STO-NATL-OUTR-TRAINING – STO employees
19-HQ-NATL-OUTR-TRAINING – HQ non-Outreach employees

Notice AO-1733

6 Travel and Hotel Authorizations (Continued)

B Travel Codes by Training (Continued)

In CONCUR, Distressed Borrower participants must select the appropriate accounting code.

19-COF-NATL-STRS-TRAINING – COF employees

19-STO-NATL-STRS-TRAINING – STO employees

19-HQ-NATL-STRS-TRAINING – HQ employees

C Centrally Billed Account (CBA)

Participants who do **not** currently possess a valid government-issued travel credit card must use the CBA option in CONCUR to purchase airfare. For hotel accommodations, these participants must secure their reservation using their personal credit card and be reimbursed as part of the trip per diem during the expense vouchering process performed after travel. M&IE is also charged to the traveler's personal credit card for later reimbursement through the vouchering process.

For questions about using CBA, submit a ServiceNow intake form for the Financial Management Department at <https://myfpac.usda.gov/> using the “myFPAC Services” tool.

D Hotel Accommodations

Room reservations have been made on behalf of all participants. Participants are to contact the hotel starting **Thursday, August 29, 2019** and ensure dates align with assigned sessions. Use the following telephone number to contact the hotel and confirm the reservation by first and last name.

Detroit Marriott at the Renaissance Center,
Renaissance Center, 400 Renaissance Drive
Detroit, Michigan 48243
Phone: 313-568-8000

The per diem rate for lodging is \$131 and M&IE is \$56. Each participant is already booked under the Government per diem rate for lodging.

Group Name: USDA FSA Training
Per Diem Rate: \$131/Night
Check-In: Sunday, September 8, 2019
Check-Out: Friday, September 13, 2019

6 Travel and Hotel Authorizations (Continued)

D Hotel Accommodations (Continued)

Check in time is 3 p.m. Checkout time is noon. In the event that a reservation needs to be cancelled, participants shall notify the hotel 24 hours before the date of check-in to avoid a cancellation fee. Any reservation canceled less than 24 hours before check-in will result in the individual's credit card being charged a minimum of one night's stay and tax. Also, participants must advise the hotel at or before check-in of any change in the scheduled length of stay to avoid an early departure fee of \$75.

Parking is available on site for \$25 daily, and \$35 daily for valet parking.

E Hotel Transportation Options

Transportation from Detroit Metropolitan Wayne County Airport to the hotel is the responsibility of the participant. Participants must make their own travel arrangements using the most efficient means of transportation. Either of the following is available:

- taxicab: fee is approximately \$52 one way
- Uber/Lyft; fee is approximately \$40 one way.

Note: No Hotel Shuttle is available.

7 Additional Information

A Reasonable Accommodations

Participants may notify the airline and hotel directly if any special accommodations are necessary.

If on-site accommodations are necessary to attend this training, notify Tamera Wright **no later than Thursday, September 5, 2019**, by either of the following:

- email to tamera.wright@usda.gov
- telephone at 202-205-1292.

B Documenting Training Attendance in WebTA

When reporting in the **Activity Report System** section of webTA, use the applicable program code and activity code training. For travel time use either program code and activity code travel.

C GM Renaissance Center Information:

The hotel is part of the GM Renaissance Center Complex, which consists of seven connected skyscrapers and is the world headquarters of General Motors. You can visit the Renaissance Centers website at <http://gmrencen.com> for information on shopping, dining, and other events.