

For: FSA Employees

**Mandatory Cross-Training Initiative**

Approved by: Associate Administrator for Operations and Management



**1 Overview**

**A Background**

USDA’s work constitutes one of the broadest portfolios in the Federal Government. USDA’s leadership in agriculture extends to conservation, food safety, nutrition, and rural development. Because USDA’s role is often one of direct service to millions of Americans throughout the country, the quality of USDA’s customer service and the effectiveness of USDA’s program delivery are critical to USDA’s success in each of these areas.

It is often the case that the producers walking through FSA’s doors are well aware of their needs, but not as familiar with the array of resources available to them throughout USDA. Additionally, it is rarely the case that one USDA agency alone will meet the overall needs of a producer.

For this reason, it is critical for employees who interact with the public to develop cross-agency program knowledge. Doing so will also contribute greatly to FSA’s efforts to reach out to veterans, beginning farmers, and SDA farmers through initiatives, such as **StrikeForce** and **Know Your Farmer, Know Your Food**. To achieve this, a USDA cross-training team was established and has developed an AgLearn web-based training. This training will help ensure that employees serving the public are familiar with the full range of programs that are available to FSA’s customers with the overall goal of improving customer service across USDA. The training curriculum includes information about programs available through AMS, FSA, NRCS, RMA, and RD.

This is an opportunity to build FSA’s capacity and continue to be an indispensable resource to producers.

**B Purpose**

This notice provides instructions for completing the USDA Cross-Training Initiative courses.

<b>Disposal Date</b>	<b>Distribution</b>
October 1, 2013	All FSA employees; State Offices relay to County Offices

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### 2 Cross-Training Initiative

#### A Accessing Cross-Training Initiative Courses

All State and County Office employees are **required** to complete the following 17 cross-training courses:

**Notes:** STC and COC members and field assistants are **not** required to complete the training.

FSA National Office employees (Washington, DC; Kansas City; St. Louis; and APFO) are **required** to take the “FSA Overview” course and are also encouraged to take the other 16 courses.

- AMS Organic 101, USDA-CTP-AMS-001
- AMS Organic 201, USDA-CTP-AMS-002
- FSA Overview, USDA-CTP-FSA-001
- FSA Loan Programs, USDA-CTP-FSA-002
- FSA Noninsured Crop Disaster Assistance Program (NAP), USDA-CTP-FSA-003
- NRCS Overview USDA-CTP-NRCS-001
- NRCS Conservation Technical Assistance Program, USDA-CTP-NRCS-002
- NRCS Partners, USDA-CTP-NRCS-003
- NRCS Conservation Programs Part I, USDA-CTP-NRCS-004
- NRCS Conservation Programs Part II, USDA-CTP-NRCS-005
- NRCS Wetland and Highly Erodible Land Compliance, USDA-CTP-NRCS-006
- RMA Crop Insurance 101, USDA-CTP-RMA-001
- RMA Crop Insurance Cycle, USDA-CTP-RMA-002
- RD Overview, USDA-CTP-RD-001
- RD Rural Business-Cooperative Service Programs, USDA-CTP-RD-002
- RD Housing and Community Facilities Programs, USDA-CTP-RD-003
- RD Rural Utilities Service Programs, USDA-CTP-RD-004.

The courses have been assigned to employees’ “To-Do List” in AgLearn.

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### 2 Cross-Training Initiative (Continued)

#### B Employee Action

Employees shall:

- access AgLearn to begin USDA cross-training courses
- complete this training no later than **COB September 30, 2013**.

Step	Action
1	Access AgLearn at <a href="http://www.aglearn.usda.gov">http://www.aglearn.usda.gov</a> .
2	On the aglearn+ Screen, CLICK “ <b>Login</b> ”. The eAuthentication Warning Screen will be displayed. CLICK “ <b>I Agree</b> ”.
3	On the eAuthentication Login Screen, enter the user ID and password and CLICK “ <b>Login</b> ”.
4	On the aglearn+ Home Page, the “To-Do List” will be displayed. Place the cursor on the course title and a pop-up box will be displayed, CLICK “ <b>Go to Content</b> ”.
5	A “Confirmation” pop-up window will be displayed. CLICK “ <b>Yes</b> ” to launch the course now. The course will be displayed. CLICK “ <b>Next</b> ” on the Menu to begin the course. On the Exam Completed Screen, CLICK “ <b>Next</b> ” and the course will close.
6	Employees shall check their “ <b>Completed Work</b> ” in AgLearn to ensure that the training has been marked completed.
7	A “ <b>Survey</b> ” will be displayed on the “To-Do List”. Place the cursor over the survey title and a pop-up box will be displayed. CLICK “ <b>Open</b> ” and select the appropriate radio buttons.
8	After the survey questions have been completed, CLICK “ <b>Submit</b> ”. The survey is optional for credit. Completing the survey is very helpful feedback for developing future training or making necessary changes.

For more information and details about the USDA Cross-Training Initiative, go to the Virtual University web site at [www.dm.usda.gov/employ/vu/cross-training.htm](http://www.dm.usda.gov/employ/vu/cross-training.htm).

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**2 Cross-Training Initiative (Continued)**

**C Cross-Training Initiative and WebTA**

When completing WebTA, ensure that the correct Activity Reporting System codes are used to record employee time spent. Access the New Work Time Activity Screen according to this table.

<b>Step</b>	<b>Action</b>
1	Access WebTA at <a href="https://wtausda.nfc.usda.gov/usda/">https://wtausda.nfc.usda.gov/usda/</a> .
2	On the Time and Attendance Screen, CLICK “ <b>Login</b> ” link.
3	On the webTA Login Screen, CLICK “ <b>Login using eAuthentication</b> ” link.
4	The eAuthentication Warning Screen will be displayed. CLICK “ <b>I Agree</b> ”.
5	On the eAuthentication Login Screen, enter the user ID and password and CLICK “ <b>Login</b> ”.
6	On the Employee Main Menu, CLICK “ <b>T&amp;A Data</b> ”.
7	On the T&A Data Screen, at the bottom of the ‘Work Time’ section, CLICK “ <b>New</b> ”. The New Work Time Activity Screen will be displayed.

On the New Work Time Activity Screen, use the “Transaction Code” and “Account” drop-down menus to select applicable information. The following list provides the correct “Program” and “Activity” drop-down menu selections to report time spent taking USDA Cross-Training Initiative courses.

<b>Course</b>	<b>Program</b>	<b>Activity</b>
AMS Organic 101, USDA-CTP-AMS-001	NP	Training
AMS Organic 201, USDA-CTP-AMS-002	NP	
FSA Overview, USDA-CTP-FSA-001	Common	
FSA Loan Programs, USDA-CTP-FSA-002	FLPDL Training	FSFL Training
FSA Noninsured Crop Disaster Assistance Program (NAP), USDA-CTP-FSA-003	NAP	Training
NRCS Overview. USDA-CTP-NRCS-001	NP	
NRCS Conservation Technical Assistance Program, USDA-CTP-NRCS-002		
NRCS Partners, USDA-CTP-NRCS-003		
NRCS Conservation Programs Part I, USDA-CTP-NRCS-004		
NRCS Conservation Programs Part II, USDA-CTP-NRCS-005	GRP	
NRCS Wetland and Highly Erodible Land Compliance, USDA-CTP-NRCS-006	Common	

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**2 Cross-Training Initiative (Continued)**

**C Cross-Training Initiative and WebTA (Continued)**

<b>Course</b>	<b>Program</b>	<b>Activity</b>
RMA Crop Insurance 101, USDA-CTP-RMA-001	Crop Insurance	Training
RMA Crop Insurance Cycle, USDA-CTP-RMA-002		
RD Overview, USDA-CTP-RD-001	NP	
RD Rural Business-Cooperative Service Programs, USDA-CTP-RD-002		
RD Housing and Community Facilities Programs, USDA-CTP-RD-003		
RD Rural Utilities Service Programs, USDA-CTP-RD-004		

**Note:** Employees shall **not** select “Program” drop-down items “AMS” or “RMA-DAM” for those specific training courses, because those programs are specifically to be used for reimbursable services provided to those agencies by DACO or DAM.

Accurately reporting work time spent is each employee’s responsibility to have accurate data to support the mission of FSA.

If employees have questions about how to appropriately report their time, contact the Budget and Performance Management System Helpdesk at **bpmsupdate@wdc.usda.gov**.

**3 Contacts**

**A eAuthentication Help Desk**

Contact the eAuthentication Help Desk for issues about account passwords, usage, and maintenance by either of the following:

- e-mail at **eAuthHelpDesk@usda.gov**
- telephone at 800-457-3642.

**B AgLearn Help Desk**

Contact the AgLearn Help Desk for issues about AgLearn courses and accounts by either of the following:

- e-mail at **AgLearnHelp@genphysics.com**
- telephone at 866-633-9394.

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### 3 Contacts (Continued)

#### C Notice Content

The following table provides contacts if there are questions about this notice.

<b>IF located in...</b>	<b>THEN contact...</b>
County Office	State AgLearn administrator or training coordinator.
State Office, Kansas City, St. Louis, or APFO	Mark Nelson by either of the following: <ul style="list-style-type: none"><li>• e-mail at <b>mark.nelson@kcc.usda.gov</b></li><li>• telephone at 816-929-3420.</li></ul>
National Office	Marie Hubbard by either of the following: <ul style="list-style-type: none"><li>• e-mail at <b>marie.hubbard@wdc.usda.gov</b></li><li>• telephone at 202-401-0373.</li></ul>