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EXECUTIVE SUMMARY

INTRODUCTION

This report summarizes the Agricultural Marketing Service's (AMS) implementation of the Equal Employment Opportunity Commission's (EEOC) Management Directive 715 (MD-715). AMS has taken appropriate steps and made efforts to remove barriers to ensure that all employment decisions and the workplace are free from discrimination.

AMS MISSION STATEMENT

AMS administers programs that facilitate the efficient, fair marketing of U.S. agricultural products, including food, fiber, and specialty crops. AMS programs promote a strategic marketing perspective that adapts products, marketing practices and technologies to the issues of today and the challenges of tomorrow.

HIGHLIGHTS FOR FY 2013

- AMS decreased the number of both informal and formal complaints filed during this fiscal year. In FY 2012, 26 pre-complaints were filed and in FY 2013, 21 pre-complaints were filed – a decrease of 19%. In FY 2012, 21 formal complaints were filed and in FY 2013, 13 formal complaints were filed – a decrease of 38%.
- AMS achieved its objective, originally established in 2010, of completing its investigations within the applicable timeframe. AMS completed three investigations during the period for which it was responsible for completing investigations in FY 2013.¹ Each investigation averaged approximately 78 days to complete. As a result, AMS completed 100% of its investigations within 90 days.
- AMS has continued to improve its representation of individuals with disabilities and targeted disabilities overall and in the higher levels (GS-14 and above) of its workforce. Three employees with targeted disabilities hold GS-14 positions at AMS, and one employee with a targeted disability holds a GS-15 position. One SES position is held by an individual with a disability.
- In FY 2013, AMS exceeded its hiring goal of 9% individuals with disabilities by hiring 51 disabled individuals (11% of its total hires). Individuals with disabilities (158 individuals total) comprise approximately 7.5% of AMS' permanent workforce.

¹ Note: On January 1, 2013, the Office of the Assistant Secretary for Civil Rights (OASCR) assumed full authority for the EEO investigation function for all USDA agencies.

Individuals with disabilities (248 individuals total) comprise nearly 6% of the Agency's total workforce.

- Representation of African-American males and females remains above the CLF in both the permanent and total workforces.
- Representation of Hispanic males and females remains above the CLF in the total workforce.
- Representation of Asian males, American Indian or Alaska Native males, and White males remains about above the CLF in the permanent workforce.

MODEL EEO PROGRAM

MD-715 establishes the essential elements of a Model Equal Employment Opportunity (EEO) Program for all agencies. AMS took affirmative steps to ensure that it addressed EEO objectives to: increase representation of minorities and women in the workforce; improve retention of minorities; increase advancement opportunities for minorities and women; establish and meet hiring and retention goals for employees with targeted disabilities; maintain timeliness in complaint processing; and promote a workplace free of reprisal or harassment.

Specifically, during FY 2013, the AMS Civil Rights Program (CRP) evaluated its strengths and weaknesses against the essential elements of the Model EEO Program; and AMS identified significant strengths that it will continue to draw upon and developed action plans to remove deficiencies and potential barriers. A summary of actions taken for each element follows.

Element A. Demonstrated Commitment From Agency Leadership

(This element examines the Administrator's demonstrated commitment to EEO and to ensuring a workplace free of discrimination.)

One of the key areas in the Agency's Strategic Plan (Performance Action, Management Strategy A) is to ensure an efficient, high-performing, diverse workforce, aligned with mission priorities and working cooperatively with Agency partners. In so doing, the goal is to value and invest in employees, to have a diverse workforce free of discriminatory practices, a positive work environment, and to deliver AMS programs and services in a fair and equitable manner to all customers. In alignment with this management strategy, AMS continues to implement the Civil Rights Strategic Plan for FY 2012-2015.

The Agency's senior leadership ensured that AMS's civil rights goals and commitments were clearly outlined and communicated to all employees through the publication of the annual Administrator's Civil Rights Policy Statement and Anti-Harassment Policy Statement, which were issued on February 11, 2013. As in previous years, these were

distributed via email to all employees, posted on AMS' website, and prominently displayed on bulletin boards throughout AMS. The new Administrator reissued the policy statements on June 12, 2013, and these were distributed to employees via the AMS Voice e-newsletter.

Agency senior management discussed the Secretary's goals and priorities on a regular basis. The Administrator and Civil Rights Director emphasized the Secretary's vision and civil rights initiatives and goals regularly during weekly staff meetings. They also distributed and discussed the Agency's workforce profiles and targeted groups with low participation compared to the CLF, including specific hiring goals for AMS overall and each Program throughout the year. Agency managers and supervisors are held accountable for workforce diversification, which is measured by established goals.

Element B. Integration of EEO into AMS' Strategic Mission

(EEO is included in all major decisions affecting AMS.)

In line with USDA's goal of providing a model EEO program, civil rights-related goals and objectives are included in the AMS Strategic, Annual Performance, and Human Capital Plans, which are regularly reviewed to ensure workforce diversity. The Civil Rights Director met with senior managers and provided direction, guidance and monitoring of key activities to achieve a diverse workplace free of barriers to equal opportunity. The Civil Rights Director was included in meetings and the planning of organizational changes. This included participation in several senior management retreats during the year.

During FY 2013, AMS conducted 12 Civil Rights Impact Analyses and coordinated with the Civil Rights Program (CRP) to ensure that changes to the organization did not negatively impact minorities or women. Progress in meeting diversity goals was discussed in regular meetings with senior AMS management.

Element C. Management and Program Accountability

(This element requires that AMS' Administrator holds all managers, supervisors, and EEO Officials responsible for the effective implementation of AMS' EEO Program and Plan.)

In accordance with Departmental Regulation (DR) 4300-010 and the AMS Directive 4430.5 (Incorporating the Equal Opportunity Civil Rights (EO/CR) Goals into Performance Standards), all AMS managers and supervisors have a stand-alone critical civil rights element in their performance plans. Managers and supervisors are also held accountable for ensuring that their employees' performance plans are aligned with the USDA and AMS goals and objectives for civil rights and equal opportunity. All non-supervisory employees' plans contain civil rights standards that are combined with a critical performance element in order to evaluate employees' awareness and adherence to civil rights, equal opportunity, and diversity practices while working with Agency personnel, government officials, stakeholders, customers, and the general public. In

some instances, non-supervisory employees have a stand-alone critical civil rights performance element in their plans.

The Agency has clear standards and procedures in place requiring prompt disciplinary action against any employee found guilty of discrimination or reprisal. All employees receive civil rights training that includes guidance on discrimination, retaliation, and harassment, and how to avoid these actions. At the initial stage when allegations of discrimination, harassment or reprisal arise, the Agency investigates these matters and takes prompt and appropriate action(s). Out of the 13 formal complaints received by the Agency this fiscal year, no complainants have received a finding of discrimination.² One complainant apparently received a finding of discrimination in two complaints she filed in a previous fiscal year. Training for all management officials involved in both her complaints was recorded as a corrective action in iComplaints. However, the Final Agency Decisions (FADs) have not been finalized as of the date of this report, so the corrective actions and complainant's claim for damages and statement of attorney's fees and costs are pending. On the rare occasions when AMS does receive any findings of discrimination, the Agency takes immediate steps to issue disciplinary actions to those responsible for discriminating.

AMS also monitored its settlement agreements to ensure the terms of the agreements were met. **In addition**, AMS also strictly adheres to an initiative issued in a memo dated May 5, 2010, from USDA's Office of Human Resources Management (OHRM). Per the memo, agencies are required to conduct a thorough review of all settlement agreements, findings of discrimination, and internal investigations involving EEO matters. The CRP and Employee Relations staffs collaborate and thoroughly review these documents and provide recommendations to the Administrator and the OHRM for the appropriate course of action. In addition, the OHRM reviews the Reports of Investigations (ROIs) and all other relevant documents and provides feedback on the appropriate action to hold employees accountable.

Element D. Proactive Prevention

(This element requires the Administrator to make early efforts to prevent discriminatory actions and eliminate barriers to equal employment opportunity in the workplace.)

In accordance with 29 CFR 1614, MD-110, and DR 4701-001, AMS proactively supports Federal, Departmental and Agency Alternative Dispute Resolution (ADR) initiatives. The Agency's Administrator strongly encourages all managers, supervisors, and staff to consider participation in ADR before filing a formal grievance, complaint, or adverse personnel action. The Agency's goal is to resolve 100% of AMS' contacts at the earliest stage using ADR techniques, thus reducing potential complaints.

Perishable Agricultural Commodities Act (PACA): In addition to the use of ADR for employment-based complaints, AMS has a fully functioning mediation program under its

² Please note that 21 pre-complaints were filed in FY 2013.

Fruit & Vegetable (F&V) Program, Perishable Agricultural Commodities Act (PACA) Division for the produce industry. PACA was enacted at the request of the fruit and vegetable industry to promote fair trade in the industry. The PACA Division safeguards businesses dealing in fresh and frozen fruits and vegetables by establishing and enforcing a code of fair business practices and by aiding companies in resolving business disputes.

Division staff receive hundreds of national and international telephone calls weekly for requests for assistance on problems unique to the industry, including advice on contract disputes. Specifically for the ADR program, the Division attempted five mediations and reached four settlements for an 80% resolution rate. ADR was utilized in 357 informal reparation disputes.

The Division markets their services via their public website, brochures, trade show attendance and during periodic webinars, and other means. Once contacted, disputing parties (in reparation complaints) are issued an initial letter and are counseled on the types of mediation services provided.

The Division also works to eliminate any barriers to the use of their ADR program. PACA has several Spanish and Korean speakers on staff, and utilizes an outside firm for interpretation services for other languages. PACA partners with community based organizations, cooperative extension agents, small farmer organizations, and USDA outreach and civil rights offices, among others, to ensure information reaches their diverse stakeholders. PACA helped publish and distribute two industry newsletters to all segments of the produce industry, from small to large growers and various stakeholder groups. Approximately 15,000 people and organizations received the newsletter. PACA conducted three webinars about ADR and other PACA services, one of which was in Spanish, attracting over 1,000 attendees from all segments of the growing domestic and international community. In addition, PACA developed a series of blogs, articles, narrated presentations, and Spanish, Korean and Chinese language brochures about various aspects of PACA services.

National Organic Program (NOP): NOP utilizes ADR (mediation) in their programmatic functions. NOP oversees a network of third-party certifying agents, who are responsible for the certification of organic farms and businesses around the world. When certified organic operations are out of compliance with the USDA organic regulations, these certifying agents issue adverse actions to operations, such as a Notice of Proposed Suspension or Proposed Revocation. Operations may appeal these adverse actions to the NOP. As an alternative to this process, NOP encourages certifying agents to consider mediation with non-compliant operations when appropriate, to negotiate a settlement agreement, which is allowed by the USDA organic regulations. This alternative dispute resolution path allows certifying agents to work with operations so that they can come into compliance, avoiding the adversarial appeals process. To support certifying agents in understanding the mediation and settlement process, NOP presented a training session on mediation and settlement agreements at its annual certifiers training program in January 2013.

AMS offered 100% of Title VII informal and formal Complainants, and external customers who participate in the Perishable Agricultural Commodities Act (PACA) grievance process, the option to use mediation to resolve disputes. Resolving and management officials participated in 100% of the mediations requested and worked in good faith to resolve complaints. To increase the ADR resolution rate, managers are trained on mediation procedures prior to arriving at the mediation session. Managers are made aware of the expectations and are encouraged to prepare negotiation offers, enabling them to enter mediation sessions with potential terms for resolution. Formal complainants were offered the option of participating in ADR when the Report of Investigation was distributed. All complainants were advised in writing of their choice between participating in traditional informal counseling and ADR.

The Agency sponsors, markets, and funds the use of ADR for employees, applicants and external customers. Each complainant is provided with a written guide and a brochure on the mediation process. The brochure outlines the ADR process expectations and the time limits for processing. The Agency ensures that complainants are knowledgeable of their rights, and recognizes that their participation is voluntary and does not obviate their rights under other processes. To meet its goals and the needs of complainants and AMS employees, the Agency collaborated with USDA's Early Resolution and Conciliation Division, Health and Human Services Shared Neutrals Program, and the Federal Mediation Conciliation Service. AMS offers voluntary mediation services for non-EEO workplace complaints and Title VI outreach complaints.

The Agency's ADR quarterly reports are consistently provided to the Early Resolution and Conciliation Division (ERCD) in a timely manner.

The Agency offered mediation to 100% of complainants and actively encouraged their participation. The Civil Rights Program's goal is to resolve the majority of EEO contacts at the earliest stage using the ADR conciliation technique.

As documented in its ADR quarterly reports to the Office of the Assistant Secretary for Civil Rights (OASCR), 21 informal complainants were offered ADR in FY 2013. Nine informal complainants (42.85%) accepted ADR, and three (33% of those who accepted) informal complainants had their cases settled in ADR. 13 formal complainants were offered ADR in FY 2013 and three (23%) accepted ADR. AMS successfully monitored the compliance of the terms of all agreements and took action to ensure that the terms were fulfilled within the noted time frame.

AMS employees attend OASCR meetings and workshops. The Agency's Civil Rights Program, ADR Officer, and Program ADR representatives continue to promote the usage of management's active participation and cooperation during all stages of the complaint process.

AMS distributed an ADR customer feedback questionnaire to all employees during FY 2012. Based on the survey results, the Agency determined that it needed to further educate its employees on the many forms of ADR (e.g., conciliation, facilitative

discussions, and conflict coaching) and to increase their ADR awareness. Training by the USDA, Office of General Counsel for Agency Resolving Officials was conducted on July 9, 2013. CRP issued an email blast on June 26, 2013 via the AMS Voice e-newsletter to highlight issues expressed in the survey and increase ADR awareness.

To date in FY 2013, all ADR Reports submitted to OASCR's ERCD were accurate and submitted in a timely manner. ADR information for informal and formal complainants was appropriately entered into the ADR database. In addition, the non-EEO complaint data was provided to OASCR and entered into the ADR database. Two of the three (66%) non-EEO complaint cases were resolved through mediation.

100% of AMS's employees completed the mandatory No FEAR Act refresher training in FY 2013. AMS's Civil Rights Program routinely checks the Agency's percentages of completion for the Comprehensive and Refresher No FEAR Act training and the Age and Workplace Harassment training in AgLearn and provides lists to Program managers of employees who have not completed the training. Paper copies of the courses are available to field or other individuals without access to computers/AgLearn training. 98% of AMS's supervisors and managers completed the Workplace Harassment training for supervisors and managers, and 82% of AMS's employees completed the training for employees. However, 610 of those employees who did not complete the training were seasonal and were not available to take the training. If these employees are taken out of the equation, 99% of AMS's employees completed the training. AMS continues to strive towards 100% completion on all the mandated training within the required timeframes.

AMS conducts compliance reviews and analyzes exit interview data to identify and resolve issues proactively, and focuses on active facilitation and problem solving at the informal stage. AMS completed 12 Civil Rights Impact Analyses (CRIAs) regarding two rules, one office closure, four branch/division consolidations, and five internal actions. AMS included mitigating actions and plans to minimize any adverse impacts on women and minorities in all CRIAs before they were processed for Departmental clearance. The Agency's Civil Rights Program (CRP) consistently communicated with OASCR on all issues relating to CRIAs and submitted 100% of clearance packages within established timeframes.

In addition, AMS fully participated in USDA's cultural transformation (CT) initiative. AMS successfully completed several initiatives identified in its 2013 Cultural Transformation Action Plan. The Agency initiated three process improvement initiatives, increased outreach efforts resulting in diverse selections, increased training for managers, supervisors, and employees, improved hiring reform communications, increased telework participation, and supported mentoring.

The Agency's Cultural Transformation Plan has specific action items and outcomes that the Agency either met or exceeded. The Agency held two all-employee meetings in the fall of 2012 and spring of 2013. The meetings were held live, via video and teleconference with employees in Washington, D.C.; Manassas, Virginia; Gastonia, North Carolina; Blakely, Georgia; Winter Haven, Florida; Des Moines, Iowa; Memphis,

Tennessee; and Minneapolis, Minnesota. Additionally, AMS management held supervisory and all-employee meetings to share information with employees on Agency priorities and goals, cultural transformation, and other Agency initiatives such as the numerous business process reviews that are underway.

AMS hosted several events to foster an environment of inclusion, including the all-employee meetings referenced above, using technology to connect to field offices and field office visits to discuss Cultural Transformation in conjunction with other industry activities and special emphasis programs.

Element E. Efficiency

(This element requires the Administrator to ensure that there are effective systems in place for evaluating the impact and effectiveness of AMS' EEO Program as well as an efficient and fair dispute resolution process.)

During FY 2013, AMS hosted events identified in this report to address agency goals and needs. AMS also engaged in active targeted recruitment throughout the year at various universities to address areas in which there were low employment rates.

In regards to the complaint process, AMS offered ADR to 100% of the counselees during FY 2013. In all but one informal case, AMS timely completed and submitted its EEO Counselor's Reports to USDA's Employment Complaints Division (ECD) within 15 days after the Notice of Right to File a formal complaint had been issued. In addition, AMS carefully monitors each step of the complaints process to ensure compliance with all rules and deadlines. AMS identifies any barriers and delays that arise throughout the stages of the complaints process and diligently works to eliminate them. This continuous oversight and guidance by AMS includes regular communications with complainants and their representatives, AMS management officials, contracted investigation companies, and departmental officials to ensure that each step of the process is running smoothly and in accordance with the applicable time frames.

AMS significantly decreased the number of both informal and formal complaints filed during this fiscal year. In FY 2012, 26 pre-complaints were filed and in FY 2013, 21 pre-complaints were filed – a decrease of 19%. In FY 2012, 21 formal complaints were filed and in FY 2013, 13 formal complaints were filed – a decrease of 38%.

On January 1, 2013, OASCR assumed full authority for the EEO investigation function for all USDA agencies. This authority includes managing all contracts for the investigation of EEO complaints, conducting legal sufficiency reviews of the reports of investigations, and coordinating vendor payments. AMS no longer has contract investigators; all of AMS's investigations are now handled by the Employment Investigations Division (EID). However, during the first part of FY 2013, AMS was successful in its efforts to improve the processing times of the formal complaint investigations. AMS completed three investigations during the period for which it was responsible for completing investigations in FY 2013. Each investigation averaged

approximately 78 days to complete. As a result, AMS completed 100% of its investigations within 90 days.

Some AMS cases experienced delays at the Final Agency Decision stage, which are handled by the Office of Adjudication and Compliance. AMS worked diligently with OASCR to expedite the processing of cases at these stages.

AMS continued to use iComplaints to efficiently create, track, manage, and report on EEO complaint cases. This system was instrumental in ensuring the timely completion of the Annual Federal EEO Statistical Report of Discrimination Complaints (462 Report) submitted to EEOC.

AMS also continued inputting information into the ADR database to report on EEO formal and informal complaint cases in which mediation is elected by the complainant. This information tracks the effectiveness of AMS's ADR efforts.

Element F. Responsiveness and Legal Compliance

(This element requires that federal agencies are in full compliance with EEO laws and EEOC regulations, policy guidance, and other written instructions.)

AMS timely submitted all its reports and accomplishments to the EEOC and responded to EEOC directives and orders in accordance with instructions, time frames and deadlines. These will include timely submission of the Annual Federal EEO Statistical Report of Discrimination Complaints (462 Report) and compliance with settlement agreements and findings of discrimination.

BARRIER IDENTIFICATION AND ELIMINATION

(Barrier identification and elimination is the process by which agencies uncover, examine and remove barriers to equal opportunity and participation at all levels of the workforce.)

Assessment of Workforce

AMS conducted an assessment of its workforce in the FY 2012 EEO Program Status Report (EEOC Form 715-01), which identified areas needing improvement. Areas identified included under-representation of several groups in the total work force.

Determination of Objectives

Based on the workforce assessment and barrier analysis contained in the FY 2012 EEO Program Status Report (EEOC Form 715-01), AMS identified the following objectives: 1) increase its total workforce diversity; and 2) increase the representation of individuals with targeted disabilities. In addition, AMS has goals of veterans comprising 17% of its new hires and achieving a total workforce composed of 3% of individuals with targeted disabilities. The Agency took the following actions to implement these objectives.

AMS has developed relationships with numerous organizations focused on serving diverse communities, such as student, military, and minority groups. To attract a diverse candidate base to full-time and internship positions, Agency representatives attended career fairs, posted job announcements on web sites, conducted targeted mass mailings, and otherwise partnered with these organizations. In addition, AMS has established and cultivated partnerships with local colleges and high schools with a high percentage of underutilized/underrepresented populations to: 1) increase the diversity of candidate pools for summer internships and part- and full-time positions, and 2) recruit and hire highly qualified, diverse candidates in areas in which AMS is under the CLF or other established targets.

Although AMS has limited job vacancies, the Agency continues to sustain ongoing recruitment and relationship building activities. Examples of recruitment efforts to increase the representation of veterans, minorities, persons with disabilities, and other focus groups are provided below.

I. ACTIVE RECRUITMENT EFFORTS

AMS took the following recruitment efforts to remove barriers and increase representation for groups with low participation:

Diversity Recruitment/Hiring

- AMS initiated recruitment efforts to fill three mission-critical positions in FY 2013, which included two Marketing Specialists positions and one Agricultural Commodity Grader (Dairy) position. These positions perform work in support of dairy product mandatory price reporting, Federal milk order formulation, and dairy grading activities. Three qualified applicants were selected to ensure the continuation of the desired mission-critical results. The recruitment efforts were standard in nature with announcements being posted on USA JOBS for one week. For all three positions, appropriate applicants were interviewed by the selecting official prior to the selection of the most qualified candidates. A White female, along with two White males, were selected for the three positions.
- AMS advertised a senior budget analyst management position and selected an African-American female from within the Agency from a competitive Federal and non-Federal applicant pool of approximately 40 candidates. The selection increased the representation of African-American females in Agency senior management positions.
- Although not products of direct recruitment, one Hispanic male and one African-American female were selected for commodity procurement positions through traditional vacancy announcement and directed reassignment procedures.

- AMS has hiring checklists in place for permanent hires and interns to ensure that all avenues for diverse recruitment are explored for job openings.

Student Programs/Partnerships:

- AMS recruited one minority as a year-round intern under the Pathways Program. This hire, a D.C. master's degree student, was recruited through the USA JOBS recruiting process required for Pathways. The Agency interviewed one white male, two African-American women, and one Asian male for this position. One of the two African- American women was selected for the position.
- On October 3, 2012, an AMS representative spoke at the University of Delaware's College of Agriculture and Natural Resources, Career Seminar Series to discuss career paths with undergraduate and graduate students and information on internships, including the Pathways Program. The presentation was successful in generating interest in USDA's internships as well as for future positions within AMS. The AMS representative also networked with University representatives first met at the 2012 International Poultry Expo.
- On October 19, 2012, AMS representatives participated in a Career Shadowing Day at the Columbia Heights Educational Campus (CHEC) in Washington, DC. Agency employees with technology and science expertise volunteered to meet with junior achievers interested in similar career paths, to provide insight into their careers, and to have informal discussions with the students about AMS career opportunities. This is an ongoing outreach effort and partnership between AMS and CHEC. Approximately ten students from CHEC interested in careers in law, science, and technology were scheduled to visit AMS for career planning advice and mentoring. Agency representatives provided information regarding USDA internship programs. AMS employees participated in CHEC's senior portfolio reviews in January, February, and May of 2013 to provide students information about prospective careers in AMS.
- At the request of the Dean of Agriculture, Texas A&M University at Kingsville (TAMUK), Agency representatives coordinated a visit to AMS on October 19, 2012, for eight students and two faculty members. The delegation travelled to Washington, D.C. for the Hispanic Association of Colleges and Universities (HACU) Poster Presentation. All of the students are studying animal science. The presentation, which focused on the different AMS programs and the services they provide to industry, was followed by a meeting with several Texas A&M graduates employed by AMS.
- On October 22, 2012, an AMS senior manager spoke at the HACU 26th Annual Conference, "Championing Hispanic Higher Education Success: Advancing Access and Opportunity in a Changing Environment." The program, which took place in Washington, D.C., focused on the cooperative agreement between USDA/AMS and California State University-Fresno (Fresno State University), a

Hispanic-Serving Institution (HSI) and HACU network university. The event supported AMS outreach efforts to the Hispanic community, and demonstrated an example of a “partnership that works” with a university. The presentation provided information regarding the AMS/Fresno State Student Assistantship Program and highlighted program successes and the partnership’s benefit to AMS and Fresno State. The Program affords students pursuing a bachelor’s degree in agriculture, food, or natural resources-related field with paid tuition and internships, leading to full-time employment. The outreach generated additional student interest in the Program.

- In January and May, 2013, AMS employees participated in CHEC’s Senior Portfolio reviews. AMS routinely participates in the CHEC portfolio reviews and career day activities to provide students information about prospective careers in AMS.
- From February through April of 2013, AMS collaborated with the California State University-Fresno and Fresno Food Systems Alliance to provide a services learning opportunity for four graduating seniors majoring in agricultural business. In addition to learning about USDA, the four students worked as a team to review AMS marketing orders and designed a year-long timeline for all orders-mandated actions and participated in a hands-on commodity grading project.
- On March 13, 2013, AMS representatives attended New Mexico State University’s (NMSU’s) Employment Extravaganza to promote Agency employment and career opportunities. AMS was one of a handful of organizations that participated in this annual event held at the Las Cruces campus, which boasts one of the top animal science and agriculture departments in the U.S. The Agency representatives met with numerous students interested in pursuing a career at AMS and distributed informational pamphlets.
- On September 25, 2013, an AMS representative participated as a speaker in the Poultry Careers Seminar Series for the College of Agriculture and Natural Resources at the University of Delaware. As part of the seminar, students from the four departments heard information on poultry career paths and available internships and scholarships.
- AMS selected six students from the University of Puerto Rico, Mayaguez campus for positions in Washington, D.C. and Gastonia, North Carolina. The students major in agricultural engineering, agricultural science, and other fields of study. The students participated in the Center for Education and Training in Agriculture and Related Sciences (CETARS) Program which receives annual funding from the USDA, National Institute of Food and Agriculture, Hispanic Serving Institutions program.
- AMS continues to work with the Cesar Chavez Public Charter Schools for Public Policy. The Junior Fellowship is an outreach initiative for African-American and Hispanic students to provide experiential learning in public policy. School demographics include 73% African-American and 26% Hispanic students. As a

participant in the “No Child Left Behind Program,” Cesar Chavez Schools provide a high-quality public school option for young people residing in the District of Columbia’s most impoverished and underserved communities. The three-week summer internship does not result in any financial commitment from the Agency. AMS conducted interviews for the summer internship and was paired with an African-American female student for the summer fellowship program.

- AMS continues to support the USDA 1890 Scholars Program and hosted a third-year food technology student from Alabama A&M University to work during the summer of 2013. The Agency continues to sponsor a Southern University third-year student majoring in agricultural economics; the student worked in Memphis, Tennessee during the summer of 2013.
- An AMS staff member represented the Agency on the HSI National Program’s E. Kika De La Garza Fellowship Selection Committee. The Kika De La Garza Fellowship Program offers HSI faculty and staff the opportunity to work collaboratively with USDA to gain insight and understanding of the Federal government. This uniquely tailored experience brings together HSI staff and Federal executives to address the spectrum of challenges faced in the development of a well-prepared Hispanic workforce. Fellows spend two to four weeks in Washington, D.C. to increase their understanding of USDA and other Federal agencies, particularly at the national level, and to be able to identify mutual collaborative interests.
- AMS conducted outreach and recruitment activities at the Agricultural and Applied Economics Meeting in Washington, DC in August of 2013. Approximately 85 students were in attendance, and AMS staff spoke with 15 graduate students or recent graduates from Mississippi State University, the University of Connecticut, Cornell University, Cal Poly San Luis Obispo, Michigan State University, the University of Kentucky, Ohio State University, and the University of Florida.

Career Fairs:

- On October 2, 2012, AMS representatives attended the career fair at the California State University-Monterey Bay, an HSI. AMS participated in a USDA panel discussion and provided a brief description of the Agency’s mission and goals, as well as desired employment skills. After the panel discussion, the panel broke into networking sessions to interact with students and recent graduates. A general career fair was held after the networking sessions and AMS staff met with approximately 325 students. Several students and graduates left resumes, including several Native Americans and Hispanics. Budget allowances permitting, AMS plans to interview these students for possible employment.
- On October 3, 2012, AMS representatives served on a panel regarding USDA career opportunities at a USDA and Partners in Public Service student career fair

at California State University-Monterey Bay. AMS provided information about USDA employment opportunities, AMS programs, career opportunities, the Pathways Program, and the AG Warrior Program. AMS met with over 100 students and recent graduates and received contact information from 13 individuals.

- On October 10, 2012, and again on February 27, 2013, AMS representatives collaborated with Utah Department of Agriculture representatives to meet with students to discuss internships and career employment opportunities at Utah State University career fairs. 156 organizations participated at these events, which were attended by 1,000 students. Several students expressed interest in follow-up interviews for positions located in Utah. On February 27, 2013, AMS representatives again collaborated with Utah Department of Agriculture representatives to attend a career fair.
- On October 25, 2012, AMS representatives participated in the annual agriculture career fair at California State University-Fresno, an HSISI and HACU member. AMS staff met with approximately 200 students to discuss internships and career employment opportunities within AMS and received over 40 resumes. The event successfully allowed AMS to maintain contact with the University and career services staff, and to reach targeted groups. AMS representatives participated in another California State University-Fresno career fair in March to educate students and alumni about opportunities that would enhance the students' ability to achieve their professional goals. This annual event attracted 300 students and provided AMS further access to qualified candidates for their recruitment needs.
- On November 16, 2012, two representatives from AMS attended the Caroline Middle School career fair. Caroline Middle School in Caroline County, Virginia has approximately 900 mostly rural students who toured the various exhibits from commercial as well as public entities. The representatives passed out literatures from several AMS programs and answered the questions from the students. The school's Spanish teacher requested Spanish language items to show her class real-world applications of the Spanish language, and AMS was asked to attend the school's career fair in the spring as well. The AMS Outreach Office provided additional materials in both English and Spanish.

Veterans/Disability Recruitment/Initiatives

The Agency's Disabled Veterans Affirmative Action Program (DVAAP) plan strives to increase the representation of disabled veterans, especially those who are 30% or more disabled. The Agency's goal is to hire 17% veterans and 4% disabled veterans. The Agency continues to make progress in its representation of veterans and disabled veterans in the workforce population. As of the end of FY 2013, 7.6% of AMS's total workforce were veterans, 64 of whom were disabled veterans.

Because of its commitment to hiring veterans, the Agency participates in a number of career fairs and events designed to connect employers with veterans. These fairs give the Agency the opportunity to talk about job opportunities with interested veterans. The Agency also regularly attends career fairs and seminars held by Operation Warfighter (OWF), a program run by the Department of Defense to help wounded service members gain valuable work experience. Operation Warfighter is a temporary assignment or internship program for Service members who are undergoing therapy at military treatment facilities in the United States. It is designed to provide recuperating Service members with meaningful activities outside of the hospital environment that assists in their wellness and offers a formal means of transition back to the military or civilian workforce.

In February of 2012, the Secretary and American Legion National Commander Fang Wong signed a Memorandum of Understanding to help veterans and transitioning military service members find positions that promote agriculture, animal and plant health, food safety, nutrition, conservation and rural communities. Examples of AMS efforts to actively support this initiative include the following:

- During October and November of 2012, the Agency's Veteran's Employment Program Manager (VEPM) met with the George Washington University Veterans Services office Director and the Student Veterans Coordinator, Georgetown University, to discuss establishing a recruitment relationship.
- In November of 2012 and again in February of 2013, AMS representatives participated at "Hire a Veteran Job Fair" events held at American Legion Post 509 in Fresno, California. AMS sponsored exhibits at each event and spoke with veterans and other individuals in attendance. Over 300 individuals, including more than 140 veterans, attended these events. AMS representatives spoke with 90 veterans about USDA career opportunities. A total of 12 resumes were collected and contact information was collected from 38 veterans.
- In December of 2012, AMS selected a veteran as the Branch Chief for the newly created Technology Services Branch in its Information Technology Service Program.
- On February 23, 2013, an Agency employee represented AMS at a veterans job fair held in Orlando, Florida. He met with over 100 veterans and distributed recruitment brochures and vacancy announcements.
- In March of 2013, AMS and the Secretary's Veteran Affairs Office participated in a Wounded Warrior Career Fair at the Wounded Warrior Barracks at the National Walter Reed Medical Center. This provided the Agency with the opportunity to distribute information and discuss employment opportunities with veterans currently recovering from injuries received during combat actions in Afghanistan and Iraq. Many current service members were still undergoing treatment and did not have the opportunity to leave the medical center, but wanted to discuss potential opportunities and learn more about organizations such as AMS.

- On March 20, 2013, the VEPM represented the Agency at a job fair held at the National Naval Medical Center in Bethesda, Maryland. The job fair was sponsored by the Operation Warfighter Program.
- On May 9, 2013, AMS representatives exhibited at the Employment Development Department/American Legion Post 8900, Honor-A-Hero, Hire-A-Vet Job Fair in Fresno, California. The representatives answered questions about AG Warriors, AMS, and discussed upcoming position openings, and conducted interviews. The event was attended by approximately 300 participants, 164 of whom were veterans. AMS receive contact information for approximately 40 individuals who will be alerted of future job openings and other developments.
- On June 13, 2013, AMS representatives attended the Madera County Veterans Employment Community/VFW Post 1981, Veterans Job Fair to educate attendees about USDA and AMS. The representatives exhibited at the fair and answered questions about the AG Warriors Program as well as advising veterans about upcoming position openings at AMS. The event was attended by approximately 100 individuals, about 50 of whom were veterans. Of the 52 individuals the AMS representatives spoke with, the majority were interested in learning more about the Agency and in particular future grader vacancies at AMS.
- On July 20, 2013, the Agency's Disabled Veterans Program Manager (DVPM) represented AMS and USDA at an employment fair held at the D.C. Convention Center. This event was sponsored by Heroes Place, a non-profit organization based in D.C. which focuses on providing services to veterans and their families. A mix of veterans' organizations, employers, and educational institutions were represented. The DVPM provided the attendees with information on the Agency's current openings, a pamphlet on careers in agriculture, a chart showing how their educational degrees might fit with specific USDA career fields, and his contact information. Approximately 100 veterans attended the event, and approximately 20 resumes were obtained by the DVPM, who will forward them to his Agency contacts and other Veterans Employment Program Managers. The background of some of the applicants included budgeting, information technology, project management, international relations, and human resources.
- Beginning in August of 2013, the VEPM partnered with one of the Agency's Programs to circulate their vacancy announcements through both the Department of Veterans Affairs Employment Coordinator and the local vocational rehabilitation contacts.
- On September 18, 2013, the VEPM represented the Agency at an Operation Warfighter informational event held at Walter Reed Army Medical Center, and obtained brochures to distribute to Agency managers to promotion the OWF program.

- On September 26, 2013, an employee of the Agency represented the Agency at Iowa's Military and Veterans Employment Fair. He distributed information on AMS employment opportunities and collected resumes.

Other examples of how the Agency expanded efforts to increase the hiring of veterans and to enhance the image of USDA as a model employer include the following:

- AMS developed a fact sheet this fiscal year for AMS hiring officials listing all special hiring authorities they should consider when filling vacant positions. This chart was used as a tool to assist in hiring veterans, disabled individuals, and persons with targeted disabilities.
- AMS continues to cultivate relationships with the VA Employment Specialists for enhanced recruitment of veterans.
- AMS continues to work on expanding networks to reach Veterans Employment Coordinators with direct access to large student populations of diverse applicants at minority-serving institutions.
- AMS developed an outreach strategy to hire separating military personnel through the "Heroes to Hire" (H2H) program, which assists service members in connecting to and finding jobs with military-friendly companies. H2H is a website where military veterans can post their resumes and be contacted by government officials regarding vacancies across the country. On an ongoing basis, AMS posts multiple positions on the H2H website as well as proactively seeking candidates by searching the resumes posted on the site.
- In an effort to increase opportunities for student veterans, AMS is continuing to work with Human Resources to determine how to initiate the Veterans Acquisition Intern Program, to build its recruitment pipeline to fill mission critical positions.

Individuals with Disabilities and Targeted Disabilities Employment Initiatives:

- In FY 2013, AMS exceeded its hiring goal of 9% individuals with disabilities by hiring 51 disabled individuals (11% of its total hires). AMS continues to improve its representation of individuals with disabilities. Individuals with disabilities comprise approximately 7.6% of AMS's permanent workforce, an increase of 10% from FY 2012. Individuals with disabilities now comprise nearly 6% of the Agency's total workforce, a 5% improvement from FY 2012.
- In an effort to meet its diversity goals for hiring persons with disabilities, AMS has contacted Bender Associates, a firm that develops the OPM Database of People with Disabilities; and has provided its needs and eligibility data for positions in the Agency. AMS has agreed to hire candidates if they can meet its selection criteria.

- An AMS senior manager with a disability actively uses the OMB list of disabled candidates and monitors information from the Center for Independent Living based in Orlando, Florida. The manager accesses the OMB list of disabled candidates when seeking to fill open positions within AMS. When he finds a suitable candidate, the candidate is contacted to discuss an interest in the position. The manager also communicates with the Center for Independent Living to announce job openings and to solicit candidates.
- To attract student interns with disabilities, AMS continues to partner with the American Association of People with Disabilities (AAPD).

II. ACTIVE OUTREACH EFFORTS

During FY 2013, the Agency continued to strategically and actively implement its outreach goals and actions outlined in its Outreach Plan for FY 2013-2014. AMS outreach goals are to identify and reach out to the underserved populations and markets that would benefit from AMS services; identify existing barriers and eliminate any barriers or challenges to AMS services that are currently underutilized; identify and conduct outreach activities that engage target audiences and new stakeholders to learn about their needs and identify services that will meet those needs; establish collaborative partnerships with key stakeholder groups that mutually benefit both AMS and target underserved populations; and develop AMS staff and transform the Agency's culture through outreach activities. The Agency also has Outreach Coordinators in all of its programs who assist with implementing the outreach action items in its Outreach Plan for FY 2013-2014.

As set forth earlier in this report, AMS led an effort to recruit Hispanic interns from Puerto Rico and hosted two interns. To commemorate Hispanic heritage Month, AMS organized an event for 18 employees to tour the Organization of American States (OAS) to gain insight into ways to provide more effective service to USDA's diverse stakeholders. AMS also hosted a luncheon featuring South American cuisine while highlighting the Festival Argentino USA. In celebration of Dr. Martin Luther King, Jr.'s, birthday, AMS co-sponsored and presented welcoming remarks to over 350 participants at the Greater Kansas City Federal Executive Board's Diversity and Cultural Awareness event.

Outreach Training Program – AMS developed a training program, now available to all its employees, to learn about outreach and how to represent the Agency and discuss programs and services that have been identified of special interest to small and disadvantaged farmers and ranchers. The training program was also put on the AMS website for the public to learn more about AMS programs and services. Additional training that was conducted during the year included webinars on the Perishable Agricultural Commodities Act (PACA) and Market News, with some being in Spanish.

Strike Force Initiative – An emphasis was placed on the Secretary of Agriculture’s Strike Force initiative. AMS participated in 11 events in eight Strike Force states, which included Alabama, Mississippi, New Mexico, Nevada, North Carolina, South Carolina, Texas, and Virginia.

Hispanic Outreach -- AMS conducted the following outreach activities specific to Hispanics:

- During FY 2013, AMS expanded its Hispanic outreach efforts and continues to partner with the Hispanic Association of Colleges and Universities (HACU) program to establish summer internship opportunities and fill mission-critical program vacancies. AMS established a partnership with California State University-Fresno and created the Assistantship Program to provide student tuition assistance and an opportunity work for AMS following graduation.
- AMS focused on strengthening relationships and developing new ones with the Department and USDA agencies in order to support the One USDA initiative. Because of these relationships, the Agency was able to bring six elite students from the University of Puerto Rico to participate in internships on the mainland. The students were from a funded USDA-NIFA-HSI program that was not known by AMS. In addition, AMS hosted two interns through the Hispanic Association of Colleges and Universities (HACU) network from September through December of 2013.
- During the reporting period, AMS’s Hispanic Employment Program Manager (HEPM) worked with USDA’s Special Emphasis Program Manager (SEPM) in different outreach projects associated with the Cesar Chavez Public Charter Schools for Public Policy, while promoting AMS’s own projects associated with the Columbia Heights Educational Campus (CHEC), both in Washington, DC.
- During FY 2013, AMS representatives attended New Mexico State University’s (NMSU’s) Employment Extravaganza to promote Agency employment and career opportunities. AMS was one of a handful of organizations that participated in this annual event held at the Las Cruces campus, which boasts one of the top animal science and agriculture departments in the U.S. The Agency representatives met with numerous students interested in pursuing a career at AMS and distributed informational pamphlets.
- AMS continues to work with the Cesar Chavez Public Charter Schools for Public Policy. The Junior Fellowship is an outreach initiative for African-American and Hispanic students to provide experiential learning in public policy. School demographics include 73% African-American and 26% Hispanic students. As a participant in the “No Child Left Behind Program,” Cesar Chavez Schools provide a high-quality public school option for young people residing in the District of Columbia’s most impoverished and underserved communities.

- AMS is actively involved in outreach within the Hispanic community through several high-level programs and organizations including the Hispanic Association of Contractors and Enterprises (HACE), HACU, E. Kika de la Garza Fellowship Program, and the Congressional Hispanic Caucus Institute (CHCI).
- AMS grants and data collections were announced for the first time in Spanish through outlets that target Hispanic stakeholders. AMS added signs in Spanish informing patrons of the USDA Farmers market hours and location.

Native Americans/Alaska Natives Outreach – AMS conducted the following outreach activities specific to Native Americans/Alaska Natives:

- AMS provided programmatic materials and promotional items for the Northeast Oklahoma Regional Summit (October 30-31, 2012), a Native American outreach initiative. The Agency coordinated a package of materials to send to this conference, including materials from the AMS Outreach Team, for the Cherokee National Commerce Department. One of the Agency’s branch chiefs attended the event and provided the presentation, “Rural Economic Drivers – Agriculture.” This outreach to the Native American Community resulted in a partnership between AMS and the Cherokee nation of Northeast Oklahoma. Participants learned about “Know Your Farmer, Know Your Food” initiatives, particularly that the local farm rapidly is becoming a hub of economic activity. The presenters discussed just how much local food is grown in this region and how they can leverage this growing resource to create community jobs.
- In support of Executive Order 13175, AMS coordinated the first AMS Tribal Consultation on June 21, 2013, which was held in conjunction with the USDA Food and Nutrition Services’ (FNS’s) quarterly Tribal Consultation. The Agency’s Administrator joined FNS’s Regional Administrator in welcoming tribal leaders on the teleconference. There was significant interest in USDA food purchases from Native-American-owned companies, which would then be provided through federal nutrition assistance programs for Native Americans.

In further outreach, AMS was instrumental as a member of the Secretary of Agriculture’s Veterans’ Task Force Initiative, and assisted with the Secretary’s town hall meeting for veterans. AMS also participated in three events directly associated with helping women farmers and conducted more than three webcasts for Hispanic farmers.

Technical Assistance and Presentations - AMS staff responded to numerous requests from stakeholders and USDA offices and agencies on an equal opportunity basis for information. AMS also participated in presentations for employees, stakeholders, and foreign delegations from China, Kenya, Uganda, and Zambia. Specific presentations and outreach include:

- Keynote speaker for the Arkansas Land and Farm Development's (ALFDC) 32nd Annual Youth Day (240 high school students participated) and conducted a

workshop for over 200 farmers regarding AMS programs available to small- and mid-sized farmers, with special emphasis on information regarding AMS Good Agricultural Practices (GAP) and Good Handling Practices (GHP) auditing services – November 2012

- Presented information about AMS grants, research, and programs that support direct marketing practices and enhance farm sustainability for limited resource farmers at the Virginia State University 2013 Outreach Workshop in Petersburg, Virginia – March 2013
- Met with staff from Volunteers of East Los Angeles (VELA) to discuss ways of helping the East Los Angeles Farmers Market expand its operations that is served primarily by local Hispanic producers in a low-income community - March 2013
- Met with cofounder of Archi's Acres and the Veteran Sustainable Agriculture Training Program (VSAT), to discuss AMS programs and possible collaborations to expand their farm-based entrepreneurial incubation initiative that has trained more than 100 veterans for careers in sustainable agriculture and other sectors of the food supply chain – April 2013
- Presented information about AMS programs and services to a group of 40 farmers at Southern University's Small Farmer Agricultural Leadership Institute in Washington, DC. The Institute educates and supports minority, limited resource, socially disadvantaged, and small farmers to help them become successful agricultural entrepreneurs - April 2013
- Collaborated with staff from Rural Development, the Office of the Secretary, the Natural Resources Conservation Service, and the Forest Service, to provide technical assistance to a landowner from a Strike Force region in Montgomery County, Mississippi, who was interested in creating an agricultural hub that will contain a farm-to-table restaurant, a demonstration farm, a farmers' market and distribution hub, and an aquaponics facility - April 2013
- Spoke at the 2013 Association for Enterprise Opportunity, a national association of microbusiness development firms and organizations in the United States that supports minority and woman-oriented microbusiness enterprises – May 2013
- Met with Senior Counsel for the U.S. Department of Justice Access to Justice Initiative, to discuss opportunities for USDA grant programs that support legal aid programs and services for low-income individuals with civil legal problems - May 2013
- Participated in the first Land-Grant Development Tribal Fellows Program in Washington, DC, to discuss opportunities for technical assistance and share information about AMS grant programs and relevant research available to the tribal communities - June 2013

- Represented AMS at the USDA Strike Force initiative in Phoenix, AZ, through presentations and discussions of agency programs and technical services in several sessions with local producers and community-based organizations – June 2013
- Collaborated with Food and Nutrition Service in a webinar organized by Veterans Affairs (VA) Green Environmental Management Team to inform and provide guidance for VA’s nutrition and food service professionals interested in local food procurement at VA medical centers - July 2013
- Collaborated with Washington DC Veterans Affairs’ Health Promotion/Disease Prevention Leader to provide information about services offered at the VA Medical Center, and disseminate literature about healthy eating and living at the USDA Farmers Market – July 2013
- Facilitated a conference call between representatives of the Oneida Tribe (Oneida, WI), the Office of Tribal Relations (OTR), and Rural Development to discuss ways in which AMS could provide technical assistance to the Oneida Tribe’s effort in establishing a local food hub on its reservation - August 2013

Cooperative Agreements - AMS executes cooperative research agreements with universities and nonprofit research organizations to conduct research related to direct and local foods marketing.

- AMS executed a cooperative agreement with the University of Arizona to support training for use of an online platform for sourcing local foods and specialty crops to assist Navajo and Apache tribal communities (Tuba City and Whiteriver) and one rural southeastern community (Bisbee).
- AMS includes requirements in FY 2013 cooperative agreements to require Section 508 compliance for web-based documents and data collection forms. AMS staff will work with Cooperators to meet the USDA standards for web products that comply and staff will serve on the 508 Compliance Committee for implementation.
- AMS executed an interagency agreement with the USDA Office of Communications to prepare Spanish translations of two of the most popular outreach documents – The Regional Food Hub Resource Guide and Moving Food Along the Supply Chain. These documents are used by clientele seeking to start new food enterprises that aggregate farm products for sale in local markets.

Addressed Limited English Proficiency (LEP) Concerns: AMS conducted significant outreach efforts to provide information to its non-English speaking customer base and

underserved communities. For example, the Agency conducted the following activities and events to ensure equal access to the information and services provided by AMS for the produce industry via its various Programs, as set forth below:

Farmers Market Promotion Program (FMPP):

On September 21, 2012, FMPP awarded FY 2012 grants to 131 awardees to implement direct marketing projects. These two-year projects included, but were not limited to, creation of direct marketing endeavors such as new farmers markets, community supported agriculture (CSA) start-ups, farmers and vendor business and training efforts in low-income neighborhoods, and numerous marketing and promotional campaigns for farmers markets, CSAs, and roadside stands.

During FY 2013 – the first year of implementation of the FY 2012 awarded projects – FMPP staff monitored 11 projects that addressed limited English proficiency concerns. The FMPP projects utilized the sharing of information in alternative languages and included training classes for non-English-speaking farmers, marketing materials in Spanish, advertising in Spanish, workshops conducted in Spanish, and printed materials in Russian and Spanish as well as in English.

Fruit and Vegetable (F&V) Program:

F&V actively provided support to stakeholders with limited English proficiency. Examples include:

Webinars: Two webinars were held in Spanish discussing various resources available to Spanish-speaking stakeholders within the produce industry. The purpose of the webinars was to educate members of the produce industry about the protections offered by the Perishable Agricultural Commodities Act (PACA) when doing business domestically and internationally and the free business information available from Market News. The target audience was Spanish-speaking members of the U.S. produce industry. The Agency communicated about a fairly complex subject in the participants' native or preferred language. Using Spanish helps to demonstrate the Agency's respect for the audience's preference/need to speak Spanish and that AMS is interested in serving them, regardless of their location and language preference.

- “An Introduction to PACA” webinar: PACA is a law which provides protections to farmers and other buyers and sellers of bulk produce. The webinar attracted over 75 registrants, from small to large operations located nationwide. A Korean language webinar is in the developmental stages.
- “An Introduction to Market News” webinar: Market News provides price and movement information for hundreds of fruits, vegetables and other specialty crops each business day. This free information helps to ensure a level-playing field for

large and small organizations alike involved with the produce business. The webinar attracted over 100 registrants from small to large operations nationwide.

Brochures: F&V assembled a library of in-language brochures providing information about PACA in Spanish and Korean. The purpose of the brochures is to provide information about the protections available to farmers under the PACA. They are posted on-line and printed for distribution at meetings, conferences and other venues as well as one-on-one meetings with produce industry members and other stakeholders. Titles of the brochures include:

- PACA Fact Finder
- Growers' Agent Responsibilities under the PACA
- Grower's Trust in the PACA
- PACA Mediation Services

Toll-Free Help Desk: Spanish-speaking agents are available to answer questions about PACA and to help settle disputes covered by the law.

Communications with R&P Boards: Some boards translate information into Spanish and other languages for those with limited English. For example, most of the current members on the Mango Board are Hispanic and some members have limited English proficiency. To better serve those members, the Board translates all of its materials into Spanish and conducts meetings and conference calls with a Spanish/Portuguese translator. The Board translated its Governing Order and other materials into Spanish, Portuguese, and Haitian Creole. Further, the Board conducted meetings in Spanish-speaking countries to better reach its members.

Regardless of board or industry demographics, many boards provide consumer materials in Spanish or other languages. For example, the Specialty Crop Block Grant Program had their guidance document translated into Spanish. While the primary users of this document are State departments of agriculture, individuals who are interested in applying for funds under this program would be able to gain a better understanding of program requirements from this information.

Federal State Marketing Improvement Program (FSMIP):

On September 28, 2012, FSMIP awarded approximately \$1.2 million in grant funds to enable State departments of agriculture and state universities to research new opportunities and spark innovation in the marketing, transportation and distribution of U.S. agricultural products. Over 50% of the 22 funded projects focused on increasing sales of value-added meat products, aquaculture products, and fresh and processed produce in local and regional food systems. Other research topics include forestry, bioenergy and horticulture. Two projects, one for the Nevada Department of Agriculture and one for the New Mexico Department of Agriculture, addressed limited English proficiency concerns by utilizing Spanish language surveys, brochures, videos and classes and a Spanish language producer survey.

III. CULTURAL TRANSFORMATION AND OUTREACH INITIATIVES

AMS successfully completed several initiatives identified in its 2013 Cultural Transformation Action Plan. The Agency initiated three process improvement initiatives, increased outreach efforts resulting in diversity hires, increased training for employees and supervisors, improved hiring reform communications, increased telework participation, and supported mentoring.

AMS' Cultural Transformation Plan contains specific action items and outcomes that the Agency either met or exceeded this fiscal year. The Agency held two all-employee meetings in the fall of 2012 and this spring. Agency-wide "all-hands" meetings were held via video and teleconference with employees in Washington, D.C.; Manassas, Virginia; Gastonia, North Carolina; Blakely, Georgia; Winter Haven, Florida; and, Minneapolis, Minnesota. AMS management held additional supervisory and all-employee meetings to share information with employees on Agency priorities and goals, cultural transformation, and other Agency initiatives such as the numerous business process reviews that are underway.

AMS hosted several events to foster an environment of inclusion, including the all-employee meetings referenced above, using technology to connect to field offices and field office visits to discuss Cultural Transformation in conjunction with other industry activities and special emphasis programs.

AMS is proud of its strong civil rights program and continuously works to ensure that its employees receive appropriate and timely civil rights and EEO training. AMS conducted numerous training sessions to educate its workforce on essential issues. AMS administers a streamlined and effective complaints program, providing employees with resources and guidance through all stages of the informal and formal complaints processes. AMS is committed to the use of ADR and seeks to resolve all employee and management issues, conflicts, and complaints at the earliest stage possible. AMS's commitment to an efficient complaint process and comprehensive training resources promotes equity of opportunity for all employees and helps provide a work environment free from discrimination.

AMS continually strives to empower its managers, supervisors, and employees and to enable them to achieve their levels of performance. AMS accomplished this through a variety of career building methods, including but not limited to the following:

Leadership: in January, the Office of the Administrator rolled out the "Dine and Discuss" Program, a series of brown bag lunches with the AMS Administrator, where employees from various staffs and offices both in headquarters and the field, have an opportunity to sit down with the Administrator over lunch to talk about issues important to them. The Program was launched in the F&V office in Tucson, Arizona. The brown bag lunch was scheduled to coincide with the Administrator's travel to meet with

industry stakeholders in Tucson area. The Administrator held nine sessions in headquarters and field locations.

In March, a State of the Agency address by the AMS Administrator was sent to all employees via the AMS Voice e-newsletter. The theme of the address was “Working Together for the Future of Agriculture.” In the address, the Administrator described the Agency’s inception and evolution to ensure continued success and value to American agriculture. The address outlined the following: Agency organizational and operational changes over the past few years; Agency efforts to embrace diversity and to ensure that the work environment is free from discrimination, which resulted in a “Superior” rating via the 2012 Annual Civil Rights Agency Head Assessment; Agency’s initiatives to leverage resources and solutions; and, the Agency’s 2013 priorities.

Talent Management: AMS implemented a monthly brownbag seminar series as an opportunity for managers, supervisors, and employees to network with each other and to improve public speaking and presentation skills, and to provide information regarding the industries served by AMS. Seven seminars were conducted.

AMS offers financial assistance for employees to obtain advanced degrees in fields directly related to the Agency’s mission and functions. The initiative has helped to enhance workforce skills and to expand career development opportunities.

Special Emphasis Programs: AMS has a comprehensive structure in place to promote and support its Special Emphasis Programs. These programs are vital to the celebration of the Agency’s diversity and to ensure that all are afforded equal employment opportunity.

Telework: AMS embraced the USDA telework initiative and permits qualified employees to telework on a regular basis. Nearly 50% of the Agency’s eligible workforce teleworks on a regular basis. This includes managers, supervisors, and employees in headquarters and field locations.

Customer Focus and Community Outreach: AMS drafted an Agency-wide Directive on Tribal Consultation, which will be cleared through senior management before it is published in final.

Recruitment and Retention: AMS employs the most modern technologies to deliver its services and to build a dedicated, involved, and engaged workforce, examples of which are provided below:

Process Improvement: AMS incorporated new tools and tactics to create a more informed workforce and cohesive stakeholder outreach, and implemented several initiatives to improve internal and external communication.

AMS completed a business process review of the dairy promotion and research oversight of social media usage by dairy and fluid milk check-off programs. The review assessed the review, approval, and monitoring of social media communications and the feasibility

of check-off board participation in real-time social media communication. The review resulted in a streamlined process that meets the oversight requirements for board activities, decreases the review and approval timeframes, and allows the boards to participate in real-time social media.

AMS created and implemented the AMS Voice, a weekly e-newsletter delivered to all managers, supervisors, and employees. The AMS Voice helped to streamline Agency-wide communications and provided information about events, deadlines, training, etc. The AMS Voice can be sent to personal (in addition to work) email addresses and thus provide access to those without sufficient work computer/email access.

The National Organic Program (NOP) developed and implemented the Organic Insider, an external newsletter that informs the organic community about major news happening within NOP. Newsletter subscribers can tailor the information they receive based upon their preferences.

AMS expanded the use of USDA Connect to provide AMS managers, supervisors, and employees with more timely information. This helped to augment the Agency's "One AMS" focus and promoted collaboration and teamwork throughout the Agency. Through internal and external blogs that share success stories, pictures, discussion threads, and much more, the workforce is kept better informed about news, events, and innovation.

The Science and Technology (S&T) Program launched the Science Dispatch, an internal e-newsletter using Constant Contact to communicate and share management's vision and blueprint for the future. The Science Dispatch incorporates employee contributions, showcasing their creativity, performance, teamwork, and ability to meet and exceed customer expectations.

The Livestock, Poultry, and Seed (LP&S) Program updated its USDA Connect community to reflect the merger of the two major AMS programs and to engage managers, supervisors, and employees regarding organizational changes. The LPS One Family Blog provides offers information about merger process, internal news, employee accomplishments, and other items.

The Fruit and Vegetable (F&V) Program extensively uses webinars to involve industry stakeholders regarding F&V service offerings, including PACA and commodity procurement. Many sessions are conducted in Spanish.

Outreach to Socially Disadvantaged, Beginning and Limited Resource Farmers and Ranchers: AMS continually seeks ways to expand its outreach efforts to socially-disadvantaged farmers and ranchers. These efforts have resulted in numerous success stories and strong partnerships.

The Agency encourages each State department of agriculture to award funds to socially disadvantaged farmers. State agencies assume the lead role in Federal-State Marketing Improvement Program (FSMIP) projects and use cooperative or contractual linkages as needed to carry out the proposed work. State agencies are encouraged to reach out to

potential project partners within their States such as producer and commodity groups, community-based organizations, economic development organizations, and groups that represent American Indians and Alaska Natives, socially disadvantaged producers and ranchers, beginning farmers and ranchers, and veterans to engage them in developing proposals.

Beginning with FY 2013 projects and as part of an internal assessment, FSMIP now contact a subset of grantees to request copies of all financial documentation, including matching and sub-grantee financial documentation. FSMIP will assess whether grant funds and matching funds were used only for activities covered by the approved work plan, and that proper accounting procedures were followed. If appropriate to the subject matter and goals of the project, FSMIP will request evidence that any training or educational opportunities carried out under the grant or any outreach conducted to disseminate the results were made available to all farmers and ranchers, including target groups such as groups that represent American Indians and Alaska Natives, socially disadvantaged producers and ranchers, beginning farmers and ranchers, and veterans.

Native American Outreach: AMS is committed to increasing its outreach efforts aimed specifically at the Native American community. Examples of such endeavors are set forth in detail above.

AMS implemented a 360-degree managerial and supervisory assessment program this year. Seventy-two managers and supervisors and managers completed the assessment. The assessment will provide competency-related feedback to the individual and serve as a basis for individual development planning. Three managers participated in the Federal Executive Institute-Leadership for Democratic Society (FEI-LDS) Program. LDS is an executive leadership-development opportunity that challenges students to reach beyond their past experiences to embrace a broader perspective of their government and the unique roles they serve in support of the government and the populace. One manager participated in the SES Candidate Development Program (CDP). The SES CDP is an OPM-approved training program designed to develop executive core qualifications.

Where appropriate, AMS works to secure executive coaches and leadership trainings for new supervisors to enhance their leadership skills and continuously looks at ways to realign staff in order to maximize job fit with employee strengths and provide the best possible services to customers.

Customer Focus and Community Outreach: AMS is actively involved in outreach within the Hispanic community through several high-level programs and organizations including HACE, HACU, E. Kika de la Garza Fellowship Program, and the Congressional Hispanic Caucus Institute (CHCI).

AMS sponsored a Spanish-speaking USDA Master Gardener to lead an effort to teach students to build gardens at the predominately Spanish-speaking Columbia Heights Education Campus (CHEC) and Powell Elementary School in Washington, D.C. Students are taught in English and Spanish to care for 20 raised garden beds and a Habitat

Garden.

AMS sponsored employee leadership roles in several events and activities, including written contributions to the AMS Report to The White House Council on Women and Girls; annual presentations and involvement at a local chapter of “Girls on the Run” that promotes life direction and character development; a conference presenter for the Latinas Leading Tomorrow Leadership Conference at the “Career Chat” workshop; and employee review of CHEC senior portfolios and career guidance to graduating CHEC students. AMS sponsored an employee to serve on the CHCI Scholarship Review Committee that awards scholarships to students for undergraduate and graduate programs. AMS sponsored a volunteer for the Hispanic College Fund as an organizer, presenter and mentor for the high school, college, and young professional programs.

AMS continues to oversee the Fuel Up to Play 60 Program (FUTP60), which successfully maintained an active presence in 73,000 schools representing 38 million students. FUTP60 received recognition from the First Lady’s Let’s Move!/Active Schools program to enhance better nutrition and physical activity. USDA has been a collaborating partner in FUTP60 since 2010. The National Dairy Council³, GENYOUth Foundation⁴, American College of Sports Medicine, and the American School Health Association released The Wellness Impact: Enhancing Academic Success Through Healthy School Environments report on March 4. The report reinforces the “learning connection” – the link between quality nutrition, physical activity and academic performance. AMS reviewed and approved the report and promoted it through social media channels.

AMS organized an event for 18 employees to tour the Organization of American States (OAS) to gain important insight into ways to provide more effective service to USDA’s wide diversity of customers. OAS is the oldest regional organization in the world and members include 34 democracies in the western hemisphere. OAS provides technical assistance in sustainable development, trade, tourism, competitiveness, education, culture, science and technology, social development, and employment.

AMS supported the government-wide Feds Feed Families (FFF) summer food drive, which is led at the Federal- and USDA-levels by Agency senior managers. USDA’s goal was to exceed last year’s food donation of 2.7 million pounds. The Office of the AMS Administrator pledged to donate more than 1,000 pounds and the AMS Administrator delivered a presentation at the kickoff event on June 7.

AMS participated in the Take Your Sons and Daughters to Work Day event in April. AMS employees provided information to hundreds of children and parents about Agency programs and services.

AMS continuously seeks ways to improve its management, supervisory, and employee diversity and is striving to ensure that it sustains an effective and diverse senior management team to lead the Agency.

³ Funded by the National Dairy Promotion and Research Program.

⁴ Funded by the National Dairy Promotion and Research Program.

Succession Planning: AMS developed and implemented a 2013-2015 succession plan to assure that the Agency continues to retain a diverse group of high-performing, well-prepared individuals with a vision of the Agency's future and a broad understanding of mission-critical activities. The succession plan encompasses SES through GS-14 senior management positions in the 301, 1980, 1147, 1146, and 1102 mission-critical occupational series.

University Partnerships: AMS Special Emphasis Program Managers (SEPMs) continued to partner with local colleges and universities to increase the Agency representation of their respective groups. AMS has established partnerships with Towson University in Towson, Maryland, and with the University of Maryland's Asian-American Program. SEPMs discussed Agency mission-critical occupations, provided student program and intern information, and distributed vacancy announcements.

Veterans Hiring: AMS worked diligently to increase its veterans employment and collaborated with the Department of Defense to support the Operation Warfighter Program.

IV. EMPLOYEE DEVELOPMENT AND RECOGNITION

AMS places a strong emphasis on employee development and training and 100% of AMS managers, supervisors, and employees have IDPs in place. AMS encourages its employees to broaden their skill sets and to diversify their talents

AMS seeks ways to ensure that employees are empowered to reach their fullest potential. Nearly 50% of eligible managers, supervisors, and employees regularly telework. Telework provides employees with crucial work-life balance and serves to enhance productivity.

AMS strives to empower its employees and to help them reach their highest levels of performance. AMS accomplished this through a variety of career building methods, including the AMS mentoring program. 110 mentors and protégés from headquarters and field locations registered for the 2013-2014 mentorship program. The program enables participants to make the most of their talents, reach their highest potential, and advance in their careers.

AMS offers financial assistance for employees to obtain advanced degrees in fields directly related to the Agency's mission. This serves to increase competency skill sets and to expand career development opportunities.

AMS adopted a strong communication policy to notify its workforce of events, career development opportunities, and other critical information to enhance career opportunities. The Agency uses e-newsletters, emails, USDA Connect blog postings, and recurring meetings to effectively communicate.

AMS created a task force to redesign and improve the Agency's public website. The task force meets weekly to develop ideas to improve the utility and functionality of the website for AMS stakeholders. The new AMS website will represent the services and scope of work of the Agency in a more cohesive and intuitive way. The information organization and menu choices will be task-based and user-centric, creating a website experience that will help site visitors accomplish tasks, find services, and explore information about the USDA programs we oversee. Shifting from formal language to plain language will make all of the information more accessible to a wider variety of stakeholders and allow for easier understanding and translations of the rules, regulations, and standards that AMS is responsible for. The end results of these efforts should not only increase the satisfaction and number of website visitors, but should also decrease the amount of Agency resources needed to respond to customer and stakeholder inquiries.

In support of the USDA and AMS Cultural Transformation Initiative and based on the results of an employee survey, AMS established six project teams comprised of six senior managers and 43 employees to address priority areas of training; communication; customer service; technology; standardized guidance, operating procedures and processes; and employee morale, performance, and recognition.

100% of Agency employees have Individual Development Plans (IDP) in place. 100% of SES management performance standards include cultural transformation language.

AMS sponsored one employee to participate in an extended detail assignment to cross-share knowledge pertaining to rulemaking between two organizations and sponsored another employee to participate in an extended detail assignment with the U.S. Senate Committee on Agriculture, Nutrition, and Forestry Fellowship.

Several Programs implemented effective and consistent onboarding processes for new employees to integrate these individuals into the organizational culture and enable them to immediately be successful and productive at work. This included e-onboarding checklists. AMS posted Program overview documents on its internal website to provide new employees with extensive informational resources. AMS expects to improve employee retention as a result of these efforts.

AMS adopted a strong communication policy to notify employees of Agency events, inform employees of career development opportunities, and empower individuals with the knowledge they need to further their careers. AMS uses newsletters, e-memos, emails, USDA Connect blog postings, and individual/group meetings to ensure that employees are made aware of key information.

AMS initiated Plain Language training for core writers of "covered" documents which include instructions, handbooks, regulations, factsheets, and other public facing documents.

The Agency established a link to the USDA's Detail Opportunity Registry on its internal website. AMS distributed an announcement via the AMS Voice e-newsletter about the Registry and potential developmental opportunities.

AMS held its annual all-employee town hall meeting in May in the Jefferson Auditorium. The theme of the meeting was "Working Together for the Future of Agriculture."

The Agency's Federal Employee Viewpoint Survey Action Plan was prepared as a result of AMS's FY 2012 survey.

V. MENTORING

AMS created an Agency-wide mentoring committee in June of 2012 to further stimulate employee development. The aim of the mentoring program is for the mentors to share their ideas, expertise, and knowledge with protégé pairs so that the pairs will become more proficient, confident professionals benefitting from the opportunity to be guided, taught, helped, encouraged, and supported by their more experienced colleagues. The mentoring program is administered through a committee comprised of a representative from each AMS Program.

The committee solicited feedback in early 2013 from mentor and protégé participants to gauge effectiveness and to identify areas of improvement, including participation rates. The 2013-2014 application period took place from April 10-May 24, 2013, and applications were distributed prior to April 10 to those without computer access. 110 mentors and protégés from headquarters and field locations registered for the 2013-2014 mentorship program. Participation in the mentoring program is encouraged by senior management, committee representatives, and means such as the AMS Voice and Program e-newsletters, blogs, brochures, flyers, and posters. On June 12, 2013, the committee held a webinar to launch the 2013-2014 session, which was attended by the AMS Administrator, senior management, and headquarters and field employees. The webinar provided information regarding the establishment and maintenance of a successful mentoring partnership, mentor and protégé expectations, and mentoring resources.

NOTEWORTHY ACTIVITIES

In addition to the above-mentioned accomplishments, AMS made progress in other areas not specifically identified as a barrier/deficiency. These activities are significant and play an important role in our goal to have a model EEO program.

Continued Dissemination of Civil Rights Newsletter -- To increase the awareness of Civil Rights/Diversity, a biannual newsletter is continuing to provide updated information regarding changes to EEO statutes, status of EEO-related bills and laws, the current status of AMS's diversity initiatives, and helpful information regarding upcoming observances, etc. that are beneficial to both managers and employees throughout AMS.

Sign Language Classes – AMS sponsored weekly sign language classes for its workforce to enable employees to communicate with hearing-impaired employees and industry stakeholders.

Marketing Orders and Agreements, Research and Promotion Programs – Board Diversity – AMS continued to encourage boards to implement outreach strategies to diversity membership, and was recognized by the White House Liaisons office for improving diversity on boards and having the highest number of nomination packages with consistent improvement.

SUMMARY OF TOTAL WORKFORCE PROFILE

- In FY 2013, the Total Workforce population was 4,015 and in FY 2012 it was 4,108. This was a decrease of 93 (-2.26%) employees.
- In FY 2013, the Women’s population was 2,277 and in FY 2012 it was 2,302. This was a decrease of 25 (-1.09%) employees.
- In FY 2013, the Minorities’ population was 2,052 and in FY 2012 it was 2028. This was an **increase** of 24 (1.18%) employees.
- In FY 2013, the White Men’s population was 1,010 and in FY 2012 it was 1,063. This was a decrease of 53 (-4.99%) employees.
- In FY 2013, the White Women’s population was 910 and in FY 2012 it was 974. There was a decrease of 64 (-6.57%) employees.
- In FY 2013, the Black Men’s population was 402 and in FY 2012 it was 393. This was an **increase** of 9 (2.29%) employees.
- In FY 2013, the Black Women’s population was 915 and in FY 2012 it was 868. This was an **increase** of 47 (5.41%) employees.
- In FY 2013, the Hispanic Men’s population was 215 and in FY 2012 it was 238. This was a decrease of 23 (-9.66%) employees.
- In FY 2013, the Hispanic Women’s Population was 352 and in FY 2012 it was 355. This was a decrease of 3 (-0.85%) employees.
- In FY 2013, the Asian Men’s population was 75 and in FY 2012 it was 74. This was an **increase** of 1 (1.35%) employees.
- In FY 2013, the Asian Women’s population was 49 and in FY 2012 it was 57. This was a decrease of 8 (-14.03%) employees.
- In FY 2013, the Native Hawaiian/Other Pacific Islander Men’s population was zero and in FY 2012 it was zero. There was no change in the number of employees.
- In FY 2013, the Native Hawaiian/Other Pacific Islander Women’s population was two and in FY 2012 it was one. This was an **increase** of one (100%) employee.
- In FY 2013, the American Indian/Alaskan Native Men’s population was 21 and in FY 2012 it was 21. There was no change in the number of employees.
- In FY 2013, the American Indian/Alaskan Native Women’s population was 21 and in FY 2012 it was 21. There was no change in the number of employees.
- In FY 2013, the total workforce population for Reportable Disabled employees was 243, and in FY 2012 it was 250. This was a decrease of 7 (-2.80%) employees.
- In FY 2013, the total workforce population for Targeted Disabled employees was 30, and in FY 2012 it was 35. This was a decrease of five (-14.29%) employees.

*Source: Table A1 – Total Workforce – Distribution by Race/Ethnicity and Sex;
Table B1 – Total Workforce – Distribution by Disability
(Based on NFC Data)*

Based on the Civilian Labor Force (CLF), under representation exists in AMS' total workforce as follows:

Underrepresented Groups	AMS Total Workforce	Civilian Labor Force	Difference
White Men	25.16%	38.33%	-13.17%
White Women	22.67%	34.03%	-11.36%
Asian Men	1.87%	1.97%	-0.10%
Asian Women	1.22%	1.93%	-0.71%
American Indian or Alaska Native Men	0.52%	0.55%	-0.03
American Indian or Alaska Native Women	0.52%	0.53%	-0.01
Native Hawaiian Or Other Pacific Islander Men	0.00%	0.07%	-0.07%
Native Hawaiian Or Other Pacific Islander Women	0.05%	0.07%	-0.02%

Source: Table A1 – Total Workforce – Distribution by Race/Ethnicity and Sex (Based on NFC Data)

FY 2014 PLAN TO ELIMINATE BARRIERS/DEFICIENCIES

In FY 2014, AMS will continue to strive towards its goal to have a Model EEO Program. The following actions will be taken to overcome deficiencies and to eliminate barriers:

1. Collaborate with Human Resources (HR)

AMS Civil Rights Program (CRP) will continue to work with HR to increase representation of minorities and women; to track applicant flow data; and to analyze and address strategies to identify and eliminate barriers involving all personnel matters.

2. Increase Diversity and Representation of Protected Groups

CRP will continue to encourage AMS managers to hire a diverse group of students under HACU, WINS, WRP, USDA/1890 and USDA/1994 National Scholars Programs, and the Disabled Veterans Programs. CRP will continue to work to identify and eliminate barriers and increase the participation rates of groups with low participation rates in the AMS workforce.

3. Use Strategic Hiring Initiatives for Veterans and People with Disabilities

AMS managers will continue to use Schedule A Hiring Authority for people with disabilities and Veteran Hiring Authorities to recruit and retain a diverse workforce.

4. Participate in Recruitment Opportunities

Contingent upon available funding, AMS will continue to participate in targeted recruitment, outreach activities and events.

5. Promote Diversity and Inclusion in Leadership Development

AMS will enhance the Agency's formal mentoring program to increase participation for employees at all levels.

6. Conduct Focus Groups

CRP will conduct two focus group sessions during the fiscal year to discern strategies for employee development.

EEOC FORM 715-01 PART A - D	<i>U.S. Equal Employment Opportunity Commission</i> FEDERAL AGENCY ANNUAL EEO PROGRAM STATUS REPORT			
For period covering October 1, 2012 to September 30, 2013.				
PART A Department or Agency Identifying Information	1. Agency		1. United States Department of Agriculture	
	1.a. 2 nd level reporting component		1.a. Agricultural Marketing Service (AMS)	
	1.b. 3 rd level reporting component			
	1.c. 4 th level reporting component			
	2. Address		2. 1400 Independence Avenue, S.W.	
	3. City, State, Zip Code		3. Washington, DC 20250	
	4. CPDF Code	5. FIPS code(s)	4. AG02	5. 11001
PART B Total Employment	1. Enter total number of permanent full-time and part-time employees			1. 1962
	2. Enter total number of temporary employees			2. 2053
	3. Enter total number employees paid from non-appropriated funds			3. 0
	4. TOTAL EMPLOYMENT [add lines B 1 through 3]			4. 4015
PART C Agency Official(s) Responsible for Oversight of EEO Program(s)	1. Head of Agency Official Title		1. Thomas J. Vilsack Secretary, USDA	
	2. Agency Head Designee		2. Anne Alonzo Administrator	
	3. Principal EEO Director/Official Official Title/series/grade		3. Clifton J. Gilchrist Civil Rights Program, Director 0260/GS-15	
	4. Title VII Affirmative EEO Program Official		4. Teri Cor Civil Rights Program Affirmative Employment Program Manager	
	5. Section 501 Affirmative Action Program Official		5. Todd Birkenruth Civil Rights Program Disability Employment Program Manager	
	6. Complaint Processing Program Manager		6. [Position Vacant] Civil Rights Program Formal Complaints Program Manager	
	7. Other Responsible EEO Staff		7. Rose Satterfield Civil Rights Program Deputy Director	

EEOC FORM 715-01 PART A - D	U.S. Equal Employment Opportunity Commission FEDERAL AGENCY ANNUAL EEO PROGRAM STATUS REPORT		
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PART D List of Subordinate Components Covered in This Report *We do not have Subordinate Components with more than 1,000 employees in permanent FT/PT appointments. All of our components operate simply as regional offices of the parent agency.	Subordinate Component and Location (City/State)	CPDF and FIPS codes	
	N/A*		

EEOC FORMS and Documents Included With This Report			
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Executive Summary [FORM 715-01 PART E], that includes:	Yes	Optional Annual Self-Assessment Checklist Against Essential Elements [FORM 715-01PART G]	Yes
Brief paragraph describing the agency's mission and mission-related functions	Yes	EEO Plan To Attain the Essential Elements of a Model EEO Program [FORM 715-01PART H] for each programmatic essential element requiring improvement	Yes
Summary of results of agency's annual self-assessment against MD-715 "Essential Elements"	Yes	EEO Plan To Eliminate Identified Barrier [FORM 715-01 PART I] for each identified barrier	Yes
Summary of Analysis of Work Force Profiles including net change analysis and comparison to RCLF	Yes	Special Program Plan for the Recruitment, Hiring, and Advancement of Individuals With Targeted Disabilities for agencies with 1,000 or more employees [FORM 715-01 PART J]	Yes
Summary of EEO Plan objectives planned to eliminate identified barriers or correct program deficiencies	Yes	Copy of Workforce Data Tables as necessary to support Executive Summary and/or EEO Plans	Yes*
Summary of EEO Plan action items implemented or accomplished	Yes	Copy of data from 462 Report as necessary to support action items related to Complaint Processing Program deficiencies, ADR effectiveness, or other compliance issues	No**
Statement of Establishment of Continuing Equal Employment Opportunity Programs [FORM 715-01 PART F]	Yes	Copy of Facility Accessibility Survey results as necessary to support EEO Action Plan for building renovation projects	N/A

**CERTIFICATION of ESTABLISHMENT of CONTINUING
EQUAL EMPLOYMENT OPPORTUNITY PROGRAMS**

I, Clifton J. Gilchrist, Civil Rights Director / 0260 / GS-15 am the
 (Insert name above) (Insert official title/series/grade above)

Principal EEO Director/Official for Agricultural Marketing Service
 (Insert Agency/Component Name above)

The agency has conducted an annual self-assessment of Section 717 and Section 501 programs against the essential elements as prescribed by EEO MD-715. If an essential element was not fully compliant with the standards of EEO MD-715, a further evaluation was conducted and, as appropriate, EEO Plans for Attaining the Essential Elements of a Model EEO Program, are included with this Federal Agency Annual EEO Program Status Report.

The agency has also analyzed its work force profiles and conducted barrier analyses aimed at detecting whether any management or personnel policy, procedure or practice is operating to disadvantage any group based on race, national origin, gender or disability. EEO Plans to Eliminate Identified Barriers, as appropriate, are included with this Federal Agency Annual EEO Program Status Report.





I certify that proper documentation of this assessment is in place and is being maintained for EEOC review upon request.



(Signed copy on file w/ AMS Civil Rights Office)	02/2014
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Signature of Principal EEO Director/Official
 Certifies that this Federal Agency Annual EEO Program Status Report is in compliance with EEO MD-715. Date





(Signed copy on file w/ AMS Civil Rights Office)	02/2014
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Signature of Agency Head or Agency Head Designee Date







EEOC FORM 715-01 PART G		U.S. Equal Employment Opportunity Commission FEDERAL AGENCY ANNUAL EEO PROGRAM STATUS REPORT			
Essential Element A: DEMONSTRATED COMMITMENT FROM AGENCY LEADERSHIP Requires the agency head to issue written policy statements ensuring a workplace free of discriminatory harassment and a commitment to equal employment opportunity.					
 Compliance Indicator	EEO policy statements are up-to-date.	Measure has been met		For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report	
 Measures		Yes	No		
Was the EEO policy Statement issued within 6 - 9 months of the installation of the Agency Head? If no, provide an explanation.		X			
During the current Agency Head's tenure, has the EEO Policy Statement been re-issued annually? If no, provide an explanation.			X	Agency Head was installed less than one year ago. Agency's EEO Policy Statement was issued on February 11, 2013, during the prior Agency Head's term, and re-issued by the new Agency Head on June 12, 2013.	
Are new employees provided a copy of the EEO policy statement during orientation?		X			
When an employee is promoted into the supervisory ranks, is s/he provided a copy of the EEO policy statement?		X			
 Compliance Indicator	EEO policy statements have been communicated to all employees.	Measure has been met		For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report	
 Measures		Yes	No		
Have the heads of subordinate reporting components communicated support of all agency EEO policies through the ranks?		X			
Has the agency made written materials available to all employees and applicants, informing them of the variety of EEO programs and administrative and judicial remedial procedures available to them?		X			
Has the agency prominently posted such written materials in all personnel offices, EEO offices, and on the agency's internal website? [see 29 CFR §1614.102(b)(5)]		X			

 Compliance Indicator	Agency EEO policy is vigorously enforced by agency management.	Measure has been met		For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report
		Yes	No	
 Measures				
Are managers and supervisors evaluated on their commitment to agency EEO policies and principles, including their efforts to:		X		
resolve problems/disagreements and other conflicts in their respective work environments as they arise?		X		
address concerns, whether perceived or real, raised by employees and following-up with appropriate action to correct or eliminate tension in the workplace?		X		
support the agency's EEO program through allocation of mission personnel to participate in community out-reach and recruitment programs with private employers, public schools and universities?		X		
ensure full cooperation of employees under his/her supervision with EEO office officials such as EEO Counselors, EEO Investigators, etc.?		X		
ensure a workplace that is free from all forms of discrimination, harassment and retaliation?		X		
ensure that subordinate supervisors have effective managerial, communication and interpersonal skills in order to supervise most effectively in a workplace with diverse employees and avoid disputes arising from ineffective communications?		X		
ensure the provision of requested religious accommodations when such accommodations do not cause an undue hardship?		X		
ensure the provision of requested disability accommodations to qualified individuals with disabilities when such accommodations do not cause an undue hardship?		X		
Have all employees been informed about what behaviors are inappropriate in the workplace and that this behavior may result in disciplinary actions?		X		
Describe what means were utilized by the agency to so inform its workforce about the penalties for unacceptable behavior.				
Have the procedures for reasonable accommodation for individuals with disabilities been made readily available/accessible to all employees by disseminating such procedures during orientation of new employees and by making such procedures available on the World Wide Web or Internet?		X		
Have managers and supervisor been trained on their responsibilities under the procedures for reasonable accommodation?		X		

Essential Element B: INTEGRATION OF EEO INTO THE AGENCY'S STRATEGIC MISSION Requires that the agency's EEO programs be organized and structured to maintain a workplace that is free from discrimination in any of the agency's policies, procedures or practices and supports the agency's strategic mission.				
Compliance Indicator	The reporting structure for the EEO Program provides the Principal EEO Official with appropriate authority and resources to effectively carry out a successful EEO Program.	Measure has been met		For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report
 Measures		Yes	No	
Is the EEO Director under the direct supervision of the agency head? [see 29 CFR §1614.102(b)(4)] For subordinate level reporting components, is the EEO Director/Officer under the immediate supervision of the lower level component's head official? (For example, does the Regional EEO Officer report to the Regional Administrator?)		X		
Are the duties and responsibilities of EEO officials clearly defined?		X		
Do the EEO officials have the knowledge, skills, and abilities to carry out the duties and responsibilities of their positions?		X		
If the agency has 2 nd level reporting components, are there organizational charts that clearly define the reporting structure for EEO programs?				N/A – Agency does not have 2 nd -level reporting components
If the agency has 2 nd level reporting components, does the agency-wide EEO Director have authority for the EEO programs within the subordinate reporting components?				N/A – Agency does not have 2 nd -level reporting components
If not, please describe how EEO program authority is delegated to subordinate reporting components.				
 Compliance Indicator	The EEO Director and other EEO professional staff responsible for EEO programs have regular and effective means of informing the agency head and senior management officials of the status of EEO programs and are involved in, and consulted on, management/personnel actions.	Measure has been met		For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report
 Measures		Yes	No	
Does the EEO Director/Officer have a regular and effective means of informing the agency head and other top management officials of the effectiveness, efficiency and legal compliance of the agency's EEO program?		X		
Following the submission of the immediately preceding FORM 715-01, did the EEO Director/Officer present to the head of the agency and other senior officials the "State of the Agency" briefing covering all components of the EEO report, including an assessment of the performance of the agency in each of the six elements of the Model EEO Program and a report on the progress of the agency in completing its barrier analysis including any barriers it identified and/or eliminated or reduced the impact of?		X		
Are EEO program officials present during agency deliberations prior to decisions regarding recruitment strategies, vacancy projections, succession planning, selections for training/career development opportunities, and other workforce changes?		X		
Does the agency consider whether any group of employees or applicants might be negatively impacted prior to making human resource decisions such as re-organizations and re-alignments?		X		





Are management/personnel policies, procedures and practices examined at regular intervals to assess whether there are hidden impediments to the realization of equality of opportunity for any group(s) of employees or applicants? [see 29 C.F.R. § 1614.102(b)(3)]		X		
Is the EEO Director included in the agency's strategic planning, especially the agency's human capital plan, regarding succession planning, training, etc., to ensure that EEO concerns are integrated into the agency's strategic mission?		X		
 Compliance Indicator	The agency has committed sufficient human resources and budget allocations to its EEO programs to ensure successful operation.	Measure has been met		For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report
 Measures		Yes	No	
Does the EEO Director have the authority and funding to ensure implementation of agency EEO action plans to improve EEO program efficiency and/or eliminate identified barriers to the realization of equality of opportunity?		X		
Are sufficient personnel resources allocated to the EEO Program to ensure that agency self-assessments and self-analyses prescribed by EEO MD-715 are conducted annually and to maintain an effective complaint processing system?		X		
Are statutory/regulatory EEO related Special Emphasis Programs sufficiently staffed?		X		
Federal Women's Program - 5 U.S.C. 7201; 38 U.S.C. 4214; Title 5 CFR, Subpart B, 720.204		X		
Hispanic Employment Program - Title 5 CFR, Subpart B, 720.204		X		
People With Disabilities Program Manager; Selective Placement Program for Individuals With Disabilities - Section 501 of the Rehabilitation Act; Title 5 U.S.C. Subpart B, Chapter 31, Subchapter I-3102; 5 CFR 213.3102(t) and (u); 5 CFR 315.709		X		
Are other agency special emphasis programs monitored by the EEO Office for coordination and compliance with EEO guidelines and principles, such as FEORP - 5 CFR 720; Veterans Employment Programs; and Black/African American; American Indian/Alaska Native, Asian American/Pacific Islander programs?		X		
 Compliance Indicator	The agency has committed sufficient budget to support the success of its EEO Programs.	Measure has been met		For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report
 Measures		Yes	No	
Are there sufficient resources to enable the agency to conduct a thorough barrier analysis of its workforce, including the provision of adequate data collection and tracking systems			X	See Part H





Is there sufficient budget allocated to all employees to utilize, when desired, all EEO programs, including the complaint processing program and ADR, and to make a request for reasonable accommodation? (Including subordinate level reporting components?)	X		
Has funding been secured for publication and distribution of EEO materials (e.g. harassment policies, EEO posters, reasonable accommodations procedures, etc.)?	X		
Is there a central fund or other mechanism for funding supplies, equipment and services necessary to provide disability accommodations?	X		
Does the agency fund major renovation projects to ensure timely compliance with Uniform Federal Accessibility Standards?	X		
Is the EEO Program allocated sufficient resources to train all employees on EEO Programs, including administrative and judicial remedial procedures available to employees?	X		
Is there sufficient funding to ensure the prominent posting of written materials in all personnel and EEO offices? [see 29 C.F.R. § 1614.102(b)(5)]	X		
Is there sufficient funding to ensure that all employees have access to this training and information?	X		
Is there sufficient funding to provide all managers and supervisors with training and periodic up-dates on their EEO responsibilities:	X		
for ensuring a workplace that is free from all forms of discrimination, including harassment and retaliation?	X		
to provide religious accommodations?	X		
to provide disability accommodations in accordance with the agency's written procedures?	X		
in the EEO discrimination complaint process?	X		
to participate in ADR?	X		





Essential Element C: MANAGEMENT AND PROGRAM ACCOUNTABILITY				
This element requires the Agency Head to hold all managers, supervisors, and EEO Officials responsible for the effective implementation of the agency's EEO Program and Plan.				
 Compliance Indicator	EEO program officials advise and provide appropriate assistance to managers/supervisors about the status of EEO programs within each manager's or supervisor's area or responsibility.	Measure has been met		For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report
 Measures		Yes	No	
	Are regular (monthly/quarterly/semi-annually) EEO updates provided to management/supervisory officials by EEO program officials?	X		
	Do EEO program officials coordinate the development and implementation of EEO Plans with all appropriate agency managers to include Agency Counsel, Human Resource Officials, Finance, and the Chief information Officer?	X		
 Compliance Indicator	The Human Resources Director and the EEO Director meet regularly to assess whether personnel programs, policies, and procedures are in conformity with instructions contained in EEOC management directives. [see 29 CFR § 1614.102(b)(3)]	Measure has been met		For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report
 Measures		Yes	No	
	Have time-tables or schedules been established for the agency to review its Merit Promotion Program Policy and Procedures for systemic barriers that may be impeding full participation in promotion opportunities by all groups?	X		
	Have time-tables or schedules been established for the agency to review its Employee Recognition Awards Program and Procedures for systemic barriers that may be impeding full participation in the program by all groups?	X		See EEOC Form 715-01, Part H
	Have time-tables or schedules been established for the agency to review its Employee Development/Training Programs for systemic barriers that may be impeding full participation in training opportunities by all groups?	X		
 Compliance Indicator	When findings of discrimination are made, the agency explores whether or not disciplinary actions should be taken.	Measure has been met		For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report
 Measures		Yes	No	
	Does the agency have a disciplinary policy and/or a table of penalties that covers employees found to have committed discrimination?	X		
	Have all employees, supervisors, and managers been informed as to the penalties for being found to perpetrate discriminatory behavior or for taking personnel actions based upon a prohibited basis?	X		
	Has the agency, when appropriate, disciplined or sanctioned managers/supervisors or employees found to have discriminated over the past two years?			N/A – See below
If so, cite number found to have discriminated and list penalty /disciplinary action for each type of violation.				





One complainant apparently received a finding of discrimination in FY 2013. Training for all management officials involved in both her complaints was recorded as a corrective action in iComplaints. However, the Final Agency Decisions (FADs) have not been downloaded into iComplaints as of the date of this report, so the precise number found to have discriminated is not known. In addition, the complainant's claim for damages and her attorney's statement of fees and costs have also either not been submitted or not recorded in iComplaints.







Does the agency promptly (within the established time frame) comply with EEOC, Merit Systems Protection Board, Federal Labor Relations Authority, labor arbitrators, and District Court orders?	X		
Does the agency review disability accommodation decisions/actions to ensure compliance with its written procedures and analyze the information tracked for trends, problems, etc.?	X		

Essential Element D: PROACTIVE PREVENTION Requires that the agency head makes early efforts to prevent discriminatory actions and eliminate barriers to equal employment opportunity in the workplace.				
 Compliance Indicator	Analyses to identify and remove unnecessary barriers to employment are conducted throughout the year.	Measure has been met		For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report
		Yes	No	
 Measures				
	Do senior managers meet with and assist the EEO Director and/or other EEO Program Officials in the identification of barriers that may be impeding the realization of equal employment opportunity?	X		
	When barriers are identified, do senior managers develop and implement, with the assistance of the agency EEO office, agency EEO Action Plans to eliminate said barriers?	X		
	Do senior managers successfully implement EEO Action Plans and incorporate the EEO Action Plan Objectives into agency strategic plans?	X		
	Are trend analyses of workforce profiles conducted by race, national origin, sex and disability?	X		
	Are trend analyses of the workforce's major occupations conducted by race, national origin, sex and disability?	X		
	Are trends analyses of the workforce's grade level distribution conducted by race, national origin, sex and disability?	X		
	Are trend analyses of the workforce's compensation and reward system conducted by race, national origin, sex and disability?	X		
	Are trend analyses of the effects of management/personnel policies, procedures and practices conducted by race, national origin, sex and disability?	X		
 Compliance Indicator	The use of Alternative Dispute Resolution (ADR) is encouraged by senior management.	Measure has been met		For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report
		Yes	No	
 Measures				
	Are all employees encouraged to use ADR?	X		
	Is the participation of supervisors and managers in the ADR process required?	X		

Essential Element E: EFFICIENCY				
Requires that the agency head ensure that there are effective systems in place for evaluating the impact and effectiveness of the agency's EEO Programs as well as an efficient and fair dispute resolution process.				
 Compliance Indicator	The agency has sufficient staffing, funding, and authority to achieve the elimination of identified barriers.	Measure has been met		For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report
 Measures		Yes	No	
	Does the EEO Office employ personnel with adequate training and experience to conduct the analyses required by MD-715 and these instructions?	X		
	Has the agency implemented an adequate data collection and analysis systems that permit tracking of the information required by MD-715 and these instructions?	X		See Part H
	Have sufficient resources been provided to conduct effective audits of field facilities' efforts to achieve a model EEO program and eliminate discrimination under Title VII and the Rehabilitation Act?	X		
	Is there a designated agency official or other mechanism in place to coordinate or assist with processing requests for disability accommodations in all major components of the agency?	X		
	Are 90% of accommodation requests processed within the time frame set forth in the agency procedures for reasonable accommodation?	X		
 Compliance Indicator	The agency has an effective complaint tracking and monitoring system in place to increase the effectiveness of the agency's EEO Programs.	Measure has been met		For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report
 Measures		Yes	No	
	Does the agency use a complaint tracking and monitoring system that allows identification of the location, and status of complaints and length of time elapsed at each stage of the agency's complaint resolution process?	X		
	Does the agency's tracking system identify the issues and bases of the complaints, the aggrieved individuals/complainants, the involved management officials and other information to analyze complaint activity and trends?	X		
	Does the agency hold contractors accountable for delay in counseling and investigation processing times?			N/A (see below)
<p>If yes, briefly describe how:</p> <p>The Secretary's Blueprint for Stronger Services required the consolidation of administrative functions throughout the U.S. Department of Agriculture (USDA), including the investigation of equal employment opportunity (EEO) complaints. As a result, the Office of the Assistant Secretary for Civil Rights (OASCR) reorganized to establish two new divisions, one being the Employment Investigations Division (EID) within the Office of Adjudication. On January 1, 2013, OASCR assumed full authority for the EEO investigation function for all USDA agencies. This authority includes managing all contracts for the investigation of EEO complaints, conducting legal sufficiency reviews of the reports of investigations, and coordinating vendor payments. EID officially began to accept complaints on January 2, 2013. AMS no longer has contract investigators; all AMS investigations are now handled by EID. However, AMS completed three investigations during the period for which it was responsible, with each investigation averaging approximately 78 days to complete (completing 100% of its investigations within 90 days).</p>				

Does the agency monitor and ensure that new investigators, counselors, including contract and collateral duty investigators, receive the 32 hours of training required in accordance with EEO Management Directive MD-110?		X		
Does the agency monitor and ensure that experienced counselors, investigators, including contract and collateral duty investigators, receive the 8 hours of refresher training required on an annual basis in accordance with EEO Management Directive MD-110?		X		
 Compliance Indicator	The agency has sufficient staffing, funding and authority to comply with the time frames in accordance with the EEOC (29 C.F.R. Part 1614) regulations for processing EEO complaints of employment discrimination.	Measure has been met		For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report
 Measures		Yes	No	
Are benchmarks in place that compare the agency's discrimination complaint processes with 29 C.F.R. Part 1614?		X		
Does the agency provide timely EEO counseling within 30 days of the initial request or within an agreed upon extension in writing, up to 60 days?		X		
Does the agency provide an aggrieved person with written notification of his/her rights and responsibilities in the EEO process in a timely fashion?		X		
Does the agency complete the investigations within the applicable prescribed time frame?				N/A (See above)
When a complainant requests a final agency decision, does the agency issue the decision within 60 days of the request?			X	Done by the Department (See Part H)
When a complainant requests a hearing, does the agency immediately upon receipt of the request from the EEOC AJ forward the investigative file to the EEOC Hearing Office?		X		
When a settlement agreement is entered into, does the agency timely complete any obligations provided for in such agreements?		X		
Does the agency ensure timely compliance with EEOC AJ decisions which are not the subject of an appeal by the agency?		X		
 Compliance Indicator	There is an efficient and fair dispute resolution process and effective systems for evaluating the impact and effectiveness of the agency's EEO complaint processing program.	Measure has been met		For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report
 Measures		Yes	No	
In accordance with 29 C.F.R. §1614.102(b), has the agency established an ADR Program during the pre-complaint and formal complaint stages of the EEO process?		X		
Does the agency require all managers and supervisors to receive ADR training in accordance with EEOC (29 C.F.R. Part 1614) regulations, with emphasis on the federal government's interest in encouraging mutual resolution of disputes and the benefits associated with utilizing ADR?		X		
After the agency has offered ADR and the complainant has elected to participate in ADR, are the managers required to participate?		X		

Does the responsible management official directly involved in the dispute have settlement authority?		X		
 Compliance Indicator	The agency has effective systems in place for maintaining and evaluating the impact and effectiveness of its EEO programs.	Measure has been met		For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report
 Measures		Yes	No	
Does the agency have a system of management controls in place to ensure the timely, accurate, complete and consistent reporting of EEO complaint data to the EEOC?		X		
Does the agency provide reasonable resources for the EEO complaint process to ensure efficient and successful operation in accordance with 29 C.F.R. § 1614.102(a)(1)?		X		
Does the agency EEO office have management controls in place to monitor and ensure that the data received from Human Resources is accurate, timely received, and contains all the required data elements for submitting annual reports to the EEOC?		X		
Do the agency's EEO programs address all of the laws enforced by the EEOC?		X		
Does the agency identify and monitor significant trends in complaint processing to determine whether the agency is meeting its obligations under Title VII and the Rehabilitation Act?		X		
Does the agency track recruitment efforts and analyze efforts to identify potential barriers in accordance with MD-715 standards?		X		HR has this responsibility; however, AMS does have a Recruitment and Retention Plan and a recruitment video
Does the agency consult with other agencies of similar size on the effectiveness of their EEO programs to identify best practices and share ideas?		X		
 Compliance Indicator	The agency ensures that the investigation and adjudication function of its complaint resolution process are separate from its legal defense arm of agency or other offices with conflicting or competing interests.	Measure has been met		For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report
 Measures		Yes	No	
Are legal sufficiency reviews of EEO matters handled by a functional unit that is separate and apart from the unit which handles agency representation in EEO complaints?		X		
Does the agency discrimination complaint process ensure a neutral adjudication function?		X		
If applicable, are processing time frames incorporated for the legal counsel's sufficiency review for timely processing of complaints?		X		

Essential Element F: RESPONSIVENESS AND LEGAL COMPLIANCE				
This element requires that federal agencies are in full compliance with EEO statutes and EEOC regulations, policy guidance, and other written instructions.				
 Compliance Indicator	Agency personnel are accountable for timely compliance with orders issued by EEOC Administrative Judges.	Measure has been met		For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report
 Measures		Yes	No	
	Does the agency have a system of management control to ensure that agency officials timely comply with any orders or directives issued by EEOC Administrative Judges?	X		
 Compliance Indicator	The agency's system of management controls ensures that the agency timely completes all ordered corrective action and submits its compliance report to EEOC within 30 days of such completion.	Measure has been met		For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report
 Measures		Yes	No	
	Does the agency have control over the payroll processing function of the agency? If Yes, answer the two questions below.	X		
	Are there steps in place to guarantee responsive, timely, and predictable processing of ordered monetary relief?	X		
	Are procedures in place to promptly process other forms of ordered relief?	X		
 Compliance Indicator	Agency personnel are accountable for the timely completion of actions required to comply with orders of EEOC.	Measure has been met		For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report
 Measures		Yes	No	
	Is compliance with EEOC orders encompassed in the performance standards of any agency employees?			N/A
	If so, please identify the employees by title in the comments section, and state how performance is measured.			
	Is the unit charged with the responsibility for compliance with EEOC orders located in the EEO office?	X		
	If not, please identify the unit in which it is located, the number of employees in the unit, and their grade levels in the comments section.			
	Have the involved employees received any formal training in EEO compliance?			N/A
	Does the agency promptly provide to the EEOC the following documentation for completing compliance:			N/A

Attorney Fees: Copy of check issued for attorney fees and /or a narrative statement by an appropriate agency official, or agency payment order dating the dollar amount of attorney fees paid?			
Awards: A narrative statement by an appropriate agency official stating the dollar amount and the criteria used to calculate the award?			
Back Pay and Interest: Computer print-outs or payroll documents outlining gross back pay and interest, copy of any checks issued, narrative statement by an appropriate agency official of total monies paid?			
Compensatory Damages: The final agency decision and evidence of payment, if made?			
Training: Attendance roster at training session(s) or a narrative statement by an appropriate agency official confirming that specific persons or groups of persons attended training on a date certain?			
Personnel Actions (e.g., Reinstatement, Promotion, Hiring, Reassignment): Copies of SF-50s			
Posting of Notice of Violation: Original signed and dated notice reflecting the dates that the notice was posted. A copy of the notice will suffice if the original is not available.			
Supplemental Investigation: 1. Copy of letter to complainant acknowledging receipt from EEOC of remanded case. 2. Copy of letter to complainant transmitting the Report of Investigation (not the ROI itself unless specified). 3. Copy of request for a hearing (complainant's request or agency's transmittal letter).			
Final Agency Decision (FAD): FAD or copy of the complainant's request for a hearing.			
Restoration of Leave: Print-out or statement identifying the amount of leave restored, if applicable. If not, an explanation or statement.			
Civil Actions: A complete copy of the civil action complaint demonstrating same issues raised as in compliance matter.			
Settlement Agreements: Signed and dated agreement with specific dollar amounts, if applicable. Also, appropriate documentation of relief is provided.			

Footnotes:

1. See 29 C.F.R. § 1614.102.

2. When an agency makes modifications to its procedures, the procedures must be resubmitted to the Commission. See *EEOC Policy Guidance on Executive Order 13164: Establishing Procedures to Facilitate the Provision of Reasonable Accommodation* (10/20/00), Question 28.

EEOC FORM 715-01 PART H	U.S. Equal Employment Opportunity Commission FEDERAL AGENCY ANNUAL EEO PROGRAM STATUS REPORT	
Agricultural Marketing Service	FY 2013	
STATEMENT of MODEL PROGRAM ESSENTIAL ELEMENT DEFICIENCY:	<p>Element E: Not all investigations were completed within the applicable time frame. Of the 17 investigations completed by contractors during the FY 2011 reporting period, two were completed within 180 days or less.</p> <p>(Note: The delay can be attributed to the process of accepting formal complaints once they have been filed, which is managed at the Office of the Assistant Secretary for Civil Rights (OASCR) and not by the AMS, Civil Rights Program.)</p>	
OBJECTIVE:	Investigations will be completed within 180 calendar days.	
RESPONSIBLE OFFICIAL:	Office of the Assistant Secretary for Civil Rights, Employment Investigations Division (as of January 2, 2013)	
DATE OBJECTIVE INITIATED:	September 30, 2010	
TARGET DATE FOR COMPLETION OF OBJECTIVE:	September 30, 2012	
PLANNED ACTIVITIES TOWARD COMPLETION OF OBJECTIVE:	TARGET DATE (Must be specific)	
AMS will work with OASCR in monitoring the process to ensure timely processing of the cases.	September 30, 2013	
REPORT OF ACCOMPLISHMENTS and MODIFICATIONS TO OBJECTIVE		
<p>On January 1, 2013, OASCR assumed full authority for the EEO investigation function for all USDA agencies. This authority includes managing all contracts for the investigation of EEO complaints, conducting legal sufficiency reviews of the reports of investigations, and coordinating vendor payments. The Employment Investigations Division (EID) officially began to accept complaints on January 2, 2013. AMS no longer has contract investigators; all of AMS' investigations are now handled by EID.</p> <p>However, during the first part of FY 2013, AMS was successful in its efforts to improve the processing times of the formal complaint investigations. AMS completed three investigations during the period for which it was responsible for completing investigations in FY 2013. Each investigation averaged approximately 78 days to complete. As a result, AMS has completed 100% of its investigations within 90 days.</p>		
<p>NOTE: The Agency <u>achieved its objective</u> by the target date.</p>		

EEOC FORM 715-01 PART H		U.S. Equal Employment Opportunity Commission FEDERAL AGENCY ANNUAL EEO PROGRAM STATUS REPORT	
Agricultural Marketing Service		FY 2013	
STATEMENT of MODEL PROGRAM ESSENTIAL ELEMENT DEFICIENCY:	Element E: AMS does not have a system in place to track applicant flow data.		
OBJECTIVE:	Develop a system to capture and report on applicant flow data.		
RESPONSIBLE OFFICIAL:	Human Resources Division Chief, Marketing & Regulatory Programs Business Services		
DATE OBJECTIVE INITIATED:	September 30, 2010		
TARGET DATE FOR COMPLETION OF OBJECTIVE:	September 30, 2015		
PLANNED ACTIVITIES TOWARD COMPLETION OF OBJECTIVE:	TARGET DATE (Must be specific)		
Work with HR to include such data and trends that are possible until Tables A & B 7, 9, 11 and 12 of the MD-715 Report are fully populated in the National Finance Center (NFC); analyze the data captured by the applicant flow tracking system in accordance with MD-715 standards	September 30, 2015		
<p>REPORT OF ACCOMPLISHMENTS and MODIFICATIONS TO OBJECTIVE</p> <p>HR had received approval from the Department to begin tracking race, sex, and national origin (RSNO) data for applicants in November, 2009. This capability was implemented on February 26, 2010. The system can track RSNO data only; targeted disabilities data for applicants is not captured pursuant to a Departmental decision. Requests for RSNO and targeted disabilities information are included as part of the questions completed by each applicant. Responding to these questions are optional and at the discretion of the applicant.</p> <p>Although HR is able to provide AMS some data for tables A-9, and A-11 that are still not populated in the National Finance Center, its automated Staffing system cannot distinguish between AMS and other agencies' employees. Even though HR does ask applicants a question about each applicant's agency, it could not be pulled into a report.</p> <p>As of the date of this report, the Agency has learned that APHIS (HR) can isolate and provide some external hires data for AMS that is not populated in the National Finance Center's MD-715 Table A7 (Applicants and Hires for Major Occupations). However, data specific to AMS still cannot be captured for Table A9 (Selections for Internal Promotions for Major Occupations), Table A11 (Internal Selections for Senior Level Positions), or A12 (Participation in Career Development). Further, APHIS remains unable to provide numbers for the B Tables (those pertaining to disabled individuals) because OPM has not approved collection of that data.</p> <p>The new Staffing system is slated to be released in February of 2014. HR and AMS are hopeful that the new system will be able to facilitate the collection of disability information at that time, but that has yet to be determined as of the date of this report.</p> <p>NOTE: The target date was extended.</p>			

EEOC FORM 715-01 PART H	U.S. Equal Employment Opportunity Commission FEDERAL AGENCY ANNUAL EEO PROGRAM STATUS REPORT	
Agricultural Marketing Service		FY 2013
STATEMENT of MODEL PROGRAM ESSENTIAL ELEMENT DEFICIENCY:	Element E: Final Agency Decisions (FADs) were not completed within the applicable prescribed time frame of 60 calendar days. (Note: The delay can be attributed to the process which is managed at the Office of the Assistant Secretary for Civil Rights (OASCR) and not by the AMS, Civil Rights Program.)	
OBJECTIVE:	To complete FADs within 60 days.	
RESPONSIBLE OFFICIAL:	Office of the Assistant Secretary for Civil Rights	
DATE OBJECTIVE INITIATED:	December 1, 2008	
TARGET DATE FOR COMPLETION OF OBJECTIVE:	September 30, 2014	
PLANNED ACTIVITIES TOWARD COMPLETION OF OBJECTIVE:	TARGET DATE (Must be specific)	
AMS will continue to communicate with the Office of Adjudication and Compliance and inform them of cases which need to be completed in order to meet the prescribed timeframes.	September 30, 2014	
<p>REPORT OF ACCOMPLISHMENTS and MODIFICATIONS TO OBJECTIVE</p> <p>AMS has continued to make progress in this area. Seven FADS were issued in FY 2013, four of which (or 57%), were completed timely. One FAD that was requested and completed in the first quarter was issued well within the 60-day timeframe – in 40 days. A second FAD that was requested in the first quarter of FY 2013 and issued in the second quarter of FY 2013 also met the deadline, since it was issued in 46 days. The third FAD to meet the deadline was remanded in the second quarter of FY 2013 and was issued in 49 days. Finally, a fourth FAD was remanded in the third quarter of FY of 2013 and was issued in 44 days. Of the remaining FADs, which were untimely, one was issued in 82 days, one was issued in 152 days, and one was remanded in the first quarter of FY 2013 and was issued in 329 days.</p> <p>AMS currently has three cases pending FADs, one of which was filed in District Court, one of which is pending EEOC hearing, and one of which has already passed the 60-day timeframe.</p> <p>Two additional FADs were issued as procedural dismissals of complaints.</p> <p>As in past years, AMS Civil Rights notifies the OASCR Employment Adjudication Division (EAD) immediately upon receipt of a FAD request or at the expiration of an election period in order to help minimize delays. Once the case files are sent to EAD, AMS Civil Rights cannot control how quickly the FADS are written.</p> <p>Note: The target date was extended.</p>		

EEOC FORM 715-01 PART I	U.S. Equal Employment Opportunity Commission FEDERAL AGENCY ANNUAL EEO PROGRAM STATUS REPORT	
Agricultural Marketing Service	FY 2013	
<p>STATEMENT OF CONDITION THAT WAS A TRIGGER FOR A POTENTIAL BARRIER:</p> <p>Provide a brief narrative describing the condition at issue.</p> <p>How was the condition recognized as a potential barrier?</p>	<p>Recruitment, Hiring, and Placement</p> <p>In the permanent workforce, low participation was noted in the following categories: Hispanic Males and Females, White Females, Asian Females, and American Indian/Alaska Native females.</p>	
<p>BARRIER ANALYSIS:</p> <p>Provide a description of the steps taken and data analyzed to determine cause of the condition.</p>	<p>The following Workforce Data Tables were analyzed and reviewed: A1-A6 & A8 and B1-B6 & B8 for Employment, Hiring, Recruitment and Placement.</p> <p>In addition, the following reports and data were analyzed to determine what other, if any, triggers might be identified and/or alert the Agency to any possible barriers:</p> <ul style="list-style-type: none"> • AMS' FY 2012 FEORP Report • AMS' FY 2012 DVAAP Report • AMS' FY 2012 MD-715 Report • AMS' FY 2013 MD-715 Quarterly Reports • FY 2013 Quarterly High Grades Distribution Tables for AMS overall and each of its Programs • FY 2013 Monthly Workforce Profiles for AMS overall and each of its Programs • FY 2013 Monthly Bases and Issues Pie Charts for AMS's complaint activity reports 	
<p>STATEMENT OF IDENTIFIED BARRIER:</p> <p>Provide a succinct statement of the agency policy, procedure or practice that has been determined to be the barrier of the undesired condition.</p>	<p>Because there is insufficient applicant pool data, no determination can be made as to any specific barriers employees experienced in the applicant pool, nor can any determination be made of the relative participation rates of employees in the senior applicant pool.</p>	
<p>OBJECTIVE:</p> <p>State the alternative or revised agency policy, procedure or practice to be implemented to correct the undesired condition.</p>	<p>AMS will continue to work with several Agencies to implement a system that can gather and store information as it relates to a person's race, national origin, and disability to correctly identify the Agency's low participation rate. This should assist the Agency in its efforts to improve areas where there is low participation.</p>	
<p>RESPONSIBLE OFFICIAL:</p>	<p>Director, Civil Rights Program and Director, Human Resources and Recruitment Workforce Team</p>	
<p>DATE OBJECTIVE INITIATED:</p>	<p>December 1, 2013</p>	
<p>TARGET DATE FOR COMPLETION OF OBJECTIVE:</p>	<p>September 30, 2015</p>	

EEOC FORM 715-01 PART I	EEO Plan To Eliminate Identified Barrier	
PLANNED ACTIVITIES TOWARD COMPLETION OF OBJECTIVE:	TARGET DATE (Must be specific)	
Encourage employees to provide race, national origin, sex, and disability data.	September 30, 2015	
Contact HR and request that they provide updates to CRP on applicant data.	September 30, 2015	
CRP will provide regular updates to the Agency Administrator and senior Management officials on recruitment, hiring, and placement efforts of targeted groups and persons with targeted disabilities.	September 30, 2015	
REPORT OF ACCOMPLISHMENTS and MODIFICATIONS TO OBJECTIVE		
<p>HR had received approval from the Department to begin tracking race, sex, and national origin (RSNO) data for applicants in November, 2009. This capability was implemented on February 26, 2010. The system can track RSNO data only; targeted disabilities data for applicants is not captured pursuant to a Departmental decision. Requests for RSNO and targeted disabilities information are included as part of the questions completed by each applicant. Responding to these questions are optional and at the discretion of the applicant.</p> <p>Although HR is able to provide AMS some data for tables A-7, A-9, and A-11 that are still not populated in the National Finance Center, its automated Staffing system cannot distinguish between AMS and other agencies' employees. Even though HR does ask applicants a question about each applicant's agency, it could not be pulled into a report.</p> <p>As of the date of this report, the Agency has learned that APHIS (HR) can isolate and provide some external hires data for AMS that is not populated in the National Finance Center's MD-715 Table A7 (Applicants and Hires for Major Occupations). However, data specific to AMS still cannot be captured for Table A9 (Selections for Internal Promotions for Major Occupations), Table A11 (Internal Selections for Senior Level Positions), or A12 (Participation in Career Development). Further, APHIS remains unable to provide numbers for the B Tables (those pertaining to disabled individuals) because OPM has not approved collection of that data.</p> <p>The new Staffing system is slated to be released in February of 2014. HR and AMS are hopeful that the new system will be able to facilitate the collection of disability information at that time, but that has yet to be determined as of the date of this report.</p> <p>Representation of Blacks is above the CLF in both the Total and Permanent workforces for both males and females. Representation of both American Indian/Alaska Native males and Asian males is above the CLF in the Permanent workforce. Representation of Hispanics is above the CLF in the Total workforce for both males and females. Representation remains low for White females, Asian females, and American Indian/Alaska Native females in the Total and Permanent workforces.</p> <p>AMS' senior management officials were provided regular updates on the recruitment, hiring, and placement of targeted groups and persons with disabilities. AMS hosted and participated in various job/career fairs, conferences, and visited various colleges/universities to recruit minorities.</p> <p>NOTE: The target date was extended.</p>		

EEOC FORM 715-01 PART J	<i>U.S. Equal Employment Opportunity Commission</i> FEDERAL AGENCY ANNUAL EEO PROGRAM STATUS REPORT Special Program Plan for the Recruitment, Hiring, and Advancement of Individuals With Targeted Disabilities						
PART I Department or Agency Information	1. Agency	1. United States Department of Agriculture					
	1.a. 2 nd Level Component	1.a. Agricultural Marketing Service					
	1.b. 3 rd Level or lower	1.b.					
PART II Employment Trend and Special Recruitment for Individuals With Targeted Disabilities	Enter Actual Number at the end of FY 2012.		... end of FY 2013.		Net Change	
		Number	%	Number	%	Number	Rate of Change
	Total Work Force	4108	100.00%	4015	100.00%	-93	-2.26%
	Reportable Disability	250	6.09%	243	6.05%	-7	-2.80%
	Targeted Disability*	35	0.85%	30	0.75%	-5	-14.29%
	* If the rate of change for persons with targeted disabilities is not equal to or greater than the rate of change for the total workforce, a barrier analysis should be conducted (see below).						
	1. Total Number of Applications Received From Persons With Targeted Disabilities during the reporting period.					Applicant flow data is not available.	
2. Total Number of Selections of Individuals with Targeted Disabilities during the reporting period.					N/A (see above)		

EEOC FORM
715-01
PART J

U.S. Equal Employment Opportunity Commission
**FEDERAL AGENCY ANNUAL
EEO PROGRAM STATUS REPORT**
Special Program Plan for the Recruitment, Hiring, and Advancement of Individuals With Targeted Disabilities

PART III Participation Rates In Agency Employment Programs

Other Employment/Personnel Programs	TOTAL	Reportable Disability		Targeted Disability		Not Identified		No Disability	
		#	%	#	%	#	%	#	%
Competitive Promotions	193	15	7.78	4	2.07	6	3.10	172	89.12
2.a. Grades 5 – 12	153	13	8.49	4	2.61	5	3.27	135	88.24
2.b. Grades 13 - 14	36	2	5.55	0	0.00	1	2.78	33	91.67
2.c. Grade 15/SES	2	0	0.00	0	0.00	0	0.00	2	100.00
3. Employee Recognition and Awards	380	27	7.10	5	13.15	14	3.69	339	89.21
3.a. Time-Off Awards (Total hrs awarded)	79	7	8.87	0	0.00	2	2.53	70	88.60
3.b. Cash Awards (total \$\$\$ awarded)	253,596	13,956	5.51	3,567	1.40	8,858	3.49	230,782	91.00
3.c. Quality-Step Increase	28	3	10.72	0	0.00	1	3.57	24	85.71

<p>EEOC FORM 715-01 Part J</p>	<p>Special Program Plan for the Recruitment, Hiring, and Advancement of Individuals With Targeted Disabilities</p>																																										
<p>Part IV Identification and Elimination of Barriers</p>	<p>Persons with Targeted Disabilities:</p> <p>Applicant flow data and exit interview data are not available (<u>see</u> Part I above); therefore, a complete barrier analysis could not be conducted. A partial barrier analysis was conducted using separations and complaints data. There was only one involuntary separation of a person with a targeted disability from AMS in FY 2013, representing 6.25% of all involuntary separations. Discrimination on the basis of physical disability constituted only four percent (4%) of the claims contained among formal complaints filed in FY 2013. No discrimination claims on the basis of mental disability were included among formal complaints filed in FY 2013. Out of the 13 formal complaints filed, there were no findings against AMS of discrimination on the basis of either physical or mental disability. Specific barriers to employment were not identified.</p> <p>Individuals with targeted disabilities made up 0.75% of AMS' total workforce and 1.33% of AMS' permanent workforce in FY 2013. This is lower than the "Federal Government High" of 2.00%.</p> <p>Three employees with targeted disabilities hold GS-14 positions at AMS, and one employee with a targeted disability holds a GS-15.</p>																																										
<p>Part V Goals for Targeted Disabilities</p>	<table border="1" data-bbox="399 827 1442 1094"> <tr> <td colspan="6">Objectives</td> </tr> <tr> <td colspan="6">In order to meet USDA's overall goal of 2.0%, the Agency will need to hire at least 11 employees with targeted disabilities per year for the five-year plan. In FY 2010, the Agency had 30 employees with targeted disabilities, so the breakout was as follows:</td> </tr> <tr> <td>Target Date</td> <td>FY 2011</td> <td>FY 2012</td> <td>FY 2013</td> <td>FY 2014</td> <td>FY 2015</td> </tr> <tr> <td>Goal</td> <td>41</td> <td>52</td> <td>63</td> <td>74</td> <td>85</td> </tr> </table> <p>The Agency hired only one individual with a targeted disability in FY 2013, bringing the total number of employees with targeted disabilities to 30; so the goals for FY 2013-2015 will need to be significantly increased.</p> <table border="1" data-bbox="399 1245 1442 1887"> <tr> <td>Recruitment Strategies</td> <td>Target Dates</td> </tr> <tr> <td>The Agency will endeavor to hire at least one student through the Workforce Recruitment Program for College Students with Disabilities.</td> <td>September 30, 2014</td> </tr> <tr> <td>The Agency will continue to partner with University Disabled Student Services Offices to recruit and hire college graduates.</td> <td>September 30, 2014</td> </tr> <tr> <td>The Agency will continue its efforts to recruit Disabled Veterans by networking with the Veterans Administration's (VA's) local Winston-Salem office to place disabled veterans in unpaid work experience internships and full-time employment positions. The Agency will continue to pursue additional opportunities for using the VA's unpaid work experience program, with the ultimate objective of placing disabled veterans in full-time positions.</td> <td>September 30, 2014</td> </tr> <tr> <td>The Agency will continue to partner with the Veterans Administration and attend their recruiting and networking events.</td> <td>September 30, 2014</td> </tr> <tr> <td>The Agency will continue to provide training to Agency managers on the recruitment of Disabled Veterans.</td> <td>September 30, 2014</td> </tr> <tr> <td></td> <td></td> </tr> <tr> <td></td> <td></td> </tr> <tr> <td></td> <td></td> </tr> </table>	Objectives						In order to meet USDA's overall goal of 2.0%, the Agency will need to hire at least 11 employees with targeted disabilities per year for the five-year plan. In FY 2010, the Agency had 30 employees with targeted disabilities, so the breakout was as follows:						Target Date	FY 2011	FY 2012	FY 2013	FY 2014	FY 2015	Goal	41	52	63	74	85	Recruitment Strategies	Target Dates	The Agency will endeavor to hire at least one student through the Workforce Recruitment Program for College Students with Disabilities.	September 30, 2014	The Agency will continue to partner with University Disabled Student Services Offices to recruit and hire college graduates.	September 30, 2014	The Agency will continue its efforts to recruit Disabled Veterans by networking with the Veterans Administration's (VA's) local Winston-Salem office to place disabled veterans in unpaid work experience internships and full-time employment positions. The Agency will continue to pursue additional opportunities for using the VA's unpaid work experience program, with the ultimate objective of placing disabled veterans in full-time positions.	September 30, 2014	The Agency will continue to partner with the Veterans Administration and attend their recruiting and networking events.	September 30, 2014	The Agency will continue to provide training to Agency managers on the recruitment of Disabled Veterans.	September 30, 2014						
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Report of Accomplishments	Completed Dates
The Agency's Civil Rights Program arranged for the Gallaudet University Career Intern Coordinator to present to AMS' senior management officials on setting up a recruitment relationship in November of 2014.	September, 2013
AMS hired one person with a targeted disability in FY 2013. She is a temporary, full-time Agricultural Commodity Aide, series 1981, in Lubbock, Texas.	December, 2012
The AMS Veterans Employment Program Manager (VEPM) met with the Student Veterans Services Coordinator at Georgetown University. They discussed establishing a recruitment relationship for Georgetown's student veterans for both internships and employment opportunities. The VEPM shared information on the Pathways internship program and the mission-critical career fields offered by AMS.	November 19, 2012
The VEPM met with the George Washington University (GWU) Veterans Services Office Director, whose job is to assist GWU student veterans with understanding their eligibility for veteran's benefits and in finding employment opportunities.	October 16, 2012
See also Part IV above for discussion of accomplishments regarding individuals with targeted disabilities.	N/A