

ADDITIONAL FAQs

The USDA field offices will serve as a means for the DOL to provide outreach in areas where they might not otherwise. USDA's role is simply to be a referral resource for information about the DOL programs and services. This essentially consists of field operations having DOL information readily available at customer contact points. If a rural citizen is in need of career planning and employment resources, USDA staff can assist by providing a helpful Information packet.

Designated USDA personnel will provide the DOL Career Planning and Employment Resources Information Packet as is to the general public. To ensure consistency of dissemination, the following standards should be maintained. The Information Packet can be provided to the general public in print or electronic formats. Print materials may be displayed in plain view for self-service access; electronic materials can be sent via email or downloaded from Agency Internet sites.

1. Distribution of the Information Packet can be reactive (responding to direct request) or proactive (anticipating need).
2. All public interactions will be handled in a courteous and professional manner. The Information Packet is never to be forced upon anyone.

USDA field office personnel will strive to provide basic reference and answer basic questions from the public. Sometimes this will result in explaining "purpose" for the resources and/or making reference concerning where to obtain help for using the resources. See examples:

1. Purpose of the materials: This information is being made available in USDA offices to heighten awareness among rural citizens concerning resources that are available for assisting with career planning and job search. The pursuit for employment is very different in the 21st century job market. The websites as referenced in the materials provide information about what to consider and offer approaches for career planning and job search.
2. Help reference for the materials: A helpline for the CareerOneStop tool is available on the website. The site lists a toll-free telephone number 1-877-348-0502 and email address info@careeronestop.org for obtaining needed assistance.

Some Question included in the course are:

Question: What is expected of USDA employees?

Answer: Employees are asked to provide the DOL Information Packet to the general public in print or electronic format and respond to basic inquires.

Question: Are USDA field offices required to have a workstation available for the public to use?

Answer: No. The only requirement is that of providing the Information Packet in print or electronic format.

Question: How do USDA field office employees handle requests for specific assistance?

Answer: Gingerly direct the requester to the help resources (helpline and email address) noted in the Information Packet.

Question: Will there be posters available for downloading and posting in USDA field offices?

Answer: Not at this time, but possibly in the near future.

Question: Who do interested parties within the Agencies turn to for help concerning issues with the DOL information?

Answer: Each Agency has a designated point of contact for inquires. It is our understanding the NRCS Agency Contact is Sandra Detter of NEDC.