



**Natural Resources Conservation Service**

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# NEWS RELEASE

## **USDA Service Centers Taking Precautionary Measures to Help Prevent the Spread of Coronavirus**

### **USDA Service Centers Open for Business by Phone Appointment Only**

**NASHVILLE, March 23, 2020** – United States Department of Agriculture (USDA) Service Centers are encouraging visitors to take proactive protective measures to help prevent the spread of Coronavirus (COVID-19).

USDA Service Centers throughout Tennessee will continue to be open for business by phone appointment only and field work will continue with appropriate social distancing.

*“While our program delivery staff will continue to come into the office, they will be working with our producers by phone, email and using online tools whenever possible,”* said Sheldon Hightower, Tennessee State Conservationist. *“All Service Center visitors wishing to conduct business with the Farm Service Agency, Natural Resources Conservation Service, or any other Service Center agency are required to call their Service Center to schedule a phone appointment.”*

In the event a Service Center is closed, producers can receive assistance from the closest alternate Service Center by phone. The following Service Centers in Tennessee are closed: Dickson and Lawrenceburg. These employees are working from an alternate location and can continue to provide services remotely. Please contact an alternate Service Center for immediate assistance. Producers can find Service Center phone numbers at [farmers.gov/service-center-locator](https://farmers.gov/service-center-locator).

Farm Production and Conservation (FPAC) agencies continue to look at the flexibilities to deliver programs on behalf of producers, just as they have in past situations, such as natural disasters. Farmers are resilient and FPAC agencies will continue to deliver the farm safety net programs and resource conservation programs that keep American agriculture in business today and long into the future.

Online services are available to customers with an eAuthorization account, which provides access to the [farmers.gov](https://farmers.gov) portal where producers can view USDA farm loan information and payments and view and track certain USDA program applications and payments. Online NRCS services are available to customers through the [Conservation Client Gateway](#). Customers can track payments, report completed practices, request conservation assistance, and electronically sign documents. Customers who do not already have an eAuth account can enroll at [farmers.gov/sign-in](https://farmers.gov/sign-in).

For the most current updates on available services and Service Center status visit [farmers.gov/coronavirus](https://farmers.gov/coronavirus).

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