



United States
Department of
Agriculture

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Farm and Foreign
Agricultural
Services

TO: Farm Service Agency Workforce

Farm Service
Agency

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SUBJECT: Organizational Assessment Update

I would like to update you on where we stand relative to the Farm Service Agency (FSA) Organizational Assessment. As I indicated in September, we hired KnowledgeBank Inc. (KB) to conduct an Independent Organizational Assessment in two phases:

- 1) Phase I – covered a span of 6 weeks (September 2007 – October 2007) and consisted of a discovery phase to identify areas within FSA that can be studied.
- 2) Phase II – will cover a span of 25 weeks (November 2007 – April 2008) and will be an organizational assessment of key areas at the National Headquarters (NHQ) and State offices.

As an organization, we need to discover better ways to do business. This study may help us determine efficiency improvements. The specific scope of this study will include:

- The NHQ Review. The review will include an assessment of the program and administrative offices at NHQ, focusing on structure, functions and program delivery; it will include a look at certain administrative functions such as information technology, finance and human resources.
- State Office Organizational Review. The review will include an assessment of 10 states, also focusing on structure, functions and program delivery.
- Strategic Management of Human Capital. The review will focus on the workforce planning process, the skills required to meet the demands of the future, the human capital strategies to ensure that FSA has the workforce necessary to meet future program requirements, the skills required to meet the demands of the future and our succession planning process, which takes into account projected retirements.

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We have approved Phase II of this Assessment and the KB team began conducting briefings throughout FSA with all the managers affected. KB will be working with the management team to begin collecting data and scheduling a limited, but critical number, of interviews with supervision and several employees.

I want you to know that I am very committed to this study and will expect all managers and employees throughout FSA to work with the KB team. I want to make sure they get the information they need and that this overall process is successful. As I said when this study began, this is a significant undertaking for our Agency. The goals are to improve, modernize and continue to serve our customers in the tradition of excellence that we have already established.

If you have any questions, please feel free to approach your supervisors. We will be circulating more information through management channels as soon as it becomes available.