

Secretary Glickman Asked the National Food and Agriculture Council (FAC) To Recommend a Formal Process To Deliver Disaster Assistance

Find out what's being done to accomplish this task.

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Deputy Secretary Announces Rotation of Chair of the Food and Agriculture Council (FAC)

Effective January 1, 1998, through December 31, 1998, the Chair of the National FAC will rotate to the Administrator of the Farm Service Agency (FSA); the Chair of the State FAC will be the respective FSA State Executive Director, and the Chair of the local FAC will be the respective FSA County Executive Director. The new National FAC Chair will be Keith Kelly, a native of Red Lodge, Montana. As FSA administrator, Mr. Kelly reports to the Under Secretary of Agriculture for Farm and Foreign Agricultural Services, and is responsible for the administration of farm commodity programs, agricultural credit programs, and certain disaster and Federal crop insurance programs. He also serves as Executive Vice President of the Commodity Credit Corporation (CCC). *continued on page 2*



Keith Kelly, Administrator, Farm Service Agency

Pilot Sites Selected for Business Process Reengineering Test

Shirley Hall
BPR Pilot Projects Coordinator

Nine USDA Service Centers across the Nation, have been selected as pilot sites to test and refine USDA's reengineered business processes. The final sites were recommended

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In 1990, Mr. Kelly served as the first Director of the newly created Arizona Department of Agriculture. He was appointed by Governor Rose Mofford and was reappointed by Governor Fife Symington in 1991. Under the direction of the Arizona State Legislature, he consolidated four autonomous State agencies into a unified, cabinet-level department with 450 employees and an appropriated budget of approximately \$13 million. Mr. Kelly was instrumental in the adoption of a bilateral, live-stock health agreement with the State of Sonora, Mexico, and he has actively promoted the North American Free Trade Agreement as a member of the Arizona-Mexico Commission. He negotiated the first official boxed-beef agreement for Arizona processors in the Mexican states of Sonora and Sinaloa in 1996-97. He was appointed by Secretary Glickman and U.S. Trade Representative Mickey Kantor to the Agricultural Policy Advisory Committee in 1995.

Following in the foot-steps of his grandfather (Commissioner of Agriculture, 1939-1941), Mr. Kelly served as Director of Montana's Department of Agriculture (1983-1988), after serving two years as Deputy Director. From 1976 to 1980, he served as Administrative Assistant for Agriculture and Natural Resources for Montana's Governor's Office. He is past Chairman of the National Governors Association Staff Advisory Council for Agriculture. From 1972 to 1974, as a Marketing Specialist for the Montana Wheat Commission; he developed the first toll-free Grain Market News Service in the United States; and from 1974 to 1976, he was Assistant Director of

Western Wheat Associates, based in Washington, D.C., where he developed marketing plans for U.S. wheat producers. Mr. Kelly was raised on his parents' sheep and cattle ranch in Red Lodge. He attended Montana State University where he received a B.S. degree in Agricultural Business in 1968 and an M.S. degree in Economics/Agricultural Economics in 1973. He served in the U.S. Army Infantry, 101st Airborne Division in Vietnam and was awarded the Bronze Star. Mr. Kelly and his wife, the former Norma Jean Walsh of Butte, Montana, are the parents of four children.

Let Us Know About Upcoming Events

Service Center News would like to hear about events of interest to everyone involved in the USDA Service Center implementation effort. Send your event information to Service Center News, Stop 0199, room 4416-S, Washington, DC 20250-0199. Phone: 202-720-5238; fax: 202-720-6101. Be sure to include the name of the event; the sponsoring organization; date(s); location (city and State) -- including the name of the hotel or convention center where the event is being held; and the name, phone, fax, and e-mail of an individual to contact for more information.

National FAC to Lead Disaster Assistance Business Process Reengineering Effort

Linda Knowlton
Pilot Projects Coordinator

In a March 31, 1997, memorandum from Secretary Glickman to the National FAC, the Secretary stated "I am asking the National Food and Agriculture Council (FAC) to recommend a formal process to deliver, in a coordinated manner, disaster assistance to affected areas."

Initially, the decision was to describe this process in the Responsibilities section of the Departmental Regulation (DR) for National, State, and Local FAC's, which is being revised. Reviews of the draft DR, however, surfaced concerns by the Disaster Management and Coordination Staff regarding State Emergency Boards; there were also concerns from the Office of Intergovernmental Affairs.

In order to ensure that these concerns are addressed and that the formal process we recommend to the Secretary does not duplicate or infringe upon other USDA disaster assistance programs, we have determined that a business process re-engineering (BPR) effort should be undertaken. This project will be one of the second

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Pilot Sites...

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to the National FAC by the BPR MRB following an extensive review of 58 proposed sites from 36 States by Greg Carnill, National FAC Executive Officer, who notified the State Food and Agriculture Councils (FAC) that the following service centers were selected.

Worcester County Service Center, Maryland
 Okeechobee Service Center, Florida
 Scott County Service Center, Indiana
 Valencia County Service Center, New Mexico
 Taylor County Service Center, Texas
 Miami County Service Center, Kansas
 Rolette County Service Center, North Dakota
 Sacramento County Service Center, California
 Wasco/Hood River Service Center, Oregon

The nine service centers will serve as pilots for the first actual "real-world" testing of new business processes. Their testing determines the cost benefit of the new processes and the viability of the supporting technology. Personnel at pilot sites will be expected to learn new ways of doing business and act as a single service delivery unit across traditional agency boundaries. Pilot sites will be equipped with updated equipment to support the new way of doing business.

Earlier this fall, four interagency BPR teams identified 17 implementation projects to modernize and streamline the processes of county-based service centers and proposed using operational service centers as pilot sites to test and refine recommendations developed by BPR

teams.

The pilot site testing program begins with a limited number of pilot sites testing a new business process. Before release to more of the pilot sites, the new process can be tested to resolve technical issues and any other problems. Recommended business improvements will be released to pilots at local or State level after testing in the USDA Service Center Business Process Integration Center.

Throughout the upcoming months, the nine service centers will work with the Integration Center in preparation for pilot testing. The characteristics of each pilot site will be matched to an implementation project to determine which site or sites would best validate a project's cost and benefits. Some of the projects will take longer than others to develop, accordingly pilot sites will be established on an incremental basis throughout 1998. Some projects, like the remodeled administrative process will be pilot tested primarily at the State level. However, the majority of recommendations will be implemented in local service centers.

As the implementation will be incremental, some sites will initially concentrate on new ways to reach out to deliver services to their customers and to develop new and innovative partnerships with local or State agencies. Others will concentrate on utilizing new office automation to save time by integrating the agencies' customer database and will explore new ways to share information, including Web-based applications.

Some sites will use Geographic Information Systems technology to capture, sort, manage, analyze, and display geographic data (maps and

photographs). Using a digital photography base to replace the current rectified paper photography, they will explore how the partner agencies can improve customer service by integrating each agencies information about a customer's land with geo-spatial data from outside sources.

The Service Center News will be following the progress of the nine sites...look for more in future issues.

Is there something that you feel your service center does particularly well?

Drop us a line and let us know about it. Send your story to: USDA, National FAC, Service Center News, Stop 0199, Room 4416-S, Washington, DC 20250-0199. Or, call 202-720-5238 with your story idea.

Disaster BPR...

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wave of BPR's undertaken by the National FAC, and will be an intense effort. We will analyze the current situation, identify opportunities for improvement, and make a recommendation to the Secretary no later than March 31, 1998. All organizations having responsibility for disaster assistance in USDA will be consulted and/or involved in the BPR effort.



Upcoming Events

February 23-24, 1998

Agricultural Outlook

Forum 98

Omni Shoreham Hotel,
Washington, D.C.

For more information call:

202-720-3050 or

email: agforum@oce.usda.gov

or write to Outlook Forum 98,
5143 South Building, USDA,
Washington, D.C., 20250-3812

June 1-3, 1998

International Conference,
Information in Agriculture and
Forestry, Lake Buena Vista,
Florida; Web address: [http://
www.irim.org/CONF/ag.html](http://www.irim.org/CONF/ag.html)



The USDA Union Coordination Council recently briefed Secretary Glickman and Deputy Secretary Rominger and key subcabinet officials on administrative convergence from the union and field office employee perspective. (From left) G. Lance Smith, Rural Development; Chief Information Officer, Anne Reed; Undersecretary for Farm and Foreign Agricultural Services, Gus Schumacher;

Teresa Bonaduce, FSA; Tom Mazerbo, Rural Development; Clyde Evans, FSA; Under Secretary for Natural Resources and Environment, James R. Lyons; Mark Huntington, FSA; Deputy Secretary Richard Rominger; Vicki Weiser, Rural Development; Secretary Dan Glickman; Gloria Bieker, FSA; Bruce Kreller, SCIT; Sandy Smith, Rural Development; Mary Moore, FSA; Don Gearing, FSA.

Service Center News is a publication of the U.S. Department of Agriculture, National Food and Agriculture Council (FAC). Its purpose is to report on the progress of USDA Service Centers implementation to employees.

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