

Further Guidance on Time Charges for Those Delivering Technical Assistance At the Field and State Levels

| IF | THEN CHARGE TO: |
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| Activities relate to Brief Technical Assistance | Conservation Technical Assistance |
| <ul style="list-style-type: none"> ▪ <i>Assists with Farmers.gov as needed</i> ▪ <i>Provides publication/information of soil and water conservation information to customers as requested</i> ▪ <i>Greets clients, such as farmers, landowners and partners. Utilizes professional and personal skills to assess the situation and determines to either correct or resolve the issue independently or forward the concerns and/or client to the proper staff.</i> ▪ <i>As defined by the National Planning Procedures Handbook, Brief Technical Assistance is the direct request from a client for natural resource information, data, or technical products received through office visits, phone calls, or written or electronic communication. Assistance is generally a single transaction or related to a specific site and does not result in a conservation plan. In providing brief technical assistance, the client is defined as an individual, business, group, or unit of government that is the recipient of NRCS technical and financial assistance. NRCS clients, generally fall into two broad categories: individual owners, managers, partners or businesses, with primary responsibility for their business dealings with NRCS, and groups or local sponsoring organizations or other government officials, responsible for fulfilling requirements or exercising judgments consistent with law, Executive order, and established Federal policy. Examples of the first group include persons, groups, Tribes, corporations, and organizations. Examples of the second group include conservation districts and units of government.</i> | |

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| Activities related to Outreach & Education | Appropriate Farm Bill Program; or CTA, if it is covering NRCS's technical services |
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| <p><i>Outreach involves understanding all customers, and their needs, including the underserved, learning how best to communicate with various groups, earning the trust and acceptance of underserved customers, and developing partnerships and working relationships with underserved customers and their community way of conducting business to ensure that underserved individuals and groups throughout the United States and its territories are made aware of, understand, and have a working knowledge of USDA programs and services. Outreach will ensure that these programs and services are equitable and made accessible to all.</i></p> <p><i>Outreach involves: understanding customers, including the underserved; researching techniques and methods to best reach the customer; using communication techniques which are most appropriate, such as press releases, social media, radio, television, etc.; identifying barriers to assisting the underserved; earning the trust of the underserved customer; and developing partnerships and working relationships with customer, including the underserved, and their community organizations.</i></p> | |
| <p><i>Education and Training: Training and Education developed, delivered, or attended. Can include in-person or distance media.</i></p> | |

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| <ul style="list-style-type: none">▪ <i>Provides administrative support to assigned field team, Technical Service Providers (TSP's), and affiliate agreements. Gathers data for various reports, such as field office reports and field team activity reports, and prepares for distribution as requested. IDEA</i>▪ <i>Files material in office manuals or electronically to ensure up-to-date information. Collects, prepares, reviews and inputs data. Locates and compiles data or information from files and performs support tasks.</i> | |