

Pursuant to Executive Order 14058 (December 13, 2021)  
on *Transforming Federal Customer Experience and  
Service Delivery to Rebuild Trust in Government*

## 2024 HISP CX Action Plan

# Farm Service Agency

As a High Impact Service Provider (HISP), FSA focuses on improving customer experience and delivery for the following service:

**1) Applying for direct and guaranteed real estate and operating loans to start, maintain and expand a family farm:** FSA's farm loan programs provide credit to farmers and ranchers unable to obtain commercial credit at reasonable rates and terms to finance their operations. During FY23, FSA's total loan portfolio provided credit of \$33.1 billion to about 115,000 borrowers.

### ***What we will deliver in 2025:***

- **Continue the phased implementation of the Technical Assistance Provider Network (TAPN) pilot**

The TAPN pilot provides access to one-on-one technical assistance, through a network of NGOs, to customers seeking to learn more about Farm Loan Programs' products/services who may need assistance with a Direct Loan application or Direct Loan servicing request. As the phased implementation continues, FSA will focus on expanding program participation with the goal of improving customer loan origination and servicing outcomes and strengthening trust with customers.

- **Improve and modernize back-office systems to make loan services more efficient**

FSA will work to streamline and automate business processes to reduce manual functions, allowing for more timely processing of loan origination and servicing requests from customers.

- **Expand data collection and analysis of customer feedback**

FSA will expand data collection activities and focused analysis of customer experience feedback to develop a better understanding of customer needs, inform policy and operational improvements, and to take corrective actions when needed.