

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

## 2023 HISP CX Action Plan

# Natural Resources Conservation Service

As a High Impact Service Provider (HISP), NRCS focuses on service assessments, collecting customer feedback, and making measured improvements for one designated service:

- 1) **Applying for the Environmental Quality Incentives Program (EQIP):** EQIP is USDA's flagship voluntary conservation program that helps producers make conservation work for their farm. EQIP provides financial resources and one-on-one help to design and implement improvements, or what NRCS calls conservation practices. Using these practices can create environmental benefits that extend well beyond the farm while improving agricultural operations.

### ***What we delivered in 2023:***

- **Reduced application approval timeline by expanding ACT NOW Authority**  
ACT NOW allows NRCS to immediately approve and fund an eligible application in a designated ranking pool on the basis of a State-determined minimum score. As a result, customer wait time for application review and preapproval in a ranking pool has been eliminated, substantially reducing the overall approval timeline.
- **Established an online point of access for customers**  
A single online point of access for all customers across multiple USDA programs, including NRCS conservation assistance through EQIP, allows customers to view documents and data from desktop and mobile devices, apply for NRCS programs, and request conservation assistance. This new online access point also integrates with an internal planning database which allows employees to view and process requests.

### ***What we commit to deliver in 2024:***

- **Launch EQIP-specific customer feedback surveys**  
NRCS will use customer feedback data from new surveys to improve program policy, streamline the program application process, and reduce agency employee workload. Using this customer feedback and other program data, NRCS will focus on additional ways to decrease the time from program application to contractual funding, and to expand the time for producer (in-person) interactions.