What does an ombudsperson do?

• Listens to concerns about access to USDA programs (e.g., FSA, NRCS and RD)
• Identifies shared concerns and reports issues to USDA leaders
• Makes recommendations to improve access and create systemic change
Who does the ombudsperson serve?

- Hispanic and female farmers and ranchers in CA, MO, NM and TX
- Eventually, the Office will expand to include all states and underserved groups

Please direct additional questions to the Ombudsperson.
How does an ombudsperson operate?

- **Neutral** - does not advocate for a person or office but for fair process and for improved access to USDA programs
- **Independent** - not part of any other USDA office or agency and works without interference
- **Informal** - does not replace formal USDA channel
- **Confidential** - will not willingly disclose the information you share unless required under federal law
Why was the Office established?

- To contribute to systemic change and improve access to USDA programs for underserved farmers and ranchers
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