

## *Move Into Action*

### Strategies (day 30 - 90)

- Hiring Investigators
  - Developing job descriptions
  - Recruiting and training new employees
  - Shifting roles/responsibilities within the agency
  - Begin processing backlog
- Retraining & evaluating existing staff
- Repairing relationship with Office of General Counsel
  - Create working group charged with understanding and reconstituting relationship with OGC through adoption of standard policies and procedures.



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## *Reducing the Backlog*

### Strategies (Day 90 - 150)

- Develop and implement new system of processing complaints
  - Establish a new center for conflict resolution that will help to resolve employee complaints earlier in the process
- Finish hiring new investigators, train new and existing employees, and have meetings with existing employees to communicate about organizational changes.
- At day 150, take stock of how many complaints are left in the backlog and use that number of set a monthly goal for each investigator. That goal will then be integrated into regular weekly meetings between the supervisor and the investigator to begin building in accountability.



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*Start at the Bottom*

Strategies: (First 30 Days)

- Understand the current culture and state of affairs at the USDA
  - Why do the backlogs exist in the first place?
  - What is the current structure?
  - Where are barriers and opportunities?
  - How are employees held accountable?
- Establish open lines of employee communication
  - Communication must be two-way
  - Explain importance of healthy workplace culture

SUMMIT

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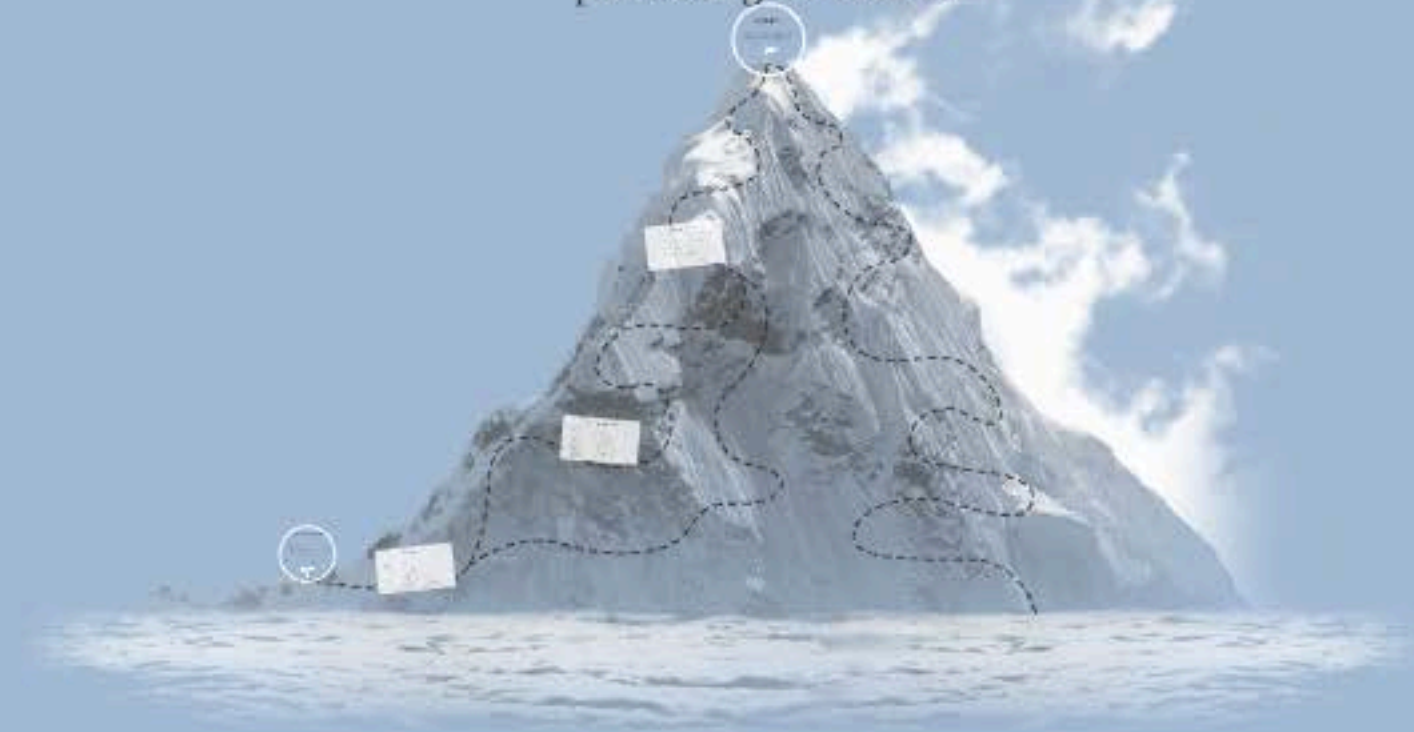
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Addressing a backlog of complaints + Developing new systems of processing for USDA



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