

AgLearn Local Points of Contact (POC)

For general questions regarding training and the use of AgLearn, please contact your designated training officer or point of contact (POC) for the agencies and offices listed below.

- Farm Production and Conservation (FBC, FSA, NRCS, RMA)
- Food, Nutrition, and Consumer Services (FNS)
- Food Safety and Inspection Service (FSIS)
- Marketing and Regulatory Programs (AMS and APHIS)
- Forest Service (FS)
- Research Education, and Economics (REE)
- Rural Development (RD)
- Trade and Foreign Agricultural Affairs (FAS)
- Staff Offices
- External Agencies (DNFSB, EXIM, HHS, USAGM, EEOC)

Farm Production and Conservation (FBC, FSA, NRCS, RMA)

Acronym	Name	Point of Contact	FPAC EEC Portal Link
FPAC	Farm Production and Conversation	FPAC ECC Portal	FPAC AgLearn POC's

Food, Nutrition, and Consumer Services (FNS)

Acronym	Name	Point of Contact	Phone	E-mail Address
FNS	Food and Nutrition Service	Otisha Chaplin	N/A	otisha.chaplin@usda.gov
FNS	Food and Nutrition Service	Jody Overturf	N/A	jody.overturf@usda.gov

Food Safety and Inspection Service (FSIS)

Acronym	Name	Point of Contact	Phone	E-mail Address
FSIS	Food Safety and Inspection Service	AgLearn FSIS	800-336-3747	fsisagLearn@usda.gov

Marketing and Regulatory Programs

Acronym	Name	Point of Contact	Phone	E-mail Address
AMS	Agricultural Marketing Service	AMS Points of Contact List	N/A	N/A
APHIS	Animal and Plant Health Inspection Service	APHIS Points of Contact List	N/A	N/A

Forest Service (FS)

Acronym	Name	Point of Contact	Phone	E-mail Address
FS	US Forest Service-AgLearn	FS-HRM Contact Center (option 2)	877-372-7248	hrm_contact_center@usda.gov

Research, Education, and Economics (REE)

Acronym	Name	Point of Contact	Phone	E-mail Address
ARS	Agricultural Research Service	ARS AgLearn	301-504-1396	ARSAGLearn@usda.gov
ERS	Economic Research Service	Sarah King	816-412-4160	sarah.king3@usda.gov

Acronym	Name	Point of Contact	Phone	E-mail Address
NASS	National Agricultural Statistics Service	Ann Summa	314-595-9529	ann.summa@usda.gov

NIFA	National Institute of Food and Agriculture	Thomas Devine	202-913-3311	thomas.m.devine@usda.gov
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Rural Development (RD)

Acronym	Name	Point of Contact	Phone	E-mail Address
RD	Rural Development	Artina Swilley	201-401-9701	artina.swilley@wdc.usda.gov

RD	RD-States	RD State Contacts	N/A	N/A
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Trade and Foreign Agricultural Affairs (FAS)

Acronym	Name	Point of Contact	Phone	E-mail Address
FAS	Foreign Agricultural Service	N/A	N/A	FASMandatoryTraining@usda.gov

Staff Offices

Acronym	Name	Point of Contact	Phone	E-mail Address
DA	Departmental Administration	N/A	N/A	N/A

DA/OCP	Office of Contracting and Procurement	Mark Androff	202-309-5280	mark.androff@dm.usda.gov
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DA/OE	Office of Ethics	Bradley Khaner	202-205-1826	bradley.khaner@usda.gov
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Acronym	Name	Point of Contact	Phone	E-mail Address
DA/OHRM	Office of Human Resource Management	Chandler Robinson	202-961-4425	chandler.robinson@usda.gov
DA/OO	Office of Operations	Marian M. Romero	202-577-9753	marian.romero@usda.gov
HSO	Homeland Security Office	Geri Thatcher	202-247-6284	gerardina.thatcher@dm.usda.gov
NDA	National Appeals Division	Angela Parham	703-305-2588	angela.parham@usda.gov
OAO	Office of Advocacy and Outreach	N/A	N/A	N/A
OASCR	Office of the Assistant Secretary of Civil Rights	Carmen Bettis	202-572-5913	carmen.bettis@usda.gov
OASCR	Office of the Assistant Secretary of Civil Rights (Mission Area Liaison)	Edward Profit	202-841-4851	edward.profit@usda.gov
OBPA	Office of Budget and Program Analysis	Tania Jones	202-690-2018	tania.jones@usda.gov
OC	Office of Communications	Claudia Arias	202-720-1691	claudia.arias@usda.gov
OCE	Office of the Chief Economist	LaDonna Bryant	202-720-9805	lbryant@oce.usda.gov

Acronym	Name	Point of Contact	Phone	E-mail Address
OCFO	Office of the Chief Financial Officer	Andra' L. Busby	504-226-3519	andra.busby@usda.gov
OCFO-NFC	Office of the Chief Financial Officer-NFC OCFO-NFC Training	OCFO Training	855-227-8131	ocfotraining@nfc.usda.gov
OCIO	Office of the Chief Information Officer (Front Office)	Kayla Roach	202-720-6889	kayla.roach@usda.gov
OCIO/CEC	Client Experience Center	Rachelle Glenn (CEC)	202-720-1700	rachelle.glenn@usda.gov
OCIO/CEC	Client Experience Center	OCIO-CEC Training	N/A	SM.IO.TrainingSupp@usda.gov
OCIO/DATC	Department of Admin Technology CTR	Lisa McFerson	202-720-8599	lisa.mcferson@usda.gov
OCIO/DATC	Department of Admin Technology CTR	Michele Washington	202-205-3369	michele.washington@usda.gov
OCIO/DISC	Digital Infrastructure Services Center	Bryant Smith	816-926-7091	bryant.smith@usda.gov

Acronym	Name	Point of Contact	Phone	E-mail Address
OCIO/IRMC	Information Resources Management Center	Denessa Moses (IRMC)	202-650-7582	denessa.moses@usda.gov
OCIO/ISC	Information Security Center	Wendy Brodhead (ISC)	571-723-6158	wendy.brodhead@usda.gov
OES	Office of the Executive Secretariat	N/A	N/A	N/A
OGC/DRO	Departmental Records Office	Kumar Jayasuriya	202-720-7751	kumar.jayasuriya@usda.gov
OIG	Office of the Inspector General	Shannon Wagner	202-836-0176	shannon.wagner@oig.usda.gov
OES	Office of the Executive Secretariat	Gloria Green	202-720-7100	gloria.green@usda.gov

External Agencies (DNFSB, EXIM, HHS, USAGM, EEOC)

Acronym	Name	Point of Contact	Phone	E-mail Address
DNFSB	Defense Nuclear Facilities Safety Board	Paul Owens	201-401-9701	paulo@dnfsb.gov
DNFSB	Defense Nuclear Facilities Safety Board	Crystal Kearney-Hennings	N/A	CrystalK@dnfsb.gov
EXIM	Export-Import Bank	Hermanski Jackson	202-565-3328	hermanski.jackson@exim.gov

Acronym	Name	Point of Contact	Phone	E-mail Address
EXIM	Export-Import Bank	Shanette Jenkins	202-565-3674	shanette.jenkins@exim.gov
HHS	U.S. Department of Health & Human Services	Shaunta Johnson	N/A	shaunta.johnson@hhs.gov
USAGM	U.S. Agency for Global Media	Ileana Castro	202-382-7827	icastro@bbg.gov
EEOC	Equal Employment Opportunity Commission	Heath McCoy	202-921-3122	Heath.McCoy@eeoc.gov

For technical assistance related to AgLearn, please contact the AgLearn Help Desk via telephone at 1-888-796-0536. Agents are available Monday – Friday between the hours of 7:00AM and 7:00PM EST.