



UNITED STATES DEPARTMENT OF AGRICULTURE



REPORT OF CIVIL RIGHTS COMPLAINTS, RESOLUTIONS AND ACTIONS FOR FISCAL YEAR 2020

Food, Conservation, and Energy Act of 2008
Section 14010
September 30, 2021

Office of the Assistant Secretary for Civil Rights
United States Department of Agriculture
Washington, DC 20250



United States Department of Agriculture

Office of the Secretary
Washington, D.C. 20250

April 9, 2021

USDA Civil Rights Policy Statement

At USDA, we are recommitting ourselves to the values of equity, inclusion, and equal opportunity for each other and those we serve. As Secretary, I will work with our dedicated team to actively advance racial justice and equity for one another. We will do so by rooting out systemic racism and strengthening civil rights programs while building trust within and outside the Department, ensuring transparency and the equitable delivery of quality programs and services, and holding ourselves accountable toward meeting those goals.

As a Department that operates with excellence in leadership, we must affirm and ensure USDA provides equal employment opportunity for all employees and applicants for employment, regardless of race, religion, color, sex (including pregnancy, gender identity and sexual orientation), national origin, age, genetic information, or disability. All employees have the freedom to compete on a fair and level playing field with equal opportunity for available employment and advancement opportunities. Equal employment opportunity covers all personnel/employment programs, management practices, and decisions, including recruitment/hiring, merit promotion, transfer, reassignments, training and career development, benefits, and separation. These civil rights principles are more than employees' rights by law—they are core values at the USDA.

USDA strives to become a leader in EEO and a model employer. All USDA applicants and employees have the right not only to be free from harassment and discrimination but also to raise an allegation of harassment or discrimination and not fear reprisal. I will continue to enforce zero tolerance toward any form of workplace harassment. Agencies are required to respond to, address, and correct any harassing conduct before it becomes severe or pervasive. USDA will continue to quickly process complaints of harassment, discrimination, and reprisal and provide robust EEO training to all employees.

I will hold all employees and managers accountable for doing their part to ensure all USDA applicants, customers, constituents, and stakeholders are provided equal access to all opportunities, programs, and services available through USDA. Accordingly, all senior leaders, managers, and supervisors must model values-based leadership and appropriate behavior, leading always by example, treating everyone with dignity and respect, and promoting an ethical, equitable, and inclusive culture. All employees must comply with EEO principles as we perform the Department's mission.

A handwritten signature in blue ink that reads "Thomas J. Vilsack".

Thomas J. Vilsack
Secretary

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Annual Reporting Requirements

Section 14010 (1) of the Food, Conservation, and Energy Act of 2008 (2008 Farm Bill), mandates USDA to prepare an annual report on each of its agency's civil rights complaints, resolutions and actions. In accordance with that section, this report provides the:

- number of civil rights complaints filed that relate to USDA, including whether a complaint is a program complaint or an employment complaint;
- length of time USDA took to process each civil rights complaint to closure;
- number of proceedings brought against USDA, including the number of complaints (as described in Section 14010 (1)) resolved with a finding of discrimination; and
- number and types of personnel actions taken by USDA following the resolution of civil rights complaints.

The 2008 Farm Bill requires USDA submit a copy of this report to the House Committee on Agriculture and the Senate Committee on Agriculture, Nutrition and Forestry, as well as make the report available to the public on USDA's website.

USDA agencies included in the report¹ are: Agricultural Marketing Service (AMS); Agricultural Research Service (ARS); Animal and Plant Health Inspection Service (APHIS); Economic Research Service (ERS); Farm Service Agency (FSA); Food and Nutrition Service (FNS); Food Safety and Inspection Service (FSIS); Foreign Agricultural Service (FAS); Forest Service (FS); National Agricultural Statistics Service (NASS); National Appeals Division (NAD)²; National Institute of Food and Agriculture (NIFA), Natural Resources Conservation Service (NRCS); Office of the Chief Financial Officer (OCFO); Office of Inspector General (OIG); Rural Development (RD); Risk Management Agency (RMA); Departmental Administration (DA);³ and Office of the Assistant Secretary for Civil Rights (OASCR).

Executive Summary

The Fiscal Year (FY) 2020 Farm Bill Report is an annual report on USDA's program and employment civil rights complaints, resolutions, and actions. The Farm Bill Report covers key OASCR accomplishments during FY 2020, the number of civil rights complaints filed, the average age of inventory, the length of time to process complaints to closure, the number of complaints resolved with a finding of discrimination, and the number and types of personnel actions taken by USDA following the resolution of complaints. Program discrimination complaints are those filed by participants in USDA's

¹ On November 29, 2018, GIPSA was eliminated as a stand-alone agency and transferred to AMS. However, several complaints processed during Fiscal Year (FY) 2020 were reported under GIPSA. As a result, the employment exhibits in this report reflect GIPSA complaints separate from AMS complaints.

² In FY 2020, USDA did not process any NAD cases.

³ DA complaints received prior to FY 2018 are reflected in this report under the previous name, Departmental Management (DM). Employment complaints initiated or filed against DA and other staff offices were processed by the OASCR's Conflict Complaints Division (CCD).

federally funded programs and activities and against recipients of USDA federal financial assistance programs. Employment discrimination complaints are filed by USDA employees, applicants or any specific class of individuals who believe they have suffered discrimination in terms, conditions, and/or privileges of employment.

Key OASCR Accomplishments:

Program Complaints

- In FY2020, USDA processed 100 percent (21) Equal Credit Opportunity Act (ECOA) final determinations in compliance with the statute of limitations (SOL) period.⁴
- At the beginning of FY 2020, the open program complaint inventory totaled 400 cases. During FY 2020, 243 program complaints were received, and 344 program complaints were closed, leaving an open program complaint inventory at the end of FY2020 of 299 cases.
- One finding of discrimination was issued in FY 2020. Three findings of discrimination were issued in FY 2019 (See. Part I, Section F).
- During FY 2020, 38 program cases resulted in settlements, the same number as FY2019.
- During FY2020, process improvements were implemented into the program complaint intake process. This pilot program established an “informal” pre-acceptance process to emphasis complaint counseling and resolution of issues prior to the implementation of the formal process.
- Approximately 97,000 pieces of correspondence (electronic, hard-copy and phone inquiries)e were received and processed in FY2020. This represents a 174% increase compared to FY 2019’s activity (35,396). The increase is attributed to customers easily accessing and submitting documents through USDA’s IT platforms.

⁴ The OASCR manages ECOA cases. These cases are program complaints accepted for investigation. ECOA cases become SOL cases when an investigation is not completed prior to expiration of the SOL. In FY 2020, 82 cases or 27 percent of the 299 ending cases inventory of program complaints are in SOL status.

EEO Complaints⁵

- USDA experienced a decrease of 59 EEO complaints filed in FY 2020 as compared to FY 2019. A total of 377 cases were filed in FY 2020 and 436 cases in FY 2019. Data illustrating the decrease can be found in Part II, Section A.
- A total of 494 cases were closed in FY 2020 as compared to 476 cases in FY 2019. (See. Part II, Section B).
- At the beginning of FY 2020, the open employment complaint inventory totaled 756 cases. During FY 2020, 377 employment complaints were received. By the end of FY 2020, 494 employment complaints were closed, leaving an open employment complaint inventory of 637 cases.
- Ten (10) findings of employment discrimination were issued in FY 2020, an increase of seven findings as compared to three issued in FY 2019. (See Part II, Section F).
- A review of disciplinary actions taken against employees who violated Federal anti-discrimination laws and whistleblower protection statutes show in FY 2020, there were 14 disciplinary actions (See Part II, Section H) taken against employees, compared to three in FY 2019. The increase in disciplinary actions between FY 2019 and FY 2020 resulted from the continuation of USDA's Equal Opportunity Accountability initiative, which has strengthened procedures that measure and evaluate both organizational and individual accountability in providing fair and equitable treatment for all USDA employees.

USDA Accomplishments

On April 9, 2021, the Secretary signed USDA's Civil Rights Policy Statement recommitting USDA's values of equity, inclusion, and equal opportunity for each other and those we serve. The Secretary committed to working with a dedicated team to actively advance racial justice and equity for one another. The Secretary reemphasized the goal to root out systemic racism and strengthen civil rights programs while building trust within and outside the Department, ensuring transparency and the equitable delivery of quality programs and services, and holding ourselves accountable toward meeting those goals.

OASCR accomplished the Secretary's goals for employment and program complaints by achieving the following:

- Monitored the sufficiency of settlement agreements, as well as the compliance efforts across the Department by providing oversight and guidance to 16 USDA agencies.
- Continued to manage the Civil Rights Enterprise System to meet the annual assessment and authorization requirements established by USDA's Office of Chief Information Officer.

⁵ Data from the certified FY 2020 462 Report dated October 30, 2020.

- Conducted an in-depth audit of its open inventory of cases which resulted in the identification of 90 complaints inaccurately reflecting an open status. Through a partnership with the Equal Employment Opportunity Commission (EEOC), OASCR closed 46 of the 90 cases.
- During FY 2020, USDA through OASCR, implemented the following initiatives to achieve Employment Opportunity standards for a model EEO program and strengthen civil rights activities:
 - Revised and posted civil rights and anti-harassment (AH) policy statements in accordance with the Equal Employment Opportunity Commission’s (EEOC), Management Directive 715 requirements.
 - Developed and implemented USDA’s revised Reasonable Accommodation and Personal Assistant Services (RA/PAS) Departmental Regulation (DR), 29 C.F.R. § 16.14.203(d)(3). The DR establishes USDA policy for providing a RA to qualified employees and applicants with disabilities. The DR will help provide qualified individuals with disabilities an equal opportunity to obtain and successfully perform a job to the same extent as employees without disabilities and enjoy the benefits and privileges of employment.
 - Established a USDA-wide task force to establish USDA’s Anti-harassment Program through the development of a USDA Anti-harassment DR due to be issued in fiscal year 2022.
 - Established a USDA-wide task force to establish a OneUSDA approach to conducting compliance reviews for program and employment.
 - Developed an online civil rights app to ensure all employees and customers have access to critical civil rights information and know their legal rights. This new phone application and quick reference guide will be uploaded on every USDA employee’s mobile device. This app will be updated regularly with current civil rights information.
- Strengthened USDA’s ability to analyze civil rights impacts by:
 - Implementing a communication strategy to all USDA Mission Areas, agencies, and staff offices requiring compliance with DR 4300-004 (Civil Rights Impact Analysis), Section 8(a) (6-9) and realigning existing civil rights impact analysis (CRIA) procedures to the DR;
 - Developed and issued a comprehensive CRIA Guidebook to provide guidance on the preparation of the CRIA process and procedures in accordance with DR 4300-004, CRIA; and
 - Developed and implemented a CRIA Dashboard displays all CRIA actions across the department, providing OASCR leadership and users insight into CRIA operation and timeliness.

Based on the findings within the report, USDA will implement select mitigation and complaint prevention strategies annually. Specifically, OASCR will:

1. Conduct an enhanced assessment of USDA programs providing Federal financial assistance to states.
2. Collaborate with agency leadership to identify the origins and characteristics of program complaints filed by geographic location.
3. Schedule civil rights training and implement education modules to address complaint allegations on the bases of age, disability, race, sex, and retaliation.
4. Establish new timeframes for processing program civil rights complaints, which will apply to all complaints accepted for processing after October 1, 2022.
5. Maintain the inventory of employment complaints resulting in no backlog by tracking staff productivity weekly to ensure current processing levels at 90 percent or above timeliness in all phases (accept/dismiss, investigation, and adjudication).

PART I:

Fiscal Years 2019 and 2020 USDA Formal Program Complaint Data

Section A — Number of Program Complaints Filed at USDA

Introduction

Program discrimination complaints are filed by participants of USDA’s federally funded programs and activities conducted by USDA and administered through local USDA offices, (e.g., FSA’s Farm Loan and RD’s Single Family Housing Loan programs). Additionally, USDA receives program complaints filed against recipients of USDA’s Federal financial assistance programs (primarily State and local agencies and multi-family housing authorities), such as FNS’ Supplemental Nutrition Assistance Program and RD’s Multi-Family Housing Program.

This section contains comparative information regarding the number of formal Program complaints filed.

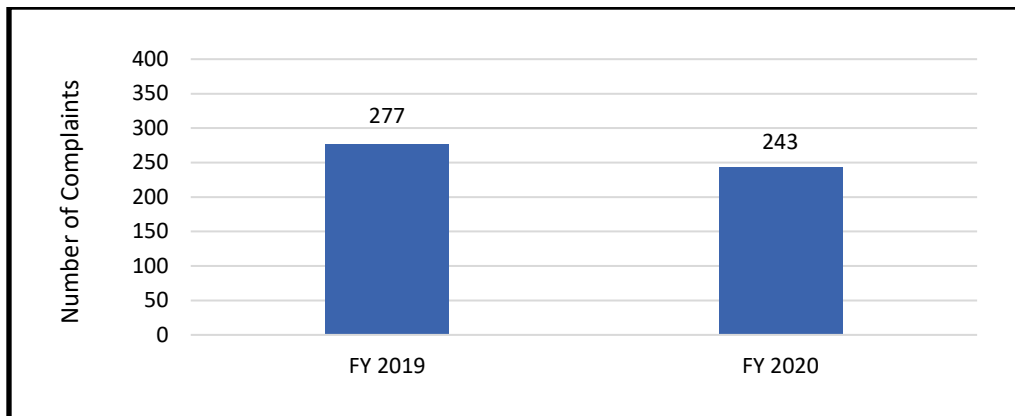
Summary of Data

Table 1 below indicates the number of Program Complaints filed with USDA for two fiscal years. The data show the number of complaints filed in comparison to the previous year (See Graph 1). In FY 2020, 243 complaints were filed as compared to 277 in FY 2019. This represents an approximate 12.3 percent decrease in complaints filed from the previous year.

Table 1
Number of Program Complaints Filed at USDA

Fiscal Year	Number
2019	277
2020	243

Graph 1
Number of Program Complaints Filed at USDA



Source: Civil Rights Enterprise System

Section B — Inventory of Program Complaints Processed at USDA

Introduction

This section contains data regarding significant stages of the complaint inventory for program complaints processed during FYs 2019 and 2020. These stages are: (1) Beginning Inventory; (2) Complaints Filed; (3) Total USDA Inventory; (4) Complaints Closed, and (5) Ending Inventory.

Summary of Data

At the beginning of FY 2020, USDA had an open inventory of 400 program complaints. During the fiscal year, USDA received an additional 243 complaints which totaled 643 program complaints. USDA closed a total of 344 complaints. At the end of the fiscal year, USDA had an inventory of 299 open program complaints.

In comparison, at the beginning of FY 2019, USDA had an open inventory of 412 program complaints. During the fiscal year, USDA received 277 complaints which totaled 689 program complaints. USDA closed a total of 297 complaints. At the end of the fiscal year, USDA had an inventory of 392 open program complaints.

Table 2 below provides the number of complaints at each stage of the complaint process for FY 2020 in comparison to the previous fiscal year. The data show a decrease in the complaints filed as well as in the beginning, total and ending inventories. The data also show an increase in complaints closed (See Graph 2).

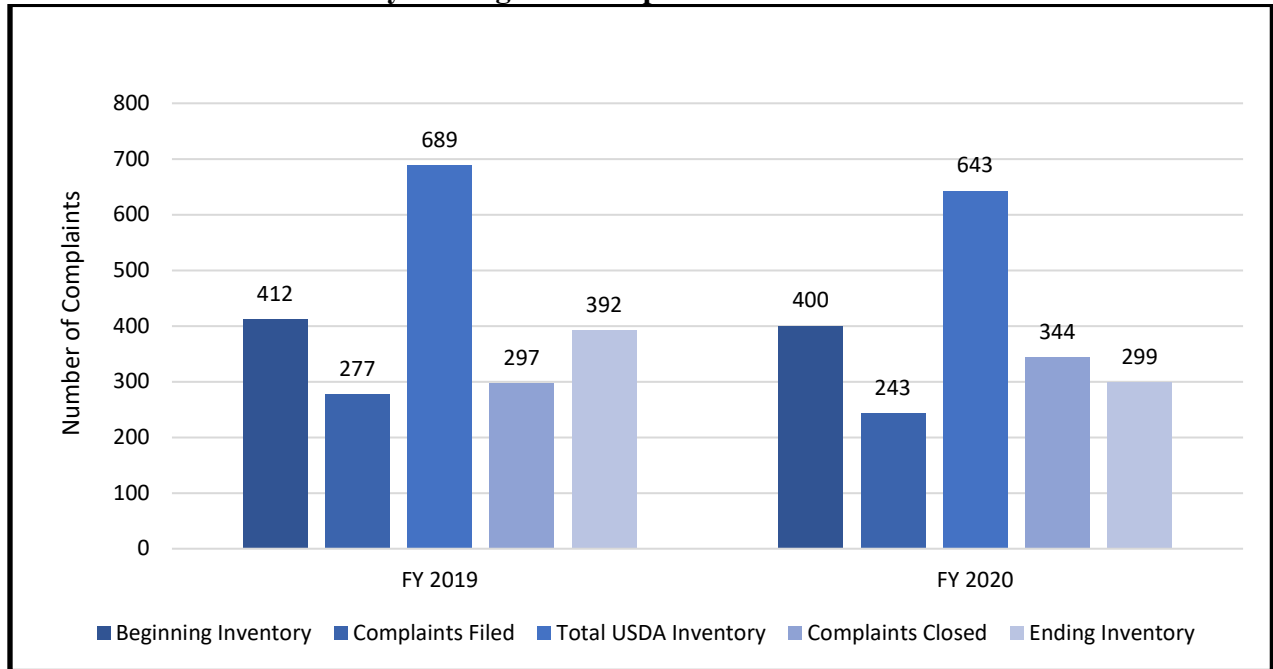
Table 2
Inventory of Program Complaints Processed at USDA

Fiscal Year	Beginning Inventory (A)	Complaints Filed (B)	A + B	Complaints Closed	Ending Inventory
2019	412	277	689	297	392
2020	400 ⁶	243	643	344	299

Source: Civil Rights Enterprise System

⁶ The beginning inventory for FY 2020 is different from the ending inventory for FY 2019 due to database reconciliation.

Graph 2
Inventory of Program Complaints Processed at USDA



Source: Civil Rights Enterprise System

Section C—Top Three Most Frequently Alleged Bases in Program Complaints Filed with USDA

Introduction

USDA prohibits discrimination on the basis of race, color, religion, sex, age, national origin, marital status, sexual orientation, familial status, disability, or because all or a part of an individual's income is derived from a public assistance program. In programs that receive Federal financial assistance from USDA, discrimination is prohibited on the basis of race, color, religion, sex, political beliefs, age, disability, or national origin (Not all bases apply to all programs). Reprisal is prohibited based on prior civil rights activity. Any person who believes they have experienced discrimination when obtaining services from USDA may file a program complaint with USDA.⁷

Summary of Data

Table 3 provides data on the top three most frequently alleged bases in program complaints filed with USDA. The three most frequently cited bases in program complaints filed in FY 2020 are: (1) disability, (2) race, and (3) age. In FY 2019, the three most frequently alleged cited bases were: (1) disability, (2) age, and (3) race. These three bases are also illustrated in Graph 3, which shows a two-year trend.

Complaints Alleging Disability

Disability was the most frequently alleged basis in program complaints filed against the Department. In FY 2020, 30 percent of program complaints cited disability as a basis compared to 32 percent in FY 2019.

Complaints Alleging Race

Race was the second most frequently alleged basis in program complaints at USDA in FY 2020. In FY 2020, 17 percent of program complaints cited race as a basis compared to 16 percent in FY 2019.

Complaints Alleging Age

Age was the third most frequently alleged basis in program complaints at USDA in FY 2020. In FY 2020, 15 percent of program complaints cited age as a basis compared to 27 percent in FY 2019.

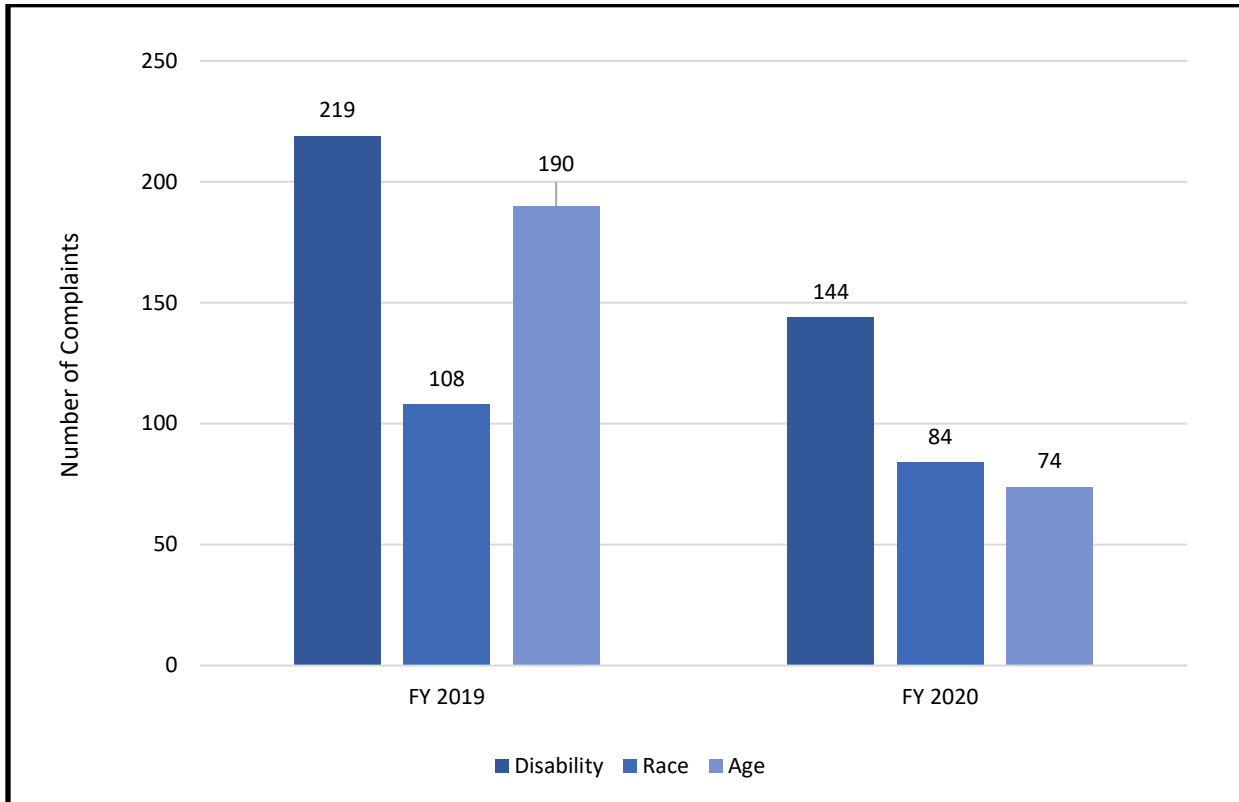
⁷ Complainants may allege multiple bases in a single complaint.

Table 3
Top Three Most Frequently Alleged Bases in Program Complaints Filed with USDA

Fiscal Year	Disability	Race	Age
2019	219	108	190
2020	144	84	74

Source: Civil Rights Enterprise System

Graph 3
Top Three Most Frequently Alleged Bases in Program Complaints Filed with USDA



Source: Civil Rights Enterprise System

Section D – Program Complaint Inventory by Agencies with Highest Inventory

Introduction

This section contains data regarding the top three USDA agencies with the highest inventory and the number of complaints filed against them.

Summary of Data

In FY 2020, the program complaint inventory of FNS, RD and FSA accounted for approximately 94 percent (606 complaints) of the total USDA complaint inventory (643). Out of the 243 program complaints filed with USDA during FY 2020, the respective top three agencies had the following totals: FNS accounted for 99 complaints; RD accounted for 106; and FSA accounted for 25 complaints filed.

In comparison, the FY 2019 program complaint inventory of FNS, RD and FSA accounted for approximately 91 percent (629 complaints) of the total USDA complaint inventory (689). Out of the 277 program complaints filed with USDA during FY 2019, the respective top three agencies had the following totals: FNS accounted for 129 complaints; RD accounted for 110 complaints; and FSA accounted for 24 complaints.

Table 4 below provides data on the top three agencies with the highest total program complaint inventory. The data show that FNS, RD and FSA were consistently among the top three agencies with the highest inventories for the two-year period (See Graphs 4A and 4B).

**Table 4
Program Complaint Inventory by Agencies with Highest Inventory**

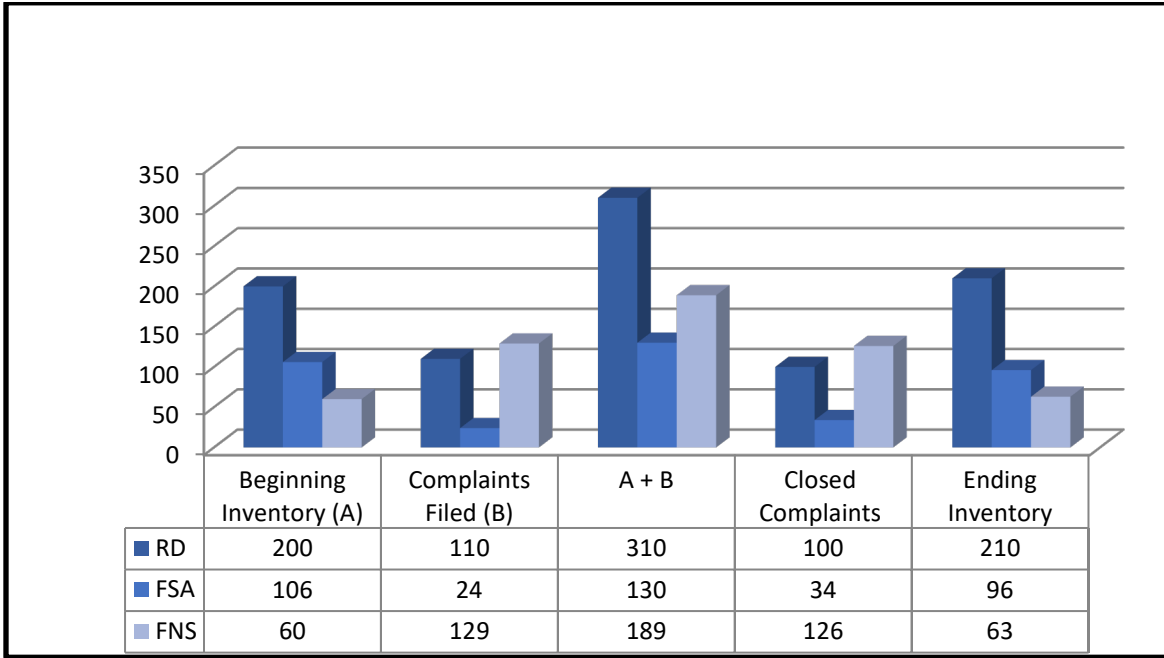
Fiscal Year	Agency	Beginning Inventory (A)	Complaints Filed (B)	A + B	Closed Complaints	Ending Inventory
2019	FNS	60	129	189	126	63
	RD	200	110	310	100	210
	FSA	106	24	130	34	96

Source: Civil Rights Enterprise System

Fiscal Year	Agency	Beginning Inventory (A)	Complaints Filed (B)	A + B	Closed Complaints	Ending Inventory
2020	FNS	79	99	178	131	47
	RD	213	106	319	166	153
	FSA	84	25	109	33	76

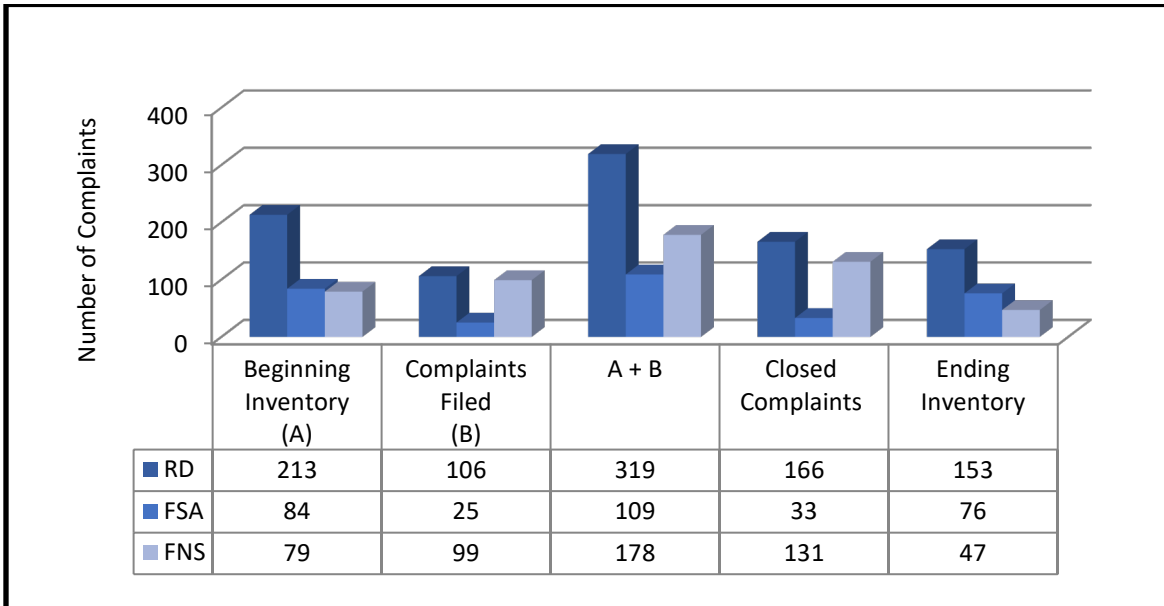
Source: Civil Rights Enterprise System

Graph 4A
FY 2019 Program Complaint Inventory by Agencies with Highest Inventory



Source: Civil Rights Enterprise System

Graph 4B
FY 2020 Program Complaint Inventory by Agencies with Highest Inventory



Source: Civil Rights Enterprise System

Section E – Program Complaint Inventory by Agencies with Average Age of Inventory and Average Processing Time of Closed Cases

Introduction

For FY 2020, OASCR clarified the distinction between program complaint average processing time and the age of the program complaint inventory to reflect more detailed program complaint processing information.

The Average Age of Inventory for program complaints is calculated by the sum of the age of the complaints in the inventory (days on hand) divided by the number of complaints in the inventory.

In addition, this section provides data regarding the top three USDA agencies with the highest average age for their respective total complaint inventory (See Part III, Section I, Program Complaint Data by USDA Agency for a complete listing).

For complaints closed during the fiscal year, the average age was calculated based on the time between the formal filing date (regardless of the fiscal year) and the date of closure. Of the complaints that remained in open status by the end of the fiscal year, the average age was calculated based on the time between the formal filing date (regardless of the fiscal year) and the end of the fiscal year (September 30, 2020).

Average Age of Inventory:

For FY 2020, the average age of 643 total program complaints in inventory which includes Statute of Limitation (SOL) complaints is 895 days. In FY 2020, 82 cases or 13 percent of the 299-ending case inventory of program complaints are in SOL status.

Summary of Data

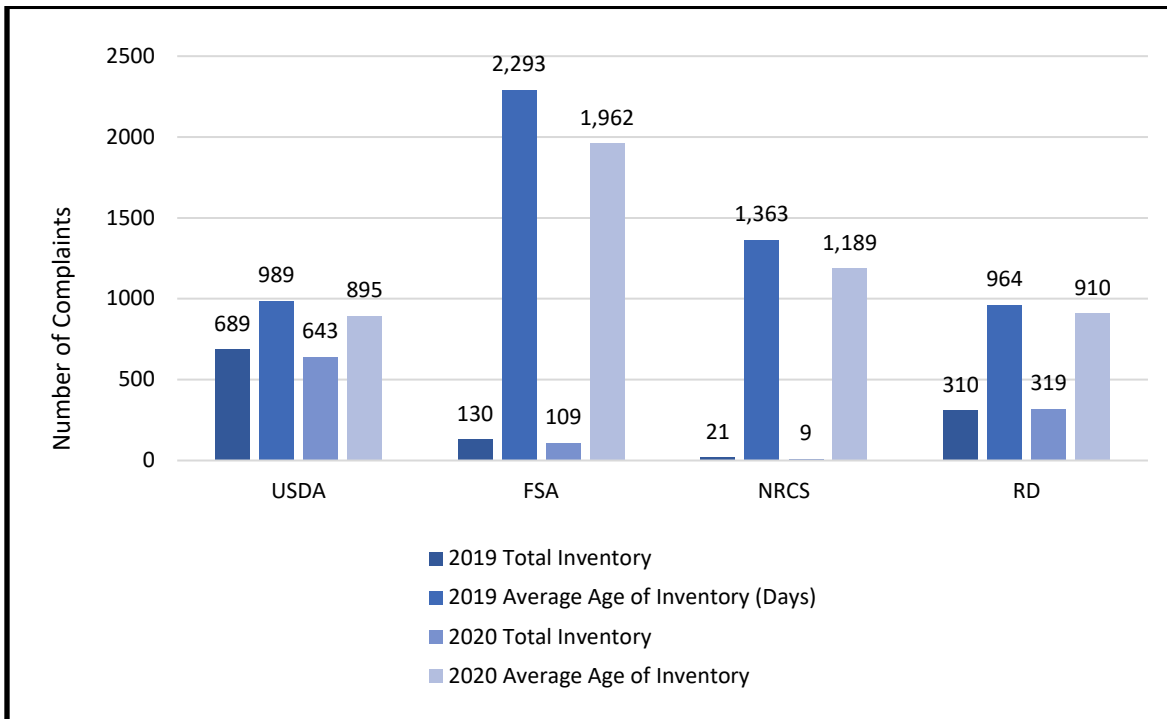
Table 5A below provides data on the top three agencies with the highest average age, in contrast with the average processing time of the total USDA complaint inventory for FY 2020. The data show that FSA, NRCS and RD were consistently one of the top three agencies with the highest average age of inventory for FY 2020 (See Table 5A and Graph 5A).

Table 5A: Program Complaint Inventory by Agencies with Highest Average Age of Inventory

Fiscal Year	Agency	Inventory	Average Age of Inventory (Days)
2019	USDA	689	989
	FSA	130	2,293
	NRCS	21	1,363
	RD	310	964
Fiscal Year	Agency	Inventory	Average Age of Inventory (Days)
2020	USDA	643	895
	FSA	109	1962
	NRCS	9	1189
	RD	319	910

Source: Civil Rights Enterprise System

**Graph 5A
FY 2020 Program Complaint Inventory by Agencies with Highest Average Age of Inventory**



Source: Civil Rights Enterprise System

Reporting Average Processing Time of Closed Cases:

The Average Processing Time (APT) for program complaints is calculated by including complaints that have been processed to closure within the respective fiscal year. Complaints processed are interpreted as complaints that have been received, accepted for processing, and resolved through a determination in compliance with Departmental regulations. The date the complaint was resolved (Final Agency Decision or Closure) minus the date the complaint was accepted is the method of computation of the APT.

Average Processing Time of Closed Cases:

The average processing time for 203⁸ complaints resolved in FY 2020 was 369 days. The average processing time without 75 FNS cases in FY 2020 was 472 days. The average processing time for 192⁹ complaints resolved in FY 2019 was 574 days.

Table 5B and Graph 5B show the number of complaints resolved at USDA, by each agency for FY 2020.

**Table 5B
Average Processing Time of Closed Cases for
USDA and Agencies**

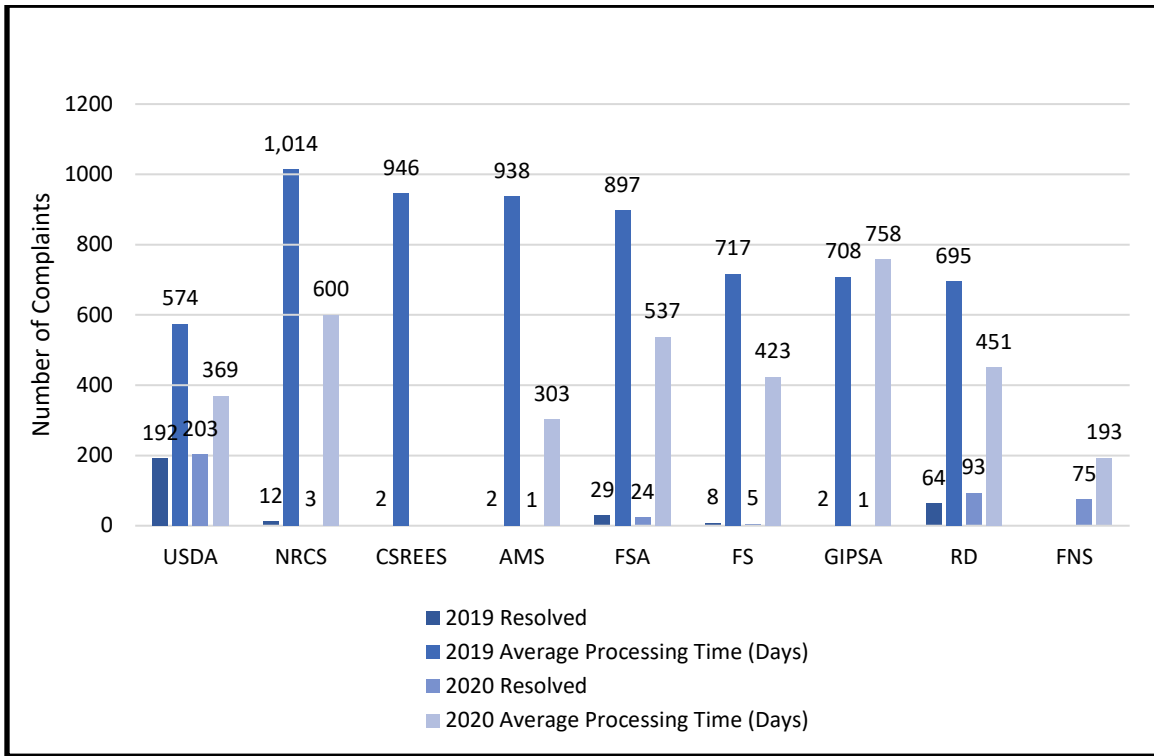
Fiscal Year	Agency	Resolved	Average Processing Time (Days)
2019	USDA	192	574
	NRCS	12	1,014
	CSREES	2	946
	AMS	2	938
	FSA	29	897
	FS	8	717
	GIPSA	2	708
	RD	64	695
2020	USDA	203	369
	GIPSA	1	758
	NIFA	1	632
	NRCS	3	600
	FSA	24	537
	RD	93	451
	FS	5	423
	AMS	1	303
	FNS	75	193

Source: Civil Rights Enterprise System

⁸ The cases resolved with following closure codes were used to calculate the average processing time: Finding, No Finding; Filed in Court; HUD Decision; Settlement; and Withdrawal. The following closure codes were omitted from calculating the average processing time: Failure to Pursue; Failure to State a Claim; Lack of Jurisdiction; and Untimely Filing.

⁹ Same closure codes used for FY 2020 were used for FY 2019 average processing time of closed cases. In addition to the closure codes omitted in FY 2019 as in FY 2020, the closure code, Compliance Review End, was also omitted for FY 2019.

Graph 5B
Average Processing Time
Cases Resolved by USDA and Agencies



Source: Civil Rights Enterprise System

Section F - Program Complaints Resolved with a Finding of Discrimination

Introduction

Final Agency Actions involving a finding of discrimination are issued on the record. The final actions involving a finding of discrimination may include complaints with a variety of bases and issues.

Summary of Data

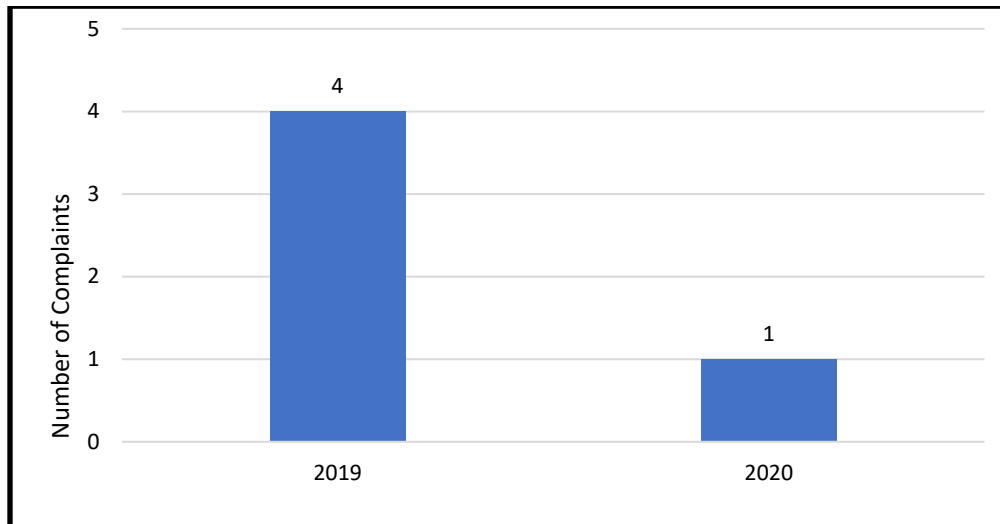
Table 6 and Graph 6 show a decrease of three in the number of findings of discrimination from FY 2019 to FY 2020.

Table 6
Program Complaints Resolved with a Finding of Discrimination

Fiscal Year	Number
2019	4
2020	1

Source: Civil Rights Enterprise System

Graph 6
Program Complaints Resolved with a Finding of Discrimination



Source: Civil Rights Enterprise System

Section G -- Program Complaints Resolved with a Settlement Agreement

Introduction

This section contains data regarding the number of program complaints resolved with a settlement agreement for FYs 2019 and 2020.

Summary of Data

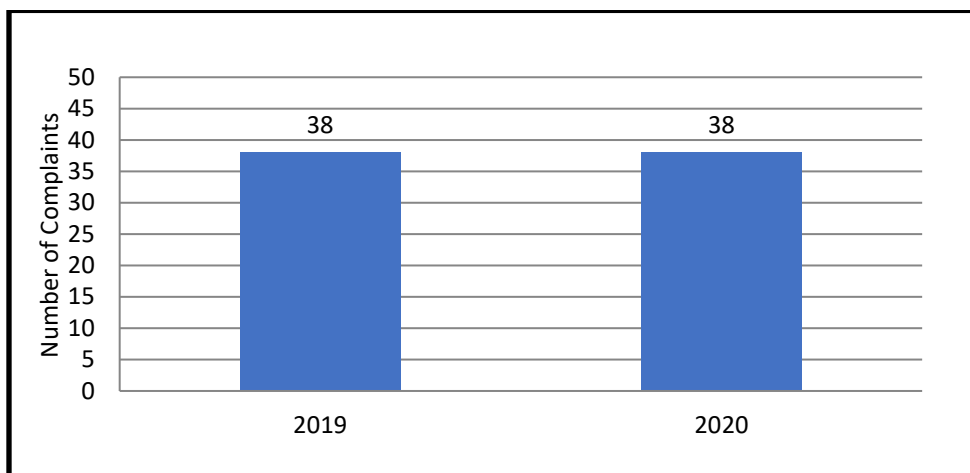
Table 7 and Graph 7 show the number of complaints resolved by a settlement agreement remained the same for FY 2019 and FY 2020.

Table 7
Program Complaints Resolved with a Settlement Agreement

Fiscal Year	Number
2019	38
2020	38

Source: Civil Rights Enterprise System

Graph 7
Program Complaints Resolved with a Settlement Agreement



Source: Civil Rights Enterprise System

PART II:

Fiscal Years 2019 and 2020 USDA Pre-Complaint and Formal Employment Complaint Data

Section A – Number of Employment Complaints Filed at USDA

Introduction

Employment discrimination complaints are filed by USDA employees, applicants or any specific class of individuals who believe they have suffered discrimination in terms, conditions, and/or privileges of employment. USDA encourages the use of Alternative Dispute Resolution to resolve all discrimination complaints as early as possible.

This section contains comparative information regarding Pre-complaint data on ADR and the number of formal EEO complaints filed.

Summary of Data

Table 1 shows FY 2019 and FY 2020 Pre-complaint EEO ADR data. In FY 2019, 606 aggrieved persons were offered ADR and 260 (43%) agreed to participate, resulting in five settlement agreements. In FY 2020, 624 aggrieved persons were offered ADR and 267 (43%) agreed to participate, resulting in forty-eight settlement agreements. USDA will continue to embark upon a robust early resolution initiative to improve resolution rates (See Graph 1).

Table 1
Number of EEO Pre-Complaint Resolutions at USDA

Fiscal Year	Offered ADR	Accepted ADR	Resolved /Settlement Agreements	Resolution Rate
2019	606	260	5	0.008
2020	624	267	48	0.077

Source: FY 2019 data from FY 2019 Farm Bill Report; and FY 2020 data from FY 2020 462 Report.

Graph 1
Number of EEO Pre-Complaint Resolutions at USDA

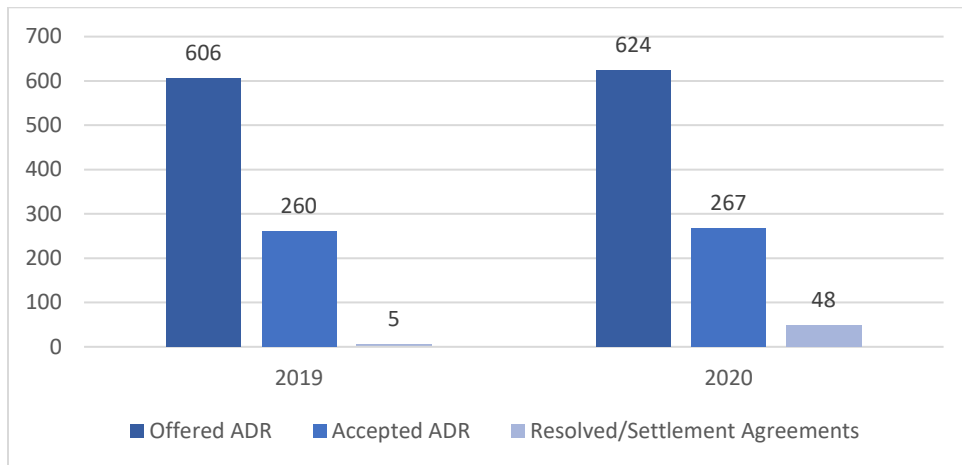


Table 2 indicates the number of formal EEO complaints filed with USDA for two fiscal years. The data show the number of complaints filed in comparison to the previous year. In FY 2020, 397 complaints were filed as compared to 436 in FY 2019. This represents an 8.9 percent decrease in complaints filed (See Graph 2).

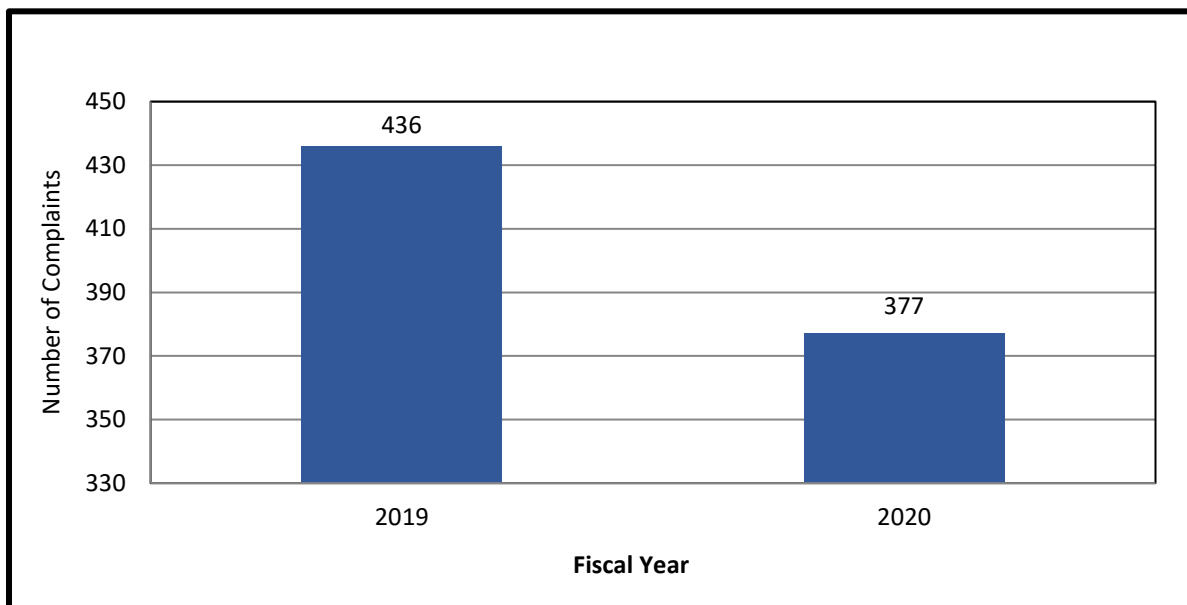
Table 2
Number of Employment Complaints Filed at USDA

Fiscal Year	Number
2019	436
2020	377

Source: FY 2019 data from FY 2019 Farm Bill Report; and FY 2020 data from FY 2020 462 Report.

Graph 2

Number of Employment Complaints Filed at USDA



Source: FY 2019 data from FY 2019 Farm Bill Report; and FY 2020 data from FY 2020 462 Report.

Section B – Inventory of Employment Complaints Processed at USDA

Introduction

This section contains data regarding significant stages of the complaint inventory for formal EEO complaints processed during FYs 2019 and 2020. These stages are: (1) Beginning Inventory; (2) Complaints Filed; (3) Total USDA Inventory; (4) Complaints Closed; and (5) Ending Inventory.

Summary of Data

At the beginning of FY 2020, USDA had an open employment complaint inventory of 756 cases. During the fiscal year, USDA received an additional 377 employment complaints which totaled 1,145 complaints. USDA closed a total of 494 employment complaints. At the end of the fiscal year, USDA had an inventory of 637 open employment complaints.

In comparison, at the beginning of FY 2019, USDA had an open inventory of 835 employment complaints. During the fiscal year, USDA received an additional 436 complaints which totaled 1,271 employment complaints. USDA closed a total of 476 employment complaints. At the end of the fiscal year, USDA had an inventory of 795 open employment complaints.

Table 3 below provides the number of complaints in the inventory for FY 2020 in comparison to the previous fiscal year. The data show a decline in inventory at each of the significant stages of the employment complaint inventory (See Graph 3).

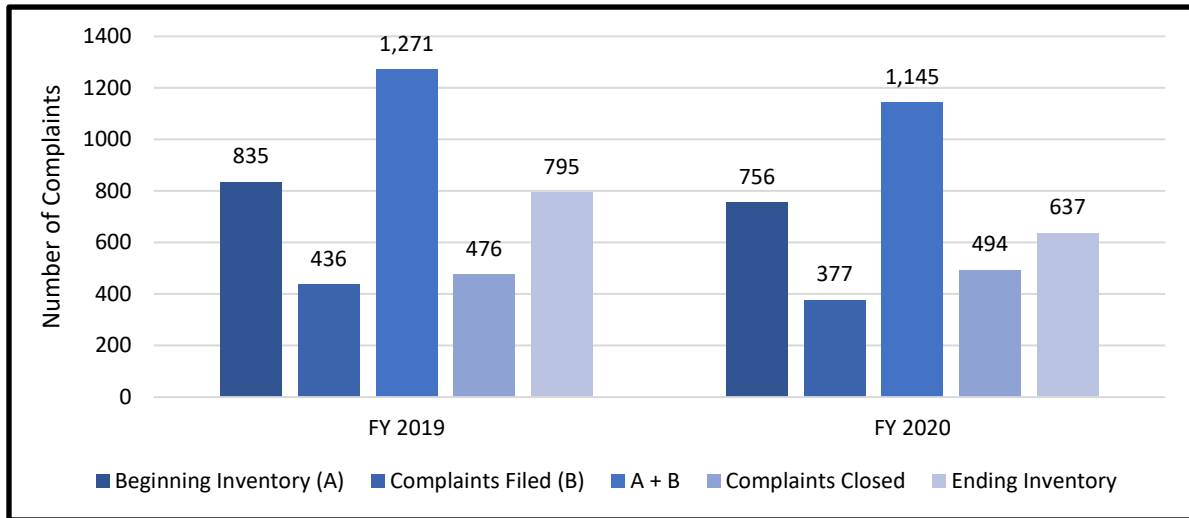
Table 3
Inventory of Employment Complaints Processed at USDA

Fiscal Year	Beginning Inventory (A)	Complaints Filed (B)	Total A + B	Complaints Closed	Ending Inventory
2019	835	436	1,271	476	795
2020 ¹⁰	756	377	1,145	494	637

Source: FY 2019 data from FY 2019 Farm Bill Report; and FY 2020 data from FY 2020 462 Report.

¹⁰ The data are from the certified FY 2020 462 report dated Oct 30, 2020. The data from FY 2020 Farm Bill Report Data Tables from USDA Civil Rights Enterprise System dated July 14, 2021 show the following: 772 as Beginning Balance, 397 as Complaints Filed totaling 1,169. 529 as Complaints Closed, and 640 as Ending Inventory. The differences are due to data reconciliation in the USDA Civil Rights Enterprise System.

Graph 3
Inventory of Employment Complaints Processed at USDA



Source: FY 2019 data from FY 2019 Farm Bill Report; and FY 2020 data from FY 2020 462 Report.

Section C – Top Three Most Frequently Alleged Bases in Formal Employment Complaints Filed with USDA

Introduction

USDA prohibits discrimination on the basis of race, color, national origin, age (40 or older), mental and/or physical disability, sex (including pregnancy, sexual orientation, or gender identity), genetic information, religion, reprisal/retaliation, marital status, parental status, or political beliefs. It is also USDA's policy to process complaints of employment discrimination in a fair, equitable, and timely manner.¹¹

Summary of Data

Table 4 provides data on the top three most frequently alleged bases¹² in formal EEO complaints filed with USDA. The three most frequently cited bases in formal EEO complaints filed in FY 2020 are: (1) retaliation; (2) race; and (3) sex. In FY 2019, the three most frequently cited bases in formal EEO complaints filed were: (1) retaliation; (2) race; and (3) sex. These three bases are also illustrated in Graph 3, which shows a two-year trend.

Complaints Alleging Retaliation

Retaliation was the most frequently alleged basis in formal EEO complaints at USDA for both FYs 2020 and 2019. In FY 2020, 57 percent of complaints cited retaliation as a basis as compared to 59 percent in FY 2019.

Complaints Alleging Race Discrimination

Race was the second most frequently alleged basis in formal EEO complaints at USDA in FY 2020. In FY 2020, 43 percent of complaints cited race as a basis as compared to 55 percent in FY 2019.

Complaints Alleging Sex Discrimination

Sex was the third most frequently alleged basis in formal EEO complaints at USDA in FY 2020. In FY 2020, 42 percent of complaints cited sex as a basis compared to 61 percent in FY 2019.

¹¹ Complainants may allege multiple bases in a single complaint.

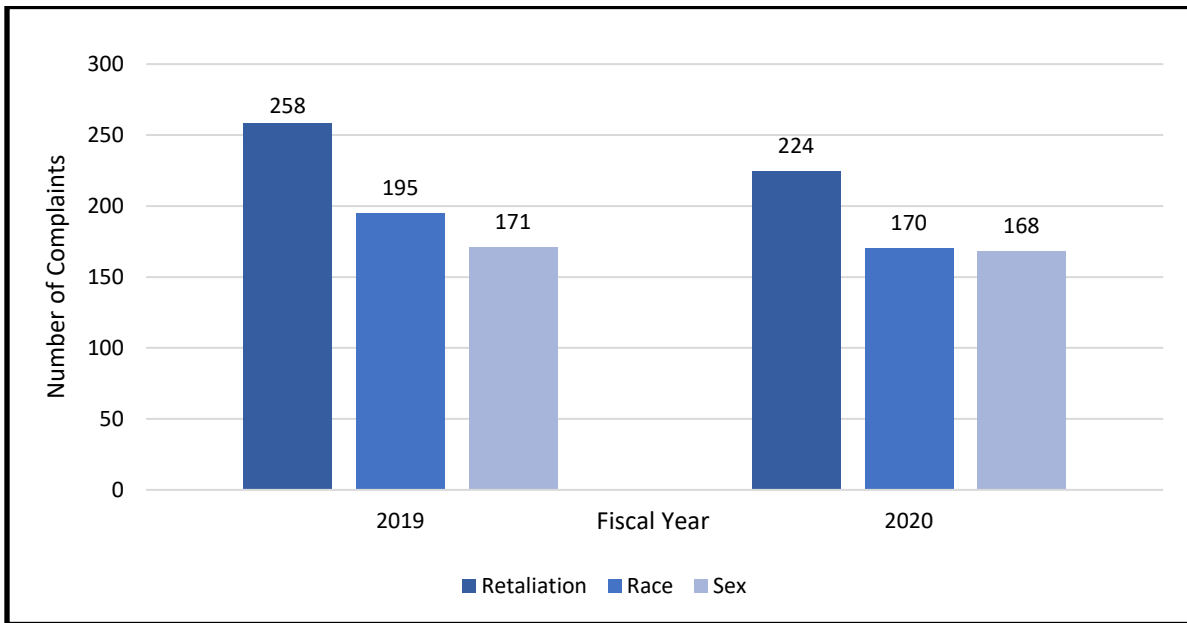
¹² Source: FY 2020 data from FY 2020 No FEAR Report

Table 4
Top Three Most Frequently Alleged Bases in
Formal Complaints Filed with USDA¹³

Fiscal Year	Retaliation	Race	Sex
2019	258	195	171
2020	224	170	168

Source: FY 2019 data from FY 2019 Farm Bill Report; and FY 2020 data from FY 2020 462 Report.

Graph 4
Top Three Most Frequently Alleged Bases in Formal Employment
Complaints Filed with USDA



Source: FY 2019 data from FY 2019 Farm Bill Report; and FY 2020 data from FY 2020 462 Report.

¹³ Source: FY 2020 data from FY 2020 No FEAR Act Report.

Section D – Employment Complaint Inventory by Agencies and Mission Areas with Highest Inventory

Introduction

This section contains data regarding the top three USDA agencies and/or Mission Areas with the highest inventory and the number of complaints filed against them.

Summary of Data

In FY 2020, the employment complaint inventory of FS, FPAC, and FSIS accounted for approximately 53 percent (618 complaints) of the total USDA complaint inventory.¹⁴ (1,169). Out of the 397 employment complaints filed with USDA during FY 2020, the respective top three agencies had the following totals: FS accounted for 73 complaints; FPAC accounted for 65 complaints; and FSIS accounted for 57 complaints.

In comparison, the FY 2019 employment complaint inventory of FS, FPAC and FSIS accounted for approximately 54 percent (689 complaints) of the total USDA complaint inventory (1,271). Out of the 436 employment complaints filed with USDA during FY 2019, the respective top three agencies had the following totals: FS accounted for 100 complaints; FPAC accounted for 62 complaints; and FSIS accounted for 59 complaints.

Table 5 below provides data on the top three agencies and/or Mission Areas with the highest total employment complaint inventory. The data show FS, FPAC and FSIS were consistently the top three agencies with the highest inventory for the two-year period (See Graphs 4A and 4B).

Table 5: Employment Complaint Inventory by Agencies and Mission Areas with Highest Inventory¹⁵

Fiscal Year	Agency	Beginning Inventory (A)	Complaints Filed (B)	Total A + B	Closed Inventory	Ending Inventory
2019	FS	268	100	368	161	207
	FPAC	122	62	184	61	123
	FSIS	78	59	137	50	87

Source: FY 2019 data from FY 2019 Farm Bill Report

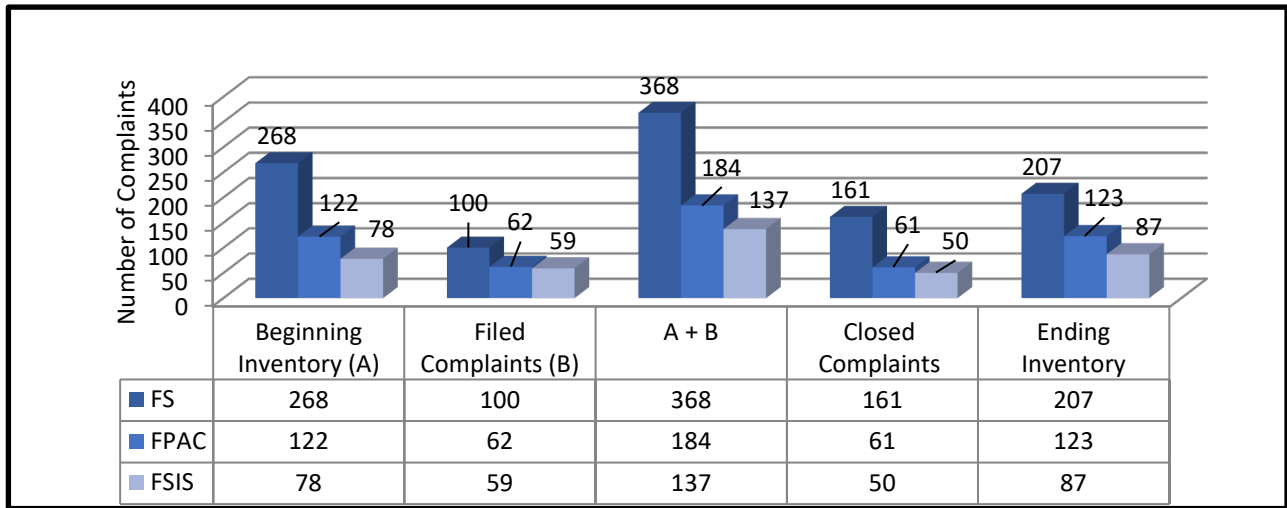
¹⁴ FY 2020 data from Farm Bill Report Data Tables. The data from FY 2020 Farm Bill Report Data Tables from USDA Civil Rights Enterprise System dated July 14, 2021 shows the following: 772 as Beginning Balance, 397 as Complaints filed totaling 1,169 cases in inventory. 529 as Complaints closed, and 640 as Ending Inventory.

¹⁵ The approximate total workforce for the agencies with the highest inventory in FY 2020 is: FS - 28,894 employees, FSIS - 8,617 employees, and FPAC – 14,572 employees. In FY 2019, the approximate total workforce for the agencies with the highest inventory in FY 2019 is: FS - 34, 863 employees, FSIS - 9, 052 employees, and FPAC - 12, 625 employees. Source: FY 2020 Management Directive-715, A-2 Workforce Data Tables.

Fiscal Year	Agency	Beginning Inventory (A)	Complaints Filed (B)	Total A + B	Closed Inventory	Ending Inventory
2020	FS	210	73	283	114	169
	FPAC	125	65	190	87	103
	FSIS	88	57	145	77	68

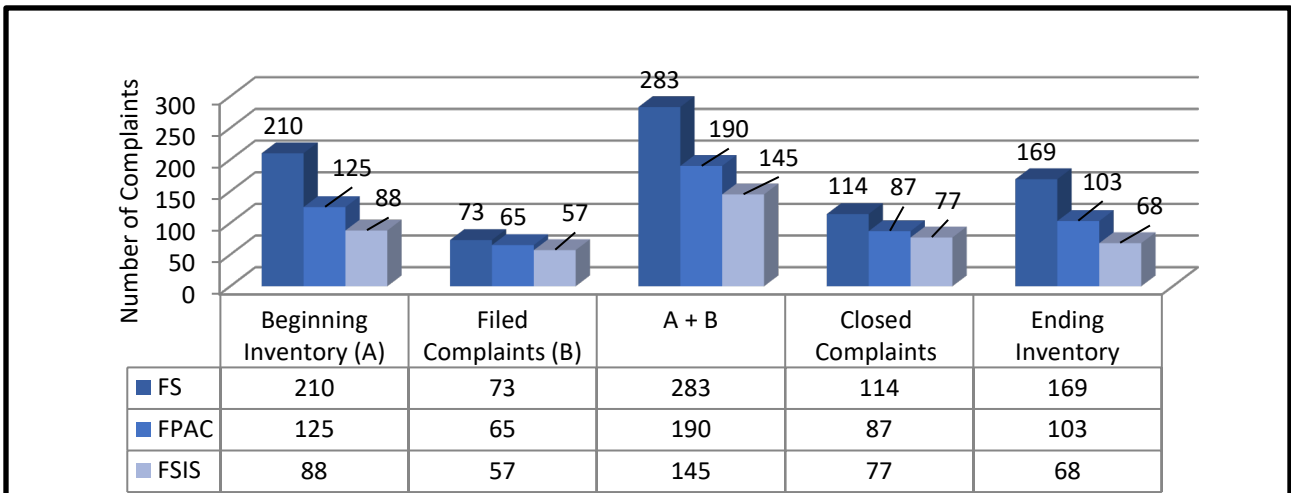
Source: FY 2020 Farm Bill Report Data Tables. The data includes conflict cases.

Graph 5A
FY 2019 Employment Complaint Inventory by Agencies and Mission Areas with Highest Inventory



Source: FY 2019 Farm Bill Report

Graph 5B
FY 2020 Employment Complaint Inventory by Agencies and Mission Areas with Highest Inventory



Source: FY 2020 Farm Bill Report Data Tables

Section D.1 – Employment Complaints Filed Per Capita in Top Three Agencies with Highest Inventories

Introduction

This section contains data and information for the top three USDA agencies and/or Mission Areas with the highest inventory and the number of EEO complaints filed per capita.

Summary of Data

In FY 2020, the USDA agencies with the highest employment complaint inventories were FS, FPAC, and FSIS. The number of complaints filed as a percent of their individual agency’s total work force (per capita 1,000 employees) indicates FS at 2.5, FPAC at 4.5 and FSIS 6.6, respectively.

The same agencies, FS, FPAC, and FSIS also had the highest employment complaint inventories in FY 2019. The number of complaints filed as a percent of their individual agency’s total work force (per capita 1,000 employees) indicates FS at 2.9, FPAC at 4.9 and FSIS 6.5.

Table 5 below displays data observation of those agencies with the highest inventories and their respective complaints filed per capita (per 1,000 employees).

**Table 5.1
Formal Employment Complaints Filed Per Capita in
Top Three Agencies with Highest Inventories**

USDA Agency	Agency Total Workforce ¹	Number Complaints Filed ²	Number of Complaints Filed as % of Total Work Force	Per Capita (per 1,000)
FY 2019				
FS	34,863	100	0.29%	2.9
FPAC ³	12,625	62	0.49%	4.9
FSIS	9,052	59	0.65%	6.5
FY 2020				
FS	28,894	73	0.25%	2.5
FPAC ³	14,572	65	0.45%	4.5
FSIS	8,617	57	0.66%	6.6
FY 2020 Department-wide ⁴	90,713	377	0.42%	4.2
FY 2019 Government-wide ⁵	3,002,119	15,070	0.50%	5.0

Source:

¹ MD-715 Workforce Table A-2

² FY 2020 Farm Bill Report Data Tables. Data includes conflict cases.

³ Does not include FPAC Business Center Employees

⁴ FY 2020 MD715, Table A-1

⁵ EEOC FY 2019 Federal Sector Report Data--Table B-1. FY 2020 Government-wide data is currently unavailable.

Section E: Employment Complaint Inventory by Agencies with Highest Average Age of Inventories and Average Processing Time of Closed Cases

Introduction

For FY 2020, OASCR clarified the distinction between employment complaint average processing time and the age of the employment complaint inventory to reflect more detailed complaint processing information.

The Average Age of Inventory for employment complaint is calculated by sum of the age of the complaints in the inventory (days on hand) divided by the number of complaints in the inventory (on hand). In addition, this section provides data regarding the top five USDA agencies with the highest average age for their respective total complaint inventory (See Part III, Section II, Employment Complaint Data by USDA Agency for a complete listing).

For complaints closed during the fiscal year, the average age was calculated based on the time between the formal filing date (regardless of the fiscal year) and the date of closure. Of the complaints that remained in open status by the end of the fiscal year, the average age was calculated based on the time between the formal filing date (regardless of the fiscal year) and the end of the fiscal year (September 30, 2020).¹⁶

Average Age of Inventory:

For FY 2020, the average age of 1,169 total employment complaints in inventory is 686 days. For FY 2019, the average age of 1,271 total employment complaints in inventory is 683.¹⁷ days.

Summary of Data

Table 6A and Graph 6A below provide data on the top five agencies with the highest average age of inventory for FY 2020. The data show USDA, GIPSA, FAS, FS and APHIS were agencies with the highest average age of inventory in FY 2020. (See Table 6A and Graph 6A).

¹⁶ The complaint inventory also includes remanded complaints. A remand is an employment complaint returned to the agency by the EEOC for further action based on an appellate decision. Average age of inventory for these complaints was calculated based on the time between the remand date (regardless of the fiscal year) and the date of the remand closure. For remanded complaints that remained in open status by the end of FY 2020, the average age in inventory was calculated based on the time between the remand date (regardless of the fiscal year) and the end of FY 2020 (September 30, 2020).

¹⁷ The average processing time of all cases in inventory reported in FY 2019 Farm Bill Report has been renamed as the Average Age of Inventory in FY 2020 Farm Bill Report.

Table 6A: Employment Complaint Inventory by Agencies with Highest Average Age of Inventory (Days)

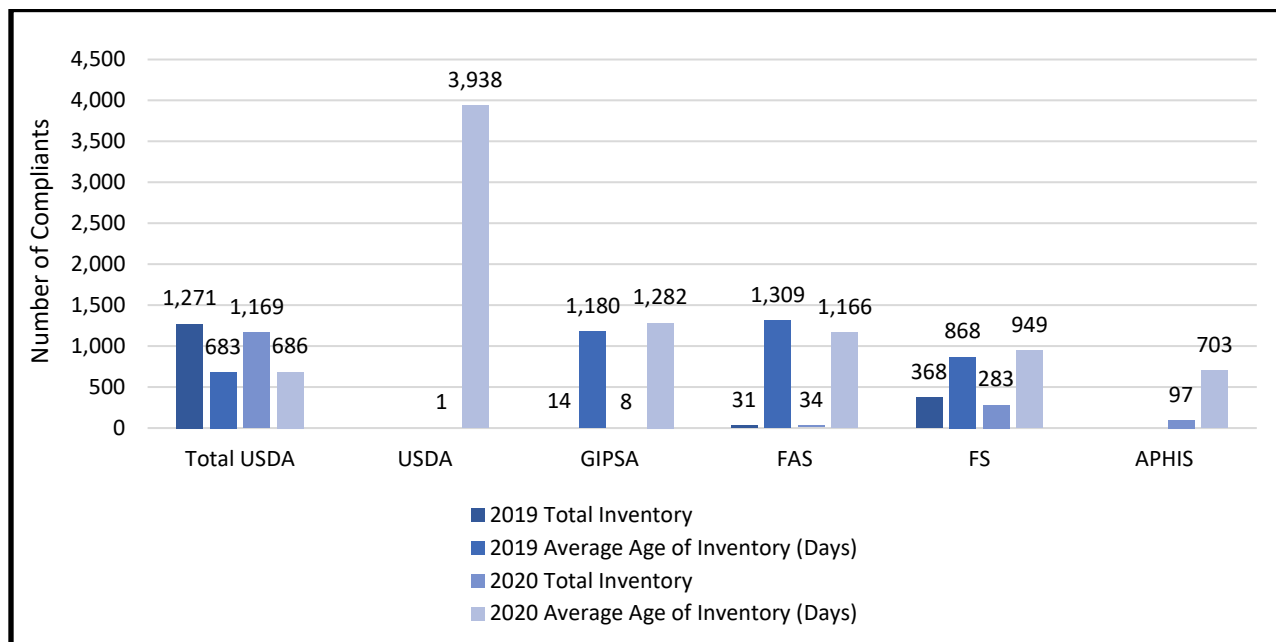
Fiscal Year	Agency	Inventory	Average Age of Inventory (Days) ¹⁸
2019	Total USDA	1,271	683
	FAS	31	1,309
	GIPSA	14	1,180
	FS	368	868

Fiscal Year	Agency	Inventory	Average Age of Inventory (Days)
2020	Total USDA	1,169	686
	USDA	1	3,938
	GIPSA	8	1,282
	FAS	34	1,166
	FS	283	949
	APHIS	97	703

Source: FY 2019 Farm Bill Report and FY 2020 Farm Bill Report Data Tables.

Note: Agency conflict cases are included in each agency's data.

Graph 6A: FY 2019 and 2020 Employment Complaint Inventory by Agencies with Highest Average Age of Inventory (Days)



Source: FY 2019 Farm Bill Report; and FY 2020 Farm Bill Report Data Tables.

Note: Agency conflict cases are included in each agency's data.

¹⁸ The average processing time of all cases in the inventory reported in the FY 2019 Farm Bill Report has been renamed as the Average Age of Inventory in FY 2020 Farm Bill Report to title the computation accurately.

Reporting Average Processing Time of Closed Cases:

The Average Processing Time (APT) for employment complaints is calculated by identifying complaints that have been processed to closure within a fiscal year. Complaints processed are those that have been received, accepted for processing, and resolved through a final determination in compliance with Departmental regulations. The date the complaint was resolved (All Closure Codes in the Civil Rights Enterprise System) minus the date the complaint was accepted is the method of calculating average processing time.

Average Processing Time of Closed Cases:

The average processing time¹⁹ for 529 complaints resolved in FY 2020 was 628 days. The average processing time for 476 cases resolved in FY 2019 was 598 days.

Table 6B and Graph 6B show the number of complaints resolved and the average processing time to close cases at USDA. Data on six agencies with highest average processing time to close cases is also provided.

Table 6B: Highest Average Processing Time of Closed Cases for USDA and Agencies

Fiscal Year	Agency	Closed / Resolved	Average Processing Time to Close Cases (Days)
2019	Total USDA	476	598
	GIPSA	6	1,245
	OIG	6	855
	ERS	3	826
	FS	161	679
	RD	37	670

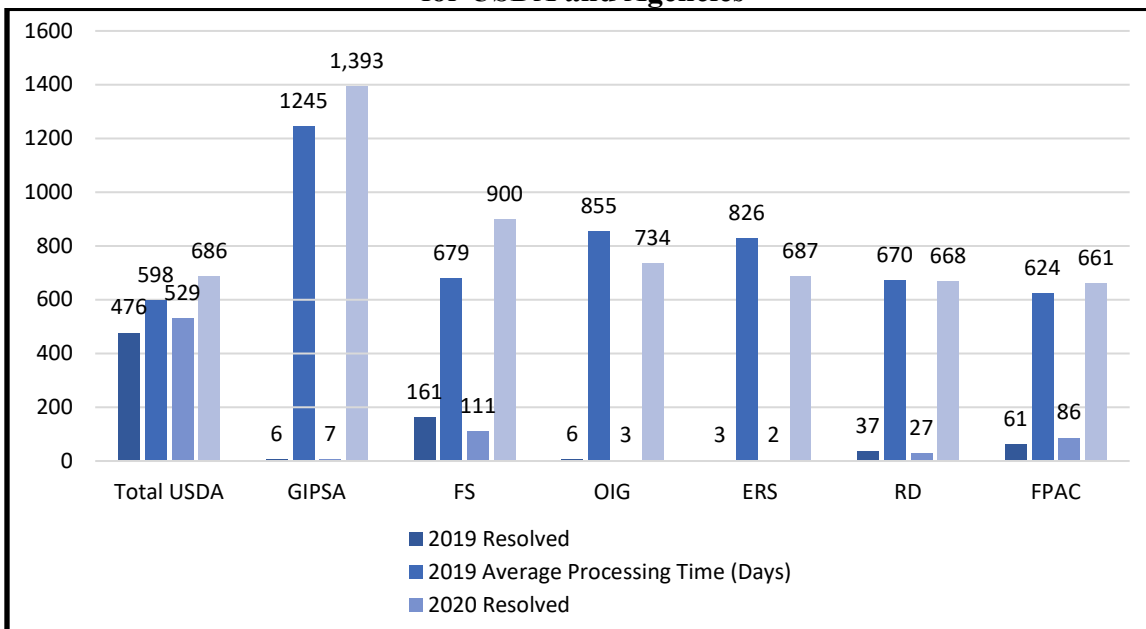
Fiscal Year	Agency	Closed / Resolved	Average Processing Time to Close Cases (Days)
2020	Total USDA	529	628
	GIPSA	7	1,393
	FS	111	900
	OIG	3	734
	ERS	2	687
	RD	27	668
	FPAC	86	661

Source: FY 2019 and 2020 Farm Bill Report Data Tables.

Note: Agency conflict cases are excluded from Agency data.

¹⁹ FY 2020 Farm Bill Report Data Table was used to calculate the average processing time of closed cases for FY 2020. The FY 2020 Farm Bill Report Data Table identified 529 cases as closed, however, the FY 2020 462 Report identified 494 cases as closed. Data discrepancy is due to data reconciliation from October 2020 to July 2021.

Graph 6B
Highest Average Processing Time of Closed Cases
for USDA and Agencies



Source: FY 2019 and 2020 Farm Bill Report Data Tables.

Note: Agency conflict cases are excluded from Agency data.

Section F – Employment Complaints Resolved with a Finding of Discrimination

Introduction

Final Agency Actions involving a finding of discrimination may be issued on the record or following an EEOC Administrative Hearing. The final actions involving a finding of discrimination may include complaints with a variety of bases and issues.

Summary of Data

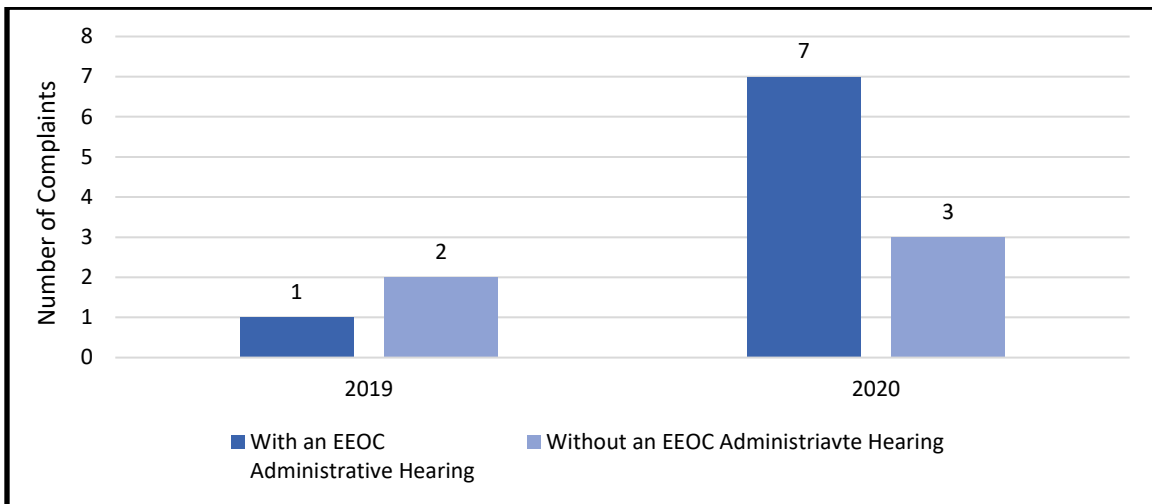
Table 7 and Graph 7 show that from FY 2019 to FY 2020, the number of findings of discrimination issued with an EEOC Administrative Hearing increased by five, and the number of findings without an EEOC Administrative Hearing increased by two during FY 2020.

Table 7
Employment Complaints Resolved with a Finding of Discrimination

Fiscal Year	With an EEOC Administrative Hearing	Without an EEOC Administrative Hearing
2019	2	1
2020	7	3

Source: FY 2020 No FEAR Act Annual Report

Graph 7
Employment Complaints Resolved with a Finding of Discrimination



Source: FY 2020 No FEAR Act Annual Report

Section G – Personnel Actions Taken Following Resolution of Employment Complaint by Either a Settlement Agreement or Finding of Discrimination

In FY 2020, 92 complaints were voluntarily resolved by a settlement agreement and with 10 findings of discrimination. The total number of personnel actions taken by USDA agencies following the resolution of employment complaints was 103 (See Table 8). In comparison, in FY 2019 there were 81 complaints voluntarily resolved by a settlement agreement and three (3) findings of discrimination. The total number of personnel actions taken was 145. The types of personnel actions taken included monetary and non-monetary. Detailed information regarding the number and types of personnel actions taken following the resolution of each complaint in FY 2020 is provided in Part III, Exhibit 2-1: Number and Type of Personnel Actions Taken Following Resolution of Employment Complaints.

**Table 8
Personnel Actions Taken Following Resolution of Employment Complaints by Either a Settlement Agreement or Finding of Discrimination**

FY 2020	
Agency	Number of Personnel Actions
AMS	5
APHIS	7
ARS	2
CCD	14
DEPT	2
ERS	0
FAS	1
FNS	6
FPAC	14
FS	25
FSIS	9
GIPSA	1
NIFA	0
OCFO	7
OIG	3
RD	6
Total USDA	102*

Source: FY 2020 Farm Bill Report Data Tables

Note: *The table omits one (1) corrective action noted as “null” in the Source document. The Source document reflects a total of 103 personnel actions.

Section H – Administrative Disciplinary Actions

Summary of Data

Table 9 below reflects the number of disciplinary actions taken against employees found to have committed prohibited acts of discrimination, retaliation, harassment, or prohibited personnel practices (including those acts discovered in conjunction with investigations of whistleblower protection or civil rights complaints).

**Table 9
USDA Disciplinary Actions for
Fiscal Years 2019–2020**

TYPE OF ACTION	FY 2019						FY 2020					
	DISC.	RET.	HAR.	PPP	WBP	TOTAL	DISC.	RET.	HAR.	PPP	WBP	TOTAL
REMOVAL	0	0	1	0	0	1	0	0	0	0	0	0
15 DAY OR MORE	0	0	0	0	0	0	0	0	0	0	0	0
14 DAY OR LESS	1	0	1	0	0	2	1	2	5	0	1	9
REDUCTION IN GRADE	0	0	0	0	0	0	0	0	0	0	0	0
REDUCTION IN PAY	0	0	0	0	0	0	0	0	0	0	0	0
LOR	0	0	0	0	0	0	1	0	4	0	0	5
TOTAL DISCIPLINE	0	0	0	0	0	3	2	2	9	0	1	14

Source: FY 2019 data from FY 2019 Farm Bill Report; and
FY 2020 data from FY 2020 No FEAR Act Annual Report.

Table Abbreviations:

Disc. = Discrimination;
Ret. = Retaliation;
Har. = Harassment;
PPP = Prohibited Personnel Practice;
WBP = Whistleblower Protection Act; and
LOR = Letter of Reprimand.

PART III

Fiscal Year 2020 Complaint Data Tables by USDA Agency

Section I – Program Discrimination Complaint Data by USDA Agency

Summary of Data

This section provides summary data for program complaints in FY 2020 for each USDA agency. References are made to the exhibits section of this report regarding detailed program complaint data for each USDA agency.

**Table 1
Program Complaints Inventory During FY 2020**

Agency	Beginning Complaint Inventory	Complaints Filed	Total Complaint Inventory During FY 2020	Closed	Ending Complaint Inventory	Complaint Average Age of Inventory (Days)	Exhibit 1 Page(s)
AMS	2	2	4	1	3	337	1
APHIS	0	1	1	0	1	27	1
FNS	79*	99	178	131	47	261	1-8
FS	9	5	14	5	9	522	8-9
FSA	84*	25	198	33	76	1962	9-14
GIPSA	1	0	1	1	0	791	13
NIFA	2*	3	5	2	3	435	13
NRCS	7	2	9	4	5	1189	14
Other Government Agency ²⁰	3*	0	3	1	2	705	14
RD	213*	106	319	166	153	910	14-27
Total USDA	400*	243	643	344	299	895	1-27

*This number differs from the FY 2019 Farm Bill Report ending inventory due to database reconciliation.

²⁰ Other Government Agency refers to those complaints over which both USDA and another Federal Agency have jurisdiction.

Section II – Employment Complaints Data by USDA Agency

Summary of Data

This section provides summary data for employment complaints in FY 2020 for each USDA agency. Table 2-1 provides data on the Average Age of Inventory and Table 2-2 on the Average Processing Time of Closed Cases. References are made to the exhibits section of this report regarding detailed employment complaint data for each USDA agency.

**Table 2-1: Employment Complaints
Average Age of Inventory for FY 2020**

Agency	Beginning Complaint Inventory*	Complaints Filed	Total Complaint Inventory During FY 2020	Closed	Ending Complaint Inventory	Complaint Average Age of Inventory (Days)	Exhibit 2 Page(s)
AMS	33	22	55	32	23	439	1-2
APHIS	62	35	97	29	68	703	2-5
ARS	23	14	37	20	17	587	5-6
CCD**	49	39	88	36	52	574	6-8
ERS	3	1	4	2	2	468	8
FAS	22	12	34	13	21	1,166	8-9
FNS	32	19	51	24	27	627	9-11
FPAC	125	65	190	87	103	641	11-16
FS	210	73	283	114	169	949	16-24
FSA***	***		2***	***		629	24
FSIS	88	57	145	77	68	499	24-28
GIPSA	8	0	8	7	1	1,282	33
NASS	4	2	6	4	2	450	28
NIFA	2	1	3	2	1	343	28
NRCS***	***		2***	***		641	28
OCFO	42	31	73	46	27	316	28-30
OIG	5	6	11	3	8	520	30-31
RD	56	19	75	28	47	620	31-33
RMA***	***		4***	***		1,345	33
Unassigned**	7***	1***	***	5***	3***	***	***
USDA	1	0	1	1	1	3,938	33
Total USDA	772*	397	1,169	529	640	686	1-33

Source: FY 2020 Farm Bill Report Data Tables.

Notes:

*Data from FY 2020 Farm Bill Report. Agency's data includes its conflict cases.

**For FY2020, CCD data includes CCD and DEPT cases. Agency conflict cases have been excluded from CCD data. CCD had 49 cases in inventory with 675 average inventory days and DEPT had 39 cases with 446 average inventory days, totaling to 88 cases with 574 days as the average age of inventory.

***The "Summary section" of the FY 2020 Farm Bill Report Data Tables showed eight (8) cases without agency designation but with other relevant information such as Beginning Inventory, Complaint Filed, Closed, and Ending Inventory. Details of the eight (8) cases are listed in the "Unassigned" category above. However, none of the unassigned cases were shown in the "Details by Agency" section of the FY 2020 Farm Bill Report Data Tables. In the "Details by Agency" section, eight (8) cases, without relevant data, were identified as cases in three agencies in in the FPAC Mission Area (2 from FSA, 2 from NRCS, and 4 from RMA) and were counted in the total 1,169 cases.

**Table 2-2: Employment Complaints
Average Processing Time of Closed Cases for FY 2020**

Agency	Beginning Complaint Inventory (A)	Complaints Filed (B)	A + B	Closed	Ending Complaint Inventory	Average Processing Time of Closed Cases (Days)	Exhibit 2 Page(s)
AMS	33	22	55	32	23	411	1-2
APHIS	60	34	94	28	66	647	2-5
ARS	18	14	32	15	17	314	5-6
CCD**	94	56	150	57	86	566	6-8
ERS	3	1	4	2	2	687	8
FAS	20	11	31	12	19	301	8-9
FNS	27	19	46	21	25	715	9-10
FPAC	125*	63	188	86	102	661	10-16
FS	210*	70	276*	111	165	900	16-23
FSA***	***		2***	***			23
FSIS	85*	56	141	77	64	478	23-27
GIPSA	8	0	8	7	1	1,393	32
NASS	4	2	6	4	2	565	27
NIFA	1*	0	1	1	0	226	27
NRCS***	***		2***	***			27
OCFO	34*	27	61	39	22	299	27-29
OIG	5	6	11	3	8	734	29-30
RD	56*	19	68	27	41	668	30-32
RMA***	***		4***	***			32
Unassigned**	7***	1***	***	5***	3***	***	***
Total USDA*	772*	397	1,169	529	640	628	1-32

Source: FY 2020 Farm Bill Report Data Tables. For FY 2020, CCD data includes Agency's conflict and DEPT cases.

Notes:

*This number differs from the FY 2019 Farm Bill Report ending inventory due to database reconciliation.

**Data from the CCD's certified FY 2020 462 report dated 10/27/2020. CCD reported 566 average processing days to close 57 cases during FY 2020. Per FY 2020 Farm Bill Data Tables, CCD data is as follows: 86 cases for Beginning Complaint Inventory, 56 Complaints Filed, 146 as Total Complaint Inventory During FY 2020, 64 as Closed, and 82 as Ending Complaint Inventory. In addition, the average processing time to close 64 cases per the FY 2020 Farm Bill Data Table is 600 days.

***The "Summary section" of the FY 2020 Farm Bill Report Data Tables showed eight (8) cases without agency designation but with other relevant info such as Beginning Inventory, Complaint Filed, Closed, and Ending Inventory. Details of the eight (8) cases are listed in the "Unassigned" category above. However, none of the unassigned cases were shown in the "Details by Agency" section of the FY 2020 Farm Bill Report Data Tables. In the "Details by Agency" section, eight (8) cases, without relevant data, were identified as cases in three agencies in FPAC Mission Area (2 from FSA, 2 from NRCS, and 4 from RMA) and were counted as part of the total 1,169 cases.

EXHIBITS

- Exhibit 1: FY 2020 USDA Program Complaint Inventory**
- Exhibit 2: FY 2020 USDA Employment Complaint Inventory**
- Exhibit 2-1: Number and Type of Personnel Actions Taken Following Resolution of Employment Complaints**

The exhibits listed above will be made available on our website. In the interim, you may obtain a copy of the exhibits by contacting the Office of the Assistant Secretary for Civil Rights, Information Research Service, at (202) 401-0005 or (800) 795-3272 (toll free) or by sending an email request to SM.OASCR.Info@ascr.usda.gov.

UNITED STATES DEPARTMENT OF AGRICULTURE
2008 FARM BILL, SECTION 14010
 Report of Civil Rights Complaints, Resolutions, and Actions
 Fiscal Year 2020

Exhibit 1: USDA Program Complaint Inventory

Agency	Complaint	Closure Date	Average Age of Inventory
AMS	1	01/15/2020	344
AMS	2	*	475
AMS	3	*	341
AMS	4	*	188
APHIS	5	*	28
FNS	6	*	3137
FNS	7	01/21/2020	2280
FNS	8	*	2233
FNS	9	*	2235
FNS	10	*	1416
FNS	11	*	1345
FNS	12	*	785
FNS	13	12/31/2019	463
FNS	14	*	701
FNS	15	01/21/2020	351
FNS	16	02/05/2020	365
FNS	17	11/13/2019	267
FNS	18	11/07/2019	275
FNS	19	10/24/2019	335
FNS	20	12/05/2019	267
FNS	21	07/15/2020	515
FNS	22	02/05/2020	355
FNS	23	12/11/2019	298
FNS	24	10/24/2019	260

*Denotes cases that are in open status as of September 30, 2020

UNITED STATES DEPARTMENT OF AGRICULTURE
2008 FARM BILL, SECTION 14010
 Report of Civil Rights Complaints, Resolutions, and Actions
 Fiscal Year 2020

Exhibit 1: USDA Program Complaint Inventory

Agency	Complaint	Closure Date	Average Age of Inventory
FNS	25	02/27/2020	386
FNS	26	10/08/2019	244
FNS	27	12/16/2019	319
FNS	28	11/07/2019	232
FNS	29	12/12/2019	231
FNS	30	10/08/2019	174
FNS	31	07/15/2020	419
FNS	32	11/06/2019	203
FNS	33	10/28/2019	179
FNS	34	10/10/2019	142
FNS	35	12/05/2019	190
FNS	36	11/07/2019	175
FNS	37	02/05/2020	252
FNS	38	10/01/2019	186
FNS	39	11/06/2019	153
FNS	40	07/15/2020	485
FNS	41	11/14/2019	167
FNS	42	07/15/2020	393
FNS	43	11/11/2019	132
FNS	44	04/28/2020	316
FNS	45	06/08/2020	363
FNS	46	10/25/2019	120
FNS	47	07/23/2020	363
FNS	48	03/31/2020	259

*Denotes cases that are in open status as of September 30, 2020

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Exhibit 1: USDA Program Complaint Inventory

Agency	Complaint	Closure Date	Average Age of Inventory
FNS	49	11/12/2019	88
FNS	50	02/27/2020	206
FNS	51	04/01/2020	245
FNS	52	07/23/2020	378
FNS	53	12/03/2019	117
FNS	54	11/20/2019	89
FNS	55	08/31/2020	363
FNS	56	06/25/2020	283
FNS	57	06/16/2020	284
FNS	58	12/01/2019	81
FNS	59	02/13/2020	218
FNS	60	*	411
FNS	61	*	393
FNS	62	*	385
FNS	63	04/13/2020	346
FNS	64	04/07/2020	239
FNS	65	11/18/2019	61
FNS	66	12/23/2019	140
FNS	67	01/30/2020	153
FNS	68	12/17/2019	146
FNS	69	12/31/2019	130
FNS	70	01/31/2020	142
FNS	71	12/11/2019	104
FNS	72	12/27/2019	155

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Exhibit 1: USDA Program Complaint Inventory

Agency	Complaint	Closure Date	Average Age of Inventory
FNS	73	04/08/2020	215
FNS	74	*	442
FNS	75	12/03/2019	140
FNS	76	*	370
FNS	77	07/15/2020	327
FNS	78	12/19/2019	86
FNS	79	07/23/2020	322
FNS	80	*	446
FNS	81	02/13/2020	141
FNS	82	*	593
FNS	83	04/08/2020	358
FNS	84	04/14/2020	425
FNS	85	11/26/2019	55
FNS	86	02/18/2020	136
FNS	87	11/14/2019	35
FNS	88	12/10/2019	61
FNS	89	*	365
FNS	90	04/28/2020	210
FNS	91	01/31/2020	122
FNS	92	12/12/2019	58
FNS	93	05/29/2020	227
FNS	94	01/14/2020	102
FNS	95	05/05/2020	209
FNS	96	01/10/2020	57

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Exhibit 1: USDA Program Complaint Inventory

Agency	Complaint	Closure Date	Average Age of Inventory
FNS	97	01/10/2020	85
FNS	98	08/27/2020	315
FNS	99	08/14/2020	317
FNS	100	06/18/2020	233
FNS	101	02/03/2020	96
FNS	102	01/10/2020	45
FNS	103	03/16/2020	104
FNS	104	02/13/2020	65
FNS	105	03/16/2020	101
FNS	106	*	331
FNS	107	01/17/2020	66
FNS	108	*	310
FNS	109	04/28/2020	162
FNS	110	09/28/2020	308
FNS	111	*	320
FNS	112	03/17/2020	104
FNS	113	02/14/2020	66
FNS	114	04/28/2020	160
FNS	115	03/26/2020	111
FNS	116	02/04/2020	49
FNS	117	02/07/2020	36
FNS	118	*	292
FNS	119	04/13/2020	130
FNS	120	04/08/2020	91

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Exhibit 1: USDA Program Complaint Inventory

Agency	Complaint	Closure Date	Average Age of Inventory
FNS	121	08/12/2020	253
FNS	122	06/17/2020	173
FNS	123	08/31/2020	318
FNS	124	08/31/2020	307
FNS	125	*	293
FNS	126	07/10/2020	247
FNS	127	03/27/2020	46
FNS	128	08/31/2020	248
FNS	129	02/17/2020	25
FNS	130	04/29/2020	69
FNS	131	01/15/2020	-43
FNS	132	08/14/2020	291
FNS	133	04/02/2020	37
FNS	134	07/13/2020	168
FNS	135	*	231
FNS	136	04/23/2020	108
FNS	137	08/04/2020	124
FNS	138	*	184
FNS	139	08/31/2020	147
FNS	140	08/31/2020	201
FNS	141	09/28/2020	205
FNS	142	09/28/2020	236
FNS	143	*	218
FNS	144	*	175

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Exhibit 1: USDA Program Complaint Inventory

Agency	Complaint	Closure Date	Average Age of Inventory
FNS	145	07/16/2020	87
FNS	146	*	175
FNS	147	07/10/2020	67
FNS	148	08/11/2020	76
FNS	149	*	133
FNS	150	*	138
FNS	151	*	138
FNS	152	09/28/2020	210
FNS	153	*	180
FNS	154	08/20/2020	71
FNS	155	08/25/2020	95
FNS	156	09/23/2020	103
FNS	157	09/15/2020	130
FNS	158	*	85
FNS	159	08/14/2020	91
FNS	160	08/21/2020	25
FNS	161	09/28/2020	102
FNS	162	*	153
FNS	163	09/10/2020	43
FNS	164	09/28/2020	188
FNS	165	09/14/2020	46
FNS	166	*	86
FNS	167	09/18/2020	49
FNS	168	*	48

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Exhibit 1: USDA Program Complaint Inventory

Agency	Complaint	Closure Date	Average Age of Inventory
FNS	169	*	56
FNS	170	09/28/2020	136
FNS	171	*	54
FNS	172	*	33
FNS	173	*	61
FNS	174	*	34
FNS	175	*	41
FNS	176	*	62
FNS	177	*	86
FNS	178	*	149
FNS	179	*	145
FNS	180	*	29
FNS	181	*	33
FNS	182	*	105
FNS	183	*	127
FS	184	*	2042
FS	185	04/13/2020	725
FS	186	02/19/2020	533
FS	187	*	733
FS	188	11/13/2019	280
FS	189	04/30/2020	429
FS	190	*	538
FS	191	*	532
FS	192	04/30/2020	308

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Exhibit 1: USDA Program Complaint Inventory

Agency	Complaint	Closure Date	Average Age of Inventory
FS	193	*	323
FS	194	*	261
FS	195	*	286
FS	196	*	239
FS	197	*	84
FSA	198	*	4870
FSA	199	*	4871
FSA	200	*	4866
FSA	201	*	4866
FSA	202	*	4752
FSA	203	*	4749
FSA	204	*	4676
FSA	205	*	4615
FSA	206	*	4577
FSA	207	*	4562
FSA	208	*	4527
FSA	209	*	4509
FSA	210	*	4479
FSA	211	*	4367
FSA	212	*	4347
FSA	213	*	4228
FSA	214	*	4195
FSA	215	*	4143
FSA	216	*	7055

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Exhibit 1: USDA Program Complaint Inventory

Agency	Complaint	Closure Date	Average Age of Inventory
FSA	217	*	1342
FSA	218	02/04/2020	943
FSA	219	12/16/2019	854
FSA	220	*	1069
FSA	221	*	1038
FSA	222	*	1017
FSA	223	*	1008
FSA	224	12/18/2019	720
FSA	225	11/20/2019	701
FSA	226	09/10/2020	955
FSA	227	04/28/2020	825
FSA	228	09/08/2020	918
FSA	229	05/18/2020	788
FSA	230	11/07/2019	584
FSA	231	11/26/2019	582
FSA	232	05/18/2020	739
FSA	233	12/17/2019	578
FSA	234	12/12/2019	574
FSA	235	04/09/2020	632
FSA	236	11/19/2019	461
FSA	237	08/06/2020	714
FSA	238	11/06/2019	481
FSA	239	02/04/2020	515
FSA	240		736

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Exhibit 1: USDA Program Complaint Inventory

Agency	Complaint	Closure Date	Average Age of Inventory
FSA	241	01/15/2020	484
FSA	242	05/01/2020	557
FSA	243	08/24/2020	644
FSA	244	05/13/2020	471
FSA	245	*	660
FSA	246	02/03/2020	334
FSA	247	*	586
FSA	248	*	650
FSA	249	05/12/2020	453
FSA	250	*	680
FSA	251	05/07/2020	465
FSA	252	*	562
FSA	253	08/04/2020	530
FSA	254	*	573
FSA	255	*	525
FSA	256	*	510
FSA	257	*	491
FSA	258	04/02/2020	319
FSA	259	10/03/2019	121
FSA	260	*	436
FSA	261	*	415
FSA	262	*	387
FSA	263	08/11/2020	334
FSA	264	09/24/2020	365

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Exhibit 1: USDA Program Complaint Inventory

Agency	Complaint	Closure Date	Average Age of Inventory
FSA	265	*	388
FSA	266	*	348
FSA	267	*	337
FSA	268	06/09/2020	229
FSA	269	*	358
FSA	270	*	267
FSA	271	*	289
FSA	272	*	289
FSA	273	05/29/2020	206
FSA	274	*	345
FSA	275	*	323
FSA	276	08/06/2020	195
FSA	277	*	274
FSA	278	*	338
FSA	279	*	210
FSA	280	*	278
FSA	281	*	258
FSA	282	*	229
FSA	283	*	189
FSA	284	*	183
FSA	285	*	98
FSA	286	*	57
FSA	287	*	27
FSA	288	*	2

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Exhibit 1: USDA Program Complaint Inventory

Agency	Complaint	Closure Date	Average Age of Inventory
FSA	289	*	3
FSA	290	*	211
FSA	291	*	5804
FSA	292	*	5591
FSA	293	*	5350
FSA	294	*	5349
FSA	295	*	5090
FSA	296	*	5080
FSA	297	*	5032
FSA	298	*	5024
FSA	299	*	4991
FSA	300	*	4989
FSA	301	*	4975
FSA	302	*	4971
FSA	303	*	4908
FSA	304	*	4915
FSA	305	*	8409
FSA	306	*	7909
GIPSA	307	12/11/2019	791
NIFA	308	03/04/2020	693
NIFA	309	08/19/2020	639
NIFA	310	*	229
NIFA	311	*	291
NIFA	312	*	322

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Exhibit 1: USDA Program Complaint Inventory

Agency	Complaint	Closure Date	Average Age of Inventory
NRCS	313	*	7055
NRCS	314	11/27/2019	1048
NRCS	315	02/18/2020	547
NRCS	316	*	616
NRCS	317	09/10/2020	428
NRCS	318	09/21/2020	406
NRCS	319	*	369
NRCS	320	*	161
NRCS	321	*	70
Other Government Agency	322	*	1476
Other Government Agency	323	04/17/2020	252
Other Government Agency	324	*	387
RD	325	*	5699
RD	326	*	4816
RD	327	*	4592
RD	328	*	4542
RD	329	*	4195
RD	330	*	4179
RD	331	*	3845
RD	332	*	3848
RD	333	*	6364
RD	334	11/04/2019	1518
RD	335	10/09/2019	1392
RD	336	*	1617

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Exhibit 1: USDA Program Complaint Inventory

Agency	Complaint	Closure Date	Average Age of Inventory
RD	337	11/13/2019	1260
RD	338	11/04/2019	1208
RD	339	11/04/2019	1168
RD	340	11/18/2019	1180
RD	341	10/09/2019	1121
RD	342	*	1443
RD	343	11/13/2019	1107
RD	344	06/15/2020	1293
RD	345	03/25/2020	1127
RD	346	03/25/2020	1128
RD	347	10/16/2019	943
RD	348	12/12/2019	983
RD	349	11/26/2019	967
RD	350	*	1267
RD	351	03/05/2020	1067
RD	352	03/12/2020	1046
RD	353	03/23/2020	1057
RD	354	*	1258
RD	355	*	1211
RD	356	04/01/2020	1016
RD	357	11/18/2019	871
RD	358	01/14/2020	918
RD	359	12/12/2019	816
RD	360	02/06/2020	863

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Exhibit 1: USDA Program Complaint Inventory

Agency	Complaint	Closure Date	Average Age of Inventory
RD	361	05/15/2020	948
RD	362	10/09/2019	729
RD	363	03/20/2020	865
RD	364	08/06/2020	997
RD	365	02/27/2020	812
RD	366	06/16/2020	911
RD	367	06/30/2020	916
RD	368	10/16/2019	663
RD	369	07/22/2020	944
RD	370	07/22/2020	923
RD	371	04/07/2020	795
RD	372	05/29/2020	836
RD	373	05/26/2020	834
RD	374	12/30/2019	678
RD	375	01/22/2020	701
RD	376	05/29/2020	834
RD	377	03/05/2020	703
RD	378	10/16/2019	582
RD	379	08/05/2020	856
RD	380	05/12/2020	778
RD	381	07/23/2020	825
RD	382	12/18/2019	610
RD	383	12/02/2019	605
RD	384	12/19/2019	617

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Exhibit 1: USDA Program Complaint Inventory

Agency	Complaint	Closure Date	Average Age of Inventory
RD	385	01/15/2020	626
RD	386	*	891
RD	387	11/13/2019	553
RD	388	*	859
RD	389	05/15/2020	737
RD	390	06/30/2020	763
RD	391	04/06/2020	677
RD	392	05/12/2020	701
RD	393	01/30/2020	595
RD	394	08/06/2020	785
RD	395	08/06/2020	785
RD	396	04/16/2020	745
RD	397	12/12/2019	513
RD	398	12/09/2019	518
RD	399	08/05/2020	756
RD	400	*	771
RD	401	11/18/2019	454
RD	402	*	772
RD	403	05/15/2020	626
RD	404	*	765
RD	405	06/02/2020	645
RD	406	11/13/2019	492
RD	407	01/22/2020	503
RD	408	08/06/2020	682

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Exhibit 1: USDA Program Complaint Inventory

Agency	Complaint	Closure Date	Average Age of Inventory
RD	409	05/26/2020	610
RD	410	06/10/2020	632
RD	411	*	5986
RD	412	*	5971
RD	413	10/24/2019	371
RD	414	03/16/2020	524
RD	415	*	728
RD	416	04/03/2020	535
RD	417	03/12/2020	505
RD	418	01/22/2020	453
RD	419	06/04/2020	582
RD	420	09/24/2020	687
RD	421	02/27/2020	491
RD	422	10/01/2019	344
RD	423	03/19/2020	492
RD	424	11/20/2019	372
RD	425	06/15/2020	587
RD	426	08/17/2020	615
RD	427	*	673
RD	428	04/30/2020	519
RD	429	02/06/2020	423
RD	430	11/18/2019	362
RD	431	02/06/2020	437
RD	432	08/04/2020	546

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Exhibit 1: USDA Program Complaint Inventory

Agency	Complaint	Closure Date	Average Age of Inventory
RD	433	01/15/2020	404
RD	434	08/06/2020	556
RD	435	*	652
RD	436	*	650
RD	437	02/27/2020	395
RD	438	*	673
RD	439	12/04/2019	310
RD	440	*	597
RD	441	*	657
RD	442	08/05/2020	635
RD	443	10/09/2019	254
RD	444	08/06/2020	556
RD	445	*	602
RD	446	03/05/2020	461
RD	447	*	547
RD	448	01/22/2020	307
RD	449	*	565
RD	450	*	534
RD	451	07/13/2020	475
RD	452	*	534
RD	453	03/30/2020	342
RD	454	09/29/2020	515
RD	455	03/18/2020	355
RD	456	02/27/2020	300

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Exhibit 1: USDA Program Complaint Inventory

Agency	Complaint	Closure Date	Average Age of Inventory
RD	457	*	534
RD	458	*	505
RD	459	*	525
RD	460	03/05/2020	318
RD	461	08/14/2020	455
RD	462	*	502
RD	463	02/27/2020	323
RD	464	12/09/2019	210
RD	465	*	488
RD	466	06/15/2020	392
RD	467	01/15/2020	238
RD	468	*	488
RD	469	*	478
RD	470	04/02/2020	290
RD	471	*	485
RD	472	*	491
RD	473	01/28/2020	238
RD	474	06/04/2020	380
RD	475	01/14/2020	209
RD	476	*	455
RD	477	11/06/2019	139
RD	478	07/15/2020	385
RD	479	*	443
RD	480	*	441

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Exhibit 1: USDA Program Complaint Inventory

Agency	Complaint	Closure Date	Average Age of Inventory
RD	481	08/13/2020	401
RD	482	*	429
RD	483	*	426
RD	484	*	434
RD	485	06/04/2020	359
RD	486	10/09/2019	69
RD	487	08/12/2020	364
RD	488	*	456
RD	489	*	441
RD	490	03/11/2020	217
RD	491	01/15/2020	330
RD	492	07/23/2020	366
RD	493	03/05/2020	196
RD	494	09/11/2020	388
RD	495	05/29/2020	280
RD	496	06/30/2020	322
RD	497	02/27/2020	183
RD	498	09/28/2020	391
RD	499	09/24/2020	437
RD	500	08/19/2020	376
RD	501	07/13/2020	341
RD	502	09/24/2020	440
RD	503	09/24/2020	429
RD	504	*	383

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Exhibit 1: USDA Program Complaint Inventory

Agency	Complaint	Closure Date	Average Age of Inventory
RD	505	09/16/2020	359
RD	506	*	385
RD	507	09/24/2020	378
RD	508	06/10/2020	286
RD	509	*	370
RD	510	*	370
RD	511	*	380
RD	512	03/11/2020	174
RD	513	03/18/2020	190
RD	514	05/14/2020	233
RD	515	03/24/2020	183
RD	516	*	385
RD	517	03/26/2020	183
RD	518	*	5892
RD	519	*	359
RD	520	02/27/2020	133
RD	521	*	363
RD	522	08/12/2020	297
RD	523	*	343
RD	524	*	338
RD	525	07/23/2020	296
RD	526	*	342
RD	527	07/13/2020	259
RD	528	08/19/2020	272

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Exhibit 1: USDA Program Complaint Inventory

Agency	Complaint	Closure Date	Average Age of Inventory
RD	529	*	331
RD	530	*	337
RD	531	05/12/2020	180
RD	532	*	315
RD	533	*	296
RD	534	*	302
RD	535	09/24/2020	288
RD	536	04/02/2020	175
RD	537	*	296
RD	538	*	301
RD	539	*	271
RD	540	08/04/2020	285
RD	541	09/15/2020	257
RD	542	04/23/2020	132
RD	543	*	272
RD	544	*	337
RD	545	03/05/2020	83
RD	546	05/19/2020	119
RD	547	*	264
RD	548	*	245
RD	549	04/15/2020	76
RD	550	*	320
RD	551	05/12/2020	105
RD	552	*	243

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Exhibit 1: USDA Program Complaint Inventory

Agency	Complaint	Closure Date	Average Age of Inventory
RD	553	08/06/2020	205
RD	554	09/23/2020	234
RD	555	*	244
RD	556	*	218
RD	557	*	243
RD	558	*	236
RD	559	*	244
RD	560	*	244
RD	561	*	224
RD	562	*	224
RD	563	08/24/2020	157
RD	564	08/31/2020	223
RD	565	05/08/2020	79
RD	566	*	302
RD	567	*	204
RD	568	*	232
RD	569	08/06/2020	133
RD	570	06/15/2020	92
RD	571	08/06/2020	101
RD	572	*	181
RD	573	*	350
RD	574	*	272
RD	575	*	147
RD	576	07/13/2020	81

*Denotes cases that are in open status as of September 30, 2020

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Exhibit 1: USDA Program Complaint Inventory

Agency	Complaint	Closure Date	Average Age of Inventory
RD	577	07/13/2020	81
RD	578	07/13/2020	81
RD	579	*	139
RD	580	*	350
RD	581	*	338
RD	582	*	287
RD	583	*	203
RD	584	*	230
RD	585	07/13/2020	266
RD	586	*	222
RD	587	08/21/2020	112
RD	588	*	127
RD	589	*	106
RD	590	*	175
RD	591	*	140
RD	592	*	239
RD	593	*	223
RD	594	*	96
RD	595	*	97
RD	596	*	112
RD	597	08/21/2020	43
RD	598	*	79
RD	599	*	161
RD	600	*	63

*Denotes cases that are in open status as of September 30, 2020

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Agency	Complaint	Closure Date	Average Age of Inventory
RD	601	*	175
RD	602	*	126
RD	603	*	222
RD	604	*	126
RD	605	*	302
RD	606	*	48
RD	607	*	50
RD	608	*	112
RD	609	*	12
RD	610	*	35
RD	611	*	19
RD	612	*	21
RD	613	*	270
RD	614	*	13
RD	615	*	13
RD	616	*	9
RD	617	*	5
RD	618	*	166
RD	619	*	168
RD	620	*	82
RD	621	*	42
RD	622	*	35
RD	623	*	58
RD	624	*	320

*Denotes cases that are in open status as of September 30, 2020

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Agency	Complaint	Closure Date	Average Age of Inventory
RD	625	*	5734
RD	626	*	5683
RD	627	*	5482
RD	628	*	5389
RD	629	*	5343
RD	630	*	5290
RD	631	*	5224
RD	632	*	5480
RD	633	*	5131
RD	634	*	5131
RD	635	*	5115
RD	636	*	5066
RD	637	*	5041
RD	638	*	5035
RD	639	*	5031
RD	640	*	5004
RD	641	*	4943
RD	642	*	5199
RD	643	*	4898

*Denotes cases that are in open status as of September 30, 2020

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Agency	Complaint	Closure Date	Average Age of Inventory
AMS	1	-	1557
AMS	2	-	1557
AMS	3	08/25/2020	1222
AMS	4	10/16/2019	814
AMS	5	-	966
AMS	6	01/17/2020	715
AMS	7	08/27/2020	924
AMS	8	11/26/2019	628
AMS	9	05/18/2020	818
AMS	10	-	905
AMS	11	05/04/2020	651
AMS	12	10/11/2019	505
AMS	13	10/18/2019	491
AMS	14	09/16/2020	694
AMS	15	02/27/2020	459
AMS	16	-	644
AMS	17	02/26/2020	403
AMS	18	10/02/2019	331
AMS	19	-	609
AMS	20	04/14/2020	521
AMS	21	02/14/2020	426
AMS	22	05/07/2020	462
AMS	23	-	623
AMS	24	02/06/2020	266
AMS	25	07/07/2020	417
AMS	26	08/11/2020	389
AMS	27	04/29/2020	317
AMS	28	-	484
AMS	29	-	476
AMS	30	-	366
AMS	31	12/10/2019	133
AMS	32	04/30/2020	209
AMS	33	06/02/2020	272
AMS	34	-	434
AMS	35	07/28/2020	305
AMS	36	04/01/2020	69

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Agency	Complaint	Closure Date	Average Age of Inventory
AMS	37	12/10/2019	47
AMS	38	-	304
AMS	39	01/15/2020	26
AMS	40	-	239
AMS	41	-	245
AMS	42	09/25/2020	225
AMS	43	-	225
AMS	44	-	251
AMS	45	-	213
AMS	46	-	239
AMS	47	-	183
AMS	48	-	233
AMS	49	08/04/2020	109
AMS	50	05/13/2020	40
AMS	51	07/06/2020	101
AMS	52	09/16/2020	149
AMS	53	-	119
AMS	54	-	107
AMS	55	-	23
APHIS	56	-	2507
APHIS	57	12/03/2019	1681
APHIS	58	02/11/2020	1702
APHIS	59	-	1897
APHIS	60	-	1813
APHIS	61	08/05/2020	1619
APHIS	62	-	1638
APHIS	63	-	1634
APHIS	64	-	1560
APHIS	65	02/27/2020	1359
APHIS	66	10/01/2019	1201
APHIS	67	10/17/2019	1203
APHIS	68	-	1574
APHIS	69	-	1518
APHIS	70	-	1273
APHIS	71	-	1273
APHIS	72	-	1436

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Agency	Complaint	Closure Date	Average Age of Inventory
APHIS	73	-	1415
APHIS	74	-	1329
APHIS	75	-	1274
APHIS	76	03/11/2020	1100
APHIS	77	-	1138
APHIS	78	-	720
APHIS	79	-	1210
APHIS	80	-	1282
APHIS	81	10/18/2019	853
APHIS	82	-	1204
APHIS	83	02/27/2020	904
APHIS	84	11/07/2019	808
APHIS	85	-	1122
APHIS	86	-	1072
APHIS	87	11/07/2019	654
APHIS	88	-	962
APHIS	89	09/08/2020	805
APHIS	90	-	842
APHIS	91	11/07/2019	498
APHIS	92	-	804
APHIS	93	-	792
APHIS	94	04/01/2020	494
APHIS	95	-	744
APHIS	96	-	686
APHIS	97	11/04/2019	406
APHIS	98	-	727
APHIS	99	-	667
APHIS	100	12/17/2019	382
APHIS	101	-	657
APHIS	102	03/17/2020	460
APHIS	103	-	570
APHIS	104	-	575
APHIS	105	01/10/2020	252
APHIS	106	11/07/2019	190
APHIS	107	01/17/2020	190
APHIS	108	-	514

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Agency	Complaint	Closure Date	Average Age of Inventory
APHIS	109	-	419
APHIS	110	-	433
APHIS	111	-	404
APHIS	112	-	415
APHIS	113	-	430
APHIS	114	-	384
APHIS	115	-	372
APHIS	116	07/02/2020	275
APHIS	117	-	331
APHIS	118	02/03/2020	74
APHIS	119	-	356
APHIS	120	-	357
APHIS	121	-	357
APHIS	122	04/14/2020	175
APHIS	123	-	311
APHIS	124	06/26/2020	220
APHIS	125	-	293
APHIS	126	-	310
APHIS	127	-	239
APHIS	128	-	295
APHIS	129	-	286
APHIS	130	-	276
APHIS	131	-	233
APHIS	132	09/11/2020	244
APHIS	133	09/12/2020	201
APHIS	134	-	192
APHIS	135	-	203
APHIS	136	-	108
APHIS	137	-	171
APHIS	138	-	149
APHIS	139	-	133
APHIS	140	06/02/2020	46
APHIS	141	-	107
APHIS	142	-	159
APHIS	143	-	122
APHIS	144	-	122

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Agency	Complaint	Closure Date	Average Age of Inventory
APHIS	145	-	101
APHIS	146	09/18/2020	128
APHIS	147	-	70
APHIS	148	-	57
APHIS	149	-	66
APHIS-CF	150	09/22/2020	2612
APHIS-CF	151	-	638
APHIS-CF	152	-	143
ARS	153	-	4706
ARS	154	-	4493
ARS	155	01/24/2020	1005
ARS	156	11/18/2019	725
ARS-CF	157	12/17/2019	605
ARS-CF	158	12/17/2019	561
ARS	159	12/03/2019	442
ARS-CF	160	12/17/2019	487
ARS	161	-	738
ARS-CF	162	12/17/2019	439
ARS	163	-	706
ARS	164	-	665
ARS	165	10/01/2019	231
ARS	166	-	650
ARS	167	12/03/2019	344
ARS	168	07/15/2020	468
ARS	169	01/27/2020	228
ARS	170	06/04/2020	352
ARS	171	-	435
ARS	172	04/03/2020	204
ARS	173	07/16/2020	316
ARS	174	-	378
ARS	175	11/15/2019	17
ARS	176	-	329
ARS	177	01/27/2020	27
ARS	178	-	241
ARS	179	02/24/2020	21
ARS	180	09/18/2020	241

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Agency	Complaint	Closure Date	Average Age of Inventory
ARS	181	-	192
ARS	182	-	203
ARS	183	-	178
ARS	184	08/04/2020	92
ARS	185	-	147
ARS	186	-	146
ARS	187	-	55
ARS	188	-	35
ARS-CF	189	12/17/2019	608
CCD	190	07/08/2020	1180
CCD	191	08/25/2020	1196
CCD	192	08/25/2020	1231
CCD	193	-	931
CCD	194	09/17/2020	926
CCD	195	-	752
CCD	196	06/25/2020	602
CCD	197	-	702
CCD	198	10/02/2019	281
CCD	199	-	632
CCD	200	08/04/2020	484
CCD	201	-	499
CCD	202	02/12/2020	164
CCD	203	-	366
CCD	204	-	352
CCD	205	-	290
CCD	206	-	250
CCD	207	-	211
CCD	208	07/14/2020	101
CCD	209	-	164
CCD	210	-	104
CCD	211	-	17
CCD-CF	212	04/30/2020	1158
CCD-CF	213	07/20/2020	1244
CCD-CF	214	-	673
CCD-CF	215	-	929

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Agency	Complaint	Closure Date	Average Age of Inventory
CCD-CF	216	02/18/2020	557
CCD-CF	217	-	471
CCD-CF	218	07/03/2020	392
CCD-CF	219	-	421
CCD-CF	220	-	398
CCD-CF	221	04/01/2020	43
CCD-CF	222	03/17/2020	151
CCD-CF	223	07/17/2020	253
CCD-CF	224	-	345
CCD-CF	225	04/22/2020	98
CCD-CF	226	06/30/2020	148
CCD-CF	227	-	230
CCD-CF	228	09/30/2020	194
CCD-CF	229	07/01/2020	81
CCD-CF	230	-	101
CCD	231	-	2590
CCD	232	03/10/2020	1615
CCD	233	-	1772
CCD	234	-	1491
CCD	235	11/12/2019	1073
CCD-CF	236	08/25/2020	1932
CCD-CF	237	08/25/2020	1447
CCD-CF	238	08/25/2020	1394
DEPT	239	-	1259
DEPT	240	-	1177
DEPT	241	01/07/2020	952
DEPT	242	-	1078
DEPT	243	-	1121
DEPT	244	11/14/2019	695
DEPT	245	-	932
DEPT	246	07/22/2020	841
DEPT	247	-	900
DEPT	248	-	884
DEPT	249	10/18/2019	322
DEPT	250	-	554
DEPT	251	-	548

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Agency	Complaint	Closure Date	Average Age of Inventory
DEPT	252	-	533
DEPT	253	-	471
DEPT	254	07/21/2020	385
DEPT	255	09/01/2020	435
DEPT	256	-	398
DEPT	257	09/10/2020	371
DEPT	258	-	359
DEPT	259	-	297
DEPT	260	-	282
DEPT	261	-	275
DEPT	262	09/25/2020	256
DEPT	263	-	233
DEPT	264	08/13/2020	162
DEPT	265	-	189
DEPT	266	05/26/2020	39
DEPT	267	-	150
DEPT	268	-	216
DEPT	269	-	216
DEPT	270	-	153
DEPT	271	-	188
DEPT	272	-	120
DEPT	273	-	130
DEPT	274	09/21/2020	73
DEPT	275	-	107
DEPT	276	-	92
DEPT	277	-	9
ERS	278	01/29/2020	737
ERS	279	06/17/2020	637
ERS	280	-	415
ERS	281	-	83
FAS	282	-	7910
FAS	283	-	7910
FAS	284	-	7570
FAS	285	-	3625
FAS	286	-	1219
FAS	287	-	1035

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Agency	Complaint	Closure Date	Average Age of Inventory
FAS	288	-	982
FAS	289	01/22/2020	688
FAS	290	03/26/2020	717
FAS	291	03/13/2020	582
FAS	292	-	764
FAS	293	-	734
FAS	294	-	731
FAS	295	-	668
FAS	296	07/07/2020	489
FAS	297	-	556
FAS	298	11/05/2019	217
FAS	299	07/27/2020	423
FAS	300	01/08/2020	117
FAS	301	-	435
FAS	302	-	28
FAS	303	04/15/2020	190
FAS	304	11/06/2019	13
FAS	305	-	241
FAS	306	01/21/2020	25
FAS	307	-	142
FAS	308	-	239
FAS	309	08/19/2020	142
FAS	310	-	142
FAS	311	-	63
FAS	312	07/27/2020	6
FAS-CF	313	12/04/2019	461
FAS-CF	314	-	479
FAS-CF	315	-	85
FNCS	316	05/18/2020	2356
FNCS	317	-	2086
FNCS	318	-	1686
FNCS	319	-	1661
FNCS	320	03/02/2020	1475
FNCS	321	-	1631
FNCS	322	02/03/2020	1349
FNCS	323	01/09/2020	1063

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Agency	Complaint	Closure Date	Average Age of Inventory
FNCS	324	01/09/2020	1053
FNCS	325	01/09/2020	1057
FNCS	326	01/09/2020	1049
FNCS	327	03/11/2020	1129
FNCS	328	-	1140
FNCS	329	12/09/2019	854
FNCS	330	-	374
FNCS	331	-	920
FNCS	332	12/09/2019	565
FNCS	333	09/30/2020	769
FNCS	334	-	702
FNCS	335	-	561
FNCS	336	12/09/2019	301
FNCS	337	04/10/2020	486
FNCS	338	-	534
FNCS	339	07/09/2020	388
FNCS	340	-	436
FNCS	341	-	441
FNCS	342	07/16/2020	294
FNCS	343	08/12/2020	268
FNCS	344	12/09/2019	39
FNCS	345	-	298
FNCS	346	-	303
FNCS	347	08/05/2020	180
FNCS	348	-	231
FNCS	349	-	231
FNCS	350	09/17/2020	217
FNCS	351	-	227
FNCS	352	-	231
FNCS	353	07/06/2020	45
FNCS	354	-	146
FNCS	355	-	178
FNCS	356	07/31/2020	77
FNCS	357	-	141
FNCS	358	-	87
FNCS	359	-	86

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Agency	Complaint	Closure Date	Average Age of Inventory
FNCS	360	-	42
FNCS	361	-	43
FNCS-CF	362	-	374
FNCS-CF	363	03/30/2020	768
FNCS-CF	364	-	923
FNCS-CF	365	04/16/2020	321
FNCS-CF	366	10/04/2019	179
FPAC	367	-	383
FPAC	368	-	338
FPAC	369	-	328
FPAC	370	-	358
FPAC	371	09/28/2020	349
FPAC	372	-	293
FPAC	373	09/21/2020	265
FPAC	374	09/22/2020	323
FPAC	375	08/27/2020	269
FPAC	376	08/18/2020	245
FPAC	377	09/08/2020	236
FPAC	378	-	253
FPAC	379	-	244
FPAC	380	-	258
FPAC	381	09/09/2020	219
FPAC	382	-	226
FPAC	383	-	232
FPAC	384	-	234
FPAC	385	-	217
FPAC	386	-	224
FPAC	387	-	224
FPAC	388	-	252
FPAC	389	09/03/2020	205
FPAC	390	-	224
FPAC	391	-	239
FPAC	392	-	181
FPAC	393	-	175
FPAC	394	09/16/2020	183
FPAC	395	03/27/2020	21

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Agency	Complaint	Closure Date	Average Age of Inventory
FPAC	396	-	188
FPAC	397	09/04/2020	207
FPAC	398	-	225
FPAC	399	-	209
FPAC	400	-	141
FPAC	401	-	150
FPAC	402	-	156
FPAC	403	-	177
FPAC	404	-	132
FPAC	405	-	181
FPAC	406	-	190
FPAC	407	-	153
FPAC	408	-	125
FPAC	409	-	177
FPAC	410	-	105
FPAC	411	-	147
FPAC	412	-	73
FPAC	413	-	42
FPAC	414	08/03/2020	68
FPAC	415	-	107
FPAC	416	-	50
FPAC	417	-	76
FPAC	418	-	21
FPAC	419	-	47
FPAC	420	-	41
FPAC	421	-	590
FPAC	422	-	598
FPAC	423	11/12/2019	245
FPAC	424	-	553
FPAC	425	09/10/2020	449
FPAC	426	-	378
FPAC-CF	427	04/07/2020	50
FPAC-CF	428	-	147
FPAC	429	-	3331
FPAC	430	-	3270
FPAC	431	12/12/2019	2557

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Agency	Complaint	Closure Date	Average Age of Inventory
FPAC	432	-	2384
FPAC	433	07/17/2020	2129
FPAC	434	02/24/2020	1651
FPAC	435	03/31/2020	1699
FPAC	436	07/17/2020	1719
FPAC	437	-	1785
FPAC	438	02/03/2020	1453
FPAC	439	07/14/2020	1547
FPAC	440	-	1535
FPAC	441	-	1419
FPAC	442	08/13/2020	1372
FPAC	443	01/17/2020	1046
FPAC	444	-	1308
FPAC	445	-	1280
FPAC	446	-	1255
FPAC	447	-	1240
FPAC	448	10/07/2019	784
FPAC	449	-	1126
FPAC	450	01/16/2020	800
FPAC	451	12/16/2019	726
FPAC	452	10/22/2019	668
FPAC	453	12/11/2019	714
FPAC	454	-	958
FPAC	455	01/21/2020	707
FPAC	456	-	924
FPAC	457	-	926
FPAC	458	03/23/2020	699
FPAC	459	11/18/2019	584
FPAC	460	10/01/2019	530
FPAC	461	02/03/2020	567
FPAC	462	-	814
FPAC	463	-	850
FPAC	464	10/11/2019	485
FPAC	465	01/17/2020	516
FPAC	466	10/03/2019	386
FPAC	467	12/04/2019	415

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Agency	Complaint	Closure Date	Average Age of Inventory
FPAC	468	03/03/2020	533
FPAC	469	-	703
FPAC	470	-	570
FPAC	471	10/11/2019	227
FPAC	472	04/29/2020	497
FPAC	473	10/30/2019	210
FPAC	474	-	650
FPAC	475	10/11/2019	242
FPAC	476	07/31/2020	436
FPAC	477	12/20/2019	215
FPAC	478	03/06/2020	292
FPAC	479	-	482
FPAC	480	04/14/2020	339
FPAC	481	-	485
FPAC	482	08/05/2020	402
FPAC	483	07/28/2020	356
FPAC	484	07/08/2020	344
FPAC	485	-	427
FPAC	486	-	386
FPAC	487	-	379
FPAC	488	05/28/2020	297
FPAC	489	-	360
FPAC	490	06/19/2020	316
FPAC	491	-	401
FPAC	492	-	345
FPAC	493	-	332
FPAC	494	-	344
FPAC	495	-	338
FPAC	496	07/28/2020	256
FPAC	497	-	2999
FPAC	498	-	2701
FPAC	499	08/12/2020	2330
FPAC	500	-	1945
FPAC	501	10/16/2019	1513
FPAC	502	10/11/2019	1507
FPAC	503	08/06/2020	1511

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Agency	Complaint	Closure Date	Average Age of Inventory
FPAC	504	10/30/2019	1121
FPAC	505	08/06/2020	1246
FPAC	506	03/24/2020	1061
FPAC	507	-	1074
FPAC	508	-	1140
FPAC	509	-	1050
FPAC	510	02/03/2020	851
FPAC	511	11/14/2019	758
FPAC	512	-	1016
FPAC	513	-	1025
FPAC	514	06/25/2020	852
FPAC	515	-	860
FPAC	516	07/23/2020	794
FPAC	517	05/06/2020	706
FPAC	518	-	888
FPAC	519	-	814
FPAC	520	03/03/2020	636
FPAC	521	-	825
FPAC	522	-	791
FPAC	523	-	751
FPAC	524	05/18/2020	633
FPAC	525	01/16/2020	442
FPAC	526	09/08/2020	641
FPAC	527	-	708
FPAC	528	10/02/2019	243
FPAC	529	-	672
FPAC	530	12/17/2019	257
FPAC	531	-	559
FPAC	532	10/02/2019	179
FPAC	533	10/11/2019	191
FPAC	534	-	528
FPAC	535	08/06/2020	463
FPAC	536	-	513
FPAC	537	10/03/2019	181
FPAC	538	-	521
FPAC	539	01/31/2020	231

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Agency	Complaint	Closure Date	Average Age of Inventory
FPAC	540	04/17/2020	303
FPAC	541	-	420
FPAC	542	12/10/2019	179
FPAC	543	09/21/2020	339
FPAC	544	-	349
FPAC	545	-	409
FPAC	546	-	352
FPAC	547	02/12/2020	150
FPAC	548	07/30/2020	310
FPAC	549	-	302
FPAC	550	02/27/2020	911
FPAC	551	01/14/2020	971
FPAC	552	11/14/2019	871
FPAC	553	-	1059
FPAC	554	07/29/2020	912
FPAC	555	09/30/2020	804
FPAC	556	09/11/2020	791
FS	557	09/30/2020	7559
FS	558	-	7051
FS	559	09/30/2020	6960
FS	560	-	6889
FS	561	-	6519
FS	562	-	6173
FS	563	-	2295
FS	564	12/02/2019	3398
FS	565	-	3192
FS	566	-	3166
FS	567	-	3173
FS	568	-	3044
FS	569	12/17/2019	2720
FS	570	-	2838
FS	571	-	2886
FS	572	-	2753
FS	573	-	2715
FS	574	-	2736
FS	575	10/02/2019	2386

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Agency	Complaint	Closure Date	Average Age of Inventory
FS	576	-	2590
FS	577	09/18/2020	2495
FS	578	-	2479
FS	579	-	2499
FS	580	06/23/2020	2352
FS	581	08/13/2020	2109
FS	582	-	2114
FS	583	-	2114
FS	584	-	2114
FS	585	-	2019
FS	586	-	2019
FS	587	-	2075
FS	588	04/16/2020	1813
FS	589	01/28/2020	1729
FS	590	-	1926
FS	591	01/15/2020	1668
FS	592	07/31/2020	1822
FS	593	04/30/2020	1686
FS	594	10/01/2019	1505
FS	595	02/27/2020	1605
FS	596	-	1826
FS	597	-	1723
FS	598	-	1765
FS	599	01/17/2020	1474
FS	600	08/10/2020	1734
FS	601	10/02/2019	1365
FS	602	-	1665
FS	603	07/24/2020	1587
FS	604	06/05/2020	1527
FS	605	08/25/2020	1555
FS	606	07/31/2020	1556
FS	607	08/24/2020	1594
FS	608	10/03/2019	1276
FS	609	03/12/2020	1400
FS	610	09/23/2020	1561
FS	611	-	1569

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Agency	Complaint	Closure Date	Average Age of Inventory
FS	612	07/31/2020	1397
FS	613	-	1523
FS	614	-	1518
FS	615	05/20/2020	1400
FS	616	09/23/2020	1495
FS	617	-	1513
FS	618	07/30/2020	1409
FS	619	-	1473
FS	620	-	905
FS	621	06/18/2020	1329
FS	622	-	1437
FS	623	08/17/2020	1316
FS	624	07/31/2020	1284
FS	625	-	1295
FS	626	-	1339
FS	627	-	1335
FS	628	-	1310
FS	629	08/13/2020	1214
FS	630	07/31/2020	1187
FS	631	-	510
FS	632	01/17/2020	1019
FS	633	-	1281
FS	634	-	1206
FS	635	08/10/2020	1196
FS	636	-	1255
FS	637	10/30/2019	861
FS	638	11/18/2019	930
FS	639	04/17/2020	1039
FS	640	01/08/2020	862
FS	641	-	1154
FS	642	-	1156
FS	643	-	1125
FS	644	10/30/2019	779
FS	645	-	1085
FS	646	-	1091
FS	647	02/04/2020	856

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Agency	Complaint	Closure Date	Average Age of Inventory
FS	648	-	1088
FS	649	-	1015
FS	650	-	1052
FS	651	-	1025
FS	652	-	1034
FS	653	07/15/2020	888
FS	654	-	973
FS	655	-	1029
FS	656	-	1017
FS	657	06/05/2020	791
FS	658	-	1008
FS	659	04/17/2020	812
FS	660	-	1015
FS	661	-	1017
FS	662	-	790
FS	663	01/14/2020	713
FS	664	01/07/2020	663
FS	665	10/01/2019	627
FS	666	-	967
FS	667	-	937
FS	668	07/08/2020	817
FS	669	-	954
FS	670	-	924
FS	671	-	916
FS	672	10/08/2019	575
FS	673	04/17/2020	724
FS	674	-	912
FS	675	-	884
FS	676	11/07/2019	510
FS	677	11/18/2019	521
FS	678	-	862
FS	679	-	863
FS	680	-	863
FS	681	-	836
FS	682	-	790
FS	683	-	846

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Agency	Complaint	Closure Date	Average Age of Inventory
FS	684	-	845
FS	685	06/19/2020	721
FS	686	-	839
FS	687	-	821
FS	688	10/22/2019	460
FS	689	-	804
FS	690	06/15/2020	679
FS	691	-	738
FS	692	-	756
FS	693	12/18/2019	421
FS	694	-	715
FS	695	-	680
FS	696	04/09/2020	542
FS	697	-	671
FS	698	-	674
FS	699	-	702
FS	700	-	203
FS	701	12/04/2019	244
FS	702	-	610
FS	703	06/04/2020	530
FS	704	-	650
FS	705	-	597
FS	706	11/12/2019	231
FS	707	-	581
FS	708	05/01/2020	483
FS	709	11/25/2019	274
FS	710	-	582
FS	711	-	566
FS	712	-	511
FS	713	-	587
FS	714	-	644
FS	715	-	570
FS	716	-	574
FS	717	-	575
FS	718	11/05/2019	228
FS	719	12/11/2019	239

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Agency	Complaint	Closure Date	Average Age of Inventory
FS	720	-	555
FS	721	05/22/2020	427
FS	722	06/29/2020	474
FS	723	-	545
FS	724	-	436
FS	725	-	556
FS	726	11/20/2019	177
FS	727	12/04/2019	197
FS	728	-	538
FS	729	12/09/2019	226
FS	730	11/21/2019	211
FS	731	04/27/2020	362
FS	732	-	512
FS	733	-	454
FS	734	04/02/2020	275
FS	735	-	468
FS	736	01/24/2020	246
FS	737	01/28/2020	264
FS	738	05/26/2020	316
FS	739	11/05/2019	172
FS	740	01/18/2020	185
FS	741	-	437
FS	742	-	429
FS	743	07/21/2020	406
FS	744	12/18/2019	183
FS	745	-	402
FS	746	02/06/2020	210
FS	747	03/17/2020	252
FS	748	-	434
FS	749	10/18/2019	15
FS	750	05/26/2020	278
FS	751	06/20/2020	322
FS	752	-	363
FS	753	-	406
FS	754	-	419
FS	755	07/31/2020	344

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Agency	Complaint	Closure Date	Average Age of Inventory
FS	756	-	344
FS	757	06/02/2020	284
FS	758	-	380
FS	759	02/04/2020	130
FS	760	-	395
FS	761	-	400
FS	762	-	391
FS	763	06/02/2020	270
FS	764	-	388
FS	765	-	374
FS	766	-	378
FS	767	08/20/2020	324
FS	768	08/13/2020	246
FS	769	09/28/2020	303
FS	770	-	363
FS	771	-	300
FS	772	-	335
FS	773	11/26/2019	25
FS	774	05/04/2020	190
FS	775	-	297
FS	776	04/22/2020	180
FS	777	12/04/2019	23
FS	778	07/23/2020	205
FS	779	-	318
FS	780	12/12/2019	16
FS	781	-	61
FS	782	02/07/2020	24
FS	783	07/27/2020	255
FS	784	09/14/2020	237
FS	785	-	244
FS	786	-	266
FS	787	-	240
FS	788	03/27/2020	91
FS	789	-	231
FS	790	-	224
FS	791	-	266

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Agency	Complaint	Closure Date	Average Age of Inventory
FS	792	-	279
FS	793	-	267
FS	794	07/02/2020	184
FS	795	-	219
FS	796	-	219
FS	797	-	188
FS	798	-	192
FS	799	08/19/2020	228
FS	800	-	175
FS	801	08/12/2020	187
FS	802	-	209
FS	803	-	153
FS	804	-	192
FS	805	-	162
FS	806	-	174
FS	807	-	209
FS	808	-	176
FS	809	05/08/2020	42
FS	810	08/19/2020	145
FS	811	-	101
FS	812	-	85
FS	813	-	83
FS	814	-	123
FS	815	-	48
FS	816	08/11/2020	60
FS	817	-	43
FS	818	-	42
FS	819	-	43
FS	820	-	73
FS	821	07/30/2020	20
FS	822	-	66
FS	823	-	62
FS	824	-	67
FS	825	-	51
FS	826	-	66
FS	827	-	49

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Agency	Complaint	Closure Date	Average Age of Inventory
FS	828	08/25/2020	19
FS	829	-	48
FS	830	-	41
FS	831	-	21
FS	832	-	8
FS-CF	833	-	914
FS-CF	834	-	860
FS-CF	835	09/02/2020	621
FS-CF	836	10/01/2019	164
FS-CF	837	01/22/2020	65
FS-CF	838	-	336
FS-CF	839	-	105
FSA-CF	840	03/04/2020	111
FSA-CF	841	-	1147
FSIS	842	04/17/2020	1992
FSIS	843	-	1878
FSIS	844	-	1729
FSIS	845	05/14/2020	1548
FSIS	846	03/02/2020	1456
FSIS	847	12/02/2019	1169
FSIS	848	-	1403
FSIS	849	-	1465
FSIS	850	06/05/2020	1305
FSIS	851	-	1402
FSIS	852	11/20/2019	1108
FSIS	853	06/26/2020	1298
FSIS	854	04/22/2020	1222
FSIS	855	07/16/2020	1206
FSIS	856	07/23/2020	1238
FSIS	857	10/01/2019	790
FSIS	858	12/09/2019	983
FSIS	859	-	1219
FSIS	860	-	1128
FSIS	861	10/01/2019	810
FSIS	862	10/16/2019	786
FSIS	863	01/21/2020	803

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Agency	Complaint	Closure Date	Average Age of Inventory
FSIS	864	02/21/2020	920
FSIS	865	01/16/2020	840
FSIS	866	10/01/2019	700
FSIS	867	10/01/2019	711
FSIS	868	04/02/2020	832
FSIS	869	-	1015
FSIS	870	-	994
FSIS	871	01/31/2020	764
FSIS	872	04/14/2020	818
FSIS	873	-	988
FSIS	874	08/18/2020	883
FSIS	875	-	924
FSIS	876	-	874
FSIS	877	11/04/2019	451
FSIS	878	05/04/2020	675
FSIS	879	-	768
FSIS	880	-	766
FSIS	881	-	798
FSIS	882	03/26/2020	590
FSIS	883	-	720
FSIS	884	06/02/2020	651
FSIS	885	-	741
FSIS	886	-	777
FSIS	887	04/29/2020	541
FSIS	888	-	685
FSIS	889	-	673
FSIS	890	05/21/2020	512
FSIS	891	05/06/2020	546
FSIS	892	-	707
FSIS	893	07/29/2020	506
FSIS	894	-	566
FSIS	895	10/16/2019	210
FSIS	896	-	557
FSIS	897	-	400
FSIS	898	-	643
FSIS	899	04/14/2020	446

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Agency	Complaint	Closure Date	Average Age of Inventory
FSIS	900	10/01/2019	215
FSIS	901	10/30/2019	232
FSIS	902	-	393
FSIS	903	-	552
FSIS	904	11/21/2019	259
FSIS	905	-	578
FSIS	906	08/04/2020	427
FSIS	907	07/18/2020	507
FSIS	908	02/13/2020	272
FSIS	909	01/23/2020	252
FSIS	910	12/18/2019	232
FSIS	911	-	511
FSIS	912	02/26/2020	286
FSIS	913	11/01/2019	178
FSIS	914	-	479
FSIS	915	-	479
FSIS	916	-	475
FSIS	917	06/05/2020	344
FSIS	918	06/26/2020	324
FSIS	919	-	437
FSIS	920	06/22/2020	278
FSIS	921	-	392
FSIS	922	-	394
FSIS	923	02/12/2020	175
FSIS	924	07/02/2020	262
FSIS	925	-	378
FSIS	926	03/25/2020	155
FSIS	927	07/28/2020	262
FSIS	928	09/30/2020	337
FSIS	929	12/19/2019	31
FSIS	930	-	385
FSIS	931	07/28/2020	323
FSIS	932	01/23/2020	49
FSIS	933	08/26/2020	295
FSIS	934	12/12/2019	28
FSIS	935	03/16/2020	88

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Agency	Complaint	Closure Date	Average Age of Inventory
FSIS	936	01/22/2020	33
FSIS	937	11/18/2019	6
FSIS	938	07/02/2020	248
FSIS	939	12/31/2019	28
FSIS	940	08/19/2020	211
FSIS	941	03/02/2020	55
FSIS	942	08/12/2020	247
FSIS	943	12/17/2019	25
FSIS	944	02/04/2020	28
FSIS	945	06/25/2020	221
FSIS	946	-	241
FSIS	947	01/17/2020	36
FSIS	948	-	211
FSIS	949	-	241
FSIS	950	-	275
FSIS	951	-	230
FSIS	952	-	279
FSIS	953	01/31/2020	20
FSIS	954	03/26/2020	24
FSIS	955	-	241
FSIS	956	-	178
FSIS	957	-	190
FSIS	958	03/09/2020	28
FSIS	959	-	161
FSIS	960	08/18/2020	138
FSIS	961	-	205
FSIS	962	-	171
FSIS	963	-	156
FSIS	964	-	127
FSIS	965	09/23/2020	154
FSIS	966	08/17/2020	90
FSIS	967	-	154
FSIS	968	-	50
FSIS	969	08/19/2020	92
FSIS	970	-	107
FSIS	971	08/04/2020	56

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Agency	Complaint	Closure Date	Average Age of Inventory
FSIS	972	-	29
FSIS	973	-	76
FSIS	974	-	56
FSIS	975	-	40
FSIS	976	-	23
FSIS	977	-	44
FSIS	978	-	21
FSIS	979	-	52
FSIS	980	-	8
FSIS	981	09/23/2020	13
FSIS	982	-	22
FSIS-CF	983	-	1283
FSIS-CF	984	-	555
FSIS-CF	985	-	475
FSIS-CF	986	-	282
NASS	987	10/01/2019	1520
NASS	988	02/11/2020	228
NASS	989	02/11/2020	228
NASS	990	06/04/2020	282
NASS	991	-	289
NASS	992	-	156
NIFA	993	02/05/2020	226
NIFA-CF	994	08/27/2020	534
NIFA-CF	995	-	269
NRCS-CF	996	04/07/2020	279
NRCS-CF	997	02/28/2020	1002
OCFO	998	10/24/2019	685
OCFO	999	-	1032
OCFO	1000	12/17/2019	567
OCFO	1001	11/19/2019	586
OCFO	1002	11/21/2019	521
OCFO	1003	02/26/2020	596
OCFO	1004	12/12/2019	518
OCFO	1005	03/18/2020	553
OCFO	1006	-	703
OCFO	1007	-	673

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Agency	Complaint	Closure Date	Average Age of Inventory
OCFO	1008	12/19/2019	423
OCFO	1009	10/17/2019	381
OCFO	1010	11/08/2019	382
OCFO	1011	03/25/2020	471
OCFO	1012	10/22/2019	267
OCFO	1013	02/05/2020	343
OCFO	1014	10/21/2019	304
OCFO	1015	-	650
OCFO	1016	12/16/2019	291
OCFO	1017	12/13/2019	266
OCFO	1018	-	505
OCFO	1019	08/27/2020	438
OCFO	1020	02/12/2020	216
OCFO	1021	08/07/2020	387
OCFO	1022	03/31/2020	280
OCFO	1023	-	436
OCFO	1024	07/07/2020	322
OCFO	1025	-	436
OCFO	1026	03/10/2020	231
OCFO	1027	06/26/2020	324
OCFO	1028	06/25/2020	323
OCFO	1029	07/07/2020	281
OCFO	1030	07/15/2020	292
OCFO	1031	-	349
OCFO	1032	-	343
OCFO	1033	08/27/2020	336
OCFO	1034	12/06/2019	16
OCFO	1035	12/18/2019	27
OCFO	1036	-	345
OCFO	1037	-	288
OCFO	1038	08/05/2020	198
OCFO	1039	-	297
OCFO	1040	04/07/2020	55
OCFO	1041	-	44
OCFO	1042	07/20/2020	150
OCFO	1043	-	202

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Agency	Complaint	Closure Date	Average Age of Inventory
OCFO	1044	-	177
OCFO	1045	-	167
OCFO	1046	-	167
OCFO	1047	-	184
OCFO	1048	07/13/2020	102
OCFO	1049	07/22/2020	91
OCFO	1050	07/13/2020	104
OCFO	1051	07/13/2020	104
OCFO	1052	07/13/2020	104
OCFO	1053	07/13/2020	102
OCFO	1054	07/02/2020	36
OCFO	1055	-	140
OCFO	1056	-	85
OCFO	1057	-	17
OCFO	1058	-	13
OCFO-CF	1059	05/22/2020	647
OCFO-CF	1060	01/31/2020	338
OCFO-CF	1061	04/06/2020	377
OCFO-CF	1062	-	507
OCFO-CF	1063	-	483
OCFO-CF	1064	04/02/2020	321
OCFO-CF	1065	04/08/2020	307
OCFO-CF	1066	03/18/2020	215
OCFO-CF	1067	-	302
OCFO-CF	1068	08/26/2020	257
OCFO-CF	1069	-	216
OCFO-CF	1070	-	160
OIG	1071	-	1409
OIG	1072	10/22/2019	817
OIG	1073	10/01/2019	746
OIG	1074	-	1001
OIG	1075	10/22/2019	638
OIG	1076	-	260
OIG	1077	-	223
OIG	1078	-	204
OIG	1079	-	184

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Exhibit 2: USDA Employment Complaint Inventory

Agency	Complaint	Closure Date	Average Age of Inventory
OIG	1080	-	171
OIG	1081	-	68
RD-CF	1082	-	127
RD	1083	04/28/2020	2121
RD	1084	-	2036
RD	1085	-	1753
RD	1086	04/30/2020	1609
RD	1087	11/04/2019	1272
RD	1088	02/18/2020	1198
RD	1089	10/25/2019	1043
RD	1090	-	1396
RD	1091	10/21/2019	945
RD	1092	-	1263
RD	1093	06/23/2020	1216
RD	1094	-	1168
RD	1095	10/16/2019	910
RD	1096	-	1227
RD	1097	-	1155
RD	1098	-	1128
RD	1099	04/01/2020	933
RD	1100	-	1017
RD	1101	-	895
RD	1102	-	973
RD	1103	-	907
RD	1104	07/29/2020	852
RD	1105	-	744
RD	1106	-	854
RD	1107	-	848
RD	1108	03/11/2020	607
RD	1109	05/06/2020	652
RD	1110	02/13/2020	538
RD	1111	03/30/2020	535
RD	1112	06/10/2020	595
RD	1113	-	654
RD	1114	-	555
RD	1115	11/08/2019	214

UNITED STATES DEPARTMENT OF AGRICULTURE
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Agency	Complaint	Closure Date	Average Age of Inventory
RD	1116	05/12/2020	412
RD	1117	05/12/2020	510
RD	1118	02/11/2020	306
RD	1119	06/30/2020	461
RD	1120	-	479
RD	1121	-	504
RD	1122	-	575
RD	1123	-	544
RD	1124	05/04/2020	270
RD	1125	-	527
RD	1126	10/15/2019	181
RD	1127	-	521
RD	1128	-	458
RD	1129	-	372
RD	1130	-	409
RD	1131	-	366
RD	1132	02/13/2020	183
RD	1133	-	388
RD	1134	-	373
RD	1135	-	371
RD	1136	01/28/2020	77
RD	1137	12/17/2019	25
RD	1138	08/19/2020	246
RD	1139	-	244
RD	1140	-	253
RD	1141	-	206
RD	1142	08/18/2020	130
RD	1143	-	175
RD	1144	-	73
RD	1145	-	115
RD	1146	-	20
RD	1147	-	62
RD	1148	-	58
RD	1149	-	72
RD	1150	-	49
RD-CF	1151	-	981

UNITED STATES DEPARTMENT OF AGRICULTURE
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Agency	Complaint	Closure Date	Average Age of Inventory
RD-CF	1152	-	506
RD-CF	1153	04/23/2020	331
RD-CF	1154	-	319
RD-CF	1155	-	370
RD-CF	1156	-	106
RMA-CF	1157	03/11/2020	2036
RMA-CF	1158	-	1422
RMA-CF	1159	07/16/2020	1199
RMA-CF	1160	-	721
USDA	1161	-	3938
zGIPSA	1162	10/03/2019	3291
zGIPSA	1163	03/25/2020	1701
zGIPSA	1164	12/02/2019	1077
zGIPSA	1165	12/19/2019	978
zGIPSA	1166	08/19/2020	1134
zGIPSA	1167	11/25/2019	782
zGIPSA	1168	02/06/2020	785
zGIPSA	1169	-	506
Total Complaints = 1,169		Average Age of Inventory = 686 Days	

**United States Department of Agriculture
2008 Farm Bill, Section 14010
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Exhibit 2-1: Number and Type of Personnel Actions Taken Following Resolution of Employment Complaints

CORRECTIVE ACTION		AMS	APHIS	ARS	CCD	DEPT	ERS	FAS	FNS	FPAC	FS	FSIS	GIPSA	NAD	NASS	NIFA	OCFO	OCIO	OIG	RD	USD-WIDE	TOTAL USDA
Monetary	Attorney's Fees and Cost	5	4	0	0	0	0	1	1	4	5	2	0	0	0	0	1	0	3	0	0	26
	Backpay/Frontpay	0	0	0	0	0	0	0	0	0	5	0	0	0	0	0	0	0	0	0	0	5
	Compensatory Damages	0	1	1	1	0	0	0	0	2	6	0	0	0	0	0	0	0	0	0	0	11
	Lump Sum	3	2	2	9	1	0	1	4	10	16	3	1	0	0	0	3	0	3	4	0	62
	Other	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	2
Nonmonetary	Apology	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1
	Disciplinary Action Modified	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Disciplinary Action Rescinded	0	0	1	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	3
	Hire Non-Retroactive	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Hire - Retroactive	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	Leave Restored	6	1	0	5	0	0	0	0	2	1	3	0	0	0	0	2	0	2	2	0	24
	Neutral Reference	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
	Other	1	1	0	3	0	0	0	0	1	0	1	0	0	0	0	0	0	2	2	0	11
	Performance Evaluation Modified	0	0	2	0	0	0	0	0	1	0	2	0	0	0	0	0	0	2	0	0	7
	Personnel File Purged of Adverse Material	0	0	0	0	0	0	0	4	0	0	0	0	0	0	0	0	0	0	1	0	5
	Promotion Non-Retroactive	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
	Promotion Retroactive	0	0	0	0	0	0	0	0	1	2	0	0	0	0	0	0	0	0	0	0	3
	Reasonable Accommodation	3	0	0	1	0	0	0	0	0	0	2	0	0	0	0	0	0	0	3	0	9
	Reassignment	3	1	0	2	1	0	0	1	0	1	2	0	0	0	0	2	0	2	1	0	16
	Reinstatement	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Removals Rescinded and Voluntary	1	0	1	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	2
	Training	3	2	0	3	0	0	0	0	2	4	3	0	0	0	0	1	0	2	4	0	24
Training/Tuition	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Total USDA*	25	13	7	25	2	0	2	10	25	42	20	1	0	0	0	9	0	16	17	0	214*	

Source: FY 2020 Farm Bill Report Data Tables

*A total of 216 in the Source but two (2) data are "null" without any designation. Thus, the total has been adjusted to 214.