

# Implementation Action Plan Training

## Issue:

Customs and Border Protection (CBP) and the Animal and Plant Health Inspection Service (APHIS) need to continue to review and improve the agriculture-related training programs used by CBP.

## Recommended Response:

- CBP and APHIS should identify and create training opportunities for the CBP Officer (CBPO) and the CBP Agriculture Specialist (CBPAS) in the areas of:
  - Training regimen for CBP Supervisors and CBP Chiefs in agriculture programs.
  - Data collection mechanisms (WADS, 280, EAN, PESTID, AQIM).
  - Specialized training in pest identification, safeguarding, inspection techniques, bird handling procedures, emergency response, compliance agreements and monitoring foreign garbage, and other training as mentioned in the other action plans for CBP.
- CBP and APHIS need to validate that the actions being taken to strengthen the agriculture canine training program address the concerns raised in various reviews.
- CBPAS new hire post-academy regimen needs to be reviewed.
- APHIS and CBP need to review the administration of agriculture procedures modules.

## Correlation to Report Recommendation or Other Feedback:

This training issue is related, directly and indirectly, to several Government Accountability Office (GAO) and Office of the Inspector General (OIG) reports and has been identified in the joint quality assurance reports.

From the Joint Quality Assurance Program reviews, several “best practices” have been identified and should be reviewed for expansion at a national level.

## Findings:

- The GAO, OIG, and Joint Quality Assurance Program reviews have provided favorable reports on the agriculture-related training initiatives.
- A training module needs to be designed specifically for the CBP Supervisor and CBP Chief covering all facets of the agricultural operation to assist the supervisor and chief in understanding the agriculture mission,

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the requisite agriculture-related tasks, roles and responsibilities of both the CBPAS and CBPO in the work environment.

- The agriculture canine training program has been evaluated by a joint team in FY2006 and only needs validation to ensure compliance and nationwide implementation.
- CBP needs to conduct an evaluation and review of the CBPAS pre-academy regimen and review the guidance provided to the field for implementation for the agriculture-related training modules.
- CBP and APHIS need to evaluate and review the CBPAS post-academy regimen.
- CBP and APHIS need to convene the appropriate staff to identify:
  - Training on data collection mechanisms.
  - Training needs for the CBPO, including special response teams.
  - Best practices identified from the Joint Quality Assurance Program reviews.
  - Training needs for the CBPAS (i.e., pest identification, inspection techniques).
  - Performance measures for the agriculture-related training modules.
  - Others identified in the action plans.

### Expected Outcome:

- All levels, including the Executive levels, in CBP will be trained in agriculture procedures to develop a better understanding of the agriculture mission.
- Agriculture related training modules would be prioritized and targeted to selected audiences and includes realistic timeframes for completion.
- A robust pest detection and identification training program is in place incorporating inspection techniques.
- A comprehensive training initiative and accompanying manual would be created.
- For processing all types of APHIS issued permits.
- Each training program would ensure:
  - Process for maintenance of minimum level of certified trainers.
  - Utilization of all available resources for training delivery.
  - Mechanisms that include joint program planning and coordination.
  - Measurements that can be applied to determine performance-based objectives (increase in agricultural referrals, additional pest interceptions submitted, more accurate reporting procedures, etc.).
  - Performance measures are specifically designed to evaluate and assess completion and effectiveness of training.
  - Training is developed for other action plans.

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### Implementation Plan:

#### Tasks

- CBP and APHIS will develop a sustained agriculture-related training program for:
  - CBP Executive level Directors and Senior level Port Directors/staff
  - CBP Program Managers and Agriculture Liaison Staff
  - CBP Officer Supervisors and Chiefs
  - CBP Agriculture Specialist Supervisors and Chiefs
  - Journeyman CBP Officers
  - Journeyman CBP Agriculture Specialists
  - New Hire CBP Officers
  - New Hire CBP Agriculture Specialists
- Validate the canine training program to ensure compliance and nationwide implementation. Ensure canine training program has an established protocol for bilateral, periodic review and input.
- CBP will conduct an evaluation and review of the CBPAS pre-academy and review the guidance provided to the field for implementation for the agriculture-related training modules.
- CBP and APHIS to convene an appropriate work group charged with conducting a comprehensive review of the CBPAS post-academy regimen.
- CBP and APHIS need to convene the appropriate staff to:
  - Create a training module designed specifically for the CBP Supervisor and CBP Chief covering all facets of the agricultural operation to assist the supervisor and chief in understanding the agriculture mission, the requisite agriculture-related tasks, roles and responsibilities of both the CBP AS and CBPO in the work environment.
  - Conduct a review of the Agriculture Procedures modules.
  - Create a training mechanism on data collection mechanisms (WADS, EAN, PESTID, 280).
  - Identify training needs for the CBPO, including special response teams.
  - Review the best practices identified from the Joint Quality Assurance Program reviews and recommend creation of training modules.
  - Identify training needs for the CBPAS.
  - Review or recommend performance measures for the agriculture-related training modules.
  - Evaluate training needs from other action plans

#### Communications Needs

- Review and approval by Agency/Senior management leadership with concurrence on establishment of identified groups.
- Assign taskings with deadlines to each group.

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Provide feedback to Stakeholders on joint response efforts.

- CBP and APHIS communicate with employees about the action plan, the roles and responsibilities of each group, progress made by the groups, and training or other expectations resulting from the work of the group.

## Accountable Individual/Group

PPQ Deputy Administrator and CBP Assistant Commissioner, Office of Field Operations

## Resources

Fiscal commitment to finance the costs associated with development and implementation of training modules

Commitment to provide and empower the resources needed to complete the action plan.

## Sequencing / Linkages

- Performance Measurement Action Plan
- Emergency Response Action Plan
- Resources Action Plan
- Pest Identification Action Plan
- Joint Agency Planning Action Plan
- Other Action Plans as needed

## Challenges to Implementation

Available fiscal resources.

**Review Block** -- for the use of Agency/Department leadership in adopting, modifying, or rejecting the plan.

Training Implementation Action Plan adopted by both agencies on June 26, 2007, by:



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