

Agricultural Marketing Service

Civil Rights FY2016-2018 Strategic Plan

The Civil Rights FY2016-2018 Strategic Plan serves as a roadmap for the AMS Civil Rights Program. It encompasses the vision and direction for the Agency, keeping our goals and objectives aligned with the Agency’s priorities and mission.

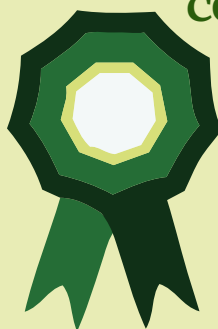
MISSION

Promote diversity, inclusion, equal access, and fair treatment for all AMS employees, applicants, stakeholders, and customers.

VISION

Become an Agency that maximizes partnerships between leadership, employees, and stakeholders to optimize equality, fairness, inclusiveness, and opportunities in the workplace.

CORE VALUES



- Customer Service
- Integrity
- Diversity and Inclusion
- Creativity and Innovation
- Accountability



Goal 1: Compliance

Actively engage all organizational levels and deliver services to create a positive work environment that ensures compliance and accountability for internal and external customers

- **Compliance Reviews:** improve the frequency and quality of compliance reviews and reports
- **Complaint Management:** enhance the efficiency and effectiveness of the complaint process
- **Alternative Dispute Resolution (ADR):** optimize and strengthen ADR processes and participation



Goal 2: Awareness & Training

Expand civil rights and diversity awareness and knowledge through communication, training and education

- **Awareness:** expand awareness of conflict resolution, ADR, and Americans with Disabilities Act
- **Comprehensive Training Strategy:** develop and implement a comprehensive training strategy
- **Technology:** strengthen the use of technology solutions to deliver and monitor training



Goal 3: Workforce Diversification

Leverage partnerships to create and maintain a diverse and motivated workforce

- **Partnerships:** enhance and expand strategic partnerships
- **Affirmative Employment Programs:** develop and enhance affirmative employment programs
- **Diversity:** increase representation, recruitment, and retention of AMS workforce through monitoring and reporting