

TO: Linda Hennen, State Executive Director
Glenn Schafer, Executive Officer
Mary Aukes, Chief Administrative Officer
Stuart Shelstad, Farm Loan Chief

FROM: Paula Lund
MACS President

DATE: October 25, 2010

SUBJECT: MACS Concerns

1. MACS is unanimously in favor of hiring a replacement for Anna Parker, Agricultural Specialist. This position in the State Office is a very valuable resource for the county office staff. Anna's phenomenal work ethic to get projects done and questions answered timely, made the county office staff realize how important her position is. This position enables the county office staff to provide the best customer service possible because of the organization Anna did pertaining to funding, obligations, appraisals, marketing and general farm loan program inquiries. The specialty of the FLP position allowed for Anna to be prompt on her service to the county office staff. That promptness is a huge benefit when the county office staff is trying to accomplish a variety of tasks timely for our customers, the farmers.

MACS wants Anna's position filled by someone that has FLP as their primary duty. MACS feels if the position is filled by a person assigned from another state office section, we will not receive prompt service regarding the tasks such as funding, obligations, appraisals, and marketing. If the position has other primary duties in the state office, FLP duties may be put aside. As a result, this may cause poor customer service to our farmers.

2. MACS is encouraging the state office to follow-up with offices that were affected by the restructure plan. There is great stress on the office staff of those affected. There are concerns about the borrower number levels, space issues, distance to offices, and general borrower concerns.
3. MACS has not heard many comments regarding the new Conservation Loan (CL) Program. One comment is that a complete application for a CL consists of a conservation plan. Relying on NRCS for a complete conservation plan could cause a significant delay in the application process. This, in turn, would have a negative effect on processing times.