

## **Appendix 6**

### AIP Interview Questions for AIP Employees and Agents/Brokers

## **INTERVIEW QUESTIONS FOR AIP EMPLOYEES AND AGENTS/BROKERS**

***According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0503-xxxx. The time required to complete this information collection is estimated to average sixty minutes to one hundred and twenty minutes, or one to two hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information.***

## **INTERVIEW QUESTIONS FOR AIP EMPLOYEES AND AGENTS/BROKERS**

**Interviewer: Hello, thank you for agreeing to participate in this interview. I want to make sure you understand that you are free to decline to answer any question and anything you say or do not say here today will not affect in any way your relationship with USDA. Your privacy concerning the information you provide during this interview will be protected to the full extent permitted by law.**

1. Does your company take any steps to ensure that customers and potential customers are treated fairly?
  - If yes, please describe.
2. Do you believe there are any barriers to equal access to RMA's programs for any socially disadvantaged customers or potential customers?
  - If yes, please describe.
3. Does your company do anything to identify and/or adapt to meet the special needs of socially disadvantaged customers and potential customers?
  - If yes, please describe
4. Do your employees, sales agents, and loss adjusters receive training in cultural sensitivity and cultural competence to better serve your customer base?
  - If so, describe the training:
  - How often is the training?
  - Who receives the training?
  - Is the training live, recorded, on-line, or some other method?
  - Is the training mandatory or discretionary?
  - Approximately what percent of workforce is trained as of today?
  - On a scale of 1-5, with 5 being best, how effective is the training?
5. Do you have any outreach efforts or policies in place to reach socially disadvantaged customers and potential customers?

- If yes, please describe.
6. Does your company or RMA offer any incentives for individual employees, sales agents, or loss adjusters to conduct creative and effective outreach (or penalties for not doing so)?
    - If yes, Please describe
  7. On a 5 point scale, 5 being best, how well do the demographics of your (a) employees, (b) sales agents, and (c) loss adjusters align with the demographics of USDA's customers and potential customers?
  8. On a 5 point scale, 5 being best, how would you rate the geographic and physical accessibility of (a) your office and (b) the offices of your sales agents in reaching socially disadvantaged customers and potential customers?
  9. Do you believe RMA has sufficient oversight over your company, and do you feel that RMA holds you sufficiently accountable for your actions?
    - Please describe.
  10. Are you aware of any civil rights issues raised by any customers or potential customers?