



March 5, 2024

Craig Gerard, Superintendent  
Blackfoot Charter Community Learning Center  
92 N, 415 W  
Blackfoot, ID 83221

Dear Superintendent Gerard,

On October 25, 2023, Idaho Department of Education Coordinators Cassandra Thompson and Jax Dunham conducted an Administrative Review (AR) of Blackfoot Charter Community Learning Center for the following United States Department of Agriculture (USDA) programs:

- National School Lunch Program (NSLP)

The State agency (SA) would like to commend Shannon Thomson and the entire staff of Blackfoot Charter Community Learning Center for their hard work operating the school nutrition programs.

## **OVERVIEW**

The Richard B. Russell National School Lunch Act, amended by the addition of Section 201 to the Healthy Hunger Free Kids Act of 2010, requires a unified accountability system designed to ensure that participating school food authorities (SFA) comply with USDA requirements. The objectives of the AR are to:

- Determine whether the SFA meets program requirements.
- Provide technical assistance.
- Secure any needed corrective action.
- Assess fiscal action and, when applicable, recover improperly paid funds.

## **REVIEW FREQUENCY AND SCOPE OF REVIEW**

The Healthy Hunger-Free Kids Act mandates state agencies conduct an AR a minimum of one time during a three-year cycle, however Idaho has received a waiver to conduct reviews on an alternate schedule to evaluate Critical and General Areas of Review, including:

- Performance Standard 1: Meal Access and Reimbursement
- Performance Standard 2: Meal Pattern and Nutritional Quality
- General Areas of Review: Resource Management, Food Safety, Local School Wellness Policy, Smart Snacks, Civil Rights, Buy American, Professional Standards, and other areas of general program compliance.

**Debbie Critchfield, Superintendent of Public Instruction**

**(208) 332-6800 | 650 W. State St., Boise, ID 83702 | [sde.idaho.gov](https://sde.idaho.gov)**

Below is the SA determined findings and the SFA response to those findings:

## **FINDINGS AND CORRECTIVE ACTION PLAN (CAP)**

### **Finding 1 – Certification and Benefit Issuance**

A review of 136 student benefits resulted in an 11.76% error rate. Two students receiving free benefits must be changed to paid 10 calendar days after the adverse action letter is sent. Three students must be changed from reduced to free immediately due to being eligible via direct certification. An additional eleven students require follow-up as their applications are incomplete due to either having household member number inconsistencies, household income inconsistencies, or missing social security information.

**CAP:** Upload incomplete applications with notes detailing any information obtained from the household. If any changes in benefit result from obtaining information from incomplete applications, update benefits as necessary in the benefit issuance list and upload adverse action letters as applicable. Upload an updated benefit issuance list showing that the appropriate changes in eligibility have been made.

**Due Date:** 11/09/2023, Extended Due Date to 12/01/2023, Completed 01/15/2024.

**Response:** The SFA uploaded incomplete applications and adverse action letters into MyIdahoCNP as well as a new benefit issuance list reflecting correct changes.

*Based on the administrative error rate over 10% associated with certification and benefit issuance, the SFA will be required to conduct a second review of applications beginning school year 2024-2025 and continuing until further notice. A second review of applications requires a re-evaluation by the Confirming Official of the eligibility determination made by the Determining Official, based on the information provided by the household on the application. Depending on the outcomes of this second review, the SFA may be required to complete this process until the next administrative review. A Second Review of Applications Report will need to be filed as well while this requirement is in place. Please reference the Independent Review of Applications section in the Eligibility Manual for School Meals.*

### **Finding 2 – Verification**

The incorrect non-discrimination statement (NDS) is included on verification notification letters. Update template letters to include the correct NDS. The correct USDA NDS is located on the SA website. The SA provides template letters, available in Download Forms, which can be utilized.

**CAP:** Review and update (if necessary) all template letters, including eligibility, DC notification, verification, and adverse action letters, to include the correct NDS. Upload copies of all updated letters for SA review.

**Due Date:** 11/09/2023, Completed 11/21/2023.

**Response:** The SFA updated the verification letter to include the correct non-discrimination statement (NDS). The SFA also reviewed other benefit letters to verify they had the correct NDS as well.

### Finding 3 – Verification

During the review of corrective action, the SA identified the Food Service Director sent two adverse action letters to two different families. Both letters sent only gave the families two days notification that their benefits would be changing. If benefits are decreased, a notice of adverse action must be sent. LEAs must provide 10 days advance notification to households that are to receive a reduction or termination of benefits, prior to the actual reduction or termination [7 CFR 245.6a(j)].

**CAP:** Complete the NSLP Corrective Action Form to document steps that will be taken to ensure adverse action letters meet all requirements.

**Due Date:** 02/09/2024, Completed 02/09/2024.

**Response:** The sponsor has completed the NSLP Procedure Corrective Action form to ensure adverse action letters meet all requirements in the future. The SFA also included other measures she will complete to assist in this endeavor including studying the verification requirements to ensure compliance, as well as creating a new filing system to keep all required verification documents together.

### Finding 4 – Meal Counting and Claiming – Lunch

Prior to the submission of a monthly claim for reimbursement, the Food Service Director (FSD) must review the meal count data for each school to ensure the accuracy of the claim per CFR 210.8(a)(2). While reviewing the claim, the SA noted some discrepancies. The FSD does not have an edit check process to ensure accuracy of the claim. Currently, the FSD completes the FS-4 daily utilizing numbers from the POS software. The electronic POS software that generates an edit check report has not been utilized.

**CAP:** Upload a completed *NSLP Procedure Corrective Action* form addressing the procedure to be implemented to support the requirement to conduct an edit check to review the claim for accuracy before submission.

**Due Date:** 11/09/2023, Completed 01/11/2024.

**Response:** The SFD uploaded a completed NSLP Procedure Corrective Action form addressing the procedure to be implemented to support the requirement to conduct an edit check prior to submitting claims.

### Finding 5 – Meal Components and Quantities – Lunch

On the day of review, eight students received BBQ Chicken Pizza instead of the menued Knights Pizza. The Sponsor was unable to provide a recipe or crediting documentation for the BBQ Chicken Pizza; therefore, it could not be determined if the meal pattern was met. If any substitutions are made, the SA must ensure they are allowable and required documentation is on file. For additional information, refer to 7 CFR 210.10.

**CAP:**

- Provide a statement that the SFA will ensure that all menu substitutions are acceptable to meet meal pattern requirements.
- Provide the name(s) and title(s) of the SFA representative(s) that will ensure compliance.

- Submit a copy of documentation of training on meal pattern requirements and making appropriate menu substitutions, for all staff who participate in menu planning and meal service. Include a copy of the agenda and sign-in sheet.

**Due Date:** 10/06/2023, Completed 10/16/2023.

**Response:** The SFA completed all three requirements in the Corrective Action Plan, including uploading verification of completion.

### **Finding 6 – Meal Components and Quantities – Lunch**

For the week of menu review, the K-8 lunch menu did not meet the minimum daily and weekly requirements for meat/meat alternate. The federal regulations require menus to be planned that meet the daily minimum 1 oz. eq. meat/meat alternate requirement for grades K-8. This requirement was not met on Wednesday, with zero creditable oz. eq. offered. The meal pattern crediting for meat/meat alternate for the Knights Pizza could not be determined due to lack of documentation received from the SFA. This resulted in the weekly requirement of 7 oz. eq. not being met for grades K-8. The menu offered a minimum of 6 oz. eq. of meat/meat alternate throughout the week.

**CAP:**

- Provide a written statement that the daily and weekly meat/meat alternate requirements are now met. Include a detailed statement to describe what specific changes were made to the menu for the week of review and correct all menu review findings to bring the menu into compliance.
- Submit supporting documentation to demonstrate that the menu findings have been corrected. This documentation may include menus, production records, nutrition facts labels, Child Nutrition (CN) labels, and recipes. Reference the menu review results report for specific details and suggestions to bring the menu into compliance.
- Submit the position title(s) of the School Food Authority representative(s) that will oversee this area and ensure future compliance.

**Due Date:** 09/20/2023, Completed 09/14/2023.

**Response:** The SFA uploaded the recipe for Knights Pizza. According to the recipe, each serving of pizza provides 2 oz. eq. of meat/meat alternate. 1 oz. eq. is from the diced ham and 1 oz. eq. is from the cheese. This recipe allowed for the SFA to meet the weekly meat/meat alternate requirement.

### **Finding 7 – Meal Components and Quantities – Lunch**

For the week of menu review, the K-8 lunch menu did not meet the minimum daily and weekly requirements for grain. The federal regulations require menus to be planned that meet the daily minimum 1 oz. eq. grain requirement for grades K-8. This requirement was not met on Wednesday, with zero creditable oz. eq. offered. The meal pattern crediting for the grains for the Knights Pizza could not be determined due to lack of documentation received from the SFA (The nutrition facts label for flour was not submitted). This resulted in the weekly requirement of 6.5 oz. grain eq. not being met for grades K-8. The menu offered a minimum of 4 oz. eq. of grain throughout the week.

**CAP:**

- Provide a written statement that the daily and weekly grains requirements are now met. Include a detailed statement to describe what specific changes were made to the menu for the week of review to correct all menu review findings and bring the menu into compliance.
- Submit supporting documentation to demonstrate that the menu findings have been corrected. This documentation may include menus, production records, nutrition facts labels, Child Nutrition (CN) labels, and recipes. Reference the menu review results report for specific details and suggestions to bring the menu into compliance.
- Submit the position title(s) of the School Food Authority representative(s) that will oversee this area and ensure future compliance.

**Due Date:** 09/20/2023, Completed 10/11/2023.

**Response:** The revised recipe for the King Arthur Roll was noted and added 2.25 oz eq. of whole grain rich grain to the menu. Additionally, the crediting for the Knights Pizza was uploaded, bringing the daily and weekly grain requirement in compliance.

### **Finding 8 – Offer versus Serve**

All food service line staff must receive annual Offer versus Serve (OVS) training when OVS is implemented. All staff training must include an agenda and sign-in sheet, and training documentation must be kept on file at the SFA for three years plus the current year. OVS training is available through the [Idaho CNP training portal](#) and a training log is available in MyIdahoCNP's Download Forms.

**CAP:** The Food Service Director must complete OVS lunch online training in the CNP training portal. Upload certificate of completion and a training agenda/log that includes all line staff.

**Due Date:** 11/09/2023, Completed 01/11/2024.

**Response:** The Food Service Director completed the online OVS Lunch training in the CNP training portal and uploaded her certificate into MyIdahoCNP. A training log/agenda for the OVS Lunch training was also uploaded into MyIdahoCNP to validate all meal service staff have completed the required training as well.

### **Finding 9 – Civil Rights**

The part-time foodservice staff, hearing official, and confirming official, have not completed the full civil rights training for the current year. All foodservice staff, determining, confirming, verifying, and hearing officials, and their supervisors must watch the full video training. Civil rights training must occur at the beginning of each school year and be ongoing as necessary, including within 30 days of hire for new employees.

**CAP:** The part-time foodservice staff, hearing official, and confirming official must complete the civil rights video training. Once completed, upload a civil rights training agenda/log showing that the appropriate staff have completed the training along with the food service director's certificate of completion.

**Due Date:** November 9, 2023, Extended Due Date to 12/01/2023, Completed 11/28/2023.

**Response:** The Food Service Director completed the online Civil Rights training in the CNP training portal and uploaded her certificate into MyIdahoCNP. A training agenda/log for the Civil Rights training was also uploaded into MyIdahoCNP to validate all meal service staff, hearing official, and confirming official, have completed the required training.

### **Finding 10 – Civil Rights**

The nondiscrimination statement (NDS) must accompany any printed and web-based materials referencing FNS programs. Web pages associated with program operation should list the full USDA NDS with details on participants' right to file a complaint. The full statement is available on the SA website under Civil Rights. It is recommended that a link to the full statement in a variety of languages be included. The full NDS is available in both English and Spanish on the SA website under [Civil Rights](#). The lunch menu does not contain the required statement. Blackfoot Charter's website also does not have the full NDS statement.

**CAP:** Upload the new lunch menus showing that the correct short statement is now included. Post the full USDA NDS on the school food service webpage. Notify the State agency when the website has been updated.

**Due Date:** 11/09/2023, Completed 11/07/2023.

**Response:** The SFA has uploaded a screenshot of the lunch menu to validate the required USDA non-discrimination statement is now included. The website has been updated with the full NDS statement.

### **Finding 11 – Professional Standards**

Employee training tracking logs must include the key area/topics and training subjects completed with certificates, agendas, and sign-in sheets retained for backup. The SFA is tracking training using online software and a training log, but tracking is not consistent between the two systems. The SA has made available a template tracking log prompting this information. Professional Standards Learning Objectives and Topics with Codes can be found on the USDA Professional Standards Website.

**CAP:** Complete a Professional Standards training tracker sheet for all food service employees. Upload the training tracking log(s) to MyIdahoCNP.

**Due Date:** 11/09/2023, Extended to 12/01/2023, Completed 11/28/2023.

**Response:** The SFA uploaded training tracking logs for all employees who require training into MyIdahoCNP. These logs included the key area/topics and training subjects.

### **Finding 12 – Professional Standards**

The part-time foodservice staff, hearing official, and confirming official have not completed the full civil rights training for the current year. All foodservice staff, determining, confirming, verifying, and hearing officials, and their supervisors must watch the full video training. Civil rights training must occur at the beginning of each school year and be ongoing as necessary, including within 30 days of hire for any new employees.

**CAP:** The part-time foodservice staff, hearing official, and confirming official must complete the civil rights video training. Once completed, upload a civil rights training agenda showing that the aforementioned staff have completed the training along with the food service director's certificate of completion.

**Due Date:** 11/09/2023, Completed 12/18/2023.

**Response:** The Food Service Director completed the online Civil Rights training in the CNP training portal and uploaded her certificate into MyIdahoCNP. A training log/agenda for the Civil Rights training was also uploaded into MyIdahoCNP to validate all meal service staff, hearing official and confirming official have completed the required training.

### Finding 13 – Food Safety

SFAs are required to purchase domestic agricultural commodities or products that are produced and processed substantially in the United States or territories, as applicable [7 CFR 210.21 (d)]. If a product from another country is sourced, then the SFA must have documentation that the domestic product is significantly higher in price or not available in sufficient quantities. The SFA does not have a consistent practice of monitoring non-domestic products and obtaining the required records.

**CAP:** Complete the online Buy American Provision training located in the CNP training portal. Upload a certificate of completion indicating successful completion of the online training titled *2023 Buy American Provision*.

**Due Date:** 10/26/2023, Completed 12/21/2024.

**Response:** The Food Service Director completed her Buy American Provision training on 12/20/2023 and uploaded her certificate of completion into MyIdahoCNP on 12/21/2023.

### Finding 14 – Food Safety

The most recent food safety inspection report must be posted in a location visible to the public [7 CFR 210.13(b)]. The current food safety inspection is hanging in the kitchen which is not a publicly visible location.

**CAP:** Move the most recent health inspection report to a publicly visible location.

**Due Date:** 10/25/2023, Completed 10/25/2023.

**Response:** The Food Service Director relocated the most recent health inspection report to the cafeteria near the service line while CN Resource (CNR) was on-site.

## COMMENDATIONS

- The Food Service Director was incredibly accommodating during BCCLC's Administrative Review. The SA appreciated her flexibility and willingness to listen to technical assistance, as well as the reasoning behind it. The SA appreciates all the Food Service Director does to run the NSLP program and it was a pleasure to see her again.

## TECHNICAL ASSISTANCE (TA)

### Certification and Benefit Issuance

- The LEA (not the computer system) is ultimately responsible for determining eligibility for free or reduced-price meals. The LEA must ensure their computer system meets all requirements and performs all functions as outlined in this guidance with a high degree of accuracy. The determining official may sign/initial and date a separate sheet of paper that could then be attached to a batch of applications. Alternatively, the official may make a note to the electronic file. The computer system should be able to capture the original date of the approval and the basis for the determination (i.e., household size and income), and update the status of applications to account for transfers, withdrawals, terminations, and any other changes. [Eligibility Manual, page 72]

- Students may extend their free benefit if they are categorically eligible on the state's Direct Certification list under SNAP or TAFI. Migrant and foster determinations cannot extend the free benefit. Documentation for extended DC should include the name of the student receiving the benefit and the name of the student extending the benefit from the DC list.
- When contacting the household for information, be sure to include the name of the household member who provided the information, and sign and date all notes added to the application. When making edits or changes to an application, the best practice is to use a different colored pen. Initial and date changes with a note of why the change occurred and who in the household provided the new information.
- Direct certification (DC) notification letters should be sent out as soon as a child is directly certified. The DC list should be run after July 1 each school year to identify students and notify households in a timely manner. This will advise the households they do not need to complete a free and reduced meal application.
- When a household submits an incomplete application or their application is missing required information, the household cannot be approved for benefits [7 CFR 245.6(c)(7)]. The missing information must be obtained before an eligibility determination can be made [Eligibility Manual, page 63]. According to the definition of “Documentation” included at 7 CFR 245.2, a complete income-based application must provide:
  - Names of all household members.
  - Amount, source, and frequency of current income for each household member.
  - Signature of an adult household member (an electronic signature is acceptable for web-based applications); and
  - Last four digits of the Social Security Number of the household’s primary wage earner or another adult household member, or an indication that no adult household member has a Social Security Number.
- The best practice is that student names (i.e., a current enrollment list) should be run through Direct Certification every week, beginning at the start of the school year, to capture the new students as well as any new matches that may be identified. Once the students are identified, this documentation must be printed and saved for three years plus the current year (the DC system does not save information).

### **Meal Components and Quantities - Lunch**

- Independent contractor CN Resource completed the menu review and provided the following TA:
  - During the Administrative Review, the results of the menu review were provided to the sponsor in a detailed Menu Review Results Report. Recommendations were included to bring all areas into compliance. All menus served must meet all daily and weekly meal pattern requirements for the specific grade group. The sponsor was encouraged to provide training as needed to ensure compliance. Please note that per USDA guidance, any repeat menu findings in future Administrative Reviews may result in fiscal action.



- The poster explaining what constitutes a reimbursable meal was provided by the state agency but was not posted. The reviewer provided guidance on how to use the poster by listing the components and placement where it is visible to the students. The poster was placed during lunch meal service.
- The last two groups of students did not have access to 1% White Milk. This reviewer discussed the meal pattern and how all students must have access to two types of milk during the entire meal service.
- The last eight (8) students went through without receiving the menued Knight's Pizza. The Chicken BBQ pizza was substituted for the Knight's Pizza. There was no recipe or other documentation to validate the quantity of the M/MA or grain used for the Chicken BBQ Pizza. This reviewer explained standardized recipes and documentation of items used to validate the components of what is being served.
- Two students left the serving line without the fruit or vegetable component on the tray. They were preparing more fresh apples, and the students did not wait for the additional apples to be available.

### Food Safety

- Though the SFA has a HACCP manual available for staff, the manual is missing an employee exclusion standard operating procedure (SOP) that is required by Idaho Food Code. A sample employee exclusion SOP is available in MyIdahoCNP's Download Forms.
- Independent contractor CN Resource completed the menu review and provided the following TA:
  - The SFA was not keeping a log for the dry storage area. Guidance was provided sharing the dry storage room temperature is required to be recorded daily.
  - The frozen foods were not dated. The best practice is to label all food items received with inventory tracking dates (mm/dd/yy) to ensure that the "First in, first out" method for inventory control is being utilized. Items removed from original packaging must include a label for identification, as well as inventory dates. This is especially important if there is a food recall.
  - The site had the following items nondomestic products: Mandarin Oranges from China and Pineapple from Vietnam. The SFA had the required documentation for the Mandarin Oranges, but there was no documentation for the Pineapple. Guidance was provided to contact the food supplier for this product.
    - Each SFA is required to purchase domestic agricultural commodities or products that are produced and processed substantially in the United States or territories, as applicable (7 CFR 210.21 (d)). (LIST PRODUCTS)
    - Products must be checked upon receipt and not accepted if the products do not comply with the Buy American Provision unless there is documentation to justify the exception (exorbitant pricing or product shortages).
    - If a product from another country is sourced, then the food service must have proof that the domestic product is significantly higher in price or not

available in sufficient quantities. Include the Buy American Provision in SFA solicitation documents for the purchase of commercial foods.

### Local School Wellness Policy

- Per 7 CFR 210.31(e)(2), LEAs must assess their wellness policy at least once every three years on the extent to which schools are in compliance with the district policy, the extent to which the local wellness policy compares to model local school wellness policies, and a description of the progress made in attaining the goals of the local wellness policy. LEAs must make this assessment available to the public in an easily understood manner (7 CFR 210.31(d)(3)). As the SFA adopted and implemented their wellness policy in July 2021, the triennial assessment is due to be completed by July 2024.

### School Breakfast and SFSP Outreach

- SFAs must cooperate with Summer Food Service Program (SFSP) sponsors to distribute materials to inform families of the availability and location of free SFSP meals for students when school is not in session [7 CFR 210.12 (d)(2)]. SFAs should promote locating summer meal locations by advertising the Summer Meal Site Finder (<https://www.fns.usda.gov/meals4kids>), or texting the word “FOOD” or “COMIDA”; to 304-304 to see nearby options. Best practice is to include SFSP promotion and ways to locate meals on the SFA’s website.

### Smart Snacks

- As per 7 CFR 210.11, the school should have knowledge of and keep a written record of food sales that occur within the school day, but outside of food service. Only foods sold in school and intended for consumption during the school day (from midnight until 30 minutes after the end of school) fall under Smart Snacks regulations. Smart Snacks information and resources, including a sample site tracking form, can be found at the Idaho SDE Child Nutrition Programs Smart Snacks website.
- All fundraisers, including exempted and compliant, must be tracked. Per state policy, a maximum of 10 exempted fundraisers per school site, per year, may be approved by the school administrator. A fundraiser can be for a maximum of four consecutive school days. All exempted fundraisers beyond 10 must be pre-approved by the State agency using the Request form (7 CFR 210.11). Details are available at the [SDE CNP Smart Snacks website](#).
- Schools must meet the minimum requirement in 7 CFR 210.11, for all foods and beverages sold in school (also known as Smart Snacks) to increase consumption of healthy foods during the school day and support a healthy school environment. Vending, school stores, and fundraising need to comply with specific nutrition standards. Refer to A Guide to Smart Snacks in School which is available at the [USDA website](#).
- The SA fundraiser tracking template includes an option to check “non-food” for ease in tracking those types of sales along with the “compliant” and “exempted” food fundraiser options. The purpose of tracking all fundraising, including both food and non-

food, is because the SA requires at least 50% of fundraising to be exempted or non-food related. If the need arises to request an additional exempted fundraiser (beyond the 10 locally approved), the pre-approval request form must be submitted along with the school's fundraiser tracking form.

### Verification

- The SFA is in the first year of operation, resulting in the previous year's verification file not being available. After a discussion between the SA and SFA, a process is in place for verification. The SFA utilized the Verification Worksheet in MyIdahoCNP and had the appropriate number of applications for verification. The SFA sent out the first letters on Oct. 13, 2023, and has yet to receive a response from families. A follow-up letter is scheduled to be mailed to families that have not responded on Oct. 26, 2023. A determination letter of results will then be mailed to the families once a determination is made.
- One of the seven applications selected for verification was a paid application that was accidentally attached to an application selected for verification. This error was resolved by the SFA, and correct benefits have been issued.
- The SFA did not verify applications selected for verification were on the DC list. The SA ensured the SFA understood the applications selection list should be double checked on the DC list before moving forward with the process. If found on the DC list, no further action would need to be completed for those specific applications.
- The SFA only had verification letters for three of the seven applications that were selected. The SFA has been informed about records being required to be saved for three years plus the current year. It was reviewed with the SFA that it is a requirement to maintain initial selection for verification letters, any second letters, plus the determination letter, as well as the application and paystubs, for three years plus the current year.

### FISCAL ACTION

Due to benefit issuance errors, fiscal action results in \$346.55. However, since this amount falls under the \$600 threshold, the fiscal action will be disregarded, and no financial adjustment will occur.

### YOUR REVIEW IS NOW CLOSED.

If you wish to discuss any of these findings, please contact me at (208) 332-6820.

Thank you for your continued support of the Child Nutrition Programs.

Sincerely,

*C. Thompson*

Cassandra Thompson  
NSLP Coordinator

cc: Lynda Westphal, MHS, SNS, Director, Idaho Child Nutrition Programs  
Shannon Thomson, Child Nutrition Manager  
Jax Dunham, NSLP Coordinator  
Jennifer Butler, NSLP Coordinator  
Cambria Steffler, NSLP Coordinator

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To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

1. **mail:**  
U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410; or
2. **fax:** (833) 256-1665 or (202) 690-7442; or
3. **email:** [Program.Intake@usda.gov](mailto:Program.Intake@usda.gov)

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