



April 5, 2018

Patrick Charlton, Superintendent
Vallivue School District
5207 S Montana Avenue
Caldwell, ID 83607

Dear Dr. Charlton,

On February 26 and 27, 2018, State Department of Education (SDE) Coordinators Tamara Donovan, Heather Blume, Teresa Goodsell, and Administrative Assistant Diane Bleazard conducted an Administrative Review of Vallivue School District for the following United States Department of Agriculture (USDA) programs:

- National School Lunch Program (NSLP)
- School Breakfast Program (SBP)
- Afterschool Snack Program (ASSP)
- Fresh Fruit and Vegetable Program (FFVP)
- USDA Foods

The State agency (SA) reviewed:

- Central Canyon Elementary School (operating Provision 2 breakfast, establishing a base year)
- West Canyon Elementary School (implementing the FFVP)
- Rivervue Middle School (operating Community Eligibility Provision and implementing the ASSP)
- Vallivue High School (operating Provision 2 breakfast)

The SA would like to commend Cricket Fuhrman and the entire staff of Vallivue School District 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 Administrative Review 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 Administrative Review a minimum of one time during a three-year cycle 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

These were the SA determined findings and the SFA response to the findings:

Findings and Corrective Action Plan (CAP)

Finding 1 Certification and Benefit Issuance

Eight errors out of a sample size of 580 were discovered (1.38% error rate): One application was missing the household number (left blank); one application listed five as the household number, but only had four names listed; one student was on the Direct Certification (DC) list as free due to carry over from last year, but did not qualify for benefits so far this year so should have been changed to paid meal status after the carry over period ended; one student was erroneously listed as free on the benefit issuance list but should have been paid; one application did not include child income in the free determination, once this income was included the student qualified for reduced status; one application had unclear income information on the application (one adult listed income but it was crossed out) and required clarification; one application listed \$1.00 as the monthly income and required follow up; one application had a determination error and should have been reduced.

Corrective Action:

As applicable, contact the households and complete the application (household number, additional names, income details); document the information gleaned (with date, who was spoken with, information provided, and initials of the person who gathered the information) on the application; re-determine as needed; update the benefit issuance list; and send notification letters (giving ten calendar days for a decrease in benefits). Upload completed applications and notification letters into MyIdahoCNP Review Attachments.

Due Date for CAP Completion: March 14, 2018

Corrective Action Response: All corrective action was completed while the SA was on-site.

Finding 2 Resource Management

The SA was unable to reconcile claim reimbursement amounts with the amounts received as reported in the Fund 290, resulting in income discrepancies that required clarification. It is advisable to have a better tracking system in place for clearer entry identification (including claim reimbursements) to ensure accuracy of accounting. Please use journal entry descriptions that correspond to the month and year of each claim month for the school nutrition program

(SNP) reimbursement and for the FFVP reimbursement. This issue was addressed during the last administrative review as well.

Corrective Action: Upload, into MyIdahoCNP Review Attachments, a written procedure describing how federal reimbursement funds will be entered into the Fund 290 account to allow for clear identification and ease of reconciliation.

Due Date for CAP Completion: March 14, 2018

Corrective Action Response: On March 9, 2018, a procedure stating the following was uploaded: "The Vallivue Child Nutrition Program and District Director of Finance have taken action in identifying areas within our child nutrition financial reporting process that need improvement. Specific areas addressed with the Child Nutrition and District finance department are as follows:

- Improve tracking, accuracy, and oversight of deposits, revenue, and expenditures on a daily basis, or weekly if necessary.
- Copies of reports for all claims including SNP, FFVP, and Summer School will be provided to the child nutrition bookkeeper as added documentation for the cross-referencing of bank deposits and reporting.
- Monthly bank reconciliation will include detailed descriptions and backup documentation to the District finance department for posting into the financial management system.
- A copy of all invoices approved and processed for payment will be provided to the District Bookkeeper and be reconciled to monthly vendor statements.
- Monitor revenue and expenditure budgets more accurately for necessary budget amendments.

This will allow for clear identification and ease of reconciliation. It is our goal that the Vallivue Child Nutrition program financial reports present a true and accurate view of our financial statements and comply with GASB 34 Governmental Accounting standards."

Finding 3 Meal Counting and Claiming

The Vallivue Academy January 2018 claim was incorrect due to the breakfast and lunch counts inadvertently switched and entered under the wrong meal program. The SA validated the November and December 2017 Vallivue Academy counts and found the claims were accurate. On March 19, 2018, while the SA was calculating fiscal action, it became apparent that the Riverview Middle School October 2017 claim also had breakfast and lunch counts swapped in the claim for reimbursement.

Corrective Action: The SFA may submit revisions to Vallivue Academy's January 2018 claim and the SA has discretion to adjust Riverview Middle School's October 2017 claim since the error was discovered during an administrative review. Please upload, into MyIdahoCNP Review Attachments, a report listing October 2017 breakfast and lunch counts for Riverview Middle School for SA review.

Due Date for CAP Completion: March 14, 2018; extended to March 26, 2018

Corrective Action Response: Requested documents were uploaded on March 19 and 21, 2018. The Food Service Director reviewed school year (SY) 2017-18 claims for all sites to ensure accuracy and stated, "All numbers are correctly entered for breakfast and lunch. In the future I will be more careful as I enter the precise information into the proper section." The SFA

submitted a January claim revision for Vallivue Academy, which resulted in additional reimbursement of \$461.03. The adjusted October 2017 claim for Rivervue Middle School resulted in additional reimbursement of \$1,122.95.

Finding 4 Meal Counting and Claiming

During lunch at Vallivue High School on the day of SA review, adult food service staff responsible for ensuring that a reimbursable meal was selected by students left the line, leaving a student worker as the reimbursable meal checker. Eight non-reimbursable meals were counted. An adult must be at the end of the service line at all times to ensure only reimbursable meals are counted toward the claim for reimbursement.

Corrective Action: Upload, into MyIdahoCNP Review Attachments, documentation (agenda with sign-in sheet) showing that staff have been trained to ensure an adult at the end of the meal service line.

Due Date for CAP Completion: March 14, 2018

Corrective Action Response: On March 8, 2018, documentation (agenda with sign-in sheet) was uploaded that showed that food service employees were trained to ensure an adult will be at the end of the meal service line.

Finding 5 Meal Components and Quantities

Multiple serving lines operate at the Vallivue High School. While the State agency was on-site for observation, all serving lines ran out of planned menu items at lunch. This resulted in a portion of the student population leaving the serving line, entering another serving line, and then returning to the original serving line, once more food was prepared to accommodate the students still in need of a meal. As this process took place, students left the serving line with incomplete meals, only to return to another line to complete the meal. It was very difficult to accurately determine if all students who were included in the meal count received a reimbursable meal. A cycle menu is followed which should assist with forecasting food production. Additional concerns with the cafeteria layout and points of service include: fruit/vegetable bars with no adult supervision and the main line not offering a full reimbursable meal based on the location of the salad bar and milk cooler (these were located beyond the point where a food service employee determined whether a reimbursable meal was taken or not).

Corrective Action: Review past production records for more accurate forecasting to reduce running out of daily food options. Upload, into MyIdahoCNP Review Attachments, a plan to rearrange the cafeteria layout and points of service for the affected lines, including the main line and pizza line.

Due Date for CAP Completion: March 14, 2018

Corrective Action Response: On March 8, 2018, documentation of a compliant cafeteria and point of service layout for lunch lines as well as a forecasting production plan was uploaded.

Finding 6 Civil Rights

SFA staff interacting with program applicants or participants (i.e., cafeteria staff, free and reduced application approval staff) and their supervisors as well as the Hearing Official must have annual USDA civil rights training. Sue Muchow is listed as the Hearing Official so must have full USDA civil rights training. Training is available at the SA website.

Corrective Action: Upload, into MyIdahoCNP Review Attachments, a dated sign in sheet to provide documentation that the Hearing Official received civil rights training.

Due Date for CAP Completion: March 14, 2018

Corrective Action Response: On March 6, 2018, documentation that the Hearing Official received USDA civil rights training on March 5, 2018, was uploaded.

Finding 7 Afterschool Snack Program (ASSP)

At Rivervue MS, prepackaged Notables snacks with a 6.5 fluid ounce juice and a 21 gram cracker may not meet the minimum requirement for a reimbursable snack. The grain component must credit for at least 1 ounce equivalent. A product formulation statement (PFS) was not on file, so Exhibit A had to be used to validate crediting; under Group A, the cracker would need to be at least 22 grams to be reimbursable. In addition, ASSP production records did not contain the required information; please see the ASSP production record sample in Download Forms and refer to the ASSP section of the Idaho School Nutrition Reference Guide available on the SA web page.

Corrective Action: Upload, into MyIdahoCNP, a week of completed production records (March 5-9, 2018) that include the required elements, including the actual component, component crediting/ounce equivalent, and the portion size to ensure that snacks meet the meal pattern requirement and are counted accurately.

Due Date for CAP Completion: March 14, 2018

Corrective Action Response: A valid PFS was obtained that indicated the cracker credited as 1 ounce equivalent (oz eq) grain. On March 12, 2018, documentation of ASSP training and compliant production records was uploaded.

Finding 8 Special Provisions Options CEP

For Rivervue Middle School only, the SA claiming software noted a CEP claiming percentage that differed from the validated CEP claiming percentage (92% free and 8% paid in claims versus 90% free and 10% paid validated by the SA); this resulted in the need to adjust claims filed August 2017 through February 2018 and for different claiming percentage rates moving forward.

Corrective Action: The SA will correct the discrepancy and calculate fiscal action.

Due Date for CAP Completion: Not applicable

Corrective Action Response: The SA adjusted the August 2017 through February 2018 claims and ensured validated claiming percentages will be applied moving forward.

Fiscal Action

Due to benefit issuance errors and a CEP claiming issue, \$830.15 was over-claimed. However, an adjustment to the October 2017 claim for Rivervue Middle School resulted in additional reimbursement in the amount of \$1,122.95. The net reimbursement total to be paid to the SFA is \$292.80 (this is in addition to the \$461.03 additional reimbursement associated with the January 2017 claim adjustment).

Commendations

- Congratulations for being awarded \$10,348.12 for a steamer as part of a USDA Equipment Grant. Your initiative in applying for this grant is appreciated and shows commitment to your students.
- The food service director demonstrated a desire for continuous improvement, taking a good program to a higher level. She was open to suggestions and technical assistance.
- The food service office employees were well prepared for the State agency on-site review. Necessary documentation was organized and ready for review and staff was available to answer questions and provide clarification. The time and work put into preparing for the review allowed the reviewers to work efficiently.
- The food service director had nutrition files organized and ready for review. Given the number of choices offered, it was much appreciated and very helpful.
- The food service staff at Vallivue High School worked cooperatively and provided quality food in a warm environment for students. Lunch featured a wide variety of fresh fruit and vegetables, freshly prepared salads and sandwiches, a hot entrée, and student favorites such as pizza, calzone, and a spicy chicken sandwich.
- The kitchen manager at Rivervue Middle School was food safety conscious, reminding an assistant to wash hands and put on fresh gloves before beginning the next period's meal service.
- At West Canyon Elementary School, the kitchen staff was meticulous while preparing the lunch meal and added a "home-style" touch to the planned menu. The kitchen exuded pleasant aromas that may entice participation - nice job! Also, the FFVP produce was delivered in colorful baskets adding to the appeal; it was a fun atmosphere to experience.

Technical Assistance (TA)

Certification and Benefit Issuance

- Ensure notification letters inform households of who to contact with questions as well as who to contact regarding an appeal (the NSLP Hearing Official). Contact information for the Hearing Official was added to the notification letter template on the day of SA on-site review.

Verification

- Free and reduced applications submitted online must provide evidence that a confirmation review was conducted prior to sending the verification notification letter to each household. Institute a process for documenting that this step was completed for online applications.
- When performing verification of free and reduced applications, the Confirming Official cannot be the same person as the Determining Official (the person who approves the application). There must be another person checking the application prior to sending out the notification letter for verification. Verification must be in line with requirements outlined in 7 CFR 245.6a.

- Households must be notified of any reduction in benefits, and must be informed of their right to reapply for benefits at any time. (7 CFR 245.6a(f)(7)) If benefits are decreased, a notice of adverse action must be sent. LEAs must provide ten 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))

Civil Rights

- The income guidelines that were used for the public release were for school year 2016-2017. Please ensure current income guidelines are used for the public release.

Meal Components and Quantities

- Independent contractor Laura Thomas completed the menu review, for January 8 through January 12, 2018, and provided the following TA:
 - Update recipes when new products are used (e.g., USDA blended flour in place of whole wheat flour).
 - Update recipe instructions with critical control points to reflect current practices and ingredients.
 - The breakfast offered included left over pizza from lunch the day before; this was not on the original planned breakfast menu, yet appeared to be a regular event. Use production records to forecast more accurately and reduce lunch pizza production to decrease leftovers. If leftover pizza from lunch is planned to be included on the breakfast menu, continue to add the item to the breakfast production record and indicate proper food safety temperatures.
 - Consider increasing the variety of vegetables offered at various points of service to include more vegetable subgroups, such as prepackaged servings of pork and beans, hummus, veggie toss (broccoli, carrot and celery or cauliflower), and broccoli on the hot line weekly. Consider preparing more sandwiches and salads since the service line never has left overs, but always makes same amount.
 - Look for ways to reduce sodium in items prepared onsite and make sure recipes accurately reflect products currently used.
 - Use the weekly menu component summary feature in Nutrikids and update components on recipes when ingredients or portions change. Get updated vegetable product formulation sheets and ensure the correct serving size is communicated through menus and production records. Follow up was provided by phone after onsite visit.

Offer versus Serve (OVS)

- The menu planner decides how to count/credit food items. For example, at breakfast, under OVS, a 2 oz eq whole grain muffin may count as either one or two items and a breakfast sandwich with 1 oz eq meat/meat alternate and 1 oz eq grain may count as one or two items.
- Salad only credits for ½ the volume, so 1 cup must be taken to credit as the vegetable component.
- Consider altering the white board where menu items were listed to demonstrate the components each item represented at breakfast. On the day of SA review, the Vallivue

High School breakfast signage indicated the menu items to be served, but did not identify the components required to make a reimbursable meal.

Food Safety

- Ensure that all food served in school meal programs is procured domestically. Fruit juice with product from Argentina and Chile was seen in the warehouse and in on-site storage facilities. The food service director is working with the vendor to obtain documentation supporting the non-domestic product. SFAs should ask the supplier, i.e., manufacturer or distributor, for specific information about the percentage of U.S. content in the processed end product. In order for SFAs to be able to document the domestic content, they should include in their bidding process a requirement for certification such as: "We require that suppliers certify the food product was processed in the U.S. and certify the percentage of U.S. content, by weight or volume, in the food component of processed food products supplied to us." SFAs may also include the following statement in the bidding process: "We require bidders to certify that (insert product name) was processed in the U.S. and contains over (insert % of weight or volume) of its agricultural food component from the U.S.", with space for the supplier to fill in the name of the product and its percentage of the domestic agricultural food component (by weight or volume) contained therein. (Buy American Provision SP 38-2017)
- Update sample standard operating procedures (SOPs) to site specific SOPs. Align bodily fluid event policy with district policy. Provided link to excluded/restricted employee information at the Institute of Child Nutrition site. Information also available in MyIdahoCNP under Download Forms.
- Develop a HACCP Manual for the warehouse, including standard operating procedures for safe food receiving, handling, and storage. All staff must be trained on HACCP procedures to ensure the service of safe food. (7 CFR 210.13(c))
- Food safety training should be ongoing, and all applicable HACCP topics should be covered annually. Staff training must be documented with an agenda and sign-in sheet and must be kept on file for three years plus the current year.
- The contractor discussed thermometer calibration logs, proper temperature taking, recording processes in the kitchen for best practices, and proper storage of chemicals in a combined store room; discussed with district supervisor alternate locations for the chemicals.

Special Provision Options

- Maintenance of Community Eligibility Provision (CEP) records for Rivervue MS and Vallivue Academy were validated by the SA July 2016 using data as of April 1, 2016. Direct Certification reports for April 1 data have been run each year. CEP approval for Vallivue Academy will expire April 1, 2020. CEP approval for Rivervue MS will expire April 1, 2021 (see Finding 8 for additional information).
- A Provision 2 Base Year for breakfast is currently being established (SY 17-18) for Central Canyon ES, Desert Springs, East Canyon ES, Lakevue ES, Skyway ES, and West Canyon ES. SA reviewers conducted a Provision 2 Base Year review on October 10, 2017. During that review, application determination and benefit issuance errors were discovered during a

review of 528 students (99% statistical sample of all free and reduced students). Errors were corrected and the August 2017 breakfast claim was adjusted with \$31.29 in fiscal action recovered. The current Provision 2 cycle expires at the end of SY 20-21.

- Provision 2 Base Year (SY 15-16) benefit issuance was previously validated by the SA in January 2016, for Birch ES, Ridgevue HS, Sage Valley MS, Vallivue HS, and Vallivue MS. This Provision 2 cycle expires at the end of SY 18-19.
- The retention of all required Provision 2 documentation for both base years was confirmed during the administrative review. Please ensure all required Provision 2 documentation, including base year daily meal count records by student name and eligibility, are maintained per requirements.
- If you wish to continue with Provision 2 breakfast after the expiration dates you must contact the SA prior to the date to see if you qualify for an extension.
- If school boundaries change, a new base year must be established for all impacted schools.
- Schools operating Provision 2 must evaluate whether the savings in administrative costs offset the costs of providing breakfast to all children at no charge. Due to the potential financial burden of providing meals at no charge, at least a 65% or higher free and reduced percentage (<35% Paid) should be achieved to participate in Provision 2 breakfast. Anything lower may be unsustainable and compound losses over the 4-year cycle.

Wellness Policy

- On July 29, 2016, the USDA Food and Nutrition Service (FNS) finalized regulations to create a framework and guidelines for written wellness policies established by LEAs. (§210.30) The final rule requires LEAs to fully comply with the requirements of the final rule by June 30, 2017. The district's wellness policy noted an amended date of September 9, 2014, and was not compliant. However, a compliant wellness policy draft was uploaded into MyIdahoCNP. Federal legislation requires school districts to implement a local wellness policy that must include language:
 - Permitting parents, students, school board, PE teachers, school health professionals, school food service staff, administrators, and community members to participate in the development, implementation, review, and update of the local wellness policy.
 - Identifying wellness policy leadership of one or more LEA and/or school official(s) who have the authority and responsibility to ensure each school complies with the wellness policy.
 - Specifying measurable goals for nutrition education, nutrition promotion, physical activity, and other school-based activities to promote student wellness that are written with consideration for evidence-based.
 - Addressing nutrition guidelines for all foods and beverages sold on the school campus during the school day and for providing school meals that adhere to Federal meal pattern requirements.
 - Identifying nutrition standards for non-sold foods and beverages available during classroom and school celebrations.

- Stating a policy for food and beverage marketing that allows the marketing and advertising of only those foods and beverages that meet Smart Snacks in School nutrition standards.
- Addressing an evaluation conducted once every three years of the wellness policy and the extent to which schools are in compliance, how the district policy compares to model wellness policies, and the progress made in attaining local wellness policy goals.
- Identifying a way to share the wellness policy content and implementation with the public.
- For more information regarding local wellness policies, please visit the SDE Child Nutrition Programs School Wellness webpage.

Smart Snacks

- All fundraisers, both exempted and compliant, must be tracked. Per state policy, a maximum of ten exempted fundraisers per school site per year may be approved by the school administrator. An exempted fundraiser can be for a maximum of four consecutive school days. All exempted fundraisers beyond ten must be pre-approved by the State agency using the Request form. (7 CFR 210.11) Details available at the SA Smart Snacks web page.

Resource Management

- A capital equipment request is required to be submitted to the SA for the Nutrikids license since it is over \$5,000. Moving forward each year, submit the request for SA prior approval in MyIdahoCNP, explaining the need in the comments section.

Procurement

- A separate procurement review was completed by Keddington & Christensen, LLC; please follow the guidance previously provided to bring your procurement procedures into compliance prior to the next administrative review.

Your review is now closed.

After accounting for all errors, the total additional reimbursement to the SFA is \$292.80. Should you wish to appeal any of these findings please follow the appeal procedures found on the State Agency Appeal Procedures document attached to this letter.

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,



Tamara Donovan, RDN, LD, SNS
NSLP Coordinator

cc: Colleen Fillmore, PhD, RD, LD, SNS, Director, Child Nutrition Programs
Cricket Fuhriman, Child Nutrition Director, Vallivue School District

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State Agency Appeal Procedures

School Meal Programs – Administrative or Follow-up Review

School food authorities may appeal the denial of all or part of a Claim for Reimbursement or withholding payment arising from administrative or follow-up review activity conducted by the State Agency under 210.18 of this part.

The appeal process outlined in 7 CFR 210.18 (p) reads as follows:

1. The written request for a review shall be postmarked within 15 calendar days of the date the appellant received the notice of the denial of all or a part of the Claim for Reimbursement or withholding of payment, and the state agency shall acknowledge the receipt of the request for appeal within 10 calendar days;
2. The appellant may refute the action specified in the notice in person and by written documentation to the review official. In order to be considered, written documentation must be filed with the review official not later than 30 calendar days after the appellant received the notice. The appellant may retain legal counsel, or may be represented by another person. A hearing shall be held by the review official in addition to, or in lieu of, a review of written information submitted by the appellant only if the appellant so specified in the letter of request for review. Failure of the appellant school food authority's representative to appear at a scheduled hearing shall constitute the appellant school food authority's waiver of the right to a personal appearance before the review official, unless the review official agrees to reschedule the hearing. A representative of the state agency shall be allowed to attend the hearing to respond to the appellant's testimony and to answer questions posed by the review official;
3. If the appellant has requested a hearing, the appellant and the state agency shall be provided with at least 10 calendar days advance written notice, sent by certified mail, return receipt requested, of the time, date and place of the hearing;
4. Any information on which the state agency's action was based shall be available to the appellant for inspection from the date of receipt of the request for review;
5. The review official shall be an independent and impartial official other than, and not accountable to, any person authorized to make decisions that are subject to appeal under the provisions of this section;
6. The review official shall make a determination based on information provided by the state agency and the appellant, and on Program regulations;
7. Within 60 calendar days of the state agency's receipt of the request for review, by written notice, sent by certified mail, return receipt requested, the review official shall inform the state agency and the appellant of the determination of the review official. The final determination shall take effect upon receipt of the written notice of the final decision by the school food authority;
8. The state agency's actions remain in effect during the appeal process;
9. The determination by the state review official is the final administrative determination to be afforded to the appellant.

Appeals must be directed to:
Brandon Phillips
Financial Specialist, Public School Finance
State Department of Education
PO Box 83720
Boise, Idaho 83720-0027
(208) 332-6983
E-mail: bcphillips@sde.idaho.gov

USDA Nondiscrimination Statement

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](#), (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter 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;
- (2) fax: (202) 690-7442; or
- (3) email: program.intake@usda.gov.

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