In this Issue...

Program Operations Information

- Important Dates
- Memorandum of Agreement - Accountability
- New Direct Certification System Guidance
- Updated Financial Reports (FC1-A) Schedule

Nutrition Education and Promotion

- Make Sure You Are Counted! Respond to the 2019 USDA Farm to School Census - *NEW DEADLINE! 12/6*
- Did You Participate in the NC Crunch?

Summer Nutrition

- SFSP and SSO 2020 Statement of Intent Open
- Introducing the CARTEWHEEL Meal Counter!
- Summer Nutrition Waiver Survey
- Sixteen N.C. Summer Nutrition Program Sponsors and Sites Recognized Statewide

Continuing Education

- Is Your School Nutrition Program Hungry for Marketing Strategies that Work?
• Is Your McKimmon Center Student Profile Up to Date?
• PROCUREMENT: 2019-2020 Courses Open for Registration
• Lead Like It Matters Course is Returning This Year!
• Current School Nutrition Leadership Opportunities
• Winter 2020 Zone Policy Updates for School Nutrition Administrators
• Golden Key Achievement Award Guidance for 2019-20 is Updated!
• NC K-12 Culinary Institute Recipes and Bonus (FREE!) USDA Food 110462 Grilled Chicken Strips
• Serving Up USDA Foods Photos Contest

---

**Program Operations Information**

**Important Dates**

*NOTE: Anytime a deadline falls on a weekend or a holiday the actual deadline is extended to the next business day.*

Nov 28-29.................Thanksgiving Holidays (State offices closed)

Dec 2.......................Deadline to complete Verification Process Completion survey

Dec 10.....................Deadline to submit NSLP/SBP/ASSP Claim for Reimbursement (for Nov)

Dec 13.....................Verification Collection Report closes

Dec 15.....................Deadline to submit FFVP Claim for Reimbursement (for Nov)

Dec 24, 25, 26 ..........Christmas Holidays (State offices closed)

Jan 1.........................New Year’s Day (state offices closed)

Jan 10......................Deadline to submit NSLP/SBP/ASSP Claim for Reimbursement (for Dec)

Jan 15......................Deadline to submit FFVP Claim for Reimbursement (for Dec)

Jan 20.......................Martin Luther King Day (State offices closed)

---

**Memorandum of Agreement - Accountability**

The Accountability Memoranda of Agreement (MOA) for the 2019-20 school year is now available.

The MOA is posted on the School Nutrition website at: [https://childnutrition.ncpublicschools.gov/information-resources/memoranda-of-agreement-student-confidentiality](https://childnutrition.ncpublicschools.gov/information-resources/memoranda-of-agreement-student-confidentiality)

---

**New Direct Certification System Guidance**

User guides and a link to the November 14 recorded webinar on the new Direct Certification System have been posted on the school nutrition website for your convenience. To access these resources and other information visit the School Nutrition website [Direct Certification](http://www.example.com) page.
Updated Financial Reports (FC1-A) Schedule

The School Nutrition Financial Reports (FC1-A) schedule has been updated for the 2019-2020 school year. The schedule is posted on and may be downloaded from the Financial Management page of the School Nutrition website.

Make Sure You are Counted! Respond to the 2019 USDA Farm to School Census - *NEW DEADLINE! 12/6*

Make sure all of the great farm to school activities your School Food Authority (SFA) is engaged in are counted as part of the 2019 USDA Farm to School Census. USDA wants to know about any local food procurement, school gardens, and agriculture, food and nutrition education that you do. From buying one local apple to a whole menu of local foods, from planting one seed to a whole garden, and from conducting one educational activity to a plan for the year, it all counts. The Farm to School Census is the only national survey that examines school districts' farm to school activities. It's imperative that all SFAs - whether or not they currently participate in farm to school activities - complete the census in order to have the most accurate picture of the scope, reach and impact of farm to school nationwide. Census data helps to provide grants, resources, technical assistance and professional development.

Steps to take:

- Review the 2019 USDA Farm to School Census Questions.
- Utilize the 2019 Census Preparation Worksheet to collect data about your SFA's farm to school activities in preparing a response to the census.
- Refer to the Facts about the 2019 USDA Farm to School Census sheet for more info on the purpose and use of the census.
- Look out for email communications from Abt Associates with more info about and a unique link to respond to the 2019 Census. USDA has contracted with Abt Associates to conduct the census.
- Contact Abt Associates for questions or assistance regarding the 2019 Census at farmtoschool@abtassoc.com or 855-452-5794 (from 9 am to 9 pm ET).
- Visit https://farmtoschoolcensus.fns.usda.gov to explore 2015 Farm to School Census data at the SFA, State agency, or national level.

Did You Participate in the NC Crunch?

Did you, your family, group, organization, agency, early care and education site or school taste and learn about a NC grown fruit or vegetable for the NC Crunch? Then, please make sure you sign up by 12/15 at https://growing-
minds.org/north-carolina-crunch to be counted. Help us reach 400K participants. And, share your photos on social media using #NCCrunch2019, #F2SMonth and @F2SCoalitionNC.

---

**Summer Nutrition**

**SFSP and SSO 2020 Statement of Intent Open**

The Statement of Intent form is available now in the Download Forms. Submission of this document is required for all sponsors for all sponsors wishing to participate in the Summer Food Service Program or Seamless Summer Option in 2020.

**Shout out to Marty Johnson and Wilkes County Schools for being the first sponsor to submit their Statement of Intent for 2020!**

---

**Introducing the CARTEWHEEL Meal Counter!**

Through a USDA Technology Innovation Grant, NCDPI has gained funding for all SFSP and SSO sponsors to use Cartewheel Meal Counter for the next 3 years, free of charge. This paperless tool will allow you to easily count meals, submit claims, and reduce calculation errors.

Jessica Barkiewicz, the project manager, will be your primary point of contact. Jessica started working with the NCDPI Summer Nutrition team at the beginning of October and will be reaching out to each of you within the next couple of months to prepare you for training in February and March. The half-day training will be completely devoted to learning about Cartewheel, and Jessica will train sponsors on how to use the application, as well as how to train the site users.

Use the link below to sign-up for Cartewheel’s VIP list! If you already signed up for Cartewheel at a Summer Palooza, you do not need to sign up again. Jessica will start by working with sponsors who sign up through the VIP list and then reach out to all other sponsors.

**Sign-Up Here for Cartewheel Meal Counter!**

Contact Jessica with any questions:
Jessica Barkiewicz, MSW
Summer Nutrition Grant Manager
P: (919) 807-3515
E: Jessica.Barkiewicz@dpi.nc.gov

---

**Summer Nutrition Waiver Survey**

For the 2019 Summer, the US Department of Agriculture (USDA) granted the North Carolina Department of Public Instruction’s Summer Nutrition sponsors two waivers.
1. **Waiver of the requirement to conduct first week visits** - Returning sites that operated successfully during the previous summer, and sponsors that operated the National School Lunch Program (NSLP) or the Child and Adult Care Food Program (CACFP) were not required to conduct first week visits.

2. **Waiver that extended area eligibility to closed enrolled sites** - Under this waiver, closed enrolled sites could be determined eligible if located in areas where 50 percent or more of the residing children are eligible for free or reduced-price meals under the National School Lunch Program and School Breakfast Program.

These waivers provided increased flexibility in the administration of the summer nutrition programs. For the granting of future waivers, the USDA is requiring the North Carolina Department of Public Instruction (NCDPI) to provide complete data and analysis of the waivers’ impact. To make this data collection easy, NCDPI has sent all our summer nutrition sponsors Microsoft Form questionnaires for the two waivers. It is important that you return both questionnaires to provide NCDPI with the data required by the USDA so we may all benefit from the flexibility the waivers provide in the operation of the summer nutrition programs.

---

**Sixteen N.C. Summer Nutrition Program Sponsors and Sites Recognized Statewide**

Summer Nutrition Programs fulfill a critical need in providing nourishment and educational enrichment to children when school is out. Last summer, the N.C. Summer Nutrition Programs served more than 4.6 million meals to children and teens at nearly 3,000 locations across the state. Sixteen sponsors and sixteen sites for Summer Nutrition Programs in North Carolina were recently recognized with one of five state-level awards for going above and beyond to serve children through implementing innovative and creative changes to expand their Summer Nutrition Programs:

### Rising Star Award

The **Rising Star Award** recognizes superior first-year N.C. Summer Nutrition Program sponsors that include a menu that promotes a healthy lifestyle and sustainable participation or partnerships. They provide fresh, locally produced menu items, at least one hot meal per week, whole fruit three times per week, water at no cost, and only low-fat or fat-free dairy products. They do not offer any sweet grain treats, such as desserts, but instead focus on and promote healthy choices.

**Rising Star Award** recipients for 2019 include Duke Raleigh Hospital (Wake County) and Beaufort County Schools.

### Going the Distance in Innovation Award

The **Going the Distance in Innovation Award** recognizes returning sponsors that implement innovative concepts and marketing strategies in their summer programs to increase participation.

**Going the Distance in Innovation Award** recipients for 2019 include Avery County Schools, Baptist Grove Church (Wake County), Bertie County Schools, Cumberland County Schools, Stokes County Schools and Winston-Salem/Forsyth County Schools.

### Superior Site Award

The **Superior Site Award** recognizes a N.C. Summer Nutrition Program sponsor or site for going above and beyond to gain and maintain participation from the local children and community.

**Superior Site Award** recipients for 2019 include Baptist Grove Church (Wake County), Caught Before Fallen in partnership with Wilson County Schools, Granite Road Center in partnership with Mount Airy Schools (Surry County), Herb Watts Park in partnership with YMCA of Western North Carolina and Asheville City Schools (Buncombe County), Liberty Drive Elementary in partnership with Thomasville City Schools (Davidson County), Mustard Seed Project in partnership with Durham Public Schools, Oakdale Elementary in partnership with
Charlotte-Mecklenburg County Schools, Rocky Mount K&W in partnership with Cape Fear Tutoring (Nash County), Roxboro Housing Authority in partnership with the Food Bank of Central and Eastern North Carolina (Wayne County), Thomasville Middle School in partnership with Thomasville City Schools, Three in One Family in partnership with the Food Bank of Central and Eastern North Carolina (Wayne County), Village at Greenfield in partnership with New Hanover County Schools, and Washington Christian Academy in partnership with Washington Outreach Ministry (Cleveland County). Lincoln Heights Recreation Corporation in partnership with Wilkes County Schools, Northeast Elementary in partnership with Lenoir County Public Schools, and Thomasville High in partnership with Thomasville City Schools received Notable Mentions.

**Farm-to-Summer Award**

The Farm-to-Summer Award recognizes N.C. Summer Nutrition Program sponsors for going above and beyond to procure and incorporate local foods into meals and snacks and to offer educational enrichment activities centered on local food and agriculture.

Farm-to-Summer Award recipients for 2019 include the Brigade Boys and Girls Club (New Hanover County) and the YMCA of Western N.C. (Buncombe County).

**Turnip the Beet Award**

The Turnip the Beet Award recognizes N.C. Summer Nutrition Program sponsors who work hard to provide nutrition education, conduct taste tests with children (incorporating feedback into menus), and offer high quality meals that are appealing, culturally-appropriate, nutritious, and include local foods, a variety of vegetables and fruits, whole grains, and low-fat or fat-free dairy products. Three Turnip the Beet Award levels are available: bronze, silver, and gold.

Turnip the Beet Award recipients for 2019 include the Brigade Boys and Girls Club (New Hanover County), Duke Raleigh Hospital (Wake County), N.C. A&T Upward Bound Program (Guilford), The Campus Kitchen at Wake Forest University (Forsyth County), Washington Outreach Ministry (Cleveland County), Wilson County Schools, YMCA of Western N.C. (Buncombe County), Baptist Grove Church (Wake County), Beaufort County Schools, Food Bank of Central and Eastern North Carolina (Beaufort County), New Hanover County Schools.

All Summer Nutrition Program sponsors are encouraged to consider applying to the North Carolina awards as applicable. Sponsors may be self-nominated or nominated by a third party such as a community partner.

Additional information regarding the state-level awards and N.C. Summer Nutrition Programs can be found on the NCDPI, School Nutrition Services website. Agencies or organizations interested in providing nutritious meals for children during the summer by becoming a 2020 Summer Nutrition Program sponsor should complete the SFSP Pre-Screening Tool. Upon completion of the pre-screening tool, a Summer Nutrition Program consultant will be in contact.

The NCDPI, School Nutrition Services Section administers Summer Nutrition Programs with federal funding assistance from the U.S. Department of Agriculture. For questions regarding N.C. Summer Nutrition Programs, contact NCDPI Summer Nutrition Programs Manager Cynthia Ervin.

---

**Continuing Education**
Is Your School Nutrition Program Hungry for Marketing Strategies that Work?

The School Nutrition Association of North Carolina (SNA-NC) is partnering with the NC School Public Relations Association (NCSPRA) to provide a marketing strategies workshop on December 6 in Hillsborough, NC. The workshop is designed to showcase five sessions developed by seasoned experts to help increase participation, support innovative meal service, and spice up nutrition photos. School Nutrition professionals or others supporting school nutrition marketing efforts are encouraged to attend.

See the attached flyer for more details and registration form.

Is Your McKimmon Center Student Profile Up to Date?

Many courses and workshops we offer are coordinated through the North Carolina State University McKimmon Center for Extension and Continuing Education. You must set up a profile containing a user name and password to register for one of our School Nutrition Leadership Academy courses. Your profile contains important organizational and contact information used to communicate with you. Many folks change positions or move to another SFA and forget to update their student profile and may be missing important course communications such as confirmations after registration, course information sent to registrants, or follow up information sent after the course is completed. Please log on to your student account and click “My Profile” on the left side of the screen to review and update your student information.

https://learn.mckimmoncenter.ncsu.edu/portal/logon.do?method=load

In addition, you may use the “My Account History” to review your past course completions if you need the information to update your professional development logs for the School Nutrition Program.

PROCUREMENT: 2019-2020 Courses Open for Registration

- **Procurement University for School Nutrition Programs: Understanding and Applying Sound Procurement Practices**
  This popular course will be repeated on January 29-31, 2020. Procuring goods and services for the School Nutrition program is a detailed, complex and precise process. Possessing a strong understanding of the procurement regulations and procedures is key to an accountable and successful procurement system, while offering the confidence of getting the highest quality products and services at the best prices. This course will provide instruction and afford the participant a learning experience for understanding Federal and state procurement process and regulations guiding the School Food Authority’s (SFAs) procurement activities. This course provides 18 contact hours of professional development credit for learning code 2400 Purchasing/Procurement.

  Space is limited and pre-registration using the link below will close when the class has reached maximum capacity. https://learn.mckimmoncenter.ncsu.edu/search/publicCourseSearchDetails.do?method=load&courseid=7284776

- **Procurement University II: Administering Sound Procurement Practices for School Nutrition Programs**
  This course is a continuation of the Procurement University for School Nutrition Programs: Understanding and Applying Sound Procurement Practices. The content will enhance participants’ understanding and application of the Federal procurement practices and purchasing regulations guiding School Food Authorities (SFAs) in the School Nutrition procurement environment. Participants will also receive guidance on SFA-specific procurement and solicitation concerns during guided roundtable discussions.
Successful completion of **Procurement University for School Nutrition Programs: Understanding and Applying Sound Procurement Practices** is a prerequisite for this course. This course provides 6 contact hours of professional development credit for learning code 2400 Purchasing/Procurement.

The course will be offered on **November 14, 2019 in Raleigh** and **March 12, 2020 in Hickory**. The link below provides additional details about the course and registration:

https://learn.mckimmoncenter.ncsu.edu/search/publicCourseSearchDetails.do?method=load&courseId=8822541

---

**Lead Like it Matters Course is Returning this Year!**

School Nutrition will offer two sessions of **Lead Like It Matters: A Leadership Development Course for School Nutrition Administrators**. This 3-day course was developed for and with the NC Department of Public Instruction School Nutrition Division with a goal of providing School Nutrition Administrators the experiences and skills education to create a strong School Nutrition leadership community. This investment in our schools and our leaders is important and value added. It is designed to provide School Nutrition Administrators a heightened self-awareness about leadership styles, emotional intelligence, and work relationships. It will guide participants through a process to clarify group dynamics, valuable communication skills, and using effective tools for successful decision making, efficient meetings, and highly functional teams. The program, intended to be the beginning of building a strong foundation on which to build future leadership development, is rich, engaging, and fun!

The course will be facilitated by George and Roxi Bahar Hewertson and will provide 21 hours of continuing education credit for professional development in the Learning Code 4140 Communication Skills. Roxi is the President and CEO of Highland Consulting Group, Inc. and has a passion for teaching, coaching, and creating dynamic learning opportunities making a positive and lasting difference in the workplace. She received her master’s degree from Cornell's School of Industrial and Labor Relations. Her book, "Lead Like It Matters: Because it Does," was published by McGraw-Hill in October 2014. Roxi works directly with individuals and teams as an independent leadership consultant and executive coach. She served many years as Director of Administration for Administration, Facilities and Finance at Cornell University and has worked with public school systems in New York and North Carolina. She has over 30 years’ experience in leading people and has been helping leaders and their teams create healthy work place cultures.

George is the Vice President of Highland Consulting Group, Inc. and has a unique talent for working with teams. He was Chief Engineer in the Royal Air Force, leading teams into and out of very difficult situations on the ground and in the air. George built and operated Highland Lodge Retreat Center in upstate New York (NY), hosting and facilitating groups and teams in the NY area for over 15 years. He loves to facilitate learning and to work one-on-one with participants.

Workshop space is limited, and registration is currently restricted to one administrator per School Food Authority (SFA). Please use the link below to learn more about the course and register. If the class does not fill to capacity, registered participants will be notified of the opportunity to register additional colleagues from their SFA.

**Registration Link**

https://learn.mckimmoncenter.ncsu.edu/search/publicCourseSearchDetails.do?method=load&courseId=7278099

---

**March 31 – April 2, 2020**

Riverfront Convention Center

New Bern, NC
Current School Nutrition Leadership Academy Opportunities

The NC School Nutrition Leadership Academy offers a variety of professional development activities for School Nutrition Administrators. Be sure to keep the School Nutrition Administrator contact information updated in the School Nutrition Technology System as this is the information used to send email notifications. When logging in and registering for a course offered through NCSU McKimmon Center, please check your student profile for accurate email address, especially if you have moved to a new School Food Authority (SFA). This student profile email is used to confirm your enrollment and provide important course details.

<table>
<thead>
<tr>
<th>Date(s)</th>
<th>Course/Workshop Title</th>
<th>SN Academy Classification</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oct 15 - 17</td>
<td>Lead Like it Matters: A Leadership Development Program for School Nutrition Professionals</td>
<td>Leadership</td>
<td>Colfax</td>
</tr>
<tr>
<td>Oct 21-23</td>
<td>Safe Plates for Food Managers: A Certified Food Protection Manager Course and Examination</td>
<td>Food Safety – Level 1</td>
<td>Gaston</td>
</tr>
<tr>
<td>Mar 19, 2020 (Save the date, registration coming soon)</td>
<td>Food Production and Operations Management (new course in development for standardized recipe development and yield testing)</td>
<td>Food Production and Operations Management Level 3</td>
<td>Mebane</td>
</tr>
<tr>
<td>Mar 31-Apr 2, 2020 (register by Mar 23)</td>
<td>Lead Like it Matters: A Leadership Development Program for School Nutrition Professionals</td>
<td>Leadership</td>
<td>New Bern</td>
</tr>
</tbody>
</table>

Register by March 23
**Winter 2020 Zone Policy Updates for School Nutrition Administrators**

Please review the Winter 2020 Zone Policy Updates schedule and register at the link below for the session of your choice: [https://forms.gle/GRYTp5ZZx9jorNqbA](https://forms.gle/GRYTp5ZZx9jorNqbA)

<table>
<thead>
<tr>
<th>Zone</th>
<th>Date</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Feb 7</td>
<td>NC Arboretum (Asheville)</td>
</tr>
<tr>
<td>2</td>
<td>Feb 11</td>
<td>The Event Center at Summit Square (Winston-Salem)</td>
</tr>
<tr>
<td>3</td>
<td>Feb 7</td>
<td>Hickory Metro Convention Center (Hickory)</td>
</tr>
<tr>
<td>4 (Charter, NonPublic, RCCI)</td>
<td>Feb 6</td>
<td>McKimmon Center (Raleigh)</td>
</tr>
<tr>
<td>4 (Traditional Public Schools)</td>
<td>Feb 7</td>
<td>McKimmon Center (Raleigh)</td>
</tr>
<tr>
<td>5</td>
<td>Feb 7</td>
<td>Little River Resort (Carthage)</td>
</tr>
<tr>
<td>6</td>
<td>Feb 6</td>
<td>NC TeleCenter (Williamston)</td>
</tr>
<tr>
<td>7</td>
<td>Feb 20</td>
<td>Riverfront Convention Center (New Bern)</td>
</tr>
</tbody>
</table>

---

**Golden Key Achievement Award Guidance for 2019-20 is Updated!**

The Golden Key Achievement Award program is a set of criteria designed to recognize the great accomplishments in a single school. The purpose of the award is to promote benchmarks of excellence across North Carolina and to honor School Nutrition programs maintaining high standards. Participation in this award fosters ongoing professional development and improvement in the school nutrition environment.

Schools qualifying for a plaque may be eligible to compete for award recognition at the State level. Each School Food Authority may submit their one best notebook entry meeting the plaque requirement to the State Agency to compete for first, second, and third-place awards. State level winners will be announced at the annual School Nutrition Association of North Carolina (SNA-NC) conference.

Refer to the website below for 2019-20 guidance and information: [https://childnutrition.ncpublicschools.gov/information-resources/awards-grants-opportunities/golden-key-achievement-award](https://childnutrition.ncpublicschools.gov/information-resources/awards-grants-opportunities/golden-key-achievement-award)

Entries for state-wide awards consideration must be received in the NC Department of Public Instruction School Nutrition Section by April 30. (Note: As with other deadlines, any time a due date/deadline falls on a weekend or a holiday, the deadline automatically extends to the next business day.)
NC K-12 Culinary Institute Recipes and Bonus (FREE!) USDA Food 110462 Grilled Chicken Strips

NC Department of Agriculture and Consumer Services (NCDA&CS) Food Distribution Division is excited to provide 17 truckloads of bonus (FREE!!) USDA unseasoned, grilled chicken strips to NC schools.

Many of our NC K-12 Culinary Institute recipes included frozen diced chicken as ingredients. We have tested several of these recipes using the unseasoned chicken strips and the strips were generally an acceptable substitution for every pound of cooked diced chicken, you should substitute 1 pound of the unseasoned chicken strips manufactured by Keystone Foods. Links to the USDA Product Information Sheet and the manufacturer’s product formulation statement are below. As indicated by the PFS, the chicken strips credit ounce for ounce for the meat/meat alternate meal component.

- Bonus Chicken USDA Product Information Sheet
- Keystone’s Product Formulation Statement (PFS)

If you need assistance with adjusting the NC K-12 Culinary Institute recipes for the bonus product, please contact Susan Thompson at susan.thompson@dpi.nc.gov.

Serving Up USDA Foods Photo Contest

USDA is announcing the 4th annual Photo Contest! The “Show Us Your Tray” contest might have a new name and USDA still wants to see how you are “Serving Up USDA Foods” in your school meals!

Inspire other child nutrition professionals and submit a picture of your most creative meal utilizing direct-delivered USDA Foods. It could be a breakfast or a lunch meal. With over 200 USDA Foods items available, USDA wants to highlight the innovative ways in which they can be used.

Show us how you use USDA Foods proteins, fruits, vegetables, grains, and dairy to liven up your meals! Your submissions will provide child nutrition professionals with healthy, creative, student-approved meal ideas utilizing USDA Foods.

The Serving Up USDA Foods photo contest beings November 1, 2019 and ends January 15, 2020 at 11:59 p.m. EST.

For 2020 contest and submission details please click here!

Be sure to read all details and review the sample submission before deciding which school meals to feature and before taking and submitting photos.

Please send all entries to the USDA Foods mailbox (USDAFoods@usda.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, religious creed, disability, age, political beliefs, 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: How to File a Complaint, 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.

This institution is an equal opportunity provider.