

June 12, 2024

Anthony Haskett, Principal Mosaics Public School 3121 Lincoln Road Caldwell, ID 83605

Dear Principal Haskett,

On November 30, 2023, Idaho Department of Education contractor Child Nutrition Resources (CNR) conducted an Administrative Review (AR) of Mosaics Public School for the following United States Department of Agriculture (USDA) programs:

- National School Lunch Program (NSLP)
- School Breakfast Program (SBP)
- USDA Foods

The site reviewed was Mosaics Public School.

The State agency (SA) would like to commend Lisa Blunt and the entire staff of Mosaics Public School 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.

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

The free and reduced software system allowed for incomplete applications to be submitted with missing information such as no signature, no social security number or no social security box checked, or income frequency. The SFA should work with the free and reduced software system to make sure all required fields for the application type, income or categorical, are completed.

CAP: Provide the name(s) and title(s) of the SFA representative(s) that will ensure compliance. Send the link to the free and reduced software system. The State Agency will review the software system to make sure all fields are required depending on the type of application.

Date: Due April 8, 2024; Completed April 24, 2024

Response: The sponsor worked with their software system to correct the application requirements prior to submission.

Based on the administrative error of 39.39% 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 must be filed while this requirement is in place. Please reference the Independent Review of Applications section in the Eligibility Manual, a copy of which is available in MyldahoCNP Download Forms.

Finding 2 – Certification and Benefit Issuance

The SFA was re-entering paper applications into the online application system. This caused issues and confusion on which application to review since there were differences in the applications with incomplete information depending on which application, electronic or paper, was being reviewed. The SFA will no longer re-enter paper applications into the electronic system.

CAP: Provide the name(s) and title(s) of the SFA representative(s) that will ensure compliance and describe the standard operating procedure the SFA will use to process paper and electronic applications moving forward.

Date: Due April 8, 2024; Completed April 24, 2024

Response: The sponsor was provided documentation outlining the procedure of processing paper and electronic applications.

Finding 3 – Certification and Benefit Issuance

A change in eligibility status which results in increased benefit levels shall be made as soon as possible but no later than three operating days of the date the SFA determines the new status; a change resulting in decreased benefits ten calendar days of the date the school food authority makes the final decision on the child's eligibility status. [7 CFR 245.6a(j)] The SFA did not give the full ten calendar days for a benefit decrease from Free to Paid. The letter was sent on 10/14/23, and the effective date in the letter was 10/16/23.

CAP: Provide a detailed standard operating procedure of how households will be notified and when benefits will be changed when there is an increase or decrease in benefits. Provide the revised and updated direct certification notification letter.

Date: Due May 2, 2024; Completed May 3, 2024

Response: The sponsor submitted a corrective action plan which provides details on how households will be notified when benefits are changed. The sponsor provided a copy of the template used which has the USDA requirements.

Finding 4 – Certification and Benefit Issuance

The sponsor is not properly extending eligibility to all students residing in the household if one or more students are identified on the state direct certification match report.

CAP: Provide a plan for how benefits will be extended to students living in a household receiving benefits through an assistance program. If there are students that should have received extended benefits, provide a copy of the point of service benefit issuance list to show the correct benefits have been provided to the student(s).

Date: Due May 2, 2024; Completed May 3, 2024

Response: The sponsor submitted a corrective action plan to provide a plan on how benefits will be extended.

Finding 5 – Certification and Benefit Issuance

Applications were approved that were missing one or more required fields. Missing information includes adult signatures, social security information, and frequency of pay. One application was approved as free and should have been reduced.

CAP: Describe how all applications will be determined correctly moving forward. Please upload all applications that are not approved correctly or were incomplete such as a missing social security number or social security box not checked, income frequency missing, or signature missing.

Date: Due April 8, 2024; Completed April 23, 2024

Response: A detailed plan for processing applications was provided and addresses the corrective action.

Finding 6 – Local School 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. 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. The SFA did not have students on the committee or invite them to participate in the committee.

CAP: Provide supporting documentation such as an email or website link that informs and encourages potential stakeholders to participate in the development, implementation, and review of the wellness policy.

Due Date: Due April 26, 2024; Completed April 25, 2024

Response: The sponsor submitted documentation with a plan of how participation will be encouraged. The plan will be effective early 24-25 school year and the website was provided.

Finding 7 - 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 recommended link to use is the <u>USDA Nondiscrimination Statement</u> webpage. (FNS Instruction 113-1: Civil Rights Compliance and Enforcement). The SFA did not have the correct NDS statement on the website, the household notification letters, and the lunch menus.

CAP: Please provide a copy of the below materials with the updated NDS:

- 1. Post the full USDA non-discrimination statement on the school food service webpage. Provide a link to the updated webpage demonstrating the correction.
- 2. Upload a copy of the December Menu with the non-discrimination statement.
- 3. Upload a copy of the updated direct certification notification letter.

Date: Due April 8, 2024; Completed April 9, 2024

Response: The FSD website has been updated with the correct full NDS. The poster attached is the correct non-discrimination poster to be displayed in the serving areas.

Finding 8 – Professional Standards

All newly hired Food Service Directors must have at least eight hours of food safety training, either not more than five years prior to their starting date or completed within 30 days of their starting date. (7 CFR 210.30(c))

CAP: 1. Provide the name(s) and title(s) of the SFA representative(s) that will ensure compliance. 2. List the names, length, and date of trainings that have been completed/planned to meet the required food safety training hours.

Date: Due April 8, 2024; Completed April 9, 2024

Response: Documentation to show completion of several training courses was provided.

Finding 9 – Professional Standards

The United States Department of Agriculture has established minimum Professional Standards for school nutrition professionals who manage and operate the National School Lunch and School Breakfast Programs, effective July 1, 2015. The standards provide annual training requirements for all school nutrition professionals. It is required that some form of documentation be kept on file to show Professional Standards compliance; options include the FNS online tracking tool at http://www.fns.usda.gov/school-meals/professional-standards and two Professional Standards tracking resources available in MyldahoCNP under Download Forms in the Professional Standards section.

CAP: Please develop a plan for tracking training hours in order to comply with the Professional Standards requirements. Explain this plan and the frequency of the tracking (monthly, quarterly, etc.) system to the State agency.

Date: Due February 5, 2024; Completed February 6, 2024

Response: The FSD uploaded a training tracking log showing that trainings are now being tracked as they are taken.

Finding 10 – Revenue from Nonprogram Foods

The SFA mistakenly did not enroll in the School Breakfast Program in SY 2022-2023. The SFA did not receive any reimbursements for the breakfast meals served in SY 22-23. The SFA was unaware that they were not enrolled in SBP, so they served student breakfast meals at paid (\$1.60), reduced (\$0.30), and free (\$0.00) rates for the entire school year. The SFA confirmed that they did not separately track the revenues and costs of serving non-reimbursable breakfast meals from the costs of serving the reimbursable lunch meals (including food, labor, supplies, etc.). Considering the SFA did not operate the School Breakfast Program during the Resource Management review period (SY 22-23), including the non-reimbursable breakfast meals in the tool would not be an accurate reflection of the SFA's compliance with nonprogram food revenue requirements, especially since the SFA has since enrolled back in the School Breakfast Program in SY 23-24. The SFA will be required to re-complete the Idaho Nonprogram Food Revenue Tool using at least a 5-day reference period from SY 23-24. It is highly recommended that the SFA use the week of the menu review as the reference period for the tool.

CAP: 1. Please submit a completed copy of the Idaho Nonprogram Food Revenue Tool using at least a 5-day reference period from SY 23-24. It is highly recommended that the SFA use the week of the menu review as the reference period for the tool. 2. Provide all documentation used to complete the tool. This should include point of sale reports, raw food cost calculations, and any notes or calculations showing how you came up with the figures for your tool. 3. If the tool shows noncompliance, please describe the actions taken to come into compliance with nonprogram food revenue requirements, such as increasing a la carte prices or transferring non-Federal funds into the food service account to cover the deficiency.

Date: Due December 15, 2023; Completed February 7, 2024

Response: The SFA provided the revised Nonprogram Food Revenue Tool and supporting documentation. The tool shows compliance with nonprogram food revenue requirements. Revenue Ratio 0.38% > Food Cost Ratio 0.16%.

Finding 11 - Non-Profit Food Service Account

The SFA mistakenly did not enroll in the School Breakfast Program in SY 2022-2023, and did not receive any reimbursements for the breakfast meals served in SY 22-23. The SFA was unaware that they were not enrolled in SBP, so they served student breakfast meals at paid (\$1.60), reduced (\$0.30), and free (\$0.00) rates for the entire school year. The SFA confirmed that they did not separately track the costs of serving non-reimbursable breakfast meals from the costs of serving the reimbursable lunch meals (including food, labor, supplies, etc.). Federal requirements under 2 CFR 200.303 require SFAs to establish and maintain effective internal control over the Federal funds they receive that provides reasonable assurance that they are in compliance with Federal statutes, regulations, and the terms and conditions of the Federal award. Internal controls should include processes that help ensure that financial transactions are properly recorded and accounted for. The SFA did not realize they did not receive reimbursement for breakfast meals from the previous school year until it was brought to their attention during the Resource Management section of the Administrative Review. The SFA is not demonstrating compliance with maintaining accountability over assets and monitoring the deposit of program reimbursements.

CAP: Upload a procedure addressing the process to be implemented to support the requirement to maintain effective internal controls that involve monitoring of claims for reimbursement to ensure that claims are paid, deposits are recorded in the non-profit food service account, and the amount is the expected amount based on current reimbursement rates for meals served.

Date: Due January 17, 2024; Completed February 7, 2024

Response: The SFA provided the written procedure addressing the process to be implemented to support the requirement to maintain effective internal controls that involve monitoring of claims for reimbursement to ensure that claims are paid, deposits are recorded in the non-profit food service account, and the amount is the expected amount based on current reimbursement rates for meals served.

Finding 12 – Nonprofit Food Service Account

During the Resource Management review period, the SFA purchased a single piece of equipment costing \$5,000 or more without obtaining approval from the State Agency before purchasing the equipment. The SFA purchased a Heated Holding Cabinet for \$5,699.00. The equipment was ordered on 6/16/2022, invoiced on 8/31/2022, and recorded to the ledger on 11/7/2022. The SFA must obtain prior approval from the State Agency when purchasing a single piece of equipment that has an acquisition cost of \$5,000 or greater.

CAP: (1) Please submit a copy of the corrected Detailed General Ledger indicating a transfer that reimburses the nonprofit school food service account for all noted unallowable expenditures (\$5,699.00). (2) Please explain the internal controls that have been implemented to ensure prior approval from the State Agency is obtained when purchasing a single piece of equipment that has an acquisition cost of \$5,000 or greater.

Date: Due April 11, 2024; Completed April 10, 2024

Response: The SFA provided its revised written Requisition Process policy, which ensures that prior approval from the State Agency will be obtained when purchasing a capital expenditure item that has an acquisition cost of \$5,000 or greater.

Finding 13 – Food Safety

A copy of the food safety plan (HACCP) must be posted in a location accessible to food service staff. Annual and as-needed food safety training must occur, and documentation of training (agenda and sign in sheet) must be kept on file for three years plus the current year. (CFR210.13(b)) The SFA does not have a food safety plan.

CAP: 1. Provide the name(s) and title(s) of the SFA representative(s) that will ensure compliance. 2. Provide a copy of the SFA's food safety plan.

Date: Due January 26, 2024; Completed February 1, 2024

Response: The USDA/ICN Standard Operating Procedures provides all required components of a food safety plan. The standard operating procedures are signed by the FSD which indicates the procedures are being followed and enforced on site.

Finding 14 – 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 red/orange vegetable subgroup. Subgroups of vegetables must be met for each grade group. The ¾ cup weekly red/orange vegetable subgroup requirement was not met for grades K-8, with only ½ cup offered. Consider offering ¾ cup carrots on Thursday instead of ½ cup or offer at least ¼ cup of creditable marinara sauce on Friday.

CAP: Provide documentation to demonstrate that the menu findings are now 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.

Date: Due November 16, 2023; Completed February 7, 2024

Response: The updated production records and menu show 1/4 cup marinara sauce added on Wednesday and Friday.

Finding 15 – Meal Components and Quantities - Lunch

For the week of menu review, the K-8 lunch menu did not meet the minimum weekly requirements for vegetables. The federal regulations require a minimum of 3/4 cup of vegetable to be offered each day for grades K-8. This requirement was not met on Wednesday & Friday.

- Wednesday It was indicated in response that ½ cup of green beans were offered.
 Consider offering ¾ cup green beans instead of ½ cup.
- Friday a standardized recipe was not received for the salad. In response, it stated that 3/4 cup of salad mix with tomatoes and carrots was offered with no other details. Keep in mind that raw leafy green vegetables, such as lettuce and spinach, are creditable at half volume. Therefore, a one cup serving of fresh lettuce or spinach is creditable at 1/2 cup vegetable. For the purpose of this review only 3/4 cup of salad mix, creditable at 3/8 cup

- vegetable could be credited. Ensure the salad offered has at least ¾ cup of creditable vegetable.
- Marinara sauce was shown on the production record but did not have any planned amounts, portions sizes or information recorded. A label was not received. No credit was given for this item.

CAP: Provide documentation to demonstrate that the menu findings are now 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.

Date: Due November 16, 2023; Completed February 7, 2024

Response: Updated production records show green beans were increased to 3/4 cup on Wednesday, as well as 1/4 cup marinara sauce added. Updated production records, recipe, and SFA statement show that the salad mix was increased to 8 oz. Additionally, broccoli and marinara sauce were added to Friday.

Finding 16 – Meal Components and Quantities - Lunch

For the week of menu review, the K-8 lunch menu did not meet the minimum beans/legumes vegetable subgroup. Subgroups of vegetables must be met for each grade group. The ½ cup weekly bean/legumes vegetable subgroup requirement was not met for grades K-8. No beans were offered during the review week. Consider offering ½ cup baked beans one day during the week.

CAP: Provide documentation to demonstrate that the menu findings listed under step 1 are now 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.

Date: Due November 16, 2023; Completed February 8, 2024

Response: The updated production records and sponsor statement show 1/2 cup chickpeas added to Friday to meet the weekly beans/legumes requirement.

Finding 17 – 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 2 days.

- Tuesday a label or Product Formulation Sheet was not submitted for the chicken fajita meat used in the soup. A USDA comparable product was used to determine crediting. Even had the chicken credited oz. for oz., 10 pounds (160 oz) for 200 servings would only count at .75 oz. eq. of meat/meat alternate. Consider serving a larger portion and increasing the amount of chicken in the soup recipe. Beans and/or cheese is another option to help increase the total meat/meat alternate of the entrée.
- Thursday only .5 oz. eq. of creditable meat/meat alternate was offered. It was indicated on the production record that 2 chicken fingers were offered. Per the Child

Nutrition (CN) label, 8 sticks are needed to credit 2 oz. eq. of meat. Consider offering the suggested CN serving of 8 sticks.

The federal regulations require weekly minimum amounts of meat/meat alternate to be served. The weekly requirement of 8 oz. eq. was not met for grades K-8. The menu offered a minimum of 6 oz. eq. of meat/meat alternate throughout the week. Ensuring that the 1 oz. minimum is met on Tuesday and Thursday, will get weekly meat/meat alternate into range.

CAP: Provide documentation to demonstrate that the menu findings are now 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.

Date: Due November 16, 2023; Completed February 7, 2024

Response: The updated chicken noodle soup recipe for Tuesday shows fajita chicken was increased to 15.5 lbs and the serving size on the production record was increased to 8 oz. The updated production record shows a 1 oz cheese stick was added to Tuesday as well. The updated production record for Thursday shows 2 chicken strips were substituted for unavailable chicken fingers. The documentation submitted for the chicken strips was not an official CN Label. A stock CN Label was secured showing 2 chicken strips credits as 2 oz. eq. meat/meat alternate. The original CN Label from the product packaging should be secured and kept on file.

Finding 18 – 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 Thursday, with only .25 oz. eq. offered. It was indicated on the production record that 2 chicken fingers were offered. Per the Child Nutrition (CN) label, 8 sticks are needed to credit 1 oz. eq. of grain. Consider offering the suggested CN serving of 8 sticks. The federal regulations require weekly minimum amounts of grains to be served. The weekly requirement of 8 oz. eq. was not met for grades K-8. The menu offered a minimum of 7.75 oz. eq. of grain throughout the week. By following the suggestions outlined to meet the daily grain requirement, the weekly grain requirement will also be met.

CAP: Provide documentation to demonstrate that the menu findings are now 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.

Date: Due November 16, 2023; Completed February 7, 2024

Response: The updated production records explain a substitution made to chicken strips instead of chicken fingers. The documentation submitted for the chicken strips was not an official CN Label. A stock CN Label was secured showing 2 chicken strips credits as 1 oz. eq. whole grain rich. The original CN Label from the product packaging should be secured and kept on file.

Finding 19 - Meal Components and Quantities - Breakfast

At least two choices of fluid milk from the following list are offered throughout the meal service on all reimbursable meal service lines: flavored or unflavored fat-free milk, low-fat (1%) milk, fat-free or low-fat lactose-reduced milk, fat-free or low-fat lactose-free milk, fat-free or low-fat buttermilk, and fat-free or low-fat acidified milk. Students must be allowed to choose milk from at least two milk varieties, even in alternate meal service locations. (7CFR 210.10(c)) The SFA only had fat free chocolate milk available for breakfast. The milk delivery was prior to lunch, and the students were able to choose.

CAP: Describe how the SFA will make sure two varieties are available at breakfast and lunch.

Date: Due February 5, 2024; Completed February 2, 2024

Response: The FSD provided a procedure for making sure two varieties of milk are available at the meal services.

Finding 20 – Meal Components and Quantities - Breakfast

For the week of menu review, the K-8 breakfast menu did not meet the minimum daily requirements for fruit. The federal regulations require minimum daily amounts of fruit for breakfast. The daily minimum of 1 cup was not met on Friday for grades K-8, with only 1/2 cup offered. Per the Product Formulation Sheet provided for the smoothie, the total amount of fruit it contains is ½ cup. Consider offering another ½ cup of fruit on the side such as fresh, canned, or dried options.

CAP: Provide documentation to demonstrate that the menu findings are now 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.

Date: Due November 16, 2023; Completed February 7, 2024

Response: The updated production record showed apple crisps were added along with the smoothie on 10/6/23. The PFS shows the apple crisps credit at 1/2 cup fruit. The 1 cup daily fruit requirement is now met.

COMMENDATIONS

- The director was very responsive when collecting the corrective action items for the application errors. She worked very hard to correct the findings and issues found on the applications.
- The staff were all open to any technical assistance provided and willing to implement changes to bring the program into compliance. Thank you for the hospitality and the hard work on the Administrative Review.
- The documentation on the day of review for the breakfast and lunch meal service was available and complete. The lunch had scratch prepared items with whole grain and fresh fruits and vegetables. The staff had a good rapport with the students, and they seemed to enjoy the meal.

TECHNICAL ASSISTANCE (TA)

Meal Counting and Claiming

 Cashiers and substitute cashiers need to be trained annually in how to use the POS and what constitutes a meal for both breakfast and lunch services.

Meal Components and Quantities

• The production records indicate that 1% white and 1% chocolate milk are offered, however the label submitted showed that the chocolate milk was fat free. Please update your production records to include the correct type of milk offered.

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 latest health inspection was not posted. Technical Assistance was provided to post the most current one.

Local School Wellness Policy

 The guidance was provided to the SFA that students need to be asked to be on the Wellness Committee.

Resource Management

• Capital expenditure requests are required whenever a purchase over \$5,000 is to be made for a single piece of equipment. (USDA has defined \$5,000 as the threshold, but school districts may have lower thresholds). The purchase of capital expenditures requires prior SA approval. The expense must be allowable and proper procurement procedures must be used. To repeat, purchases over \$5,000 may not be made without prior SA approval; if capital expenditure purchases are made without SA prior approval, the district may be required to reimburse the food service account for the expense from non-school food service funds.

FISCAL ACTION

Due to benefit issuance errors, fiscal action results in \$94.00 for NSLP and \$27.90 for SBP. 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,

Cambria Steffler
Cambria Steffler, MS, RD
NSLP Coordinator

cc: Lynda Westphal, MHS, SNS, Director, Idaho Child Nutrition Programs Lisa Blunt, Child Nutrition Director, Mosaics Public School

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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

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