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# MONTHLY USDA FOOD ORDER GUIDANCE

FOOD DISTRIBUTION OFFICE, CHILD AND ADULT NUTRITION SERVICES DIVISION



# ICAN USER ID REQUEST

## Application and Claim Information

Applications and claims for the School Nutrition Programs National School Lunch Program (NSLP), School Breakfast Program (SBP), and Special Milk program (SMP) are submitted and approved through a web-based application called iCAN. You can find the link to access iCAN, a user ID request form, and a user manual for iCAN below. If you have a current application with the Child and Adult Nutrition Services office, you should have access to this site already. If you need access to the iCAN system or need to change your access in iCAN, please complete an iCAN User ID Request Form. To apply for a School Nutrition Program (NSLP, SBP, or SMP) for the first time, you must contact Child and Adult Nutrition Services at (605) 773-3413 to request access to the web-site and submit additional information to ensure eligibility for the program. If you have any issues, please contact the CANS office at the same number.

### Application and Claim Information

Annual application materials are located in your iCAN SNP Application under "Download Forms"

- 60/90 Day Guidance
- Financial Statement (due Aug. 28, 2022)
- Claims for Reimbursement Due Dates
- iCAN Application Manual
- iCAN Manual - Claims
- **ICAN User ID Request form**
- Income Eligibility Guidelines SY21-22
- Public Release SY20-21
- Site Based Claim Info Sheet
- SNP Free & Reduced Price Policy Statement (update 10-2018)
- SNP Permanent Agree & Policy Statement FAQ (update 10-2018)
- SNP Permanent Agreement (update 7-2019)
- SNP Reimbursement Rates for SY21-22

If you do not have access to the iCAN system, a new iCAN user request will need to be completed and emailed to the CANS division. The form can be found on the CANS website, School Nutrition Page, under application and claim information. Please do not share usernames and passwords.

# FOOD DISTRIBUTION CALENDAR

## SY 2022-2023 Food Distribution Calendar Child and Adult Nutrition Services

August 2022							September 2022							October 2022						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6					1	2	3							1
7	8	9	10	11	12	13	4	5	6	7	8	9	10	2	3	4	5	6	7	8
14	15	16	17	18	19	20	11	12	13	14	15	16	17	9	10	11	12	13	14	15
21	22	23	24	25	26	27	18	19	20	21	22	23	24	16	17	18	19	20	21	22
28	29	30	31				25	26	27	28	29	30		23	24	25	26	27	28	29
														30	31					

November 2022							December 2022							January 2023						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5					1	2	3	1	2	3	4	5	6	7
6	7	8	9	10	11	12	4	5	6	7	8	9	10	8	9	10	11	12	13	14
13	14	15	16	17	18	19	11	12	13	14	15	16	17	15	16	17	18	19	20	21
20	21	22	23	24	25	26	18	19	20	21	22	23	24	22	23	24	25	26	27	28
27	28	29	30				25	26	27	28	29	30	31	29	30	31				

February 2023							March 2023							April 2023						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4				1	2	3	4	2	3	4	5	6	7	8
5	6	7	8	9	10	11	5	6	7	8	9	10	11	9	10	11	12	13	14	15
12	13	14	15	16	17	18	12	13	14	15	16	17	18	16	17	18	19	20	21	22
19	20	21	22	23	24	25	19	20	21	22	23	24	25	23	24	25	26	27	28	29
26	27	28					26	27	28	29	30	31		30						

May 2023							June 2023							July 2023						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6					1	2	3	2	3	4	5	6	7	8
7	8	9	10	11	12	13	4	5	6	7	8	9	10	9	10	11	12	13	14	15
14	15	16	17	18	19	20	11	12	13	14	15	16	17	16	17	18	19	20	21	22
21	22	23	24	25	26	27	18	19	20	21	22	23	24	23	24	25	26	27	28	29
28	29	30	31				25	26	27	28	29	30		30	31					

**Note: Dates are subject to change**

- Aug 1st—September Order Opens
- Sept 1st—October Order Opens
- Oct 3rd—November Order Opens
- Nov 1st—December Order Opens
- Dec 1st—January Order Opens
- Jan 4th—February Order Opens
- Jan 9th—Pre-Survey Opens
- Feb 1st—March Order Opens
- Feb 6th—Annual Surveys Open
- March 1st—April Order Opens
- April 3rd—May Order Opens
- Aug 1st—Year-End Report Available

- ORDER OPENS
- ORDER CLOSES
- SY 23-24 PRE-SURVEY OPEN
- SY 23-24 ANNUAL SURVEY OPEN
- State Holidays
- YEAR-END REPORTS AVAILABLE

Surveys and Orders open and close at 9:00 a.m. Central Time

**south dakota**  
DEPARTMENT OF EDUCATION  
Learning. Leadership. Service.

The 22-23 Food Distribution Calendar is easily printed and placed in the kitchen or by a computer. This calendar shows important dates for the Food Distribution Program.

# Food Distribution Calendar

https://doe.sd.gov/cans/



(605) 773-3134 [Contact Us](#)

ENHANCED BY Goc

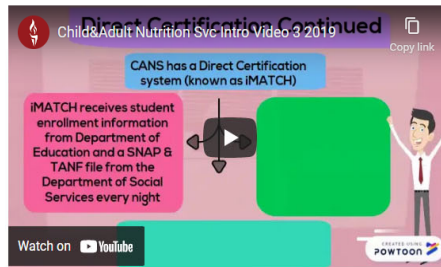


Select Language

## Child and Adult Nutrition Services

In South Dakota, the Child and Adult Nutrition Services is responsible for administering the U.S. Department of Agriculture's Food and Nutrition Services and Food Distribution Division programs. These programs furnish resources to eligible local agencies who provide food in meals or commodities to participants.

- [Child and Adult Care Food Program](#)
- [Contact List](#)
- [Commodity Supplemental Food Program](#)
- [Fresh Fruit and Vegetable Program](#)
- [School Nutrition Program](#)
- [Summer Food Service Program](#)
- [Team Nutrition](#)
- [The Emergency Food Assistance Program](#)
- [USDA Food Distribution for Child Nutrition Programs](#)



The Food Distribution Calendar is located on the CANS website on the USDA Food Distribution for Child Nutrition Programs webpage.

# Food Distribution Program



The Food Distribution Program (FDP) for child nutrition programs provides entitlement and bonus USDA Foods to local agencies. Each agency's allocation is based on the average daily participation and a per meal entitlement set for each program.

Over 4 million pounds of USDA donated products (commodities) valued at over \$2 million are distributed in SD schools annually. In addition, over 720,000 pounds of fresh fruits and vegetables are distributed. The money to support this comes from a portion of USDA food entitlement. These are available to both public and non-public school food authorities participating in the National School Lunch Program. Summer Food Service organizations receive a very small commodity entitlement.

Upon receipt of your USDA Foods:

- **Count** each and every commodity received
- **Verify** that the amounts received match the bill of lading.
- **Accept** only commodities listed. Do not accept substitutions or overages. You are not required to keep something you did not order. Do not accept damaged product.
- **Visually Check** for signs of damage.
- **Note & Initial** shortages on bill of lading
- **Both** you **AND** the driver must sign two copies of the bill of lading.
- **Submit** an O.S & D report, within 5 days of receipt, on the iCAN website, for deliveries with discrepancies.

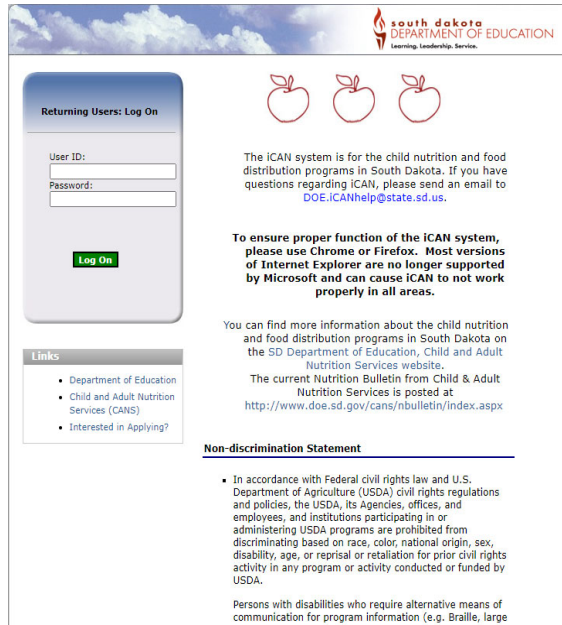
#### Numbered policy/instruction memos:

USDA releases numbered policy memos which govern the programs in addition to the laws, regulations, and guidance manuals. The legislation, regulations and policy memos can be found under its respective program on the [USDA website](#). South Dakota no longer releases the numbered memos separately. Announcements are provided through email, bulletins, and newsletters with reference to the appropriate USDA website.

<b>-</b> <a href="#">Documents</a>
<ul style="list-style-type: none"><li>• <a href="#">2022-23 Food Distribution Calendar</a></li><li>• <a href="#">Year End Report Instructions for Schools</a></li><li>• <a href="#">Entitlement Calculations and Adjustments</a></li><li>• <a href="#">USDA FD Policy Memos</a></li><li>• <a href="#">FD 133-2014 DoD Section 4 &amp; 11 Purchases</a></li></ul>

The calendar is under the documents tab

# Log into ican



The screenshot shows the iCAN login interface. At the top right is the South Dakota Department of Education logo with the tagline "Learning. Leadership. Service." Below the logo are three red apple icons. On the left is a login box titled "Returning Users: Log On" with fields for "User ID:" and "Password:", and a green "Log On" button. Below the login box is a "Links" section with three bullet points: "Department of Education", "Child and Adult Nutrition Services (CANS)", and "Interested in Applying?". To the right of the login box, there is a paragraph explaining the iCAN system is for child nutrition and food distribution programs in South Dakota, with contact information for questions: "DOE.ICANhelp@state.sd.us". Below this is a bolded warning: "To ensure proper function of the iCAN system, please use Chrome or Firefox. Most versions of Internet Explorer are no longer supported by Microsoft and can cause iCAN to not work properly in all areas." Further down, there is a section for more information about child nutrition programs, mentioning the "Child and Adult Nutrition Services website" and a link to the current Nutrition Bulletin: "http://www.doe.sd.gov/cans/nbulletin/index.aspx". At the bottom, there is a "Non-discrimination Statement" section with a bullet point stating that in accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) regulations, 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. A final note mentions alternative means of communication for persons with disabilities.

**Returning Users: Log On**

User ID:

Password:

**Log On**

**Links**

- Department of Education
- Child and Adult Nutrition Services (CANS)
- Interested in Applying?

The iCAN system is for the child nutrition and food distribution programs in South Dakota. If you have questions regarding iCAN, please send an email to [DOE.ICANhelp@state.sd.us](mailto:DOE.ICANhelp@state.sd.us).

**To ensure proper function of the iCAN system, please use Chrome or Firefox. Most versions of Internet Explorer are no longer supported by Microsoft and can cause iCAN to not work properly in all areas.**

You can find more information about the child nutrition and food distribution programs in South Dakota on the SD Department of Education, Child and Adult Nutrition Services website.

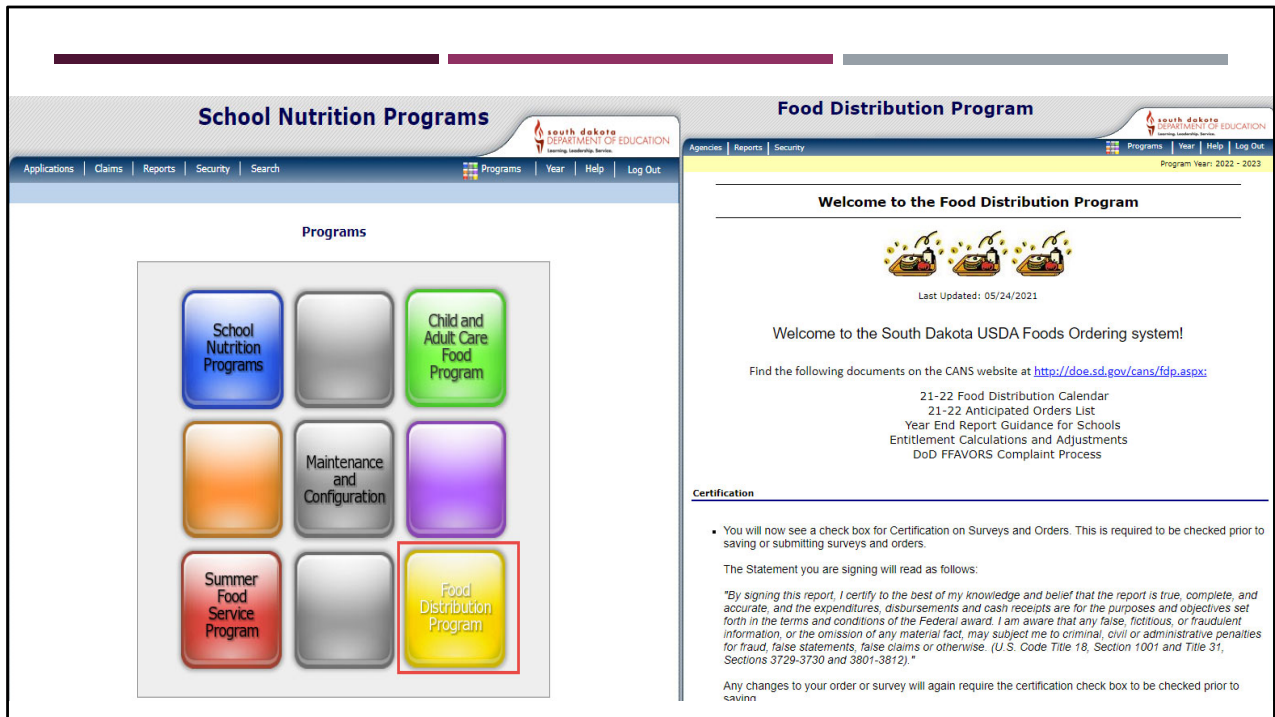
The current Nutrition Bulletin from Child & Adult Nutrition Services is posted at <http://www.doe.sd.gov/cans/nbulletin/index.aspx>

**Non-discrimination 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

Log into iCAN



Once you log into iCAN, you will see one of these screens depending on your user rights for iCAN. If the screen on the left appears, you have access to multiple programs. If the screen on the right appears, you only have access to only the Food Distribution Program.

Once you see the screen on the right click agencies in the dark blue bar.



Once you click on agencies, you will see this screen.



## How much entitlement do I have to spend

- Total Lunches Served in the previous full school year
- Updated in November

**Food Distribution Program**

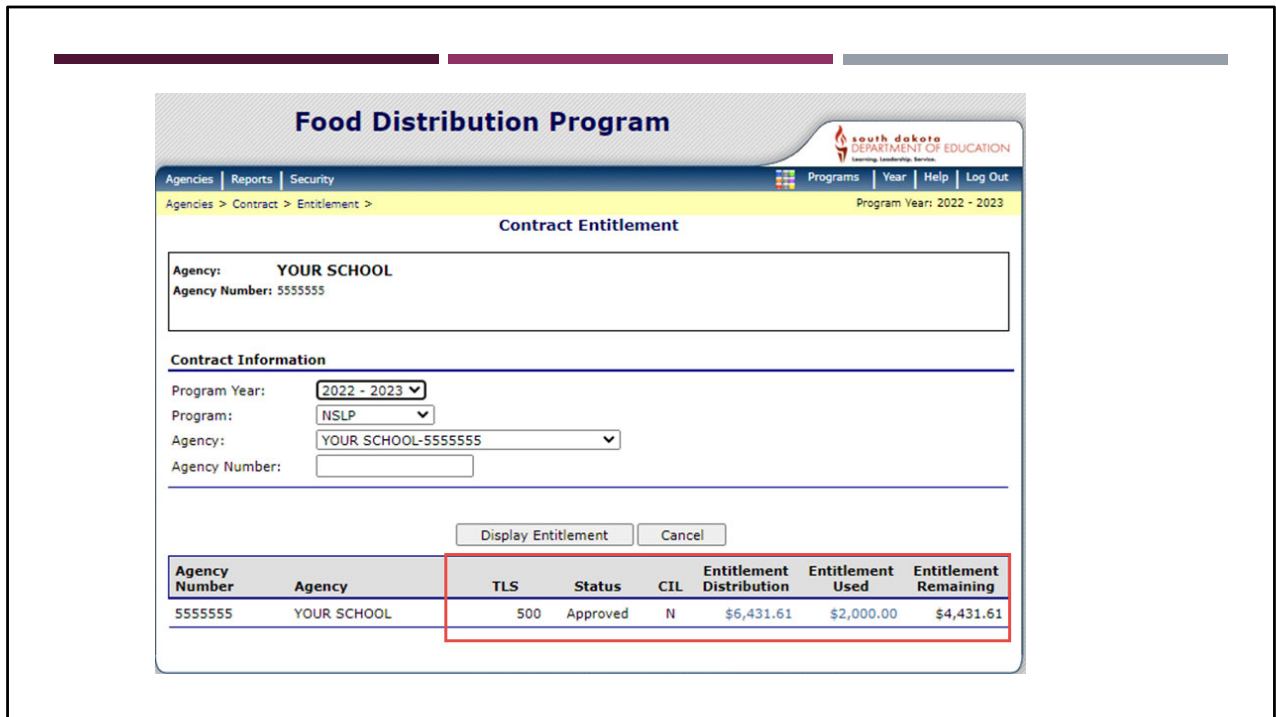
Agencies | Reports | Security | Programs | Year | Help | Log Out

Agencies > Contract > Program Year: 2022 - 2023

Item	Description
Contract Packet	Submit FDP Contract Packet and Update Contact information
Contract Entitlement	View Entitlement Distribution and Usage

< Back

If you want to check your entitlement, go to agencies>contract>contract entitlement. Entitlement is calculated from the Total Lunches Served in the previous full school year. Because of covid, the last few years South Dakota opted into a waiver to use 18-19 Total Lunches Served. The waiver expired, and USDA will be using the Total Lunches served from SY 21-22. Total lunches served data is finalized in November. Schools may see an increase or decrease in their entitlement at that time if their total lunches served increased or decreased.



Once the entitlement screen displays, you will see Total Lunches Served, Entitlement Distribution, Entitlement Used, and Entitlement remaining.

Entitlement used is the amount schools requested for DoD Fresh/FFAVORS and Bulk Processing. USDA Foods orders will display in the entitlement used column after orders are placed. Entitlement remaining is the entitlement remaining for the rest of the school year for Monthly USDA Foods orders or DoD Fresh/FFAVORS transfers. DoD Fresh/FFAVORS transfers are only allowed at certain times. You should have received an email on Monday the DoD Fresh/FFAVORS transfer survey is open. Agencies can transfer some or all of their remaining entitlement to DoD Fresh/FFAVORS.

Click on Agencies in the blue bar to return to the previous screen.

The screenshot shows the 'Food Distribution Program' web application. At the top, there is a header with the title 'Food Distribution Program' and the South Dakota Department of Education logo. Below the header is a navigation menu with links for 'Agencies', 'Reports', 'Security', 'Programs', 'Year', 'Help', and 'Log Out'. A yellow banner below the menu displays 'Agencies >' on the left and 'Program Year: 2022 - 2023' on the right. The main content area features a table with two columns: 'Item' and 'Description'. The 'Orders' item is highlighted with a red box. The table lists the following items and descriptions:

Item	Description
Orders	Submit and Track Commodity Orders
Surveys	Survey Entry Forms
Invoices	View/Print FDP Invoices
Contract	Submit and Maintain Annual Commodity Contract Packet and view Contract Entitlement

Click Orders

**Food Distribution Program**

Agencies | Reports | Security | Programs | Year | Help | Log Out

Agencies > Orders > Program Year: 2022 - 2023

**Orders**

Item	Description
Open Orders	Order Commodities
Order Inquiry	View Commodity Orders
Shipment OS&D Reporting	Report on Shipment Overages, Shortages & Damages

< Back

Click Open Orders

**Food Distribution Program**

Agencies | Reports | Security | Programs | Year | Help | Log Out

Agencies > Orders > Program Year: 2022 - 2023

**Open Orders**

Agency: **YOUR SCHOOL**  
Agency Number: 5555555

**Order Search**

Program Year: 2022 - 2023  
Program: NSLP  
Agency: YOUR SCHOOL - 5555555  
Agency Number:

**Continue >>** Cancel

Your school districts name will appear. Click continue

**Food Distribution Program**

Agencies | Reports | Security | Programs | Year | Help | Log Out

Agencies > Orders > Program Year: 2022 - 2023

**Open Orders - NSLP**

Agency: YOUR SCHOOL  
Agency Number: 5555555

Order Number	Delivery Location	Warehouse	Delivery Period	Actions
No Open Orders exist – Click on New Order below				

< Back   **New Order**

Click New Order

The screenshot shows a web application interface for the Food Distribution Program. At the top, there is a header with the title "Food Distribution Program" and the South Dakota Department of Education logo. Below the header is a navigation menu with links for "Agencies", "Reports", "Security", "Programs", "Year", "Help", and "Log Out". A breadcrumb trail shows "Agencies > Orders >". The current page is titled "New Order - NSLP" and includes a sub-header "ADD". The form contains the following fields:

- Agency:** YOUR SCHOOL
- Agency Number:** 5555555
- Delivery Location:** A dropdown menu with "Your School" selected.
- Warehouse:** A dropdown menu with "Nordica Warehouses Inc." selected.

At the bottom of the form, there are two buttons: "< Back" and "Continue >>". The "Continue >>" button is highlighted with a red rectangular border.

Your school and the state contracted warehouse will display in the drop-down boxes. If you need to place orders for multiple schools, you will have to complete the order process for each site. Click continue.

ADD

### Order Form - NSLP New Order

Agency: YOUR SCHOOL  
 Agency Number: 5555555

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**Delivery Information**

<b>Warehouse:</b> Nordica Warehouses Inc.	<b>Delivery Period:</b> 09/26/2022 - 09/30/2022
<b>Delivery Location:</b> Your School	<b>Delivery Type:</b> Carrier Delivery
<b>Delivery Address:</b> 800 Governors Drive Pierre, SD 57501	<b>Contact:</b> Darcy Beougher (605) 773-4673

[Generate Excel File](#)

Commodity	Available Current Allocation	Allocation Order Quantity	Available Non-Allocated Inventory	Non-Allocated Order Quantity	Total Order Quantity
<b>Bonus Commodities</b>					
<b>100117 - Chicken Fajita Strips</b> Pack Size: 30 LB / Cases Facts USDA Value: \$107.54  Processing Fee: \$0.00 S&H Fee: Total Unit Cost: \$0.00	0	<input type="text" value="0"/>	1,300	<input type="text" value="0"/>	0
<b>100158 CCC - Beef Fine Ground, 85/15</b> Frozen Pack Size: 4/10 / Cases Facts USDA Value: \$117.28  Processing Fee: \$0.00 S&H Fee: Total Unit Cost: \$0.00	0	<input type="text" value="0"/>	1,000	<input type="text" value="0"/>	0
<b>Entitlement Commodities</b>					
<b>100307 - Beans, Green Low-Sodium Can</b> Pack Size: 6/#10 / Cases Facts USDA Value: \$22.25  Processing Fee: \$0.00 S&H Fee: Total Unit Cost: \$0.00	0	<input type="text" value="0"/>	912	<input type="text" value="0"/>	0

The order form displays. The delivery period is the week your USDA Foods order will be delivered to your school.

Bonus commodities do not use entitlement, but you will still need to record the value in your inventory.

Entitlement commodities use your entitlement for the year.



Commodity	Available Current Allocation	Allocation Order Quantity	Available Non-Allocated Inventory	Non-Allocated Order Quantity	Total Order Quantity
<b>Bonus Commodities</b>					
<b>100117 - Chicken Fajita Strips</b> Pack Size: 30 LB / Cases Facts USDA Value: \$107.54	0	<input type="text" value="0"/>	1,300	<input type="text" value="5"/>	5
Processing Fee: \$0.00 S&H Fee: Total Unit Cost: \$0.00					
<b>100158 CCC - Beef Fine Ground, 85/15</b> Frozen Pack Size: 4/10 / Cases Facts USDA Value: \$117.28	0	<input type="text" value="0"/>	1,000	<input type="text" value="10"/>	10
Processing Fee: \$0.00 S&H Fee: Total Unit Cost: \$0.00					
<b>Entitlement Commodities</b>					
<b>100307 - Beans, Green Low-Sodium Can</b> Pack Size: 6/#10 / Cases Facts USDA Value: \$22.25	0	<input type="text" value="0"/>	912	<input type="text" value="20"/>	20
Processing Fee: \$0.00 S&H Fee: Total Unit Cost: \$0.00					
<b>100330 - Tomato Salsa Low-Sodium Can</b> Pack Size: 6/#10 cans / Cases Facts USDA Value: \$32.07	0	<input type="text" value="0"/>	456	<input type="text" value="0"/>	0
Processing Fee: \$0.00 S&H Fee: Total Unit Cost: \$0.00					

Place the case amounts you want in the Non-allocated order quantity

<b>300107 - Tyson- FC Beef Taco Filling</b> Pack Size: 6 oz bags / Cases Facts USDA Value: \$54.12 Processing Fee: \$41.32 S&H Fee: \$0.00 Total Unit Cost: \$41.32	0	<input type="text" value="0"/>	83	<input type="text" value="0"/>	0
<b>300204 - Chicken Tangerine #72001</b> Pack Size: 176/3.9oz / Cases Facts USDA Value: \$15.68 Processing Fee: \$136.88 S&H Fee: \$0.00 Total Unit Cost: \$136.88	0	<input type="text" value="0"/>	11	<input type="text" value="0"/>	0
<b>300302 - EGG-Skillet Omelet w/Colby Cheese</b> Pack Size: 225 Servings / Cases Facts USDA Value: \$11.27 Processing Fee: \$57.16 S&H Fee: \$0.00 Total Unit Cost: \$57.16	0	<input type="text" value="0"/>	4	<input type="text" value="0"/>	0
<b>300400 - TURK-Sliced Oven Roasted Breast</b> Pack Size: 64-12/1# / Cases USDA Value: \$11.52 Processing Fee: \$25.10 S&H Fee: \$0.00 Total Unit Cost: \$25.10	0	<input type="text" value="0"/>	83	<input type="text" value="0"/>	0
<b>300401 - Turkey Ham .51 oz-Sliced</b> Pack Size: 12/1# 6slice=2m / Cases USDA Value: \$14.26 Processing Fee: \$25.10 S&H Fee: \$0.00 Total Unit Cost: \$25.10	0	<input type="text" value="0"/>	60	<input type="text" value="0"/>	0

Processed items will have a processing fee. Schools are invoiced for the processing fees.

<b>Totals:</b>				0	0	0
<b>Entitlement</b>						
<b>Remaining:</b>	<b>\$4,431.61</b>	<b>S&amp;H Fees:</b>	<b>\$0.00</b>			
<b>Used: (Non-Allocated Only)</b>	<b>\$0.00</b>	<b>Processing Fees:</b>	<b>\$0.00</b>			
<b>The Processing Fee includes a \$0.50 per case handling fee.</b>						
<b>Certification</b>						
<input checked="" type="checkbox"/>	By signing this report, I certify to the best of my knowledge and belief that the report is true, complete, and accurate, and the expenditures, disbursements and cash receipts are for the purposes and objectives set forth in the terms and conditions of the Federal award. I am aware that any false, fictitious, or fraudulent information, or the omission of any material fact, may subject me to criminal, civil or administrative penalties for fraud, false statements, false claims or otherwise. (U.S. Code Title 18, Section 1001 and Title 31, Sections 3729-3730 and 3801-3812).					
<input type="button" value="Calculate Entitlement"/>						
<input checked="" type="button" value="Save"/> <input type="button" value="Cancel"/>						

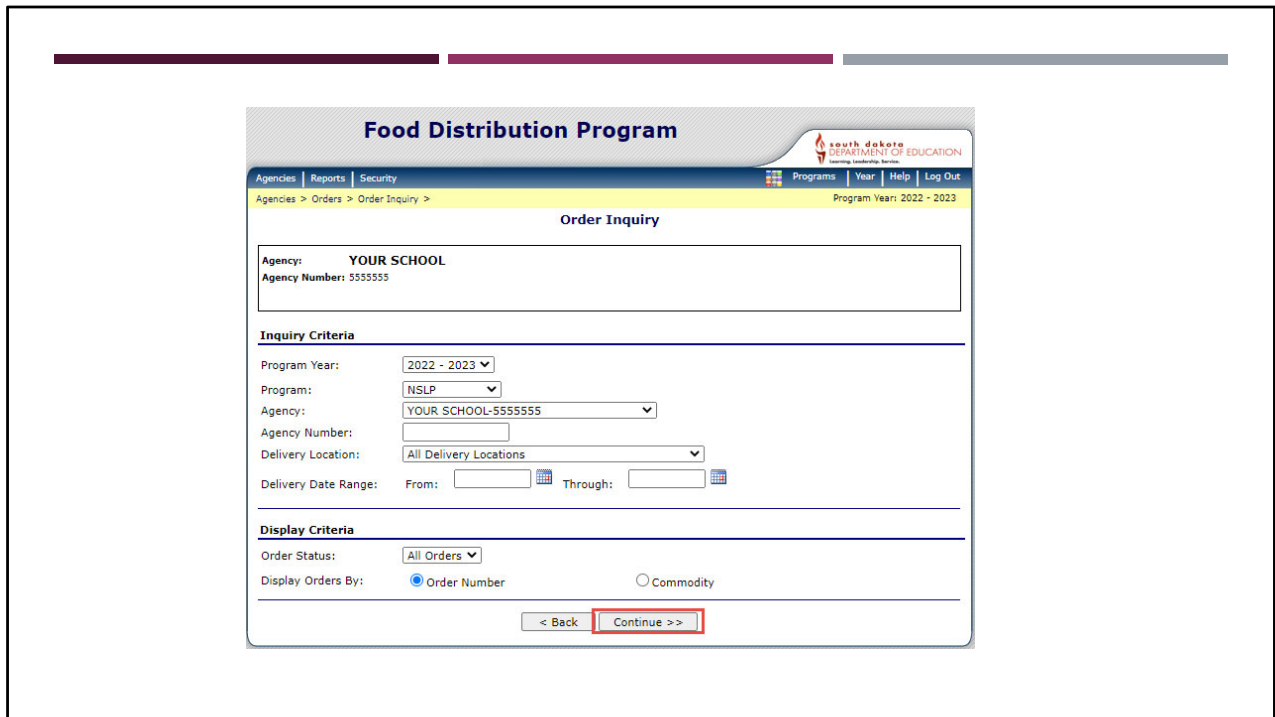
After you have filled in your case amounts, make sure to click the certification box and save.



You should see the following screen if your order was placed correctly.



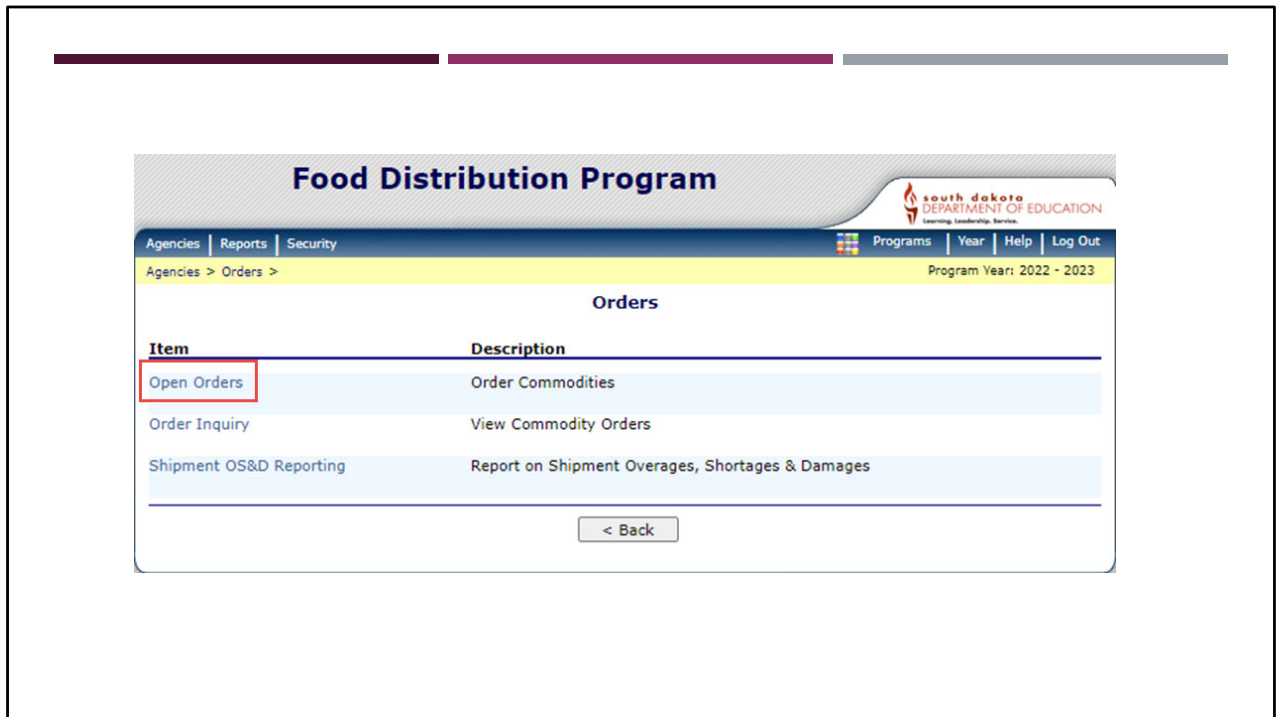
If you want to check if your order has been placed, go to order inquiry.



Click continue

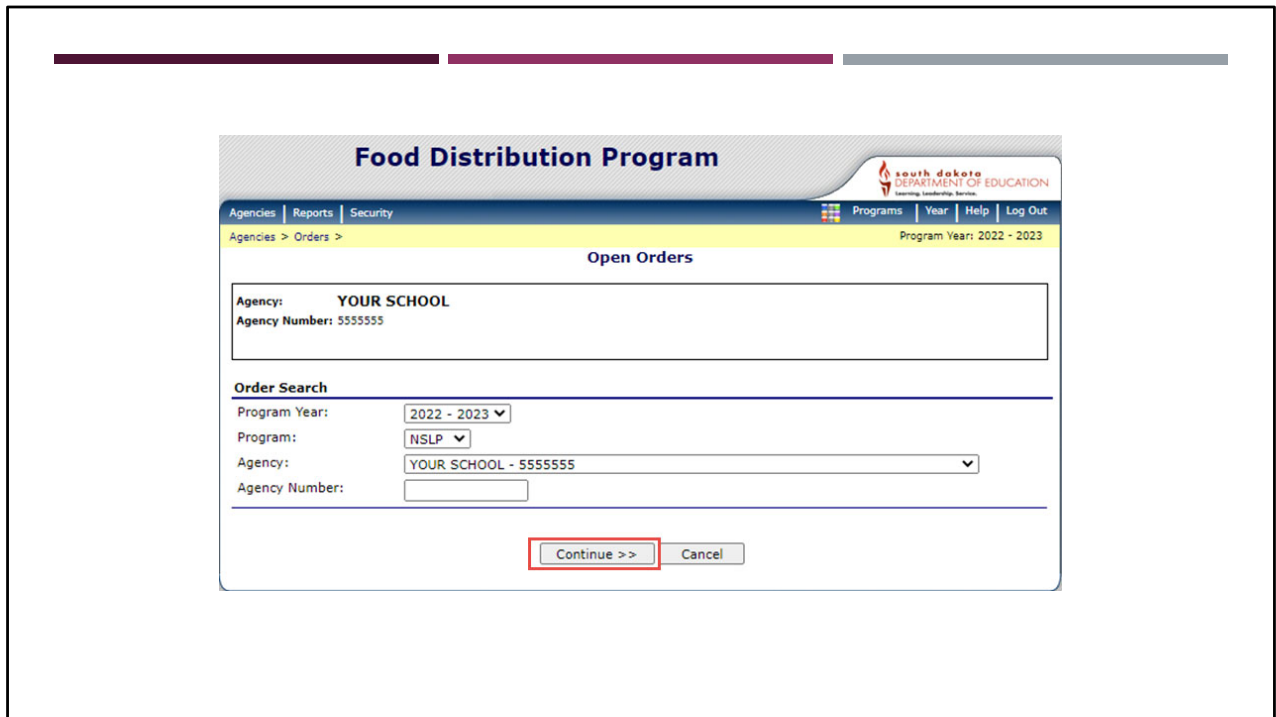
The screenshot displays the 'Food Distribution Program' web application. At the top, there is a navigation bar with 'Agencies', 'Reports', and 'Security' on the left, and 'Programs', 'Year', 'Help', and 'Log Out' on the right. The breadcrumb trail reads 'Agencies > Orders > Order Inquiry > Order Inquiry - NSLP >'. The main title is 'Order Inquiry - NSLP'. Below this, a box contains the agency information: 'Agency: YOUR SCHOOL' and 'Agency Number: 5555555'. The 'Order Criteria' section shows 'Delivery Location: All Delivery Locations', 'Delivery Date Range: N/A', 'Program Year: 2022 - 2023', and 'Order Status: All Orders'. A table titled 'Orders' is highlighted with a red border and contains one entry: Order Number 16176, Activity, Delivery Location 'Your School', Delivery Period '09/26/2022 - 09/30/2022', and Order Status 'Open'. A '< Back' button is located at the bottom center.

If you see this information, your order has been placed. The order status will remain open until the state processes the orders.

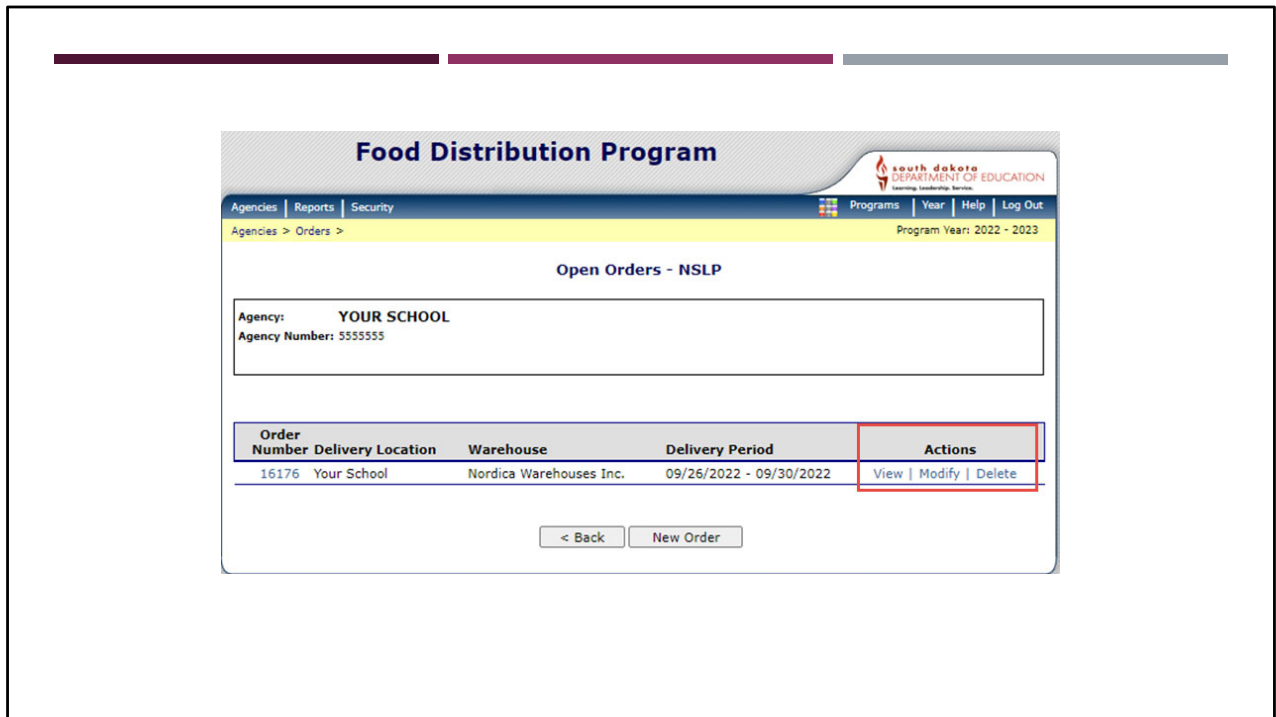


Schools can modify or delete their orders up until the order form closes. Click Agencies and Open Orders.





Click continue



Under actions, you can view your order, modify, or delete.

All agencies are currently locked out of Allocation and Non-Allocation ordering.

All agencies are currently locked out of Allocation and Non-Allocation ordering.

Order Number	Delivery Location	Warehouse	Delivery Period	Actions
No Open Orders exist – Click on New Order below				

[< Back](#) [New Order](#)

If you see this screen, the order form is closed.

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## **Microsoft Forms Evaluation Survey**

**<https://forms.office.com/g/9xt2zBh7C4>**

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# Questions?



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**Non-Discrimination 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, audiotope, 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](mailto:program.intake@usda.gov).

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