

**For:** State and County Offices

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**Communications and Public Information Policy**

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**Approved by:** Administrator



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**1 Overview**

**A Background**

1-INFO:

- became obsolete in July 2007
- provided:
  - policy and procedures for issuing public information on FSA and CCC programs and activities
  - guidance applied to all information sent by National, State, and County Offices to producers, FSA personnel, and the public.

**B Purpose**

This notice provides interim communications guidance until 1-INFO is rewritten, including:

- National and State policies about communication activities
- roles and responsibilities for communication activities
- required State and County Office actions.

**C General Communications Guide**

For general communications reference, see the Communicators Guide for Federal, State, Regional, and Local Communicators prepared by the Federal Communicators Network. This guide can be accessed at <http://www.usda.gov/news/pubs/fcn/table.htm>.

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<b>Disposal Date</b>	<b>Distribution</b>
December 1, 2009 6-2-09	State Offices; State Offices relay to County Offices

## 2 Communications Guidelines

### A Audience

FSA information materials and public affairs activities originate at all levels of the organization for the benefit of:

- producers, including beginning farmers, minorities and women
- producer groups
- the news media
- partner agencies (Federal, Tribal, State, and local)
- special interest groups
- elected officials (Federal, Tribal, State, and local)
- the general public
- other segments of the public that are affected by or benefit from the proper and efficient administration of assigned programs.

### B Related References

The following FSA handbooks provide related guidance:

- 2-INFO for responding to FOIA requests
- 3-INFO for Privacy Act Operations
- 5-AS for mail management
- 15-AS for printing and distribution management
- 16-AO for public information responsibilities
- 18-AO for civil rights responsibilities.

## 3 Special Accommodations and Nondiscrimination Statements (NDS)

### A Special Accommodations Statement

The following full text special accommodations statement is required on printed announcements of all public meetings, seminars or FSA-sponsored training, farm program and/or farm loan orientation sessions.

“Persons with disabilities who require accommodations to attend or participate in this meeting/event/function should contact (person’s name) on (voice #), (TDD #), or Federal Relay Service at 1-800-877-8339, and (e-mail address) by (day, date).”

**Note:** Font size shall be no smaller than 9 point and **must** be clearly legible.

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### 3 Special Accommodations and Nondiscrimination Statements (NDS) (Continued)

#### B NDS

According to DR 4300-3, NDS are issued periodically by the Departmental Office of Civil Rights.

Following is the full text of the latest NDS issued July 18, 2005, required on most publications issued by FSA.

“The U.S. Department of Agriculture (USDA) prohibits discrimination in all its programs and activities on the basis of race, color, national origin, age, disability, and where applicable, sex, marital status, familial status, parental status, religion, sexual orientation, genetic information, political beliefs, reprisal, or because all or part of an individual’s income is derived from any public assistance program (Not all prohibited bases apply to all programs.) Persons with disabilities who require alternative means for communication of program information (Braille, large print, audiotape, etc.) should contact USDA’s TARGET Center at (202) 720-2600 (voice and TDD). To file a complaint of discrimination, write to USDA, Director, Office of Civil Rights, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, or call (800) 795-3272 (voice) or (202) 720-6382 (TDD). USDA is an equal opportunity provider and employer.”

**Note:** Font size shall be no smaller than 9 point and must be clearly legible.

#### C Abbreviated NDS

Following is the approved abbreviated NDS.

“USDA is an equal opportunity provider and employer.”

The approved abbreviated NDS may be used only in the unavoidable instance when there is limited room for text, or if significant text will be lost in an effort to include the full text NDS.

**Example:** The abbreviated NDS may be used as appropriate on postcards when space is limited.

**Note:** Font size shall be no smaller than 9 point and must be clearly legible.

### 3 Special Accommodations and Nondiscrimination Statements (NDS) (Continued)

#### D Publications That Require Either the Full Text or Abbreviated NDS

Publications that require either the full text or abbreviated NDS include material that is primarily intended to directly inform individual producers or the general public of benefits, rights, and requirements for FSA programs, including:

- County Office Newsletters
- District Newsletters
- State Office Newsletters
- program fact sheets
- brochures, program aids, and posters
- COC election materials
- direct mailings (postcards).

News releases and media advisories (electronic or hardcopy) are **not** considered publications because their intended audience comprises news and assignment editors, not the general public, and therefore, do not require inclusion of NDS. News releases and media advisories are not intended to be distributed directly to producers or the general public.

**Note:** The approved abbreviated NDS may be used only in the unavoidable instance when there is limited room for text, or if significant text will be lost in an effort to include the full-text NDS (subparagraph C).

### 4 Roles and Responsibilities

#### A OEA, PAS

OEA, PAS:

- coordinates all activities with the Office of the Administrator, FSA mission areas, and USDA's Office of Communications
- directs and oversees all aspects of FSA's public information initiatives through:
  - Communications / Web Services
  - Public Affairs
  - Legislative Affairs
  - Executive Secretariat
  - FOIA.

Kent Politsch serves as the Chief, PAS; Dann Stuart serves as the Deputy Chief; Jeff Kerby serves as the National Web Manager; and Sue Ellen Sloca serves as the FOIA Officer.

**4 Roles and Responsibilities (Continued)**

**B Regional Public Affairs Specialist (RPAS)**

Recently, OEA, PAS was re-organized to include RPAS. Each RPAS has specific State assignments as follows:

- Paul Lehman, West - will cover Alaska, California, Hawaii, Idaho, Montana, Nevada, Oregon, Washington, and Wyoming
- Brenda Carlson, Southwest - will cover Arizona, Colorado, Louisiana, New Mexico, Oklahoma, Texas, and Utah
- Murray Dale Watts, Southeast - will cover Alabama, Arkansas, Florida, Georgia, Mississippi, North Carolina, Puerto Rico, South Carolina, Tennessee, and the Virgin Islands
- Mike Kaufman, Northeast - will cover Connecticut, Delaware, Kentucky, Maine, Maryland, Massachusetts, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, Virginia, and West Virginia
- Jim Meisenheimer, Midwest – will cover Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Missouri, Nebraska, North Dakota, South Dakota, and Wisconsin.

**Note:** The contact information and coverage map for RPAS are in Exhibit 1.

RPAS shall be responsible for:

- assisting SED's and STC's by coordinating activities of communications teams comprised of at minimum the Executive or Administrative Officer, Communications Coordinator (CC), Farm Loan Marketing Coordinator (FLMC), FOIA Officer, State Web Content Manager, and State Outreach Coordinator (SOC) to develop and implement public affairs programs providing the mass media and the public with information on aspects of FSA programs and policy
- analyzing and evaluating State communication needs and recommending actions to effectively reach affected public audiences and employees
- analyzing potential State target audiences and assisting SED's, CC's, SOC's, and FLMC's in developing and implementing related communication campaigns
- serving as a technical expert in public affairs and providing State communication training and oversight
- working with OEA to develop, refine, and implement National communication campaigns

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### 4 Roles and Responsibilities (Continued)

#### B Regional Public Affairs Specialist (RPAS) (Continued)

- working with SED's and the State communications team to develop State communication plans
- evaluating the effectiveness of existing State and County Office communication plans, techniques, and goals, as applicable
- assisting in State media campaigns by drafting news releases, feature articles, and other communication tools to explain FSA programs
- serving as liaison between SED's and OEA in matters relating to public affairs, FSA communication goals, and issue management
- serving as liaison between SED's and the National Web Manager in web-related matters
- producing, in consult with OEA, materials such as brochures, fact sheets, and other publications specific to the State where they are needed
- coordinating State visits by USDA or FSA officials and visiting dignitaries, as well as other high-profile events.

#### C STC

STC, through SED's, shall:

- provide information on FSA policies and commodity programs without discrimination to:
  - producers and the general public
  - general and minority media within the State
- emphasize public affairs activities that provide necessary policy and program explanations
- with RPAS and CC, maintain effective relations with press, radio, television, and other communication media
- ensure that public affairs activities conform to FSA and Department public affairs policies, including style and design standards.

**4 Roles and Responsibilities (Continued)**

**D SED**

SED's shall:

- designate and oversee a communications team in each State comprised of at least the Executive or Administrative Officer, CC, SOC, FLMC, State Web Content Manager, e-Gov Coordinator, and FOIA Officer
- delegate to CC, the authority to distribute information materials to County Offices and State news media
- supervise CC to ensure that State public affairs programs receive high priority
- designate a State Web Content Manager to manage and oversee all web activities for the State using FSA-30 (Exhibit 2)

**Note:** The State Web Content Manager shall complete and submit FSA-30 to the National Web Manager.

**E DD**

DD's shall ensure that:

- County Offices maintain effective relations with:
  - print and broadcast media
  - other information media, including media with minority group audiences
  - producers and producer groups
  - local partner agricultural agencies
- internal and external audiences, including minority, female, or persons with disabilities, receive full information on programs, policies, and committee elections.

**F State CC**

The State CC, under supervision of SED, shall:

- work closely with RPAS and the State communications team to annually identify State needs for communication training, communication tools and products
- work with the State communications team to develop an annual State communications plan that addresses and complements FSA communications goals for that year
- work closely with RPAS and the State communications team to implement Statewide public affairs procedures and techniques to distribute FSA information to producers, news media, industry organizations, and other interested individuals

**4 Roles and Responsibilities (Continued)**

**F State CC (Continued)**

- serve as the State contact point for County Office submissions of newsletters, news releases, and locally published FSA program information
- maintain archives of FSA-produced newsletters and/or articles about FSA, and photos depicting FSA and agricultural activity in the State.

**G SOC**

SOC's role is part of the FSA program delivery system and assists FSA in better serving youth, women, underserved and SDA farmers and ranchers. Although FSA State Offices must tailor local outreach efforts to constituents' needs (needs vary from region to region and county to county), all SOC's **must** perform outreach that is similar in quality and quantity, if not identical in content.

SOC's are responsible for the following tasks:

- print and broadcast media
- work closely with Outreach Staff (OS), National Office Regional Outreach Coordinator, Director, and Deputy Director to follow national outreach goals, objectives, and guidance
- ensure that the development of a comprehensive State Strategic Outreach Plan (SOP) and State Program Outreach (SPO) allocation request to meet the outreach needs of youth, women, underserved, and SDA farmers and ranchers in the State
- provide assistance and guidance to County Offices in developing individual county outreach plans
- disseminate outreach information, progress, and guidance from National Office OS to County Offices
- participate in monthly teleconference call with National Office OS and appropriate region
- coordinate and monitor activities with other SOC's in region
- manage funds allocated to the State through SPO
- monitor and document progress of SOP and SPO throughout the FY, with special attention to counties with a 10 percent or higher population of minority farmers and ranchers
- document efforts to increase underserved and SDA participants on COC

**4 Roles and Responsibilities (Continued)**

**G SOC (Continued)**

- build and strengthen partnerships with existing collaborators and partners
- develop a partnership with 1 new outreach organization each year
- report the number, status, and accomplishments of existing outreach partners
- facilitate the delivery of outreach services across the State and at the county level.

**H County Office Outreach Coordinator (COOC)**

Each county is required to have COOC. The role of COOC is part of FSA program delivery, COC election outreach, and assists FSA in better serving youth, women, underserved, and SDA farmers and ranchers at the local level. Although FSA County Offices must tailor local outreach efforts to constituents needs (needs vary from region to region and county to county), all FSA COOC's must perform outreach that is similar in quality and quantity, if not identical in content.

**I FLMC**

FLMC's shall:

- work with RPAS and the State communications team to develop and implement State FLMC's plan to distribute information to producers, news media, industry organizations, and other interested individuals on FSA loan programs
- serve as the point of contact for marketing and branding training for FLP's
- develop tools to promote FLP's brand mission and brand promise
- establish FLP as the "lender of first opportunity" in the minds of lenders and borrowers.

**J State Web Content Manager**

The State Web Content Manager, under supervision of SED's, shall:

- maintain archives of FSA-produced newsletters and/or news articles about FSA and photos depicting FSA and agricultural activities posted on the State Office web site
- post and maintain State News Releases, State Newsletters, and State events in the Web Content Management System

**4 Roles and Responsibilities (Continued)**

**J State Web Content Manager (Continued)**

- create and maintain current and appropriate content for State home pages and State programs pages
- review content on a bi-monthly basis and replace old content with fresh content
- serve as liaison with the National Web Manager to implement FSA Style Guide changes, FSA web policy changes, and training for new program applications on State Office web sites and new employees.

**K State FOIA Officer**

The State FOIA Officer shall:

- ensure that FOIA requests filed at State and County Offices are tracked in FOIA-CAP and responded to in a timely manner according to 2-INFO
- attend twice monthly, FOIA conference-call meetings with the National FOIA Officer to participate in program discussions, receive FOIA training, and provide status updates on overdue FOIA requests
- provide training to County Offices, as needed, on FOIA issues
- report FOIA requests filed by the media, to the National Office, on a weekly basis for inclusion in the Weekly Activity Report
- identify “frequently requested records” under FOIA to facilitate efforts to make them available to a broader spectrum of the public.

**L CED and FLM**

CED’s and FLM’s shall:

- in consultation with DD, identify key messages and target audiences
- develop and maintain effective relations with local press, radio, television, and other information media, including media with SDA group audiences
- work with local agricultural organizations, county agricultural agents, county ag commissioners, universities, cooperative extension representatives, partner agencies, and others who may have an interest in FSA programs

**4 Roles and Responsibilities (Continued)**

**L CED and FLM (Continued)**

- as required by State Office policy, issue newsletters making producers aware of agricultural programs and program deadlines, and directing them to contact the County Office staff for complete program details
- localize and distribute news releases to local media
- watch for opportunities to develop original news releases, human interest and feature stories, and other public information materials, and contact RPAS or CC for assistance in developing these leads.

**5 Media Relations**

**A Point of Contact for Nationally Significant Issues**

Media inquiries of National significance shall be directed to RPAS assigned to the State, who will forward the inquiry to OEA or USDA OC, as appropriate.

Major Market Media print and broadcast outlets include but are not limited to the following:

- New York Times
- Washington Post
- Los Angeles Times
- Chicago Tribune
- Dallas Morning News
- 60 Minutes
- NBC Dateline
- ABC 20-20
- National Public Radio.

**B Point of Contact for Major Market Media Inquiries**

State and County Office employees shall direct media inquiries from major market media to RPAS assigned to their State who will respond to the inquiry or forward to the appropriate contact. For issues that are potentially controversial at the local level, media inquiry directives will be provided by the State Office.

## Notice INFO-37

### 6 FSA-463, Photograph and Testimonial Consent/Release Form

#### A Permission to Use Photos and Testimony

FSA-463 (Exhibit 3) is an acknowledgement that FSA has a person's permission to use his or her photograph and/or testimony in publications and other informational material.

FSA-463's shall be obtained when photographing and/or interviewing private citizens if there is a chance the material will be used in a publication or on the FSA web site.

**Note:** FSA-463 for a photograph is **not** necessary if the person is not recognizable.

It is FSA's policy that FSA-463's shall be obtained when photographing and/or interviewing minors. The signature of a parent or legal guardian is required on FSA-463.

FSA-463 is **not** required for photographs or testimony of public officials including FSA employees in the conduct of their official duties.

Copies of FSA-463's for photography and testimony shall be maintained at the State and County Office for future reference. One copy shall be forwarded to RPAS.

### 7 Communication Tools

#### A Media Advisories

Media advisories are similar to press releases, except they are shorter and provide information to the press in advance of newsworthy events such as conferences, campaigning activities, speeches and meetings. They are sometimes called Media Alerts or Media Invitations, and are **not** for publication.

All media advisories shall be prepared and issued to County Offices by OEA and RPAS as applicable. County Offices shall timely forward to local media outlets.

#### B News Releases

News releases announce publicly and in a timely manner, the following types of commodity and credit program decisions and provisions:

- program changes
- effective dates
- sign-up deadlines
- COC election information
- commodity purchases and sales
- emergency assistance
- other provisions of interest or concern to agricultural producers and the general public.

County Offices shall timely issue news releases provided by the National and/or State Office as directed.

## Notice INFO-37

### 7 Communication Tools (Continued)

#### C Public Service Announcements (PSA's)

A PSA or community service announcement is a noncommercial advertisement developed for print and/or broadcast media.

PSA's shall be prepared and issued to County Offices by OEA and/or RPAS as applicable. County Offices shall timely forward to local media outlets.

**Note:** PSA's are **not** paid advertisements. FSA is **not** authorized to pay for advertisement print space or air time for promoting FSA or its programs.

### 8 Published News Articles

#### A Submitting Articles to the National Office

The State Office shall submit relevant published news articles to OEA through RPAS.

RPAS shall compile published news article as submitted by State Offices, convert to an electronic format, and submit to OEA as appropriate.

#### B Submitting Articles to the State Office

County Offices shall submit copies of published news articles to their State CC when articles meet any of the following criteria:

- originated from a press release issued by the National, State, or County Office
- are directly related to FSA's mission areas
- specifically identified FSA and/or FSA employee.

### 9 Newsletters

#### A State Office

RPAS shall issue suggested County Office Newsletter article compilations and templates on a monthly basis to assist counties in developing their respective newsletters.

#### B County Office

County Offices shall publish and distribute newsletters through USPS on a quarterly basis, except in those States where they are published by the State Office.

**Example:** A newsletter will be issued in January, April, July, and October. County Offices shall submit newsletters by e-mail to their respective CC for archival purposes and shall retain them for 3 years.

If an electronic version of the newsletter is not available, counties shall submit 1 hardcopy to their respective CC.

**10 FSA Publication Distribution and Requests**

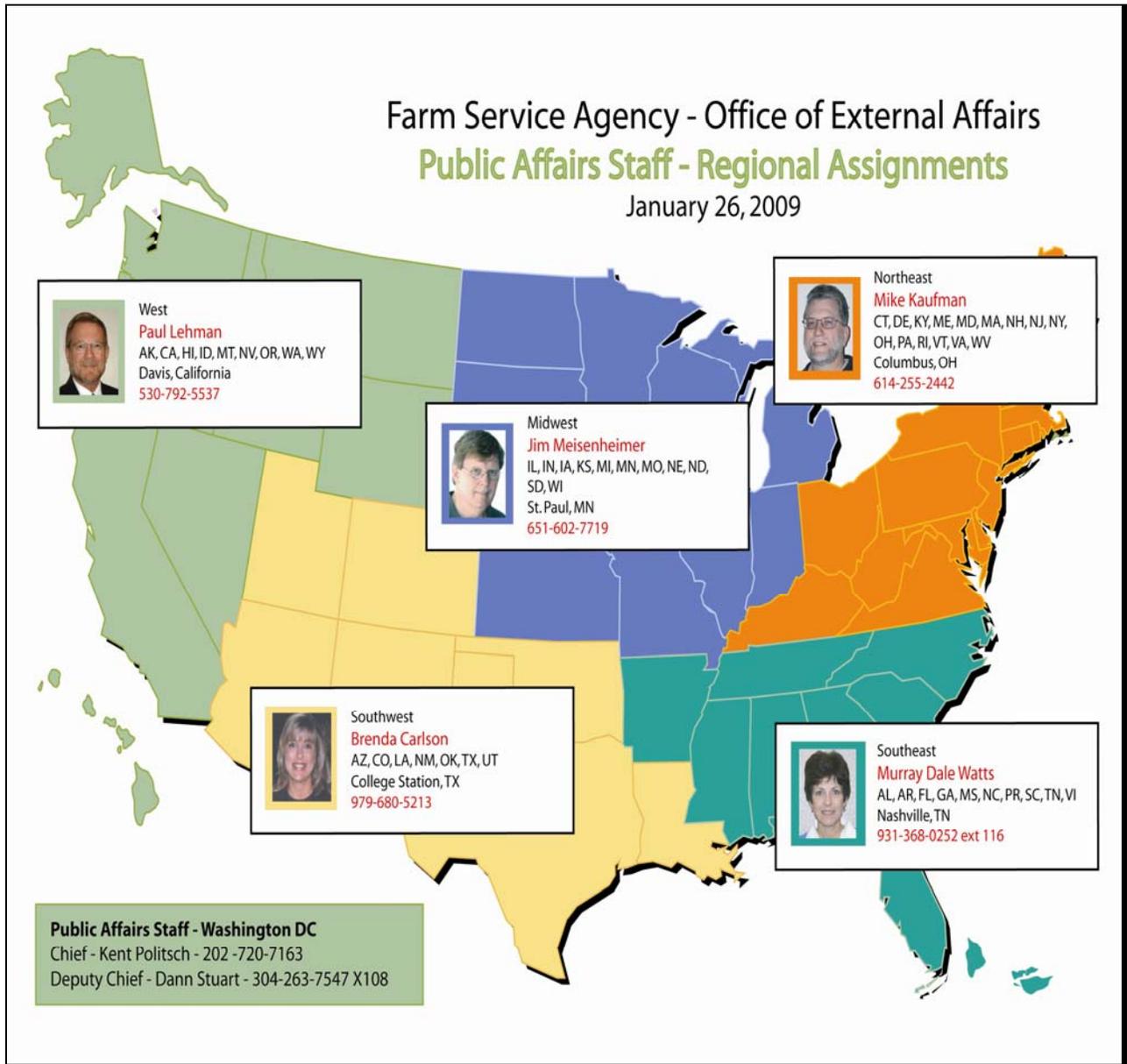
**A Brochures and Other Materials**

County Offices shall make requests for brochures, pamphlets, posters and related public information materials by submitting a completed FSA-159 through the State Office. State Offices shall then process FSA-159 accordingly.

**B Exhibits and Displays**

All requests for exhibits, displays, and related materials from CED's, FLM's, or FLO's shall be directed to State CC.

Coverage Map for OEA, PAS State and Regional Assignments



Example of FSA-30

This is an example of FSA-30 for designating State Web Content Managers.

This form is available electronically.			
<b>FSA-30</b> (05-07-09)		U.S. DEPARTMENT OF AGRICULTURE Farm Service Agency	
<b>FSA STELLENT USER ACCESS REQUEST FORM</b>			
This form is used to request specified access to add/remove user privileges to/from the FSA Stellent Content Management System for the Public FSA Website. The request for authorization must be authorized by the Account Administrator or by someone higher in the reporting chain for the account or unit. This form should be completed and submitted through AskFSA Internal ( <a href="https://askfsainternal.custhelp.com">https://askfsainternal.custhelp.com</a> )			
<b>PART A – REQUEST SUBMITTED BY</b>			
1. NAME (Include First and Last Name)	2. E-MAIL ADDRESS (Work)	3. CONTACT TELEPHONE NO. (Include Area Code)	4. REQUEST DATE (MM-DD-YYYY)
<b>PART B – USER INFORMATION</b>			
5. USER NAME (Include First and Last Name)	6. LEVEL II eAUTHENTICATION ID	7. CONTACT TELEPHONE NO. (Include Area Code)	
8. USER'S E-MAIL ADDRESS (Work)	9. POSITION TITLE	10. OFFICE NAME AND ADDRESS	
11A. SUPERVISOR'S NAME	11B. SUPERVISOR'S EMAIL ADDRESS	11C. SUPERVISOR'S TELEPHONE NO. (Include Area Code)	
<b>PART C – DATA ACCESS – The roles listed below have a standard set of rights (Role Descriptions):</b>			
12. INDICATE APPROPRIATE REQUEST ROLE (Check one): <input type="checkbox"/> EDITOR (Editor has read, write, and delete rights) <input type="checkbox"/> REVIEWER (Reviewer has read rights only) <input type="checkbox"/> WEB DIRECTOR (Web Director has read, write, delete, administrative, and publish rights)		13. INDICATE APPROPRIATE REQUEST TYPE (Check One): <input type="checkbox"/> ADD ACCOUNT <input type="checkbox"/> DELETE ACCOUNT	
14. WEB PAGES USER WILL BE RESPONSIBLE FOR UPDATING:			
<b>PART D – APPROVING OFFICIAL</b>			
15A. NAME OF APPROVAL OFFICIAL	15B. TITLE	15C. DATE SUBMITTED	
16. INDICATED APPROPRIATE APPROVAL/DISAPPROVAL ACTIONS (Check one): <input type="checkbox"/> APPROVAL <input type="checkbox"/> DISAPPROVAL		17. PERSON TO NOTIFY AUTHORIZATION HAS BEEN GRANTED	
<p><small>The U.S. Department of Agriculture (USDA) prohibits discrimination in all its program and activities on the basis of race, color, national origin, age, disability, and where applicable, sex, marital status, familial status, parental status, religion, sexual orientation, genetic information, political beliefs, reprisal, or because all or part of an individual's income is derived from any public assistance program. (Not all prohibited bases apply to all programs.) Persons with disabilities who require alternative means for communication of program information ( Braille, large print, audiotape, etc.) should contact USDA's TARGET Center at (202) 720-2600 (voice and TDD). To file a complaint of Discrimination, write to USDA, Director, Office of Civil Rights, 1400 Independence Avenue, SW., Washington, DC 20250-9410, or call (800) 795-3272 (voice) or (202) 720-6382 (TDD). USDA is an equal opportunity provider and employer.</small></p>			

Example of FSA-463

This is an example of FSA-463.

This form is available electronically. <b>FSA-463</b> U.S. DEPARTMENT OF AGRICULTURE (05-07-09) Farm Service Agency  <b>PHOTOGRAPH AND TESTIMONIAL                  CONSENT/RELEASE FORM</b>			1A. Originating Name and Address <i>(Include Zip Code)</i>
			1B. Originating Telephone No. <i>(Include Area Code)</i>
			1C. Originating Office Fax No. <i>(Include Area Code)</i>
<b><i>A release is not required for photographs or testimony of public officials including FSA employees in the conduct of their official duties.</i></b>			
2(a) _____, hereby consent to the royalty-free <i>(Print name of person this Consent/Release form applies to)</i> use by the United States Department of Agriculture (USDA) of photograph(s) taken of me by employees/ representatives of USDA's Farm Service Agency (FSA), and of any reproduction of the photograph(s) in any form, with editing for clarity full or in part, in any media, for any purpose in connection with USDA, world-wide, free and clear of any claim whatsoever on my part.  I also consent to the use of my name with the photograph(s) and any testimonial(s) and comment(s) I may have made at the time of the photograph(s), including the editing thereof.  Furthermore, I understand that the photograph(s), testimonial(s) and comment(s) will not be sold by FSA and may be used alone or in conjunction with other types of printed material, including use on FSA's Internet and Intranet, and in all other means of public display.  I hereby release the United States, its officers, and employees from liability for any violation of any right I may have in connection with the foregoing use.  I hereby waive any right of inspection or approval of the photograph(s) or of the use that may be made of the photograph(s), my name, and my comment(s). (b) <input type="checkbox"/> I am of legal age. (c) <input type="checkbox"/> I am NOT of legal age <i>(Must have parent/legal guardian consent. See Note below).</i> (d) Type of consent (Check all that apply): <input type="checkbox"/> Photograph Consent <input type="checkbox"/> Testimonial Consent			
<b><i>NOTE: I am a/the parent/legal guardian of the minor who executed the foregoing Consent/Release. Acting both for myself individually and on behalf of said minor, I hereby consent to the execution of the foregoing Consent/Release by said minor and agree to the provisions thereof.</i></b>			
(e) If signing for minor, relationship to minor:			
(f) Name of Person giving consent <i>(please print)</i> :			
(g) Mailing Address:			
(h) Telephone No. <i>(Include Area Code)</i>	(i) Fax No. <i>(Include Area Code)</i>	(j) Email Address	
(k) Signature <i>(Person giving consent)</i>			(l) Date Signed
3A. FSA Official Signature	3B. FSA Official Title	3C. Date Signed	
<b>Maintain a copy of this form in the originating office and forward one copy to:</b> USDA-FSA Public Affairs Branch, 1400 Independence Ave., SW, STOP Code 0506, Room 3624, Washington, D.C. 20250-0506 Fax: 202-720-2979			
<small>The U.S. Department of Agriculture (USDA) prohibits discrimination in all its program and activities on the basis of race, color, national origin, age, disability, and where applicable, sex, marital status, familial status, parental status, religion, sexual orientation, genetic information, political beliefs, reprisal, or because all or part of an individual's income is derived from any public assistance program. (Not all prohibited bases apply to all programs.) Persons with disabilities who require alternative means for communication of program information ( Braille, large print, audiotape, etc.) should contact USDA's TARGET Center at (202) 720-2600 (voice and TDD). To file a complaint of Discrimination, write to USDA, Director, Office of Civil Rights, 1400 Independence Avenue, SW., Washington, DC 20250-9410, or call (800) 795-3272 (voice) or (202) 720-6382 (TDD). USDA is an equal opportunity provider and employer.</small>			