



United States Department of Agriculture

# **CIVIL RIGHTS TRAINING**

## **The Emergency Food Assistance Program (TEFAP)**

**Civil Rights Division**

**USDA, Food and Nutrition Service**

**June 2022**



## Civil Rights Training

- State agencies are responsible for training subrecipient agencies on an **annual basis**.
- Subrecipient agencies are responsible for training their local sites, including “frontline staff” who interact with applicants or participants on an **annual basis**.
- New employees before participating in Program activities must receive training.
- Volunteers must receive training appropriate to their roles and responsibilities.

# Front line - regular

# Front line - occasional

U.S. DEPARTMENT OF AGRICULTURE  
FOOD AND NUTRITION SERVICE

## A QUICK GUIDE TO CIVIL RIGHTS

To ensure equal access to our programs, participating entities **MUST**:

1. Let people know how to apply for the TEFAP/CSFP and how to file a Civil Rights complaint:
  - Place the "And Justice For All" poster where it can easily be seen;
  - Use the Nondiscrimination Statement on all materials and websites that mention FNS Programs;
  - Notify community groups that the Program is available;
  - Provide information when an individual or group requests it;
  - Schedule hours of operation according to the needs of the community.
2. Identify and accommodate language needs:
  - Find out what languages are spoken in your service area;
  - Make sure that *everyone* knows what to do when a Limited English Proficient client needs help;
  - Provide translated material if there are many people who speak another language;
  - Hire bilingual staff when possible; otherwise, use certified interpreters or contract services (i.e. Language Lines);
  - Do not ask clients to bring their own interpreters.
3. Accommodate persons with disabilities:
  - Accommodate persons with disabilities by allowing them to use predesignated proxies to pick up food packages;
  - Provide clients with hearing and vision impairments the accommodations that they need.
4. Data on race and ethnicity *must* be collected (CSFP):
  - Explain to clients that collecting the data is required by law; it will not affect their eligibility, and will help to prevent discrimination;
  - Remember that you **MUST** ask clients to self-identify their race and ethnicity;
  - Clients may identify more than one race.
5. If a client states that he/she has been treated differently because of race, color, national origin, age, sex, or disability:
  - Try to resolve issues as quickly as possible;
  - Refer the client to the Civil Rights contact, or to the address provided on the poster; and
  - Offer the client a civil rights complaint form.



**FNS** **USDA**  
Food & Nutrition Service

For more information, see FNS Instruction 113 or contact FNS MARO OCR at (609) 259-5061/5123



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## CIVIL RIGHTS TRAINING

### The Emergency Food Assistance Program (TEFAP)

Civil Rights Division  
USDA, Food and Nutrition Service

June 2022



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## Civil Rights Training

All staff should receive training on all aspects of Civil Rights compliance, including, but not limited to:

- Effective public notification system
- Complaint procedures
- Compliance review techniques
- Resolution of noncompliance
- Requirements for reasonable modifications for persons with disabilities
- Requirements for language assistance
- Conflict resolution
- Customer service



## Agenda

- Civil Rights Coverage and Legal Authorities
- Areas of Compliance
  - Assurances
  - Public Notification
  - Limited English Proficiency (LEP)
  - Disability Discrimination
  - Equal Opportunity for Religious Organizations
  - Civil Rights Training
  - Complaints of Discrimination
  - Compliance Reviews
  - Resolution of Noncompliance
- Questions



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## Civil Rights Legal Authorities

Title VI of the Civil Rights Act of 1964

- Race, Color, and National Origin

Civil Rights Restoration Act of 1987

- Clarifies the scope of the Civil Rights Act of 1964

Section 504 of the Rehabilitation Act of 1973; Americans w/Disabilities Act of 1990, as amended by the Americans with Disabilities Act Amendments Act of 2008

- Disability

Title IX of the Education Amendments of 1972

- Sex

Age Discrimination Act of 1975

- Age



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## Civil Rights Legal Authorities

### 7 CFR Part 15

- Gives USDA agencies authority to develop Civil Rights requirements and prohibits discrimination in Federally assisted programs or activities

### 7 CFR Part 16, "Equal Opportunity for Religious Organizations"

- Gives equal footing to religiously affiliated organizations

### 7 CFR Parts 250 and 251 (TEFAP)

Sections 4(a) and 5 of the Agriculture and Consumer Protection Act of 1973 (Public Law 93-86), as amended (CSFP)



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## Civil Rights Legal Authorities

28 CFR Part 35

- Covers nondiscrimination on the basis of disability by State/local governments

Executive Order 13166 - "Improving Access to Services for Persons with Limited English Proficiency" (August 11, 2000)

"Guidance to Federal Financial Assistance Recipients Regarding the Title VI Prohibition Against National Origin Discrimination Affecting Persons With Limited English Proficiency" (79 Fed. Reg. No. 229, Friday, November 28, 2014) **USDA LEP Policy Guidance**





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## Civil Rights Legal Authorities

USDA Departmental Regulation 4330-2

- Prohibits discrimination in programs and activities funded in whole or in part by the USDA

FNS Instruction 113-1 and Appendix C

- Provides information on Civil Rights compliance and enforcement



## **What is discrimination?**

“Different treatment which makes a distinction of one person or a group of persons from others; either intentionally, by neglect, or by the actions or lack of actions...”

- 1) Race
- 2) Color
- 3) National Origin
- 4) Age
- 5) Sex
- 6) Disability



## Assurances

To qualify for Federal financial assistance, an application must be accompanied by a written assurance that the entity to receive financial assistance will be operated in compliance with all nondiscrimination laws, regulations, instructions, policies, and guidelines.

A Civil Rights assurance statement must be incorporated in all agreements between

- Federal and CSFP/TEFAP State agencies (FNS Form 74)
- CSFP/TEFAP State agencies and subrecipient agencies
- Subrecipient agencies and their local sites (if applicable)



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## Public Notification

All FNS assistance programs must include a public notification system.

The purpose of this system is to inform applicants, participants, and potentially-eligible persons of:

- Program Availability
- Program Rights and Responsibilities
- The Policy of Nondiscrimination
- The Procedure for Filing a Complaint



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# Elements of Public Notification

## **Program Availability**

Inform applicants, participants, and potentially eligible persons of their program rights and responsibilities and the steps necessary for participation

## **Complaint Information**

Must advise applicants and participants at the service delivery point of their right to file a complaint, how to file a complaint, and the complaint procedures

## **Nondiscrimination Statement**

All information materials and sources, including websites, must contain a nondiscrimination statement. The statement is not required to be included on every page of the program website. At a minimum the nondiscrimination statement or a link to it must be included on the home page of the program information.



## Elements of Public Notification

State agencies and their subrecipients must:

- Make program information available to the public upon request
- Prominently display the "And Justice for All" poster
- Inform potentially eligible persons, applicants, participants and grassroots organizations of programs or changes in programs
- Convey the message of equal opportunity in all photos and other graphics that are used to provide program or program-related information
- Provide appropriate information in alternative formats for persons with disabilities and in the appropriate language(s) for LEP persons



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## Nondiscrimination Statement

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

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, 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: [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (1) mail: U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410;
- (2) fax: (202) 690-7442; or
- (3) email: [program.intake@usda.gov](mailto:program.intake@usda.gov).

This institution is an equal opportunity provider.



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# Nondiscrimination Statement (*Spanish*)

De conformidad con la Ley Federal de Derechos Civiles y los reglamentos y políticas de derechos civiles del Departamento de Agricultura de los EE. UU. (USDA, por sus siglas en inglés), se prohíbe que el USDA, sus agencias, oficinas, empleados e instituciones que participan o administran programas del USDA discriminen sobre la base de raza, color, nacionalidad, sexo, discapacidad, edad, o en represalia o venganza por actividades previas de derechos civiles en algún programa o actividad realizados o financiados por el USDA.

Las personas con discapacidades que necesiten medios alternativos para la comunicación de la información del programa (por ejemplo, sistema Braille, letras grandes, cintas de audio, lenguaje de señas americano, etc.), deben ponerse en contacto con la agencia (estatal o local) en la que solicitaron los beneficios. Las personas sordas, con dificultades de audición o discapacidades del habla pueden comunicarse con el USDA por medio del Federal Relay Service [Servicio Federal de Retransmisión] al (800) 877-8339. Además, la información del programa se puede proporcionar en otros idiomas.

Para presentar una denuncia de discriminación, complete el [Formulario de Denuncia de Discriminación del Programa del USDA](http://www.ascr.usda.gov/complaint_filing_cust.html), (AD-3027) que está disponible en línea en: [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html) y en cualquier oficina del USDA, o bien escriba una carta dirigida al USDA e incluya en la carta toda la información solicitada en el formulario. Para solicitar una copia del formulario de denuncia, llame al (866) 632-9992. Haga llegar su formulario lleno o carta al USDA por:

- (1) correo: 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; o
- (3) correo electrónico: [program.intake@usda.gov](mailto:program.intake@usda.gov).

Esta institución es un proveedor que ofrece igualdad de oportunidades.





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# Nondiscrimination Statement

## USDA Nondiscrimination Statement (NDS)

### Short versions

- **This institution is an equal opportunity provider.**
- **Esta institución es un proveedor que ofrece igualdad de oportunidades.** (Spanish)
- \*Can be used in special circumstances only

### Translations

- 22 Non-English Languages at:  
<https://www.fns.usda.gov/fns-nondiscrimination-statement>



Display the poster in a prominent location for all to view

AD-475A

## New required version for CSFP and TEFAP





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## **LEP Requirements**

Title VI and its implementing regulations, Executive Order 13166, and USDA LEP guidance require Federal agencies and recipients (State agencies, local agencies, or other subrecipients), to take reasonable steps to ensure “meaningful” access to their programs and activities by Limited English Proficient (LEP) persons.

(FNS Instruction 113-1, Section VII)



## LEP Requirements

### ➤ **Who are persons with LEP?**

Individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English because of their national origin



## **What is Meaningful Access?**

- Meaningful access is accomplished by providing competent, accurate, timely and effective language services at no charge to individuals with LEP when accessing recipient programs and activities.
- Failure to provide “meaningful” access to persons with LEP could be discrimination on the basis of national origin.



## LEP and Program Access

### **Factors to consider in when ensuring “meaningful” access:**

- Number or proportion of LEP persons eligible to be served or likely to be encountered within the area serviced by the recipient
- Frequency with which LEP individuals come in contact with the program
- Nature and importance of the program, activity, or service provided by the program
- Resources available and their costs



## LEP and Program Access

- State agencies must conduct assessments to determine language profile for their State, taking into account regional differences and updating as appropriate.
- Translation of vital documents is required.
- Oral translations and notification of free interpretation services is required.
- Staff training regarding how to provide LEP populations with meaningful access is paramount (frontline staff).



## LEP and Program Access

➤ Language services:

- Applicants and participants cannot be asked to bring their own interpreters
- Children should **not** be used as interpreters
- Use qualified, competent language resources

➤ Examples of language services:

- Qualified, competent bilingual staff
- Telephone interpreter lines
- Oral interpretation services
- Written language services
- Qualified, competent community organizations and volunteers





## LEP Population and Data Sources

Population data sources:

- Department of Justice site: LEP.GOV  
<http://www.lep.gov/maps/>
- US Census Data  
<http://www.census.gov/2010census/data/>
- American Community Survey  
<http://www.census.gov/acs/>
- Migration Policy Institute's National Center on Immigrant Integration Policy  
<http://www.migrationpolicy.org/>



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## Disability Discrimination

What is the definition of disability?

A person who has a physical or mental impairment which substantially limits one or more major life activities, has a record of such an impairment, or is regarded as having such an impairment.

Major life activity means functions such as caring for one's self, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning and working.

Functions of the immune system, normal cell growth, digestive, bowel, bladder, neurological, brain, respiratory, circulatory, cardiovascular, endocrine, and reproductive functions.

(ADA Amendments Act of 2008)



## **Disability Discrimination**

- Section 504 states that “no otherwise qualified individual with a disability in the United States... shall solely by reason of his or her disability, be excluded from, denied the benefits of, or be subjected to discrimination under” any program or activity that either receives Federal financial assistance or is conducted by any Executive agency or the United States Postal Service.”
- The ADA has similar nondiscrimination requirements that prohibit discrimination on the basis of disability in services, programs, and activities provided by State and local government entities.



## **Disability Discrimination**

- There is an obligation to ensure that members of the public are provided reasonable modifications in order to access program information, applications and assistance (i.e. Braille, large print, and audio tape).
- Providing qualified sign language interpreters or other auxiliary aids and services for persons with hearing disabilities may be necessary to effectively communicate with these applicants and participants.



## **Disability Discrimination**

- As programs and offices modernize, it is imperative that websites, including State and local agency websites, and online application systems are readily accessible to and useable by persons with visual impairments and other disabilities.
- In addition, programs must ensure physical accessibility for buildings and facilities, particularly to persons in wheelchairs and with mobility disabilities.
- Programs must permit service animals to accompany people with disabilities in all areas where the public is allowed to go.



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# **Equal Opportunity for Religious Organizations**

## 7 CFR Part 16

Ensures a level playing field for the participation of faith-based organizations and other community organizations in USDA programs.

# TEFAP Written Notice of Beneficiary Rights

## **The Emergency Food Assistance Program (TEFAP) – Written Notice of Beneficiary Rights**

**Name of Organization:**

**Contact Information for  
Food Program:**

Because TEFAP is supported in whole or in part by financial assistance from the Federal Government, we are required to let you know that—

- We may not discriminate against you on the basis of religion or religious belief, a refusal to hold a religious belief, or a refusal to attend or participate in a religious practice;
- We may not require you to attend or participate in any explicitly religious activities that are offered by us, and any participation by you in these activities must be



## Complaints of Discrimination

- Complaints must be filed within 180 days from the alleged act of discrimination, with exceptions.
- Complaints may be written, verbal, or anonymous.
- State agencies or subrecipient agencies may develop their own complaint forms, but the use of such forms cannot be a pre-requisite for acceptance.
- A separate Civil Rights complaint log shall maintained by the State & subrecipient agency;
- Confidentiality is extremely important and must be maintained.





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## Complaints of Discrimination

### ➤ Complaints based on all protected bases

- Must be forwarded to FNS Civil Rights Division within 5 calendar days.

### ➤ **USDA discrimination complaint form**

- English

[http://www.ocio.usda.gov/sites/default/files/docs/2012/Complain\\_combined\\_6\\_8\\_12.pdf](http://www.ocio.usda.gov/sites/default/files/docs/2012/Complain_combined_6_8_12.pdf)

- Spanish

[http://www.ocio.usda.gov/sites/default/files/docs/2012/Spanish\\_Form\\_508\\_Compliant\\_6\\_8\\_12\\_0.pdf](http://www.ocio.usda.gov/sites/default/files/docs/2012/Spanish_Form_508_Compliant_6_8_12_0.pdf)

# USDA Complaint Forms

AD-3027  
(1/19/12)

OMB Control Number 0508-0002

**UNITED STATES DEPARTMENT OF AGRICULTURE (USDA)  
Office of the Assistant Secretary for Civil Rights**

**USDA Program Discrimination Complaint Form Instructions**  
(The complaint form is below the instructions)

**PURPOSE:** The purpose of this form is to assist you in filing a USDA program discrimination complaint. For help filling out the form, you may call any of the telephone numbers listed at the bottom of the complaint form. You are not required to use the complaint form. You may write a letter instead. If you write a letter, it must contain all of the information requested in the form. The letter must be signed by you or an authorized representative. Incomplete information may result in your complaint not being processed.

You may also send a complaint by FAX or e-mail. If you send a complaint by e-mail, you must include the subject line "USDA Program Discrimination Complaint" in the subject line of your email. Incomplete information or an unsigned letter may result in your complaint not being processed.

**FILING DEADLINE:** A program discrimination complaint must be filed within 90 days of the date of the alleged discrimination.

AD-3027  
(1/19/12)

OMB Control Number 0508-0002

**UNITED STATES DEPARTMENT OF AGRICULTURE (USDA)  
Office of the Assistant Secretary for Civil Rights**

**USDA Program Discrimination Complaint Form Instructions**  
(The complaint form is below the instructions)

**PROPÓSITO:** Este formulario está diseñado para ayudarle a radicar una querrela por discriminación en los programas de USDA. Si desea ayuda para completar el formulario, usted puede llamar a los números de teléfono indicados al final del formulario.

No es necesario que usted utilice este formulario. Usted puede enviar una carta. La carta tiene que incluir la misma información requerida en este formulario. Es necesario que usted o su representante firme y feche su carta. Usted también puede enviar el formulario o la carta por fax o correo electrónico. Si usted envía sus documentos por correo electrónico, por favor adjunte al e-mail una copia del formulario con su firma. La presentación de un formulario incompleto o no firmado atrasará el proceso del trámite de su querrela.

**FECHA LÍMITE DE RADICACIÓN:** Una queja de discriminación debe ser presentada dentro de los 90 días de la fecha de la discriminación.



## Compliance Reviews

Examine the activities of State agencies, subrecipients, and local sites to determine Civil Rights compliance.

- FNS Civil Rights and Program staff review State agencies.
- State agencies review their subrecipients.
- Subrecipients review their local agencies.

Significant findings must be provided in writing to the reviewed entity and to FNS.



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## **Compliance Reviews**

There are three types of compliance reviews:

- Pre-Award Compliance Reviews
- Routine (Post-Award) Compliance Reviews
- Special Compliance Reviews



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## **Pre-Award Compliance Reviews**

State agencies, subrecipient agencies, and local sites must be in compliance with Civil Rights requirements prior to approval for Federal financial assistance.



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## **Routine/Post-Award Reviews**

FNS and State agencies must conduct routine compliance reviews as identified by FNS Instruction 113-1 and program-specific regulations and policies.

Assess all of the Civil Rights compliance areas.

Sample post-award review questions:

- Do printed materials contain the nondiscrimination statement?
- Is the "And Justice For All" poster displayed appropriately?
- Are program informational materials available to all?
- How are applicants and participants advised of their right to file a Civil Rights complaint of discrimination?
- Are reasonable modifications appropriately made for people with disabilities?



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## **Special Compliance Reviews**

- May be scheduled or unscheduled
- To follow-up on previous findings of noncompliance
- To investigate reports of noncompliance by other agencies, media, or grassroots organizations
- May be specific to an incident or policy
- History of statistical underrepresentation of particular group(s)
- Pattern of complaints of discrimination



## Resolution of Noncompliance

- A factual finding that any civil rights requirement, as provided by law, regulation, policy, instruction, or guidelines, is not being adhered to by a State agency, subrecipient agency, or a local site.
- Steps must be taken immediately to obtain *voluntary* compliance.
- A finding's effective date is the date of notice to the reviewed entity.





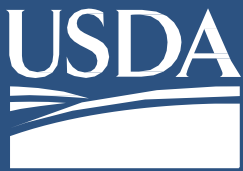
## Customer Service

- Making a difference
  - Treat all people with dignity and respect
  - Answer questions in a voice that is non-threatening
  - Clearly explain to everyone the rules as well as their rights and responsibilities
  - Recognize when stress creates a problem in giving excellent service
  - Recognize that participants have varied needs and (sometimes) few resources
  - Notice when a person feels that they have been treated in a rude manner
  - Develop good listening skills



## Conflict Resolution

- How is your attitude?
  - Always clearly introduce yourself when answering the telephone and do not interrupt the caller.
  - Be patient. Give the client every opportunity to explain the issue.
  - Be understanding. Of all the communications situations that you encounter, angry clients require the most empathy.
  - Do not be judgmental.
  - Talk calmly and slowly; in a well-modulated voice (low pitch). This should help relax the person and allow you to address the facts, not cater to emotions.
  - Be sincere. Even if you sense that the problem is not the fault of your organization and clearly not your fault, it is ok to apologize to the client for his or her inconvenience; not necessarily the actions by your agency.
  - Be aware. Get help if threatened or if violence is possible.



## Conflict Resolution

- What Steps do you need to take?
  - Remain calm
  - What is the problem? Using information provided, determine what the issue is
  - Determine a solution. Know your organization's policy on handling situations and information needed to offer a solution
  - Gain approval from the client. Check with the client for their approval on a solution
  - Make an agreement. You and the client should determine what is to be done, when it is to be done, and by whom and alternatives if needed.
  - Follow up. Personally make sure that the client has been satisfied, and provide feedback.



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## **Customer Service**

**S**ervice is  
**E**ffectively communicating with customers,  
**R**esponding to their needs,  
**V**aluing their worth, and  
**I**nstilling excellence through  
**C**ourtesy, confidence, and  
**E**nthusiasm.



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## Conflict Resolution

**IDENTIFY THE PROBLEM.** Identify the problem based on the information the customer gives you.

**DETERMINE A SOLUTION.** Depending on the specifics of the conversation and your knowledge of your organization, the solution may involve calling the customer again.

**GAIN APPROVAL FROM THE CUSTOMER.** If the customer does not agree to the proposed solution, it will resolve nothing!

**MAKE AN AGREEMENT.** You and the customer should determine what is to be done, when it is to be done, and by whom. If it is not possible, suggest an alternative.

**FOLLOW UP.** Personally make sure that the customer has been satisfied; and provide feedback.

# Self Certification Form



## SELF CERTIFICATION: CIVIL RIGHTS TRAINING WEBINAR

I hereby certify that I have reviewed and understand the civil rights training webinar as required by United States Department of Agriculture regulations relative to my duties as staff for:

- |                                                                                                                                 |                                                                                              |
|---------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|
| <input type="checkbox"/> a charitable institution (residential facilities, nursing homes, county/state correctional facilities) | <input type="checkbox"/> National School Lunch Program (NSLP)                                |
| <input type="checkbox"/> Child & Adult Care Feeding Program (CACFP)                                                             | <input type="checkbox"/> Summer Food Service Program (SFSP)                                  |
| <input type="checkbox"/> Commodity Supplemental Food Program (CSFP) Lead Agency                                                 | <input type="checkbox"/> The Emergency Food Assistance Program (TEFAP) Lead Agency           |
| <input type="checkbox"/> Commodity Supplemental Food Program (CSFP) Sub-Agency                                                  | <input type="checkbox"/> The Emergency Food Assistance Program (TEFAP) County Representative |
| <input type="checkbox"/> Soup Kitchen                                                                                           | <input type="checkbox"/> The Emergency Food Assistance Program (TEFAP) Pantry                |
|                                                                                                                                 | <input type="checkbox"/> The Emergency Food Assistance Program (TEFAP) Food Bank             |



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# Questions





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## Contact Information

### **Michele Sazo**

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Mid-Atlantic Regional Civil Rights Director

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