



**Farm Store Agreement
WIC Farmers Market Nutrition Program (WIC FMNP) &
Senior Farmers Market Nutrition Program (SFMNP)
2025-2027**

The purpose of the United States Department of Agriculture Food and Nutrition Service (USDA-FNS) Farmers Market Nutrition Programs is to “provide resources in the form of fresh, nutritious, unprepared, locally grown fruits, vegetables and herbs from farmers markets and farm stores to women and children who are nutritionally at risk and who are participating in the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC FMNP), as well as qualified low-income seniors through the Senior Farmers Market Nutrition Program (Senior FMNP)”. The purpose is also to expand the awareness and use of WIC FMNP and Senior FMNP benefits at farmers markets and farm stores.

The Department of Health (DOH), hereafter known as (Department) administers the WIC CVB and FMNP. The Revised Code of Washington (RCW) 43.70.700, authorizes the DOH to participate in WIC FMNP in compliance with 7CFR § 248. The Department of Social and Health Services (DSHS) administers Senior FMNP. The general authority of the DSHS is to serve senior adults and administer the Senior FMNP in compliance with 7 CFR § 249.

Under an Interagency Agreement, the Department conducts the contracting, monitoring, and training activities for markets and growers for both programs. DSHS retains responsibility for the distribution and reimbursement of Senior FMNP benefits. DSHS coordinates with the Department if DSHS discovers a Senior FMNP violation or requires anything from a grower or market for the purposes of the Senior FMNP program. The Department and DSHS affirm that the Department is fully responsible for the administration of authorized market and authorized grower agreements for both WIC CVB, FMNP, and Senior FMNP. The Department will administer all grower or market violations and appeals, regardless of whether the violation arises under WIC FMNP or Senior FMNP.

1. **DEFINITIONS:** Any term not defined in the following has the meaning defined by 7 CFR § 246.12, 7 CFR § 248, 7 CFR § 249, or Chapter 246-780 WAC. If not specifically defined, the term has its ordinary meaning.

“Agreement” means a written legal document binding the grower and the Department to designated terms and conditions.

“Applicant” means any grower, person representing a grower, or growers reapplying for authorization, requesting authorization to participate in the WIC CVB, FMNP, and SFMNP program by submitting a completed application for authorization and all corresponding documentation.

“Authorized,” or **“authorization,”** means an applicant has met the selection criteria and has been issued a signed agreement with the Department allowing participation in the WIC CVB, FMNP, and SMNP.

“Authorized Farm Store” means a location at the site of agricultural production which is owned, leased, rented, or sharecropped, and operated by a grower, where the grower sells produce directly to consumers.

“Authorized Farmers Market” means an assembly of five or more authorized growers at a defined fixed location who have the purpose of selling their produce directly to consumers.



“Authorized Grower” means an individual who grows a portion of the produce that he/she sells at a farmers market or farm store.

“Authorized Roadside stand” means a fixed location(s) at which an individual sells his/her produce directly to consumers. This is in contrast to a group of associations of farmers selling their produce at a farmer’s market or through a CSA program. For senior participants only.

“Business and financial documentation” means all documents required to own and operate a business as a grower which may include, but not be limited to, banking and financial records; property sales; accounting, and sales.

“CFR” means the Code of Federal Regulations.

“Cut herbs” means fresh herbs with no medicinal value that are not potted.

“CSA Program” means a program under which a farmer or group of farmers grows food for a group of shareholders (or subscribers) who pledge to buy a portion of the farmer's crop(s) for that season. State agencies may purchase shares or subscribe to a community-supported agriculture program on behalf of individual SFMNP participants.

“CVB” means Cash Value Benefits, a WIC food instrument used by a participant to obtain fresh fruits and vegetables.

“Department” or “DOH” means the Washington State Department of Health.

“Direct deposit” means the electronic transfer of payment directly from the account of the payer to the recipient’s account.

“Disqualification” means terminating the agreement of an authorized grower or farm store for noncompliance with WIC CVB, FMNP, and SFMNP requirements.

“DSHS” means the Department of Social and Health Services.

“e-FMNP” means electronic Farmers Market Nutrition Program, meaning the electronic benefits of fresh fruits, vegetables, and cut herbs for WIC and Senior participants.

“Eligible foods” mean locally grown, unprocessed (except for washing), fresh, nutritious fruits, vegetables, and cut herbs. Under 7 CFR §§ 248.2 and 249.2, provided that locally produced honey is an eligible food only for SFMNP customers.

“Employee” means any person who operates under the direction of Grower, regardless of whether the person receives compensation.

“FMNP” means the WIC Farmers Market Nutrition Program.

“Food instrument” means a program voucher, check, coupon, electronic benefit transfer (e-FMNP card or QR Code), or other document which is used to obtain authorized foods.

“Grower” means an individual who grows a portion of the produce that he/she sells at a farmers market or farm store that entered into this Agreement.

“Grower Application” means the Grower Application incorporated in this Agreement.

“High-risk” means vendors (growers, farm stores, roadside stands, or markets) that are identified as having a high potential for agreement violations and/or abuse of the program.



“Locally grown” means Washington grown or grown in an adjacent county of Idaho or Oregon.

“Market” means any farmers market where the Grower conducts sales.

“Participant” means a senior, woman, infant, or child receiving WIC CVB, FMNP, or SFMNP benefits.

“Participant access” means the ability of WIC CVB, FMNP, or SFMNP participants to purchase eligible foods, with consideration made to factors including, but not limited to, geography, population density, and participant dietary needs, as determined by the department.

“QR Code” means Quick Response code used to read participant’s benefits on the Senior FMNP card or sticker added to the e-WIC card for WIC participants.

“SFMNP” means the Senior Farmers Market Nutrition Program administered by the Department of Social and Health Services.

“Split Tender Transaction” means any grower must allow the WIC CVB, FMNP, or SFMNP customer to pay the difference when a program transaction exceeds the value of the WIC CVB, FMNP, or SFMNP benefit.

“Suspension” means the immediate stoppage of FMNP payments to a grower or market as a result of ongoing compliance activities or lack of federal funding.

“Validating” means scanning the QR Code from participants for e-FMNP, SFMNP benefits, or WIC CVB’s from their cards. Validating the e-FMNP, SFMNP benefits and CVB’s means the benefits are redeemed by a WIC CVB, FMNP, or SFMNP participant during the FMNP and SFMNP season and WIC CVB’s year-round while growers have eligible produce available.

“Vendors” means the association, organization, or individual that has been authorized by the Department to enter into this Agreement.

“WAC” means the Washington Administrative Code.

“WIC” means the federally funded Special Supplemental Nutrition Program for Women, Infants, and Children.

“WIC FMNP” means the WIC Farmers Market Nutrition Program administered by the Department of Health.

“WIC FMNP or SFMNP participant or customer” is any person who is eligible for and has been issued an FMNP benefit under either the WIC FMNP or the SFMNP.

“WIC & SFMNP Benefits” means a negotiable financial instrument issued by the FMNP to participants to purchase eligible foods. Also known as “WIC & SFMNP benefits”



2. **PROGRAM REQUIREMENTS** The Farm Store shall comply fully, and ensure the farm store or roadside stand, if any, complies fully, throughout the agreement period, with the following program requirements:
 - a. All agreement provisions contained in this document and future amendments to it;
 - b. The Department's Market Manager and Grower Information and Training Manual explaining Program Requirements; Materials include, but are not limited to:
 - i. List of foods that are authorized for purchase with WIC CVB, FMNP, and SFMNP Benefits
 - ii. FMNP redemption and validating procedures
 - iii. Civil rights requirements
 - iv. Complaint process instructions
 - c. 7 CFR § 248 (WIC FMNP federal regulations);
 - d. 7 CFR § 249 (SFMNP federal regulations);
 - e. Washington Administrative Code (WAC) 246-780; and
 - f. All federal and state laws, policies, and procedures.

3. **THE FARM STORE SHALL:**
 - a. Sign a Custom Data Processing, Inc. (CDP) Merchant Application and Agreement for electronic benefits redemption.
 - b. Grow a portion of the WIC CVB, FMNP, and SFMNP eligible foods sold to WIC CVB, FMNP, and SFMNP customers.
 - c. Assure that Farm Store's, or roadside stand operations, if any, meet the expectation of an authorized Farm Store, or roadside stand described in WAC 246-780-028.
 - d. Assure that Farm Store's or Roadside stand operations, if any, meet the requirements of 7 CFR §§ 248.10, 249.10, and 246.12 including but not limited to:
 - i. Displaying the "WIC & Senior Farmers Market Benefits Welcome Here" sign in a place clearly visible to the WIC CVB, FMNP, and SFMNP customer as required under WAC 246-780-028(1); as provided by the Department whenever selling at a Market or the Farm Store, if any.
 - ii. Providing the Department with information necessary to track the impact of the WIC CVB, FMNP, and SFMNP on the Farmers Market and Farm Store, if any.
 - iii. Providing such information as the Department may require for periodic reports to USDA-FNS (U.S. Department of Agriculture – Food and Nutrition Services).
 - iv. Accepting WIC CVB, FMNP, and SFMNP benefits only for WIC CVB, FMNP, and SFMNP eligible foods; accepting SFMNP benefits for same eligible food plus honey.
 - v. Providing eligible foods to the WIC CVB, FMNP, and SFMNP customers at the current price or less than the current price charged to other customers.
 - vi. Accepting FMNP and SFMNP benefits only from June 1st through October 31st of each authorized year. Accept WIC CVB's benefits year-round starting the day the farm store becomes approved.
 - vii. Each WIC CVB, FMNP, and SFMNP transaction shall contain a grower identifier assigned by the State agency. [grower ID]
 - viii. Participating in training or accepting technical assistance on WIC CVB, FMNP, and SFMNP procedures when offered by a Market Manager or Department staff.
 - ix. Providing training on WIC CVB, FMNP, and SFMNP procedures to all employees with program responsibilities.
 - x. Agreeing to both covert and overt monitoring for compliance with WIC CVB, FMNP, and SFMNP requirements and cooperate with the Department during monitoring.
 - xi. Being accountable for your employees or volunteers while providing WIC CVB, FMNP, and SFMNP food, services, and related activities.
 - xii. Paying back the Department for any WIC CVB, FMNP, and SFMNP transactions in violation of this agreement, and paying any associated civil penalties.
 - xiii. Giving WIC CVB, FMNP, and SFMNP customers the same courtesies as other customers.



1. Assuring compliance with the nondiscrimination provision of 7 CFR § 248.7, 7 CFR § 249.7, and the Washington State Civil Rights Act chapter 46.90 RCW.
 2. Notifying the Department if going out of business prior to the end of the Agreement Period.
 3. Not attempting to collect money from WIC CVB, FMNP, and SFMNP customers for FMNP benefits not paid by the Department or DSHS.
 4. Not giving cash as change back to WIC CVB, FMNP, and SFMNP customers when a WIC CVB, FMNP, and SFMNP transaction is for less than the value of the transaction.
 5. Allowing the participant to pay the difference when the WIC CVB, FMNP, and SFMNP transaction exceeds the benefit amount (also known as a split tender transaction).
 6. Ensuring no sales tax is collected on WIC CVB, FMNP, and SFMNP purchases,
- e. Cooperate with the Market Manager at authorized Farmers Market; share FMNP/SFMNP identification number and provide evidence of program authorization when requested by the Market Manager.
 - f. Contact the Department immediately if the Farm Store or Roadside Stand ceases operation prior to the end of the period of performance.

4. THE DEPARTMENT SHALL:

- a. Operate the WIC CVB, FMNP, and SFMNP in accordance with the requirements and procedures in federal regulations 7 CFR § 248, 7 CFR § 249, and state regulations WAC 246-780 and this agreement.
- b. Cooperate with the DSHS in the administration of the SFMNP. DSHS retains responsibility for the distribution of SFMNP benefits.
- c. Contract with local agencies to distribute CVB and WIC FMNP benefits to WIC customers.
- d. Assign identification numbers to authorized Farmers Markets, Farm Stores, and Growers
- e. Provide Market Managers with access to training and resources on FMNP procedures and requirements.
- f. Provide in-person training on WIC CVB, FMNP, and SFMNP procedures and requirements during market monitoring visits.
- g. Provide toll-free technical assistance as needed to Growers at 1-800-841-1410.
- h. Ensure payment of valid CVB's and FMNP benefits based on the terms in the Custom Data Processing, Inc. (CDP) Merchant Application and Agreement for electronic benefits redemption.
- i. Monitor high-risk authorized Farm Stores or Roadside Stands to ensure they follow WIC CVB, FMNP, and SFMNP rules.
- j. Sanction and/or disqualify Farm Stores for violating WIC CVB, FMNP, or SFMNP requirements, at the Department's discretion or as otherwise required by law.

5. VIOLATIONS, ENFORCEMENT AND SANCTIONS

- a. The Department may sanction Farm Stores for violations of WIC CVB, FMNP, and SFMNP requirements in accordance with the Sanction Table below. A violation occurs when a Farm Store or Roadside Stand does not comply with WIC CVB, FMNP, and SFMNP requirements during the course of a single transaction involving one or more WIC CVB, FMNP, and SFMNP transactions. Sanctions may include vendor disqualification, monetary penalties, or both.
- b. The State agency may deny payment to the Farm Store, or Roadside Stand for improperly redeemed WIC CVB, FMNP, and SFMNP transactions and may demand refunds for payments already made on improperly redeemed transactions.
- c. The Department may disqualify a Farm Store, or Roadside Stand who commits abuse of WIC CVB, FMNP, and SFMNP under 7CFR 248.10(b)(5).



- d. Under 7CFR 248.10 (b)(2) The grower shall not:
 - i. Collect sales tax on FMNP benefits purchases
 - ii. Seek restitution from FMNP recipients for benefits not paid by the State agency
 - iii. Issue cash change for purchases that are in amount less than the value of the FMNP benefits.
- e. The Department has no obligation to reinstate Farm Store's or Roadside Stand authorization after disqualification. The Farm Store must reapply to participate in the FMNP/SFMNP.
- f. The Department shall notify the Farm Store or Roadside Stand in writing of any adverse action in conformance with WAC 246-780-040(5). A Farm Store or Roadside Stand who commits fraud or abuse of the WIC CVB, FMNP, and SFMNP program or engages in other illegal activity is additionally liable for prosecution under applicable Federal, State, and local laws.



Sanction Table	
Class 1 Violation	Actions
1. Failure to properly display the authorized grower identification sign.	The Department shall give a verbal warning and provide technical assistance.
2. Failure to clearly post produce prices during market or farm store hours.	The Department shall give a verbal warning and provide technical assistance.
3. Conducting WIC CVB , FMNP, or SFMNP transactions in a location t where the Grower is not authorized to transact WIC CVB , FMNP, and SFMNP Benefits.	The Department shall give a verbal warning and provide technical assistance.
4. Failure to contact the FMNP office before accepting WIC CVB , FMNP, and SFMNP benefits at other authorized locations that were not listed on the original application.	The Department shall give a verbal warning and provide technical assistance.
Class 2 Violation	Sanction
1.	
2. Failure to correct or a second incidence of a Class 1 violation.	The Department shall issue a written notice of violation for Class 2 violations and provide technical assistance.
3. Not operating as represented on the Farm Store Application.	The Department shall issue a written notice of violation for Class 2 violations and provide technical assistance.
4. Any violation with the Program Requirements not specifically identified as a Class 1 or 3 violation.	The Department shall issue a written notice of violation for Class 2 violations and provide technical assistance.
Class 3 Violation	Sanction
1. A second failure to correct or a third incidence of a Class 1 violation.	The Department may suspend or terminate this Agreement and may additionally disqualify the Farm Store or Roadside stand from participation in WIC FMNP, FMNP, and SFMNP.
2. Failure to correct or a second incidence of a Class 2 violation.	The Department may suspend or terminate this Agreement and may additionally disqualify the Farm Store or Roadside stand from participation in WIC FMNP, FMNP, and SFMNP.
3. Accepting WIC CVB, FMNP, and SFMNP Benefits for anything other than eligible foods.	The Department may suspend or terminate this Agreement and may additionally disqualify the Farm Store or Roadside stand from participation in WIC FMNP, FMNP, and SFMNP.
4. Exchanging WIC CVB, FMNP, and SFMNP Benefits for cash; also known as trafficking.	The Department may suspend or terminate this Agreement and may additionally disqualify the Farm Store or Roadside stand from participation in WIC FMNP, FMNP, and SFMNP.
5. Refusal to accept valid WIC CVB, FMNP, and SFMNP benefits for eligible products.	The Department shall issue a written notice of violation for Class 2 violations and provide technical assistance.
6. Discriminating against WIC CVB, FMNP, and SFMNP participants on the basis of race, color, national origin, age, gender, or disability.	The Department may suspend or terminate this Agreement and may additionally disqualify the Farm store or Roadside stand from participation in WIC FMNP, FMNP, and SFMNP.
7. Abusive or hostile treatment of a WIC CVB, FMNP, or SFMNP participant.	The Department may suspend or terminate this Agreement and may additionally disqualify the Farm



	Store or Roadside stand from participation in WIC FMNP, FMNP, and SFMNP.
8. Transact WIC CVB, FMNP, or SFMNP benefits for a grower who is not authorized; or otherwise bartering for any WIC CVB, FMNP, or SFMNP benefits the non-authorized grower, farm store or roadside stand has accepted.	The Department may suspend or terminate this Agreement and may additionally disqualify the Grower, Farm Store or Roadside stand from participation in WIC FMNP, FMNP, and SFMNP.
9. Failing to allow, comply with, or cooperate in the Department’s inspections and monitoring.	The Department may suspend or terminate this Agreement and may additionally disqualify the Store or Roadside stand from participation in WIC FMNP, FMNP, and SFMNP.
10. Failing to provide documentation requested by the Department.	The Department may suspend or terminate this Agreement and may additionally disqualify the Farm Store or Roadside stand from participation in WIC FMNP, FMNP, and SFMNP.
11. Selling only produce grown by other than the authorized growers during the Agreement year.	The Department may suspend or terminate this Agreement and may additionally disqualify the Farm Store or Roadside stand from participation in WIC FMNP, FMNP, and SFMNP.
12. Operating the authorized farm store or roadside stand, if any, on the self-service or honor system, i.e., not staffing the farm store.	The Department shall issue a written notice of violation for Class 2 violations and provide technical assistance.
13. Providing false information on the Farm Store Application about the location and operation of the Grower’s farm store or Roadside stand.	The Department may suspend or terminate this Agreement and may additionally disqualify the Farm Store or Roadside stand from participation in WIC FMNP, FMNP, and SFMNP.
14. Charging a WIC CVB, FMNP, or SFMNP customer an amount greater than the Farm Store or Roadside Stand charges other customers.	The Department may suspend or terminate this Agreement and may additionally disqualify the Farm Store or Roadside stand from participation in WIC FMNP, FMNP, and SFMNP.
15. Charging an FMNP participant for items the FMNP participant does not receive.	The Department may suspend or terminate this Agreement and may additionally disqualify the Farm Store or Roadside stand from participation in WIC FMNP, FMNP, and SFMNP.
16. Continuing to participate in WIC CVB, FMNP, or SFMNP during a period of suspension or disqualification, which participation may include, but is not limited to, accepting WIC CVB, FMNP, or SFMNP Benefits, continuing to display the FMNP signs, or other evidence of intent to accept WIC CVB, FMNP or SFMNP Benefits.	The Department may suspend or terminate this Agreement and may additionally disqualify the Farm Store or Roadside stand from participation in WIC FMNP, FMNP, and SFMNP.
17. Selling unauthorized food, nonfood items, drugs, alcohol, or other items to FMNP and SFMNP participants in lieu of or in addition to eligible foods.	The Department may suspend or terminate this Agreement and may additionally disqualify the Farm Store or Roadside stand from participation in WIC FMNP, FMNP, and SFMNP.
18. Seeking restitution from WIC CVB, FMNP, and SFMNP participants for benefits not paid by the Department.	The Department may suspend or terminate this Agreement and may additionally disqualify the Farm Store or Roadside stand from participation in WIC FMNP, FMNP and SFMNP.



6. APPEALS

- a. The Farm Store or Roadside stand may administratively appeal any Department actions that are subject to appeal in conformance with WAC 246-780-060. A request for appeal must conform to WAC 246-780-060(5) and be signed by the protesting party or authorizing agent.
 - b. The request must be made mailed in conformance with WAC 246-780-060(6) and be postmarked within twenty-eight (28) days of the date the grower received the Department's notice.
 - c. The following actions are not subject to administrative appeal:
 - i. Validity or appropriateness of selection criteria or limiting criteria;
 - ii. Validity or appropriateness of WIC CVB, FMNP, and SFMNP customer access determinations.
 - iii. Duration or expiration of the Agreement,
 - d. The Department's Adjudicative Service Unit will give the Grower adequate notice of the scheduled time and location for the hearing.
 - e. The Farm Store or Roadside stand has the right to appeal a denial of an application to participate, a disqualification, or a sanction by the State agency.
 - f. When the action being appealed is suspension or disqualification, the Farm Store or Roadside stand if any, shall stop accepting and validating WIC CVB, FMNP, and SFMNP benefits in accordance with WAC 246-780-060(3). The Department is not liable for payment of any WIC CVB, FMNP, and SFMNP benefits submitted by a grower for payment during a period of suspension or disqualification.
7. **TERMINATION.** Either Party may terminate the Agreement for cause or at will upon thirty (30) days' notice. Grower shall send the termination notice to the FMNP Coordinator, by postal service or email. The period of performance is from the date of execution, and expires midnight December 31, 2027, unless sooner terminated as provided for by this agreement. Either the State agency or the grower may terminate the agreement for cause after providing advance written notification. Neither the State agency nor the grower has an obligation to renew the agreement.
8. **ORDER OF PRECEDENCE.** In the event of an inconsistency in this agreement, unless otherwise provided herein, the inconsistency shall be resolved by giving precedence in the following order:
- a. Applicable federal and state statutes and regulations
 - b. This Agreement
 - c. Any other provisions of the Agreement whether incorporated by reference or otherwise.
9. **ALL WRITINGS CONTAINED IN THIS AGREEMENT.** This agreement contains all the terms and conditions agreed upon by the parties. No other understandings, oral or otherwise, regarding the subject matter of this agreement shall be deemed to exist or to bind any of the parties hereto.
10. **CONFLICT OF INTEREST.** If the Department determines a violation of Chapter 42.52 RCW, the Ethics in Public Service Act, or any similar statute, concerning this Agreement, the Department may terminate this Agreement and pursue any other remedies available to it at law or under this Agreement.

By signing the WIC CVB, WIC Farmers Market Nutrition Program (WIC FMNP) & Senior Farmers Market Nutrition Program (SFMNP) Farm Store Application:

- 1) I understand, if I'm authorized, I must accept FMNP benefits from both WIC and Senior FMNP participants, and CVB's for WIC participants.
- 2) I understand, if I'm a honey producer only, I can only accept Senior FMNP benefits.
- 3) I understand that I can't accept WIC CVB's, FMNP, or SFMNP benefits before I have received a signed agreement from the WIC Farmers Market Nutrition Program.
- 4) I understand, if I am authorized, I will only accept WIC CBV's, WIC, and Senior FMNP benefits at authorized Farm Stores, or Roadside Stands if any, and within the current season dates.



- 5) I understand this agreement is for three years, 2025- 2027, and it is my responsibility to reapply when it expires.
- 6) If funding for the WIC CVB, FMNP, or SMFNP from any source is withdrawn, reduced, or limited in any way during the term of this agreement, the Department may suspend the performance of the agreement as an alternative to termination by giving notice of suspension, and its effective date to grower.
- 7) During the period of suspension, the Farm Store or Roadside Stand shall not accept WIC CVB's, FMNP, and SFMNP benefits. If the Department determines funding is sufficient to resume the agreement, the Department shall provide notice to the Farm Store that the suspension has ended. The Farm Store or Roadside Stand shall resume WIC CVB, FMNP, and SFMNP transactions in conformance with the agreement. The period of suspension does not change the expiration date of the agreement.

After reading the document "Farm Store Agreement WIC/Senior Farmers Market Nutrition Program 2025-2027", please go back to your Grower application and sign it.



Washington WIC doesn't discriminate.

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotope, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

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/ad-3027.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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