

The Special Milk Program (SMP) Online Contract



Non School Agencies
Webcast and Manual

Revised: 3/2016



Welcome to the webcast: The Special Milk Program Online Contract for Non-School Agencies. This PowerPoint presentation will familiarize your agency with the online contract and what to expect as you complete the contract. This is the second of three webcasts available for Non-School SMP agencies. You can also use this presentation as a refresher for existing staff and for new staff responsible for completing the contract.

Non-School SMP Application

- Pertinent Terminology
- Tips for Navigating the Contract
- Accessing the Online Contract
- Completing the SMP Contract
- Contract and Agreement Certification
- Confirmation
- Troubleshooting & Helpful Tips



On this slide you will see an overview of the items we will discuss in this webcast. Please take a few moments to review these items.

Terminology

- Contract: form or document to request participation in the Special Milk Program (SMP)
- Permanent Agreement: legal agreement between the agency and the Department of Public Instruction (DPI)
- Fiscal Year (FY): May 1 through April 30



The terminologies on the slide are common terms that will be used throughout this webcast.

- A **contract** is a form to request participation in the SMP.
- A legal agreement between an agency and the Department of Public Instruction (DPI) is a **permanent agreement**.
- The SMP **FY** is May 1st through April 30th.

Introduction

- A completed and approved online contract is required for an agency to participate in the SMP.
- An agency's code and password is required to complete the online contract.
- Here is the link to access the Online Contract Manual to guide you through the contract process:
<http://dpi.wi.gov/community-nutrition/ns-smp/online>
- Please refer to the following link to complete the SMP contract online services with the Wisconsin Child Nutrition Programs:
<http://dpi.wi.gov/community-nutrition/ns-smp/online>



A completed online contract is required for an agency, both a new and currently participating agency, to complete or update for each Fiscal Year (May 1st through April 30th). An agency initiating participation in the SMP for the first time who does not participate in another USDA Child Nutrition Program, is considered a new agency. All new agencies must complete the SMP online contract and agencies currently participating must update the SMP contract each fiscal year.

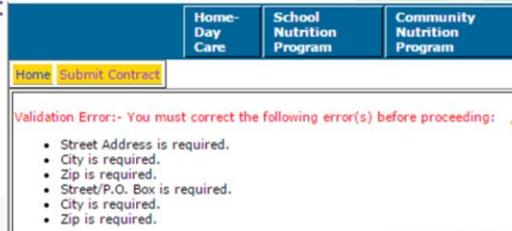
A new agency will need to obtain a temporary agency code and password by contacting the DPI Community Nutrition Program's office at telephone number 608-267-9129. After your agency's contract is approved by the DPI, your agency will be assigned a permanent agency code and password. The permanent agency code and password is for you to reference when contacting the DPI, to complete and/or update your online contract, and for submitting your online claim for reimbursement.

An agency that is currently participating in a USDA Child Nutrition Program such as the Special Milk Program or the Child and Adult Care Food Program, will use its assigned agency code and password and does not need to contact the DPI for an agency code and password.

Please use the link on the slide to obtain a copy of the Online Contract Manual. You may find it helpful to print the Online Contract Manual before viewing the entire webcast and you can take notes as you listen. Prior to completing the contract be sure to read through the Online Contract Manual. Once you have reviewed the manual and you have an agency code and password you may complete the online contract. The online contract can be accessed by using the link found on the bottom of the slide.

Tips for Navigating:

- If information is incomplete or has been entered incorrectly you will see Validation Error at the top of the page with the reasons listed below:



Home	Submit Contract
Validation Error:- You must correct the following error(s) before proceeding:	
<ul style="list-style-type: none">• Street Address is required.• City is required.• Zip is required.• Street/P.O. Box is required.• City is required.• Zip is required.	

- To return to prior page/screen within the online contract , select the appropriate link at the bottom of the page within the online contract (see below):



[General Information] [Policy Statement] [Site(s) Listing]



The next two slides provide some tips to keep in mind as you go through the online contract:

- 1) If information is incomplete or entered incorrectly a Validation Error will appear like the picture on this slide.
- 2) While completing the contract you can return to the prior screen by selecting links such as General Information, Policy Statement or Site(s) Listing on the bottom of the online contract.

Tips for Navigating (cont'd):

- Do not use dashes, commas, or hyphens when entering numbers.
- An error message will occur if there is no activity within the contract for 30 minutes. When this occurs, you will receive an error message and need to return to the main screen and “Log In” again.
- The information inputted will be saved to the application when you click “Continue” at the bottom of any page.
- You and your DPI consultant cannot view your online contract at the same time.



Here are some other helpful tips as you go through the contract:

- 3) Avoid the use of dashes, commas, and hyphens when entering numbers.
- 4) A timer will start when you enter the contract; and when there is no activity for 30 minutes, you will be asked to re-log in.
- 5) At the bottom of every page of the online contract you will see “Continue”. Click “Continue” at the bottom of the page to save data that was entered and to move onto the next page of the online contract.
- 6) Lastly, you and the DPI consultant cannot view your agency’s online contract at the same time.

Entering the Wisconsin Child Nutrition Programs site:

- Go to <http://dpi.wi.gov/community-nutrition/ns-smp/online>



This slide indicates what you will see as you start the process of entering the online contract. This is the main page for Wisconsin Child Nutrition Programs Online Services. The next 3 slides will guide you through on how to get to the log-in page. The DPI recommends that you bookmark this page for easier access in the future.

- Click on the box on the left: “Online Services Log-In”



First, select “Online Services Log In”.

- Enter your agency code and password

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Welcome to Wisconsin Child Nutrition Programs On-line Services

Submit Claims for Home Sponsor, National School Lunch Program, School Breakfast Program, Summer Food Program, Child and Adult Care Food Program, Special Milk Program & Revise Programs Contracts Informations.

LOG IN

Agency Code

Password

Submit Reset

Community and School Nutrition PROGRAMS WISCONSIN DPI

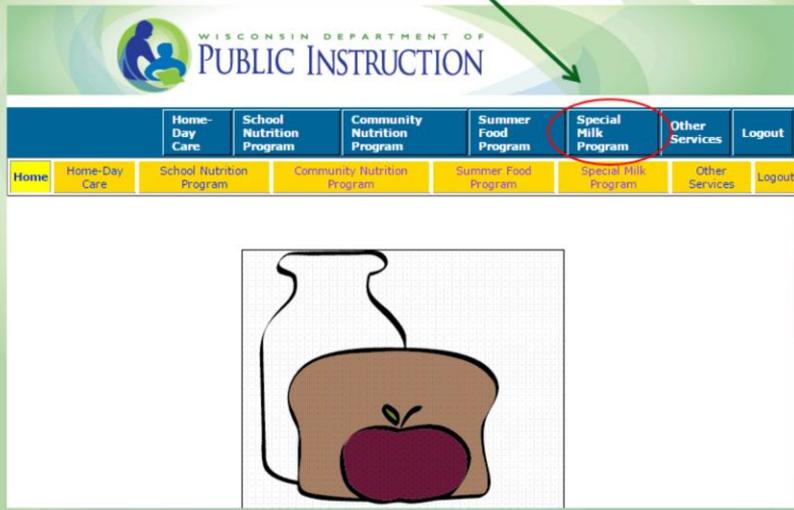
Click "Submit" to enter the online application.

WISCONSIN DEPARTMENT OF PUBLIC INSTRUCTION

This is the page where you will enter your temporary or permanent agency code and password. Remember, do not use hyphens or dashes in the number fields. Click "Submit". The next page of the online contract will have a picture of milk, bread, and an apple.

The Blue Menu Bar

- Click on the “Special Milk Program” button on the blue menu bar



Select “**Special Milk Program**” on the right side of the blue bar.

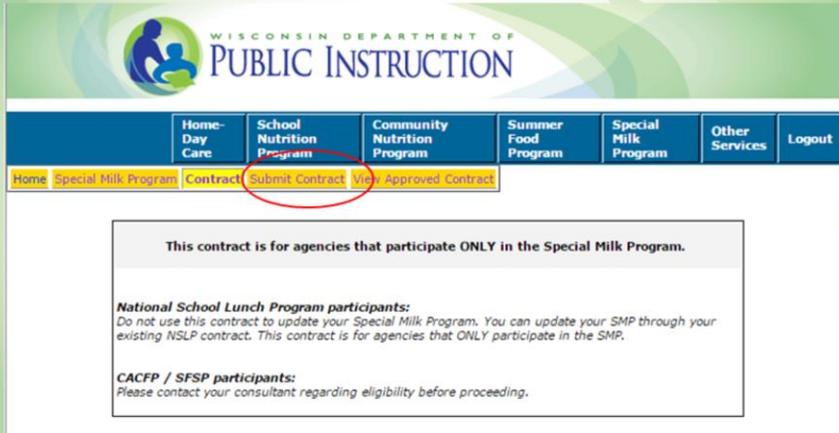
The “Special Milk Program” button will turn white and the yellow menu bar options will have changed.

Click on “Contract” which is the last yellow button on the right.



You will notice that “**Special Milk Program**” in the blue bar turns white. Next, select “**Contract**” in the yellow bar, the last icon to the right.

Click on “Submit Contract” in the yellow menu options.
This will bring you to the first screen where you will start to enter information for your contract.



Then click on “Submit Contract” in the yellow bar.

Entering the SMP Contract

- Contract Preparer/Enterer Information: You will need to fill out this information each time you enter the contract to help DPI track changes to the contract. An email address for the Contract Preparer is required.

The screenshot shows the Wisconsin Department of Public Instruction's online application interface. At the top, there is a navigation menu with links for Home, Contract, and Submit Contract. Below this, the page title is "Special Milk Program 2014-2015 Application Contract Enterer Information" for the entity "276801 - Black River Area Child Care Services Inc". The main form area is titled "[Contract Preparer/Enterer Information]" and contains the following fields:

Please fill in all requested information. It will be used to contact the agency for any questions regarding the submitted Application.			
First Name	Wilma	Last Name	Flintstone
Phone Number	999	999	9999 Extension
Email	wilma@bedrock.com		

At the bottom of the form, there is a "CONTINUE" button, which is circled in red. A green arrow points to the right from the button.

Remember: No dashes & no hyphens in number fields.

Click 'Continue' to save & move to the next page.

Every time you log into your online contract, the screen on the slide will appear and you will need to enter the required information. This tells DPI who has been in the contract making changes. Remember do not use hyphens or dashes in the number fields. Also, e-mail is required. Click "Continue" to move to the next page.

General Information

Please be sure to fill in all applicable fields. You will get an error message and not be able to continue to the next page until all fields are filled in.

This is the first page of the online contract, “General Information”. For new agencies, all fields will be blank and need to be completed. New agencies must also submit their DUNS number online.

Every agency must enter their Federal Employer Identification Number. Also, please do not select “School Agencies” as this contract is for non-school agencies. For returning agencies, please be sure to review and update any necessary information. Please see the two next slides for 1) instructions on how to submit your DUNS number and 2) links to determine your Congressional District and CESA number.

DUNS Number

Report your Data Universal Numbering System (DUNS) number** to DPI's Child Nutrition Programs by following the steps below. (NOTE: The agency name associated with your DUNS number must match exactly the name as listed on your group day care license as well as the agency name submitted as part of the online contract).

- Go to the Child Nutrition Programs Online Services Page at <http://dpi.wi.gov/fns/online.html> and select the button for On-Line Services Log-in.
- Log in using your temporary agency code and temporary password.
- Select "Other Services:" from the blue menu bar at the top of the screen.
- Select "DUNS Information" from the yellow menu bar that appears below the blue bar.
- Enter your DUNS number in the space provided. It is optional to enter the DUNS Plus 4 number-this 4-digit code is generally given to very large entities with many divisions. Most agencies will only have the 9-digit DUNS number.
- Fill out your name, phone number and email address, and select "I Agree" in the Certification section at the bottom of the page.
- Click the "Submit" button at the bottom of the screen. You will receive a confirmation screen which will indicate that your information has been received.
- **If your agency does not have DUNS number, the DPI provides instructions on how to obtain one:
http://dpi.wi.gov/sites/default/files/imce/school-nutrition/pdf/duns_instructions.pdf

All new agencies must report their DUNS number online. If you do not have a DUNS number, you can find detailed instructions on how to obtain one at the address here http://dpi.wi.gov/sites/default/files/imce/school-nutrition/pdf/duns_instructions.pdf

Step-by-step instructions on how to submit the DUNS number online are listed here as well.

1. Go to the Child Nutrition Programs Online Services Page at <http://dpi.wi.gov/fns/online.html> and select the button for On-Line Services Log-in.
2. Log in using your temporary agency code and temporary password.
3. Select "Other Services:" from the blue menu bar at the top of the screen.
4. Select "DUNS Information" from the yellow menu bar that appears below the blue bar.
5. Enter your DUNS number in the space provided. It is optional to enter the DUNS Plus 4 number-this 4-digit code is generally given to very large entities with many divisions. Most agencies will only have the 9-digit DUNS number.
6. Fill out your name, phone number and email address, and select "I Agree" in the Certification section at the bottom of the page.
7. Click the "Submit" button at the bottom of the screen. You will receive a confirmation screen which will indicate that your information has been received.

Congressional District & CESA

- Congressional District:
http://dpi.wi.gov/sites/default/files/imce/community-nutrition/pdf/wi_congress_dist.pdf
- CESA Number:
<http://k12wisconsin.maps.arcgis.com/apps/webappviewer/index.html?id=bbd737ea6e2d414b93d071672d1809e7>



The links on the slide can be used to determine your congressional district and CESA number.

Agency Contacts Information

Agency Contacts Information	
Authorized Representative	
Title	Business Administrator
First Name	Wilma
Last Name	Flintstone
Phone Number	9999999999
Fax Number	9999999999
Email Address	wilma@bedrock.com
Monthly Claim Preparer	
Title	Business Administrator
First Name	Wilma
Last Name	Flintstone
Phone Number	9999999999
Email Address	wilma@bedrock.com

- Authorized Representative: A person at your agency who is authorized to complete the application with the DPI and the main contact at the agency for the SMP.
- Monthly Claim Preparer: A person at your agency who is responsible for entering SMP monthly claims for reimbursement.



It is imperative that the Agency Contacts Information is correct and current. Any time an agency has a change in the Authorized Representative or Monthly Claim Preparer, the agency needs to log into their online contract to update the information. The name and e-mail of the Authorized Representative is kept on file in a database at the DPI so updates and memos can be sent to each agency.

The Authorized Representative is the individual ultimately responsible to ensure the SMP is being implemented correctly at the agency. The Claim Preparer enters the SMP monthly claims for reimbursement, and could potentially be the Authorized Representative as well.

Milk Plan Information

Milk Plan Information	
Type of Plan	
<input checked="" type="radio"/> Nonpricing Plan	Milk is not sold to children, but is provided without charge or included in tuition or boarding fees or paid by private donation or endowment
<input type="radio"/> Pricing Plan	Milk is sold to children under a separate established charge and maximum use is made of program reimbursements to reduce to the extent possible, the price per half pint which children pay for milk. Check One: Agency's option regarding milk for needy students. <i>(The provision of milk free to children eligible for free milk is not a requirement under a pricing plan, it is a local option.)</i> <ul style="list-style-type: none"><input type="radio"/> Milk available under the Special Milk Program will not be provided free to children eligible for free milk, all children will be charged the same price and in accordance with the appropriate Policy Statement.<input type="radio"/> Milk available under the Special Milk Program will be provided free to children eligible for free milk in accordance with the appropriate Policy Statement, and children not eligible for free milk will pay the established price<input checked="" type="radio"/> None



The last portion of the first page of the online application is “**Milk Plan Information**”. Non-school agencies need to select “**Non Pricing Plan**”. Under “**Pricing Plan**”, please select “**None**”. Click “**Continue**” at the bottom of the page to save data that was entered and to move onto the next page of the online application.

Policy Statement: Non-School Agencies

Check the one procedure used to obtain and maintain accurate daily records of half-pints of milk served.

Certify that the type of milk served meets SMP requirements

**Special Milk Program 2016-2017 Application
Policy Statement**

The Sponsoring Agency assures the State Department of Public Instruction that milk served under the Special Milk Program will be the same for and served in the same manner to all children wishing to participate in the program in all sites in which the program is offered and that the milk shall be provided without physical segregation of or discrimination against any child on the basis of sex, race, color, religion, creed, age, national origin, ancestry, pregnancy, marital status, parental status, sexual orientation.

Accountability for Milk Served

TO ENSURE AN ACCURATE DAILY COUNT of all milk served in the Special Milk Program, the following record keeping method(s) and procedures will be used to obtain the number of half-pints* of milk served to children and adults and to substantiate the number of half-pints* served to children as reported on the monthly reimbursement claims. SMP sponsor claims will be audited periodically.

Check the one procedure used to obtain and maintain accurate daily records of half-pints of milk served at each site. Counting systems based on averages or percentages are not permitted.

1. The milk is reported for reimbursement based on a point-of-service daily count of half pints served to children (per definition) within each calendar month; minus the number of half pints of milk recorded as waste. No milk is purchased for or served to adults.
2. The milk is reported for reimbursement based on a point-of-service daily count of half pints served to children (per definition) within each calendar month; minus the number of half pints of milk recorded as waste and minus the number of half pints served to adults.
3. The milk is reported for reimbursement based on an actual point-of-service daily count. An actual daily count is taken of the number of half-pint cartons of milk served to the children and adults respectively by a ticket system, check off system, or token system. (This method would only be acceptable if milk is purchased in half-pint cartons.)
4. None of the methods above describe our accountability system.

(Describe Other Method used to obtain and maintain accurate daily records of milk served.)

*Reimbursement is paid on a half-pint basis. To convert gallons or half gallons to half pints, use the conversion factor of 16 half pints per gallon.

Milk served in the SMP must be consistent with the Dietary Guidelines for Americans. Therefore, fluid milk served to participants two years of age or older must be: fat-free(skim) or low-fat(1%) milk, fat-free or low-fat lactose reduced milk, fat-free or low-fat lactose free milk, fat-free or low-fat buttermilk, or fat-free or low-fat acidified milk. Whole milk and reduced-fat(2%) milk may not be served to participants under two years of age. Milk must be pasteurized fluid milk that meets state and local standards and may be flavored or unflavored.

Check the boxes below to certify that the type of milk served meets SMP requirements.

Milk served to participants two years of age or older will be fat-free(skim) or low-fat(1%) milk, fat-free or low-fat lactose reduced milk, fat-free or low-fat lactose free milk, fat-free or low-fat buttermilk, or fat-free or low-fat acidified milk.

Milk served to participants under the age of two can be whole, reduced-fat(2%), low-fat(1%) or fat-free(skim) milk. It is recommended that children between the ages of one and two receive whole milk.

Did applicant expend \$750,000 or more in total Federal awards during the prior Federal Fiscal Year? Yes No

Any non-profit or public entity that expends \$750,000 or more in federal funds during a fiscal year is required to have a Single Audit completed. If your agency meets this requirement, a copy of the audit is to be submitted to: DPI Community Nutrition Programs, Special Milk Program, P.O. Box 7841, Madison, WI 53707-7841.

CONTINUE

Each agency must select how they will account for the milk that is being served to the children. You can select number 1, 2, 3, or 4. If number 4 is selected, be sure to include a description of how your agency will obtain and maintain accurate daily records of milk served. The accountability statement that you choose will be verified during the desk audit that DPI completes. If you are renewing the contract for the new FY, make sure the statement that is selected still applies to your agency's procedures.

Each agency must select the boxes certifying that the type of milk served to participants meets the SMP requirements.

Each agency must indicate if they did or did not expend \$750,000 or more in federal funds during the prior Federal Fiscal Year.

- Any non-profit or public entity that expends \$750,000 or more in federal funds during a fiscal year is required to have a Single Audit completed. If your agency meets this requirement, a copy of the audit is to be submitted to: DPI Community Nutrition Programs, Special Milk Program, P.O. Box 7841, Madison, WI 53707-7841.

Schedule A-Participating Sites

Home Submit Contract

Home-Day Care School Nutrition Program Community Nutrition Program Summer Food Program Special Milk Program Other Services Logout

Special Milk Program 2013-2014 Application
Schedule A - Participating Site(s)

349614 - Silver Birch Ranch

List each school/site participating in the Special Milk Program covered by this application. Select the site by clicking on the site number and provide/update site contract information. Follow the same process for all site(s) your Agency wants to bring on the program. To 'Add' a new site to the contract, click the 'New Record' button and follow the instructions.

Site No.	Site Name	
12219	Silver Birch Ranch	Update Site Details

Only select 'New Record' if you have a new site or are a new agency.

NEW RECORD CONTINUE

Click on the site number or site name highlighted in blue.

[General Information] [Policy Statement]

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You will now enter site specific information. Your agency may have only one site or it might have several sites on the SMP. Please be sure to enter/update information for each site that you want to participate on the SMP.

This is a sample screen of an agency that has one site. In order to gain access to the Schedule A Site Application page, click on the site no. or site name highlighted in blue—this is the link to the Schedule A Site Application page. The **“Update Site Details”** highlighted in red will disappear after you have updated the Schedule A Site Application page.

Only select **“New Record”** if you are entering a new site or are a new agency.

Validation Error

Home Submit Contract

Validation Error:- You must correct the following error(s) before proceeding:

- Agency must update site information (for e.g. site start and end dates) for sites that has 'Update Site Details' displaying in front of them in the list below before submitting contract to DPI.

Special Milk Program 2013-2014 Application
Schedule A - Participating Site(s)

349614 - Silver Birch Ranch

List each school/site participating in the Special Milk Program covered by this application. Select the site by clicking on the site number and provide/update site contract information. Follow the same process for all site(s) your Agency wants to bring on the program. To 'Add' a new site to the contract, click the 'New Record' button and follow the instructions.

Site No.	Site Name	
12219	Silver Birch Ranch	Update Site Details

NEW RECORD CONTINUE

[General Information] [Policy Statement]

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Your agency will receive a validation error if you try to move forward without making any changes to the Schedule A Site Application page. See the sample screen on the slide. Every agency must update their operation start and end dates on the Schedule A Site Application page.

Schedule A - Site Application

This is a sample of the Schedule A Site Application screen. Schedule A needs to be filled out for each site that will be participating on the SMP. Most of the information is straight forward, like information about your agency (i.e. name, address, etc.). It is very important to update site program Operation Start and End dates for each site.

Under “Grades/Serving Estimate Information”:

- Fill in “*Estimated No. to be Served Per Day*” (Only Applicable to Nonschool Sponsors)
- **DO NOT** fill out information below “*Grades in Building (Only Applicable to School)*”; it should remain as “none” in both fields.
- If your agency has more than one site, you will need to repeat the process for each site.
- Also, sites can be deleted (i.e. if site has closed). Click on the name of the site to access it, and then click the “Delete” button at the bottom of the page.

Once all information is current/updated, click “**Save**” and you will be brought back to the Schedule A Site Listing page.

Schedule A- Site Application

Home Submit Contract

Special Milk Program 2013-2014 Application
Schedule A - Participating Site(s)

349614 - Silver Birch Ranch

List each school/site participating in the Special Milk Program covered by this application. Select the site by clicking on the site number and provide/update site contract information. Follow the same process for all site(s) your Agency wants to bring on the program. To 'Add' a new site to the contract, click the 'New Record' button and follow the instructions.

Site No.	Site Name
12219	Silver Birch Ranch

[NEW RECORD](#) [CONTINUE](#)

[\[General Information\]](#) [\[Policy Statement\]](#)

This is a sample screen of what you will see after you update the Schedule A Site Listing pages(s). Click **“Continue”**.

Contract and Agreement Certification

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Home-Day Care School Nutrition Program Community Nutrition Program Summer Food Program Special Milk Program Logout

Home Submit Contract

Special Milk Program 2011-2012 Application
Contract and Agreement Certification

138801 - YMCA of Dane County-Northeast

CERTIFICATION

- I certify that the information within this application is true and correct to the best of my knowledge and that the applicant herein named is in compliance with the audit requirement stated in 7 CFR Part 3052.
- I understand that this information is being given in connection with the receipt of federal funds and that deliberate misrepresentation or withholding of information may subject me to prosecution under applicable State and Federal criminal statutes.
- I agree to abide by the terms and conditions of the Contract and Agreement

I agree to Certification

Submit

[\[General Information\]](#) [\[Policy Statement\]](#) [\[Site\(s\) Listing\]](#)

This is the last page of the contract. In order for you to submit the contract to the DPI, you must select the box next to “I agree to certification” and click “Submit”.

Confirmation

After you receive the page below “Contract Successfully Submitted to DPI”, you will need to ‘Log out’ via the button in the blue bar.

The screenshot shows a web application interface with a blue navigation bar at the top containing buttons for 'Home-Day Care', 'School Nutrition Program', 'Community Nutrition Program', 'Summer Food Program', 'Special Milk Program', and 'Logout'. The 'Logout' button is circled in red. Below the navigation bar, there are two yellow buttons: 'Home' and 'Submit Contract'. The main content area has a blue header that reads 'Special Milk Program 2011-2012 Application Contract Application Submitted'. The central text reads: '138801 - YMCA of Dane County-Northeast', 'CONTRACT SUCCESSFULLY SUBMITTED TO DPI', 'ON', 'Apr 1, 2011'. Below this, there is a paragraph explaining that the contract information has been successfully submitted to the Department of Public Instruction (DPI) and that contract changes will become effective after review. A second paragraph states that users can modify information before review but the contract becomes locked once under review. At the bottom, a red instruction reads: 'Click Home page button to go back to home page or click logout at top right corner to exit application completely.'

Please be sure to select the “**Logout**” button in the blue bar after you get the verification page that the contract was successfully submitted. After you submit your online contract, a DPI consultant will review the contract for completeness. Your agency will be contacted to make any changes/updates that are needed. After the contract is complete, the DPI consultant will approve it and you will receive an approval letter for the FY stating that your agency has an SMP contract with the DPI.

Troubleshooting & Helpful Tips

- Passwords to access the online contract: You need to contact Jacque Jordee at DPI in the Federal and State Grants Program; 608/267-9134 or jacqueline.jordee@dpi.wi.gov.
- In order to have a paper copy of the approved contract, you must print each page individually.
- Always use the “Log Out” button when exiting the contract.
- Changes/updates can be made to your contract at any time. Remember to click “Continue” or “Save” at the bottom of each screen, click “Submit” and use the “Log Out” button.
- Contact Info for the Community Nutrition Team, Non-School SMP:

Wisconsin Department of Public Instruction
Community Nutrition Team
125 S. Webster St.
Madison, WI 53707
Phone: 608-267-9129
Fax: 608-267-0363



If you are having issues with your password or need a new password, please contact Jacque Jordee. Her contact information can be found on the slide.

In order to print your approved contract, you must print each page individually.

Always use the Log Out button when exiting the contract.

Whenever changes/updates are made to the contract, be sure to use the “**Continue**” and “**Save**” buttons within the contract, “**Submit**” and “**Log Out**”. Also, it is helpful to send your assigned consultant an e-mail indicating that changes/updates were made.

If your agency needs to get in contact with the Community Nutrition Team for Non-School SMP, please use the contact information found on the slide.

Thank You!

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, audiotape, 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, 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.

This institution is an equal opportunity provider.



Thank you for viewing the webcast on Submitting the SMP Online Contract. The DPI encourages your agency to use this webcast/manual as a tool to complete the online contract. Please take the time to view the webcast: *Submitting an SMP Online Claim for Reimbursement*.