

Wisconsin USDA Foods Program Policy and Procedures

This policy and procedures manual is for Wisconsin recipient agencies ordering and receiving USDA Foods through their participation in the Child Nutrition Programs.

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General Program Information

Introduction

The United States Department of Agriculture (USDA) purchases food to support the American agricultural market and to remove surplus. These food products are called USDA Foods. USDA Foods are offered to recipients of different government supported programs. Recipient agencies prepare meals using USDA Foods at specific locations and/or distribute USDA Foods to households for the purpose of improving the health of individuals receiving the USDA Foods. In Wisconsin the two state agencies responsible for the administration of the various food programs are the Department of Public Instruction (DPI) and the Department of Health Services (DHS).

DPI is responsible for administering the following Child Nutrition Programs:

- National School Lunch Program (NSLP)
- School Breakfast Program (SBP)
- Afterschool Snack Program
- Summer Food Service Program (SFSP)
- Child and Adult Care Program (CACFP)
- USDA Foods for Schools Program for NSLP and SFSP

DHS is responsible for administering the following program:

- The Emergency Food Assistance Program (TEFAP)

Distribution of USDA Entitlement Dollars

For the USDA Foods in Schools Program, participating State Distributing Agency (SDA) receives USDA Foods based on the total number of eligible NSLP lunches served during the prior year multiplied by the USDA federal assistance rate, which is based on food index calculations. Based on this calculation each SDA receives an entitlement dollar balance from USDA that is to be spent toward the ordering of USDA Foods.

School Food Authorities (SFAs) in NSLP have the benefit of opting to participate in USDA Foods. SFAs that opt to participate in USDA Foods are referred to as Recipient Agencies (RAs).

Annually, the SDA distributes entitlement dollar balances to SFAs based on the State's total entitlement and each SFA's total number of eligible lunches served during the prior year. DPI distributes entitlement to SFAs in January for the next school year.

Entitlement Value of USDA Foods Products

Each USDA Food product has an entitlement dollar value. The entitlement dollar value of the USDA Food is the actual cost of the product as purchased by USDA from the market. SFAs do not directly pay the entitlement dollar value. However, for each USDA Food received by a SFA, this dollar value is subtracted from the SFA's entitlement dollar

balance. Participating SFAs are not required to take all USDA Foods offered. Only those USDA Foods which can be efficiently utilized within a year of receipt should be ordered.

Different types of products are offered through the USDA Foods program including fruits, vegetables, meats, cheese, beans, peanut products, rice, pasta products, flour, and other grain products.

Bonus USDA Foods are those that are declared as surplus by USDA. Bonus USDA Foods are considered those over and above entitlement USDA. Bonus products are offered periodically, but only as they become available through agricultural surpluses. USDA offers bonus products to SDAs on a fair-share basis and in turn, SDAs offer bonus products to participating SFAs on a fair-share basis. The dollar values of these bonus products are not subtracted from the SFA's entitlement dollar balance.

The variety of both entitlement and bonus USDA Foods made available by USDA depends on quantities available and market prices.

DPI provides a report called the USDA Commodity Allocation and Receipt Summary (CARS) report, listing all USDA Foods allocated and accepted by a SFA participating in the NSLP and the SFSP. It shows the total value of USDA Foods received, including bonus USDA Foods, for each SFA. SFAs can view their CARS report at the end of each school year in the [Wisconsin USDA Foods Ordering System](#).

Selection of USDA Foods

The DPI utilizes a request driven ordering system ([Wisconsin USDA Foods Ordering System](#)); and annually submits orders to USDA for donated foods based on SFAs' requests. The DPI provides SFAs participating in the USDA Foods Program the opportunity to review the USDA Foods Available list and submit input. Input is requested on, at minimum, an annual basis, via a preference survey. SFAs are asked to give feedback on which products are acceptable, nutritious, and can best be utilized. Based on the input received on the preference survey or other feedback offered at any time, the DPI makes those foods available to request during the Annual Order Survey in February.

Ordering USDA Foods

To be eligible to receive USDA Foods from the DPI, SFAs or institutions must have an approved NSLP contract with the DPI School Nutrition Team. In February, each participating SFA must place a WI USDA Foods Annual Order Survey for the following school year. Please refer to the [WI USDA Foods Ordering System Manual - School Lunch Program](#) for instruction on submitting an order request.

Based on USDA minimum truck load requirements, DPI increases or decreases SFAs' annual order requests, as required by USDA. In addition, based on agricultural industry availability, USDA is not always able to purchase all USDA Foods that are requested.

Therefore, DPI may be required to adjust or delete SFAs' USDA Foods order requests, as necessary.

If an agency is new to the program and is approved for participation after the annual ordering period, the new program can still participate in the USDA Foods program. However, only surplus USDA Foods or bonus USDA Foods or DoD Fresh Produce may be available to the agency for the first participation year.

Orders for DoD Fresh Produce - Participating SFAs allocate a portion of their USDA entitlement dollars during the Annual Order Survey. During the school year, ordering and delivery of fresh fruit and vegetable are through the USDA FFAVORS ordering system, which is separate from the WI USDA Foods Ordering System.

Orders for Direct Diversion Bulk and Cheese Rebate – Participating SFAs contract with processors, brokers, or prime vendors before the Annual Order Survey opens. When the Annual Order Survey is open, SFAs order bulk USDA Foods products that will be sent to DPI-approved processors for further processing into end products. During the school year, SFAs order end products either directly from their contracted processor or indirectly from their commercial distributor that draw down the bulk pounds allocated.

Orders for Direct Delivery and State Processing Products

Throughout the school year, DPI will process all SFAs orders monthly based on the Annual Order Survey and what products are actually in the State-contracted warehouse. From time to time, bonus USDA Foods or surplus USDA Foods will be offered and processed monthly.

Monthly, after DPI has processed all SFAs orders, each SFA will be able to view and print a copy of the following month's order. If the SFA is using the State-contracted delivery system, the SFA will need to print a copy of the order to use when receiving in the ordered USDA Foods. See the below listed timeframe for details on the monthly processing of orders.

- | | |
|---|--|
| 3rd – 10th of each month: | If available, order bonus/fair share products or surplus products for the following month's order. |
| 10th – 15th of each month: | State processes fair share and bonus requests and monthly annual survey orders. |
| After the 15th of each month: | Each SFA can view/print the following month's delivery order. |

Each SFA is responsible for printing a copy of the monthly order before delivery.

The link to the *Wisconsin USDA Foods Ordering System* can be found: [Wisconsin USDA Foods Ordering System](#).

Cost of USDA Foods

USDA pays for the value of the food, the initial processing and packaging of food, and for transporting it to a designated location. For USDA Foods that are delivered to the State-contracted warehouse, the food becomes the responsibility of the DPI. The DPI is responsible for storing, transporting, and ensuring equitable distribution of USDA Foods to SFAs. In turn, each SFA is responsible for covering the administrative fee, the storage fee, the processing costs, and the delivery costs associated with all USDA Foods ordered and received by that SFA.

The **administrative fee** is the amount charged to cover costs associated with the administration of the program. This fee is assessed for all USDA Foods requiring DPI monitoring and over-sight, including bulk pounds committed to a processor for further processing. The **storage fee** covers the additional storage costs that occur prior to release of the product from the State-contracted warehouse facility. The **delivery fee**, for agencies that select the State delivery system, is the amount charged to cover costs associated with the once per month delivery of Direct Delivery and State Processing USDA Foods. The **processing fee** covers the cost of “value added” products.

SFAs participating in USDA Foods have two options for receiving further-processed USDA Foods.

Option 1 (Direct Diversion and Cheese Rebate): SFAs can receive further-processed USDA Foods by ordering bulk USDA Foods through the DPI, and then these bulk USDA Foods are further processed into end products according to each SFA’s request (direct diversion processing). For SFAs that participate in direct diversion processing (including pounds committed to the Cheese Rebate Program), the DPI **will not** assess a “processing fee” (an administrative fee will, however, be assessed for the bulk USDA Foods diverted to each processor).

Option 2 (State Processing or C Codes): SFAs can receive the State Processed USDA Foods, where bulk USDA Foods are further processed into end products determined through a state-wide bid process. The finished end products are shipped from the processor to the State-contracted warehouse and are offered to SFAs along with the Direct Delivery (“brown-box”) USDA Foods. For SFAs that participate in the State Processing program, an applicable processing fee will be assessed.

The current handling charges for receiving USDA Foods are posted on the [DPI Product Values and Fees](#) webpage.

For monthly orders of Direct Delivery and State Processing products, DPI fees will be calculated monthly. Any applicable costs will be automatically offset and taken from the

monthly National School Lunch Program federal reimbursement claim. The reimbursement voucher will reflect the total amount of reimbursement claim less the assessed fees.

For direct diversion processing commitments (including the Cheese Rebate Program), the costs will be calculated annually, in August, for the upcoming school year. Any applicable costs will be automatically offset and taken from the monthly National School Lunch Program federal reimbursement claim. The reimbursement voucher will reflect the total amount of reimbursement claim less the assessed fees.

Wisconsin Delivery Policies and Procedures

DPI divides Wisconsin into two warehouse areas: the Northern region and the Southern region. The Northern region is currently supplied by Central Storage and Warehouse in Eau Claire, Wisconsin. The Southern region is supplied by Central Storage and Warehouse in Madison, Wisconsin.

The **Northern Region** (Central Storage Warehouse Eau Claire) is made up of the following counties:

<u>County #</u>	<u>County</u>	<u>County #</u>	<u>County</u>	<u>County #</u>	<u>County</u>
02	Ashland	31	Kewaunee	55	St. Croix
03	Barron	32	La Crosse	57	Sawyer
04	Bayfield	34	Langlade	58	Shawano
05	Brown	35	Lincoln	60	Taylor
06	Buffalo	36	Manitowoc	61	Trempealeau
07	Burnett	37	Marathon	63	Vilas
08	Calumet	38	Marinette	65	Washburn
09	Chippewa	41	Monroe	68	Waupaca
10	Clark	42	Oconto	69	Waushara
15	Door	43	Oneida	70	Winnebago
16	Douglas	44	Outagamie	71	Wood
17	Dunn	46	Pepin	72	Menomonee
18	Eau Claire	47	Pierce		
19	Florence	48	Polk		
21	Forest	49	Portage		
26	Iron	50	Price		
27	Jackson	54	Rusk		

The **Southern Region** (Central Storage Warehouse Madison) is made up of the following counties:

<u>County #</u>	<u>County</u>	<u>County#</u>	<u>County</u>
01	Adams	33	Lafayette
11	Columbia	39	Marquette
12	Crawford	40	Milwaukee

13	Dane	45	Ozaukee
14	Dodge	51	Racine
20	Fond du Lac	52	Richland
22	Grant	53	Rock
23	Green	56	Sauk
24	Green Lake	59	Sheboygan
25	Iowa	62	Vernon
28	Jefferson	64	Walworth
29	Juneau	66	Washington
30	Kenosha	67	Waukesha

Delivery Options

SFAs have two different options for receiving delivery of the USDA Direct Delivery and State Processing products. (All Direct Diversion and Cheese Rebate products must be contracted for delivery through a commercial distributor or directly delivered from the processor.)

SFAs must select the preferred method of delivery in February for the next school year when the annual USDA Foods Contract (School Food Authority Contract form) is completed. The method of delivery must remain the same for the duration of the school year.

1. **State-contracted delivery** to one drop-off address per SFA. This involves a once per month (September through May) tailgate delivery by a trucking firm under sub-contract with the State-contracted warehouse facilities. The current trucking firm providing delivery service is Midwest Perishables Industries (MPI). When this delivery option is chosen, it is the SFA's responsibility to have personnel available to off-load the truck. MPI will not deliver Direct Diversion (bulk products for further processing). SFAs that order bulk Direct Diversion must work with a commercial distributor for delivery of those products.
2. **SFA-contracted commercial distributor delivery**. Participating SFAs contract with a commercial distributor for delivery of USDA Foods. SFAs receive USDA Foods at the negotiated delivery frequency and addresses. The SFA-contracted distributor, at a minimum of monthly, must pick-up the school's USDA Direct Delivery and State Processing products from the State-contracted warehouse and store the USDA Foods at the distributor's warehouse. The SFA is also responsible for negotiating the delivery schedule with the commercial distributor. The SFA will work with the distributor to determine when and what amount of each product is delivered.

State-contracted Deliveries

Deliveries are made Monday through Friday, except on state *legal* holidays including Labor Day, Memorial Day, Presidents' Day, Veterans' Day, Thanksgiving, Christmas Eve, Christmas Day, New Year's Eve, New Year's Day, July 4th, Columbus Day, Good Friday,

and Martin Luther King Jr. Day. Unless your agency and MPI mutually agree on an earlier or later time, deliveries are made between 6:30 AM and 3:30 PM. If there are vacation days scheduled in which the SFA is closed and no one will be available to receive USDA Foods, it is the SFA's responsibility to contact MPI and inquire whether an alternative delivery day is available.

SFAs and residential childcare institutions receive deliveries once a month September through May. The Emergency Food Assistance Programs receive deliveries once a month July through June. The Summer Food Service Programs have delivery of their USDA Foods in June.

Delivery Schedule for State-Contracted Deliveries

Agencies that have questions or concerns about their delivery schedule should contact MPI directly. Please contact MPI at:

Midwest Perishable Industries (MPI)
Contact: Brian Wilson or John Hogg, Transportation Manager
Phone number: 608-273-8000

MPI will notify your agency of the delivery date and time, **by email**, no less than 48 hours before delivery. The delivery time given by MPI is an *approximate* delivery time only. If MPI needs to change the delivery date, the SFA will be notified of this change by phone.

SFA-contracted Commercial Distributor Deliveries

Participating SFAs may contract with a commercial distributor for delivery of USDA Foods. The SFA is responsible to negotiate a contract with a distributor following procurement regulations. Only one distributor can be selected by the SFA to provide delivery of USDA Foods for Direct Delivery and State Processing Products. The following outlines the procedures for contracting with a commercial distributor for delivery of USDA Foods:

1. Agency must follow procurement regulations and contract with a commercial distributor for delivery of USDA Foods. It is best practice to have your commercial distributor selected before the USDA Foods Annual Order Survey opens in February. The deadline to make any changes to your delivery selection is **March 31** for the following school year. A template to assist in contracting with a commercial distributor can be found on the DPI website: [Commercial Distribution](#). **Please note:** your agency may need to add SFA required language to the template. The template is not intended to be all inclusive.
2. In February (for the following school year), SFAs must accept an agreement with the DPI for participation in commercial distribution of USDA Foods. This contract outlines the responsibilities of all parties involved. This agreement is accepted annually by agencies in the [Wisconsin USDA Foods Ordering System](#) on the "School Food Authority

Contract Form”. This agreement only needs to be accepted by agencies opting to use a commercial distributor for delivery of USDA Foods. This contract **does not** need to be completed by agencies opting to use the State-contracted delivery system. A copy of this contract can also be found on the DPI website: [Commercial Distribution](#).

3. By **March 31** agency must designate which commercial distributor your agency has selected in the [Wisconsin USDA Foods Ordering System](#). The instructions for designating a commercial distributor can be found in the [WI USDA Foods Ordering System Manual - School Lunch Program](#).

Delivery Address Changes

SFAs must designate which delivery option and the USDA Foods delivery address destination on the annual “School Food Authority Contract Form” in the [Wisconsin USDA Foods Ordering System](#). Agencies that need to make a change to their delivery destination address during the school year must submit the delivery address change at least 45 days before the next delivery date.

SFA Delivery Receiving Procedure for State-Contracted Deliveries

SFAs should follow these procedures when receiving USDA Foods:

1. While receiving delivery of each order, a copy of the order should be utilized to verify which USDA Foods and quantities that the trucker is delivering. You will need to obtain a copy of the monthly order from the DPI USDA Foods Ordering System. If the SFA receives USDA Foods for any other participating agencies via a Joint Agreement, a copy of the “Cumulative Order” (called a “Joint” order in the DPI USDA Foods Ordering system) must be accessed from DPI System. For details on accessing a copy of the order, please refer to the instructions in the [WI USDA Foods Ordering System Manual - School Lunch Program](#).
2. When receiving in your USDA Foods order, use the amounts listed in the “Received Qty” located on the far right-hand side of the order form.
3. Before the trucker leaves, the trucker and the SFA’s receiving person must sign both the agency’s copy and the trucker’s copy of the order, verifying that the order has been received in the amount that has been ordered. The signature blocks are located at the bottom of the order form.
4. Keep the copy signed both by the agency’s representative and the trucker on file as required.

Handling of Delivery Discrepancies for State-Contracted Deliveries

A discrepancy is a difference between the amount that appears in the Received Qty column on the order form and the actual amount delivered. When a discrepancy occurs, the SFA is responsible for documenting the shortage, noting the discrepancy on the order, obtaining signatures on the order, and submitting the documented shortage to the DPI. The following outlines the correct procedure for handling delivery discrepancy(s).

1. If any shortages or overages occur, the trucker should be notified at the time of delivery, so that the error can be corrected immediately. Agencies **should not** accept any overages. Overages must be returned to the trucker immediately.
2. If the trucker is unable to correct the discrepancy before the truck departs, note any discrepancy(s) on the order in the Received Qty column.
3. The discrepancy must be noted on both the trucker's copy of the order and the SFA's copy of the order.
4. The order must be signed by both the trucker and the agency representative receiving the delivery. **The trucker must also initial next to each discrepancy.** If the trucking company can reconcile the discrepancy, they will contact your agency to resolve the discrepancy.
5. If the trucking company is unable to reconcile the discrepancy, you will need to follow the procedures listed below:
 - a. The discrepancy must be entered into the [Wisconsin USDA Foods Ordering System](#). In order to receive the appropriate adjustments for this discrepancy, your agency **must** enter adjustments into the system by the 7th of the month following the delivery month (e.g., before October 7 for September deliveries). After this deadline, **no financial adjustments** will be made to your agency's account. For instructions on how to enter the adjustment in the [Wisconsin USDA Foods Ordering System](#), please refer to the [WI USDA Foods Ordering System Manual - School Lunch Program](#).
 - b. Based on the submitted adjustments, the DPI will reconcile all discrepancies with the trucking company. If the trucking company disagrees with the discrepancy report, the trucking company will provide a proof of delivery document to the DPI.
 - c. Once reconciled and eligible for adjustment, your agency will receive the appropriate adjustments to your account (This includes both entitlement and applicable handling fee adjustments).

Handling of Damaged Product for State-contracted Deliveries

All product cases should be inspected for any damage during delivery. If a product is damaged, the product must still be accepted. The following outlines the correct procedure for handling damaged product(s).

1. The trucker should be informed during delivery of the damaged product(s).
2. The damaged product(s) should be noted on the trucker's copy and the SFA's copy of the order in the Received Qty column. The trucker must also initial next to the damaged product notation.
3. Both the trucker's copy and the agency's copy must be signed by both the trucker and the agency's representative receiving the delivery. Keep the signed order on file for proof of damage discrepancy.

4. The damage discrepancy must be entered into the [Wisconsin USDA Foods Ordering System](#). To receive the appropriate adjustments for this discrepancy, your agency must enter adjustments into the system by the 7th of the month following the delivery month (e.g., October 7 for September deliveries). After this deadline, no financial adjustments will be made to your agency's account. For instructions on how to enter the adjustment in the [Wisconsin USDA Foods Ordering System](#), please refer to the [WI USDA Foods Ordering System Manual - School Lunch Program](#).
5. Based on the submitted adjustments, the DPI will reconcile all discrepancies with the trucking company. If the trucking company disagrees with the discrepancy, the trucking company will provide a proof of delivery document to the DPI.
6. Once reconciled and eligible for adjustment, your agency will receive the appropriate adjustments to your account (This includes both entitlement and applicable handling fee adjustments).

SFA Delivery Receiving Procedure for Commercial Distributor Deliveries

If your agency has contracted with a commercial distributor for delivery of USDA Foods, DPI is not involved in the verification, delivery, and receipt of USDA Foods. Therefore, your agency will be responsible for verifying the quantities of USDA Foods received against each monthly USDA Foods order as listed in the [Wisconsin USDA Foods Ordering System](#). Therefore, each month, your agency should print a copy of the monthly order from the [Wisconsin USDA Foods Ordering System](#) and compare it to the USDA Foods products and quantities that are listed by your contracted commercial distributor. For details on accessing a copy of the order, please refer to the instructions in the [WI USDA Foods Ordering System Manual - School Lunch Program](#).

Delivery Discrepancies for Commercial Distributor Deliveries

If your agency has contracted with a commercial distributor for delivery of USDA Foods and is shorted product, your agency will need to resolve the shortage directly with the distributor. The DPI is not responsible for resolving commercial distributor shortages. As far as shortage resolution, your agency will need to refer to the contract that your agency has established with the distributor. Your contract should specify the procedure for shortage resolution.

Damaged Product for Commercial Distributor Deliveries

If your agency has contracted with a commercial distributor for delivery of USDA Foods and receives damaged product, your agency will need to resolve the damages directly with the distributor. The DPI is not responsible for resolving commercial distributor damages. As far as damaged product resolution, your agency will need to refer to the contract that your agency has established with the distributor. Your contract should specify the procedure for damage product resolution.

USDA Foods Complaints

When a SFA has concerns about the quality of a USDA Foods received, the *USDA Foods Complaint Form* (PI-6005 – Revision Date: 7/13) can be completed. Quality concerns can include such things as a foreign object in a USDA Foods, and the color, texture, or palatability of a USDA Foods. Only complete the complaint form if the complaint is quality related. Do not complete the form if you received damaged product(s). Damaged product(s) is a warehouse/delivery issue and not a USDA complaint issue.

Since commercial labeling of USDA Foods will make it more difficult to identify USDA Foods, agencies will need to contact the distributor/manufacturer to verify the origin of the product (commercial versus USDA Foods) prior to submitting a complaint form.

If the product of concern is a USDA Food, complete the complaint form. One copy of the completed complaint form should be retained for the SFA's files and the other copy should be emailed to the DPI. The DPI will review the complaint and take the necessary action. A copy of the complaint form can be obtained from the DPI website: [Complaint Form](#).

USDA Foods Storage Requirements

When a SFA signs the annual application agreement, the SFA agrees to provide and maintain proper storage and control of USDA Foods received to protect against theft, spoilage, damage, or other loss. USDA Foods cannot be stored in private homes or be used for private consumption. If an SFA possesses or is found to possess out-of-condition USDA Foods, the SFA must follow proper disposition instructions as provided by DPI.

Invoicing Procedure

Costs will be calculated monthly. Any applicable costs, such as administrative fees, storage fees, processing fees, and delivery fees will be automatically offset and taken from the monthly National School Lunch Program federal reimbursement claim. Any costs accrued through the ordering of USDA Foods, can be accessed through the "Invoices" tab in the [Wisconsin USDA Foods Ordering System](#).

Single Inventory Recordkeeping System to Accommodate Commercial Labels on USDA Foods

USDA allows contracted vendors to utilize commercial labels on USDA Foods. With the loss of visual identification of USDA Foods, it is difficult for SFAs to identify inventory of USDA Foods separate from purchased products. Therefore, since August 1, 2002, USDA has granted Wisconsin a waiver from the regulation that requires participating agencies to maintain a separate USDA Foods inventory and accounting system, and from the regulation that requires the DPI to annually monitor each agency's USDA Foods inventory. This waiver allows participating agencies to use a single inventory recordkeeping system that includes both commercially purchased products and USDA

Foods. Further details on the *Single Inventory Recordkeeping System* can be found on the DPI webpage: [Regulations and Policy Memos](#).

Disaster Feeding Relief

The USDA, Food and Nutrition Service (FNS) is the primary agency to identify, secure, and arrange for food assistance to affected areas following a major catastrophic disaster or emergency requiring a federal response. This is achieved by providing disaster food supplies to designated disaster staging areas and/or authorizing the issuance of disaster food stamps.

USDA, FNS provides donated food assistance to State Distributing agencies in instances in which the President has declared a disaster, and in situations of distress.

In both instances where the President has declared a disaster and in situations of distress not declared by the President to be a disaster, State Distributing Agencies are responsible for coordinating and monitoring the distribution of food to disaster relief organizations. SFAs, both public and private, may also act as disaster relief facilities or as sources of food for disaster relief agencies. For further details on disaster relief procedures, please refer to the *Disaster Relief Manual* located on the DPI website: [Regulations and Policy Memos](#).

Food Safety Holds and Recalls

When a USDA Food is potentially hazardous or has not been produced according to USDA's bid specifications, it may be placed on hold or recalled by USDA. Temporary holds are imposed to allow for further testing and to ensure that the USDA Food meets specifications. Recalls are the result of a USDA Food not meeting USDA's bid specifications, contamination, infestation, or other health or safety concerns. USDA initiates all holds or recalls. The DPI will contact all affected SFAs for notification of the hold or recall by email or telephone. Email will be the primary method of contact. Such notification will identify the USDA Food and other product information to assist agencies in identifying the involved product. All products identified should be isolated and placed "on hold." The DPI will additionally notify all involved SFAs of disposition instructions and provide additional information as necessary. Further details on Wisconsin's *Hold and Recall Decision and Notification Process* can be found on the DPI website: [Hold and Recall](#).

Program Termination

Occasionally an agency decides to stop participating in the USDA Foods Program or a SFA physically closes. When this happens, an agency must notify the DPI School Nutrition Team, on SFA letterhead, and include the date of termination.

Nondiscrimination Statement for USDA Child Nutrition Programs

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, audiotape, 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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