# RUITAL CAP Rural Alaska Community Action Program, Inc.

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# 2023 Annual Report

Healthy People | Sustainable Communities | Vibrant Cultures

RurAL CAP's Central Office rests on the traditional lands of the Dena'ina Athabascans and has services spread across the state. For thousands of years, Alaska Natives have been and continue to be the stewards of this land. It is with gratefulness and respect that we recognize their contributions, innovations, and perspectives.

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2 Rural Alaska Community Action Program, Inc.				
Who We Are				
Rural Alaska Community Action Program, Inc., (RurAL CAP) founde				
	statewide, nonprofit organization working to improve the quality of life for low-income Alaskans. Governed by a 24-member Board of Directors, we represent every region of the state as one of			
We value input from and have respect for all people. We believe that maintain their cultural heritage and close relationship to the land wh and human potential.				
As the only Community Action Program in the state, our programs in education, and health and well-being serve to alleviate the root cau innovative, community-driven solutions in response to Alaska's mos	ses of poverty. We deliver			
supporting vulnerable individuals and communities statewide.		Mission		
To empower low-income Alaskans through advocacy, education, aff services that respect our unique values and cultures	ordable housing, and direct	Vision		
Healthy People   Sustainable Communities   Vibrant Cultures				
		Board of Directors 2023		
Executive Committee President	Joe Williams			
Vice President Secretary Treasurer Member Member Member Member Member Member	Walter Sampson Barb Gray Marvin Adams Mark Hoover Paul Johnson Ashley Hicks Amanda McFarland Nikole Nelson			
Target Area Representatives				
Aleutian/Pribilof Islands Association Assoc. of Village Council Presidents, Inc. Alaska Native Brotherhood Alaska Native Sisterhood Grand Camp Bristol Bay Native Association Central Council Tlingit & Haida Child Development Policy Council Chugachmiut Copper River Native Association Kawerak, Inc. Kodiak Area Native Association Maniilaq Association	Etta Kuzakin Martin Andrew Paul Johnson Paulette Moreno Ted Angasan Jackie Pata Ashley Hicks Mark Hoover Tonilee Jackson-Goodlataw Barb Gray Nancy Nelson Percy Ballot			
Public Representatives				
Alaska Cooperative Extension Service Alaska Municipal League Office of the Governor Anchorage Council Tlingit & Haida Northwest Arctic Borough Native Village of Hooper Bay Native Village of Saxman Board Seat	Leif Albertson Nils Andreassen* Kim Kovol Alvin Edenshaw Walter Sampson Eric Olson Joe Williams Vacant			
Private Sector Representatives				
AK Natural Scentz Alaska Legal Services Corporation Alaska Village Initiatives Management National Capital LLC	Amanda McFarland Nikole Nelson Myron Naneng Marvin Adams			
* service began 03/2023				

# Message from Leadership

As Alaskans, we celebrate the mission-based successes of 2023. In partnership with communities, organizations, and our partners, we have worked with Alaskans to ensure homes are warm for individuals and families, empowered youth across the state, and developed thriving community food gardens. We remain steadfast in our commitment to collaborate at the Federal, State, and local levels to ensure that all Alaskans have access to essential services and the tools to build a better future. Through these strengthened partnerships, we will identify innovative and efficient approaches that cater to the unique needs of our communities.

Central to our strategic priorities is the profound commitment to supporting the dreams of our children and elders. Our approach is grounded in the belief that effective support begins with active listening and genuine understanding. Our unwavering determination, boundless compassion, and profound purpose drive us to rise together, united in the pursuit of a healthier, warmer, and more food-secure Alaska. We proudly highlight the following achievements:

#### Housing in Rural Alaska

- Expanded Mortgage Loan Packaging to 24 rural communities.
- Planned construction of 64 new, off-road-system homes.
- Partnered with typhoon-impacted communities to provide disaster relief.

#### Local Leadership Capacity Building

- Successfully launched and operationalized the Community Action Resource Center (CARC), serving as a vital hub for community development initiatives through partnerships with 100 tribes statewide and the US Department of Treasury.
- Enhanced economic development prospects with 54 villages in the Yukon-Kuskokwim region by promoting Digital Equity.
- Fostered community partnerships to support domestic violence survivor services in two additional rural villages.

#### Increase Workforce Development

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 Created an Apprenticeship Pilot Program designed to increase workforce development opportunities for future generations of Alaskans in collaboration with the Child Development Center and Head Start. This effort will commence in the Fall of 2024.

Our ability to foster meaningful connections is our greatest asset as we strive to advance together. United we rise.

Sincerely,

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Joe Williams President, Board of Directors

L. Tiel Smith Chief Executive Officer

4 Rural Alaska Community Action Program, Inc.

## **Economic Impact**

In fiscal year 2023, the agency operated on \$47 million consolidated revenue, which included \$31 million for nonprofit operations sources and \$16 million for its for-profit subsidiaries operations: Rural Energy Enterprises; RC 325 Third, LLC; and RC Muldoon Road, LLC. Although RurAL CAP's Central Office is located in Anchorage, more than half of its employees, as well as the majority of its Board members, live and work in rural Alaska. During 2023, RurAL CAP employed 490 Alaskans in 60 communities statewide.

### Economic Impact of Wages Paid FY 2023



Proudly informed by an agency-based **Diversity, Equity, & Inclusion Committee** 

# What We Do

### Education



We serve prenatal parents, children, and families through early childhood education. Promoting socio-emotional development, healthy practices, cultural richness, and school readiness, our programs include the Child Development Center, Head Start, Early Head Start, and Parents as Teachers. Our Training & Technical Assistance services provide resources and connection to entire communities for the overall health and development.

### Housing



Our housing programs address the physical, mental, and financial needs of individuals and families through Homeless, Housing, & Shelter Services; Homeownership; and Home Improvement services.

### Health & Well-Being



Through community-driven programming and services, we find solutions for locally identified needs via youth development, community wellness, and healing. We also provide Wellness and National Service programs throughout the state.

# **Client Services**

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	Anchorage	Kluti Kaah		Pilot Station*		
	Chevak	Kodiak		Savoonga		
	Emmonak	Kwethluk*		St. Mary's*		
	Haines	Marshall		Stebbins		
	Homer	Mountain V	illage*	Toksook Bay		
	Hooper Bay*	Napaskiak*	-	,		
	*Also an Early Head Start	Site				
Parents as Teachers	-					
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	Haines		Toksook	Вау		
Training & Technical	Assistance					
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	Alaska Tribal Justice	Resource	Training	& Technical Assistance		
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# **Community Impact**

579 families received early childhood and parent education services, totaling 712 children across 22 communities statewide.

Homes were made safe, affordable, and accessible to **more than 500** Alaskans.

23 families in rural communities became first time homeowners with 32 additional families accessing loan programs for homeownership.

Emergency shelter services were provided to 121 Alaskans seeking refuge from domestic violence and sexual assault in rural Alaska.

### More than 570 Alaskans

experiencing homelessness were connected to housing services.

Partnered in **107 communities** statewide.



### **RurAL CAP in Action**

"My mom has been working under this program for a while. She really loves what she does in the Yup'ik room. She does not know a word of English and cannot hear. There are other Elders in the room with a few school staff members, and they love her. She's the eldest in the village, and she says the kids keep her alive and thriving. She loves the age groups that she works with, and she loves the school staff. I know the presence of the kids has made her come this far. She just turned 84 and can't wait to go back. Thank you, Elder Mentor Program."

#### -Daughter of Anna Neketa Elder Mentor New Stuvahok



"Pauline, a single Alaska Native woman in her sixties, is raising her youngest child who is 15 and in high school. Despite facing medical dual diagnoses and struggling with communication due to her hearing loss and other debilitating issues, Pauline's resilience shines through as she advocates for herself and her daughter. With support of the Central Leasing Office, she found a unit that kept her daughter in the same school where she is on track to graduate in 2024."

#### -Supportive Housing Program Southcentral Region

"In September 2023, the GROW Program collaborated with Metlakatla Indian Community to co-host an in-person gathering of community gardeners from four Southeast communities: Kake, Juneau, Ketchikan and Metlakatla. Eleven attendees came together to share their local knowledge, connect with one another, and learn about garden design from Master Gardener and GROW

Coordinator Emily Becker. Participants also learned about composting and building healthy soil, guided by Garden Champion Gatgyeda Haayk. They also honed their food preservation skills through classes taught by Cooperative Extension Agent Sarah Lewis. The GROW Program is excited to co-host this event again in spring 2024, incorporating participant feedback and widening the audience to other coastal communities beyond the Southeast."

- Growing Rural Opportunities for Wellness (GROW) Program Southeast Region



<sup>II</sup>Last summer, Harlan Glen met Loretta at the Wasilla Area Senior Center. Loretta shared with him her work with the children at Swanson Elementary as an Elder Mentor volunteer, which she deeply enjoyed. Facing a challenging year himself, Harlan Glen decided the best way to build resilience was to look for

> opportunities to give back to his community and to fill his time with love and meaningful service to others. Soon, Harlan Glen was an official Elder Mentor and assigned to Tanaina Elementary School near his home in Wasilla. The Principal and school staff warmly welcomed him.

> > When children come to him, they are often dealing with the repercussions from challenging behaviors. Harlan Glen explained, "I don't discipline. I empathize with them. I share this statement with them: I direct my thoughts. I control my emotions. I make my future. I want to help them to feel empowered. I feel like I'm doing something to make the world a better place." Although Harlan Glen has only been at Tanaina Elementary for a few short months, he has made a lasting impression on the children he works with and has earned the cherished new title given to him by the children: GRANDPA Harlan Glen."

> > > -Story of Harlan Glen Smith Elder Mentor Matanuska-Susitna Borough School District



"An elderly resident in St. Mary's lives on a fixed income and cares for her grandchildren often. Her home was built in 1975. Utilizing multiple funding opportunities, we were able to perform a broad scope of work addressing most of the home's deficiencies.

In speaking to the client several times after the project was completed, she shares that she is more comfortable, has less stress due to high utility bills, and has taken a renewed interest in her home."

Weatherization Client St. Mary's



# **RurAL CAP in Action**

<sup>II</sup>The Kiana Traditional Council held two sessions 14 miles north of Kiana on the Kobuk River in July and August. Katyaaqmiut, (people of Kiana), use the entire river system for subsistence and gathering activities.

For Subsistence learning activities, children visited local camps in the vicinity, for hands-on experience and learning the system of seining, processing, and sharing the catch, and learning to eat and live off the land on a daily basis. The youth learned how to put up the poles to dry salmon, cut and wash the fish, and hang them on the poles to half dry it.

Debra Reed-Thomas, Activities Instructor, helped the youth learn to cut the material out and hand sew the atikluks (traditional clothing) – a vital self-sufficiency activity to instill on Youth."

#### - Youth Development & Culture Grant Program Kiana



"I've never done a lot of this stuff. This would be the most professional job I've had, so I've gotten all these professional skills like how to do reports, being comfortable talking in front of people, and then also learning how to work with a team and learning all the planning, preparing stuff."

#### - Resilient Alaskan Youth AmeriCorps Member Undisclosed Location

"I usually feel I've changed. I grow, I gained more knowledge, and I feel more supported, and I like working with our kids. Some of them are my nieces and nephews and they'll be like, "Hi, Auntie," and it makes me happy because my kids are involved too when they're not feeling sick. But then, sometimes I get overwhelmed with trying to take care of my kids. I'm a single mother of five but my family supports me and everything. I feel like just having that support system is making me feel like I could, you know, soar."

> - Resilient Alaskan Youth AmeriCorps Member Undisclosed Location

"Our daughter loves school so much and thinks that there should not be weekends. Our family has loved the family nights because our daughter loves every opportunity to socialize. We are so grateful for the Head Start program especially for our outgoing kids who want to be around their peers all the time. We do not have any other options for social interactions for our 3 year old outside of the Head Start."

#### -Chelsea Lews Kake Head Start Parent



"I was motivated by this program because I grew up loving the cultural and traditional lifestyle, and at the same time, I was choosing the wrong path. This is exactly what I needed when I was in my youth years."

Now, as the Tribal Youth Planner, Tasha sees many young people continuing to struggle with what she faced as a young person, being "caught between wanting to do what I loved and doing what others thought they loved." As Tasha is quick to share, it is this reason that she is "taking this opportunity to help the youth and my community."

The program, serving youth between the ages of 10-17, emphasizes tradition, cultural practices, and intentional community building to provide a meaningful foundation for youth to feel empowered in their lives. "Community building actually means so much to me," Tasha notes, reflecting on the shifts away from cultural ways of life. "It seems to me that these modern days are eating up the old ways of life... I want to strengthen the knowledge of our youth to [return to] the way it used to be, or at least carry that on." Tasha and her team work to build and sustain this cultural foundation through group activities that foster relationship building through shared experience."

- Tasha Tonuchuk Tribal Youth Planner Alaska's Atauciquut Youth Program: Growing Together as One The Resource Basket Kotlik

Following the ratification of the Economic Opportunity Act of 1964, Community Action Agencies (CAAs) were developed across the nation to address the War on Poverty. Rural Alaska Community Action Program, Inc., (RurAL CAP), has uniquely served as the state's only CAA since 1965 and has since operated to ensure the causes and conditions of poverty are effectively addressed and to strengthen, promote, represent, and serve the Community Action Network.



# **Financial Summary**

Total		47,286,684
RC Muldoon Road, LLC		254,435
RC 325 Third, LLC		221,410
Rural Energy Enterprises		16,187,293
Nonprofit Source Subtotal		30,623,546
Other Revenue	3,106,396	
Corporation, Foundation & Individual Support	193,422	
Local Grants	537,037	
Other		3,836,855
State of Alaska		4,137,882
Federal - State & Other		9,085,252
Federal - Direct		13,563,557

Other 13% State of Alaska 14% Federal - Direct 44% Federal - Through State & Other 30%

### **Nonprofit Funding Uses**

Total	47,286,684
Change in Net Assets	640,179
RC Muldoon Road, LLC	639,234
RC 325 Third, LLC	395,299
Rural Energy Enterprises	13,666,719
Nonprofit Use Subtotal	31,945,253
Other Programs	2,015,993
Supportive Housing	6,311,173
Planning & Construction	4,573,915
Community Development	5,788,441
Child Development	13,255,731

Fiscal year ending September 30, 2023

The FY2023 audit was conducted by Moss Adams. RurAL CAP's federally approved indirect rate of 10.2% of direct costs covers administrative expenses such as those for the executive, accounting, purchasing, and human resources departments, corporate insurance, annual audit, and Board of Directors.

### Subsidiaries

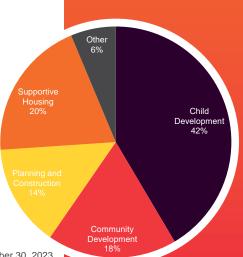
#### **Rural Energy Enterprises**

Rural Energy Enterprises (REE), a wholly owned subsidiary of RurAL CAP, is a wholesale distributor of energy-efficient and money-saving products. REE began in 1987 after receiving a federal grant to evaluate the feasibility of engaging in energy-related for-profit activity.

#### Low-Income Housing Tax Credit Properties

RurAL CAP used the US Department of Housing and Urban Development's Low-Income Housing Tax Credit (LIHTC) to acquire and develop 325 East 3rd Avenue and Muldoon Garden. These two properties provide permanent supportive housing and affordable housing, respectively, to low-income individuals and families in Anchorage. RurAL CAP's ownership interest of these LIHTC properties is less than 0.1%.





### **Nonprofit Funding Sources**

Sleetmute Traditional Council

## Acknowledgements

#### Thank you for collaborating to fulfill our vision of Healthy People | Sustainable Communities | Vibrant Cultures 907 Heating and Plumbing Education of Young Children Donlin Gold March of Dimes

Abused Women's Aid in Crisis (AWAIC) Access Alaska Administration for Children & Families (ACF) - Office of Child Care ACE - Office of Head Start ACF - Administration for Native Americans Agape Electric Akiachak Native Community Akiak Alakanuk Alaska Afterschool Network Alaska Association for the Education of Young Children Alaska Behavioral Health Alaska's Best Water & Coffee Alaska Center for Children and Adults Alaska Children's Trust Alaska Community Foundation Alaska Community Services Alaska Dept. of Commerce, **Community and Economic** Development Alaska Dept. of Education and Early Development Alaska Dept. of Environmental Conservation Alaska Dept. of Health and Social Services Alaska Dept. of Justice Alaska Dept. of Labor & Workforce Development Alaska Dept. of Public Safety Alaska Dept. of Veterans Affairs Alaska Division of Behavioral Health Alaska Division of Juvenile Justice Alaska Division of Public Assistance Alaska Early Childhood Advocacy Group Alaska Early Childhood Coordinating Council Alaska First Realty Alaska Food Policy Council Alaska Forum on the Environment Alaska Head Start Association Alaska Housing Finance Corp. Alaska Humanities Forum Alaska Industrial Hardware Alaska Marine Lines Alaska Mental Health Trust Authority Alaska Mental Health Consumer Web Alaska Native Heritage Center Alaska Native Justice Center Alaska Native Medical Center Alaska Native Tribal Health Consortium Alaska Native Women's Resource Center Alaska Network on Domestic Violence and Sexual Assault Alaska Psychiatric Institute Alaska Regional Hospital Alaska Safety Alaska School Activities Assoc. Alaska Seeds of Change Alaska System for Early Education Dept. (SEED) Alaska Waste Aleut Community of St. Paul Island **Tribal Government** Aleutian Pribiliof Islands Assoc. Amazon Smile AmeriCorps American Cancer Society American Lung Assoc American Non Smokers Rights Foundation American Seafoods Group, LLC

Anchorage Association for the

Education of Young Children Anchorage Coalition to End Homelessness Anchorage Community Land Trust Anchorage Museum Anchorage Neighborhood Health Center Anchorage Safety Patrol and Center Anchorage School District Anchorage Youth Courts Arctic Access Arctic Office Supply Arctic Slope Native Assoc. Association of Village Council Presidents Association of Alaska Housing Authorities Barnes and Noble Barrow Child Care Beans Café Bering Straits Native Corp. Bering Straits School District Bering Straits Regional Housing Authority **Best Beginnings Bethel Community Services** Foundation **Bethel Family Clinic** Bethel Library **Big Dog Construction** Boys and Girls Club Brian Saylor and Associates Bristol Bay Health Corp. Bristol Bay Native Assoc. **Brother Frances Shelter** Brown's Electric Builders Millwork and Supply Campfire Alaska Consortia of Administrators for Native American Rehabilitation (CANAR) Capitol Glass Carlisle **Catholic Social Services** Center for Health Care Strategies, Inc. Central Council of the Tlingit and Haida Indian Tribes of Alaska **Charlotte Martin Foundation** Chevak Chevak Traditional Council Child and Adult Care Food Program Chilkat Indian Village Chilkat Valley Community Foundation Chilkat Valley Preschool Christian Health Associates Chugach Alaska Corp. Chugachmiut Cities of Hooper Bay, Kenai, Kwethluk, Mountain Village, Quinhagak, Sand Point, and **Clare House** Clare Swann Early Learning Center Coastal Villages Region Fund **Community Connections** Cook Inlet Housing Authority Cook Inlet Lending Center Cook Inlet Tribal Council Copper River Native Assoc. Copper River Native Association Child Care **Copper River School District** Copper Valley Learning & Day Care Center Corporation for National & **Community Service** Covenant House Alaska Curyung Tribal Council **DAM Roofing** Denali Commission Desert Air Service **Digital Blue Print** 

**Disability Law Center** 

Donlin Gold Downtown Soup Kitchen Hope Center Emmonak Emmons Mechanical Enstar Environmental Protection Agency Eva Foundation Federal Communications Commission Federal Head Start Federal Home Loan Bank First Alaskans Institute **First American Title** First Bank of Ketchikan Four A's Frontier Supply Co. GCI Gateway School District Gensco Girl Scouts of Alaska Grainger Haines Haines School District Help Me Grow Alaska Historic Ketchikan Holiday Stationstores Home Depot Home for Good Homer Homer Electric Homer Foundation Hooper Bay Housing Assistance Council Howard Valentine Coffman Cove School Huslia Tribal Council Integrity Services Ionia Inc J-B Stor n' Lok Joy and Tom Save the World Kake Kake City Schools Kashunamiut School District (Chevak) Kasigiluk Tradition Council Kawerak, Inc. Keller Supply Kenai Peninsula Home Builders Kenai Peninsula School District Kenai Peninsula Borough Kenaitze Kenaitze Indian Tribe Ketchikan Ketchikan School District Kids Corp. Kluti Kaah Kobuk Valley Consulting Kodiak Kodiak Area Native Assoc. Kodiak Community Foundation Kodiak Island Borough Kodiak School District Koniag Konica Minolta Kroger Corp. Kuspuk School District Kwethluk Learn and Grow Learn to Return Lions Club Local Initiatives Support Corp. Lower Kuskokwim School District Lower Yukon School District Lowe's Lutheran Social Services Lvnn Canal Maniilaq Assoc.

March of Dimes Mark's Drywall Marston Foundation Marshall Marshall Architecture Mat-Su Borough School District Mat-Su Health Foundation Mentasta Traditional Council Mountain View Health Center Mt. Stanford Tribal Consortium Mt. Village Municipality of Anchorage Nanwalek IRA Council Napaskiak Napaskiak Tribal Council National Asian Pacific Center for Aging National Institute of Health Native Villages of Ambler, Bill Moore's Slough, Chuathbaluk, Eyak, Hooper Bay, Kluti-Kaah, Naknek, Ninilchik, Port Heiden, Selawik, Tetlin, Tyonek, and Venetie NeighborWorks Alaska New Stuyahok Traditional Council Nine Star Ninilchik Traditional Council North Slope Borough Northern Air Cargo Northwest Strategies Norton Sound Norton Sound Health Corp. Nuigsut Child Care Nunapitchuk, LTD NW Inupiat Housing Authority **OPT-In Kiana** Pacific Rim Building Products Parents as Teachers National Center Parker, Smith & Feek Inc. Peninsula Overhead Door Peninsula Plumbing Pick.Click.Give **Pilot Station** Planned Parenthood Polar Pediatrics Premera Blue Cross Blue Shield of Alaska Prince William Sound Science Center Providence Alaska Foundation Providence Hospital Public Health Nursing Railbelt Mental Health RainTech RainGutters Rasmuson Foundation REACH, Inc. Recover Alaska Redoubt Realty **Reliant Advisory Services** Rug Bones Flooring Salamatof Native Assoc Salvation Army Savoonga Schrock Construction Scott's Flooring SE Alaska Independent Living Sea Lion Corp. Sealaska Corp. Sealaska Heritage Institute Seaview Senco of Alaska Serve Alaska Seventh Generation Fund for Indigenous People Shageluk Native Village Sherwin Williams Sitka School District

Small Business Administration Smith Well Drilling Social Security Administration South Central Alaska Area Health Education Center (SCAHEC) Southcentral Foundation Southeast Alaska Association for the Education of Young Children Southeast Alaska Independent Living Southeast Alaska Regional Health Consortium Southeast Island School District Southwest Region School District Special Education Service Agency Spenard Builders Supply Springhill Suites St Mary's St Mary's School District Standing Together Against Rape (STAR) Stantec Architecture Inc Stebbins Stebbins Community Assoc. Sterlina Stone Soup Group Stony River Traditional Council Sultana New Ventures/Recover AK Summit Consulting Service, Inc. Tanacross Tanaina Child Development Tanana Chiefs Conference **Target Circle Giving** Tanacross Village Council Tauriainen Engineering The Energy Conservatory thread Tlingit Haida Regional Housing Authority Tok Tok local churches Toksook Bay Tooksook Bay Head Start Traditional Council of Togiak Trustworthy Hardware Tundra Women's Coalition Tyonek Child Care United Way of Anchorage University of Alaska Anchorage University of Alaska Center for **Economic Development** University of Alaska Center for Human Development University of Alaska Fairbanks University of Alaska Southeast Uresco US Corp. for National Service **US** Department of Agriculture US Department of Education US Department of Energy US Department of Health and Human Services US Department of Housing and Urban Development **US** Department of Justice **US** Treasury US Treasury - CARES Act Funding Villages of Illiamna, Northway, Rampart and Solomon Walters and Associates Washington State Community Action Program Waterworks Plumbing Wells Fargo Wells Fargo Foundation Wisdom and Associates Yukon-Kuskokwim Health Corporation Yupiit School District YWCA Alaska

### Rural Alaska Community Action Program, Inc.

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www.ruralcap.org

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#### USDA Nondiscrimination Statemen

s 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 inating 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. 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 of of hearing or have speech disabilities may contact USDA through the Federal Relay Service at 800-877-839. Additionally, program information may be made available in languages other than s other than

rnginsn. o file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) online and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information equested 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 2. fax: (202) 690-7442; or

nail: U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights 1400 Independence Avenue, SW Washington, D.C. 20250-9410;

This institution is an equal opportunity provider.

3. email: program.intake@usda.gov