



Mat-Su Youth Facility Detention Resident Handbook

Contents

INTRODUCTION	3
MISSION STATEMENT	3
WHAT TO EXPECT.....	3
RESIDENT RIGHTS AND PRIVILEGES	4
BASIC RIGHTS OF RESIDENTS	4
COMMON TERMS.....	5
GENERAL INFORMATION AND PROCEDURES	5
MEDICAL SERVICES	10
YOUR ROOM.....	11
SPECIFIC AREA RULES	12
EDUCATIONAL SERVICES.....	13
UNIT JOBS.....	14
PERFORMANCE STANDARDS AND REVIEWS	14
DAILY SCHEDULE	15
ALASKA OMBUDSMAN	18
NONDISCRIMINATION STATEMENT.....	19

INTRODUCTION

This booklet will help you understand the operations of the Mat-Su Youth Facility (MSYF). It will help you to know what to expect and what is expected of you during your stay at our Detention Unit. Read it carefully and ask questions if anything is unclear to you.

The rules and regulations contained in this booklet do not cover all situations, but rather serve as a basic guide for your conduct and MSYF procedures.

MISSION STATEMENT

MSYF is designed to provide short-term safe, secure custody of juveniles pending court disposition.

WHAT TO EXPECT

Youth who have been charged with a crime, have an outstanding warrant, or are awaiting a court hearing are detained. Most detained youth have not had a hearing and will have their detention hearing within 48 hours of their admission (excluding weekend and holidays). The purpose of this detention hearing will be to determine whether a youth will remain detained, be released, or moved to another placement that will benefit their situation.

If continued detention is ordered by the court, a Juvenile Probation Officer (JPO) will be assigned to you, if you don't already have one. They will be your main contact on what to expect moving forward with your case, so ensure to utilize their assistance.



RESIDENT RIGHTS AND PRIVILEGES

All youth will be informed of their rights and responsibilities during the intake/orientation process. Solutions for complaints of a violation of any right will be heard through the grievance procedure. Residents who do not accept responsibilities will be subject to the facility's disciplinary process.

BASIC RIGHTS OF RESIDENTS

Residents have the right to:

- Not be discriminated against because of race, natural origin, color, creed, sex, handicap, or their political affiliation.
- Be treated respectfully, impartially, and fairly.
- Be informed of the rules, procedures, and schedules of the facility.
- Not be subjected to corporal punishment, harassment, mental or physical abuse, personal injury, intimidation, property damage, threats, harm, assault, humiliation, or bullying.
- Practice their faith and to participate in religious services, as available. Your personal religious leader may visit if they have been placed on your contact list.
- Meet voting requirements and vote if 18 years of age or older.
- Full, fair, and equal opportunity to participate in educational programs.
- Freedom of expression, if it does not interfere with the rights of others or the safety and security of the facility.

Residents have the responsibility to:

- Follow the rules, procedures, schedules, and directions of staff while in the facility.
- Treat staff members and other residents with respect and to not engage in activity which is designed to be disruptive to the unit.
- Clean and maintain their rooms. Residents are expected not to damage public or privately owned property located within the unit.
- Maintain their clothes and hair in a clean and odor-free condition.
- Respect the rights of others, both residents and staff.
- Refrain from and discourage others from using profanity, anything sexually suggestive, verbal abuse, ethnic slurs, slander, nicknames, and/or obscene gestures.
- Not possess any kind of contraband, weapons, or objects which could be used as a weapon.
- Practice and encourage honesty in all interactions.

COMMON TERMS

Contraband: Any item that has not been officially approved or authorized. Items considered contraband include (but are not limited to): Items that can be used as or are designated as a weapon, pens, additional amounts of items other than what is allowed in your room, items removed from the classroom or during mealtimes, notes of any kind from another resident, anything sexual in nature, items broken or altered from its intended use, etc.

Fire Drills: Periodic fire drills will be conducted to ensure your knowledge of the fire evacuation routes. You should remain calm and follow staff directions.

Grievance: Complaint to address anything a resident considers to be unjust. You have the right to file a grievance without threat of revenge.

Lockdown Drills: Periodic lockdown drills will be conducted to ensure your knowledge of what to do in an emergency. You should be quiet, cross back to your room as quickly and safely as possible, and secure your door.

Mental Health Clinician (MHC): MHCs are available to assist you with personal issues and crisis situations. You are encouraged to speak with them when needed.

Juvenile Justice Counselors (JJC): These staff members supervise residents throughout the day. They are responsible for the safety and security on the unit and oversee the daily program.

Juvenile Justice Unit Supervisor (JJUS): The JJUS oversee all operations on the unit, including grievances, special requests, and other program issues.

Searches: Staff will conduct random contraband searches of the entire facility. This includes all areas occupied by residents, including their rooms.

Shift Supervisor (SS): The Juvenile Justice Counselor in charge of each shift. They are responsible for overseeing all aspects of the shift, including the daily program schedule.

Superintendent: The Superintendent oversees the entire facility and staff. They are responsible for major decisions concerning the unit program and provide input on day-to-day issues.

GENERAL INFORMATION AND PROCEDURES

PROPERTY

MSYF provides clothing that must be always worn. (A coat, hat, and gloves will be provided in cold weather.) All personal property will be stored in the Admit Storage Closet. A receipt for all items stored will be signed and placed in your file.

Items brought in with you during admission that are considered contraband will be destroyed and any controlled substances will be turned over to Law Enforcement.



CLOTHING

You are required to always wear appropriate clothing. You will be provided with a clean T-shirt, socks, and undergarments each day, and are expected to change after you shower. While in the dayroom, you are required to wear a T-shirt, pants, undergarments, socks, and shoes. T-shirts always need to be tucked in. Sweatshirts are optional over the T-shirt. Wearing extra clothing is not allowed, such as wearing shorts under your pants or multiples of any one item.

RECREATION

Weather permitting, you will participate in outdoor recreation (including gym), at least 3.5 hours per week.

HYGIENE

You will be provided with all necessary items to maintain good physical hygiene. Dental hygiene is required after every meal. Your toenails and fingernails should be shorter than your fingertips. Floss and nail clippers are available from staff and must be used on your own time. If you would like a haircut, speak with the SS to see when someone can help.

GROUPS

There are a variety of groups provided at MSYF including gardening, substance abuse AA/NA, anger management, social skills, culinary arts, religious services, and physical fitness. Participation is a part of the program. Some groups are optional, and you will be made aware of them when they are scheduled.

COMMISSARY

Commissary is a privilege for residents on Senior status. You must be on Senior status on commissary day, Saturday, which is also Movie Night. Staff will determine the order in which commissary is given out. You will be allowed to choose one food item and one personal item. You are not permitted to give, trade, gamble, or sell commissary items to other residents. There may

be limits on what item you can choose due to the available supply and what you already have in your possession. You are allowed one of each type of item in your room.

FOOD SERVICES

You are provided three nutritionally well-balanced meals each day and one daily snack. Eating meals with the other residents in the classroom is a privilege. If you would like to eat a meal in your room, ask staff and follow their directions.

VISITATION

All residents have the right to a reasonable amount of visitation with those on their approved contact list. Visitation rights will not be permanently denied but can be temporarily limited due to health and/or security considerations. You may refuse to participate in visitation. If your approved contacts have difficulty visiting during the regular hours of Sundays and Wednesdays from 6:30 p.m. to 7:30 p.m., a special visit may be arranged. You are not allowed to have any items brought into the facility unless prior approval has been granted by the JJUS or Superintendent.

MAIL

You will be provided paper and may write letters to anyone unless prohibited by the Court. If you want to write to a relative in an adult correctional facility, that person must be an immediate family member. All outgoing mail must be stamped with the facility's return address and your name. Incoming mail will be opened, but not read, in your presence to make sure there's no contraband inside.

TELEPHONE CALLS

You will be able to make or receive personal calls to those on their approved contact list during established hours. These are limited to 1 outgoing and 1 incoming call per day. You will be allowed incoming calls at any time from law enforcement, attorneys, Gaudian ad Litem (GAL), probation officers, social workers, courts, etc. If it is discovered that a resident spoke with an unauthorized individual, their phone calls may become monitored by staff and will no longer be private. Personal calls are limited to 10 minutes.

LIBRARY

Reading materials and other related services will be provided through an in-house library. The in-house library may be utilized at the on-duty JJC's discretion and books may be taken to your room. You must check out the books and may not share with your peers. Writing in the material or tearing out pages is not tolerated and will result in failure to earn all your points.

PRIMARY COUNSELOR

You will be assigned a JJC as your Primary Counselor within the first 48-72 hours you are in detention. They will be your main point of contact during your stay. All out-of-the-ordinary questions and requests should be directed to them. They will also be responsible for writing your Detention Summary. A Detention Summary describes your behavior while at MSYF between scheduled court appearances.

Remember, a copy of your Detention Summary goes to the Judge, attorney, and your JPO, which helps the court to determine your placement once you leave Detention. A good Detention Summary goes a long way.

ORIENTATION & DISCIPLINARY FRESHMAN

- **9 p.m. bedtime with lights out at 10 p.m.**
- **1 hour of social time with good behavior**

ORIENTATION STATUS

This is your status once you arrive at MSYF. The main goal is to introduce you to the program and allow you to interact with staff members. As a new resident, you will be on Orientation Status until you complete all items in the **Orientation Packet**. Once all tasks are complete and you've earned 100 points, you will start the next shift on Junior Status. While on Orientation Status, you need to follow staff directions for paperwork, room time, etc. You are **not** allowed to participate in recreational activities, socialize with other residents, or sit in the dayroom. Reading and writing are permitted. One hour of social time will be provided for

each shift where you are allowed to visit quietly and play games with other residents or staff members.

DISCIPLINARY FRESHMEN STATUS

Disciplinary Freshman (D/F) status results from a rule infraction or failure to follow the program. Point Fines will be served as a D/F. When on Disciplinary Freshman, you are not allowed in the dayroom except for points meetings. You will complete your schoolwork or any other assignments on the wing at a table. To advance from Disciplinary Freshman, you must earn 100 points (at least 45 on the last shift of any point fine) and complete a Reflection Paper. The Reflection Paper will indicate what you did, why it was against the rules, and what you will do next time in a similar situation. This paper will be discussed and signed off by your Primary JJC or SS in a timely manner.

JUNIOR STATUS

- **9 p.m. bedtime with lights out at 10 p.m.**
- **Participate in most dayroom activities**

JUNIOR STATUS

Junior Status privileges include time outside and taking part in most dayroom activities. You must earn **80** points per day to maintain Junior Status. During this time, all points earned will be put in your bank, but you will not be eligible to spend them until you are a Senior. If you fail to earn 80 points, you will be on D/F the next day.

JUNIOR 90 MUST STATUS

You are dropped from Senior Status to Junior 90 Must if you lose 11-20 points in a day. It is a second chance for you to become Senior Status again. If you successfully earn 90 points, you will be a Senior Day 0 the next day shift. Junior 90 Musts will have all senior items removed until earning Senior Status again. Dropping to a Junior 90 Must will result in a job loss.

SENIOR STATUS

- 9:15 p.m. bedtime with lights out at 10 p.m.
- Senior Commissary
- Movie on Saturday evenings

JOB PERSON SENIOR

- 9:30 p.m. bedtime with lights out at 10 p.m.
- Pay = \$3 to \$6 per day

SENIOR STATUS

Advancement to Senior Status requires 600 points total. You are also required to review and sign a Senior Agreement. You must earn 90 points each day and either counsel with a staff member or participate in a group to maintain Senior Status. If you fail to earn 90 points, you will be a Junior 90 Must the next day. As a Senior, you have all the privileges of a Junior, Senior Movie Night, and commissary on Saturday, as well as the ability to spend points from your points bank. Again, if you fail to earn 80 points, you will be a Junior 0 the next day.

For your safety and others safety, you may be placed on a special status. It is reviewed daily, except for High Security Risk (HSR), which is reviewed every two weeks by the JJC 3's and the JJUS.

BOUNDARIES

No physical contact is allowed (no exceptions!). MSYF is a co-ed unit and there are personal boundaries in place for all residents. While in the dayroom, males and females may not sit within arm's reach of each other. Dating relationships of any kind are prohibited. If you would like to play a unit-approved game with a resident of the opposite sex, you must have JJC approval and supervision (sitting at the table with you).

CHORES

All residents are assigned chores. You are expected to complete your assigned chores as quickly and thoroughly as possible. You may have an opportunity to volunteer for extra chores when you have satisfactorily completed your assigned chores. Daily housekeeping chores that are required by all residents include making their beds, cleaning the sink and toilet, sweeping and mopping their room, and straightening up books and personal property.

On the weekend, there is a unit-wide deep clean called MAJORS. After rooms are inspected by staff, you will be assigned a task to clean another area of the facility. ALL residents are required to help with MAJORS.

GRIEVANCES

You have the right to make a complaint. Since most complaints can be quickly resolved informally, you are encouraged to talk with staff or ask to speak to the SS or JJUS. You may also fill out a grievance form. Grievance forms are located on the wall with all the other unit forms. You may also submit a grievance on a sheet of paper if forms are unavailable. Once the grievance is written, you should place it in the locked grievance box. All grievances will be investigated. The JJUS or Superintendent will notify you of the decision. If the decision is in favor of the griever, the program will make sure the appropriate action is taken to remedy the situation.

MEDICAL SERVICES

All residents will receive an initial screening by a JJC within 1 hour of admission to identify potential emergencies. Within 72 hours, a DJJ Nurse will administer a detailed health assessment to identify current and chronic medical and mental health issues, acute injuries and illnesses, the possibility of withdrawal from substances, current medications, and communicable diseases.

It is your responsibility to ask for medical attention. If medical attention is needed, you need to tell a staff member. In non-emergency situations, ask staff to fill out a sick call request in TechCare. Residents will be seen by a DJJ Nurse within 72 hours Monday-Friday.

Residents are provided 24-hour emergency medical care.

REMEMBER, YOUR HEALTH IS YOUR RESPONSIBILITY!

SICK BED RULES

If you are not feeling well, speak with staff and you may be placed on sick bed rules. You will be required to stay in your room until (at a minimum) the next day. This is important during an illness of any kind to protect other residents and staff from exposure. You will still be permitted to shower and your meals will be served to you in your room. This is not a punishment, but a precaution. We don't want anyone else getting sick. While on sick rules, no points will be earned or lost.



YOUR ROOM

When you are admitted at MSYF, you will be assigned a room. You will be expected to keep your room clean and you will be responsible for any damage done, including graffiti of any kind. Most of your day will be spent outside your room; however, there are times when you will be locked in your room for various reasons, including meal prep, shift change, and lockdown. Staff has the authority to enter your room at any time for the purpose of damage inspection, cleanliness checks, and to look for contraband. Do not tamper with smoke detectors or lights. When outside of your room, your door always needs to be fully open.

ITEMS ALLOWED IN YOUR ROOM

ORIENTATION & D/F

- Mattress
- Pillow
- Blanket
- Soap
- Toilet paper
- Book
- Schoolwork
- 2 short pencils

JUNIORS

all items on OF, D/F +

- Cup
- Pictures x2
- Shampoo x1
- 2nd book
- Bedding
- Deodorant
- Toothbrush
- Comb

SENIORS

all items on Junior status +

- Playing cards
- Pictures x5
- Body wash
- Face wash
- Fleece blanket (bought)
- Journal
- 2nd pillow (bought)

INTERCOM

Your intercom should be used to release you from your room after using the restroom during school hours. During shift change or a shut down, your intercom should only be used in case of emergency. A JJC will make rounds checking on residents approximately every 15 minutes. Should you need anything non-emergency related, speak to the JJC on their next round.

MISC ITEMS

- New undergarments, socks, and T-shirts will be provided to you daily.
- New sweatshirts and pants are provided on Sundays and Wednesdays.
- New bedding is issued on Saturdays.
- Shave days are Sundays and Wednesdays, but they may be rescheduled if same gender staff is unavailable.

SPECIFIC AREA RULES

DAYROOM

Being with peers in the day room is a privilege and proper behavior is always expected.

- No climbing or lying on furniture or tables.
- Never go into another resident's room or touch their doors.
- Do not cross the yellow lines without seeking permission first from a JJC.
- Never cross the red lines.
- Physical contact between residents is prohibited; this includes wrestling, tickling, horseplay, arm wrestling, etc.
- Do not place your feet on the furniture or the walls.
- When asked to line up, for any reason, line up by seniority. Be an arm's length away from the person in front of you and do not talk.
- Always follow staff directions.

DINING ROOM

- No trading or giving away food.
- Always remain seated unless instructed otherwise.
- No talking is allowed in the dining room.
- Follow all staff instructions.
- Show JJC your utensils before dumping them on the cart.

CLASSROOM

- Always remain seated unless instructed otherwise.
- Do not touch another person's computer.
- Do not write in any textbooks.
- You are expected to raise your hands during class. Talking in class without permission is prohibited.
- Discussion in class is limited to school topics. No other discussion will be tolerated.
- Return all school property at the end of class (including pencils).

For ALL areas, there is a zero tolerance for providing written or verbal personal information (i.e. address, phone number, Snapchat, etc.) Passing a note or having possession of a note passed to you will result in a zero shift. Gang information is not to be spread - either spoken, written, drawn, or signed.

EDUCATIONAL SERVICES

All residents are expected to participate in the education program, regardless of their educational status or age. The education program at MSYF is 5 days a week year-round. The educational staff will set up a curriculum for each resident based on their individual needs. If you have received your diploma or GED, you will still be required to participate in an educational enrichment activity. If you complete a course, you will get credit for it on your school record.

RULES OF SCHOOL

You will be required to adhere to the following rules while attending class:

- Face forward.
- Participate to the best of your ability. Refusing to participate in the classroom will result in a point loss.
- Attend class. Refusing to attend class or leaving without permission may result in a significant point loss. The amount lost will be determined on a case-by-case basis.
- If separated from the classroom due to disciplinary reasons, you will be given the opportunity to receive education during your time in separation.
- Do your own work. Cheating in school will not be tolerated and will result in a point loss.
- School breaks are scheduled throughout the day for bathroom breaks. Taking another bathroom break without a hall pass may result in a point loss.
- No items are allowed to be taken from the classroom to your room and vice versa.



COMPUTER ACCESS

You will have access to a laptop in class, as most of the classes will be on the APEX learning system. Their use is a privilege, not a right. You may not make any changes to the desktop, settings, programs, or physical nature of these devices. You will only work on your assignments during class or as described by the teaching staff. **Going anywhere on the internet or using any program other than APEX will result in a zero shift and D/F status.** Clearing your browser history will be treated in the same way and will result in a zero shift and D/F status. There is no access to the laptops outside of school.

UNIT JOBS

The Mat-Su Youth Facility offers paying jobs to responsible residents who qualify. All hiring, termination, and supervision of these jobs are done by staff members. If you are interested in an available job and have reached Senior Status, please discuss this with the Shift Supervisor (SS).

PERFORMANCE STANDARDS AND REVIEWS

Staff monitor and review your job performance daily and evaluate how well you complete the duties. In most cases, one unacceptable review will result in a formal verbal warning. A second unacceptable review will result in a written warning. If your job performance continues to be unsatisfactory after the second formal warning, you may be terminated. Major violations of MSYF rules and health/hygiene standards may result in immediate termination and possible disciplinary action. Job rules will be posted.

Qualifications for Unit Jobs:

- Senior Status
- Fill out an employment application
- Pass a job interview or performance test
- Ability to follow verbal and written instructions
- Good attention to detail, hygiene, and time management
- State of Alaska Food Worker's card is a plus

LAUNDRY WORKER

TASKS

- Wash, dry, and fold laundry
- Collect bedding, distribute new bedding weekly
- Clean laundry room

\$6.00 / DAY

LIBRARIAN VOLUNTEER

TASKS

- Keep library neat
- Return books to proper shelves
- Sort old, worn out books, and magazines to be thrown out

KITCHEN 1

TASKS

- Collect dishes
- Wash, sanitize, and dry dishes
- Clean kitchen
- Clean fridges and cupboards weekly

\$3.00 / DAY

KITCHEN 2

TASKS

- Sweep and mop kitchen daily
- Help wash, sanitize, and dry dishes
- Clean kitchen
- Clean fridges and cupboards weekly

\$3.00 / DAY

DAILY SCHEDULE

MONDAY – FRIDAY

0710	Wake up / Make bed / Straighten up and clean rooms
0730 - 0800	Breakfast
0800	Medication (Meds)
0805	Breakfast cleanup / Personal hygiene / Clean dayroom
0825	Line up for school
0825 - 1115	School (with school break at about 1010)
1115 - 1150	Physical education (PE)
1150 - 1200	Prepare for lunch / Personal hygiene
1200 - 1230	Lunch
1230 - 1300	Lunch cleanup / Meds / Personal hygiene
1300 - 1415	School
1415 - 1445	PE
1445 - 1455	Points meeting
1500	Shift Change
1515 - 1600	Showers / Quiet time
1600 - 1700	Group or Rec Time
1700 - 1740	Dinner
1740 - 1750	Personal hygiene
1750 - 1830	Dinner Clean-up
1830 - 2000	Groups or Leisure Time Activity / Counseling / Phone Calls
2000 - 2030	Meds / Snack / Points meeting
2100	Junior Bedtime
2115	Senior Bedtime
2115 - 2130	Job People do chores
2130	Job People bedtime (or when chores are complete) TSP Bedtime

SATURDAY

0820	Wake up / Personal hygiene
0830	Breakfast
0900	Meds / Remove old bed sheets and blankets / Weekly Deep Clean
1100	Deep Clean ends
1155 - 1200	Prepare for lunch / Personal hygiene
1200 - 1230	Lunch
1230 - 1250	Lunch cleanup / Meds / Personal hygiene
1250 - 1300	Open Dayroom
1300 - 1400	Group
1400 - 1455	Open Dayroom
1500	Shift Change
1515 - 1700	Showers / Quiet time
1700 - 1740	Dinner
1740 - 1750	Personal hygiene
1750 - 1830	Dinner Clean-up
1830 - 1930	Group Time / Outside Rec Time / Leisure Time Activity
1930	Senior Commissary
2000 - 2030	Meds / Snack / Points Meeting
2100	Junior Bedtime
2115	Senior Bedtime
2115 - 2130	Job People do chores
2130	Job People bedtime (or when chores are complete) TSP Bedtime

SUNDAY

0820	Wake up / Personal hygiene / Unit Clean-up
0830	Breakfast
0900	Meds
1000	Showers
1100	Fenced Area Recreation Time
1155 - 1200	Prepare for lunch / Personal hygiene
1200 - 1230	Lunch
1230 - 1250	Lunch cleanup / Meds
1300	Open Dayroom
1330 - 1430	Volunteer Group Religious / Spiritual
1400 - 1455	Open Dayroom
1500	Shift Change
1515 - 1700 Calls	Group Time / Outside Rec Time / Leisure Time Activity / Counseling / Phone
1700 - 1740	Dinner
1740 - 1750	Personal hygiene
1750 - 1830	Dinner Clean-up / Showers
1830 - 1930	Visiting
1930 - 2000	Outside Rec Time / Leisure Time Activity / Counseling / Phone Calls
2000 - 2030	Meds / Snack / Points Meeting
2100	Junior Bedtime
2115	Senior Bedtime
2115 - 2130	Job People do chores
2130	Job People bedtime (or when chores are complete) TSP Bedtime

NO SCHOOL DAYS / SUMMER BREAK / HOLIDAYS

0900 - 1000	Wake up / Personal hygiene / Make bed / Clean-up room / Meds
1000 - 1100	LTA, Staff Discretion
1100 - 1120	Brunch
1120 - 1130	Brunch cleanup / Personal hygiene
1130 - 1600	Staff Discretion, Other Activities
1500 -	Regular Daily Programming, Shift Change

The schedule will vary depending on the needs of the Detention Unit.

The Shift Supervisor leads/directs staff and residents regardless of this schedule (when needed.)



ALASKA OMBUDSMAN

The Alaska State Ombudsman is a person who looks into complaints about how state agencies are doing their jobs. Their role is to make sure things are being done fairly and that people are being treated with respect. If you feel that a state agency, like the Division of Juvenile Justice, acted in a way that was unfair, unlawful, or just didn't make sense, the Ombudsman can investigate.

Before contacting the Ombudsman, you should first try to work things out with the staff or the agency directly. If you've done that and still feel like your concern wasn't handled, you can then reach out to the Ombudsman for help. They'll look into your complaint and, if needed, recommend a way to fix the issue and help prevent it from happening again.

PHONE NUMBERS:

In Anchorage: 907-269-5290

In Juneau: 907-465-4970

State: 907-269-5290

MAILING ADDRESS:

Alaska State Ombudsman

1500 West Benson Blvd.

Anchorage, AK 99503

NONDISCRIMINATION STATEMENT

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/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.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:

MAIL:

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

FAX:

833-256-1665 or 202-690-7442

EMAIL:

program.intake@usda.gov

This institution is an equal opportunity provider.