



USDA Rural Development

2011
Progress
Report
Kansas



Committed to the future of rural communities.

Secretary Vilsack: The Future of USDA

Strong rural communities are key to a stronger America. President Obama has acknowledged as much in his travel to rural communities, and through the creation of the first-ever White House Rural Council, and at USDA we share his conviction.

Over the decades, USDA has enhanced the vital contributions of rural America to our nation's prosperity, security and success. With the current economic challenges, USDA has responded focusing on efforts that maximize the use of program funding, streamlining processes and promoting thriving economies and job creation in rural America.

Through Rural Development programs USDA continues to work alongside farmers, ranchers, homeowners, businesses, nonprofits, cooperatives, Tribes and local governments to effectively enhance the country's economic climate. These partnerships allow us to leverage private and public funding to promote local and regional business development, infrastructure build-out and access to affordable credit in rural areas. During the last fiscal year, the cumulative results of these efforts have helped save or create thousands of jobs in rural America and beyond.

But there is more work to be done. Now more than ever, we must stretch limited government dollars and strategically direct funding that encourages private investment and creates economic opportunity in both the short- and long-term. In an unprecedented effort, President Obama last year created the White House Rural Council designed to build on the Administration's robust economic strategy for rural America. The Rural Council, which I chair, is comprised of twenty-five heads of federal executive branch departments and agencies. As the President stated in his Executive Order creating the Council, its purpose is to enhance the Federal Government's efforts to address the needs of rural America and to better coordinate Federal programs and maximize the impact of Federal investment to promote economic prosperity and quality of life in our rural communities. Numerous cabinet members and senior officials have participated in over 100 White House Rural Roundtables across the country to seek input on how the Federal Government can be a better partner to those who live in rural communities. These White House Roundtables complement an effort at USDA this year to talk to stakeholders about how we can improve our processes.

As a result of these initiatives, we have heard from folks across the country on a number of key topics ranging from ways to build small business and strengthen the middle class in rural America, to plans for building economic opportunity for rural business through infrastructure investment. Many emphasized the need to fully capitalize on the emerging opportunities, especially in growth sectors that offer the most promise yet face the most difficult competitive challenges, including technological innovations and development of renewable energy. Moving forward, these insights and priorities will inform our delivery of programs and services and help generate the greatest economic benefits across the country.

This responsiveness and innovation is nothing new for USDA. Our employees understand the prosperity challenges of rural America and how each community's needs are unique. Our dedicated Rural Development staff, who live and work in the communities they serve, are able to hear and respond quickly to local issues. Through a variety of business, economic development, utility and housing programs, our Rural Development specialists are doing more for rural communities than ever before.

Sincerely,
Thomas Vilsack
Secretary of Agriculture



USDA Agriculture Secretary
Thomas Vilsack

Under Secretary Tonsager: Investment in Rural America

In 2011, USDA Rural Development delivered programs to the American people that created jobs and new economic opportunities in rural communities. I am proud to report that our three mission areas, Housing, Utilities, and Business and Cooperative Programs, have collectively helped save or create thousands of jobs in rural America.

By encouraging both public and private investment, local businesses enjoy spillover economic benefits that come with people being put to work and having money to spend.

But that's just part of the story. In addition to generating jobs today, Rural Development investments are creating ongoing economic opportunities in rural America that will pay benefits for years to come. Our programs help modernize essential water systems, build clinics and hospitals, support renewable energy systems, energy conservation, and ensure affordable housing for credit-worthy limited income rural residents. Our efforts boost the reliability of the electric grid, improve educational opportunities, ensure clean water, and provide affordable, reliable Internet service to rural homes and businesses. These are all building blocks needed to grow businesses, add housing, attract employers, and develop a skilled workforce. As in urban areas, this kind of civic infrastructure provides the capacity necessary for private sector jobs to flourish in rural areas.

In 2011, Rural Development allocated almost \$29 billion nationwide to maximize private investments in rural communities. Of this, 28 percent was directed in the form of direct loans that get paid back with interest. Another 64 percent funded fee-generating loan guarantees that make it possible for private lenders to work within the banking system to safely increase the pool of capital available in rural areas for credit-worthy businesses, communities and homebuyers. Just 6 percent of Rural Development funding was directed in the form of strategically selected grants.

Our Rural Development programs help create and sustain good paying jobs, and will have a lasting impact across the country. In addition to the investments of countless businesses, nonprofits, cooperatives, Tribes and local governments that partner with us, much credit is due to our talented, efficient and dedicated workforce of USDA employees who deliver Rural Development assistance in small communities and remote areas across all 50 states and the territories of the United States. Their continued commitment to rebuilding and revitalizing rural America is shared by myself, Secretary Vilsack and President Obama. In the upcoming year, we will continue to work with communities, residents and others to ensure that rural America continues to be a healthy, safe and prosperous place to live, work and raise a family.

Dallas Tonsager
Under Secretary
USDA Rural Development



USDA Under Secretary
Dallas Tonsager

2011 USDA Rural Development Investments		
Direct Loans	\$8.2 Billion	28.6%
Loan Guarantees	\$18.7 Billion	64.8%
Grants	\$1.9 Billion	6.6%
Total	\$28,963,301,118	100%

Jobs Created or Saved - Key USDA Rural Development Programs*	
Single Family Housing Direct and Guaranteed Loans **	224,831
Business and Industry Loan Guarantees***	27,806
Specialty Business Programs***	37,241
Rural Utility Programs**	150,000
<small>*Estimates are not available for all programs.</small>	
<small>**Estimates are based on models projecting numbers of jobs created per \$1 million invested.</small>	
<small>***Estimates are based on information provided by program applicants.</small>	

2011 USDA Rural Development Highlights in Kansas

Following two years of unprecedented federal investment in rural Kansas through the American Recovery and Reinvestment Act funding, Kansans again benefitted from USDA Rural Development programs to accomplish public works projects, maintain and create jobs, finance small businesses and enhance home ownership in our rural communities during 2011.

Time and again, I have heard our constituents say...“we could not have accomplished our project without USDA Rural Development’s advice and financing assistance.” This is a testament to the value of our programs, as well as the passion and hard work of our employees. Our staff bring significant technical expertise to each and every project in addition to the federal funds our agency provides.

We have reached a new pinnacle of partnerships with other Kansas agencies and organizations to the benefit of our mutual rural constituencies. We all recognize that communities benefit when all the rural resource partners work in concert on behalf of rural constituents.

Despite budget and staffing reductions, we look forward to another productive year in 2012.

Patty Clark
USDA Rural Development
State Director in Kansas



USDA Rural Development
State Director Patty Clark



USDA Rural Development State Director Patty Clark presents Bill Bolin, Executive Director of the South Central Kansas Economic Development District (SCKEDD), with a certificate for an Intermediary Relending Program loan in September 2011.

**2011 USDA
Rural Development
Investment
in Rural Kansas
\$433,231,296**

Funding by Program Area:

Business Programs
\$40,620,722

Community Programs
\$11,853,667

Housing Programs
\$221,744,204

Water & Environmental Programs
\$15,656,703

Electric Loans
\$96,280,000

Broadband Loans
\$47,076,000

Kansas Photo Highlights



Kiowa County Commons in Greensburg
Community Programs



Hilton Garden Inn in Manhattan
Business Programs



Tolin Terrace in Clay Center
Housing Programs



Sharp Bros. Seed Company in Healy
Business Programs



Burlingame Earth Day Project
Water & Environmental Programs



Norton County Hospital
Community Programs



Heart of Kansas Family Health Care, Inc.
in Great Bend
Community Programs



Faulkner Realty Homeownership Event
in Ulysses
Housing Programs



Sedgwick Senior Center
Community Programs

I decided to spearhead the wind turbine project at Jeff West High School because I felt like I had a good group of student managers, and thought it could benefit the school both environmentally and educationally. Students, patrons and visitors all benefit from seeing the turbine spinning and being made aware of the renewable energy options available to all of us.

-- Leslie Bruton, Jeff West High School Teacher



Energy Investments

USDA Rural Development can assist rural Kansas businesses and organizations looking to reduce energy use. In 2011, USDA Rural Development provided more than \$17 million in financing to rural Kansas businesses for making energy efficiency upgrades and developing new renewable energy sources.

Kansas agricultural producers and small business owners have utilized the Renewable Energy for America Program (REAP) to reduce their energy needs. Through the REAP program, agricultural producers and small business owners in Kansas received a total of nearly \$800,000 to improve energy efficiency in their businesses and to develop new renewable energy sources this year.

Energy Efficiency

Fourteen Kansas agricultural producers received REAP grants to convert their diesel or natural gas irrigation engine to an electric motor with variable frequency drive to reduce energy consumption and improve water efficiency. Also through the REAP program, three agricultural producers converted their current irrigation systems to subsurface drip irrigation systems and one producer installed a geothermal heating and cooling unit in an agricultural shop.

The REAP program also assisted 12 Kansas small businesses with energy efficiency upgrades including: lighting, heating and cooling systems, windows, and insulation. David Jarrett, owner of Red Zebra Salon in Hutchinson, received a REAP energy efficiency grant to make energy improvements to the salon, which is in a historic building. The building was built in 1888 and Jarrett is utilizing the REAP grant to assist in installing a new heating, ventilation and air conditioning unit, as well as new insulation.

Renewable Energy

Four Kansas school districts installed wind turbines to educate students on the importance of wind as an alternative energy source and to promote rural jobs for the future. The following school districts each received a \$5,000 Rural Business Enterprise

Grant to install a 1.8 kilowatt wind turbine: Central Plains, Eudora, Halstead-Bentley, and Jefferson West. The turbines will offset a small amount of the electric needs at the schools, and will provide a hands-on learning opportunity for students in math and science courses.

In addition to the schools installing wind turbines, four Kansas small businesses received funding through the REAP program to install wind turbines throughout the state. The REAP program also assisted two businesses install solar units, and five businesses install flexible fuel pumps.

Biofuels Industry

Currently Kansas has the capacity to produce more than 400 million gallons of ethanol per year. The current law allows up to 10 percent of ethanol to be blended into gasoline, which helps consumers save money when fueling up their vehicles.

USDA Rural Development supports Kansas' ethanol industry by making payments to eligible producers to support and ensure an expanding production of advanced biofuels. Payments are based on the amount of biofuels a recipient produces from renewable biomass materials other than corn kernel starch. Eligible examples include biofuels derived from cellulose, crop residue, animal, food and yard waste material, biogas (landfill and sewage waste treatment gas), vegetable oil, and animal fat.

In 2011, eleven Kansas ethanol facilities received payments from USDA through the Bioenergy Program for Advanced Biofuels totaling \$16.5 million.



Fire Stables received a grant from USDA Rural Development's REAP program to install a solar array. Photo by: Cromwell Environmental.

Scott County is currently in a growth pattern, and through the USDA Rural Development's Rural Business Enterprise Grant we will be equipped to assist those individuals with viable business plans that could boost the future of the county even more.

-- Katie Eisenhour, Director of Scott County Development Committee



Rural Entrepreneurship Support

Small businesses are the backbone of rural communities, and it is imperative that USDA Rural Development partner with small businesses to help them succeed. The agency offers several programs that provide support for rural entrepreneurs interested in creating or expanding a business.

Rural Business Enterprise Grants (RBEG)

USDA Rural Development's RBEG program is a key component of the Agency's economic development efforts across America. RBEG grants finance and facilitate development of small and emerging rural businesses. Nine entities in Kansas received RBEG funds this year that totaled \$452,000, and a few examples are:

- Scott County Development Committee will increase its revolving loan fund to partner with several businesses in Scott County that seek to expand or open a new venture.
- Flint Hills Tourism Coalition plans to enhance tourism and economic development opportunities for businesses and communities along the Flint Hills region.
- Harvey County Economic Development Council will partner with the Advanced Manufacturing Institute at Kansas State University, Wichita Technology Corporation and other local and state economic development partners to evaluate the feasibility of establishing a regional innovation accelerator. The accelerator would focus on serving emergent and existing manufacturers in rural, south central Kansas.



Jeff Tucker, Associate Director of the Advanced Manufacturing Institute, explained to Harvey County officials how the USDA RBEG grant will assist rural manufacturers.

Rural Economic Development Loan & Grant Program (REDLG)

Kansas is one of the nation's leaders in utilization of the USDA Rural Development's REDLG program. REDLG loan and grant recipients are rural utilities service borrowers that pass borrowed funds on to local organizations for projects to retain and create jobs. In 2011, USDA Rural Development provided eight loans to rural Kansas utilities that totaled more than \$4.3 million.

In 2011, the Lyon-Coffey Electric Cooperative received a \$180,000 REDLG loan. The electric cooperative then provided an interest-free loan to a local business, Doug Schmidt Construction in Olpe.

Doug Schmidt Construction had been in the construction industry for more than 25 years. The company decided to expand into the cabinetry business in 2004. Owners Doug and Laurie Schmidt, challenged their son, Tyler, to expand and take over the company's cabinetry business. Demand for the company's cabinetry products has grown and a new facility and equipment was needed, and in May 2011 was financed through the Lyon-Coffey Electric Cooperative's REDLG loan. The Schmidts couldn't be happier that their son has returned to the family business.

Intermediary Relending Program (IRP)

The South Central Kansas Economic Development District (SCKEDD) received a \$172,000 IRP loan this year. With the IRP financing, SCKEDD will continue to provide low-interest loans to public and non-profit organizations to relend for business and community development in 14 south central Kansas counties: Butler, Chautauqua, Cowley, Elk, Greenwood, Harper, Harvey, Kingman, Marion, McPherson, Reno, Rice, Sedgwick, and Sumner.

Since 2008, USDA Rural Development has provided \$18.5 million to rural Kansas Utility Companies for economic development

With USDA Rural Development financing we will be able to assist several Kansas hospitals with transferring to electronic medical records by purchasing the needed equipment and software as a group, which is much cheaper than purchasing the equipment and software individually.

-- Roger John, President of the Great Plains Health Alliance



Rural Health Care

Access to quality and affordable health care is critical for rural Kansans. USDA Rural Development offers programs to assist health care providers to secure financing for improving rural health care services.

In 2011, USDA Rural Development's Community Facilities program provided nearly \$12 million in financing to Kansas projects with 92 percent of the funding going towards health care projects. Health care projects that are eligible for USDA Rural Development assistance can include dental, general practice, and mental health clinics, as well as nursing homes, hospitals, and medical equipment.

USDA Rural Development also offers financing through its Business Programs for rural health care projects. The Business & Industry Loan Guarantee Program, and the Rural Economic Development Loan and Grant Program (REDLG) can provide financing for rural health care projects.

Cloud County Health Center received a \$300,000 interest-free loan from Prairie Land Electric Cooperative. The cooperative partnered with USDA Rural Development through the REDLG program to obtain financing for the loan to help the center purchase new radiology equipment.

USDA Rural Development financed more than \$10 million in Kansas health care projects in 2011

Electronic Medical Records

Health care providers will need to convert to electronic medical records by 2014. A Kansas based business, Great Plains Health Alliance, decided to assist several Kansas hospitals convert to electronic medical records before 2014.

Great Plains Health Alliance Inc., based in Phillipsburg, received a \$3 million Community Facilities direct loan and a \$2.2 million Community Facilities loan guarantee to purchase

health records equipment and software for 22 rural Kansas hospitals. When completed, the hospitals will offer clinical telemedicine services, including real-time virtual consultations, diagnostic examinations, digital diagnostic imaging, remote monitoring and other specialty services.

Mental Health Care

State funding for mental health care centers has been declining, and one center looked to USDA

Rural Development for assistance. The Elizabeth Layton Center a private, non-profit organization that provides mental health services in Miami and Franklin Counties, had been looking for a new facility in Miami County to better serve its patients.

In August 2011, USDA Rural Development provided the Elizabeth Layton Center with a \$2 million community facilities direct loan and a \$225,067 community facilities loan guarantee to help the center purchase a 16,000 square-foot facility, which will allow the company to expand its mental health services in Miami County. In addition to the funding received by USDA Rural Development, the center also utilized funding from Peoples Bank in Ottawa, Kansas Department of Commerce, and Federal Home Loan Bank.

The new facility will allow the outpatient and community-based services for children and families in Miami County to be under one roof.



USDA Rural Development staff, Devore Associates, Elizabeth Layton Center staff and board members, and several project supporters gathered for the USDA Community Facilities loan announcement for the Elizabeth Layton Center.

We would like to thank USDA Rural Development, without their support the sewer infrastructure project wouldn't be possible. Updating the city's infrastructure will help create a stronger community.

-- Tim Lentz, Mayor of the City of Horton



Building Community Infrastructure

Rural communities across Kansas have aging infrastructure, which limits their ability to grow and provide quality services to residents. USDA Rural Development assists rural communities in repairing and replacing their aging systems. Through USDA Rural Development's Water and Environmental Programs, 14 Kansas communities received low-interest financing to help upgrade critical infrastructure this year.

Horton Wastewater Project

The city of Horton has more than 70,000 feet of vitrified clay sewer pipes, and records indicate that part of the sewer pipes were constructed prior to 1915. Due to the age of the sewer pipes, the city was experiencing high operating and maintenance costs.

Horton city officials applied for USDA Rural Development assistance to replace and repair approximately 35,000 feet of wastewater collection lines and 150 manholes. USDA Rural Development's Water and Environmental Programs provided the city of Horton with a \$2.955 million loan and a \$545,000 grant to improve the city's wastewater collection system. A second phase of the project is scheduled to repair and replace the remaining sewer pipes and manholes.

In 2010, USDA Rural Development also provided financing to the city of Horton for dredging of the city's lake to regain use of surface water as a necessary water source. The project also consisted of installing water lines and making repairs to the dam and treatment plant. Without the support of the federal government for these infrastructure projects, Horton residents would pay much higher utility rates.



The city of Horton has utilized USDA Rural Development's Water & Environmental Programs to repair the city's water and sewer lines.

Oswego Water Project

The city of Oswego has received nearly \$9 million in financing from USDA Rural Development over the past eight years to improve the city's water infrastructure.

Approximately 22 miles of cast iron pipe, and more than 100 fire hydrants and gate valves are being installed. The city estimates that by spring of 2012, the water infrastructure updates will be completed.



USDA Rural Development partnered with the city of Oswego to finance the repair of a dam on the Neosho River to protect the city's drinking water.

After the water lines are repaired and replaced, the last phase of the city's water structure improvements includes repairing the city's dam and intake structure. During the spring of 2009, the city-owned dam on the Neosho River was damaged by severe storms that caused flooding, straight line winds and tornadoes. The city received a \$423,000 loan and a \$330,000 grant from USDA Rural Development this year to repair the dam and modify the streambank.

Without the financial assistance of USDA Rural Development on its water improvement projects, Oswego residents would be paying approximately \$30 more per month on their water bill.

The city of Oswego also utilized USDA Rural Development's financing to upgrade its sewer system in the 1990s.

I enjoy the privacy of my new home and being able to have a dishwasher, personal washer and dryer, garden, barbecue grill and garage. The new house has given my family room to roam.

-- Nicole Ratzlaff, USDA Rural Development Home Loan Recipient



Rural Housing

USDA Rural Development helps thousands of Kansans achieve the dream of homeownership. In addition to helping individuals become homeowners, the agency also assists in repairing homes of low-income residents. Homeownership plays an important role in improving lives, creating jobs and economic opportunities, and strengthening neighborhoods.

Home Loans

For individuals who struggle to secure mortgage financing through traditional means, USDA Rural Development offers two home loan programs: Guaranteed Rural Housing and Single Family Direct. In 2011, USDA Rural Development provided nearly \$200 million in loans to more than 1,900 Kansas homeowners.

Nicole Ratzlaff, a single mother living in Colby, was able to purchase a new home by using USDA Rural Development's Single Family Direct Loan Program. Prior to moving into her home, Ratzlaff lived in an apartment for three years. Ratzlaff enjoys homeownership in part because her children have a backyard to play in, and the new house provides many conveniences she did not have in apartment living.

Home Repairs

For more than 25 years, Sarah Heckel has lived in her home in Hiawatha. Heckel and her husband moved to Hiawatha to be closer to her family after they had lost their South Dakota farm in the 1980s. Shortly after moving to Kansas, Heckel's mother passed away. Heckel and her husband moved into her mother's house, where she still resides today. The house has remained in the family for more than 55 years, but was in need of repair.

Heckel is 91 years old and is confined to a wheelchair. Her home needed repairs to better accommodate her wheelchair and her



USDA Rural Development honored several partners and home loan recipients during National Homeownership Month in June. Pictured above is a Homeownership Event that took place on June 1, 2011 at Diebolt Lumber in La Harpe.

active lifestyle. With assistance from the Northeast Kansas Area Agency on Aging, Heckel applied for USDA Rural Development's Single Family Housing Repair and Rehabilitation loan and grant. Heckel received financing to hire local businesses to install a new furnace, water heater, storm door and windows. Repairs were also made to the floors, foundation and roof. Heckel is thrilled to remain in her home, and grateful for all the assistance provided.

USDA Rural Development's Home Repair loans and grants have assisted many Kansas homeowners in need. In 2011, the Agency provided 65 loans and 145 grants to rural Kansans totaling more than \$1.1 million.

Rural Housing Continued on the Next Page

It is neat to watch the families work together and bond while building the self-help homes. The USDA Rural Development Self-Help Housing Program has provided families in Liberal with affordable housing that they couldn't find otherwise.

-- Karen LaFreniere, City of Liberal Housing and Community Development Director



Rural Housing Continued

USDA Rural Development also offers financing through Housing Preservation grants to organizations for assisting low-income individuals repair their homes. Intermediaries such as city or county governments, public agencies, federally recognized Indian Tribes, non-profit organizations, and faith-based and community associations participate in the program. These organizations then distribute the grants to homeowners and owners of multi-family rental properties or cooperative dwellings who rent to low- and very-low income residents.

The Coffey County Housing Authority was one of two Kansas recipients of USDA Rural Development's Housing Preservation grants in 2011. Grant funds used by the Coffey County Housing Authority will go towards replacing approximately 15 roofs and several windows in the homes of low-income residents.

Self-Help Housing

USDA Rural Development Self-Help Housing Program allows families to work together in groups to build their own home. A public body, or nonprofit organization, coordinates the program including: securing building lots, developing house plans, working with contractors, coordinating materials, training participants on construction skills, and supervising construction.

Three Kansas organizations have received USDA Rural Development technical assistance grants through the Self-Help Housing Program: Mennonite Housing Rehabilitation Services, City of Junction City, and City of Liberal. In 2011, the City of Liberal received \$317,000 to assist in the building seven homes.

The city of Liberal began its Self-Help Housing Program in 2006, and through the program 37 homes have been built. USDA Rural Development's Single Family Direct loans have financed \$3.9 million to Liberal's self-help homeowners.

Junction City's Self-Help Housing Program, which is administered through the city, has assisted 77 homeowners build their home. USDA Rural Development has provided the city with more than \$1 million in technical-assistance grants, and has provided \$6.7 million in low-interest mortgage loans to Junction City's self-help homeowners. This housing program has been critical because of the expansion of the nearby Ft. Riley Army Base.

The Self-Help Housing Program helps lower income individuals and families achieve homeownership, teach practical skills, and add modest, quality homes to the community.



In August, the Junction City Self-Help Housing Program celebrated the completion of six homes through USDA Rural Development's Self-Help Housing Program.

USDA Rural Development Offices in Kansas

★ USDA Rural Development State Office in Kansas

1303 SW First American Place
Suite 100
Topeka, KS 66604
Phone: 785-271-2700
Fax: 785-271-2708

• Hays Area Office

2715 Canterbury Drive
Hays, KS 67601
785-628-3081, Ext. 4

• Manhattan Area Office

3705 Miller Parkway, Suite A
Manhattan, KS 66503
785-776-7582, Ext. 4

• Iola Area Office

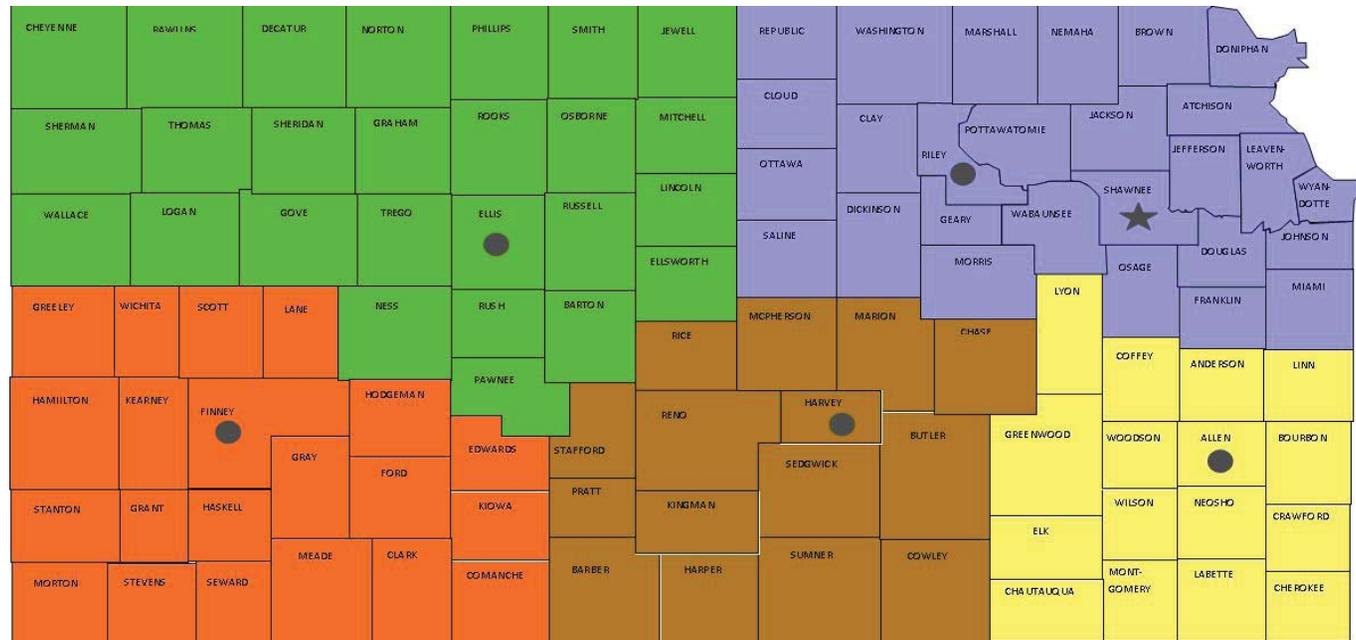
202 West Miller Road
Iola, KS 66749
620-365-2901, Ext. 4

• Newton Area Office

1405 South Spencer Road
Newton, KS 67114
316-283-0370, Ext. 4

• Garden City Area Office

2106 East Spruce
Garden City, KS 67846
620-275-0211, Ext. 4



Committed to the future of rural communities.

www.rurdev.usda.gov/KS

Nondiscrimination Statement: "The U.S. Department of Agriculture (USDA) prohibits discrimination in all of its programs and activities on the basis of race, color, national origin, age, disability, and where applicable, sex (including gender identity and expression), marital status, familial status, parental status, religion, sexual orientation, political beliefs, genetic information, reprisal, or because all or part of an individual's income is derived from any public assistance program. (Not all prohibited bases apply to all programs.) Persons with disabilities who require alternative means for communication of program information (Braille, large print, audiotape, etc.) should contact USDA's TARGET Center at (202) 720-2600 (voice and TDD)."

To file a complaint of discrimination, write to: USDA, Assistant Secretary for Civil Rights, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, S.W., Stop 9410, Washington, DC 20250-9410 or call toll-free at (866) 632-9992 (English) or (800) 877-8339 (TDD) or (866) 377-8642 (English Federal-relay) or (800) 845-6136 (Spanish Federal-relay). USDA is an equal opportunity provider and employer.