

Attachment 5: SORN USDA/FNS-2

Federal Registry Link: http://frwebgate.access.gpo.gov/cgi-bin/multidb.cgi?WAISdbName=2005_privacy_act_many+2005+Privacy+Act&WAISqueryRule=%28%24WAISqueryString%29&WAISemplate=multidb_results.html&WrapperTemplate=pa_wrapper.html&WAISmaxHits=40&WAISqueryString=fns&Submit.=Submit

USDA/FNS-2

System name: **Food Stamp Program Inquiries and Complaints--USDA/FNS.**

System location: **FNS** Regional Offices located in: Atlanta, Georgia which covers the States of Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, and Tennessee; Burlington, Massachusetts which covers the States of Connecticut, Massachusetts, Maine, New Hampshire, Rhode Island, and Vermont; Chicago, Illinois which covers the States of Illinois, Indiana, Michigan, Minnesota, Ohio, and Wisconsin; Dallas, Texas which covers the States of Arkansas, Louisiana, New Mexico, Oklahoma, and Texas; Denver, Colorado which covers the States of Colorado, Iowa, Kansas, Missouri, Montana, Nebraska, North Dakota, South Dakota, Utah, and Wyoming; Robbinsville, New Jersey which covers the States of Delaware, District of Columbia, Maryland, New Jersey, New York, Pennsylvania, Puerto Rico, Virginia, Virgin Islands, and West Virginia; and San Francisco, California which covers the States of Alaska, Arizona, California, Guam, Hawaii, Idaho, Nevada, Oregon, American Samoa, Trust Territories of the Pacific, and Washington.

The address of each Regional Office is listed in the telephone directory of the respective cities listed above under the heading ``United States Government, Department of Agriculture, **Food** and Nutrition Service.''

Categories of individuals covered by the system: Recipients and other persons dissatisfied with or seeking information about local **Food Stamp Program** policy and procedures:

Categories of records in the system: The system consists of copies of each complaint or inquiry and the resulting documentation gathered in responding to it.

Authority for maintenance of the system: 78 Stat. 703 as amended; 7 U.S.C. 2011-2025; and 7 CFR parts 270, 271.

Routine uses of records maintained in the system, including categories of users and the purposes of such uses: (1) Serves as a record of action taken and as resource information to determine trends and patterns; (2) referral to the appropriate agency, whether Federal, State, local, or foreign, charged with the responsibility of investigating or prosecuting a violation of law, or of enforcing or implementing the statute, rule, regulation, or order issued pursuant thereto, of any record within this system when information available indicates a violation or potential violation of law, whether civil, criminal, or regulatory in nature, and whether arising by general statute or particular **program** statute, or by rule, regulation, or order issued pursuant thereto; and (3) referral to a court, magistrate, or administrative tribunal, or to opposing counsel in a proceeding before any of the above, of any record within the system which constitutes evidence in that proceeding, or which is sought in the course of discovery; "Disclosure may be made to a congressional office from the record of an individual in response to an inquiry from the congressional office made at the request of that individual."

Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:

Storage: Records are maintained in file folders at the addresses listed above.

Retrievability: Records are indexed by State, name of individual, and **food stamp** project area.

Safeguards: Records are kept either in locked file cabinets or locked offices.

Retention and disposal: Cases remain in the agency's files until the end of the fiscal year following the fiscal year in which they are closed; thereafter they are transferred to Federal Record Centers and maintained for three additional years before disposal.

System manager(s) and address: Regional **Food Stamp Program** Directors at the addresses listed above.

Notification procedure: Any individual may request information regarding this system of records or information as to whether the system contains records pertaining to him from the appropriate system managers as set forth in the preceding paragraph. A request for information should contain name, address, and particulars involved (i.e., the date of action giving rise to the inquiry, complaint, etc.)

Record access procedures: An individual may obtain information as to the procedures for gaining access to a record in the system which pertains to him by submitting a written request to the appropriate system manager as set forth in the preceding paragraph. The envelope and the letter should be marked "Privacy Act Request".

Contesting record procedures: Individuals desiring to contest or amend information maintained in the system should direct their request to the System Manager listed above, the reasons for contesting it, and the proposed amendment to the information.

Record source categories: Information in this system comes primarily from recipient and non-recipient **inquiries** and **complaints**, case file review, collateral contacts, and investigative reports.