**APPENDIX B**

# SFA Director Survey CNOPS-II Year 3

|  |
| --- |
| OMB Number: 0584-0607Expiration Date: 07/31/2020 |
| Child Nutrition Program Operations Study IICN-OPS-IISchool Food Authority (SFA) DirectorSurvey 2017-2018FOR PLANNING PURPOSES ONLYPlease complete the survey at:<http://www.2mresearch.com/cnops2sfa> |
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| **C:\Users\dbellow\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.Outlook\4IFK468L\USDA-logo_high-res.png**U.S. Department of AgricultureFood and Nutrition Service |

**This survey is being conducted for the Food and Nutrition Service, U.S. Department of Agriculture as part of a study of the National School Lunch Program (NSLP), School Breakfast Program (SBP), and other USDA food programs throughout the country. All responses will be treated in strict privacy; no names will be used in our study reports, and only aggregated results will be reported.**

**The study is authorized by the Healthy, Hunger-Free Kids Act of 2010 (HHFKA) and cooperation by selected states, local education agencies, and schools is required under Section 305 of the HHFKA. Section 305 of the Healthy, Hunger-Free Kids Act of 2010 states that “States, State educational agencies, local educational agencies, schools, institutions, facilities, and contractors participating in programs authorized under this Act and the Child Nutrition Act of 1966 (42 U.S.C 1771 et seq.) shall cooperate with officials and contractors acting on behalf of the Secretary, in the conduct of evaluations and studies under those Acts.”**

**Send comments regarding the burden estimate (2 hours) or any other aspect of this collection of information, including suggestions for reducing this burden, to:**

**U.S. Department of Agriculture
Food and Nutrition Service
Office of Policy Support
3101 Park Center Drive
Alexandria, VA 22302
Attn: Holly Figueroa**

**If you have any questions about this survey, please email** **support@2mresearch.com** **or call toll-free at 1.866.465.7738.**

**We thank you for your cooperation and participation in this very important study.**

INSTRUCTIONS FOR COMPLETING THE SURVEY

* The survey has been optimized to run on a desktop computer and is best viewed in the latest versions of Chrome, Firefox, or Internet Explorer.
* Click the **"Save & Continue”** button to progress in the survey. You must click this button to save your responses. **If you cannot complete the survey in one sitting, click the “Save & Continue” button before you close your browser.** Your answers will be saved.
* **Helpful Hint:** If you hover your cursor over the blue text you can see more information about the term.
* Click the **"Back"** button to go to the previous question. Please note that clicking the “Back” button will not save your response to the current question. You must first click the “Save & Continue” button to save your response.
* Use the **“Table of Contents”** on the left hand side of your page to navigate to different sections in the survey. **To hide and unhide** the “Table of Contents” click the icon with the three lines. Please note that **if you use the “Table of Contents” to navigate to a partially completed section you will be brought to the first incomplete question.** You can use the “back” button to navigate to previous questions.
* **If you need a colleague to complete a section of the survey, you should forward them the email with your unique link**. They do not need a separate link.
* **Avoid having multiple people logged into the survey at once**. Responses may not be recorded correctly if multiple users are logged in the survey at the same time.
* If you or a colleague are returning to finish your saved survey, the user will return to the point where you left off. You can use the “Table of Contents” menu to return to previous questions.
* **Use the buttons and links within the survey**. For example, using “Enter” on your keyboard or your browser’s “Back” function may cause errors.
* **Questions will not always be numbered sequentially**. Some may be automatically skipped because they do not apply to you.
* If you have any questions about the study or about completing this survey, please email support@2mresearch.com or call **1-866-465-7738 (toll-free)**.

Back (Button)

Save and Continue (Button)

CONTACT INFORMATION

 Before starting the survey please fill in the requested contact information below. If the information below is prefilled please review and update the information as necessary.

School District Name

 Please fill in the contact information for the SFA Director below: *(Update where necessary)*

First Name:

Last Name:

Address 1:

Address 2:

City:

State:

Zip:

Phone Number:

Ext.

Email Address:

 If you are not the SFA Director please fill out your name and contact information:

First Name:

Last Name:

Title:

Street Address 1:

Street Address 2:

City:

State:

Zip:

Phone Number: Ext.

Email:

1. SCHOOL PARTICIPATION

This section includes questions about schools in your school food authority (SFA) participating in the National School Lunch Program (NSLP), NSLP Afterschool Snack Program, School Breakfast Program (SBP), Child and Adult Care Food Program (CACFP), the Seamless Summer Option (SSO), and the Summer Food Service Program (SFSP) in SY 2017-2018. When providing counts of schools, you may group schools together as you would for administrative reporting. For example, you may group two schools with a shared cafeteria.

1.1 What is the total number of schools in your SFA? Please enter your responses by school type.

* Elementary schools are schools composed of any span of grades from kindergarten through 6th grade, such as K-4, 4-6, or K-5.

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* Middle schools are schools that have no grade lower than 6 and no grade higher than 9, such as 6-8, 6-7, 7-8, or 6-9. These schools may also be known as junior high schools.
* High schools are schools that have no grade lower than 9 and continue through 12th grade, such as grade 9 only, 9-10, or 9-12.
* Other schools are schools that do not meet the elementary, middle, or high school definitions, such as 6-12, K-8, or K-12.

 IF NONE, PLEASE ENTER 0.

Helpful Hint: If you hover your cursor over the blue text you can see more information about the term.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | a. ELEMENTARY SCHOOLS | b. MIDDLE SCHOOLS | c. HIGH SCHOOLS | d. OTHER SCHOOLS | TOTAL |
| Total number of **schools** in your SFA |  |  |  |  | FILLS WITH SUM |

1.2.1 This question is about the number of elementary schools that participated in school meal and NSLP afterschool snack programs in the 2017-2018 school year (SY).

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 IF NONE, PLEASE ENTER 0.

Helpful Hint: If you hover your cursor over the blue text you can see more information about the term.

|  |  |
| --- | --- |
|  | ELEMENTARY SCHOOLS |
| a. Of the [WEB PREFILL # FROM 1.1a] elementary schools, how many participate in NSLP **only**?  |  |
| b. Of the [WEB PREFILL # FROM 1.1a] elementary schools, how many schools participate in SBP **only**? |  |
| c. Of the [WEB PREFILL # FROM 1.1a] elementary schools, how many schools participate in **both** SBP **and** NSLP? |  |
| d. Of the [WEB PREFILL # FROM 1.1a] elementary schools, how many schools participate in **neither** SBP **nor** NSLP? |  |
| e. Of the [WEB PREFILL # FROM 1.1a] elementary schools, how many schools participate in **NSLP Afterschool Snack Program**? |  |

1.2.2 This question is about the number of middle schools that participated in school meal and NSLP afterschool snack programs in SY 2017-2018.

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 IF NONE, PLEASE ENTER 0.

Helpful Hint: If you hover your cursor over the blue text you can see more information about the term.

|  |  |
| --- | --- |
|  | MIDDLE SCHOOLS |
| a. Of the [WEB PREFILL # FROM 1.2a] middle schools, how many participate in NSLP **only**?  |  |
| b. Of the [WEB PREFILL # FROM 1.2a] middle schools, how many schools participate in SBP **only**? |  |
| c. Of the [WEB PREFILL # FROM 1.2a] middle schools, how many schools participate in **both** SBP **and** NSLP? |  |
| d. Of the [WEB PREFILL # FROM 1.2a] middle schools, how many schools participate in **neither** SBP **nor** NSLP? |  |
| e. Of the [WEB PREFILL # FROM 1.2a] middle schools, how many schools participate in **NSLP Afterschool Snack Program**? |  |

1.2.3 This question is about the number of high schools that participated in school meal and NSLP afterschool snack programs in SY 2017-2018.

 IF NONE, PLEASE ENTER 0.

*CNOPS II Year 2*

|  |  |
| --- | --- |
|  | HIGH SCHOOLS |
| a. Of the [WEB PREFILL # FROM 1.3a] high schools, how many participate in NSLP **only**?  |  |
| b. Of the [WEB PREFILL # FROM 1.3a] high schools, how many schools participate in SBP **only**? |  |
| c. Of the [WEB PREFILL # FROM 1.3a] high schools, how many schools participate in **both** SBP **and** NSLP? |  |
| d. Of the [WEB PREFILL # FROM 1.3a] high schools, how many schools participate in **neither** SBP **nor** NSLP? |  |
| e. Of the [WEB PREFILL # FROM 1.3a] high schools, how many schools participate in **NSLP Afterschool Snack Program**? |  |

1.2.4 This question is about the number of other schools that participated in school meal and NSLP afterschool programs in SY 2017-2018.

 IF NONE, PLEASE ENTER 0.

*CNOPS II Year 2*

|  |  |
| --- | --- |
|  | OTHER SCHOOLS |
| a. Of the [WEB PREFILL # FROM 1.4a] other schools, how many participate in NSLP **only**?  |  |
| b. Of the [WEB PREFILL # FROM 1.4a] other schools, how many schools participate in SBP **only**? |  |
| c. Of the [WEB PREFILL # FROM 1.4a] other schools, how many schools participate in **both** SBP **and** NSLP? |  |
| d. Of the [WEB PREFILL # FROM 1.4a] other schools, how many schools participate in **neither** SBP **nor** NSLP? |  |
| e. Of the [WEB PREFILL # FROM 1.4a] other schools, how many schools participate in **NSLP Afterschool Snack Program**? |  |

The following questions deal with participation in the CACFP during SY 2017-2018. For this program, USDA funds afterschool programs to serve a meal or snack to children in low-income areas.

1.3 Do any schools in your SFA participate in the CACFP?

*CNOPS II Year 2*

🔾 Yes 1

🔾 No 2 SKIP TO 1.7

1.4 Is your SFA the sponsor of each participating school’s CACFP?

*CNOPS II Year 2*

*A sponsor is an organization that has entered into an agreement with their administering State agencies to assume administrative and financial responsibilities for CACFP operations. Examples of sponsors include public or private nonprofit schools, private nonprofit organizations, public or private nonprofit camps, and units of local, municipal, county, tribal, or State government, including school food authorities.*

🔾 Yes 1 SKIP TO 1.6

🔾 No 2

1.5 How many schools in your SFA currently participate as sponsors in the CACFP in SY 2017-2018?

*CNOPS II Year 2*

 Please do not count schools that are expected to participate in the future.

 *A sponsor is an organization that has entered into an agreement with their administering State agencies to assume administrative and financial responsibilities for CACFP operations. Examples of sponsors include public or private nonprofit schools, private nonprofit organizations, public or private nonprofit camps, and units of local, municipal, county, tribal, or State government, including school food authorities.*

|  |  |
| --- | --- |
| **IF NONE, PLEASE ENTER 0.** | NUMBER OF SPONSORS |
| a. Of the [WEB PREFILL # FROM 1.1a] elementary schools, how many schools participate as sponsors? |  |
| b. Of the [WEB PREFILL # FROM 1.1b] middle schools, how many schools participate as sponsors? |  |
| c. Of the [WEB PREFILL # FROM 1.1c] high schools, how many schools participate as sponsors? |  |
| d. Of the [WEB PREFILL # FROM 1.1d] other schools, how many schools participate as sponsors? |  |

1.6 How many schools in your SFA participate as sites or providers in the CACFP in SY 2017-2018?

 Please do not count schools that are expected to participate in the future.

*CNOPS II Year 2*

 *A site is a physical location, approved by the State agency, where CACFP meals are served during a supervised time period. Examples of sites include child care centers, afterschool care programs, and schools.*

|  |  |
| --- | --- |
| **IF NONE, PLEASE ENTER 0.** | NUMBER OF SITES |
| a. Of the [WEB PREFILL # FROM 1.1a] elementary schools, how many schools participate as sites? |  |
| b. Of the [WEB PREFILL # FROM 1.1b] middle schools, how many schools participate as sites? |  |
| c. Of the [WEB PREFILL # FROM 1.1c] high schools, how many schools participate as sites? |  |
| d. Of the [WEB PREFILL # FROM 1.1d] other schools, how many schools participate as sites? |  |

**The following questions are about your SFA’s participation in two summer meal programs, the Seamless Summer Option (SSO) and the Summer Food Service Program (SFSP). Both SSO and SFSP provide free meals to children in low-income areas when school is not in session. Only SFAs participating in the NSLP and SBP are eligible to sponsor the SSO.**

1.7. Did your SFA sponsor any feeding sites under the SSO in summer of 2017?

 *A site is a physical location, approved by the State agency, where meals are served during a supervised time period. Examples of sites include child care centers, afterschool care programs, and schools.*

*CNOPS II Year 2*

🔾 Yes 1

🔾 No 2 SKIP TO 1.9

1.8 How many school and non-school feeding sites in your SFA participated in the SSO during the summer of 2017?

*CNOPS II Year 2*

|  |  |
| --- | --- |
| **IF NONE, PLEASE ENTER 0.** | NUMBER OF SITES |
| a. School sites |  |
| b. Non-school sites |  |

1.9 Did your SFA sponsor the SFSP in summer of 2017?

*CNOPS II Year 2*

🔾 Yes 1

🔾 No 2 SKIP TO 2.1

1.10 How many school and non-school feeding sites did your SFA sponsor through the SFSP during the summer of 2017?

*CNOPS II Year 2*

|  |  |
| --- | --- |
| **IF NONE, PLEASE ENTER 0.** | NUMBER OF SITES |
| a. School sites |  |
| b. Non-school sites |  |

1.11 How many schools in your SFA sponsored the SFSP during the summer of 2017? Please include school sponsors regardless of whether they also act as a site.

**IF NONE, PLEASE ENTER 0.**

*CNOPS II Year 2*

 NUMBER OF SCHOOLS

2. STUDENT PARTICIPATION

This section includes questions about student enrollment and National School Lunch Program (NSLP) and School Breakfast Program (SBP) participation at the schools in your SFA during SY 2017-2018.

For this question, please record your responses separately by school type.

* Elementary schools are schools composed of any span of grades from kindergarten through 6th grade, such as K-4, 4-6, or K-5.
* Middle schools are schools that have no grade lower than 6 and no grade higher than 9, such as 6-8, 6-7, 7-8, or 6-9. These schools may also be known as junior high schools.
* High schools are schools that have no grade lower than 9 and continue through 12th grade, such as grade 9 only, 9-10, or 9-12.
* Other schools are schools that do not meet the elementary, middle, or high school definitions, such as 6-12, K-8, or K-12.

2.1.1 As of last operating day of October 2017, what was the total number of students enrolled in your SFA?

**The total student enrollment should include prekindergarten and kindergarten students who attend school for half a day and may not have access to meals. Children attending a school that does not participate in the NSLP or the SBP should also be included in this count.**

*CNOPS II Year 2*

IF NONE, PLEASE ENTER 0.

Helpful Hint: If you hover your cursor over the blue text you can see more information about the term.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | a. ELEMENTARY SCHOOLS | b. MIDDLE SCHOOLS | c. HIGH SCHOOLS | d. OTHER SCHOOLS | TOTAL |
| Total number of **students** enrolled in your SFA |  |  |  |  | FILLS WITH SUM |

2.1.2 What was the average daily attendance for the month of October 2017?

**Calculate the average daily attendance for students in each type of school and place in the appropriate column. Calculate average daily attendance by dividing the total number of student days attended (i.e., the sum of the daily student attendance totals) by the number of calendar days school was in session for October 2017.**

*NEW*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | a. ELEMENTARY SCHOOLS | b. MIDDLE SCHOOLS | c. HIGH SCHOOLS | d. OTHER SCHOOLS |
| Average daily attendance for October 2017 |  |  |  |  |

2.2 What was the total number of operating days (i.e., number of days that meals were served) for SBP in October 2017?

*CNOPS II Year 1, 2*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| IF NONE, PLEASE ENTER 0. | ELEMENTARY SCHOOLS | MIDDLE SCHOOLS | HIGH SCHOOLS | OTHER SCHOOLS |
| Number of days operating SBP in October 2017.  |  |  |  |  |

2.3 What was the total number of operating days (i.e., number of days that meals were served) for NSLP in October 2017?

*CNOPS II Year 1, 2*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| IF NONE, PLEASE ENTER 0. | ELEMENTARY SCHOOLS | MIDDLE SCHOOLS | HIGH SCHOOLS | OTHER SCHOOLS |
| Number of days operating in October 2017 |  |  |  |  |

**The following questions ask you to report the number of school meals served or claimed as paid, reduced price, or free during SY 2017-2018. Provide counts for October 2017, excluding second meals taken by students.** **These questions also ask you to report the number of students approved to receive free and reduced price meals, and the number of students that did not have access to NSLP/SBP during October 2017.**

2.4 For each school type, how many students were approved to receive free and reduced price breakfasts, how many student breakfasts were served/claimed as paid, reduced price, and free breakfasts, and how many students did not have access to SBP during October 2017?

IF NONE, PLEASE ENTER 0.

*CNOPS II Year 1,2*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| STUDENT BREAKFASTS | ELEMENTARY SCHOOLS | MIDDLE SCHOOLS | HIGH SCHOOLS | OTHER SCHOOLS |
| 1. How many of the total enrolled students were approved to receive free breakfast?
 |  |  |  |  |
| 1. How many of the total enrolled students were approved to receive reduced price breakfast?
 |  |  |  |  |
| c. What was the total number of paid breakfasts served/claimed? |  |  |  |  |
| d. What was the total number of reduced price breakfasts served/claimed? |  |  |  |  |
| e. What was the total number of free breakfasts served/claimed? |  |  |  |  |
| f. How many of the total enrolled students **did not** have access to SBP?\* |  |  |  |  |

**\*The total student enrollment should include prekindergarten and kindergarten students who attend school half day and may not have access to meals. Children attending a school that does not participate in the NSLP or the SBP should also be included in this count.**

2.5 **For each school type, how many students were approved to receive free and reduced price lunches, how many lunches were served/claimed as paid, reduced price, and free lunches, and how many students did not have access to NSLP during October 2017?**

IF NONE, PLEASE ENTER 0.

*CNOPS II Year 1,2*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| STUDENT LUNCHES | ELEMENTARY SCHOOLS | MIDDLE SCHOOLS | HIGH SCHOOLS | OTHER SCHOOLS |
| 1. How many of the total enrolled students were approved to receive free lunch?
 |  |  |  |  |
| 1. How many of the total enrolled students were approved to receive reduced price lunch?
 |  |  |  |  |
| c. What was the total number of paid lunches served/claimed? |  |  |  |  |
| d. What was the total number of reduced price lunches served/claimed? |  |  |  |  |
| e. What was the total number of free lunches served/claimed? |  |  |  |  |
| f. How many of the total enrolled students **did not** have access to NSLP?\* |  |  |  |  |

**\*The total student enrollment should include prekindergarten and kindergarten students who attend school half day and may not have access to meals. Children attending a school that does not participate in the NSLP or the SBP should also be included in this count.**

3. MEAL PRICES

The next questions are about average meal prices charged during SY 2017-2018.

3.1 Do ALL schools in your SFA serve ALL school meals at no charge?

🔾 Yes 1 SKIP TO 3.7

*NEW*

🔾 No 2

For these questions, please record your responses separately by school type.

* Elementary schools are schools composed of any span of grades from kindergarten through 6th grade, such as K-4, 4-6, or K-5.
* Middle schools are schools that have no grade lower than 6 and no grade higher than 9, such as 6-8, 6-7, 7‑8, or 6-9. These schools may also be known as junior high schools.
* High schools are schools that have no grade lower than 9 and continue through 12th grade, such as grade 9 only, 9-10, or 9-12.
* Other schools are schools that do not meet the elementary, middle or junior high, or high school definition, such as 6-12, K-8, or K-12.

If prices vary within a school type, please provide the average price for that school type. Please exclude $0 meal prices from average price calculations (that is, exclude meal prices for meals served at no cost in schools operating under Provision 2, 3 or the Community Eligibility Provision).

3.2 What was the average price charged for paid and reduced price breakfasts in your SFA at the beginning of SY 2017-2018? If no students in your SFA are charged for breakfast, please check the appropriate box.

*CNOPS II Year 2*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | ELEMENTARY SCHOOLS | MIDDLE SCHOOLS | HIGH SCHOOLS | OTHER SCHOOLS |
| a. Paid breakfast | $ | $ | $ | $ |
| b. Reduced price breakfast | $ | $ | $ | $ |
| c. Not Applicable – No School Breakfast Program | 1 🔾 | 2 🔾 | 3 🔾 | 4 🔾 |
| d. Not Applicable – Breakfasts at all schools are served free of charge | 1 🔾 | 2 🔾 | 3 🔾 | 4 🔾 |

3.3 What was the average price charged for paid and reduced price lunches in your SFA at the beginning of SY 2017-2018? If no students in your SFA are charged for lunch, please check the “not applicable” box.

*CNOPS II Year 2*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| LUNCH PRICES | ELEMENTARY SCHOOLS | MIDDLE SCHOOLS | HIGH SCHOOLS | OTHER SCHOOLS |
| a. Paid lunch | $ | $ | $ | $ |
| b. Reduced price lunch | $ | $ | $ | $ |
| 1. Not Applicable – No School Lunch Program
 | 1 🔾 | 2 🔾 | 3 🔾 | 4 🔾 |
| d. Not Applicable – Lunches at all schools are served free of charge | 1 🔾 | 2 🔾 | 3 🔾 | 4 🔾 |

**3.4 SFAs participating in the NSLP are required to increase the prices charged for paid meals until their weighted average lunch prices meet the difference between Federal reimbursements for free and paid lunches. This is called the Paid Lunch Equity provision in the Healthy, Hunger-Free Kids Act of 2010.**

 **During SY 2017-2018, what actions did your SFA take in response to the Paid Lunch Equity provision in the Healthy, Hunger-Free Kids Act of 2010?**

*CNOPS II Year 2*

select ALL THAT APPLY

🞏 Increased paid lunch prices in all schools 1

🞏 Increased paid lunch prices in some schools 2

🞏 Added funds from non-Federal sources to the nonprofit school food services account 3

🞏 Requested an exemption/waiver from the Paid Lunch Equity requirement from the State 4

🞏 No action taken - Paid lunch pricing already complied with provision 5

🞏 Other *(Specify)* 99

Specify (STRING (NUM))

3.5 Did your SFA use non-Federal revenue sources to offset potential price increases in paid meals during SY 2017-2018?

🔾 Yes 1

*CNOPS II Year 2*

🔾 No 2 SKIP TO 3.7

3.6 What non-Federal revenue sources did your SFA use?

*CNOPS II Year 2*

|  |  |
| --- | --- |
|  | *Select one response per row* |
|  | YES | NO |
| a. Per-meal State reimbursement for *any* paid meals  | 1 🔾 | 2 🔾 |
| b. Per-meal local reimbursement for *any* paid meals | 1 🔾 | 2 🔾 |
| c. Funds provided by organizations, such as school-related or community groups, for *any* paid meals | 1 🔾 | 2 🔾 |
| d. State revenue matching funds that exceed the minimum requirement for paid lunches | 1 🔾 | 2 🔾 |
| e. Share of direct payments made from school district funds to support meal services attributable to *any* paid meals (for example, pro rata share of general funds used to support meal service) | 1 🔾 | 2 🔾 |
| f. Other *(Specify)* | 1 🔾 | 2 🔾 |
|  (STRING (NUM)) |  |  |

3.7 Did your SFA increase a la carte prices between SY 2016-2017 and SY 2017-2018? A la carte items may include components of a reimbursable meal that may be purchased a la carte, or foods and beverages that are sold only on an a la carte basis.

🔾 Yes 1

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🔾 No 2 SKIP TO NEXT SECTION

🔾 Not applicable (No a la carte foods sold in SFA) 3 SKIP TO NEXT SECTION

🔾 Don’t know 3 SKIP TO NEXT SECTION

3.8 Why did your SFA increase a la carte prices between SY 2016-2017 and SY 2017-2018?

*NEW*

select ALL THAT APPLY

🞏 Vendor raised prices 1

🞏 Annual price increase 2

🞏 Implementation of Smart Snacks in School nutrition standards 3

🞏 Other *(Specify)* 99

Specify (STRING (NUM))

3.9 What was the average price increase for the following a la carte items? If your SFA did not increase prices for a particular item, please enter $0.00.

*CNOPS II Year 2*

|  |  |
| --- | --- |
|  | AVERAGE PRICE INCREASE |
| a. Beverages (water, juice, sports drinks, etc.)  | $ |
| b. Milk | $ |
| c. Frozen desserts (ice cream, popsicles, etc.) | $ |
| d. Baked goods – dessert (cookies, cakes, pastries, etc.) | $ |
| e. Bread/grain products (bagels, pretzels, crackers, etc.) | $ |
| f. Snacks (chips, energy bars, jerky, etc.)  | $ |
| g. Candy  | $ |
| h. Prepared entrées (pizza, hamburgers, burritos, etc.)  | $ |
| i. Prepared non-entrée food (French fries, onion rings, etc.) | $ |
| j. Reimbursable meal components | $ |

4. ELIGIBILITY DETERMINATION AND VERIFICATION

This section is about your SFA’s practices related to certification for free or reduced price school meals, verification, verification for cause, and direct verification during SY 2017-2018.

4.1.       Are all schools in your SFA implementing a non-pricing special assistance Provision (such as the Community Eligibility Provision, Provision 2, or Provision 3) and operating in a non-base year?

  1   [ ]  Yes

*CNOPS-II*

*Year 1*

  0   [ ]  No

This section begins with questions about direct certification. Direct certification is the process through which States or LEAs match student enrollment data to State program data to determine if students are “categorically eligible” for free school meals without the need for household applications. Categorical eligibility for free meals for all children in the household may result from a child’s (or any household member’s) receipt of benefits under SNAP, TANF, or FDPIR, or for a child who is designated as Other Source Categorically Eligible through Head Start or Homeless, Migrant, Runaway, or Foster Child Status. In some States, students may also be directly certified for free or reduced priced school meals based on Medicaid income and participation data.

SNAP is the Supplemental Nutrition Assistance Program (formerly known as Food Stamps).

TANF is Temporary Assistance for Needy Families.

FDPIR is the Food Distribution Program on Indian Reservations.

4.2 Did your SFA use the direct certification process to determine if students were categorically eligible for free or reduced price meal benefits in SY 2017-2018?

*NEW*

🔾 Yes 1

🔾 No 2 SKIP TO 4.8

4.3 Which of the following roles/responsibilities does your SFA have in the direct certification process?

 SELECT ALL THAT APPLY

*NEW*

🞏 Upload/transfer enrollment data to the State or a State-sponsored system/database 1

🞏 Receive/download list of matched students from the State 2

🞏 Reconcile State-generated lists of matched students with local data or point-of-service (POS) systems 3

🞏 Conduct matches at the local level using State-generated program data 4

🞏 Investigate State-generated lists of partially matched or unmatched children 5

🞏 Extend eligibility to other children in households directly certified through SNAP, TANF, FDPIR, or Medicaid 6

🞏 None, matches are automatically certified in POS system 6

🞏 Other *(Specify)* 99

Specify (STRING (NUM))

4.4 When was the direct certification matching process first conducted by/for your SFA in SY 2017-2018?

🔾 On or around the first day of school 1

*NEW*

🔾 After the first day of school 2

🔾 Don’t know 3

🔾 Other (*Specify)* 99

Specify (STRING (NUM))

4.5 How often are direct certification matches conducted by/for your SFA, regardless of whether the process results in successful matches or new students being directly certified?

*NEW*

🔾 Daily 1

🔾 Weekly 2

🔾 Monthly 3

🔾 Less than once per month, but at least three times per year 4

🔾 Don’t know 5

🔾 Other (Specify) 99

Specify (STRING (NUM))

4.6 What sources of categorical eligibility or other means-tested programs did your SFA or State use to directly certify children in SY 2017-2018? If your SFA does not have any students in one or more of the State-approved statuses or programs listed below, mark “not applicable.”

*NEW*

|  |  |
| --- | --- |
|  | *Select one response per row* |
|  | YES | NO | NOT APPLICABLE | DON’T KNOW |
| a. SNAP | 1 🔾 | 2 🔾 | 3 🔾 | d 🔾 |
| b. FDPIR | 1 🔾 | 2 🔾 | 3 🔾 | d 🔾 |
| c. TANF | 1 🔾 | 2 🔾 | 3 🔾 | d 🔾 |
| d. Medicaid | 1 🔾 | 2 🔾 | 3 🔾 | d 🔾 |
| e. Head Start | 1 🔾 | 2 🔾 | 3 🔾 | d 🔾 |
| f. Homeless, migrant, or runaway child | 1 🔾 | 2 🔾 | 3 🔾 | d 🔾 |
| g. Foster child | 1 🔾 | 2 🔾 | 3 🔾 | d 🔾 |
| h. Other (please specify)  | 1 🔾 | 2 🔾 | 3 🔾 | d 🔾 |
|  |  |  |  |  |

4.7 Does your SFA have access to a system that allows you to look up students in real time to determine participation in SNAP, TANF, FDPIR, or other programs for the purpose of direct certification?

🔾 Yes 1

*NEW*

🔾 No 2

🔾 Don’t’ know d

**The following questions are about free and reduced price meal certification using household applications for school meals.**

4.8 Did your SFA use household applications to certify children for free or reduced price school meals in SY 2017-2018?

*NEW*

🔾 Yes 1

🔾 No 2 SKIP TO NEXT SECTION

4.9  Which format(s) of household applications for free or reduced price school meals were used for SY 2017-2018?

*NEW*

 SELECT ALL THAT APPLY

* Electronic or web-based application 1
* Computer-read or scannable paper application 2
* Manually reviewed and entered paper application 3

4.10 DISPLAY IF MULTIPLE RESPONSES SELECTED. [OF THOSE SELECTED ABOVE] Which format of household applications for free or reduced price school meals was used most often for SY 2017-2018?

*CNOPS-II*

*Year 1&2*

🔾 Electronic or web-based application 1

🔾 Computer-read or scannable paper application 2

🔾 Manually reviewed and entered paper application 3

4.11 DISPLAY IF 4.9=1. Is the electronic or web-based application integrated with any of the following data systems?

*CNOPS-II*

*Year 1&2-edited*

|  |  |
| --- | --- |
|   | *Select one response per row* |
|  | YES | NO |
| a. Meal claiming system | 1 🔾 | 2 🔾 |
| b. Point-of-sale system | 1 🔾 | 2 🔾 |
| c. Student records | 1 🔾 | 2 🔾 |
| d. Direct certification | 1 🔾 | 2 🔾 |
| e. Verification system | 1 🔾 | 2 🔾 |
| f. Other (*Specify*) | 1 🔾 | 2 🔾 |
|   |  |  |

4.12 DISPLAY IF 4.9=1. What percentage of your free or reduced price school meal applications are received through the electronic or web-based version? Please provide your best estimate based on applications you received through October 2017.

*CNOPS-II*

*Year 2*

 PERCENTAGE

SFAs are not required to wait until October 1 to initiate the verification process, and may instead choose to begin conducting verification once they have approved applications on file.

4.13 In SY 2017-18, did your SFA initiate the verification process before October 1, 2017?

*NEW*

🔾 Yes 1

🔾 No 2

4.14 Do households in your SFA speak Spanish or other languages besides English as their primary language?

*NEW*

|  |  |
| --- | --- |
|  | *Select one response per row* |
|  | YES | NO |
| a. Households speak Spanish as primary language | 1 🔾 | 2 🔾 |
| b. Households speak other language(s) as primary language  | 1 🔾 | 2 🔾 |

4.15 [IF 4.14a=YES] Does your SFA translate verification notices into Spanish when the household’s primary language is Spanish?

**🔾** Yes, all the time 1

*NEW*

🔾 Yes, some of the time 2

🔾 No 3

4.16 [IF 4.14b=YES] Does your SFA translate verification notices into other languages when the households speak other primary languages?

*NEW*

🔾 Yes, all the time, for all other primary languages spoken 1

🔾 Yes, some of the time, for all or some of the other primary languages spoken 2

🔾 No 3

4.17 Does your SFA follow up with households that do not respond to verification requests more than one time?

*CNOPS-II*

*Year 2*

*NEW*

🔾 Yes 1

🔾 No 2

4.18 How many times does your SFA attempt to contact households (via letters, emails, phone calls, text messages, etc.) before they are marked as non-responsive to verification requests?

*NEW*

|  |  |
| --- | --- |
| Enter maximum # of contact attempts | 1 🔾 |
| N/A: There is no maximum number of contact attempts. Our SFA continues to contact each household until the verification deadline is reached. | 1 🔾 |
| Other (*Specify*) | 1 🔾 |
|   |  |

4.19 What method(s) does your SFA use to follow up with households for verification requests?

Select ALL THAT APPLY

*CNOPS-II*

*Year 2-edited*

🞏 Mailed letter 1

🞏 Letter or packet sent home with student 2

🞏 Telephone call 3

🞏 Email 4

🞏 Text 5

🞏 In person 6

🞏 Other *(Specify)* 99

Specify (STRING (NUM))

4.20 How does your SFA track/document follow-up contacts made or attempted with households for the purpose of verification?

*NEW*

4.21 What sources of information do households typically provide to your SFA in response to verification requests?

*NEW*

 SELECT ALL THAT APPLY

🞏 Official written evidence or documentation of income (e.g., pay stubs, letters from employers, court documents) 1

🞏 Official written evidence or documentation of benefit statements, notices, or award letters from assistance agencies or other government agencies 2

🞏 A personalized note explaining household circumstances (such as when a household reports no income or government assistance and is unable to provide official written evidence) 3

🞏 Collateral contacts (contact information for someone outside the household that can confirm the household’s circumstances) 4

🞏 Other *(Specify)* 99

Specify (STRING (NUM))

4.22 What sources of categorical eligibility or other means-tested programs did your SFA or State use to directly verify children in SY 2017-2018? If your SFA does not have any students in one or more of the State-approved statuses or programs listed below, mark “not applicable.”

*NEW*

|  |  |
| --- | --- |
|  | *Select one response per row* |
|  | YES | NO | NOT APPLICABLE | DON’T KNOW |
| a. SNAP | 1 🔾 | 2 🔾 | 3 🔾 | d 🔾 |
| b. FDPIR | 1 🔾 | 2 🔾 | 3 🔾 | d 🔾 |
| c. TANF | 1 🔾 | 2 🔾 | 3 🔾 | d 🔾 |
| d. Medicaid | 1 🔾 | 2 🔾 | 3 🔾 | d 🔾 |
| e. Head Start | 1 🔾 | 2 🔾 | 3 🔾 | d 🔾 |
| f. Homeless, migrant, or runaway child | 1 🔾 | 2 🔾 | 3 🔾 | d 🔾 |
| g. Foster child | 1 🔾 | 2 🔾 | 3 🔾 | d 🔾 |
| h. Other (please specify) | 1 🔾 | 2 🔾 | 3 🔾 | d 🔾 |
|  |  |  |  |

The following questions ask about verification for cause. LEAs are required to verify any questionable application on a case-by-case basis when the LEA is aware of additional income or persons in the household. Verification for cause is conducted separately from the required verification sample and process, and may be conducted at any time during the school year.

**4.23 In SY 17-18, did your SFA verify any applications for cause, that is on a case-by-case basis when the LEA was made aware of additional income or household members?**

*CNOPS-II*

*Year 1&2-edited*

🔾 Yes 1

🔾 No 2

4.24 Does your SFA verify for cause the following types of applications?

*CNOPS-II*

*Year 1&2-edited*

|  |  |
| --- | --- |
|  | SELECT ONE RESPONSE PER ROW |
|  | YES | NO |
| a. Non-responders from previous school year(s) | 1 🔾 | 2 🔾 |
| b. Applications with zero income listed in current and previous year(s) | 1 🔾 | 2 🔾 |
| c. School district employee application | 1 🔾 | 2 🔾 |
| d. Multiple application submissions with different information  | 1 🔾 | 2 🔾 |
| e. Other (*Specify)* | 1 🔾 | 2 🔾 |
|   |  |  |

5. MEAL PATTERN REQUIREMENTS

**The following questions ask about USDA tools your SFA may have used for certification of compliance with the National School Lunch Program meal pattern requirements.  USDA tools include menu worksheets and USDA-approved certification tools or software.**

5.1 Has your SFA used the USDA certification of compliance lunch and/or breakfast menu worksheets for the performance-based (or six cent) reimbursement? SFAs enter reimbursable meals offered on the menu, and the menu worksheet tool assesses whether all required components are offered in the required amounts. The compliance worksheets are found on the USDA website (<https://www.fns.usda.gov/school-meals/certification-compliance-worksheets-5-day-schedule>).

*New*

🔾 Yes 1

🔾 No 2

**The next questions ask about your SFA’s use of USDA Foods.**

**5.2 What role did your SFA play in selecting the USDA Foods that your SFA used in SY 2017-2018?**

**SELECT ALL THAT APPLY**

*New*

🔾 I filled out a survey to indicate the USDA Foods my SFA was interested in for SY 2017-18 1

🔾 I participated on an advisory committee to indicate the USDA Foods my SFA was interested in for SY 2017-18 2

🔾 I was able to select from the full list of State-ordered USDA Foods 3

🔾 I did not play a role in selecting USDA Foods; the State ordered on our behalf 4 SKIP TO 5.5

🔾 I did not play a role in selecting USDA Foods; a co-op or consortium ordered

 on our behalf… 5 SKIP TO 5.5

🔾 We did not use USDA Foods in SY 2017-18 6 SKIP TO 5.7

🔾 Other (Specify) 99

Specify

5.4 What types of USDA Foods (formerly known as commodities) has your SFA ordered in SY 2017-2018? The USDA Foods Available List is available here: https://fns-prod.azureedge.net/sites/default/files/fdd/Schools-Institutions-Foods-Available.pdf

Select all that apply

*New*

🞏 Fruits 1

🞏 Vegetables 2

🞏 Beef 3

🞏 Pork 4

🞏 Poultry 5

🞏 Legumes 6

🞏 Nuts and seeds 7

🞏 Eggs 8

🞏 Fish 9

🞏 Yogurt 10

🞏 Cheese 11

🞏 Oil 12

🞏 Grains 13

5.5 Does your SFA specifically look for opportunities to use USDA Foods to meet the meal pattern requirements?

🔾 Yes 1

🔾 No 2

*New*

🔾 Don’t know d

5.6 Did your SFA use any of the following USDA Foods to help meet the NSLP meal pattern requirements for any of the following food groups in SY 2017-18? Please include all types of USDA Foods, including direct-delivered (formerly known as “brown box”), processed, and USDA Department of Defense Fresh Fruit and Vegetable Program (USDA DoD Fresh) in your response.

*NEW*

Select all that apply

🞏 Fruits 1

🞏 Vegetables 2

🞏 Meat/meat alternates 3

🞏 Grains 4

🞏 Whole-grain rich foods 5

🞏 We do not use USDA Foods/USDA DoD Fresh to help meet the NSLP meal pattern requirements 6 SKIP TO 5.7

The following is a list of USDA Foods. For each type of USDA Foods, select the form(s) that your SFA used to help meet the NSLP/SBP meal pattern requirements in SY 2017-18. Please include all types of USDA Foods, including direct-delivered (formerly known as “brown box”), processed, and USDA Department of Defense Fresh Fruit and Vegetable Program (USDA DoD Fresh) in your response.

5.6a [If 5.6=1] What form(s) of fruits from USDA Foods Programs did your SFA use to help meet the NSLP meal pattern requirements in SY 2017-2018?

*NEW*

SELECT ALL THAT APPLY

🞏 Fresh 1

🞏 Frozen 2

🞏 Dried 3

🞏 Canned 4

🞏 Juice 5

🞏 Other *(Specify)* 99

Specify (STRING (NUM))

5.6b [If 5.6 = 2] What form(s) of vegetables from USDA Foods Programs did your SFA use to help meet the

 NSLP meal pattern requirements in SY 2017-2018?

*New*

SELECT ALL THAT APPLY

🞏 Fresh 1

🞏 Frozen 2

🞏 Dried 3

🞏 Canned 4

🞏 Other *(Specify)* 99

Specify (STRING (NUM))

5.6c [If 5.6 = 3] What form(s) of meat/meat alternates from USDA Foods Programs did your SFA use to help meet the NSLP meal pattern requirements in SY 2017-2018?

SELECT ALL THAT APPLY

*New*

🞏 Fresh 1

🞏 Frozen 2

🞏 Dried 3

🞏 Canned 4

🞏 Other *(Specify)* 99

Specify (STRING (NUM))

5.6d [If 5.6 = 5] What form(s) of USDA Foods did your SFA use to help meet the NSLP meal pattern whole grain-rich requirements?

SELECT ALL THAT APPLY

🞏 Whole wheat flour 1

*New*

🞏 Oats 2

🞏 Whole grain or whole grain-rich pasta 3

🞏 Whole wheat tortillas 4

🞏 Brown rice 5

🞏 Whole grain pancakes 6

🞏 Other *(Specify)* 99

Specify (STRING (NUM))

5.7 Which of the following strategies has your SFA tried to increase student acceptance of fruits and vegetables in SY 2017-18?

*NEW*

|  |  |
| --- | --- |
|  | SELECT ONE RESPONSE PER ROW |
|  | YES | NO |
| a. Marketing fruits and vegetables on campus | 1 🔾 | 2 🔾 |
| b. Contests/events to promote fruit and vegetable consumption | 1 🔾 | 2 🔾 |
| c. Nutrition education activities that promote fruit and vegetable consumption | 1 🔾 | 2 🔾 |
| d. Fruit and vegetable taste-testing | 1 🔾 | 2 🔾 |
| e. Student visits to farms | 1 🔾 | 2 🔾 |
| f. Growing fruits and/or vegetables in a school garden | 1 🔾 | 2 🔾 |
| g. Serving fruits and/or vegetables from the school garden or school farm in the cafeteria | 1 🔾 | 2 🔾 |
| h. Offering a salad bar | 1 🔾 | 2 🔾 |
| i. Cooking demonstrations of fruits and vegetables in the cafeteria, classroom, or other school setting | 1 🔾 | 2 🔾 |
| j. School participation in the Fresh Fruit and Vegetable Program | 1 🔾 | 2 🔾 |
| k. Other (*Specify*) | 1 🔾 | 2 🔾 |
|  (STRING 250) |  |  |
| l. No strategies used | 1 🔾 | 2 🔾 |

**5.8a. [IF 5.7.a=YES] In your opinion, was marketing fruits and vegetables on campus successful at increasing student acceptance of fruits and vegetables in your SFA in SY 2017-18?**

🔾 Yes 1

*NEW*

🔾 No 2

**5.8b. [IF 5.7.b=YES] In your opinion, were contests/events to promote fruit and vegetable consumption successful at increasing student acceptance of fruits and vegetables in your SFA in SY 2017-18?**

🔾 Yes 1

*NEW*

🔾 No 2

**5.8c. [IF 5.7.c=YES] In your opinion, were nutrition education activities that promote fruit and vegetable consumption successful at increasing student acceptance of fruits and vegetables in your SFA in SY 2017-18?**

🔾 Yes 1

*NEW*

🔾 No 2

**5.8d. [IF 5.7.d=YES] In your opinion, was fruit and vegetable taste-testing successful at increasing student acceptance of fruits and vegetables in your SFA in SY 2017-18?**

🔾 Yes 1

*NEW*

🔾 No 2

**5.8e. [IF 5.7.e=YES] In your opinion, were student visits to farms successful at increasing student acceptance of fruits and vegetables in your SFA in SY 2017-18?**

🔾 Yes 1

*NEW*

🔾 No 2

**5.8f. [IF 5.7.f=YES] In your opinion, was growing fruits and/or vegetables in a school garden successful at increasing student acceptance of fruits and vegetables in your SFA in SY 2017-18?**

🔾 Yes 1

*NEW*

🔾 No 2

**5.8g. [IF 5.7.g=YES] In your opinion, was serving fruits and vegetables from the school garden or school farm in the cafeteria successful at increasing student acceptance of fruits and vegetables in your SFA in SY 2017-18?**

🔾 Yes 1

*NEW*

🔾 No 2

**5.8h. [IF 5.7.h=YES] In your opinion, was offering a salad bar successful at increasing student acceptance of fruits and vegetables in your SFA in SY 2017-18?**

🔾 Yes 1

*NEW*

🔾 No 2

**5.8i. [IF 5.7.i=YES] In your opinion, were cooking demonstrations of fruits and vegetables in the cafeteria, classroom, or other school setting successful at increasing student acceptance of fruits and vegetables in your SFA in SY 2017-18?**

🔾 Yes 1

*NEW*

🔾 No 2

**5.8j. [IF 5.7.i=YES] In your opinion, was school participation in the Fresh Fruit and Vegetable Program successful at increasing student acceptance of fruits and vegetables in your SFA in SY 2017-18?**

🔾 Yes 1

*NEW*

🔾 No 2

The next set of questions is about meal pattern requirements for whole grains, calories, sodium, and milk.

5.9 Has your SFA ever requested an exemption from your State agency to serve grains that did not meet the 100 percent whole grain-rich requirements?

*NEW*

🔾 Yes 1

🔾 No 2 SKIP TO 5.13

🔾 Don’t know d SKIP TO 5.13

5.10 What are the reasons your SFA requested an exemption to serve grains that did not meet the 100 percent whole grain-rich requirements?

*SNOPS-3 edited/*

*CNOPS-II Year 2*

Select ALL THAT APPLY

🞏 Financial hardship 1

🞏 Limited availability 2

🞏 Unacceptable quality 3

🞏 Poor student acceptance 4

🞏 Accommodating cultural or regional food preferences 5

🞏 Other *(Specify)* 99

Specify (STRING 250)

5.11 For what products, specifically, has your SFA requested an exemption to serve grains that did not meet the 100 percent whole grain-rich requirements?

*NEW*

 (STRING 250)

5.12 Did your SFA request a temporary exemption from your State agency to serve grains that do not meet the 100 percent whole grain-rich requirements in SY 2017-2018?

🔾 Yes, SY 17-18 was the first year for which we requested an exemption to the whole grain-rich requirements 1

*NEW*

🔾 Yes, for the same product(s) as in previous year(s)… 2

🔾 Yes, for different product(s) than in previous year(s) – please specify 3

 (STRING 250)

🔾 No, my SFA did not request an exemption to the whole grain-rich

 requirement in SY 2017-18. 4

5.13 What practices has your SFA implemented to meet the whole grain-rich requirement?

**Select ALL THAT APPLY**

*SNOPS-3 -edited/ CNOPS-II Year 2*

🞏 Purchase whole grain-rich foods (excluding USDA Foods) 1

🞏 Add whole grain-rich items to the menu (excluding USDA Foods) 2

🞏 Order whole grain-rich USDA Foods 3

🞏 Add whole grain-rich USDA Foods to the menu 4

🞏 Discontinue or change some menu options 5

🞏 Substitute whole grain-rich items for non-whole grain-rich items 6

🞏 Alter recipes 7

🞏 Increase portion sizes of some items 8

🞏 None—SFA met the 100 percent whole grain-rich requirements prior to the updated standards 9

🞏 None 10

🞏 Other *(Specify)* 99

Specify (STRING (NUM))

🞏 Don’t know d

**5.14 What challenges to meeting the 100 percent whole grain-rich school meals requirement is your SFA experiencing?**

*SNOPS-3 /*

*CNOPS-II Year 2*

**Select all that apply**

🞏 Lack of student acceptance 1

🞏 Increased food waste 2

🞏 Increased food costs 3

🞏 Lack of available foods that meet standards 4

🞏 Whole grains are difficult to procure 5

🞏 Training of staff 6

🞏 Lack of understanding about the requirements 7

🞏 No current challenges

🞏 Other *(Specify)* 99

Specify (STRING (NUM))

5.15 What practices does your SFA plan to implement to meet sodium targets during this school year?

*SNOPS-3/*

*CNOPS-II Year 2*

Select ALL THAT APPLY or none

🞏 Purchase lower sodium foods 1

🞏 Alter recipes (such as limiting salt use, using spices in place of salt) 2

🞏 Discontinue or change some menu options 3

🞏 Increase scratch cooking 4

🞏 Order low sodium USDA Foods more often 5

🞏 Decrease portion sizes 6

🞏 Replacing canned vegetables with fresh or frozen 7

🞏 Participate in Farm to School Programs 8

🞏 Participate in the USDA DoD Fresh Fruit and Vegetable Program 9

🞏 None 10

🞏 N/A (Current sodium levels already meet or exceed the 1st Target) 11

🞏 Other *(Specify)* 99

Specify (STRING (NUM))

🞏 Don’t know d

5.16 Did your SFA request an exemption from your State agency to serve flavored, low-fat (1%) milk in SY 2017-2018?

*NEW*

🔾 Yes 1

🔾 No 2 SKIP TO NEXT SECTION

🔾 Don’t know d

5.17 Did your SFA receive an exemption from your State agency to serve flavored, low-fat (1%) milk in SY 2017-2018?

*NEW*

🔾 Yes 1

🔾 No 2 SKIP TO NEXT SECTION

🔾 Don’t know d

**5.18 Did your SFA serve flavored, low-fat (1%) milk through the school meal programs in SY 2017-2018?**

🔾 Yes 1

*NEW*

🔾 No 2

6. MEAL COUNTING

6.1 Aside from cafeterias, do any schools in your SFA use the following point of service methods for school breakfast?

*CNOPS II Year 2*

|  |  |
| --- | --- |
|  | *Select one per row* |
|  | YES | NO |
| a. Pre-packaged meal (for example, Grab ‘n go, bagged meals)  | 1 🔾 | 2 🔾 |
| b. Meal delivery to the classroom | 1 🔾 | 2 🔾 |
| c. Kiosk or cart | 1 🔾 | 2 🔾 |
| d. Vending machine dispensed meal | 1 🔾 | 2 🔾 |
| e. Food truck | 1 🔾 | 2 🔾 |
| f. Other *(Specify)* | 1 🔾 | 2 🔾 |
|  (STRING (NUM)) |  |  |

6.2 Aside from cafeterias, do any schools in your SFA use the following point of service methods for school lunch?

*CNOPS II Year 2*

|  |  |
| --- | --- |
|  | *Select one per row* |
|  | YES | NO |
| a. Pre-packaged meal (for example, Grab ‘n go, bagged meals)  | 1 🔾 | 2 🔾 |
| b. Meal delivery to the classroom | 1 🔾 | 2 🔾 |
| c. Kiosk or cart | 1 🔾 | 2 🔾 |
| d. Vending machine dispensed meal | 1 🔾 | 2 🔾 |
| e. Food truck | 1 🔾 | 2 🔾 |
| f. Other *(Specify)* | 1 🔾 | 2 🔾 |
|  (STRING (NUM)) |  |  |

7. REVENUES AND EXPENDITURES

This section asks about revenues and expenditures of your SFA in SY 2016-2017.

7.1 Please record all revenues and expenditures made by your school district’s food service program in SY 2016-2017.

*NEW*

|  |  |
| --- | --- |
| ***Revenue*** | ***Dollars*** |
| *Total revenue* | ***$***  |
| *a. Meal sales* | ***$***  |
| *b. State revenues (i.e., reimbursements and state match)* | ***$***  |
| *c. Federal Reimbursement* | ***$***  |
| *d. Other (Specify)* | ***$***  |
| (STRING (NUM)) |  |
| ***Expenditures*** |  |
| *Total expenditures* | ***$***  |
| *e. Labor* | ***$***  |
| *f. Food* | ***$***  |
| *g. Supplies* | ***$***  |
| *h. Transportation (for example, fuel surcharges for travel to and from offsite kitchens)* | ***$***  |
| *i. Indirect Cost (fringe benefits, accounting, payroll, purchasing****,*** *facilities management, and utilities)* | ***$***  |
| *j. Other (Specify)* | ***$***  |
| (STRING (NUM)) |  |

**7.2** DISPLAY IF TOTAL REVENUE AND / OR TOTAL EXPENDITURES ARE BLANK. **Overall, do your school district’s food service program revenues exceed expenditures?**

*NEW*

  🔾 Yes 1

🔾 No 2

7.3 DISPLAY IF TOTAL REVENUE AND / OR TOTAL EXPENDITURES ARE BLANK. How close was your SFA to ‘breaking even’ in SY 2016-2017?

*NEW*

🔾 One month total expenditures 1

🔾 Two months total expenditures 2

🔾 Three months total expenditures 3

The next questions are about your SFA’s net cash resources. Net cash resources are defined as total revenues minus total expenses and should not exceed 3 months’ average expenditures for an SFA’s nonprofit school food service account.

7.4 Has your SFA’s net cash resources ever exceeded 3 months’ average expenditures?

*NEW*

🔾 Yes 1

🔾 No 2 SKIP TO SECTION 8

7.5 What actions are taken if your SFA’s net cash resources exceed 3 months’ average expenditures?

**Select ALL THAT APPLY**

*NEW*

🞏 Our SFA submits a plan to spend the net cash revenues in excess 1

🞏 Our SFA reduces the price children are charged for lunches in a manner that is consistent with the paid lunch equity provision and corresponding FNS guidance 2

🞏 Our SFA improves food quality (examples include purchasing mobile school food service carts or kitchen equipment to support fresh baked and speed scratch cooking) 3

🞏 The State Agency makes adjustments in the rate of reimbursement under the School Nutrition Program 4

🞏 No action taken (obtained prior State Agency approval) 5

🞏 No action taken 6

🞏 Other *(Specify)* 99

Specify (STRING (NUM))

8. FINANCIAL MANAGEMENT

This section is about tracking revenue and costs in your nonprofit food service account. Questions pertain to SY 2017-2018 unless specified otherwise.

The following questions are about tracking revenues from school meal program foods and non-program foods. Non-program foods are foods other than reimbursable meal items that are sold in a school at any time or location on the school campus and are purchased using funds from the non-profit school food service account. Examples include a la carte items, adult meals, items purchased for fundraisers, vending machines, school stores, and items purchased for catering and vended meals. Revenues may include, but are not limited to meal payments, earnings on investments, other local revenues, state revenues (i.e., reimbursements and state match), and federal cash reimbursements.

8.1 Does your SFA and/or schools in your SFA track revenue from school meal program foods and non-program foods in the nonprofit school foodservice account?

*NEW*

SELECT ONE ONLY

🔾 Only my SFA (not schools) tracks revenue from school meal program foods and non-program foods 1

🔾 Only schools in my SFA track revenue from school meal program foods and non-program foods 2

🔾 My SFA and schools track revenue from school meal program foods and non-program foods 3

🔾 My SFA does not track these revenues separately in the nonprofit school foodservice account 4 SKIP TO 8.4

8.2 Is your SFA (or are schools in your SFA) able to separate non-program food sale revenue and school meal program revenue?

*NEW*

🔾 Yes 1 SKIP TO 8.4

🔾 No 2

8.3 What are the reasons your SFA is unable to separate non-program food sale revenue and school meal program revenue?

*NEW*

SELECT ALL THAT APPLY

🞏 We use a fixed price Food Service Management Company 1

🞏 We do not have a system in place that allows the separation of non‑program food revenue from total program food revenue 2

🞏 We do not have a system in place that allows the separation of non‑program food costs from total program food costs 3

🞏 Problems with the total non-program revenue data 4

🞏 Problems with the total revenue from all food data 5

🞏 Other *(Specify)* 99

Specify (STRING )

The next questions are about tracking costs paid out of your SFA’s nonprofit school foodservice account.

8.4 Does your SFA and/or schools in your SFA track costs paid out of the nonprofit school foodservice account? Costs include both direct and indirect. Direct costs include wages of food service workers, cost of food, and food service supplies. Examples of indirect costs are electricity, water, and trash.

*NEW*

🔾 Only my SFA (not schools) tracks costs paid out of the nonprofit school foodservice account 1

🔾 Only schools in my SFA track costs paid out of the nonprofit school foodservice account 2

🔾 My SFA and schools track costs paid out of the nonprofit school foodservice account 3

🔾 My SFA does not track separately costs paid out of the nonprofit school foodservice account 4 SKIP TO 8.6

🔾 Other *(Specify*) 5

Specify

8.5 What challenges does your SFA (or schools in your SFA) experience monitoring costs paid out of the nonprofit school foodservice account?

*NEW*

SELECT ALL THAT APPLY

🞏 No/not all schools have nonprofit food service accounts 1

🞏 Lack of staff training or guidance in these types of accounting policies or procedures 2

🞏 Other financial management needs take priority 3

🞏 It takes too much time 4

🞏 No process in place to monitor or collect school documentation 5

🞏 Other *(Specify)* 99

Specify

🞏 No challenges 6

🞏 Not responsible for oversight or monitoring of nonprofit foodservice accounts 7

8.6 With the exception of those operating a non-pricing special assistance Provision district-wide, SFAs are required to develop and implement an unpaid meal charge policy. Some States may choose to develop a State-level meal charge policy to be implemented by all SFAs operating the NSLP and

*NEW*

 SBP throughout the State. Does your SFA have a local meal charge policy, or has your State

 developed a State-level meal charge policy for all SFAs to follow?

SELECT ALL THAT APPLY

* Local Meal Charge Policy 1
* State-level Meal Charge Policy 2
* All schools in my SFA serve meals at no charge. Does not apply 3
* Don’t know d

8.7 What are the components of the meal charge policy used by your SFA?

*NEW*

SELECT ALL THAT APPLY

🞏 Students unable to pay are allowed to charge regular, reimbursable meals (breakfast, lunch, and/or afterschool snacks) 1

🞏 Students unable to pay receive an alternate meal (e.g., a cheese sandwich) 2

* Students unable to pay have a limit on the number of meals they can charge 3

🞏 Students unable to pay are denied a meal 4

🞏 Households are encouraged to apply for free or reduced price school meals when their student is unable to pay 5

🞏 Households are notified of low or negative balances (e.g., phone calls, text messages, and/or notes sent home) 6

🞏 Outside funding sources (e.g., community donations) are provided to pay for meals or debt when students incur meal charges 7

🞏 Other *(Specify)* 99

Specify (STRING (NUM))

8.8 Does your SFA keep track of the amount of money owed as a result of unpaid meal charges?

🔾 Yes 1

*CNOPS II Year 1*

🔾 No 2 SKIP TO NEXT SECTION

8.9 For SY 2016-2017, what was the total amount of money owed to your SFA as a result of unpaid meal charges?

*CNOPS II Year 1*

 DOLLARS

IF 8.10=0, SKIP TO 8.12

8.10 How much of this money has been recovered?

*CNOPS II Year 1*

 DOLLARS

8.11 What steps does your SFA take to recover money for unpaid meal charges?

*CNOPS II Year 1*

|  |  |
| --- | --- |
|  | SELECT ONE RESPONSE PER ROW |
|  | YES | NO |
| a. Send bill to parents  | 1 🔾 | 2 🔾 |
| b. Provide the parents with a repayment plan  | 1 🔾 | 2 🔾 |
| c. Provide the student with alternate meals until the debt is paid  | 1 🔾 | 2 🔾 |
| d. Use a debt collection agency  | 1 🔾 | 2 🔾 |
| e. Try to retroactively approve the student for free or reduced price meals | 1 🔾 | 2 🔾 |
| f. Use administrative actions (e.g., student is not allowed to participate in fee-based programs, such as field trips) | 1 🔾 | 2 🔾 |
| g. No effort made | 1 🔾 | 2 🔾 |
| h. Other (*Specify*) | 1 🔾 | 2 🔾 |
|  STRING (NUM) |  |  |

8.12 Which of the following alternate funding sources has your SFA used to offset costs incurred from unpaid meal charges?

**SELECT ALL THAT APPLY**

*NEW*

🞏 District general fund 1

🞏 State revenue matching funds in excess of the State revenue matching fund requirement 2

🞏 State or local funds provided to cover the price of student meals 3

🞏 Local contributions or charitable funding from the community 4

* School fundraising 5

🞏 Revenue from meals or services not funded through the nonprofit school food service account (e.g., revenue from adult meals, competitive foods, and/or catering or contracting services that operate from a separate account) 6

🞏 Not applicable (SFA does not offset costs incurred from unpaid meal charges) n

🞏 Other (specify) 99

Specify (STRING (NUM))

8.13 Has your SFA noticed a decrease in the amount of unpaid meal charges since implementing an unpaid meal charge policy?

🔾 Yes 1

*NEW*

🔾 No 2

🔾 Don’t know d

9. FOOD AND BEVERAGE MARKETING

This section is about food and beverage marketing policies and practices in your SFA during the 2017-2018 school year. Food and beverage marketing commonly includes logos, brand names, spokes-characters (i.e., cartoons), or product names featured to promote the sale of a food or beverage.

Examples of food and beverage marketing in schools include property displaying brand names (e.g. signs, scoreboards, lunch trays, sports equipment), school discounts or fundraising nights at restaurants, food label redemption programs, incentive programs that provide food as rewards, coupons for food or beverages, corporate-sponsored educational materials or school events, and branded food or beverages sold for school fundraisers.

9.1 Does your SFA have a food and beverage marketing policy?

🔾 Yes 1

*NEW*

🔾 No 2 SKIP TO 9.3

9.2 Who primarily sets the food and beverage marketing policy for your SFA?

*CNOPS-II*

*Year 1 - edited*

🔾 My SFA 1

🔾 District Board of Education 2

🔾 Other departments in my school district(s) 3

🔾 Individual schools or school administrations 4

🔾 Non-SFA committee, advisory board, or group 5

🔾 Other (Specify) 99

Specify

9.3 Is the marketing of all food and beverages prohibited in all schools in your SFA?

*CNOPS-II*

*Year 1*

🔾 Yes 1 SKIP TO 10.1

🔾 No 2

9.4 Does your SFA restrict food and beverage marketing to foods and beverages permitted to be sold on the school campus (per Smart Snacks or more stringent standards)?

*CNOPS-II*

*Year 1*

🔾 Yes 1 SKIP TO 10.1

🔾 No 2

9.5 Does your SFA’s food and beverage marketing policy restrict any foods or beverages?

*NEW*

 DISPLAY IF 9.1 = Yes

🔾 Yes 1

🔾 No 2

10. BUY AMERICAN / LOCAL FOOD PURCHASING

**This section asks about practices related to domestic commodities and products and local food purchasing.** **Please respond for SY 2017-2018 unless specified otherwise.**

The Buy American provision requires SFAs to purchase, to the maximum extent practicable, domestic commodities or products. A domestic commodity or product is defined as an agricultural commodity that is produced in the United States and a food product that is processed in the United States substantially using agricultural commodities produced in the United States.

**10.1 In which of the following does your SFA include the requirement for domestic commodities and products?**

*NEW*

select ALL THAT APPLY

🞏 Solicitations (e.g., IFBs, RFPs) 1

🞏 Contract language 2

🞏 Product specifications 3

🞏 Purchase orders 4

🞏 Procurement plan 5

🞏 Procurement procedure documents 6

🞏 Other procurement documents 7

🞏 None of the above 8

**10.2 How does your SFA ensure contractor compliance with the Buy American provision?**

select ALL THAT APPLY

*NEW*

*NEW*

🞏 By monitoring solicitation language 1

🞏 By monitoring contract language 2

🞏 By verifying that the domestic commodity or product that was solicited for and awarded is in fact the food received 3

🞏 Reviewing products and delivery invoices or receipts 4

🞏 Conducting reviews of storage facilities 5

🞏 None of the above 6

🞏 Other (Specify) 99

Specify (STRING (NUM))

**10.3 Does your SFA ask food suppliers for the percentage of U.S. content in end products?**

🔾 Yes 1

*NEW*

🔾 No 2

**10.4 What is reviewed to verify commodities and products are domestic?**

*NEW*

*NEW*

select ALL THAT APPLY

*NEW*

*NEW*

🞏 Product labels/product codes 1

🞏 Vendor’s verbal assurances 2

* Vendor’s written attestation 3

🞏 Solicitation language 4

🞏 Invoice descriptions 5

🞏 None of the above 6

🞏 Other (Specify) 99

**10.5 The next question asks about challenges your SFA may have experienced with complying with the Buy American Provision. For the product-specific challenge statements (a - d), please select whether your SFA experiences the challenge for no products, some products, or all products. For the general challenge statements (e – i), please indicate whether you agree or disagree.**

*NEW*

|  |  |
| --- | --- |
|  | SELECT ONE RESPONSE PER ROW |
| **PRODUCT SPECIFIC CHALLENGE** | **NO PRODUCTS** | **SOME PRODUCTS** | **ALL PRODUCTS** |
| a. Domestic commodity or product supply is limited or unreliable. | 1 🔾 | 2 🔾 | 3 🔾 |
| b. Domestic commodities or products do not meet preferred quality standards. | 1 🔾 | 2 🔾 | 3 🔾 |
| c. Domestic commodities or products are more costly than their non-domestic food counterparts. | 1 🔾 | 2 🔾 | 3 🔾 |
| d. Using domestic commodities or products increases administrative burden. | 1 🔾 | 2 🔾 | 3 🔾 |
| **GENERAL CHALLENGE** | **DISAGREE** | **NEUTRAL** | **AGREE** |
| e. Our SFA does not clearly understand what language to include in solicitations and contracts. | 1 🔾 | 2 🔾 | 3 🔾 |
| f. Our SFA does not have enough staff to monitor compliance  | 1 🔾 | 2 🔾 | 3 🔾 |
| g. Our SFA staff are not adequately trained to monitor compliance  | 1 🔾 | 2 🔾 | 3 🔾 |
| h. Food suppliers are not responsive to requests about the percentage of U.S. content in end products. | 1 🔾 | 2 🔾 | 3 🔾 |
| i. Other *(Specify)* | 1 🔾 | 2 🔾 | 3 🔾 |
| (STRING (NUM)) |  |  |  |

SFAs may make exceptions to the Buy American provision when the use of domestic commodities or products is not practical. That is, they are in inadequate supply, low quality, or significantly higher in cost than non-domestic commodities or products.

**10.6** **How does your SFA determine that a cost is significantly higher for a domestic commodity or product and thus warrants the use of an exception?**

🔾 Cost of domestic commodity or product is 0-10% more than the non-domestic

*NEW*

commodity or product 1

🔾 Cost of domestic commodity or product is 11-20% more than the non-domestic

commodity or product 2

🔾 Cost of domestic commodity or product is 21-30% more than the non-domestic

commodity or product 3

🔾 Cost of domestic commodity or product 31% or more than the non-domestic

commodity or product 4

🔾 Other (Specify) 99

**10.7 Did your SFA use an exception to the Buy American provision in SY 2017-2018?**

🔾 Yes 1

*NEW*

🔾 No 2 SKIP TO 10.9

**10.8 Why did your SFA use an exception to the Buy American provision in SY 2017-2018?**

select ALL THAT APPLY

*NEW*

🞏 Supply issue - the domestic commodity or product was not produced or processed in sufficient quantities 1

🞏 Quality issue - the domestic commodity or product was not of satisfactory quality 2

🞏 Cost issue - the cost of a domestic commodity or product was significantly higher than the non-domestic commodity or product 3

10.9 Did your SFA use any exceptions to the Buy American provision in SY 2017-2018 that were identified by your State agency during an Administrative Review?

🔾 Yes 1

*NEW*

🔾 No 2

10.10 Has your SFA purchased any of the following food component groups under an exception to the Buy American provision in SY 2017-2018? Include purchases of exceptions regardless of whether they were determined by your SFA or your State agency. When responding about fruits and vegetables, consider fresh, frozen, canned, dried, and juice forms.

*NEW*

|  |  |
| --- | --- |
|  | SELECT ONE RESPONSE PER ROW |
|  | YES | NO |
| a. Fruits | 1 🔾 | 2 🔾 |
| b. Vegetables | 1 🔾 | 2 🔾 |
| c. Grains | 1 🔾 | 2 🔾 |
| d. Meat/Meat Alternate | 1 🔾 | 2 🔾 |
| e. Fluid Milk | 1 🔾 | 2 🔾 |
| f. Other (*Specify*) | 1 🔾 | 2 🔾 |
|  STRING (NUM) |  |  |

IF ALL RESPONSES TO 10.10a-f are “NO”, SKIP TO 10.15.

**10.11 Approximately what percentage of your SFA’s total food purchase expenditures (in dollars) were exceptions to the Buy American provision (i.e. non-domestic commodities or products) in SY 2017-2018?**

*NEW*

 PERCENT

**The next questions ask for the percentage of individual food component group purchases that were exceptions to the Buy American provision in SY 2017-2018.**

**10.12. Does your SFA track individual food component group purchases under an exception to the Buy American provision?**

**🔾** Yes 1

*NEW*

🔾 No 2 SKIP TO 10.15

**10.13 What metric unit does your SFA use to track individual food component group purchases under exceptions to the Buy American provision?**

**🔾** Dollars 1

*NEW*

🔾 Pounds 2

🔾 Other unit 3

Specify (STRING (NUM))

**10.14a.** **[IF 10.10a=YES] Roughly what percentage of fruit purchases were not domestic commodities or products in SY 2017-2018? Consider all forms of fruit, including fresh, frozen, canned, dried, and juice.**

🔾 <25% 1

*NEW*

🔾 25-50% 2

🔾 51-75% 3

🔾 >75% 4

**10.14b. [IF 10.10b=YES] Roughly what percentage of vegetable purchases were not domestic commodities or products in SY 2017-2018? Consider all forms of vegetables, including fresh, frozen, canned, dried, and juice.**

🔾 <25% 1

*NEW*

🔾 25-50% 2

🔾 51-75% 3

🔾 >75% 4

**10.14c. [IF 10. 10c=YES] Roughly what percentage of grain purchases were not domestic commodities or products in SY 2017-2018?**

🔾 <25% 1

*NEW*

🔾 25-50% 2

🔾 51-75% 3

🔾 >75% 4

**10.14d. [IF 10.10d=YES] Roughly what percentage of meat/meat alternate purchases were not domestic commodities or products in SY 2017-2018?**

🔾 <25% 1

*NEW*

🔾 25-50% 2

🔾 51-75% 3

🔾 >75% 4

**10.14e. [IF 10. 10e=YES] Roughly what percentage of fluid milk purchases were not domestic commodities or products in SY 2017-2018?**

🔾 <25% 1

*NEW*

🔾 25-50% 2

🔾 51-75% 3

🔾 >75% 4

**10.14f. [IF 10.10f=YES] Roughly what percentage of other purchases were not domestic commodities or products in SY 2017-2018?**

🔾 <25% 1

*NEW*

🔾 25-50% 2

🔾 51-75% 3

🔾 >75% 4

SFAs may apply the geographic preference option when procuring foods. That is, they may apply a local preference in procuring unprocessed or minimally processed agricultural products that are locally grown or raised. SFAs may define local food purchasing as they choose. “Local” may be defined as the same city/county, within a mileage radius, within a day’s drive, within the State, or within the region. These local foods may come from local farmers, ranchers, dairies, fishermen, food processors, and distributors. The geographic preference may vary across products (i.e., 50 miles for apples, 100 miles for potatoes, within the county for dairy).

10.15 Does your SFA apply the geographic preference option to make local food purchases?

🔾 Yes 1

*NEW*

🔾 No 2

10.16 Do any SFA staff dedicate time to local food purchasing policy development, local food purchasing guidance and resource development, local food purchasing training or technical assistance, monitoring local food purchases, or other local food purchasing activities?

🔾 Yes 1

*NEW*

🔾 No 2

10.17 For each of the following topics related to local food purchasing, did staff in your SFA receive any training during SY 2017-2018?

*NEW*

|  | SELECT ONE RESPONSE PER ROW |
| --- | --- |
| YES | NO |
| a. Assessing the availability of local foods | 1 🔾 | 2 🔾 |
| b. Types of local food sources | 1 🔾 | 2 🔾 |
| c. How to find local foods | 1 🔾 | 2 🔾 |
| d. Procuring local foods | 1 🔾 | 2 🔾 |
| e. Local food purchasing policy | 1 🔾 | 2 🔾 |
| f. Other topics related to local food purchasing *(*Specify) | 1 🔾 | 2 🔾 |
|  STRING (NUM) |  |  |

10.18 What challenges has your SFA experienced related to local food purchasing?

SELECT ALL THAT APPLY

*NEW*

🞏 Limited / seasonal food availability 1

🞏 Barriers related to transportation and delivery 2

🞏 Low student demand for local foods 3

🞏 Inadequate facilities for storing local foods 4

🞏 Limited capacity for local food preparation 5

🞏 Difficulty incorporating local foods into the menu 6

🞏 The high cost of local foods 7

🞏 Difficulty with contracting with local producers 8

🞏 Not enough staff time to develop the purchasing solicitations 9

🞏 Lack of available local producers 10

🞏 No challenges experienced 11

🞏 Other (Specify) 99

 Specify (STRING (NUM))

10.19 Did your SFA purchase foods from local sources for the 2017-2018 school year?

🔾 Yes 1

*NEW*

🔾 No 2

🔾 Don’t know d

**VERIFICATION SCREEN**

You have just completed the CN-OPS-II SFA Food Service Director survey. Are you ready to submit your responses? (If you are ready, select "Yes" and press the "Save and Continue" button below; you will be directed to the SUBMIT page. If you need to double check an answer, press the "Back" button below or use the "Table of Contents" to go back to a section).

* Yes

**SURVEY SECTION VERIFICATION SCREEN**

Are you ready to complete?

Please review the list below. A check next to the survey section indicates that you have viewed all of the questions in the section.

Before you click "Submit" please make sure you have completed all sections of the survey. You can click the section links below to navigate back into the survey. Once you click the “Submit” button you will not be able to edit your survey.

Submit (Button)

**THANK YOU SCREEN**

**Thank you for completing this survey! If you have any questions about this survey, please email** **support@2mresearch.com** **or call toll-free at 866.465.7738.**