Appendix D5. State Director Survey Web Version



Evaluation of the Independent Review Process State Director Survey



English | Español | All |

OMB Number: 0584-### Expiration Date: XX/XX/20XX

INTRODUCTION

The U.S. Department of Agriculture's Food and Nutrition Service (FNS) is interested in understanding more about the Independent Review of Applications (IRA) requirement for school meal programs from the perspective of the States and local education agencies (LEAs). Under IRA, LEAs identified by the State agency must conduct a second, independent review of the eligibility determinations on household applications prior to notifying households of their eligibility status. FNS hired Westat to conduct a study to describe the IRA process and reporting via the FNS-874 form, which captures the activity of the IRA, also called the second review of applications. The study will also explore the effectiveness of the IRA process in reducing administrative errors.

As part of the IRA Study, Westat is conducting a survey of all State-level Child Nutrition agencies. The survey will answer questions like:

- · How do States implement the IRA process?
- · What is the burden on States to implement the IRA process?
- · What opportunities are there to improve the process and minimize burden?

Your answers are important, and will help FNS understand implementation of the IRA requirement for school meal programs. There are no right or wrong answers. If you are unsure of how to answer a question, please give the best answer you can.

The survey link may be shared, and multiple staff in your agency may login to complete the survey. However, the State Child Nutrition Director must approve and submit the completed survey. This survey should take no more than 60 minutes to complete.

Your participation is entirely voluntary. Refusal to participate will not have any impact on your position, your State agency, or child nutrition programs. You may also skip questions that you do not wish to answer.

We will use all data we collect only for the purposes we describe. In the final report we will present the aggregated survey data, and will not link individual States to their responses. However, the raw survey data will be submitted to FNS at the end of the study.

You may login as many times as you wish in order to complete the survey between now and [DATE]. Simply click "Save and Continue Later" at the bottom of the screen before logging out to save your work. The survey will close on [DATE].

Please answer the questions in the survey based on current policies or procedures.

If you need additional information, please call [study phone number] or email us at [study email].

Thank you.

According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0554-YXX. The time required to complete this information collection is estimated to average 60 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information.

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SECTIO	N A. IDENTIFICATION AND NOTIFICATION OF LOCAL EDUCATIONAL AGENCIES	
A1. How	many LEAs were required to conduct a second review of applications in School Year 2016-2017?	
	Total Number of LEAs that Conducted a Second Review in School Year 2016-2017	
	A1a. How many of those were required to conduct a second review based on <u>Criterion 1</u> of the program regulate	ons?
	Criterion 1 includes all LEAs with 10 percent or more of the certification/benefit issuances in error, as determined during Administrative Review.	an
	Number of LEAs under Criterion 1 in School Year 2016-2017	
	A1b. How many LEAs were required to conduct a second review based on <u>Criterion 2</u> of the program regulation	5?
	Criterion 2 includes LEAs not identified under Criterion 1 that the State agency determines are at risk for certification en	or.
	Number of LEAs under Criterion 2 in School Year 2016-2017.	
	pload a <u>Microsoft Excel file</u> that lists all LEAs that were required to conduct a second review in SY 2016-2017 bas 2. <u>Include only the LEA name and ID number</u> .	ed on
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CTIO	N A. IDENTIFICATION AND NOTIFICATION OF LOCAL EDUCATIONAL AGENCIES	
2. How	many LEAs were required to conduct a second review of applications in School Year 2017-2018?	
	Total Number of LEAs that Conducted a Second Review in School Year 2017-2018	
	A2a. How many of those were required to conduct a second review based on <u>Criterion 1</u> of the program regul	ations?
	Criterion 1 includes all LEAs with 10 percent or more of the certification/benefit issuances in error, as determined during Administrative Review.	ng an
	Number of LEAs under Criterion 1 in School Year 2017-2018	
	A2b. How many LEAs were required to conduct a second review of applications based on <u>Criterion 2</u> of the pregulations?	ogram
	Criterion 2 includes LEAs not identified under Criterion 1 that the State agency determines are at risk for certification of	mor.
	Number of LEAs under Criterion 2 in School Year 2017-2018.	
	upload a <u>Microsoft Excel file</u> that lists all LEAs that were required to conduct a second review in SY 2017-2018 b in 2. Include only the LEA name and ID number.	ased on
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SECTION A. IDENTIFICATION AND NOTIFICATION OF LOCAL EDUCATIONAL AGE	ENCIES
Reminder: please answer the remaining questions in the survey based on current policies or procedures.	
A3. Which of the following factors does the State agency use to identify LEAs for a second review of a Criterion 2 of the program regulations?	applications under
Criterion 2 includes LEAs not identified under Criterion 1 that the State agency determines are at risk	for certification error.
SELECT ALL THAT APPLY.	
☐ Certification/benefit issuance error between 5 and 10 percent on Administrative Review	
☐ LEAs new to the National School Lunch Program (NSLP)	
☐ LEAs new to the School Breakfast Program (SBP)	
☐ LEAs with recently hired administrative staff	
LEAs implementing a new electronic system	
☐ Other (PLEASE SPECIFY):	
☐ State does not use Criterion 2 to identify LEAs	
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SECTION A. II	DENTIFICATION AND NOTIFICATION OF LOCAL EDUCATIONAL AGE	NCIES
Once a year, We typica	the State agency first notify LEAs that they must conduct a second review of application all at the same time ly notify the LEAs in Select Month— where, it depends when we identify which LEAs have to conduct a second review (e.g., after an ane (PLEASE SPECIFY):	
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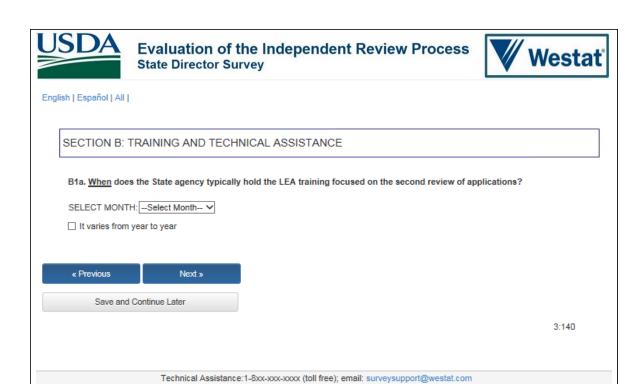


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SECTION A. IDEN	TIFICATION AND) NOTIFI	ICATION (OF LOCA	L EDUCA	ΓΙΟΝΑL AG	ENCIES	i
A5. How does the Sta	te agency notify LEA	As that the	y must cond	duct a seco	nd review of	applications?	,	
SELECT ALL THAT A	PPLY.							
☐ In-person during Ad	Iministrative Review							
☐ In the Administrative	e Review report shared	d with the L	.EA					
☐ Telephone call								
☐ Email message								
☐ Letter mailed to the	LEA							
Other (PLEASE SP	ECIFY):							
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SECTION B: TR	INING AND TECHNICAL ASSISTANCE	
B1. To what extent	does the State agency provide training to LEAs on the second revie	w of applications requirement?
SELECT ALL THA	APPLY.	
☐ It is briefly touch	d upon in the annual training we hold for all LEAs	
☐ The State condu	ts a training focused on the second review process for <u>all</u> LEAs	
☐ The State condu	ts a training focused on the second review process for <u>only</u> those LEAs re	equired to complete the second review
☐ We do not train l	EAs on the second review of applications requirement	
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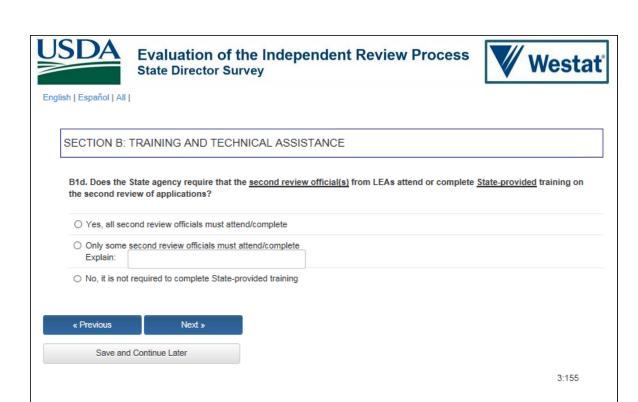
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SECTION	B: TRAINING AND TECHNICAL ASSISTANCE
B1b. Whic	th of the following <u>topics</u> does the State agency cover in the LEA training focused on the second review of ns?
SELECT A	ALL THAT APPLY.
☐ How to	approve an application as free, reduced price, or paid
☐ Intent a	nd purpose of the second review of applications provision
☐ Criteria	used to identify LEAs to conduct the second review of applications
☐ How to	select the second review official
☐ How to	train the second review official
☐ How to	perform the second review of applications
☐ Docume	entation and reporting requirements (i.e., FNS-874)
☐ State cr	riteria for discontinuation of second review requirement
Other (F	PLEASE SPECIFY):
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ECTION B	: TRAINING AND TECHNICAL ASSISTANCE	
B1c. How doe	es the State agency typically <u>deliver</u> the LEA training focused on the second review of	applications?
SELECT ALL	THAT APPLY.	
☐ Group train	ning in person	
☐ Group onlir	ne training (e.g., Skype or GoToMeeting)	
☐ One-on-one	e training in person	
☐ One-on-one	e training over the telephone	
☐ Online train	ning module(s)	
Other (PLE	ASE SPECIFY):	
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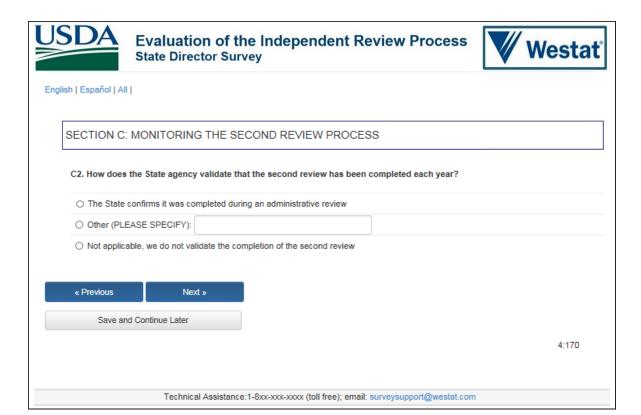


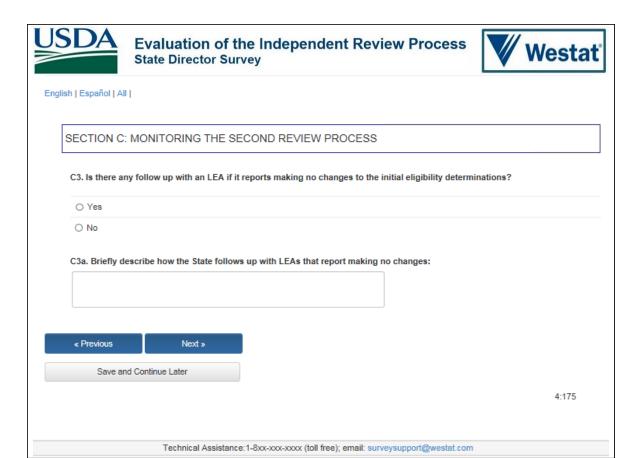
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SECTION B: TRAINING AND TECHNICAL ASSISTAN	CE
B2. What topics do LEAs have the most questions about with re	gard to the second review of applications requirement?
SELECT THE TOP 3 MOST COMMON AREAS OF INQUIRY BY LE	As.
☐ How to approve an application as free, reduced price, or paid	
☐ How to select the second review official	
☐ How to train the second review official	
☐ How to perform the second review of applications	
☐ How to document the second review of applications	
Reporting (i.e., FNS-874)	
☐ How to be removed from the IRA requirement	
☐ Other (PLEASE SPECIFY):	
☐ We do not typically receive questions on the second review requir	ement
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SECTION C: MON	ITORING THE SECOND REVIEW PROCESS	
C1. How does the St	ate agency monitor the <u>accuracy</u> of the second review of applications condu	cted by identified LEAs?
SELECT ALL THAT	PPLY.	
☐ Review application	s and second review process during each LEA's Administrative Review	
☐ Review application	s and second review process during technical assistance visits to LEAs	
Review the FNS-8	4 data from each LEA and follow up on questionable data entries	
☐ Review LEA policie	s and procedures for second review of applications	
☐ Other (PLEASE SF	ECIFY):	
☐ None of the above		
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C4. How does the S	tate agency handle a	situation in which an LEA does <u>not</u> conduct a required second review	of applications?
SELECT ALL THAT	APPLY.		
☐ Require the LEA	to conduct a second re	view in future school years	
☐ Go onsite to the L	EA to examine their ce	rtification process	
☐ Review during the	next Administrative Re	eview	
☐ Require a correct	ive action plan		
☐ Withold claims for	reimbursement until th	e IRA is completed	
☐ No policies in this	area		
☐ Have not encount	ered this situation		
Other (PLEASE S	SPECIFY):		
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SECTION C	: MONITORING THE SECOND REVIEW PROCESS	
	cumentation does the State agency use to determine that an LEA improved certificatio the second review in the following school year?	n accuracy and may
	egulations, to discontinue the second review, data must demonstrate that no more than 5 per he LEA required a change in eligibility determination.	rcent of the applications
SELECT ALL	THAT APPLY.	
☐ Data subm	itted by the LEA for the FNS-874	
☐ Data obtain	ned by the State agency during Administrative Review at the LEA	
Other (PLE	EASE SPECIFY):	
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SECTION D. REPORTING

The questions in this section ask about annual reporting on the LEAs' second review of applications. State agencies annually report the results to FNS on the FNS-874, Local Educational Agency Second Review of Applications. The report is due from the State agency to FNS by March 15

D1. By what date does the State agency require LEAs to submit data for the FNS-874?

MONTH:	Select Month Y	V
DAY:	Select Day V	

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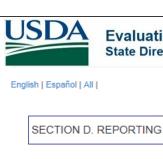


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SE	TION D. REPORTING	
D2	How do LEAs submit data for the FNS-874?	
SE	ECT ALL THAT APPLY.	
	EAs enter data elements directly into the online State reporting system	
	EAs upload a spreadsheet or Word document (or similar) to the online State reporting system	
	EAs email a spreadsheet or Word document (or similar) data file to the State agency	
	EAs scan handwritten documents and email them to the State agency	
	EAs scan handwritten documents and upload them to the online State reporting system	
	EAs send a hard copy spreadsheet or Word document (or similar) data file in the mail	
	other (PLEASE SPECIFY):	
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	REPORTING			
	ate data system that hou EAs are complete and ac		FNS-874 have built-in edit ch	ecks to ensure the data
An edit check is data elements).	a means of checking data	entered for validity (i.e., pre	ent erroneous data from being	entered in a cell, flag missing
○ Yes				
○ No				
O Not applical	ole. Explain:			
D3a. Briefly de	cribe the types of built-in	n edit checks in the syster	n that houses the FNS-874 da	ta:
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D4. Does the State agency typically need to request corrections to the data submitted by LEAs for the FNS-874?

SELECT ONE RESPONSE. YOUR BEST ESTIMATE IS ACCEPTABLE.

O Yes, for more than 75% of the LEAs (almost all or all)

O Yes, for less than 25% of LEAs (a few)

O Yes, for 25-75% of LEAs (some)

O Never

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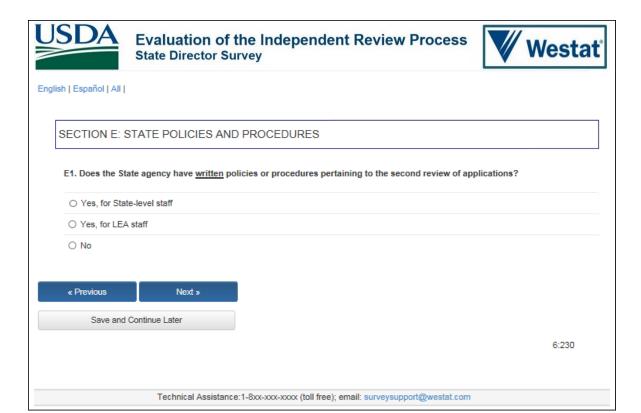
SECTION D. REP	PRTING	
D5. What are the mos	t common data corrections that the State agency requests from LEAs for	data submitted for the FNS-8747
SELECT ALL THAT A	PPLY.	
☐ Supply missing data		
☐ The total number of	reviewed applications does not equal the sum of the subtotals	
☐ The total number of	changed applications does not equal the sum of the subtotals	
☐ The number of scho	ols in the LEA does not match other records at the State agency	
☐ The number of enro	lled students reported does not match other records at the State agency	
Other (PLEASE SP	ECIFY):	
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SECTION	D. REPORTING					
	describe how, if at all, the training or technical assis		data results of th	e second review of ap	plications re	eported by LEAs
If the State	to develop training or technical assistance (TA) for LEAs? If the State agency does not use the IRA data results to develop training or TA, simply check the box below.					
□ We do no	ot use the data results to info	or further develop tr	aining for LEAs			
_ we do no	r use the data results to fine	min or idialici develop a	allillig for EEAs			
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SECTION E	E: STATE POLICIES AND PROCEDURES	
E2. Which o	the following topics do the written policies and/or procedures for LEAs address?	
SELECT ALI	THAT APPLY.	
☐ Factors us	ed to identify LEAs under Criterion 2	
☐ Training re	equirements for LEAs that are subject to second review	
☐ Second re	view documentation requirements	
☐ Qualificati	ons for second review official	
☐ FNS-874	eporting requirements and procedures	
☐ Discontinu	ing the second review requirement	
Other (PL	EASE SPECIFY):	
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SECTION E: STATE	POLICIES AND PROCEDURES	
E3. How does the State	e agency disseminate these written policies and/or procedures to LEAs	3?
SELECT ALL THAT AP	PLY.	
☐ Through the State ag	ency's public website	
☐ Through a secure Sta	ate portal that LEAs can access	
☐ At the annual State tr	aining for LEAs	
☐ Via email		
☐ Other (PLEASE SPE	CIFY):	
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SECTION	N E: STATE POLICIES AND PROCEDURES	
E4. Which	of the following topics do the written policies and/or procedures for State-level staff address	3?
SELECT A	ALL THAT APPLY.	
☐ Factors	used to identify LEAs under Criterion 2	
Require	ements for LEAs that are subject to second review (e.g., training, documentation, etc.)	
Reviewi	ing the data submitted by LEAs	
☐ Monitori	ing the second review process at the LEAs	
☐ Following	ng up with LEAs regarding the IRA process or data	
☐ FNS-87	4 reporting requirements and procedures	
☐ Disconti	inuing the second review requirement	
Other (F	PLEASE SPECIFY):	
Please up	load policies and procedures:	
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SECTION F: CHALLENGES

F1. Please indicate the extent to which each of the following factors is time consuming for the State agency.

	Very time consuming	Moderately time consuming	Not time consuming	Not applicable	Not sure
Identifying LEAs to conduct a second review	0	0	0	0	0
Determining Criterion 2 selection factors	0	0	0	0	0
Training LEAs to conduct a second review	0	0	0	0	0
Providing technical assistance to LEAs on the second review process	0	0	0	0	0
Ensuring the IRA process is carried out correctly	0	0	0	0	0
Reviewing FNS-874 data from LEAs	0	0	0	0	0
Following up with LEAs to correct FNS-874 data	0	0	0	0	0
Submitting the FNS-874 report to FNS	0	0	0	0	0
Calculating LEA errors in order to determine whether they may discontinue the second review	0	0	0	0	0
Other (PLEASE SPECIFY):	0	0	0	0	0
Other (PLEASE SPECIFY):	0	0	0	0	0

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SECTION F: CHALLENGES

F2. Below is a list of potential challenges that the State agency may face in implementing the second review of applications requirement. Please indicate the extent to which each of the following factors is a challenge for the State agency.

DO NOT consider the time required to complete each task.

	Very challenging	Somewhat challenging	Not challenging	Not applicable	Not sure
Staff availability at State agency for the IRA process (e.g., training LEAs on IRA process, reviewing IRA data, etc.)	0	0	0	0	0
Identifying LEAs to conduct a second review	0	0	0	0	0
Determining Criterion 2 selection factors	0	0	0	0	0
Training LEAs to conduct a second review	0	0	0	0	0
Providing technical assistance to LEAs on the second review process	0	0	0	0	0
Ensuring the IRA process is carried out correctly	0	0	0	0	0
Reviewing FNS-874 data from LEAs	0	0	0	0	0
Correcting FNS-874 data from LEAs	0	0	0	0	0
Submitting the FNS-874 report to FNS	0	0	0	0	0
Calculating LEA errors in order to determine whether they may discontinue the second review	0	0	0	0	0
Other (PLEASE SPECIFY):	0	0	0	0	0
Other (PLEASE SPECIFY):	0	0	0	0	

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SECTION F: CHALLENGES

The tables that follow ask about potential challenges that <u>LEAs</u> may face in implementing the second review of applications requirement. Based on your observations, indicate the extent to which of the following factors is <u>a challenge for LEAs of different sizes</u>.

F3. Identifying staff who are qualified to conduct the first and second reviews of applications.

LEA Size	Very Challenging	Somewhat Challenging	Not Challenging	Not Applicable	Not Sure
Very Small (<500 students)	0	0	0	0	0
Small (500-999 students)	0	0	0	0	0
Medium (1,000-4,999 students)	0	0	0	0	0
Large (5,000-9,999 students)	0	0	0	0	0
Very Large (10,000+ students)	0	0	0	0	0

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F4. Identifying staff who are available to conduct the first and second reviews of applications.

LEA Size	Very Challenging	Somewhat Challenging	Not Challenging	Not Applicable	Not Sure
Very Small (<500 students)	0	0	0	0	0
Small (500-999 students)	0	0	0	0	0
Medium (1,000-4,999 students)	0	0	0	0	0
Large (5,000-9,999 students)	0	0	0	0	0
Very Large (10,000+ students)	0	0	0	0	0

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F5. Training staff to perform the second review.

LEA Size	Very Challenging	Somewhat Challenging	Not Challenging	Not Applicable	Not Sure
Very Small (<500 students)	0	0	0	0	0
Small (500-999 students)	0	0	0	0	0
Medium (1,000-4,999 students)	0	0	0	0	0
Large (5,000-9,999 students)	0	0	0	0	0
Very Large (10,000+ students)	0	0	0	0	0

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F6. The volume of applications that staff need to review.

LEA Size	Very Challenging	Somewhat Challenging	Not Challenging	Not Applicable	Not Sure
Very Small (<500 students)	0	0	0	0	0
Small (500-999 students)	0	0	0	0	0
Medium (1,000-4,999 students)	0	0	0	0	0
Large (5,000-9,999 students)	0	0	0	0	0
Very Large (10,000+ students)	0	0	0	0	0

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F7. Completing the second review within the 10-day timeframe.

LEA Size	Very Challenging	Somewhat Challenging	Not Challenging	Not Applicable	Not Sure
Very Small (<500 students)	0	0	0	0	0
Small (500-999 students)	0	0	0	0	0
Medium (1,000-4,999 students)	0	0	0	0	0
Large (5,000-9,999 students)	0	0	0	0	0
Very Large (10,000+ students)	0	0	0	0	0

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F8. Inadequate technology hinders the second review of applications.

LEA Size	Very Challenging	Somewhat Challenging	Not Challenging	Not Applicable	Not Sure
Very Small (<500 students)	0	0	0	0	0
Small (500-999 students)	0	0	0	0	0
Medium (1,000-4,999 students)	0	0	0	0	0
Large (5,000-9,999 students)	0	0	0	0	0
Very Large (10,000+ students)	0	0	0	0	0

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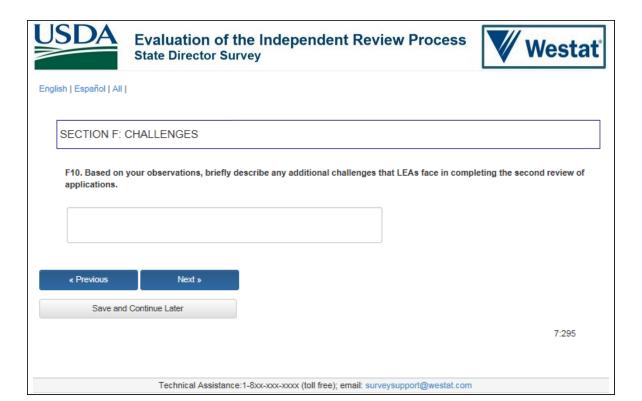
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F9. Reporting the results of the second review process (FNS-874 form).

LEA Size	Very Challenging	Somewhat Challenging	Not Challenging	Not Applicable	Not Sure
Very Small (<500 students)	0	0	0	0	0
Small (500-999 students)	0	0	0	0	0
Medium (1,000-4,999 students)	0	0	0	0	0
Large (5,000-9,999 students)	0	0	0	0	0
Very Large (10,000+ students)	0	0	0	0	0

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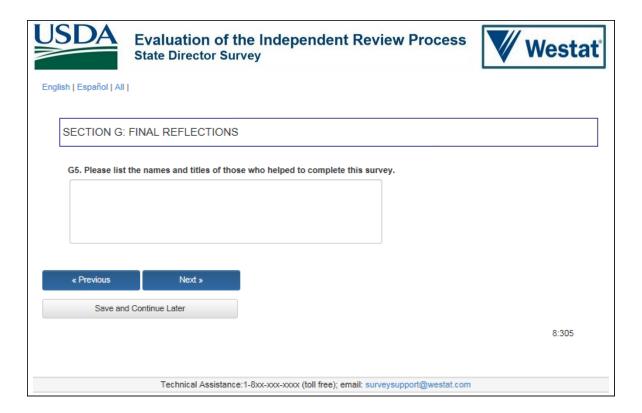






English | Español | All |

ECTION G: FINAL REFLECT	IONS	
G1. Overall, do you think that the se	cond review process helps to reduce certification error? Why or why not?	
G2. Briefly describe any changes th	at could <u>minimize the burden on the State</u> of the second review process.	
C2 Driefly describe how the		
53. Briefly describe now the second	I review process could be improved.	
G4. Please note anything else y	ou would like to tell us about the second review of applications.	
G4. Please note anything else y	ou would like to tell us about the second review of applications.	
G4. Please note anything else y	ou would like to tell us about the second review of applications.	
G4. Please note anything else y	ou would like to tell us about the second review of applications.	
G4. Please note anything else y		
« Previous Next		
		8:3







English | Español | All |

SECTION H: SUBMIT SURVEY (State Child Nutrition Director only)

I, [State CN Director Name], have reviewed the information in this survey and confirm that it is an accurate accounting of the second review of applications process in my State.

Thank you for participating in this USDA study.

FNS anticipates the study results will be published on the FNS website in Spring 2019, located here:

https://www.fns.usda.gov/ops/child-nutrition-programs.

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