

**United States  
Department of  
Agriculture**



**Federal Crop  
Insurance  
Corporation**



**Risk Management  
Agency**

**Deputy  
Administrator for  
Compliance**

**FCIC 14070  
(08-2019)**

# **SPOT CHECK LIST HANDBOOK**

## **2020 and Succeeding Crop Years**

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**UNITED STATES DEPARTMENT OF AGRICULTURE  
WASHINGTON, D.C. 20250**

<b>TITLE: SPOT CHECK LIST HANDBOOK</b>	<b>NUMBER: FCIC 14070</b>
<b>EFFECTIVE DATE: 2020 and succeeding crop years.</b>	<b>ISSUE DATE: August 25, 2020</b>
<b>SUBJECT:</b>  <b>Provides the standards and procedures for administration of the RMA spot check list program.</b>	<b>OPI: Business Analytics Division</b>
	<b>APPROVED:</b>  <b>/s/ Heather Manzano</b>  <b>Deputy Administrator for Compliance</b>

**REASON FOR ISSUANCE**

This handbook provides the official standards and procedures for administering the spot check list (SCL) program for Federal crop insurance. The RMA Office of Compliance, the Business Analytics Division, and Regional Compliance Offices will follow the procedures described herein for administering the spot check list program and for identifying opportunities to enhance the integrity of Federal crop insurance. Approved insurance providers (AIPs) will use the applicable procedures from this handbook for execution of their respective duties in the spot check list program.

**SUMMARY OF CHANGES**

Listed below are the significant content changes. Minor changes and corrections are not included in this listing.

<b>References</b>	<b>Description of Change:</b>
<b>Para. 21(B)(3)&amp;(4)</b>	<b>Additional stipulations for policy assignment to AIPs or FSA.</b>
<b>Para. 32(D)(2)</b>	<b>An appraisal worksheet is not required for the initial growing season inspection.</b>
<b>Para. 22(B)(6)(a)</b>	<b>The RCO shall provide acknowledgement to the AIP that the inspection with concerns was received.</b>

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# PART 1 GENERAL INFORMATION AND RESPONSIBILITIES

## 1 General Information

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### A. Purpose

This handbook provides the official standards and procedures for administration of the spot check list (SCL) program, a critical component of RMA's efforts to identify vulnerabilities and minimize fraud, waste and abuse in Federal crop insurance. RMA and AIPs will follow these standards and procedures to execute their respective responsibilities for administration and execution of the SCL program, including:

- (1) RMA Deputy Administrator for Compliance
  - a. Determine the criteria for identifying the insured producers that are placed on the SCL.
  - b. Specify the number and/or percentage of spot check reviews to be conducted by FSA and AIPs.
  - c. Ensure AIPs conduct the assigned SCL inspections and follow the procedures stipulated in the SRA and this handbook.
- (2) RMA Business Analytics Division (BAD)
  - a. Develop and distribute the SCL.
  - b. Develop and maintain SCL inspection procedures.
  - c. Monitor SCL review progress and completion.
  - d. Capture and analyze SCL inspection results and provide summary reports.
  - e. Provide recommendations to enhance program compliance and integrity.

- (3) FSA and AIPs
  - a. Provide notification to insured producers on their respective spot check lists.
  - b. Conduct all required SCL inspections and reviews in accord with applicable procedures and guidance.
  - c. Report SCL inspection and review results, including referrals for suspected fraud, waste and abuse.
  
- (4) RMA Regional Compliance Offices (RCO)
  - a. Acknowledge referrals from FSA and AIPs.
  - b. Open cases in the Compliance case management system.
  - c. Review and resolve referrals.
  - d. Follow up with FSA and AIPs regarding resolution of referrals.

This handbook will remain in effect until superseded by reissuance of either the entire handbook or selected portions (through amendments, Manager’s Bulletins, or FADs). If amendments are issued for the handbook, the original handbook as amended shall constitute the handbook. A Manager’s Bulletin or FAD can supersede either the original handbook or subsequent amendments.

## **B. Source of Authority**

Federal programs enacted by Congress and the regulations and policies developed by RMA, USDA, and other Federal agencies provide the authority for program and administrative operations, and the basis for RMA directives. Authority for administration of Federal crop insurance, including the SCL program, is provided by:

- (1) The Federal Crop Insurance Act, 7 U.S.C. 1501
- (2) The Food Security Act of 1985, 16 U.S.C. 3801 et seq.
- (3) Controlled Substance Act of 1970, 21 U.S.C. 801 et seq.
- (4) Personal Responsibility and Work Opportunity Reconciliation Act of 1996, 42 U.S.C. 653a
- (5) Privacy Act of 1974, 7 U.S.C. 552a

- (6) Freedom to E-File Act, P.L. 106-222
- (7) 7 CFR part 400
- (8) 7 CFR part 12
- (9) Standard Reinsurance Agreement.

**C. Related Documents**

The following table provides handbooks and other program materials potentially relevant to administration of the SCL program. Other RMA approved handbooks and program materials may likewise refer to this handbook and be applicable.

<b>Document</b>	<b>Relation/Purpose</b>
Standard Reinsurance Agreement Section I	Provides the definition of inspection and the requirements of AIPs for the conduct of SCL reviews.
Standard Reinsurance Agreement Appendix III	Provides the standards, instructions and information for reporting approved insurance provider data to RMA.
Standard Reinsurance Agreement Appendix IV	Provides quality control guidelines and reporting of suspected misrepresentation, fraud, waste, and abuse.
Crop Insurance Handbook	Provides the official approved underwriting standards for policies administered under the Common Crop Insurance Policy Basic Provisions and the APH administrative regulation.
Good Farming Practices Handbook	Provides FCIC-issued standards and procedures for handling good farming practice decisions and determinations.
General Standards Handbook	Provides the general administrative procedures that apply across all plans of insurance.
Loss Adjustment Manual Standards Handbook	Identifies loss adjustment standards and requirements for determining production or revenue and adjusting crop insurance claims.
Large Claims Handbook	Provides FCIC-approved standards and procedures for handling large claims determinations.
Document and Supplemental Standards Handbook	Provides the FCIC approved form standards and procedures for use in the sale and service of any eligible Federal crop insurance policy.
4-RM	Provides procedure and guidance to FSA State and County Offices, RMA, and AIPs for improving Federal Crop Insurance Program compliance and integrity as required by the Federal Crop Insurance Act.



#### **D. Order of Precedence**

If there is a conflict between the procedures in this handbook and other documents issued by RMA, the following order of precedence will apply [with (1) controlling (2), etc.]:

- (1) The Federal Crop Insurance Act, as amended (7 U.S.C. 1501 et seq.) (Act) and any Final Agency Determination (FAD) interpreting the Act.
- (2) Administrative regulations in 7 CFR Chapter IV and any FAD interpreting the administrative regulations.
- (3) Manager's Bulletins and any interpretation of procedures therein (refer to MGR 05-18, Interpretation of Procedures).
- (4) Spot Check List Handbook (FCIC 14070).
- (5) Compliance Informational Memorandums.

This handbook will control those procedures related to the spot check list program.

#### **E. Procedural Issuance Authority**

This handbook is written and maintained by:

Office of Compliance  
Business Analytics Division  
USDA – Risk Management Agency  
1400 Independence Ave, SW  
Washington, DC 20250-0801

No party other than the Deputy Administrator for Compliance is authorized to supplement, amend, or otherwise modify the procedures and processes discussed herein. Any recommendation for amendment must be submitted to the RMA Office of Compliance for consideration.

#### **F. Procedural Questions**

- (1) Questions regarding spot check list program procedures in this handbook are to be directed first to the RMA Office of Compliance.

- (2) If a perceived error is identified, notify RMA in writing at the address contained in the preceding paragraph, or by email at [baworkorders@usda.gov](mailto:baworkorders@usda.gov). The notification must clearly identify the error and provide the proposed correction.

If RMA determines the perceived error is not an actual error, RMA will make no changes. However, if RMA determines the identified error is an actual error and is significant, RMA will issue a correction in the existing crop year either through a slip-sheet to the SCL Handbook or a memorandum/bulletin. Conversely, if RMA determines the identified error is an actual error and is not significant, the correction will be included in the subsequent issuance of the SCL Handbook.

### **G. Freedom of Information**

The name, policy number, and identification number on the spot check list will be withheld under FOIA according to 5 U.S.C., Section 522 (b)(6), “Personal Privacy”, unless the requestor is an insured producer on the list.

Note: If the requestor is an insured producer on the spot check list, the only information that can be released, through a Freedom of Information Act (FOIA) request, is information specific to the requesting insured producer. Names, policy number, and identification numbers for other insured producers on the list shall not be released.

Any information obtained and gathered through the fact-finding process and documented on the AD-2007, AD-2027, AIP Growing Season Inspection Report, or other forms and records, will be protected according to 5 U.S.C. 552 and 552a, “Freedom of Information Act” and “The Privacy Act of 1974”.

### **H. Applicability**

The procedures in this handbook apply for the 2020 and succeeding crop years for policies selected for the RMA spot check list program.

### **I. RMA Office of Compliance Contact Information**

For the applicable RMA Office of Compliance contact information see Exhibit 3 or refer to [www.rma.usda.gov/RMALocal/Field-Offices/Regional-Compliance-Offices](http://www.rma.usda.gov/RMALocal/Field-Offices/Regional-Compliance-Offices).

## **2 Responsibilities**

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### **A. RMA Responsibilities**

RMA will develop and administer the SCL program in accordance with the procedures and instructions contained in this handbook. Specifically, RMA will:

- (1) Update and refine the scenarios used to identify insured producers with anomalous loss experience.
- (2) Develop the spot check list annually and distribute to FSA and AIPs.
- (3) Monitor spot check list review completion.
- (4) Follow up promptly on referrals from FSA and AIPs regarding suspected fraud, waste and abuse.
- (5) Analyze spot check list review results to identify root causes of program vulnerabilities, sources of errors, and assess monetary impacts of errors and findings.
- (6) Develop recommendations to mitigate identified issues and vulnerabilities.

### **B. AIP Responsibilities**

Each AIP is responsible for following the procedures and instructions contained in this handbook and the instructions from Appendix IV, Section III(b)(1) when administering the RMA spot check list program. In accordance with section IV of SRA Appendix IV, AIPs shall notify RMA of any suspected issues of misrepresentation, fraud, waste, or abuse encountered during the SCL inspection process, and take any corrective action required by RMA.

### **C. FSA Responsibilities**

FSA State and County Offices are responsible for following the procedures and instructions contained in this handbook and 4-RM FCIC Program Integrity.

### **3 Title VI of the Civil Rights Act of 1964**

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The USDA prohibits discrimination against its customers. Title VI of the Civil Rights Act of 1964 provides that “No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.” Therefore, programs and activities that receive Federal financial assistance must operate in a non-discriminatory manner. Also, a recipient of RMA funding may not retaliate against any person because he or she opposed an unlawful practice or policy, or made charges, testified or participated in a complaint under Title VI.

It is the AIP’s responsibility to ensure that standards, procedures, methods and instructions, as authorized by FCIC in the sale and service of crop insurance contracts, are implemented in a manner compliant with Title VI. Information regarding Title VI of the Civil Rights Act of 1964 and the program discrimination complaint process is available on the RMA public website at [www.rma.usda.gov/Topics/Civil-Rights/Policies-Procedures-and-Reports](http://www.rma.usda.gov/Topics/Civil-Rights/Policies-Procedures-and-Reports).

#### **4 The Privacy Act of 1974**

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The Privacy Act of 1974, 5 U.S.C. § 552a (Privacy Act), establishes a code of fair information practices that governs the collection, maintenance, use, and dissemination of information about individuals that is maintained in systems of records by federal agencies. A system of records is a group of records under the control of an agency from which information is retrieved by the name of the individual or by some identifier assigned to the individual.

In accordance with the Privacy Act, the Risk Management Agency is authorized by the Federal Crop Insurance Act or other Acts, and the regulations promulgated thereunder, to solicit the information requested on documents established by RMA, or by AIPs, that have been approved by the FCIC, to deliver Federal crop insurance. The information is necessary for AIPs and RMA to operate the Federal crop insurance program, determine program eligibility, conduct statistical analysis, and ensure program integrity.

**5-10 (Reserved)**

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## **PART 2 RMA REQUIREMENTS**

### **Section 1 General Information and Schedule**

#### **11 General Information**

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The spot check lists are created by running several different scenarios using weather validation or algorithms that identify insured producers having large production losses that differ significantly from their peers. Most scenarios focus on comparisons of production losses among insured producers in the same geographic area. To facilitate the comparison of production losses among insured producers, indemnities are adjusted for price changes, e.g., when the harvest price differs from projected price for the Revenue Protection plan of insurance.

Spot check list inspections are intended to expose intentional program abuse and to identify discrepancies, inconsistencies or errors, and serve as a deterrent to those engaged in or considering fraudulent, wasteful or abusive activities. Being on the spot check list does not indicate these insured producers have necessarily engaged in program fraud or abuse, but rather, they merit further review because of their anomalous loss experience.

#### **12 Schedule**

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The following schedule and delivery/reporting mechanisms are applicable to the spot check list program.

- A.** The Business Analytics Division will generate one SCL annually, and it is split into two lists, one for spring seeded crops and one for fall seeded crops. The spot check list will be developed using the data from the prior crop year data, but the spotcheck list inspection will be conducted in the current crop year. e.g., the 2020 spot check list for spring seeded crops will be based on the data from the 2019 crop year.
- B.** The spot check list for spring seeded crops will be released no later than April 1 for the initial list and no later than May 15 for the final list, unless RMA provides specific notice of an alternative delivery date. The spot check list for fall seeded crops will be released no later than September 1 for the initial spot check list and no later than November 15 for the final spot check list, unless RMA provides specific notice of an alternative delivery date.
- C.** The SCL will be delivered to FSA and to AIPs through the applicable HyDRA applications.

- D. RMA will provide an automated mechanism for FSA to report SCL inspection results.
- E. RMA will maintain the Policy Acceptance and Storage System (PASS) for AIPs to report SCL inspection results on the P57 and P57A record types. In addition, RMA will provide an automated mechanism through the HyDRA application for AIPs to report Growing Season Inspection and Preharvest Inspection results for tracts/units for which the condition of the crop on the inspected tract/unit is significantly different (worse) as compared to condition of the same crop in the surrounding area.

**13-20 (Reserved)**

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## Section 2 RMA Requirements

### **21 Assignment of Spot Check List Policies**

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The following rules are observed for assignment of SCL policies to FSA and AIPs.

- A. The allocation of spot check list policies between FSA and the AIPs is at RMA's discretion and can change based on workload, changes in program requirements, etc. Current practice is for RMA to allocate 50 percent of the total number of policies on both the spring and fall spot check list to AIPs and the other 50 percent to FSA. If RMA decides to substantively change the percentage of spot check list policies assigned to AIPs for review, RMA will notify the companies in writing no later than March 15 preceding the release of the spot check list for spring-seeded crops.
- B. The assignment of individual policies between FSA and the AIPs is random to avoid potential systematic biases, i.e., any individual spot check list policy has an equal probability of being assigned to an AIP or to FSA, with the following exceptions.
  - (1) Policies placed on the spot check list based on yield driven scenarios will only be assigned to AIPs.
  - (2) Policies that have been on the spot check list for the two previous consecutive years will only be assigned to AIPs.
  - (3) Policies with producers that do not report to FSA will only be assigned to AIPs.
  - (4) All policies for a producer will be assigned to either the AIPs or FSA exclusively.
- C. Algorithmic and similar data driven analyses will be the sole basis for placing a policy on the spot check list. RMA will not judgmentally add insured producers/policies to either the spring SCL or to the fall SCL.
- D. The number of SCL policies assigned to an individual AIP is limited to a maximum of 10 per county; the same limit applies to the maximum number of SCL policies assigned to an individual FSA office for review. Due to limits on the number of SCL policies in a county and other considerations, the percentage of policies assigned to AIPs (FSA) may vary slightly from the target of 50 percent.



## **22 Regional Compliance Offices**

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### **A. Point of Contact (POC) Designation**

Each RCO shall establish a POC, and an alternate, who shall:

- (1) Serve as the primary contact for all functions associated with implementing the spot check list requirements within its region.
- (2) Be responsible for maintaining the lines of communications between FSA, RMA and AIP at the Regional and State levels.
- (3) Perform the duties required under these procedures.

### **B. CARS Requirements**

RCOs shall open cases in CARS (or a successor case management system) for AIP and FSA spot check list inspections for which concerns have been identified.

- (1) SCL GSI/PHI inspection results identifying concerns will be uploaded to RMA's Business Analytics Division through the applicable HyDRA application by FSA and AIPs.
- (2) The Business Analytics Division will notify the RCO of the FSA and AIP inspection result for which concerns were identified.
  - a. FSA SCL inspections: An email notification will be sent to the RCO POC on how to obtain the results from HyDRA.
  - b. AIP SCL inspections: Results will be uploaded to the RCO POC's HyDRA account(s) and followed up with an email as notification on the upload.
- (3) Create cases within CARS according to the following:
  - a. FSA cases shall utilize Case Type="Investigation"; Case Source="Farm Service Agency"; Case Sub-Source="AD-2027FSA Spot Check".
  - b. AIP cases shall utilize Case Type="Investigation"; Case Source="Approved Insurance Provider"; Case Sub-Source="AIP Spot Check GSI/PHI".

- (4) RCOs shall review SCL GSI/PHI results with concerns identified by FSA or AIPs and determine whether further review is warranted.
  
- (5) For FSA completed SCL inspections identifying concerns:
  - a. If review is not warranted the RCO shall inform the FSA State Office POC in writing within 5 calendar days.
  - b. If review is warranted the RCO shall determine if the RCO or AIP will conduct the review and notify the FSA State Office POC of the intended action in writing within 5 calendar days.
  - c. If the RCO elects for the AIP to conduct the review, the RCO shall prepare and submit a transmittal letter (similar to a case letter) to the AIP within 5 calendar days of receiving the referral. The AD-2027 and other supporting documentation provided by FSA should be provided to the AIP. The RCO shall determine if corrections were in accordance with policy and procedure.
  - d. At the end of the review process, the RCO shall provide a written summary of the review results to the FSA State Office POC for spot check list reviews completed by FSA.
  - e. The RCO may refer the case to OIG at any time during the process. If the case is referred to OIG, the RCO shall notify the AIP of the referral within 5 calendar days of the referral.
  
- (6) For AIP completed spot check list inspections identifying concerns:
  - a. The RCO shall provide acknowledgement to the AIP within 5 calendar days that documentation for an inspection identifying concerns has been received.
  - b. The RCO shall determine if corrections were in accordance with policy and procedure. If the number of FSA referrals become a workload issue, contact the appropriate RCO.
  - c. The RCO may refer the case to OIG at any time during the process. If the case is referred to OIG, the RCO shall notify the AIP of the referral with 5 calendar days of the referral.



## **PART 3 AIP REQUIREMENTS**

### **Section 1 General Information and Requirements**

#### **31 General Information**

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The Federal Crop Insurance Act provides a role for AIPs to assist with program compliance and integrity initiatives. In particular, section 515(a)(2) states:

ROLE OF INSURANCE PROVIDERS. —The Corporation shall work actively with approved insurance providers to address program compliance and integrity issues as such issues develop.

Section 515(d)(4)(A) of the Act further emphasizes the significant role of AIPs in assuring the integrity of the Federal Crop Insurance Program:

IN GENERAL. —the activities of the Farm Service Agency under this subsection do not affect the responsibility of approved insurance providers to conduct any audits of claims or other program reviews required by the Corporation.

To better leverage available resources and in accordance with section III(b)(1) of SRA Appendix IV, AIPs began conducting inspections of insured producers with anomalous losses as part of the SCL program in 2012. The inspections of SCL policies are intended to expose intentional program abuse and to identify discrepancies, inconsistencies or errors, and to serve as a deterrent to those engaged in or considering fraudulent, wasteful or abusive activities. Review results are used to identify the need for enhancing existing or developing additional internal controls, training programs and/or implementing the necessary corrective actions, if required.

#### **32 AIP Requirements**

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##### **A. Point of Contact Designation**

Each AIP will designate a point of contact (POC) and alternate POC to RMA's Business Analytics Division. The POCs should be sent to [baworkorders@rma.usda.gov](mailto:baworkorders@rma.usda.gov).

The POC will serve as a liaison between AIP and RMA for the spot check list and other data mining products from RMA.

## **B. AIP Responsibilities**

All reviews must be conducted by objective and unbiased persons, who were not involved in establishing the guarantee or adjusting the loss, or in the sales or supervision of sales for the policies reviewed.

The reviewer will:

- (1) Verify that all information provided by the policyholder, sales agent, and loss adjuster is true and accurate through whatever means are necessary, including, but not limited to, interviews, field inspections, file reviews, production records from third parties, etc.
- (2) Verify the crop insurance contract constitutes an eligible crop insurance contract as defined in the SRA.
- (3) Correct ALL monetary or actual production history discrepancies and timely process such corrections.
- (4) Resolve and correct errors and assure accurate premium and loss determinations.
- (5) Maintain all documents obtained during the reviews and all completed forms in accordance with the SRA.

## **C. Insured Producer Notification**

Upon receipt of the spot check list from RMA, each AIP shall notify all insured producers identified on the spot check list using the letter in Exhibit 2. The insured producer notification is subject to the 3-year record retention period as defined in the SRA.

## **D. Spot Check List Inspections**

Each AIP shall conduct spot check list inspections on all insured producers on the spot check list. AIP spot check list inspections shall include the following:

- (1) An inspection as defined in the SRA.

- (2) Conduct an initial inspection during the growing season and a Preharvest Inspection (PHI) for all tract(s)/ unit(s) for the selected policies in accordance with the Loss Adjustment Manual Standards Handbook (LAM).
  - a. Conduct the initial growing season inspection in accordance with the LAM, paragraph 731, document by unit;
    - i. Whether the crop has been planted, or replanted as applicable;
    - ii. Whether the acreage is planted to the practice and/or type and in the legal description as reported on the acreage report;
    - iii. If the reported practice is being carried out in accordance with good farming practices;
    - iv. The general weather conditions and the crop's condition and whether it is comparable to other farms in the area; and
    - v. The method and type of tillage, chemical and fertilizer treatments that was or will be used on the crop acreage for the current year and whether any soil tests had been conducted;
    - vi. An appraisal worksheet, as indicated in the LAM Paragraph 731(1)(c) is not required.
  - b. Conduct the Preharvest Inspection in accordance with the instructions provided in the LAM, Paragraph 732.
- (3) An Actual Production History review in accordance with the SRA, Appendix IV, Section III(c). The Company is required to review and verify the records used to establish APH for an eligible crop insurance contract in accordance with the ECIC and FCIC procedures.

**33-40 (Reserved)**

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## Section 2 General Information and Publication Requirements

### **41 General Information**

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Deterrence of fraud, waste and abuse in Federal crop insurance is a priority of RMA. A key deterrent is increasing awareness within the agricultural community of the joint effort to prevent fraud, waste, and abuse by RMA, AIPs, and FSA.

If an AIP suspects misrepresentation, fraud, waste or abuse, the AIP is required to report to FCIC in accordance with Appendix IV of the SRA.

### **42 Publication Requirements**

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#### **A. When to Provide Information**

AIPs shall notify all their insured producers of the monitoring efforts by RMA, AIPs and FSA to prevent fraud, waste, and abuse in Federal crop insurance.

This notification should be provided on the AIP's website and provided in writing annually to all insured producers.

#### **B. What Information to Provide**

AIPs shall notify insured producers that:

- (1) AIPs will be assisting RMA in monitoring crop conditions throughout the growing season.
- (2) AIPs will refer all suspected cases of fraud, waste, and abuse in Federal crop insurance to RMA.





**PART 4 FSA REQUIREMENTS**  
**Section 1 General Information and Requirements**

**51 General Information**

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County Offices have the authority and responsibility to keep an active watch for potential fraud, waste, and abuse of Federal crop insurance. RMA also has the authority to request assistance from FSA in monitoring Federal crop insurance. County offices shall document observations and gather the documentation necessary to validate concerns. The detailed requirements and responsibilities for FSA conducted spot check list inspections are provided in 4-RM “FCIC Program Integrity”. An abbreviated summary of the requirements and responsibilities is provided below.

**52 Responsibilities**

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**A. Responsibilities**

(1) County Office Responsibilities:

- a. Keep an active watch for potential fraud, waste and abuse or the Federal Crop Insurance Program.
- b. Follow timeframes as outlined in 4-RM.
- c. Follow publicity requirements as outlined in 4-RM.
- d. Notify insured producers selected for spot check list inspections by letter following the exhibit in 4-RM.
- e. Document observations and gather relevant supporting documentation necessary to address concerns found during spot check list inspections.
- f. Timely provide requested information as described in 4-RM to AIP’s and LA’s.

(2) State Office POC Responsibilities:

- a. Serve as the liaison between the County Office and RCO.

- b. Provide details of case specific information or overall program administration concerns, as applicable, to RCO.

**B. RMA Requested Spot Check List Inspections and RMA Initiated Complaint Referrals**

(1) Spot Check List

- a. RMA shall annually provide on FSA HyDRA by April 1st for spring-seeded crops and September 1st for fall-seeded crops, a list of insured producers for review that includes the following:
  - High loss ratios, high frequency, or severe losses, and insured producers with anomalous disaster claims.
  - Insured producers suspected of failing to follow good farming practices.
- b. The triggering factors may vary in each based-on type of crops and loss experience. The list will be broken down by State and County and will include the insured producer's name, identification number, and crop.
- c. Upon receipt of the spot check list from the State POC, County Offices shall notify all insured producers on the list using the letter in 4-RM.
- d. Refer any insured producer inquiries about the spot check list to the applicable RCO.
- e. County Offices shall conduct reviews according to 4-RM.

**53-60 (Reserved)**

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## Section 2 Spot Check List Fact Finding and Documentation

### **61 FSA County Office Actions**

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#### **A. Responsibilities**

- (1) County offices shall conduct inspections/spot checks on all insured producers/crops on the spot check list. There will never be more than 10 insured producers per county on the spot check list. AD-2027 shall be completed according to Exhibit 7 in 4-RM.
- (2) County offices shall conduct a review on a minimum of one representative tract, which shall include all fields for all crops identified on the RMA SCL.

**Note:** For those insured producers on the spot check list whose land is physically located in the county receiving the list, but the land is administered by an adjoining County office, contact the State POC. The insured producer will be transferred to the administering county. The administering County office will be responsible for completing the spot check list inspection.

Use HyDRA to record all spot check list inspections

Complete AD-2027 electronically in HyDRA within 5 days after the inspection is completed.

Load AD-2045, with GPS points and digital pictures, in HyDRA as an attachment to the AD-2027, within 5 days after the inspection is completed.

#### **B. Fact Finding and Documentation for Spot Check List**

The County office shall perform a minimum of two (2) documented field inspections, the first within 30 calendar days after final planting date or 30 calendar days of the date the crop usually comes out of dormancy (pull off date), and the second before harvest becomes general in the area.

The inspections shall include the following:

- the kind of tillage methods the insured has carried out

- the kind of weed control practices that are being carried out
- if a current soil test has been taken on any of the insured acreage
- how the inspected crop compares with those in the general area
- the type of fertilizer program being followed
- brief explanation of the weather in the past 4 to 6 weeks, the current weather conditions and the expected weather conditions
- brief description of any pertinent remarks
- digital photographs of the fields inspected

**C. Supporting Documentation**

The County office shall compile and upload into HyDRA supporting documentation that may include the following:

- FSA-578 and map, if acreage report has been filed
- digital photographs with embedded date and time stamp. Use of embedded GPS points are encouraged
- completed AD-2027
- field notes
- other available FSA records applicable.

**62-70 (Reserved)**

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## PART 5 AIP SCL RESULTS REPORTING

### **71** General Information

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The AIP conducted quality control reviews will provide assurances that procedures, systems, and programs are effective and adequate and will be used to expose intentional program abuse and to identify discrepancies, inconsistencies, or errors. The quality control program is also a means to identify the need for enhancing existing or developing additional internal controls, training programs and/or implementing the necessary corrective actions, if required.

The PASS P57 (Quality Control Reporting) and P57A (QC Review Correction) are the primary records AIPs will use to report the results of their quality control reviews and spot check list inspections. In addition, AIPs will conduct an initial inspection during the growing season and a Preharvest Inspection on each tract/unit insured under the policy and document the results.

On tracts/units for which the review identifies a concern (e.g., crop condition and/or expected yield for the unit is dissimilar to that for the crop in surrounding area), AIPs will submit the initial inspection during the growing season and/or Preharvest Inspection form, as applicable, to RMA via HyDRA within 10 calendar days of completing the field inspection. AIPs will not be required to submit the pre-harvest yield appraisal for non-loss units on the P21 record. However, AIPs will be required to maintain documentation of the preharvest inspection and preharvest yield appraisal for both loss and non-loss tracts/units. At a minimum, RMA will verify that AIPs have maintained documentation of the preharvest inspection and yield appraisals during AIP Performance Reviews.

For a SCL inspection, the P57 field “Quality Control Review Code List” must include the appropriate code to indicate the policy being reviewed was included on the spot check list.

A P57 record must be reported within 20 business days of completing each review required to be performed by Appendix IV.

Acceptance of the P57 record is dependent upon successful acceptance of the related P14 Insurance in Force record, even if such record has subsequently been deleted.

## **72 PASS 57A Record**

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The P57A record is needed for RMA to obtain detailed, actionable data from AIPs and thereby identify potential Federal crop insurance problem areas and weaknesses from AIP-conducted spot check list inspections. The P57A record will allow for reporting of error source type at the tract/unit level and is intended to provide actionable data by which to determine the frequency and severity of program errors. AIPs are not required to submit P57A records for tracts/units for which there are no reportable errors or corrections, or for which no concerns are identified during the growing season and/or preharvest inspections.

RMA will utilize the ‘AIP Policy Producer Key’ and ‘AIP Insurance in Force Key’ on the P57A record to link the parent P57 record and identify the eligible crop insurance contract that was reviewed. RMA will use the information reported on the P57A to assess the monetary impacts of errors and corrections at the tract/unit level.

## **73 GSI and PHI Report**

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### **Submit through HyDRA**

Submit spot check list inspections (initial inspection during the growing season and Preharvest Inspection) for which concerns are identified (e.g., conditions and/or expected yields for the crop are not similar to other farms in the area) through HyDRA.

Use the Growing Season Inspection Report form shown as Exhibit 59 of the DSSH for documenting the preharvest inspections, as applicable. For any tract/unit where concerns are noted, submit the results using the GSI/PHI form along with documentation (Photos, maps, etc.) supporting the concerns identified during the inspection within 10 calendar days of completing the growing season and/or preharvest inspection. Submit the documentation to the onsite RMA employee at CAE. To upload the documentation in HyDRA, utilize the AIP User Manual located in the DOC Library icon on the AIP HyDRA homepage.

### **Maintain in Policyholder File**

Maintain all SCL inspection documentation (see Part 3, Paragraph 32D.) in the policyholder’s file, regardless of whether any documents were submitted through HyDRA.

## **74-80 (Reserved)**

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## **Exhibit 1: Acronyms and Abbreviations**

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The following table provides the acronyms and abbreviations used in this handbook.

<b>Acronym/Abbreviation</b>	<b>Term</b>
Act	Federal Crop Insurance Act
APH	Actual Production History
AIP	Approved Insurance Provider
Appendix IV	Appendix IV of the Standard Reinsurance Agreement
BAD	Business Analytics Division
CAE	Center for Agribusiness Excellence
CARS	Compliance Activity and Reporting System
CFR	Code of Federal Regulations
ECIC	Eligible Crop Insurance Contracts
FSA	USDA Farm Service Agency
PASS	Policy Acceptance and Storage System
RCO	RMA - Office of Compliance - Regional Compliance Office
RMA	USDA Risk Management Agency
4-RM	4-RM FSA-RMA Handbook: FCIC Program Integrity
SRA	Standard Reinsurance Agreement

## **Exhibit 2: AIP Letter to Notify Insured Producer of RMA SpotCheck**

Name:

Address:

Date:

Dear Producer,

In June 2000, Congress passed the Agricultural Risk Protection Act (ARPA). In response to concerns with fraud, waste and abuse of the Federal Crop Insurance Program, ARPA mandated heightened program scrutiny and diligence to assure program integrity. ARPA requires the Risk Management Agency (RMA), with assistance from the Farm Service Agency (FSA) and Approved Insurance Providers (AIP), to improve program compliance and integrity of the Federal crop insurance program. RMA has requested assistance from **(Company Name)** in conducting reviews of insured crops during the growing season.

One of your policy crops has been chosen by RMA for a spot check. RMA has requested that we perform a minimum of two documented field inspections of all your units for the chosen crop(s) during the growing season. These inspections will be thoroughly documented and reported to RMA and may result in adjustments to any premium payments that you have made, or indemnity amounts that you have received if your policy is determined to not be in compliance with all applicable rules and procedures.

We are requiring you to inform **(AIP POC)** by **(date)**, in writing, of where your fields of **(crop)** are/will be located for the **(year)** growing season. Indicate whether a soil test has been completed for the crop locations above. Include in your written statement what method of chemical and fertilizer treatment is/will be used for the **(year)** growing season. Production records will need to be provided for an APH Verification Review as well as records related to your farming practices. Your AIP reviewer will be contacting you regarding the process and required documentation.

Sincerely,

Company Representative



**Exhibit 3: Regional Compliance Office Listing**

Mailing Address of RCO's	States Served	
Southern Regional Compliance Office 1111 W. Mockingbird Lane, Suite 280 Dallas, TX 75247 214.767.7700 Fax: 214.767.7721	Arkansas Louisiana Mississippi	New Mexico Oklahoma Tennessee Texas
Eastern Regional Compliance Office 4405 Bland Road, Suite 165 Raleigh, NC 27609 919-875-4930 Fax: 919.875.4928	Alabama Connecticut Delaware Florida Georgia Maine Maryland Massachusetts New Hampshire New Jersey	New York North Carolina Pennsylvania Puerto Rico Rhode Island South Carolina Vermont Virginia West Virginia
Western Regional Compliance Office 430 G Street, Suite 4167 Davis, CA 95616-4167 530.792.5850 Fax: 530.792.5865	Alaska Arizona California Hawaii Idaho	Nevada Oregon Utah Washington
Northern Regional Compliance Office 3440 Federal Drive, Suite 200 Eagan, MN 55122-1301 651.452.1688 Fax: 651.452.1689	Iowa Minnesota Montana North Dakota	South Dakota Wisconsin Wyoming
Central Regional Compliance Office Beacon Facility, Mail Stop 0833 PO Box 419205 Kansas City, MO 64141-6205 816.926.7963 Fax: 816.926.5186	Colorado Kansas Missouri Nebraska	
Mid-Western Regional Compliance Office 6045 Lakeside Blvd. Indianapolis, IN 46278 317.290.3050 Fax: 317.290.3065	Illinois Indiana Michigan Ohio Kentucky	

**Exhibit 4: FSA State Office Point of Contact**

<b>State</b>	<b>POC</b>	<b>Alternate POC</b>
<b>Alabama</b> 4121 Carmichael Rd Ste 600 Montgomery AL 36106-3660	Walda Malone Telephone: 334-279-3520 FAX: 855-747-0599 <a href="mailto:walda.malone@usda.gov">walda.malone@usda.gov</a>	William Henderson Telephone: 334-279-3529 FAX: 855-747-0599 <a href="mailto:william.henderson@usda.gov">william.henderson@usda.gov</a>
<b>Alaska</b> 800 W Evergreen Ave Ste 216 Palmer AK 99645-6546	Jeff Curry Telephone: 907-761-7773 FAX: 907-761-7789 <a href="mailto:jeff.curry@usda.gov">jeff.curry@usda.gov</a>	Brad Robbins Telephone: 907-761-7751 FAX: 907-761-7789 <a href="mailto:brad.robbins@usda.gov">brad.robbins@usda.gov</a>
<b>Arizona</b> 230 N 1st Ave Ste 506 Phoenix AZ 85003-1733	Mark Grubbs Telephone: 602-285-6320 FAX: 602-285-6325 <a href="mailto:mark.grubbs@usda.gov">mark.grubbs@usda.gov</a>	Carla Hill Telephone: 602-285-6314 FAX: 602-285-6325 <a href="mailto:carla.hill@usda.gov">carla.hill@usda.gov</a>
<b>Arkansas</b> 700 W Capitol Ave Ste 3416 Little Rock AR 72201-3215	Stephen Walker Telephone: 501-301-3007 FAX: 855-644-0182 <a href="mailto:stephen.walker@usda.gov">stephen.walker@usda.gov</a>	Anita Wilson Telephone: 501-301-3065 FAX: 855-644-0183 <a href="mailto:anita.wilson@usda.gov">anita.wilson@usda.gov</a>
<b>California</b> 430 G St Dept 4161 Davis CA 95616-4161	Ken Ogden Telephone: 530-792-5525 FAX: 530-792-5555 <a href="mailto:ken.ogden@usda.gov">ken.ogden@usda.gov</a>	Navdeep Dhillon Telephone: 530-792-5530 FAX: 530-792-5555 <a href="mailto:navdeep.dhillon@usda.gov">navdeep.dhillon@usda.gov</a>
<b>Colorado</b> Denver Federal Center Building 56, Room 2760 PO Box 25426 Denver, CO 80225-0426	Diane Pierson Telephone: 720-544-2899 FAX: 844-715-5077 <a href="mailto:diane.pierson@usda.gov">diane.pierson@usda.gov</a>	Tammy Cook Telephone: 720-544-2881 FAX: 844-715-5077 <a href="mailto:tammy.cook@usda.gov">tammy.cook@usda.gov</a>
<b>Connecticut</b> 344 Merrow Rd Tolland CT 06084-3917	Sarah Fournier Telephone: 860-871-4091 FAX: 860-871-4184 <a href="mailto:sarah.fournier@usda.gov">sarah.fournier@usda.gov</a>	Ross Eddy Telephone: 860-871-4092 FAX: 860-871-4184 <a href="mailto:ross.eddy@usda.gov">ross.eddy@usda.gov</a>
<b>Delaware</b> 1221 College Park Dr Ste 201 Dover DE 19904-8724	Robin Talley Telephone: 302-678-4252 FAX: 302-678-9100 <a href="mailto:robin.talley@usda.gov">robin.talley@usda.gov</a>	Lynn Manges Telephone: 302-678-4253 FAX: 302-678-9100 <a href="mailto:lynn.manges@usda.gov">lynn.manges@usda.gov</a>
<b>Florida</b> 4440 NW 25th Pl Ste 1 Gainesville FL 32606-6508	Vacant	Tom Hockert Telephone: 352-379-4526 FAX: 352-379-4581 <a href="mailto:tom.hockert@usda.gov">tom.hockert@usda.gov</a>
<b>Georgia</b> 355 E Hancock Ave Ste 102 Athens GA 30601-4538	Terri Riley Telephone: 706-552-2522 FAX: 855-409-5737 <a href="mailto:terri.riley@usda.gov">terri.riley@usda.gov</a>	Brett Martin Telephone: 706-552-2517 FAX: 855-409-5737 <a href="mailto:brett.martin@usda.gov">brett.martin@usda.gov</a>

**Exhibit 4: FSA State Office POC(Continued)**

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<b>Hawaii</b> PJJK Federal Building PO Box 50065 Honolulu HI 96850	Steve Peterson Telephone: 808-441-2600 ext. 149 FAX: 855-356-9493 <a href="mailto:steve.peterson@usda.gov">steve.peterson@usda.gov</a>	Kristen Kiriu Telephone: 803-933-8335 FAX: 855-356-9493 <a href="mailto:kristen.kiriu@usda.gov">kristen.kiriu@usda.gov</a>
<b>Idaho</b> 9173 W Barnes Dr Ste B Boise ID 83709-1574	Charles Newhouse Telephone: 208-378-5665 FAX: 855-516-8875 <a href="mailto:charles.newhouse@usda.gov">charles.newhouse@usda.gov</a>	Eric Buehler Telephone: 208-378-5673 FAX: 855-516-8875 <a href="mailto:Eric.buehler@usda.gov">Eric.buehler@usda.gov</a>
<b>Illinois</b> 3500 Wabash Ave Springfield IL 62711-8287	Doug Bailey Telephone: 217-241 6600 ext. 6868 FAX: 855-800-1760 <a href="mailto:doug.bailey@usda.gov">doug.bailey@usda.gov</a>	Natalie Prince Telephone: 217-241-6600 ext. 6892 FAX: 855-800-1760 <a href="mailto:natalie.prince@usda.gov">natalie.prince@usda.gov</a>
<b>Indiana</b> 5981 Lakeside Blvd Indianapolis IN 46278-1996	Susan Houston Telephone: 317-295-5907 FAX: 855-374-4068 <a href="mailto:susan.houston@usda.gov">susan.houston@usda.gov</a>	Kent Mason Telephone: 317-295-5905 FAX: 855-374-4068 <a href="mailto:kent.mason@usda.gov">kent.mason@usda.gov</a>
<b>Iowa</b> 10500 Buena Vista Ct Des Moines IA 50322-3782	Kevin McClure Telephone: 515-254-1540 ext. 8470 FAX: 855-218-8672 <a href="mailto:kevin.mcclure@usda.gov">kevin.mcclure@usda.gov</a>	Heidi Blair Telephone: 515-254-1540 ext. 8473 FAX: 855-218-8672 <a href="mailto:heidi.blair@usda.gov">heidi.blair@usda.gov</a>
<b>Kansas</b> 3600 Anderson Ave Manhattan KS 66503-2511	Todd Barrows Telephone: 785-564-4776 FAX: 855-782-9608 <a href="mailto:todd.barrows@usda.gov">todd.barrows@usda.gov</a>	Scott Willbrant Telephone: 785-564-4775 FAX: 855-782-9608 <a href="mailto:scott.willbrant@usda.gov">scott.willbrant@usda.gov</a>
<b>Kentucky</b> 771 Corporate Dr Ste 100 Lexington KY 40503-5438	Aaron Lowe Telephone: 859-224-7680 FAX: 859-224-7632 <a href="mailto:aaron.lowe@usda.gov">aaron.lowe@usda.gov</a>	Guy Perry Telephone: 859-224-7629 FAX: 859-224-7632 <a href="mailto:guy.perry@usda.gov">guy.perry@usda.gov</a>
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<b>Maine</b> 967 Illinois Ave Ste 2 Bangor ME 04401-2768	Amanda May Telephone: 207-990-9154 FAX: 855-589-1056 <a href="mailto:amanda.may@usda.gov">amanda.may@usda.gov</a>	Robert McCurry Telephone: 207-990-9581 FAX: 855-589-1056 <a href="mailto:robert.mccurry2@usda.gov">robert.mccurry2@usda.gov</a>
<b>Maryland</b> John Hanson's Business Center 339 Buschs Frontage Rd Ste 104 Annapolis MD 21409-5561	Joanne Mann Telephone: 443-482-2768 FAX: 855-401-6638 <a href="mailto:joanne.mann@usda.gov">joanne.mann@usda.gov</a>	Robert Wevodau Telephone: 443-482-2770 FAX: 855-401-6638 <a href="mailto:robert.wevodau@usda.gov">robert.wevodau@usda.gov</a>

**Exhibit 4: FSA State Office POC(Continued)**

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<b>Michigan</b> 3001 Coolidge Rd Ste 350 East Lansing MI 48823-6362	Greg Todd Telephone: 517-324-5107 FAX: 855-647-0825 <a href="mailto:greg.todd@usda.gov">greg.todd@usda.gov</a>	Ben Belkholm Telephone: 517-324-5115 FAX: 855-647-0825 <a href="mailto:benjamin.belkholm@usda.gov">benjamin.belkholm@usda.gov</a>
<b>Minnesota</b> 375 Jackson St Ste 400 St Paul MN 55101-1852	Scott Kapphahn Telephone: 218-751-1942 ext. 110 FAX: 855-719-9917 <a href="mailto:scott.kapphahn@usda.gov">scott.kapphahn@usda.gov</a>	Lisa MacDonald Telephone: 651-602-7900 FAX: 855-719-9917 <a href="mailto:lisa.macdonald@usda.gov">lisa.macdonald@usda.gov</a>
<b>Mississippi</b> 6311 Ridgewood Rd Jackson MS 39211-2035	Stacy Roberson Telephone: 601-965-4300 ext. 134 FAX: 601-965-5565 <a href="mailto:stacy.roberson@usda.gov">stacy.roberson@usda.gov</a>	James Smith Telephone: 601-965-4300 ext. 150 FAX: 601-965-5565 <a href="mailto:james.smith5@usda.gov">james.smith5@usda.gov</a>
<b>Missouri</b> Parkade Plaza 601 Business Loop 70 W Ste 225 Columbia MO 65203-2579	Rod Bealer Telephone: 573-876-9429 FAX: 573-876-0935 <a href="mailto:rod.bealer@usda.gov">rod.bealer@usda.gov</a>	Doug Newland Telephone: 573-876-0930 FAX: 573-876-0935 <a href="mailto:doug.newland@usda.gov">doug.newland@usda.gov</a>
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<b>Nebraska</b> 7131 A St Lincoln NE 68510-4202	Billie Jo Smith Telephone: 402-437-5279 FAX: 402-437-5891 <a href="mailto:billiejo.smith@usda.gov">billiejo.smith@usda.gov</a>	Cathy Anderson Telephone: 402-437-5604 FAX: 402-437-5891 <a href="mailto:cathy.anderson@usda.gov">cathy.anderson@usda.gov</a>
<b>Nevada</b> 1755 E Plumb Ln Ste 202 Reno NV 89502-3691	Debbie Goin Telephone: 775-784-5411 ext. 116 FAX: 775-784-5015 <a href="mailto:debbie.goin@usda.gov">debbie.goin@usda.gov</a>	Katie Nuffer Telephone: 775-623-5025 ext. 104 FAX: 775-784-5015 <a href="mailto:katie.nuffer@usda.gov">katie.nuffer@usda.gov</a>
<b>New Hampshire</b> 53 Pleasant St. Rm. 1601 Concord NH 03301	Marilyn Milne Telephone: 603-224-7941 FAX: 603-225-1410 <a href="mailto:marilyn.milne@usda.gov">marilyn.milne@usda.gov</a>	Vacant
<b>New Jersey</b> 300 Clocktower Drive, Suite 202 Hamilton Square, NJ 08690	Craig Christo Telephone: 609-438-3142 FAX: 855-305-6513 <a href="mailto:craig.christo@usda.gov">craig.christo@usda.gov</a>	Henri Ann Olsen Telephone: 609-438-3140 FAX: 855-305-6635 <a href="mailto:henri.olsen@usda.gov">henri.olsen@usda.gov</a>
<b>New Mexico</b> 6200 Jefferson St NE Rm211 Albuquerque NM87109-3434	Emaleta Mooney Telephone: 505-761-4910 FAX: 505-761-4934 <a href="mailto:emaleta.mooney@usda.gov">emaleta.mooney@usda.gov</a>	Andrew Ortiz Telephone: 505-761-4912 FAX: 505-761-4934 <a href="mailto:andrew.ortiz@usda.gov">andrew.ortiz@usda.gov</a>

**Exhibit 4: FSA State Office POC (Continued)**

State	POC	Alternate POC
<b>New York</b> 441 S Salina St Ste 356 Syracuse NY 13202-2425	Daniel Mapley Telephone: 315-477-6331 FAX: 315-477-6323 <a href="mailto:daniel.mapley@usda.gov">daniel.mapley@usda.gov</a>	Vacant
<b>North Carolina</b> 4407 Bland Rd Ste 175 Raleigh NC 27609-6872	Thomas F. McLamb Telephone: 919-875-4833 FAX: 919-875-4825 <a href="mailto:tommy.mclamb@usda.gov">tommy.mclamb@usda.gov</a>	Rob Satterfield Telephone: 919-875-4824 FAX: 919-875-4825 <a href="mailto:rob.satterfield@usda.gov">rob.satterfield@usda.gov</a>
<b>North Dakota</b> 1025 28 <sup>th</sup> St S Fargo ND 58103-2372	Wanda Braton Telephone: 701-893-2231 FAX: 855-813-6644 <a href="mailto:wanda.braton@usda.gov">wanda.braton@usda.gov</a>	Mary Radermacher Telephone: 701-893-2226 FAX: 855-813-6644 <a href="mailto:mary.radermacher@usda.gov">mary.radermacher@usda.gov</a>
<b>Ohio</b> Federal Bldg 200 N High St Rm 540 Columbus OH 43215-2408	Matt Kleski Telephone: 614-255-2446 FAX: 614-255-2542 <a href="mailto:mathew.kleski@usda.gov">mathew.kleski@usda.gov</a>	Chris Piper Telephone: 614-255-2445 FAX: 614-255-2541 <a href="mailto:chris.piper@usda.gov">chris.piper@usda.gov</a>
<b>Oklahoma</b> Farm Rd and McFarland St 100 USDA Ste 102 Stillwater OK 74074-2651	Danny Lee Telephone: 405-742-1130 FAX: 855-416-9558 <a href="mailto:danny.lee@usda.gov">danny.lee@usda.gov</a>	Sarah Smith Telephone: 450-742-1153 FAX: 855-416-9558 <a href="mailto:sarah.smith@usda.gov">sarah.smith@usda.gov</a>
<b>Oregon</b> 7620 SW Mohawk St Tualatin OR 97062-8121	Kent Willett Telephone: 503-404-1121 FAX: 855-824-6185 <a href="mailto:kent.willett@usda.gov">kent.willett@usda.gov</a>	Vacant
<b>Pennsylvania</b> 1 Credit Union Pl Ste 320 Harrisburg PA 17110-2912	Christina Rotz Telephone: 717-237-2165 FAX: 855-778-8909 <a href="mailto:christina.rotz@usda.gov">christina.rotz@usda.gov</a>	Vacant
<b>Puerto Rico</b> 654 Plaza Ste 829 654 Ave Munoz Rivera Ste 829 San Juan PR 00918-4127	Winston Martinez Telephone: 787-294-1616 FAX: 855-415-2494 <a href="mailto:winston.martinez@usda.gov">winston.martinez@usda.gov</a>	Vacant
<b>Rhode Island</b> 60 Quaker Ln Ste 40 Warwick RI 02886-0114	Sarah Fournier Telephone: 860-871-4091 FAX: 860-871-4184 <a href="mailto:sarah.fournier@usda.gov">sarah.fournier@usda.gov</a>	Vacant
<b>South Carolina</b> 1927 Thurmond Mall Ste 100 Columbia SC 29201-2387	Phillip Elliott Telephone: 803-806-3820 FAX: 803-806-3839 <a href="mailto:phillip.elliott@usda.gov">phillip.elliott@usda.gov</a>	Vacant
<b>South Dakota</b> 200 4th St SW Rm 308 Huron SD 57350-2478-2431	Donita Garry Telephone: 605-352-1158 FAX: 855-243-6003 <a href="mailto:donita.garry@usda.gov">donita.garry@usda.gov</a>	Paul Hanson Telephone: 605-352-1180 FAX: 855-243-6003 <a href="mailto:paul.hanson@usda.gov">paul.hanson@usda.gov</a>

**Exhibit 4: FSA State Office POC (Continued)**

<b>State</b>	<b>POC</b>	<b>Alternate POC</b>
<b>Tennessee</b> US Courthouse 801 Broadway Ste 579 Nashville TN 37203-3883	Christina Boles Telephone: 615-277-2632 FAX: 615-277-2649 <a href="mailto:christina.boles@usda.gov">christina.boles@usda.gov</a>	Ron Eldridge Telephone: 615-277-2620 FAX: 615-277-2650 <a href="mailto:ron.eldridge@usda.gov">ron.eldridge@usda.gov</a>
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