

UNITED STATES DEPARTMENT OF AGRICULTURE
 2019 FARM BILL, SECTION 14010
 Report of Civil Rights Complaints, Resolutions, and Actions
 Fiscal Year 2019
 Exhibit 1: USDA Program Complaint Inventory

Agency	Complaint	Closure Date	Number of Days in Process Up to End of FY 2019
AMS	1	11/13/2018	1,335
AMS	2	07/11/2019	541
AMS	3	*	237
AMS	4	08/29/2019	118
AMS	5	08/27/2019	767
AMS	6	*	719
AMS	7	08/27/2019	649
APHIS	8	06/20/2019	287
APHIS	9	02/19/2019	131
DM	10	12/12/2018	525
FNS	11	*	1,050
FNS	12	*	979
FNS	13	03/06/2019	561
FNS	14	11/08/2018	351
FNS	15	12/07/2018	408
FNS	16	02/07/2019	405
FNS	17	02/03/2019	359
FNS	18	03/18/2019	398
FNS	19	12/07/2018	302
FNS	20	07/31/2019	506
FNS	21	11/29/2018	268

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Agency	Complaint	Closure Date	Number of Days in Process Up to End of FY 2019
FNS	22	11/08/2018	202
FNS	23	12/20/2018	290
FNS	24	10/10/2018	184
FNS	25	04/04/2019	387
FNS	26	02/05/2019	271
FNS	27	11/02/2018	249
FNS	28	07/23/2019	470
FNS	29	02/15/2019	316
FNS	30	11/08/2018	178
FNS	31	11/07/2018	132
FNS	32	10/09/2018	131
FNS	33	11/05/2018	152
FNS	34	11/29/2018	226
FNS	35	10/22/2018	131
FNS	36	11/05/2018	159
FNS	37	04/03/2019	274
FNS	38	10/04/2018	97
FNS	39	11/13/2018	162
FNS	40	04/04/2019	286
FNS	41	08/26/2019	454
FNS	42	11/08/2018	94

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Agency	Complaint	Closure Date	Number of Days in Process Up to End of FY 2019
FNS	43	03/08/2019	214
FNS	44	04/04/2019	262
FNS	45	02/14/2019	210
FNS	46	05/03/2019	393
FNS	47	04/22/2019	284
FNS	48	10/22/2018	42
FNS	49	09/27/2019	393
FNS	50	10/31/2018	93
FNS	51	10/16/2018	68
FNS	52	01/31/2019	220
FNS	53	12/12/2018	104
FNS	54	04/04/2019	238
FNS	55	02/05/2019	195
FNS	56	05/03/2019	322
FNS	57	01/28/2019	144
FNS	58	03/06/2019	209
FNS	59	05/02/2019	266
FNS	60	06/28/2019	333
FNS	61	01/30/2019	428
FNS	62	06/12/2019	363
FNS	63	01/31/2019	183

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Agency	Complaint	Closure Date	Number of Days in Process Up to End of FY 2019
FNS	64	03/08/2019	204
FNS	65	04/30/2019	243
FNS	66	02/19/2019	155
FNS	67	*	419
FNS	68	02/26/2019	228
FNS	69	04/02/2019	216
FNS	70	*	371
FNS	71	01/31/2019	108
FNS	72	01/31/2019	107
FNS	73	01/31/2019	100
FNS	74	02/13/2019	125
FNS	75	03/13/2019	140
FNS	76	03/29/2019	121
FNS	77	12/28/2018	74
FNS	78	07/19/2019	282
FNS	79	05/07/2019	182
FNS	80	03/13/2019	86
FNS	81	07/03/2019	215
FNS	82	03/06/2019	93
FNS	83	04/30/2019	182
FNS	84	08/06/2019	287

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Agency	Complaint	Closure Date	Number of Days in Process Up to End of FY 2019
FNS	85	*	335
FNS	86	06/28/2019	206
FNS	87	06/17/2019	236
FNS	88	07/31/2019	281
FNS	89	03/05/2019	34
FNS	90	07/01/2019	236
FNS	91	04/24/2019	173
FNS	92	05/30/2019	113
FNS	93	04/29/2019	69
FNS	94	04/29/2019	82
FNS	95	04/29/2019	109
FNS	96	07/15/2019	259
FNS	97	*	238
FNS	98	08/07/2019	233
FNS	99	05/21/2019	160
FNS	100	05/01/2019	85
FNS	101	04/29/2019	83
FNS	102	*	237
FNS	103	07/24/2019	176
FNS	104	05/20/2019	82
FNS	105	08/01/2019	148

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Agency	Complaint	Closure Date	Number of Days in Process Up to End of FY 2019
FNS	106	05/15/2019	89
FNS	107	05/31/2019	140
FNS	108	07/24/2019	159
FNS	109	06/14/2019	128
FNS	110	07/24/2019	132
FNS	111	*	223
FNS	112	08/05/2019	161
FNS	113	06/19/2019	125
FNS	114	*	237
FNS	115	06/20/2019	199
FNS	116	*	311
FNS	117	*	201
FNS	118	*	226
FNS	119	*	227
FNS	120	07/17/2019	162
FNS	121	06/11/2019	84
FNS	122	09/30/2019	214
FNS	123	07/23/2019	132
FNS	124	*	226
FNS	125	06/12/2019	89
FNS	126	*	236

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Agency	Complaint	Closure Date	Number of Days in Process Up to End of FY 2019
FNS	127	06/21/2019	185
FNS	128	*	236
FNS	129	08/05/2019	138
FNS	130	*	236
FNS	131	05/29/2019	58
FNS	132	08/26/2019	151
FNS	133	08/07/2019	173
FNS	134	*	242
FNS	135	07/25/2019	167
FNS	136	*	194
FNS	137	09/27/2019	186
FNS	138	*	158
FNS	139	08/23/2019	114
FNS	140	08/26/2019	118
FNS	141	08/05/2019	122
FNS	142	09/05/2019	153
FNS	143	09/05/2019	133
FNS	144	*	166
FNS	145	08/09/2019	107
FNS	146	07/26/2019	58
FNS	147	08/26/2019	124

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Agency	Complaint	Closure Date	Number of Days in Process Up to End of FY 2019
FNS	148	*	130
FNS	149	09/03/2019	97
FNS	150	07/18/2019	50
FNS	151	*	166
FNS	152	08/22/2019	101
FNS	153	08/26/2019	97
FNS	154	08/16/2019	121
FNS	155	*	151
FNS	156	*	132
FNS	157	*	124
FNS	158	08/08/2019	79
FNS	159	*	137
FNS	160	*	124
FNS	161	*	185
FNS	162	*	116
FNS	163	09/27/2019	121
FNS	164	*	196
FNS	165	*	122
FNS	166	09/27/2019	233
FNS	167	*	104
FNS	168	*	90

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Agency	Complaint	Closure Date	Number of Days in Process Up to End of FY 2019
FNS	169	09/11/2019	57
FNS	170	*	105
FNS	171	*	111
FNS	172	*	95
FNS	173	*	66
FNS	174	*	76
FNS	175	*	45
FNS	176	*	56
FNS	177	*	61
FNS	178	*	81
FNS	179	*	53
FNS	180	*	38
FNS	181	*	27
FNS	182	*	14
FNS	183	09/18/2019	2
FNS	184	*	24
FNS	185	*	19
FNS	186	*	82
FNS	187	*	45
FNS	188	*	27
FNS	189	*	19

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Agency	Complaint	Closure Date	Number of Days in Process Up to End of FY 2019
FNS	190	*	150
FNS	191	*	49
FNS	192	*	12
FNS	193	*	68
FNS	194	*	19
FNS	195	*	32
FNS	196	*	67
FNS	197	*	24
FNS	198	*	76
FNS	199	*	76
FS	200	*	1,676
FS	201	11/29/2018	876
FS	202	09/30/2019	1,095
FS	203	06/06/2019	678
FS	204	07/16/2019	677
FS	205	05/28/2019	645
FS	206	08/05/2019	693
FS	207	06/14/2019	603
FS	208	08/08/2019	472
FS	209	*	529
FS	210	09/18/2019	491

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Agency	Complaint	Closure Date	Number of Days in Process Up to End of FY 2019
FS	211	*	391
FS	212	*	367
FS	213	*	236
FS	214	*	216
FS	215	*	172
FS	216	*	166
FS	217	*	95
FSA	218	*	4,504
FSA	219	*	4,505
FSA	220	*	4,500
FSA	221	*	4,500
FSA	222	*	4,386
FSA	223	*	4,383
FSA	224	*	4,310
FSA	225	*	4,249
FSA	226	*	4,211
FSA	227	*	4,196
FSA	228	*	4,161
FSA	229	*	4,143
FSA	230	*	4,113
FSA	231	*	4,001

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FSA	232	*	3,981
FSA	233	*	3,862
FSA	234	*	3,829
FSA	235	*	3,777
FSA	236	*	6,689
FSA	237	10/09/2018	1,268
FSA	238	03/07/2019	1,224
FSA	239	03/07/2019	1,172
FSA	240	03/26/2019	1,198
FSA	241	02/13/2019	1,073
FSA	242	02/13/2019	1,073
FSA	243	11/28/2018	1,042
FSA	244	02/13/2019	1,028
FSA	245	03/04/2019	1,034
FSA	246	02/13/2019	988
FSA	247	11/29/2018	904
FSA	248	09/03/2019	1,161
FSA	249	03/06/2019	986
FSA	250	04/15/2019	1,021
FSA	251	09/03/2019	1,138
FSA	252	10/29/2018	832

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FSA	253	12/06/2018	849
FSA	254	03/26/2019	1,203
FSA	255	04/15/2019	909
FSA	256	09/10/2019	1,042
FSA	257	11/01/2018	723
FSA	258	04/30/2019	789
FSA	259	11/06/2018	574
FSA	260	06/04/2019	747
FSA	261	03/29/2019	661
FSA	262	*	816
FSA	263	08/05/2019	755
FSA	264	03/26/2019	613
FSA	265	*	777
FSA	266	09/30/2019	731
FSA	267	*	703
FSA	268	*	672
FSA	269	*	651
FSA	270	*	642
FSA	271	*	641
FSA	272	*	650
FSA	273	*	609

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Agency	Complaint	Closure Date	Number of Days in Process Up to End of FY 2019
FSA	274	*	614
FSA	275	04/24/2019	497
FSA	276	07/11/2019	521
FSA	277	08/13/2019	533
FSA	278	*	574
FSA	279	*	557
FSA	280	*	546
FSA	281	08/29/2019	470
FSA	282	*	525
FSA	283	*	508
FSA	284	*	500
FSA	285	*	501
FSA	286	*	440
FSA	287	*	411
FSA	288	10/16/2018	75
FSA	289	*	403
FSA	290	*	444
FSA	291	*	388
FSA	292	*	370
FSA	293	*	377
FSA	294	*	343

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Agency	Complaint	Closure Date	Number of Days in Process Up to End of FY 2019
FSA	295	*	315
FSA	296	*	245
FSA	297	*	294
FSA	298	*	208
FSA	299	*	220
FSA	300	*	284
FSA	301	*	228
FSA	302	*	314
FSA	303	*	245
FSA	304	*	196
FSA	305	*	221
FSA	306	09/17/2019	188
FSA	307	*	207
FSA	308	*	159
FSA	309	*	144
FSA	310	*	125
FSA	311	*	134
FSA	312	*	118
FSA	313	*	70
FSA	314	*	49
FSA	315	*	21

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FSA	316	*	18
FSA	317	*	5
FSA	318	*	5,438
FSA	319	*	5,225
FSA	320	*	4,984
FSA	321	*	4,983
FSA	322	*	4,724
FSA	323	*	4,714
FSA	324	*	4,666
FSA	325	*	4,658
FSA	326	*	4,625
FSA	327	*	4,623
FSA	328	*	4,609
FSA	329	*	4,605
FSA	330	*	4,542
FSA	331	*	4,549
FSA	332	*	7,907
FSA	333	*	8,043
FSA	334	*	7,543
FSA	335	*	7,899
FSA	336	*	7,662

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FSA	337	*	7,130
FSA	338	*	7,066
FSA	339	*	6,779
FSA	340	*	6,714
FSA	341	*	6,706
FSA	342	*	6,514
FSA	343	*	5,824
FSA	344	*	4,226
FSA	345	*	4,155
FSA	346	*	4,141
FSA	347	*	4,078
NIFA	348	12/13/2018	980
NIFA	349	12/13/2018	912
NIFA	350	09/19/2019	1,002
NIFA	351	10/09/2018	567
NIFA	352	08/29/2019	538
NIFA	353	*	537
NIFA	354	10/24/2018	72
NIFA	355	*	315
NIFA	356	*	321
NRCS	357	11/13/2018	1,460

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NRCS	358	10/04/2018	1,430
NRCS	359	12/18/2018	1,419
NRCS	360	*	6,689
NRCS	361	*	6,689
NRCS	362	02/05/2019	1,219
NRCS	363	11/05/2018	1,105
NRCS	364	12/13/2018	980
NRCS	365	04/11/2019	1,085
NRCS	366	07/16/2019	980
NRCS	367	*	990
NRCS	368	09/30/2019	990
NRCS	369	06/14/2019	854
NRCS	370	08/13/2019	769
NRCS	371	08/12/2019	663
NRCS	372	03/26/2019	237
NRCS	373	*	406
NRCS	374	06/05/2019	280
NRCS	375	*	250
NRCS	376	*	82
NRCS	377	*	49
Other Government Agency	378	*	1,110

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Other Government Agency	379	*	52
RD	380	*	5,348
RD	381	*	3,997
RD	382	*	5,333
RD	383	*	4,450
RD	384	*	4,226
RD	385	*	4,176
RD	386	*	3,829
RD	387	*	3,813
RD	388	*	3,479
RD	389	*	3,482
RD	390	*	5,998
RD	391	10/22/2018	1,330
RD	392	09/20/2019	1,684
RD	393	10/11/2018	1,192
RD	394	05/16/2019	1,389
RD	395	06/18/2019	1,484
RD	396	11/21/2018	1,183
RD	397	04/16/2019	1,320
RD	398	*	1,483
RD	399	09/30/2019	1,438

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RD	400	11/13/2018	1,134
RD	401	04/01/2019	1,245
RD	402	05/21/2019	1,328
RD	403	07/08/2019	1,288
RD	404	*	1,383
RD	405	12/19/2018	1,065
RD	406	12/19/2018	1,036
RD	407	09/30/2019	1,316
RD	408	10/09/2018	936
RD	409	11/29/2018	962
RD	410	10/25/2018	919
RD	411	12/06/2018	939
RD	412	*	1,251
RD	413	11/01/2018	896
RD	414	09/20/2019	1,215
RD	415	07/08/2019	1,147
RD	416	*	1,216
RD	417	06/12/2019	1,113
RD	418	02/07/2019	975
RD	419	05/07/2019	1,040
RD	420	11/01/2018	867

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RD	421	*	1,173
RD	422	11/14/2018	842
RD	423	11/05/2018	861
RD	424	10/29/2018	812
RD	425	*	1,133
RD	426	*	1,131
RD	427	03/04/2019	921
RD	428	02/07/2019	892
RD	429	*	1,112
RD	430	11/14/2018	792
RD	431	12/12/2018	819
RD	432	12/12/2018	807
RD	433	09/18/2019	1,085
RD	434	07/18/2019	1,009
RD	435	*	1,077
RD	436	08/29/2019	1,043
RD	437	*	1,063
RD	438	10/25/2018	717
RD	439	06/12/2019	924
RD	440	*	1,034
RD	441	06/20/2019	870

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RD	442	10/25/2018	630
RD	443	*	950
RD	444	*	951
RD	445	09/18/2019	960
RD	446	09/05/2019	924
RD	447	09/30/2019	938
RD	448	*	927
RD	449	*	910
RD	450	*	910
RD	451	*	901
RD	452	*	910
RD	453	07/08/2019	825
RD	454	07/08/2019	825
RD	455	*	882
RD	456	08/12/2019	843
RD	457	*	882
RD	458	08/09/2019	822
RD	459	*	892
RD	460	10/25/2018	542
RD	461	07/17/2019	772
RD	462	05/07/2019	697

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RD	463	*	845
RD	464	05/28/2019	722
RD	465	06/13/2019	765
RD	466	*	832
RD	467	*	822
RD	468	10/25/2018	477
RD	469	04/01/2019	630
RD	470	10/25/2018	540
RD	471	06/06/2019	703
RD	472	09/19/2019	788
RD	473	*	812
RD	474	10/25/2018	443
RD	475	04/09/2019	608
RD	476	*	743
RD	477	03/25/2019	586
RD	478	10/31/2018	401
RD	479	*	734
RD	480	*	720
RD	481	08/12/2019	661
RD	482	*	720
RD	483	09/30/2019	696

*Denotes cases that are in open status as of September 30, 2019

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Agency	Complaint	Closure Date	Number of Days in Process Up to End of FY 2019
RD	484	*	693
RD	485	05/28/2019	554
RD	486	07/17/2019	609
RD	487	09/09/2019	650
RD	488	*	686
RD	489	07/10/2019	600
RD	490	*	662
RD	491	*	651
RD	492	*	642
RD	493	04/23/2019	462
RD	494	*	647
RD	495	*	648
RD	496	02/07/2019	385
RD	497	*	627
RD	498	04/09/2019	446
RD	499	04/30/2019	455
RD	500	07/23/2019	524
RD	501	*	605
RD	502	10/25/2018	255
RD	503	*	594
RD	504	*	595

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Agency	Complaint	Closure Date	Number of Days in Process Up to End of FY 2019
RD	505	*	587
RD	506	08/15/2019	541
RD	507	*	587
RD	508	09/26/2019	581
RD	509	08/14/2019	545
RD	510	*	592
RD	511	03/04/2019	343
RD	512	*	546
RD	513	*	566
RD	514	08/27/2019	557
RD	515	*	546
RD	516	*	553
RD	517	*	528
RD	518	*	531
RD	519	*	542
RD	520	*	537
RD	521	*	519
RD	522	*	525
RD	523	*	509
RD	524	10/25/2018	162
RD	525	10/25/2018	155

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Agency	Complaint	Closure Date	Number of Days in Process Up to End of FY 2019
RD	526	09/30/2019	503
RD	527	*	493
RD	528	*	509
RD	529	*	489
RD	530	04/30/2019	336
RD	531	*	488
RD	532	04/30/2019	347
RD	533	10/25/2018	142
RD	534	11/29/2018	169
RD	535	*	476
RD	536	*	473
RD	537	*	474
RD	538	*	474
RD	539	03/18/2019	266
RD	540	05/07/2019	400
RD	541	*	546
RD	542	03/25/2019	266
RD	543	*	440
RD	544	09/06/2019	410
RD	545	*	448
RD	546	*	446

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Agency	Complaint	Closure Date	Number of Days in Process Up to End of FY 2019
RD	547	*	405
RD	548	*	405
RD	549	*	406
RD	550	*	398
RD	551	*	399
RD	552	*	399
RD	553	*	448
RD	554	*	389
RD	555	*	371
RD	556	*	371
RD	557	*	378
RD	558	*	5,620
RD	559	*	5,605
RD	560	*	347
RD	561	*	356
RD	562	*	362
RD	563	*	349
RD	564	*	341
RD	565	*	339
RD	566	04/30/2019	187
RD	567	*	334

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Agency	Complaint	Closure Date	Number of Days in Process Up to End of FY 2019
RD	568	11/29/2018	37
RD	569	06/27/2019	238
RD	570	*	327
RD	571	*	341
RD	572	12/18/2018	29
RD	573	*	343
RD	574	*	321
RD	575	*	321
RD	576	*	328
RD	577	*	293
RD	578	*	307
RD	579	*	306
RD	580	*	294
RD	581	*	313
RD	582	*	308
RD	583	*	237
RD	584	*	297
RD	585	*	245
RD	586	09/05/2019	288
RD	587	*	286
RD	588	04/10/2019	58

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Agency	Complaint	Closure Date	Number of Days in Process Up to End of FY 2019
RD	589	*	284
RD	590	*	245
RD	591	*	307
RD	592	*	245
RD	593	*	231
RD	594	*	291
RD	595	*	325
RD	596	*	245
RD	597	*	245
RD	598	07/17/2019	146
RD	599	*	236
RD	600	08/29/2019	188
RD	601	*	304
RD	602	*	181
RD	603	*	193
RD	604	*	199
RD	605	*	168
RD	606	*	188
RD	607	*	168
RD	608	*	160
RD	609	09/19/2019	182

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Agency	Complaint	Closure Date	Number of Days in Process Up to End of FY 2019
RD	610	*	150
RD	611	*	185
RD	612	*	150
RD	613	*	168
RD	614	*	139
RD	615	*	159
RD	616	*	161
RD	617	*	136
RD	618	*	136
RD	619	*	173
RD	620	*	140
RD	621	*	122
RD	622	*	133
RD	623	*	131
RD	624	*	122
RD	625	*	112
RD	626	*	105
RD	627	*	119
RD	628	*	125
RD	629	*	118
RD	630	*	132

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Agency	Complaint	Closure Date	Number of Days in Process Up to End of FY 2019
RD	631	*	103
RD	632	*	89
RD	633	*	102
RD	634	*	96
RD	635	*	75
RD	636	*	83
RD	637	*	63
RD	638	*	60
RD	639	*	68
RD	640	*	111
RD	641	*	60
RD	642	*	47
RD	643	*	90
RD	644	*	75
RD	645	*	54
RD	646	*	223
RD	647	*	69
RD	648	09/19/2019	108
RD	649	*	39
RD	650	*	41
RD	651	*	38

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Agency	Complaint	Closure Date	Number of Days in Process Up to End of FY 2019
RD	652	*	48
RD	653	*	33
RD	654	*	27
RD	655	*	77
RD	656	*	52
RD	657	*	54
RD	658	*	80
RD	659	*	69
RD	660	*	17
RD	661	*	7
RD	662	*	19
RD	663	*	18
RD	664	*	32
RD	665	*	4
RD	666	*	4
RD	667	*	14
RD	668	*	11
RD	669	*	20
RD	670	*	5,526
RD	671	*	5,368
RD	672	*	5,317

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Agency	Complaint	Closure Date	Number of Days in Process Up to End of FY 2019
RD	673	*	5,116
RD	674	*	5,023
RD	675	*	4,977
RD	676	*	4,924
RD	677	*	4,858
RD	678	*	5,114
RD	679	*	4,765
RD	680	*	4,765
RD	681	*	4,749
RD	682	*	4,700
RD	683	*	4,675
RD	684	*	4,669
RD	685	*	4,665
RD	686	*	4,638
RD	687	*	4,577
RD	688	*	4,833
RD	689	*	4,532
Total Number of Complaints = 689		Total Average Processing Time = 989 Days	

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