



State of Arizona
Department of Education
Office of Diane M. Douglas
Superintendent of Public Instruction

HNS# 16-2017

MEMORANDUM

To: Local Educational Agencies, School Food Authorities, Sponsors and Grant Recipients

From: Melissa Conner, Associate Superintendent
Arizona Department of Education, Health & Nutrition Services Division

Original Signed

Date: November 3, 2017

RE: New Automated Phone Greeting System for Health and Nutrition Services

The purpose of this memorandum is to introduce a new automated phone greeting system that has been implemented for the Health and Nutrition Services Division's main phone line, **(602) 542-8700** and provide new information related to the finance-related phone calls.

In the interest of prompt customer service and efficiency of directing phone calls to the appropriate staff member, an automated greeting, referred to as our Division Initial Voice Assistant (DIVA) will be greeting callers for the Health and Nutrition Services Division at (602) 542-8700.

When a call is placed to **(602) 542-8700**, callers will be provided the following prompts:

- For Community Nutrition Programs, including CACFP and SFSP, **press 1.**
- For School Nutrition Programs, including NSLP or breakfast, **press 2.**
- For School Food Programs, including MyFoods, FFVP, DoD, and Procurement Reviews, **press 3.**
- For Emergency preparedness for schools, school safety SRO program, school health and nursing, **press 4.**

Once a selection is made, the caller will reach a live person in the program area who can answer questions or direct the caller to the specific program specialist who may be assigned to work with the LEA or sponsor or program.



Beginning on November 27, 2017, ADE Grants Management will be launching a new and improved contact method for Health and Nutrition fiscal related questions. A few of the fiscal related items affected by this change include Capital Expenditure Pre-Approval Requests, Claims & Payments, and Annual Financial Reports, among others. The new contact method will help ensure all correspondence and questions are addressed in a timely manner, documented for future reference, and routed to the appropriate personnel. These changes will greatly increase the efficiency and effectiveness of our collaboration to provide exceptional nutrition services to the children in Arizona.

To reach Health and Nutrition Finance/Grants Management by telephone, please call **(602) 542-3901** and select option 6 or 7 for Health and Nutrition-Finance.

A more comprehensive list of topic areas associated with each prompt is provided below.

- Community Nutrition Programs
 - This unit includes Child and Adult Care Food Program, Summer Food Service Program, At-Risk After School Meals Program and Family Day Care Homes.
- School Nutrition Programs
 - This unit includes National School Lunch Program, School Breakfast Program, Afterschool Care Snack Program, Equipment Grant, Team Nutrition Grant, Community Eligibility Program, Provision 2 and 3, Administrative Reviews, Smart Snacks, Special Milk Program, and Physical Activity/Physical Education.
- School Food Programs
 - This unit includes USDA Foods, Farm to School, MyFoods ordering system, Fresh Fruit and Vegetable Program, Department of Defense Fresh Produce Program, Food Service Management Company and Catering Contracts and Procurement Reviews.
- School Health and Safety Programs
 - This unit includes Emergency Preparedness for Schools, School Safety School Resource Officer Program, School Health and Nursing.
- Health and Nutrition Finance/Grants Management
(the above area is only accessed via **(602) 542-3901**, option 6 or 7)
 - Reimbursement claims and payments, one-time exceptions for claims, attendance factor edits, Annual Financial Reports, and other fiscal-related items

As a reminder for those LEAs and sponsors who use the CNPWeb system, your assigned specialist along with their email address and direct phone number are provided on the home page and on the Sponsor application.

If you wish to send an email inquiry in lieu of making a phone call, the following group email addresses are available:

- Grants Management/Health and Nutrition Finance: HNGrantsManagement@azed.gov
- School Nutrition Programs: ADESchoolNutrition@azed.gov
- School Food Programs: FDP@azed.gov
- School Health and Safety Programs: SHS@azed.gov

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