



State of Arizona  
Department of Education



Health and Nutrition Services Division

HNS # 35-2018

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

**Date:** November 1, 2018

**RE:** **Update to Automated Phone Greeting System for Health and Nutrition Services**

*Original Signed*

The purpose of this memorandum is to introduce updates to the 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 management of finance-related phone calls. This memorandum supersedes HNS16-2017.

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 Child Adult Care Food Program (CACFP), Summer Food Service Program (SFSP), and At-Risk, **press 1**.
- For School Nutrition Programs, including National School Lunch Program (NSLP), School Breakfast Program (SBP), and Fresh Fruit and Vegetable Program (FFVP), **press 2**.
- For School Food Programs (SFP), including MyFoods, DoD, Farm to School, Procurement Reviews, and Food Service Management Companies (FSMC)/Caterer/ Inter Agency Agreement (IAA) Contracts, **press 3**.
- For School Emergency Preparedness, School Safety School Resource Officer (SRO) Program, School Health Programs, and nursing, **press 4**.

On November 27, 2017, ADE Grants Management launched a new and improved contact method for Health and Nutrition fiscal related questions. A few of the fiscal related items affected by this change included Capital Expenditure Pre-Approval Requests, Claims & Payments, and Annual Financial Reports, among others. This 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 continue to 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**.

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, Fresh Fruit and Vegetable Program, and Physical Activity/Physical Education.
- School Food Programs
  - This unit includes USDA Foods, Farm to School, MyFoods ordering system, 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  
(this area is only accessed via **(602) 542-3901**)
  - 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, the name of 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: [Grants@azed.gov](mailto:Grants@azed.gov)
- School Nutrition Programs: [ADESchoolNutrition@azed.gov](mailto:ADESchoolNutrition@azed.gov)
- School Food Programs: [FDP@azed.gov](mailto:FDP@azed.gov)
- School Health and Safety Programs: [SHS@azed.gov](mailto:SHS@azed.gov)
- Procurement Review: [SFPRreviews@azed.gov](mailto:SFPRreviews@azed.gov)
- Farm to School: [ArizonaFarmtoSchool@azed.gov](mailto:ArizonaFarmtoSchool@azed.gov)

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