



Quality Loss Adjustment (QLA) Program

Toolkit for Stakeholders

USDA announced USDA is providing critical support to our nation's farmers and ranchers through the Quality Loss Adjustment Program (QLA). QLA aids producers who suffered eligible crop quality losses due to natural disasters occurring in calendar years 2018 and/or 2019.

Producers apply through USDA's Farm Service Agency (FSA). FSA is accepting applications for QLA from **January 6, 2021 to March 5, 2021**. FSA staff members are available via phone, fax, and online tools to help producers complete their applications. Options to apply will be available on farmers.gov/quality-loss. Customers can also utilize FSA's call center to help answer questions.

We need your help. We want to ensure producers are aware of this program and the available resources, including the call center. This toolkit is meant for producers and agricultural organizations to use and share information in their networks. This toolkit includes:

- Key messages
- Newsletter article
- Social media posts
- Social media story posts

Frequently Asked Questions can be found at farmers.gov/quality-loss/faq.

If you have questions, you can reach us at fpac.bc.press@usda.gov.

Updated 1-5-2021



Key Messages

- Farmers and livestock producers nationwide experienced crop quality losses due to natural disasters in calendar years 2018 and/or 2019. This prompted Congress to provide funding for the Quality Loss Adjustment (QLA) program.
- QLA sign-up runs from **January 6 to March 5, 2021**.
- When applying, producers must provide verifiable documentation to support claims of quality loss or nutrient loss for forage crops. Some acceptable forms of documentation include:
 - Warehouse receipts
 - Income ledgers
 - Custom harvest invoices
 - Truck sale tickets
 - Laboratory nutrient analysis results
- FSA calculates QLA payments using formulas for the type of crop (forage or non-forage) and the loss documentation submitted. Payments are based on the producer's own individual loss or based on the county's average loss.
- FSA will begin issuing payments once the application period ends.
- Eligible crops include:
 - those for which [federal crop insurance](#) or [Noninsured Crop Disaster Assistance Program](#) (NAP) coverage is available, except for grazed crops and value loss crops, such as honey, maple sap, aquaculture, floriculture, mushrooms, ginseng root, ornamental nursery, Christmas trees and turfgrass sod.
 - those that were sold or fed to livestock or that are in storage.
- Ineligible crops include:
 - those whose losses have already been compensated by Federal crop insurance, NAP, or the Wildfire and Hurricane Indemnity Program – Plus (WHIP+) program, including sugar beets.
 - those that were destroyed before harvest.
 - those whose losses occurred after harvest, due to deterioration in storage or that could have been mitigated.
- A producer's harvested eligible crop must have had at least a 5% quality loss reflected through a quality discount, or for forage crops, a nutrient loss (such as relative feed or total digestible nutrients).
- Losses must have been a result of qualifying drought, excessive moisture, flooding, hurricane, snowstorm, tornado, typhoon, volcanic activity, or wildfire in calendar years 2018 and/or 2019.
 - For drought, producers are eligible for QLA if the loss occurred in an area within a county rated by the U.S. Drought Monitor as having a D3 (extreme drought) or higher intensity level during 2018 or 2019.
 - Assistance is available for eligible producers in counties that received a qualifying [Presidential Emergency Disaster Declaration](#) or [Secretarial Disaster Designation](#) because of one or more of the qualifying disaster

Updated 1-5-2021



events or a related condition. In counties that did not receive a qualifying declaration or designation, producers may still apply for QLA, but they must provide supporting documentation to establish that the crop was directly affected by a qualifying disaster event.

- QLA payments are based on formulas for the type of crop (forage or non-forage) and loss documentation submitted. Based on this documentation, FSA is calculating payments based on the producer's own individual loss or the county's average loss.
- All producers receiving QLA payments are required to purchase crop insurance or NAP coverage for the next two available crop years at the 60% coverage level or higher. If eligible, QLA participants may meet the insurance purchase requirement by purchasing [Whole-Farm Revenue Protection](#) coverage offered through USDA's Risk Management Agency.
- FSA set up a call center in order to simplify how we serve customers across the nation. This call center is available for producers who would like additional one-on-one support with the QLA application process. Please call 877-508-8364 to speak directly with a USDA employee ready to offer assistance.
- Producers should apply through their local FSA office. While many USDA Service Centers are open for business by phone appointment only, FSA is working with our agricultural producers by phone and using email and online tools to process applications.
- Producers should contact the FSA office at your local [USDA Service Center](#) or visit farmers.gov/quality-loss for more information, and check Service Center status at farmers.gov/coronavirus/service-center-status.

Updated 1-5-2021



Newsletter Article

Quality Loss Adjustment (QLA) Program

Producers with Quality Loss in 2018 or 2019 Encouraged to Apply for Assistance

Signup for the Quality Loss Adjustment (QLA) Program began on January 6, 2021 and will continue through March 5, 2021. QLA provides eligible producers with financial assistance for quality losses incurred in 2018 and/or 2019. Losses must have been a result of qualifying drought, excessive moisture, flooding, hurricane, snowstorm, tornado, typhoon, volcanic activity, or wildfire in calendar years 2018 and/or 2019.

Details on eligibility and how to apply can be found on farmers.gov/quality-loss.

QLA Payment Calculations

USDA's Farm Service Agency (FSA) calculates QLA payments using formulas for the type of crop (forage or non-forage) and the loss documentation submitted. Payments are based on the producer's individual loss or the county's average loss. FSA will begin issuing payments once the application period ends.

Call Center

A call center is available for producers who would like additional one-on-one support with the QLA application process. Please call 877-508-8364 to speak directly with a USDA employee ready to offer assistance. The call center can provide service to non-English speaking customers. Customers will select 1 for English and 2 to speak with a Spanish speaking employee. For other languages, customers select 1 and indicate their language to the call center staff.

#

Updated 1-5-2021



Sample Posts for Facebook and Twitter

Below are social media posts for use on Facebook, Twitter, and other platforms. Be sure to tag us: @USDA, @FarmersGov, @usdaFSA, and @USDA_AMS.

- If you suffered eligible crop losses due to natural disasters in 2018 or 2019, you might qualify for @USDA Quality Loss Assistance Program. The deadline to apply is March 5. farmers.gov/quality-loss
- Did you lose crops to natural disasters in 2018 or 2019? If so, you might qualify for @USDA Quality Loss Assistance Program. Be sure to apply before the March 5 deadline. farmers.gov/quality-loss
- @USDA has a call center available to answer producers' questions about the Quality Loss Assistance Program. Call 877-508-8364.



Updated 1-5-2021



Sample Posts for Instagram Story and Facebook Story

Below are graphics for use on Instagram Story and Facebook Story. If your account is enabled to include links, please include farmers.gov/quality-loss. Be sure to tag us: @USDA, @FarmersGov, @USDA_FSA.



Updated 1-5-2021