

**Job Title:** Community Outreach Worker**Reports To:** Chief Operating Officer &  
Strategic Planning VISTA Worker**FLSA Status:** Part-Time, Temporary Employee**EEO Code:** 9

## EMPLOYMENT OPPORTUNITY

### Overview

New Directions Housing Corporation, a *Business First top 25* not-for-profit community development corporation, has been serving Louisville and Southern Indiana for nearly 40 years. We provide affordable housing and tailored social services to families of low income, the homeless, seniors and the disabled. In short, we are *Caring Neighbors Building Community*.

New Directions is currently seeking **6 Community Outreach Workers** to work as part of a committed team dedicated to the future of the Russell Neighborhood.

The Community Outreach Worker will help further the goals of the Russell Choice Neighborhood Initiative (CNI) by performing the following duties:

- 1) Going door-to-door within an assigned area to relay information and gather input from neighborhood residents.
- 2) Make phone calls to residents, businesses, service providers and other organizations within the Russell neighborhood.
- 3) Attend and assist with Russell CNI community engagement events and activities, some which may occur on weekends and evenings.
- 4) Under supervision, help conduct a neighborhood survey, enter responses using a computer tablet, and communicate key findings.

### PLEASE NOTE THESE IMPORTANT ISSUES

Duties will be especially time-intensive during June and July, and primarily focused on the neighborhood survey process and upcoming meetings on July 21, 2015.

Volunteers will be provided with identification badges and Russell CNI t-shirts. Other attire can be comfortable but professional. Jeans and sneakers are acceptable since extensive walking will be required.

Community Outreach Workers will be paid weekly at the rate of \$9.00 per hour. Federal, state, local and social security taxes will be withheld.

Each Community Outreach Worker will also be invited to and encouraged to attend the NeighborWorks Training Institute (NTI) in Philadelphia, Pennsylvania from August 16 – 21, 2015. Travel, shared room accommodation and tuition for this event will be provided, as well as reimbursement for the Community Outreach Worker's time at their regular rate of pay. Due to scholarship requirements, registration for the NTI event MUST BE CONFIRMED by June 21. There can be no exceptions.

### Essential Responsibilities:

- Administer surveys to Russell neighborhood residents within an assigned area during the months of June and July 2015 (the survey timeline may be extended if necessary).
- Work closely with neighborhood residents and stakeholders to connect them to Russell CNI activities and the planning process and to build rapport.
- Educate and encourage neighborhood residents and stakeholders to become involved with the Russell transformation planning effort.
- Help plan and implement community outreach activities, including large-scale community events, community conversations and impact activities.
- Help track participation in Russell transformation planning activities.
- Performs other duties as assigned.
- Treat everyone with courtesy.

**Essential Qualifications, Experience & Skills:**

- Current resident of the Russell Neighborhood as defined by the following boundaries:
  - North: Market Street
  - South: Broadway
  - East: 9<sup>th</sup> Street (Roy Wilkins Avenue)
  - West: 1-264 (West side of 32<sup>nd</sup> Street)
- At least 18 years of age
- Strong commitment to diversity, human rights and the success of the Russell transformation plan
- Highly motivated and independent, yet team oriented
- Commitment to the values of the Russell Choice Planning Initiative
- Ability to organize and manage priorities
- Ability to document activity, for example: maintain sign in sheets, track number of surveys distributed and retrieved, locations where surveys were completed, etc.
- Excellent communication skills—ability to inspire belief in the Russell CNI and encourage participation
- Maintain confidentiality of specific types of information, such as individual survey results
- Successfully pass any pre-employment background screening
- Follows the policies and procedures of New Directions Housing Corporation
- Familiarity with computers and basic computer skills
- Familiarity with social media and other forms of outreach benefit, though not required

**Reporting To This Position:** None

**Physical Demands, Work Environment, Machines, Tools & Equipment:** The characteristics described here are representative of those that must be met by the Community Outreach Worker to successfully perform the essential function of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Physical Demands & Effort:** May be required to sit or stand for long periods of time, climb stairs, reach with hands and arms, and talk and hear. Position may require moderate amount of lifting, carrying items, bending and stretching. There will be extensive walking in a neighborhood setting, using sidewalks, residential steps and being aware of vehicular traffic.
- **Machines, Tools & Equipment:** Requires the use and operation of basic office equipment including, but not limited to, computers, computer tablets and various software applications, printer, photocopy machine, telephone, cell phone, calculator and shredder. Instructions will be provided, and an office setting will be made available for these activities.

**Additional Information**

New Directions will conduct a thorough background investigation as part of its application process. Investigations will include, but are not limited to, review and verification of the following: previous employment, character references, motor vehicle reports, personality and aptitude testing, drug screening and a comprehensive criminal background check.

**To apply, please complete our job application and background check release form and submit with a resume in person or by mailing, faxing or emailing to:**

**New Directions Housing Corp.**  
**ATTN: HR Manager**  
**1000 E. Liberty St.**  
**Louisville, KY 40204**  
**Fax: (502) 371-3008**  
**Email: [hr@ndhc.org](mailto:hr@ndhc.org)**  
**No phone calls please.**

New Directions Housing Corporation is an Equal Opportunity Employer (M/F/D/V/SO)



New Directions Housing Corporation



## APPLICATION PACKET

Dear Applicant:

Thank you for your interest in a career with New Directions Housing Corporation!

### **Background**

New Directions Housing Corporation (NDHC), a *Business First top 25* not-for-profit community development corporation, has been serving Louisville and Southern Indiana for nearly 40 years. We provide affordable housing and tailored social services to families of low income, the homeless, seniors and the disabled. Our Mission Statement: *Caring Neighbors Building Community*.

### **Benefits**

In addition to a sense of purpose and pride in their work, eligible employees enjoy paid holidays, paid leave, and paid Life Insurance as well as access to NDHC's Health Plan which includes Medical, Dental and Supplemental Insurance.

### **Application Instructions and Process**

To apply for employment with NDHC, applicants may apply in person—or—by mailing, faxing or emailing this application including the background check release form, and if applicable, a resume to:

**New Directions Housing Corporation  
ATTN: HR Manager  
1000 East Liberty Street  
Louisville, Kentucky 40204**

**Fax: (502) 589-3256  
Email: [hr@ndhc.org](mailto:hr@ndhc.org)**

Once we have processed your application, we will forward it to any departments with openings that match your skills, background, and education. If we find a match, we will contact you to schedule an interview. Otherwise, we will keep your resume on file for one year and will review your application against any positions that become available during that time. No phone calls please.

New Directions will conduct a thorough background investigation as part of its application process. Investigations will include, but are not limited to, review and verification of the following: previous employment, character references, motor vehicle reports, personality and aptitude testing, drug screening and a comprehensive criminal background check.

Once again, thank you for your interest in working with New Directions Housing Corporation!

Melanie Brauer  
Human Resource Specialist

## EMPLOYMENT APPLICATION

New Directions Housing Corporation is an equal opportunity employer and affords equal opportunity to all applicants for all positions without regard to race, color, religion, gender, national origin, age, disability, veteran status or any other status protected under local, state or federal laws.

### Applicant Information

Full Name: \_\_\_\_\_ Date: \_\_\_\_\_  
Last First M.I.

Address: \_\_\_\_\_  
Street Address Apartment/Unit #

\_\_\_\_\_ City State ZIP Code

Primary Phone: ( ) - \_\_\_\_\_ Secondary Phone: ( ) - \_\_\_\_\_

Date Available: \_\_\_\_\_ Social Security No.: - - \_\_\_\_\_ Email: \_\_\_\_\_

### General Questionnaire

How did you hear about New Directions? \_\_\_\_\_

Where did you learn about job openings with New Directions? \_\_\_\_\_

What position are you applying for? \_\_\_\_\_

What relevant skills and/or qualifications do you have? \_\_\_\_\_

What equipment/machinery can you operate? \_\_\_\_\_

Are you authorized to work in United States?  YES  NO (Proof of eligibility will be required upon offer of employment)

Do you have a valid driver's license?  YES  NO (Positions requiring use of personal/company vehicle only)

Have you applied to New Directions before?  YES  NO If "Yes", when? \_\_\_\_\_

Have you worked for New Directions before?  YES  NO If "Yes", when? \_\_\_\_\_

Have you volunteered with New Directions before?  YES  NO If "Yes", when? \_\_\_\_\_

Have you ever been fired/asked to resign from a job?  YES  NO (A "Yes" will not necessarily disqualify you)

Have you ever been convicted of or pled guilty to (1) a felony or misdemeanor offense involving dishonesty, breach of trust (including but not limited to robbery, embezzlement, shoplifting, forgery, fraud, bad checks, theft, larceny, etc.); (2) a sex-related felony or misdemeanor; (3) drug-related felony or misdemeanor?  YES  NO

*If "Yes", please explain in detail and provide dates and disposition. Criminal convictions will not necessarily disqualify you from employment. New Directions will evaluate each applicant based on the nature of the job, the length of time since conviction or plea of guilty, and the type of job applied for or available.*



## EMPLOYMENT APPLICATION CONTINUED

### Education

High School: \_\_\_\_\_ Address: \_\_\_\_\_  
 No. of years attended? \_\_\_\_\_ Did you graduate? YES  NO  Degree: \_\_\_\_\_

College: \_\_\_\_\_ Address: \_\_\_\_\_  
 No. of years attended? \_\_\_\_\_ Did you graduate? YES  NO  Degree: \_\_\_\_\_

Other: \_\_\_\_\_ Address: \_\_\_\_\_  
 No. of years attended \_\_\_\_\_ Did you graduate? YES  NO  Degree: \_\_\_\_\_

### References

Please list three **professional** references:

Full Name: \_\_\_\_\_ Relationship: \_\_\_\_\_  
 Company: \_\_\_\_\_ Phone: ( ) - \_\_\_\_\_  
 Address: \_\_\_\_\_

Full Name: \_\_\_\_\_ Relationship: \_\_\_\_\_  
 Company: \_\_\_\_\_ Phone: ( ) - \_\_\_\_\_  
 Address: \_\_\_\_\_

Full Name: \_\_\_\_\_ Relationship: \_\_\_\_\_  
 Company: \_\_\_\_\_ Phone: ( ) - \_\_\_\_\_  
 Address: \_\_\_\_\_

### Previous Employment

Company: \_\_\_\_\_ Phone: ( ) - \_\_\_\_\_  
 Full Address: \_\_\_\_\_ Supervisor: \_\_\_\_\_  
 Job Title: \_\_\_\_\_ Starting Salary: \$ \_\_\_\_\_ Ending Salary: \$ \_\_\_\_\_  
 Responsibilities: \_\_\_\_\_  
 From: \_\_\_\_\_ To: \_\_\_\_\_ Reason for Leaving: \_\_\_\_\_  
 May we contact your previous supervisor for a reference? YES  NO

Company: \_\_\_\_\_ Phone: ( ) - \_\_\_\_\_  
 Full Address: \_\_\_\_\_ Supervisor: \_\_\_\_\_



# EMPLOYMENT APPLICATION CONTINUED

## Previous Employment Continued

Job Title: \_\_\_\_\_ Starting Salary: \$ \_\_\_\_\_ Ending Salary: \$ \_\_\_\_\_

Responsibilities: \_\_\_\_\_

From: \_\_\_\_\_ To: \_\_\_\_\_ Reason for Leaving: \_\_\_\_\_

May we contact your previous supervisor for a reference? YES  NO

Company: \_\_\_\_\_ Phone: ( ) - \_\_\_\_\_

Full Address: \_\_\_\_\_ Supervisor: \_\_\_\_\_

Job Title: \_\_\_\_\_ Starting Salary: \$ \_\_\_\_\_ Ending Salary: \$ \_\_\_\_\_

Responsibilities: \_\_\_\_\_

From: \_\_\_\_\_ To: \_\_\_\_\_ Reason for Leaving: \_\_\_\_\_

May we contact your previous supervisor for a reference? YES  NO

## Military Service

Branch: \_\_\_\_\_ Discharge Date: \_\_\_\_\_ Rank: \_\_\_\_\_

If dishonorably discharged, please explain? \_\_\_\_\_

## Disclaimer and Signature

### PLEASE READ CAREFULLY BEFORE SIGNING

I hereby certify that all of the information provided by me in this application (or any other accompanying or required documents) is correct, accurate and complete to the best of my knowledge. I understand that the falsification, misrepresentation or omission of any facts in said documents will be cause for denial of employment or immediate termination of employment regardless of the timing or circumstances of discovery.

I understand that submission of an application does not guarantee employment. I further understand that, should an offer of employment be extended by New Directions Housing Corporation (hereinafter referred to as "NDHC") that such employment with NDHC is at will, for no specified duration and may be terminated by either NDHC or myself at any time, with or without cause or notice. I understand that none of the documents, policies, procedures, actions, statements of NDHC or its representatives used during the employment process is deemed a contract of employment real or implied.

In consideration for employment with NDHC, if employed, I agree to conform to the rules, regulations, policies and procedures of NDHC at all times and understand that such obedience is a condition of employment. I understand that due to the nature of NDHC business, attendance and punctuality are considered essential requirements of every job at NDHC and that poor attendance or tardiness will result in disciplinary action. If employed, at the time of my separation, I authorize NDHC to deduct from my final paycheck any monies owed to them for equipment/assets not returned, loans or other debts, if not prohibited by law.

I understand that if offered a position with NDHC, I may be required to submit to a pre-employment background investigation as a condition of employment. I understand that any unsatisfactory results from, refusal to cooperate with, or any attempt to affect the results of background investigation may result in withdrawal of any employment offer or termination of employment if already employed.

I hereby authorize any and all schools, former employers, references, courts and any others who have information about me to provide such information to NDHC and/or any of its representatives, agents or vendors and I release all parties involved from any and all liability for any and all damage that may result from providing such information.

**BY SIGNING BELOW I ACKNOWLEDGE THAT I HAVE READ, UNDERSTOOD AND AGREE TO THE ABOVE STATEMENTS.**

Signature: \_\_\_\_\_ D \_\_\_\_\_



## New Directions Housing Corporation

Dear Applicant,

Thank you for your interest in working with New Directions Housing Corporation!

In connection with your application for employment or youth volunteer work, New Directions Housing Corporation may conduct a comprehensive background investigation on you as a part of our decision-making process. Investigations may include, but are not limited to, review and verification of previous employment, character references, motor vehicle reports, a comprehensive criminal background check, a credit report review and a drug screening. For employment purposes, if you are hired, background investigations may also occur in connection with promotion, reassignment or retention. However, in all cases, New Directions Housing Corporation reserves the right to perform background investigations on any employee or volunteer at any time for any reasonable purpose.

By completing the enclosed "AGREEMENT, AUTHORIZATION, AND CONSENT FOR RELEASE OF BACKGROUND INFORMATION", as well as "AUTHORIZATION FOR RELEASE OF POLICE RECORD INFORMATION", you are authorizing New Directions Housing Corporation to proceed with your background investigation.

Once you have completed the documents referenced above, please return them to your contact person within one business day of receipt. The enclosed "A SUMMARY OF YOUR RIGHTS UNDER THE FAIR CREDIT REPORTING ACT" discloses your rights under the Fair Credit Reporting Act and is yours to keep.

Should you have any question regarding this process, please contact me at (502) 719-7108.

Cordially,

Melanie Brauer  
Human Resource Specialist

**AGREEMENT, AUTHORIZATION, AND CONSENT FOR RELEASE OF BACKGROUND INFORMATION**

PLEASE TYPE OR PRINT

I, \_\_\_\_\_  
 LAST NAME FIRST NAME MIDDLE NAME (PLEASE INCLUDE Jr., Sr., II, III Etc.)

understand that in conjunction with my application for employment, work to be performed under contract, promotion, volunteer position, reassignment, and/or retention ("Work"), **New Directions Housing Corp.** will use the services of an outside agency to research and verify the information I have provided on my application for employment including my personal background, character, professional standing, work history and qualifications. This agency will provide a written report of its findings to **New Directions Housing Corp.** **New Directions Housing Corp.** uses **AbsoluteHire**, a consumer-reporting agency, as an agent to perform its Employment related background investigations.

**AbsoluteHire** will utilize various sources of information it deems appropriate including but not limited to: criminal conviction records, current and former employers, department of motor vehicle records, military records, credit reporting agencies, education records, professional and personal references and workers compensation records including any and all injuries in compliance with the Americans with Disabilities Act. I agree, authorize and consent to the release and disclosure of any and all information including but not limited to the above to **New Directions Housing Corp.**, and **AbsoluteHire**.

I agree, authorize and consent to the procurement of a Consumer Report and/or an Investigative Consumer Report and understand that it may contain information about my credit worthiness, credit standing, credit capacity, character, general reputation, personal characteristics, or mode of living. This authorization in original or copy form shall be valid for my term of Work from the date indicated next to my signature. According to the Fair Credit Reporting Act, I will be notified by **New Directions Housing Corp.** if Work is denied because of information obtained from a Consumer Reporting Agency. Additionally, I understand that if requested within 60 days, I will be given a full and accurate disclosure as to the nature and substance of all information provided to **New Directions Housing Corp.** I further understand that I may request a copy of the report, and that when doing so, proper identification will be required and I should direct my request to: **AbsoluteHire**, 3009 Douglas Blvd., 3<sup>rd</sup> Floor, Roseville, CA 95661. I understand that residents of all states will automatically receive a copy of the report if an adverse action is taken regarding the employment application, or upon request as outlined herein.

CHECK THIS BOX IF you are applying for work with a California, Minnesota or Oklahoma based employer and you would like a copy of your Consumer Report if one is prepared in the investigation of your background. CA Codes 1785.20.5 & 1786.16(a)(5)(b)(1), MN Code 13C Subdivision 2, OK Code 24 O.S. §148

**LAW ENFORCEMENT AGENCIES AND OTHER ENTITIES FOR POSITIVE IDENTIFICATION PURPOSES REQUIRE THE FOLLOWING INFORMATION WHEN CHECKING PUBLIC RECORDS. IT IS CONFIDENTIAL AND WILL NOT BE USED FOR ANY OTHER PURPOSES. PLEASE PRINT CLEARLY.**

Signed \_\_\_\_\_ Today's Date \_\_\_\_\_  
 Name as it appears on your driver's license \_\_\_\_\_ Position Applied For \_\_\_\_\_  
 Social Security Number \_\_\_\_\_ / / \_\_\_\_\_ Driver's License Number \_\_\_\_\_ State \_\_\_\_\_

Other names you have used, or are also known as, including maiden name, name changes and any aliases:

**PLEASE PROVIDE ALL RESIDENTIAL ADDRESSES FOR THE PAST 7 YEARS** Mo./Yr. / Mo./Yr

Current Address: \_\_\_\_\_ /  
 Street Apt.# City State Zip Code From / To?

Former Address: \_\_\_\_\_ /  
 Street Apt.# City State Zip Code From / To?

Former Address: \_\_\_\_\_ /  
 Street Apt.# City State Zip Code From / To?

Former Address: \_\_\_\_\_ /  
 Street Apt.# City State Zip Code From / To?



New Directions Housing Corporation



### AUTHORIZATION FOR RELEASE OF POLICE RECORD INFORMATION

I, \_\_\_\_\_  
(Print full name)

who resides at \_\_\_\_\_  
(Print full address)

do hereby authorize **Louisville Metro Police** to search their records for any arrest and disposition regarding me, and to make this information available to New Directions Housing Corporation, with whom I am seeking Employment or Volunteer opportunities.

And, in consideration therefore, I do hereby release Louisville Metro government, its Police Departments, their Officers, and any individual connected therewith from any and all liability for damage of whatsoever nature due to furnishing the requested information. I further stipulate that this information is to be used only for the purpose it was issued.

\_\_\_\_\_  
Applicant's Signature Date

\_\_\_\_\_  
New Directions' Representative's Signature Date

*Please fill out the following information:*

\_\_\_\_\_  
Date of Birth Male/Female SS#

\_\_\_\_\_  
Eye Color Hair Color Height Weight

*Para informacion en espanol, visite [www.ftc.gov/credit](http://www.ftc.gov/credit) o escribe a la FTC Consumer Response Center, Room 130-A 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.*

### **A Summary of Your Rights Under the Fair Credit Reporting Act**

The federal Fair Credit Reporting Act (FCRA) promotes the accuracy, fairness, and privacy of information in the files of consumer reporting agencies. There are many types of consumer reporting agencies, including credit bureaus and specialty agencies (such as agencies that sell information about check writing histories, medical records, and rental history records). Here is a summary of your major rights under the FCRA. **For more information, including information about additional rights, go to [www.ftc.gov/credit](http://www.ftc.gov/credit) or write to: Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.**

- **You must be told if information in your file has been used against you.** Anyone who uses a credit report or another type of consumer report to deny your application for credit, insurance, or employment – or to take another adverse action against you – must tell you, and must give you the name, address, and phone number of the agency that provided the information.
- **You have the right to know what is in your file.** You may request and obtain all the information about you in the files of a consumer reporting agency (your “file disclosure”). You will be required to provide proper identification, which may include your Social Security number. In many cases, the disclosure will be free. You are entitled to a free file disclosure if:
  - a person has taken adverse action against you because of information in your credit report;
  - you are the victim of identify theft and place a fraud alert in your file;
  - your file contains inaccurate information as a result of fraud;
  - you are on public assistance;
  - you are unemployed but expect to apply for employment within 60 days.In addition, by September 2005 all consumers will be entitled to one free disclosure every 12 months upon request from each nationwide credit bureau and from nationwide specialty consumer reporting agencies. See [www.ftc.gov/credit](http://www.ftc.gov/credit) for additional information.
- **You have the right to ask for a credit score.** Credit scores are numerical summaries of your credit-worthiness based on information from credit bureaus. You may request a credit score from consumer reporting agencies that create scores or distribute scores used in residential real property loans, but you will have to pay for it. In some mortgage transactions, you will receive credit score information for free from the mortgage lender.
- **You have the right to dispute incomplete or inaccurate information.** If you identify information in your file that is incomplete or inaccurate, and report it to the consumer reporting agency, the agency must investigate unless your dispute is frivolous. See [www.ftc.gov/credit](http://www.ftc.gov/credit) for an explanation of dispute procedures.
- **Consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information.** Inaccurate, incomplete or unverifiable information must be removed or corrected, usually within 30 days. However, a consumer reporting agency may continue to report information it has verified as accurate.

- **Consumer reporting agencies may not report outdated negative information.** In most cases, a consumer reporting agency may not report negative information that is more than seven years old, or bankruptcies that are more than 10 years old.
- **Access to your file is limited.** A consumer reporting agency may provide information about you only to people with a valid need -- usually to consider an application with a creditor, insurer, employer, landlord, or other business. The FCRA specifies those with a valid need for access.
- **You must give your consent for reports to be provided to employers.** A consumer reporting agency may not give out information about you to your employer, or a potential employer, without your written consent given to the employer. Written consent generally is not required in the trucking industry. For more information, go to [www.ftc.gov/credit](http://www.ftc.gov/credit).
- **You may limit "prescreened" offers of credit and insurance you get based on information in your credit report.** Unsolicited "prescreened" offers for credit and insurance must include a toll-free phone number you can call if you choose to remove your name and address from the lists these offers are based on. You may opt-out with the nationwide credit bureaus at 1-888-5-OPTOUT (1-888-567-8688).
- **You may seek damages from violators.** If a consumer reporting agency, or, in some cases, a user of consumer reports or a furnisher of information to a consumer reporting agency violates the FCRA, you may be able to sue in state or federal court.
- **Identity theft victims and active duty military personnel have additional rights.** For more information, visit [www.ftc.gov/credit](http://www.ftc.gov/credit).

**States may enforce the FCRA, and many states have their own consumer reporting laws. In some cases, you may have more rights under state law. For more information, contact your state or local consumer protection agency or your state Attorney General. Federal enforcers are:**

TYPE OF BUSINESS:	CONTACT:
Consumer reporting agencies, creditors and others not listed below	Federal Trade Commission: Consumer Response Center - FCRA Washington, DC 20580 1-877-382-4357
National banks, federal branches/agencies of foreign banks (word "National" or initials "N.A." appear in or after bank's name)	Office of the Comptroller of the Currency Compliance Management, Mail Stop 6-6 Washington, DC 20219 800-613-6743
Federal Reserve System member banks (except national banks, and federal branches/agencies of foreign banks)	Federal Reserve Board Division of Consumer & Community Affairs Washington, DC 20551 202-452-3693
Savings associations and federally chartered savings banks (word "Federal" or initials "F.S.B." appear in federal institution's name)	Office of Thrift Supervision Consumer Complaints Washington, DC 20552 800-842-6929
Federal credit unions (words "Federal Credit Union" appear in institution's name)	National Credit Union Administration 1775 Duke Street Alexandria, VA 22314 703-519-4600
State-chartered banks that are not members of the Federal Reserve System	Federal Deposit Insurance Corporation Consumer Response Center, 2345 Grand Avenue, Suite 100 Kansas City, Missouri 64108-2638 1-877-275-3342
Air, surface, or rail common carriers regulated by former Civil Aeronautics Board or Interstate Commerce Commission	Department of Transportation, Office of Financial Management Washington, DC 20590 202-366-1306
Activities subject to the Packers and Stockyards Act, 1921	Department of Agriculture Office of Deputy Administrator - GIPSA Washington, DC 20250 202-720-7051

