

# Welcome to Extension

## New Staff Orientation Packet



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# Introduction

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Welcome to the University of Kentucky Cooperative Extension Service!

This handbook has been developed to support you through your orientation period as a new employee by answering your questions, letting you know what to expect, and providing you with information about where to go when resources are needed.

The University of Kentucky Cooperative Extension provides Kentucky citizens with research-based education and information, enhancing their ability to make informed decisions that strengthen youth, families and communities, sustain natural resources, and improving the economy. We reach millions of Kentucky residents each year with educational programs in Agriculture & Natural Resources, Family & Consumer Sciences, 4-H Youth Development, and Community & Economic Development.

As a University outreach program, we have a network of professional Extension staff located in all 120 counties in Kentucky. We work with local volunteers and specialists to design and conduct educational programs that meet societal, environmental, and economic needs. As part of the national land-grant university system, we also access knowledge and expertise of other state land-grant universities throughout the United States.

As you embark on your Extension career, we want to ensure that you have the tools to be successful in your role.

Welcome to the Extension Family!

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# The Kentucky Cooperative Extension Service

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Our mission, simply stated, is to make a difference in the lives of Kentucky citizens through research-based education. Jointly with our other land-grant partner, [Kentucky State University](#), we take the University to the people in their local communities, addressing issues of importance of all Kentuckians.

## University of Kentucky Cooperative Extension Service

- Administered within the Martin-Gatton College of Agriculture, Food & Environment
- Three (3) Regions (West, Central, East)
- Twenty-four (24) Areas
- 120 County Offices
- Research Centers located in:
  - Princeton (West)
  - Versailles, Lexington (Central)
  - Quicksand, Robinson Forest (East)

## Kentucky State University Cooperative Extension Service

- Administered within the School of Agriculture, Communities and the Environment
- County Programming Support for:
  - Environmental & Natural Resources
  - Small Farm Development
  - Urban Agriculture
  - Nutrition
  - Family Well-Being
  - Financial Management
  - Community Leadership Development
- Research Center located in Frankfort (Central)

The University of Kentucky and Kentucky State University are both Land Grant Universities for Kentucky. UK is sometimes referred to as an “1862 Land Grant Institution” and Kentucky State is sometimes referred to as an “1890 Land Grant Institution.” This corresponds to years the federal legislation was enacted for these land grant universities in the United States of America.

## Who are your co-workers?

County Extension Offices have a variety of employees with specific roles and duties. Here is a description of the most common positions found in a county Extension office.

Area Extension Director (AED) or County Manager – direct supervisor for all county staff and agents. AEDs supervise multiple county offices and travel frequently to the offices in their areas.

## County Professional Staff

- **ANR, HORT, ANR/4-H Agents** – responsible for Agriculture & Natural Resources and/or Horticulture programs
- **FCS, FCS/4-H Agents** – responsible for Family & Consumer Sciences programs
- **4-H, ANR/4-H, FCS/4-H Agents** – responsible for 4-H and Youth Development programs
- **Community Arts Agent** – responsible for arts programs

## County Support Staff

- **Extension Staff Assistant** – clerical and receptionist duties
- **Extension Assistant** – program-based assistants
- **Extension Facilities Manager** – responsible for facility operations
- **Extension Custodian** – office maintenance

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# Getting Started

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This staff handbook is here to help you become familiar with working at the University of Kentucky. As a UK employee, you are responsible for staying up-to-date with relevant policies, procedures and practices that govern and affect your employment.

You will want to familiarize yourself with the facility. You should locate your personal workspace, meeting rooms, workrooms, restrooms, breakrooms, mailboxes and emergency exits.

Become familiar with [CES website](#), [CES Internal page](#), and program area websites and review the [Extension Manual](#) as well as the University of Kentucky [Human Resources policies](#).

The Extension Manual is an online resource for county extension agents and support staff to use in the operation of the County Extension Office. It also has information related to procedures that county support staff and county extension agents should follow on a routine basis when carrying out their responsibilities as an extension employee.

## New Employee Orientation

All employees hired into regular positions are required to complete the online University New Employee Orientation (NEO) in [myUK Learning](#) within 30 calendar days of their first date of employment. You will receive an email letting you know the orientation has been assigned to you. It is highly recommended that you attend this orientation on the first day on the job. During this session, you will receive information pertaining to benefits, University policies, and an overview of campus.

For questions about University New Employee Orientation, please email [newemployeeorientation@uky.edu](mailto:newemployeeorientation@uky.edu).

## New Employee Paperwork

Your Area Extension Director or County Manager and Regional office will aid you in completing any needed paperwork.

# Your First Week

Your co-workers will help you adjust to your new position. Here is a sample of topics to be covered.

Topic	Person
<b>First Day</b>	
Computer/Email Setup	AED/IT Contact
Office Tour/Location of Items	AED/Staff
Paperwork	AED
Phone Calls	AED/Staff
Important Dates	AED/Staff
<b>Second Day</b>	
Customer Service	Staff
Cash handling	Fiscal Coordinator
Copier/Office Equipment Use	Staff
Time Submission/Working Time	Staff Coordinator
Receipt Submission	Fiscal Coordinator
Extension 101	Staff/Staff Coordinator
Supply Ordering	Staff/Fiscal Coordinator
<b>Third Day</b>	
County Files	Staff
ANR/HORT Program Overview	ANR/HORT
Soil Testing	ANR/HORT
CAIP	ANR/HORT
ANR Equipment Rental/Check-out log	ANR/HORT
<b>Fourth Day</b>	
In-services	Staff Coordinator
Event Sign-up	CEC/Marketing Coordinator
KERS (Ext Staff Asst)	Staff Coordinator
FCS Program Overview	FCS Agent
<b>Fifth Day</b>	
Office Credit Card	Fiscal Coordinator
Website	Staff
Newsletters	Staff
Social Media (Facebook)	CEC/Marketing Coordinator
4-H Online	4-H Agent
Client Protection Process	4-H Agent

# Mentor Program

We want to provide new employees with the resources they need to be successful in their role. Mentors help support mentees as they become acclimated to their position by providing peer-to-peer interaction, sharing best practices and helping the new employee understand the organizational structure of the college and where the mentee's position fits into that structure. The length of the program is six months. Information about the Mentor Program can be found [here](#). You should receive an email with information on the Mentor Program. If you have any questions or would like to participate, email [agbusinesscenter@uky.edu](mailto:agbusinesscenter@uky.edu).

# Dress Code

Follow the employee dress code from the Employment section of the [Extension Manual](#). Extension Professional Attire can be broken down into three levels. Level 2 will typically be the dress code in the extension offices. If you find yourself attending an event outside the office or have questions, you can refer to this guide.

# MyUK

MyUK is the employee self-service website. In myUK you will have access to major feature areas such as Employee Search, Benefits and Payment, Training, Working Time and Personal Information. Login to the myUK ESS portal at [myuk.uky.edu](http://myuk.uky.edu). For more information on getting started with myUK, you can view this [UK ITS Technology Help Center article](#).

# Two Factor Login

Those with linkblue credentials (including, but not limited to, students, faculty, and staff) will be required to enroll in [Two-Factor Log-In](#) to access protected applications and systems.

# IT Assistance

You can access help with Information Technology Services at <https://www.uky.edu/its/>. Additionally, Extension IT offers many training resources at <https://learningservices.ca.uky.edu/>. Each office is assigned a regional IT technician to provide any assistance you may need.

# UK Alert

All University of Kentucky students, staff, and faculty are automatically registered in the UK Alert with their official university email address. If you wish to receive alerts only via your UK email address, no further action is needed on your part. You may add other contact information to receive simultaneous messaging at other locations, including your home phone or mobile device.



## Direct Deposit

Rather than receive a paycheck for each pay period, all UK employees are required to participate in direct deposit as the method to receive their paycheck. This simply means that employee pay is deposited directly in a designated bank account each bi-weekly or monthly pay period. However, employees may access documentation for every pay period, including salary and deductions, online through SAP Employee Self Service (ESS) in myUK. Direct Deposit can be set up on ESS using these [instructions](#) once you begin employment. Employees are encouraged to review their earnings statement online each payday to verify their pay, deductions and tax information is accurate.

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## Work Schedule

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Most support staff members are non-exempt, hourly employees (called “bi-weekly” employees) and must accurately record all hours worked each day. Hourly employees must follow the work schedule as assigned by their supervisors. Overtime must be authorized in advance. If a work assignment may cause you to work more than your normal daily hours, notify your supervisor immediately and receive approval *before working the extra hours*, as overtime may not be permitted and/or adjustments may need to be made to your schedule for the remainder of the week.

## Submit Working Time

You will [record your working time](#) in ESS on myUK each week. Find instructions on how to enter working time and leave requests on the mobile MyUK app [here](#). The Business Center has put together some time entry/leave requests [Tips & System Messages](#). You can [view your pay statements online](#) at MyUK as well.

Are you a STEPS (temporary part-time employee)? Follow these [instructions for STEPS time entry/approval](#).

## Request for Leave

You will submit a request for Leave in ESS on myUK. Step-by-step instructions can be found [here](#). All leave must be requested and approved in advance by your supervisor.

## Vacation Leave

The University provides vacation with pay to any regular staff employee with a full-time equivalent (FTE) of 0.5 or greater. Vacations are to be scheduled at times that are convenient to the department. All vacation must be requested and approved in advance by the supervisor.

Note: The University encourages an employee to schedule at least five days of vacation leave consecutively, resulting in at least one full week of meaningful time off.

Regular, full-time employees are provided annual vacation allowances in accordance with [HR Policy and Procedure #80: Vacation Leave](#).

To access the Leave Benefit Calculator click [here](#).

## Temporary Disability Leave

[Temporary Disability Leave \(TDL\)](#) (sick leave) is available for regular staff with a full-time equivalent (FTE) of 0.5 or greater. It is the intent of this policy to provide leave for staff who have an illness or injury which prevents them from performing their jobs on a temporary basis, or to care for eligible family members within the guidelines of this policy.

TDL accrues at the rate of one day per month for regular full-time employees who are paid on a monthly basis. TDL accrues at the rate of 0.46 days per pay period for regular full-time employees who are paid on a bi-weekly basis.

To access the Leave Benefit Calculator click [here](#).

## Holidays

The UK [Holiday Schedule](#) is available online. You will need to submit holiday time in MyUK. [HR Policy and Procedure #83](#) covers Holiday Leave.

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# Benefits

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The University of Kentucky is proud to offer a benefits package that helps us recruit and retain the very best staff. Along with your pay, your benefits package is a major component of your total compensation at UK. These benefits include our match on eligible retirement contributions; competitive health, dental, and vision coverage; tuition benefits for classes at UK, and much more.

You will receive the regular paid leave benefits (e.g. temporary disability leave, vacation leave and holiday leave) available to all employees who are similarly situated. The university also generously contributes to UK employees' retirement plans, medical coverage, life insurance, and long-term disability (after one year). In addition, UK offers optional benefits such as dental, vision, additional retirement opportunities and much more. To learn more about these benefits, please visit: <https://www.uky.edu/hr/benefits>.

New employees wishing to acquire insurance must enroll within 30 days of their hire date. Please see: [How Do I Enroll in UK Benefits?](#) for information about how to enroll online or on paper. If you do not enroll within 30 days, you may enroll during the next open enrollment window or within 30 days of a qualifying family status change.

Health insurance coverage begins the first day of the month. If your employment date is the first day of the month and your enrollment papers have been turned in, your coverage will start immediately. If your start date is other than the first day of the month, your coverage will start on the first of the following month, provided your enrollment forms are received.

There are many additional benefits for UK employees. You can see a list of additional benefits and well-being options at <https://www.uky.edu/hr/hr-home/more-benefits-and-well-being>.

[LiveHealth Online](#) is available for all UK health insurance plan members through Anthem. This service allows you to connect with a medical professional online or download the app to your mobile device.

The [Extension Manual](#) also has a link to benefits information that you may find useful.

## Work Life

[Work Life](#) provides valuable information on mental health, personal finance, resilience, nutrition, physical activity, working parents, elder care and more. You can check their [calendar](#) for any upcoming events they have scheduled.

# Tuition Assistance

Eligible employees may participate in [Tuition Assistance Programs](#). Only one educational benefit program can be utilized in a given semester.

The University encourages self-improvement and career growth of regular, full-time employees through supplemental educational courses and programs of study. Under the Employee Education Program (EEP), UK employees may take advantage of tuition benefits at the University of Kentucky. Enjoy the benefits of the EEP by receiving tuition waiver for UK coursework in order to further your career development, pursue other academic interests or build coursework for the foundation for career change or advancement.

The Family Education Program (FEP), eases tuition costs by utilizing the tuition and mandatory fee discount now available to eligible family members of regular full-time employees. The discount is applied toward undergraduate coursework and is determined by the employee's years of service.

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## Administrative Roles in the County Office

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### [Area Extension Director \(AED\) or County Manager](#)

The AED or County Manager is the direct supervisor for the majority of agents and staff housed in a county Extension Office. The AED or County Manager works closely with each of the coordinators to ensure policies and procedures are followed correctly.

### [Extension Facilities Manager](#)

The Facilities Manager is responsible for facility operations.

### [County Fiscal Coordinator](#)

The Fiscal Coordinator is an agent role and oversees fiscal matters, communications with the Extension District Board, facility maintenance needs, office Petty Cash/Credit Card management, and equipment inventory.

### [County Office Staff Coordinator](#)

County Office/Support Staff Coordinator is an agent role and is responsible for affirmative action, office management, office staff conferences, office work schedules and some supervisory responsibilities.

### [County CEC Marketing Coordinator](#)

County CEC Marketing Coordinator is an agent role responsible for marketing, County & State

Extension Councils, Program Development & Reporting, Mass Media, Legislative relations, and Student Recruitment/Ag Alumni.

In offices with more than three county extension agents, these roles may be held by multiple agents with each having specific responsibilities.

Refer to the [Extension Manual](#), County Coordinators section, for more details on agent administrative roles in the county office.

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## General Clerical Duties

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Various policies for general clerical duties are found in the [Extension Manual](#).

### Phones

Most staff positions will include answering phones. You will need to speak clearly, slowly and distinctly and state your county and your name. We ask that you avoid lengthy personal calls in the office. While personal calls are at times unavoidable, long chatty conversations are not only out of place but also wasteful of time that belongs to the office, not to the employee. Telephone chatter annoys other people in the office who cannot help over-hearing and interrupts the routine of office procedure and ties up the lines.

### Mail

You will want to familiarize yourself with the mail locations and procedures in the office. Extension Staff Assistants help see that general correspondence is taken care of promptly by performing the following:

1. Incoming Mail
  - a. Open, date (of receipt), and sort by: (a) requires immediate attention, or (b) review when possible. Any mail marked personal or appearing of a personal nature should be distributed unopened.
  - b. Distribute to the appropriate person.
  - c. After consultation with the appropriate Extension Agent, the Staff Assistant can often make replies to requests for bulletins, leaflets, etc., therefore, disposing of these matters efficiently and promptly. Always notify the Extension Agent of any action taken.
2. Outgoing Mail
  - a. Be sure to follow all [Mailing Guidelines](#).

You may be asked to assist in maintaining the county mailing lists. You should purge all mailing lists at least once a year. Correct the lists during the year when changes occur or mail is returned. You should have lists designated by gender and race for affirmative action records.

# Email

Email services are provided through UK Information Technology Services to help Faculty and Staff further the University's mission of research, instruction, and public service. Use of email should be consistent with this mission and this policy.

The county's email address (countyname.ext@uky.edu) has special significance. Often a single copy of a message is sent only to the county email address instead of sending copies to each of the individuals in the county. It should be the assigned duty of at least one individual to receive the county email messages and share any incoming messages with the appropriate individuals in the office. This may be done either by posting a printed copy of the message for all to see, or by forwarding an electronic copy to the appropriate individual(s). If a change to the recipients for the county email needs to be made, contact your REITC or the CAFE Helpdesk.

See the Computing Information section of the [Extension Manual](#) for more information about email and computing guidelines.

Follow this link to create a [UK email signature block](#). Then copy and save that block to your signatures following these [steps](#).

# Money Handling

Our policies are intended to protect all cash receipts as well as all employees involved with cash handling. You will need to follow strict CES guidelines at all times. These policies and procedures can be found on the [Extension Business Operations](#) page.

Additional financial trainings may be required by the University.

# Purchasing and Disbursements

All Extension offices are delegated procurement authority for ordering goods and services. You will be required to follow the Extension [policies and procedures](#) for procurements and disbursements at all times.

# Travel Services

Travel Services is here to provide cost effective and efficient travel arrangements for official University business travel and to process travel reimbursement within a timely manner. You will need to follow all travel guidelines. See the Extension [policies and procedures](#) for procurements and disbursements. You can find additional information [here](#).

# Concur

SAP Concur is used as the university's expense management system for travel expense reports and non-travel procurement card expenses. To access Concur, go to <https://myuk.uky.edu/irj/portal> and sign in with your linkblue ID, select the Employee Self Service tab and choose the Concur menu option. The [Concur Travel and Expense Management](#) website can be used to provide policy information, quick reference guides and frequently asked questions. If you have questions about the Concur system, you can email [ConcurExpense@uky.edu](mailto:ConcurExpense@uky.edu).

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## Commonly Used Acronyms

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1862's	Land grant colleges established by the passage of the first Morrill Act, such as the University of Kentucky.
1890's	Land grant colleges established by the passage of the first Morrill Act, such as Kentucky State University.
AA	Affirmative Action – A set of proactive measures to counteract the effects of past and present discrimination, intended or unintended, in employment and program delivery. UK Cooperative Extension programs and policies are consistent with pertinent Federal and State laws and regulations on non-discrimination regarding race, color, religion, gender, age, national origin, sexual orientation, disability, veteran status, or marital status.
AAP	Affirmative Action Plan
ADA	Americans with Disabilities Act – 1990 federal legislation which guarantees equal opportunity for individuals with disabilities in employment, public accommodations, transportation, state and local government services, and communications.
AED	Area Extension Director
AES	Agricultural Experiment Station – Funded by federal legislation to provide research focused on agricultural problems; located with land-grant universities.
APLU	Association of Public and Land-Grant Colleges – The nation's oldest higher education association (formally called NASULGC) whose membership comprises 217 institutions, including state universities, all of the nation's land-grant colleges and universities, and several public university systems. It is a voluntary non-profit association of major public research universities with campuses located in all fifty states, the U.S. territories and the District of Columbia.
ANR	Agriculture and Natural Resources
ARS	Agricultural Research Service – The principal in-house research agency of USDA.
CAFE	Martin-Gatton College of Agriculture, Food and Environment, University of Kentucky
CD	Community Development
CEDIK	Community Economic Development Initiative of Kentucky
CES	Cooperative Extension Service

CONCUR	UK's online system for requesting approval to travel and reimbursement for business travel expenses.
Cooperative Extension System	A term describing the system of state Extension organizations throughout the U.S. and its territories.
CR/EEO	Civil Rights/Equal Employment Opportunity – UK Cooperative Extension maintains its commitment to providing a fair and safe workplace for all employees and to conducting programs that are open to all people of Kentucky.
CYFAR	Children, Youth and Families at Risk
DLG	Department of Local Government
EEO	Equal Employment Opportunity – Federal legislation that insures non- discrimination in employment practices.
EFNEP	Expanded Food and Nutrition Education Program – An educational effort to reach low income homemakers and their families. Programs are presented one-on-one and in small groups.
EPA	Environmental Protection Agency – An independent agency of the federal government providing leadership in the nation's environmental science, research, education assessment and enforcement efforts.
ES-237	The federal reporting system for 4-H youth programs of Cooperative Extension.
ESP	Epsilon Sigma Phi
eXtension	An internet-based, customer-centered, virtual and evolving learning environment that may complement and enhance community-based Cooperative Extension.
FCS	Family and Consumer Sciences
FSA	Farm Service Agency – A part of USDA, this agency administers cost share programs for agricultural and forest landowners. It was formerly known as ASCS, Agricultural Stabilization and Conservation Service.
FY	Fiscal Year – UK fiscal year is July 1 - June 30. Federal fiscal year is October 1 - September 30.
JCEP	Joint Council of Extension Professionals
KAE4-HA	Kentucky Association of Extension 4-H Agents
KACAA	Kentucky Association of County Agricultural Agents
KACo	Kentucky Association of Counties
KEAFCS	Kentucky Extension Association of Family and Consumer Science
KERS	Kentucky Extension Reporting System. This is the system where you record your daily work activities.
KSU	Kentucky State University
MG CAFE	Martin-Gatton College of Agriculture, Food and Environment, University of Kentucky
NACAA	National Association of County Agricultural Agents – A national professional association supporting the professional interests of county agricultural Extension educators.
NACDEP	National Association for Community Development Extension Professionals – A national professional organization dedicated to improving the visibility, coordination and professional status and resource base of community and economic development Extension programs and professionals.



NAE4-HA	National Association of Extension 4-H Agents – A national professional association supporting the professional interests of youth development extension educators.
NEAFCS	National Extension Association of Family and Consumer Sciences – A national professional association supporting the needs and interests of Family Development Extension Educators.
NIFA	National Institute of Food and Agriculture – Created by the Section 7511 of the Food, Conservation and Energy Act of 2008 (Public Law 110-246, June 18, 2009), unites the research, higher education and extension education and outreach resources of USDA. On October 1, 2009, NIFA assumed all the authorities formally administered by CSREES and is led by a president-appointed director.
NRCS	Natural Resource Conservation Service – A part of USDA, FSA provides services relating to agriculture, water quality, soil conservation, forestry, and wildlife through county Conservation offices.
POW	Plan of Work – An annual report of priority program goals based upon the perceived needs of county residents.
RED	Regional Extension Director
SNAP-ED	Supplemental Nutrition Assistance Program – The name for the federal Food Stamp Program that was mandated by the Food, Conservation and Energy Act of 2008 (Public Law 110-246, June 18, 2008.) The name reflects the program’s focus on nutrition and putting healthy food within reach of low-income households.
SPGE	Special Purpose Governmental Entity
USDA	United States Department of Agriculture – The U.S. federal Department to which the Cooperative Extension Programs of NIFA belong.

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# Trainings and Information

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## Required Trainings

- Minors on Campus Training – send pdfs of the 3 certificates of completion to Regional Office
- Conflict of Interest Training (“[County Staff Training Resources](#)”) and [training acknowledgement](#)
- College of Agriculture, Food and Environment Civil Rights Training – complete all 4 modules. The direct link to the course is <https://uk.instructure.com/enroll/AF9RCH> (also available through MyUK Learning)
- Discrimination, Harassment and Sexual Misconduct, What you need to know (available through MyUK Learning)
- [Cash Handling](#)
- Unconscious Bias (KERS)
- Extension Title IX Training (fall, link provided in Monday Memo)

# Recommended Trainings

## Technology Trainings

- [Extension Technology Training](#): OneDrive, Drupal, Office 365, Windows 10, Microsoft Teams, Webinars
- [Online technology training](#): Drupal, Office365, Qualtrics Tutorials
- Browsing Safely (available through MyUK Learning)
- Email, Phishing and Messaging (available through MyUK Learning)

## EBO Trainings

- [Quickbooks training](#)

On-demand and online learning opportunities are available at <https://www.uky.edu/hr/training>

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# Notes

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## Cooperative Extension Service

Agriculture and Natural Resources  
Family and Consumer Sciences  
4-H Youth Development  
Community and Economic Development

## MARTIN-GATTON COLLEGE OF AGRICULTURE, FOOD AND ENVIRONMENT

Educational programs of Kentucky Cooperative Extension serve all people regardless of economic or social status and will not discriminate on the basis of race, color, ethnic origin, national origin, creed, religion, political belief, sex, sexual orientation, gender identity, gender expression, pregnancy, marital status, genetic information, age, veteran status, physical or mental disability or reprisal or retaliation for prior civil rights activity. Reasonable accommodation of disability may be available with prior notice. Program information may be made available in languages other than English. University of Kentucky, Kentucky State University, U.S. Department of Agriculture, and Kentucky Counties, Cooperating. Lexington, KY 40506



Disabilities  
accommodated  
with prior notification.