



## COMMODITY SENIOR FOOD PROGRAM (CSFP) PARTICIPANT RIGHTS AND OBLIGATIONS

Our Pledge to You	Your Pledge to CSFP
<p><b>Supplemental Foods</b></p> <ul style="list-style-type: none"> <li>• CSFP provides you with a supplemental food box once a month.</li> <li>• CSFP will make nutrition education available to all participants, authorized representatives and proxies.</li> </ul> <p><b>Fair Treatment</b></p> <ul style="list-style-type: none"> <li>• CSFP rules are the same for everyone.</li> <li>• You have a right to appeal a decision made by CSFP staff about your eligibility.</li> </ul> <p><b>Privacy</b></p> <ul style="list-style-type: none"> <li>• Unless you specifically authorize otherwise, all information you give to CSFP will be kept private.</li> </ul> <p><b>Help Getting Enrolled in Other Services</b></p> <ul style="list-style-type: none"> <li>• If you move to a different area, your CSFP information may be shared with the new CSFP agency.</li> <li>• CSFP provides referrals to health and social services programs that may be able to help you.</li> </ul>	<p><b>Honesty</b></p> <ul style="list-style-type: none"> <li>• CSFP food benefits you, and you may not sell or trade the food (the intention alone may be grounds for removal from the program).</li> <li>• If CSFP determines you have attempted to sell or had the intention to sell any food benefits verbally, in print or online, you will be subject to disqualification.</li> <li>• You may enroll at only one CSFP location at a time and may not receive benefits at more than one CSFP location at the same time.</li> <li>• ID/Transfer Cards are unique to you and must not be changed or altered.</li> </ul> <p><b>Protect Your Benefits</b></p> <ul style="list-style-type: none"> <li>• Keep your CSFP ID/Transfer Card safe.</li> </ul> <p><b>Accurate Information</b></p> <ul style="list-style-type: none"> <li>• Provide current and truthful information (CSFP staff may verify that the information is correct).</li> </ul> <p><b>Good Use of the Program</b></p> <ul style="list-style-type: none"> <li>• Be courteous and respectful toward CSFP staff.</li> <li>• Following the rules of CSFP is important to avoid being disqualified from the program, prosecuted for program violations and/or asked to repay program benefits.</li> <li>• You will pick up your CSFP box monthly. If you are going to miss a month, you will notify your CSFP site location. If you miss picking up your box for more than two months, you forfeit your enrollment in the program and will be placed on a Wait List.</li> </ul>

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotope, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

- (1) mail: U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410; or
- (2) fax: (833) 256-1665; or (202) 690-7442; or
- (3) email: [program.intake@usda.gov](mailto:program.intake@usda.gov).

This institution is an equal opportunity provider.

---

To request this document in alternative format or for further information about this policy, contact your local office; TTY/TDD Services: 7-1-1. • Free language assistance for DES services is available upon request. • Disponible en español en línea o en la oficina local.