

Module 6: The Commodity Supplemental Food Program Nutrition Education & Civil Rights *USDA Foods*



TEXAS DEPARTMENT OF AGRICULTURE
COMMISSIONER SID MILLER

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www.SquareMeals.org



Food and Nutrition Division
The Emergency Food Assistance Program



I. POLICY



II. NUTRITION EDUCATION
& HEALTH SERVICES



III. CIVIL RIGHTS



IV. QUESTIONS

Outline

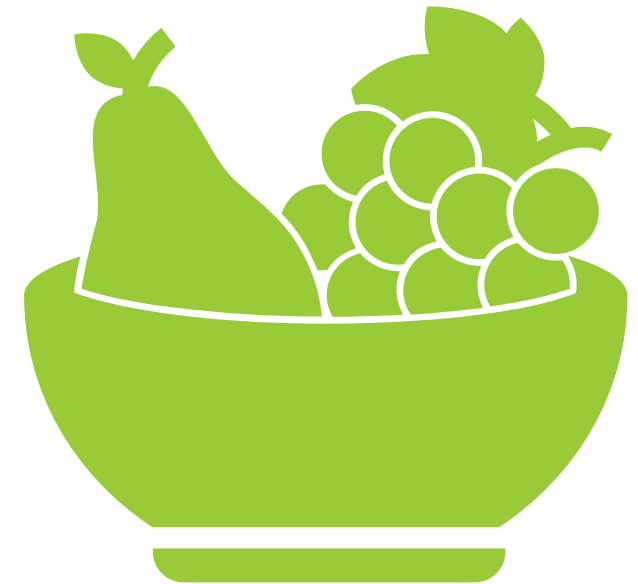
CSFP Policy: 7 CFR 247.18

I. The state must establish an overall nutrition education plan and ensure that local agencies provide nutrition education to participants.

II. The local agency must provide nutrition education that can be easily understood by participants and is related to their nutrition needs & household situations.

III. The following must be incorporated into the nutrition education plan, which should include specific ethnic and cultural characteristics:

- (1) The nutritional value of CSFP foods, and their relationship to the overall dietary needs of the population groups served;
- (2) Nutritious ways to use CSFP foods;
- (3) Special nutritional needs of participants and how these needs may be met;
- (4) The importance of health care, and the role nutrition plays in maintaining good health; and
- (5) The importance of the use of the foods by the participant to whom they are distributed, and not by another person.



CSFP Policy: 7 CFR 247.18

The local agency must make nutrition education available to all participants.

The local agency may use CSFP foods to conduct cooking demonstrations, as part of the nutrition education provided to program participants only.



Policy

CSFP Agreement between TDA and Contracting Entity, H1502

- n. CE agrees to integrate nutrition education into CSFP operations and to provide nutrition education that can be easily understood by participants. The information shall be related to their nutritional needs and household situations. Nutrition education must account for ethnic and cultural characteristics whenever possible and must include the nutritional value of CSFP foods and their relationship to the overall dietary needs of the population groups served; nutritious ways to use CSFP foods; special nutritional needs of participants and how these needs may be met; for pregnant and postpartum women, the benefits of breastfeeding; the importance of health care and the role nutrition plays in maintaining good health; and the importance of the use of the foods by the participant to whom they are distributed, and not by another person.

Policy

Participant Rights & Responsibilities, Form H1516

Texas Department of
Agriculture

Form H1516
Revised October 2023

Commodity Supplemental Food Program
Participant Rights and Responsibilities

1. I certify that the information I have provided for eligibility determination is correct to the best of my knowledge.
2. CSFP benefits are provided in connection with the receipt of federal assistance. I understand that deliberate misrepresentation may subject me to civil or criminal prosecution under state and federal law.
3. I may appeal any decision made by the food pantry or food bank regarding my eligibility for CSFP. A request for a fair hearing can be submitted to the food pantry or to the food bank by telling them I want to appeal.
4. Health services referrals and nutrition education will be made available to me and I am encouraged to participate in these services.

Nutrition Education Process



CONTRACT PACKET:

ANNUALLY, THE CE MUST DESCRIBE THEIR PLANS TO INTEGRATE NUTRITION EDUCATION INTO THEIR CSFP OPERATIONS IN THEIR CONTRACT PACKET IN TX-UNPS.



NUTRITION EDUCATION PLAN:

CES MUST CREATE A NUTRITION EDUCATION PROCESS AND PLAN



NUTRITION EDUCATION SURVEYS:

CES MUST SURVEY THEIR CSFP PARTICIPANTS TO EVALUATE ITS NUTRITION EDUCATION



EVALUATION

CE MUST DEVELOP A WRITTEN SUMMARY OF THE CSFP PARTICIPANT'S RESULTS AND HOW IT WILL FORMULATE FUTURE PLANS, GOALS, AND OBJECTIVES FOR THE CE'S FUTURE NUTRITION EDUCATION.

I. Contract Packet



Food Distribution Program

TX-UNPS

Operations | Contracting Entities | Reports | Security | Compliance | Programs | Year | Help | Log Out

Operations > Contracts > Contract Packet > Program Year: 2023 - 2024

**Food Distribution Program Contract Packet - CSFP
2023-2024**

Contracting Entity: Central Texas Food Bank, Inc.	Packet Status: Approved
CE ID: 01576	Packet Approved Date: 09/08/2023
	Contract Status: Approved

Action	Form Name	Status
View Modify	FDP Contract	
View	✓ CSFP - Application	Certified
View Admin	✓ Checklist	Approved

Contacts:

Section 7 - Nutrition Education

Describe your plan to integrate nutrition education into CSFP operations.

CTFB staff will include Nutrition Education materials inside each CSFP package. These inserts will include information on how CSFP participants may receive help applying for benefits, and information on senior nutrition. Materials will vary each month and cover the following topics on a rotating basis:

1. The nutritional value of CSFP foods, and their relationship to the overall dietary

II. Nutrition Education Plan

i. Cover the five topics listed in [7 CFR Part 247.18 (b)];

ii. Be accurate, current, and relevant in content;

iii. Be based on sound, established and scientific evidence;

iv. Account for specific ethnic and cultural characteristics whenever possible; and

v. Be tailored to meet any limitations experienced by participants, such as lack of running water, lack of electricity, and limited cooking or refrigeration.

The Central Texas Food Bank is required by the United States Department of Agriculture and Texas Department of Agriculture to provide Nutrition Education to participants of the Commodity Supplemental Food Program (CSFP). This Nutrition Education Plan is utilized to ensure that CSFP participants have access to easily understandable nutrition education in accordance with federal regulations.

Nutrition Education Plan

CTFB staff will include Nutrition Education materials inside each CSFP package. These inserts will include information on how CSFP participants may receive help applying for benefits, and information on senior nutrition. Materials will vary each month and cover the following topics on a rotating basis:

1. The nutritional value of CSFP foods, and their relationship to the overall dietary needs of the population groups served;
2. Nutritious ways to use CSFP foods;
3. Special nutritional needs of participants and how these needs may be met;
4. The importance of health care, and the role nutrition plays in maintaining good health; and
5. The importance of the use of the foods by the participant to whom they are distributed, and not by another person.

The CSFP team will work together with the Food Bank's Nutrition Education department and Registered Dietitian to ensure that CSFP Participants are receiving accurate and relevant nutrition education content in each CSFP package. Nutrition Education materials will be any of the following:

- Nutrition handouts or newsletters;
- Written information on health issues;
- Introduction to online resources such as USDA website or MyPlate; or
- Recipes incorporating CSFP foods

CTFB staff must conduct an annual evaluation of the effectiveness of the above Nutrition Education Plan utilizing TDA's evaluation tool. The evaluation must include input from homebound participants of the CSFP. Evaluation outcomes should inform updates or edits to the Nutrition Education Plan, and results must be kept on file.



SPECIAL NUTRIENT

Needs of Older Adults

Eating right and staying fit are important no matter what your age. As we get older our bodies have different needs, so certain nutrients become especially important for good health.

Calcium and Vitamin D

Older adults need more calcium and vitamin D to help maintain bone health. To meet these needs, select calcium-rich foods and beverages and aim for three servings of low-fat or fat-free dairy products each day. Other sources of calcium include fortified cereals and fruit juices, dark-green leafy vegetables, canned fish with soft bones, and fortified plant-based beverages. Good sources of vitamin D include fatty fish, such as salmon, eggs and fortified foods and beverages. If you take a calcium supplement or multivitamin, choose one that contains vitamin D.

Vitamin B12

Some adults older than 50 may not be able to absorb enough vitamin B12. Fortified cereal, lean meat and some fish and seafood are sources of vitamin B12. Ask your doctor or a registered dietitian/nutritionist if you need a vitamin B12 supplement.

Dietary Fiber

Eat fiber-rich foods to stay regular. Dietary fiber also may help lower your risk for heart disease and reduce your risk for Type 2 diabetes. Eat whole-grain breads and cereals, and more beans and peas – along with fruits and vegetables which also provide dietary fiber.

Potassium

Consuming adequate potassium, along with limiting sodium (salt) intake, may lower your risk of high blood pressure. Fruits, vegetables, beans and low-fat or fat-free dairy products are good sources of potassium. Also, select and prepare foods with little or no added salt. Add flavor to food with herbs and spices.

Know Your Fats

Most of the fats you eat should be polyunsaturated and monounsaturated fats, which are primarily found in nuts, seeds, avocados, vegetable oils and fish. Choose foods that are low in saturated fat and trans fat to help reduce your risk of heart disease.

The foods provided in this box are to be consumed by the person to whom they are distributed, not by another person.

This material was partially funded by USDA's Supplemental Nutrition Program – SNAP. This institution is an equal opportunity provider.



EastTexasFoodBank.org



HEALTHY

Eating Tips for Older Adults

- 1 Consume more liquids:** As you age, your sense of thirst lessens. To combat this, MyPlate, a healthy eating guideline by the U.S. Department of Agriculture, suggests drinking plenty of water throughout the day. Do not hydrate when if you don't actually feel thirsty. Fat-free milk and 100-percent juice are other options to consider besides water.
- 2 Eat a variety of foods:** Consuming a variety of foods will ensure you're getting all of the nutrients you need. According to the Institute of Medicine, a healthy meal should consist of a lean protein, fruits and vegetables, whole grains and low-fat dairy.
- 3 Plan your meals:** If you skip your meals throughout the week, you'll be less likely to stop following your healthy eating habits. Consider preparing a week's worth of dinner, then reheating them frozen safely you need them.
- 4 Minimize your use of table salt:** As you age, your sense of taste declines. More often than not, you'll want to season your dishes with salt to enhance the flavor. Unfortunately, the U.S. Food and Drug Administration reports that consuming too much salt can lead to high blood pressure, which can ultimately lead to heart disease, stroke and kidney disease. Make sure you're consuming no more than 2,300 milligrams of sodium every day.
- 5 Season with herbs and spices**



MIX AND MATCH SKILLET MEAL



INGREDIENTS

- 1 cup uncooked grain (whole wheat pasta, brown rice, quinoa)
- 1.5 cups vegetables (fresh, frozen or canned)
- 1 cup protein (lean ground beef, turkey, chicken, tuna, salmon, beans)
- 2 cups sauce (1 can cream soup and 1 1/4 cup water or low-fat milk)
- 1 tsp spices (oregano, garlic)
- 3 Tbsp topping (cheese, whole grain crackers)

INSTRUCTIONS

In Skillet

1. Combine all ingredients except topping in a large skillet.
2. Bring to a boil. Then reduce heat to low.
3. Cover and simmer until grains are tender, 15-45 minutes.
4. Stir occasionally and add liquid if too dry.
5. Add topping before serving.

In Oven

1. Preheat oven to 350 degrees.
2. Combine all ingredients except topping in a casserole dish.
3. Cover with foil and bake until grains are tender, about 50-60 minutes.
4. Add topping and serve.

For more easy, healthy recipes, visit ETFBRecipes.org and follow us on Facebook at [@ETXCommunityTable](https://www.facebook.com/ETXCommunityTable).

This material was partially funded by USDA's Supplemental Nutrition Assistance Program- SNAP. This institution is an equal opportunity provider.

II. Nutrition Education Plan

Examples of nutrition education include:

- i. cooking demonstrations;
- ii. nutrition handouts or newsletters;
- iii. written information on health issues;
- iv. introduction to online resources such as USDA website and MyPlate;
- v. recipes incorporating CSFP foods; and/or
- vi. nutrition classes.

MyPlate for Older Adults

Fruits & Vegetables

Whole fruits and vegetables are rich in important nutrients and fiber. Choose fruits and vegetables with deep-colored flesh. Choose canned varieties that are packed in their own juices or low-sodium.

Healthy Oils

Liquid vegetable oils and soft margarine provide important fatty acids and some fat-soluble vitamins.

Herbs & Spices

Use a variety of herbs and spices to enhance flavor of foods and reduce the need to add salt.



Fluids

Drink plenty of fluids. Fluids can come from water, tea, coffee, soups, and fruits and vegetables.

Grains

Whole grains and fortified foods are good sources of fiber and B vitamins.

Dairy

Fat-free and low-fat milk, cheeses and yogurts provide protein, calcium and other important nutrients.


Protein

Protein-rich foods provide many important nutrients. Choose a variety including nuts, beans, fish, lean meat and poultry.




III. Nutrition Education Survey

The Commodity Supplemental Food Program Nutrition Education Survey			
The nutrition information I receive helps me understand how the foods in my monthly food package help meet my dietary needs.	Yes / Si	Somewhat / Un Poco	No
La información nutricional que recibo me ayuda entender cómo los alimentos en mi paquete de alimentos mensuales ayudan a satisfacer mis necesidades dietéticas.			
The recipes I receive help me use the foods in my monthly food package.	Yes / Si	Somewhat / Un Poco	No
Las recetas que recibo me ayudan usar los alimentos en mi paquete de comida mensual.			
The nutrition handouts I receive in my monthly food package are easy to read and understand.	Yes / Si	Somewhat / Un Poco	No
Los folletos nutricionales que recibo en mi paquete mensual de alimentos son fáciles de leer y entender.			
The nutrition information I receive helps me understand the importance of a healthy diet.	Yes / Si	Somewhat / Un Poco	No
La información nutricional que recibo me ayuda entender la importancia de una dieta saludable.			
Comments/Comentarios:			



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The evaluation of the CE's Nutrition Education must include participant input and must be directed by program staff (i.e., nutrition educator, dietitian, CSFP coordinator, etc.). The following questions must be included in the survey:

a. Did the nutrition information you received help you understand how the foods in your package help meet your dietary needs?

b. Did the information you received help you use the foods in your monthly food package?

c. Did the nutrition information help you understand the importance of a healthy diet?

d. Other: The CE may choose to add additional questions

III. Nutrition Education Survey

Programs > Commodity Supplemental Food Program > Resources

Resources for CSFP

- Get Started
- Administration/Forms
- CFDA/FAIN Numbers
- Income Eligibility Guidelines
- Policy/Handbook
- Resources
- Statistics
- Training
- Systems Hub
- Newsletter

Get the latest USDA Foods updates for the Emergency Food Assistance Program and the Commodity Supplemental Food Program.

[TDA Quarterly Call - TEFAP/CSFP April 20, 2023](#)

[Using Private Companies to Distribute CSFP Food Packages](#) - The Texas Department of Agriculture has the discretion to allow Contracting Entities to utilize a for-profit company to provide home delivery of CSFP food packages if certain conditions are met.

[TEFAP & CSFP Financial Resource FAQ](#) - This FAQ answers questions like how to use the Pounds Distributed Method to determine indirect cost rate, what pounds should be included in the TEFAP calculation, what can be excluded from the adjusted total pounds calculation, and more.

[The CSFP Nutrition Education Participant Survey](#) - Annually each CSFP participant must have the opportunity to evaluate the CE's CSFP nutrition education. Participants can use this survey to provide their evaluations.

Survey may be found on SquareMeals.org> CSFP> Resources

The CE may choose to create their own NE Survey

III. Nutrition Education Survey: Electronic

- Customize and create an electronic Nutrition Education Survey via Microsoft Forms:
<https://forms.office.com/r/KtDCzCu3fu?origin=lprLink>
- Easy to collect responses in real time
- May be done on a desktop/laptop or via mobile phone
- Can be translated into different languages



I. Annually, each CSFP participant, including homebound seniors, must be given the opportunity to participate within the program year (October 1-September 30th).

- The CE should not force CSFP participants to complete the survey, not completing survey will not affect their CSFP participation.

- The CE should provide guidance to all CSFP participants that the information being requested is confidential and only be used to improve the quality and effectiveness of the CSFP nutrition education program.

II. By September, each CE must develop a written summary of the results of the evaluations. The CE shall identify changes that must be made to program, and future goals and objectives for the CSFP.

IV. Nutrition Education Evaluation

IV. Nutrition Education Evaluation

Quantitative Data

Of the survey respondents, 31% of those surveyed chose to supplement their multiple-choice responses with a comment.

Question	Yes		Somewhat		No		No Response	
Does nutrition information you receive help you understand how the foods in your monthly food package help meet your dietary needs?	518	81%	91	14%	22	3%	12	2%
Do the recipes you receive help you use the foods in your monthly food package?	437	68%	136	21%	52	8%	18	3%
Are the nutrition handouts you receive in your monthly food package easy to read and understand?	559	87%	48	7%	13	2%	23	4%
Does the nutrition information you receive help you understand the importance of a healthy diet?	524	81%	62	10%	23	4%	34	5%

Future Goals and Objectives

Food & Health

- Recommend our nutrition department include “diabetes friendly” recipes.
- Explore the feasibility of supplementing CSFP distribution with fresh produce where possible.

Nutrition Education

- Explore the feasibility of our nutrition education team doing mini nutrition classes before CSFP distributions.

Recipes

- Recommend our nutrition department increase the font size on recipes.
- Institute a review process for vetting recipes before printing them for the CSFP nutrition education packets.
- Recommend our nutrition department explore quick recipes, arthritis friendly recipes, and soft diet recipes.
- Train our nutrition department on how to view CSFP inventory so they can design recipes around available items.



Nutrition Education Recap:

CEs must provide nutrition education that can be easily understood by its participants (seniors).

1. Ensure Accessibility: Nutrition education materials should be presented in a clear and understandable manner. Avoid using overly technical language or complex terminology that might be difficult for participants to grasp.

2. Relevance to Participants' Needs: Tailor the nutrition education content to address the specific nutritional needs and challenges faced by participants. This might include discussing topics such as healthy eating on a budget, meal planning for busy schedules, or managing dietary restrictions.



Nutrition Education Recap:

3. Consider Cultural and Ethnic Characteristics: Recognize and respect the diversity of participants' cultural backgrounds. Incorporate examples, recipes, and dietary recommendations that reflect the cultural preferences and traditions of various ethnic groups.

4. Make Nutrition Education Available to All: Ensure that the nutrition education is accessible to all participants, regardless of their socioeconomic status, cultural background, or dietary preferences. This might involve offering multiple formats for accessing the information, such as: in-person food demonstrations, online/electronic printed materials, or multimedia resources.



Other: Health Services

The local agency will provide information to participants on other health, nutrition, and public assistance programs, and make referrals as appropriate, as required.

The local agency must provide applicants with written information on the following programs, and make referrals, as appropriate:

(1) Supplemental security income benefits provided under Title XVI of the Social Security Act,

(2) Medical assistance provided under Title XIX of the Social Security Act including social medical assistance provided to a qualified Medicare beneficiary, and

(3) The Supplemental Nutrition Assistance Program.

Supplemental Security Income (SSI) Benefits

The Supplemental Security Income (SSI) program pays benefits to disabled adults and children who have limited income and resources.

Elderly SSI:

SSI benefits also are payable to people 65 and older without disabilities who meet the financial limits.

People who have worked long enough may also be able to receive Social Security disability or retirement benefits as well as SSI. [Learn more about SSI...](#)

How Do I Apply for SSI:

If you would like to apply for SSI benefits for:

An adult with a disability

You can now file for Supplemental Security Income (SSI) online but only if you meet certain requirements. You are eligible to file online for SSI if you:

- Are between the ages of 18 and 65;
- Have never been married;
- Aren't blind;
- Are a U.S. citizen residing in one of the fifty states, District of Columbia, or the Northern Mariana Islands;
- Haven't applied for or received SSI benefits in the past; and
- Are applying for Social Security Disability Insurance at the same time as your SSI claim. Find out if you are eligible to receive [Social Security Disability Benefits](#).

Website: <https://secure.ssa.gov/IClaim/dib>

Once you finish the online process, a Social Security representative will contact you for any additional information needed for the applications.

You can also schedule an appointment with a local Social Security office to file an application. Call **1-800-772-1213** (TTY **1-800-325-0778**) from 7 a.m. to 7 p.m., Monday through Friday or [contact your local Social Security office](#).

Learn more and start the disability process at our [Disability Benefits](#) page.

Website: <https://www.ssa.gov/benefits/disability/>

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SSI HELP:

For Help with SSI needs please contact Lubbock's Social Security Office.



Phone Number: # (866)-467-0460

Address: 2002 W Loop 289, Suite 200,
Lubbock, TX

APPLICATION ASSISTANCE for SOCIAL SERVICES

No cost assistance to apply for:

- SNAP + TANF
- CHIP, CHIP Perinatal + Medicaid
- Medicare Savings Program
- Healthy Texas Women

SITE INFO: South Plains Food Bank

CONTACT: Gabriel Lopez
(806) 763-3003

For more info: www.spfb.org/get-help

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Get Help Applying for State Benefits: / **Obtenga Ayuda Para Solicitar Beneficios**

SNAP, TANF, Medicaid and CHIP

Did you know you can apply or renew your benefits online? / ¿Sabía que puede solicitar beneficios en línea?

WHAT WE NEED to complete your application: / **LO QUE NECESITAMOS Para completar su solicitud:**

- Picture ID / Identificación
- Social Security / Seguro social
- Proof of Income / Comprobante de ingresos

Through our Social Services Department, the Food Bank of the RGV educates, informs, refers and assists clients with the application process along with any other assistance available through the Health and Human Services Commission

Call to schedule an appointment
llame para hacer una cita

956-445-6185 Cynthia
956-475-7344 Mia
956-802-1145 Asia

724 N. Cage Blvd. Pharr TX 78577
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SNAP application assistance conducted free of charge. This material was funded by USDA's Supplemental Nutrition Assistance Program - SNAP. Adicionalmente con la asistencia, SNAP realizada en forma gratuita. Este material es financiado por el Departamento de Agricultura de los EE. UU. Nutrition Assistance Program (SNAP) en inglés del Departamento de Agricultura de los EE. UU. El programa en español se encuentra disponible en el sitio de esta oficina, disponible en inglés, español, portugués, vietnamita y vietnamita. Food Bank of the Rio Grande Valley, Inc. se encuentra en 724 N. Cage Blvd. Pharr, TX 78577. Este programa de asistencia de aplicación de SNAP se realiza de manera gratuita. Food Bank of the Rio Grande Valley, Inc. se encuentra en 724 N. Cage Blvd. Pharr, TX 78577. Este programa de asistencia de aplicación de SNAP se realiza de manera gratuita. Food Bank of the Rio Grande Valley, Inc. se encuentra en 724 N. Cage Blvd. Pharr, TX 78577. Este programa de asistencia de aplicación de SNAP se realiza de manera gratuita.

Other: Health Services

- CEs must create one pager/referrals to provide to the senior CSFP participants on SSI, Medicare & SNAP
- CEs do not operate the SSI
- Get information via SSI website and create a one pager

Civil Rights



Public Notification

CEs must have a public notification system to inform applicants, participants, and potentially eligible persons of CSFP availability, CSFP rights and responsibilities, the policy of nondiscrimination, and the procedure for filing a complaint.

CEs must make CSFP information available to the public upon request.

CEs also must be able to provide informational materials related to CSFP in languages other than English, if the need exists. Refer to “Limited English Proficiency” in this section for additional information.

If the CE needs forms/applications to be translated in other languages, please send those requests to the commodityoperations@texasagriculture.gov



Public Notification

CEs must convey the message of equal opportunity in all photographic and other graphics that are used to provide information related to CSFP.

Nondiscrimination Statement

- USDA has (2) Nondiscrimination Statements (NDS) on their website
 - “For SNAP and FDPIR NDS”
 - “For all other FNS nutrition assistance programs”
- For CSFP/TEFAP, the NDS to utilize is “For all other FNS nutrition assistance programs”:
<https://www.fns.usda.gov/civil-rights/usda-nondiscrimination-statement-other-fns-programs>
- The entire NDS does not have to be included on every page of a CE’s CSFP website; **at minimum, the nondiscrimination statement or a link to the statement must be included on the CE’s home page.**
- Short NDS:
“This institution is an equal opportunity provider.”

USDA Nondiscrimination Statement

HOME > CIVIL RIGHTS

For all other FNS nutrition assistance programs, state or local agencies, and their subrecipients, must post the following Nondiscrimination Statement:

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, audiotape, 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/ad-3027.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

Civil Rights Complaints: Revised 2024

Civil Rights Complaints

Any person or representative alleging discrimination based on a prohibited basis has the right to file a complaint within 180 days of the alleged discriminatory action. Complaints can be written or verbal. If the complainant makes a verbal complaint, the person to whom the allegation is made must write up the elements of the complaint and should make every effort to obtain the following information:

- Name, address, and telephone number or other means of contacting the complainant;
- The specific location and name of the organization participating in CSFP;
- The nature of the incident or action that led to the complaint of discrimination;
- The basis on which the complainant believes discrimination exists (race, color, national origin, age, disability or sex);
- The names, telephone numbers, titles, and business or personal address of persons that may have knowledge of the alleged discriminatory action; and
- The date(s) during which the alleged discriminatory action(s) occurred or, if continuing, the duration of such action(s).

If a civil rights complaint is filed, the CE must forward it to USDA immediately. The complaints should be sent to:

USDA Food and Nutrition Service
Attn: Regional Civil Rights Director
1100 Commerce St.
Dallas, Texas 75242

In addition to notifying USDA, all civil rights complaints must also be forwarded to TDA immediately. CEs may submit TDA's complaint form on behalf of the complainant via TDA's Complaints form (<https://app.smartsheet.com/b/form/063062f61d4d42e590290cbddb4ea35b>) located on the CSFP Administration/Forms page on SquareMeals.org. Finally, CEs, subdistributing agencies, and distribution sites are also required to provide the complainants with contact information for USDA for filing a civil rights complaint⁴ and explain that a complaint of a violation of their civil rights may be made directly to USDA.

1. CSFP Handbook has been updated to include:
 - 180 days to file a complaint
 - TDA's complaint form is now on a Smartsheet link: (<https://app.smartsheet.com/b/form/063062f61d4d42e590290cbddb4ea35b>)
2. CEs must update their CR complaint process
3. In addition to notifying USDA, all civil rights complaints must also be forwarded to TDA immediately.
4. USDA Foods does not process CR complaints at TDA.
 - Compliant Resolution Control Team

Civil Rights Training



The CE/subdistributing agency, and distribution site personnel must be trained in all aspects of civil rights before assuming any CSFP duty and in every program year thereafter.



Long Version of CR: Volunteers who regularly interact (i.e., have contact at recurring normal intervals) with CSFP applicants and participants or determine eligibility must receive full civil rights training on an annual basis. Volunteers who handle the personal information of applicants and participants must also receive full training.



Short Version of CR: Volunteers who do not handle personal information and only infrequently interact (i.e., seldom or rarely) with CSFP applicants and participants must receive, at a minimum, limited civil rights training (i.e., customer service and any other subject matter applicable to each volunteer's role and responsibilities).



Volunteers who do not interact in any way with CSFP applicants and participants and who do not handle personal information do not need civil rights training.

Civil Rights Training

- CEs may utilize the TDA's CR Training found on SquareMeals.org> ICN
- CEs may choose to create their own CR training– TDA will review during Administrative Reviews to ensure the following topics are covered:
 - Collection and use of data
 - Effective public notification systems
 - Complaint procedures
 - Compliance review techniques
 - Resolution of noncompliance
 - Requirements for reasonable accommodations of persons with disabilities
 - Requirements for language assistance
 - Conflict resolution
 - Customer service

The screenshot shows the Texas Department of Agriculture website. The header includes the state seal, the text "TEXAS DEPARTMENT OF AGRICULTURE COMMISSIONER SID MILLER", a search bar, and navigation links for Home, About, News, Programs, Industry Resources, Public Resources, and FAQ. A language selector for Spanish is also present. The main content area features the "FOOD AND NUTRITION" logo and the "3E'S OF HEALTHY LIVING" slogan. A navigation menu lists various programs, with "Civil Rights" highlighted. Below this, the page is titled "Annual Civil Rights Training" and includes a section for "Accessing Required Civil Rights Training" with links to registration and training instructions. A table lists two courses: "Civil Rights -- English" and "Civil Rights -- Spanish", both marked as "NEW!".

Course Name	Course Description
Civil Rights -- English	ICN Online Civil Rights training provided in English that meets USDA Child Nutrition Program requirements as mandated in FNS Instruction 113-1. You must register with ICN iLearn and enroll in the class to complete the training. To download your certificate, select View My Certificates in the Quick Links box on the right side of your Dashboard.
Civil Rights -- Spanish	ICN Online Civil Rights training provided in Spanish that meets USDA Child Nutrition Program requirements as mandated in FNS Instruction 113-1. You must register with ICN iLearn and enroll in the class to complete the training. To download your certificate, select View My Certificates in the Quick Links box on the right side of your Dashboard.

Assistance available in English and Spanish. Please call 877-TEX-MEAL (877-839-6326) for help. Additional translations services available as well.

Civil Rights: And Justice for All Poster

- No update on the AJFA poster
- CEs may print and make copies via a letterhead size
- Ensure the AJFA is posted in a prominent area at the CE location & site



Collection of Racial & Ethnic Data: FNS 191

Annually, CEs must determine/collect the number of each CSFP participant by their ethnic and racial category.

CEs may use the Participant Application (Form H1504) or similar application form for each participant at the time of certification or recertification.

- If CE is using an electronic system (Oasis/Link2Feed), please ensure the ethnicity & race category match the H1504

Participants must be given the opportunity to self-identify ethnicity and race and be informed that their responses to questions about their ethnicity and race will not affect consideration of their application.

Annually, TDA will send all CEs the FNS 191 Report, “*Racial/Ethnic Group Participation*” to complete by July 1 for the month of April Data.

Ethnicity and Race	
Ethnicity (select one category)/Origen étnico (seleccione una categoría)	
Hispanic or Latino/Hispano o Latino _____	Not Hispanic or Latino/No hispano o Latino _____
Race (select one or more categories)/Raza (seleccione una o más categorías)	
_____ Black or African American /Negro o afroamericano	
_____ Native Hawaiian or Other Pacific Islander /Nativo de Hawai o de otra isla del Pacífico	
_____ American Indian or Alaskan Native /Indio americano o nativo de Alaska	
_____ Asian /asiático	
_____ White /el blanco	

* Note: If the participant chooses not to self-identify ethnicity and race, the CE must record the participant's ethnicity and race based on visual observation.



Questions

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, audiotape, 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

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TEXAS DEPARTMENT OF AGRICULTURE
COMMISSIONER SID MILLER

Fraud Hotline: 1-866-5-FRAUD-4 or 1-866-537-2834 | P.O. Box 12847 | Austin, TX 78711
Toll Free: (877) TEX-MEAL | For the hearing impaired: (800) 735-2989 (TTY)

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www.SquareMeals.org



Food and Nutrition Division
The Emergency Food Assistance Program