THE COMMODITY SUPPLEMENTAL FOOD PROGRAM (CSFP)

STRENGTHENING THE NATION’S NUTRITION SAFETY NET AND SUPPORTING AMERICAN AGRICULTURE

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WHAT IS THE COMMODITY SUPPLEMENTAL FOOD PROGRAM?

CSFP works to improve the health of low-income persons at least 60 years of age by supplementing their diets with nutritious USDA Foods. CSFP food packages do not provide a complete diet, but rather are good sources of the nutrients typically lacking in the diets of the beneficiary population.
ELIGIBILITY

Applicants Must
1. Complete an application – an agency worker may complete on behalf of the recipient, but the applicant must sign prior to first distribution
2. Must be a resident of the county
3. Must automatically qualify or fall within the income guidelines
4. Must be 60 years or older

Automatic Qualifiers

Food Stamps/SNAP | TANF | SSI

Income must be at or below 130% of Federal Poverty Income Guidelines for the household and it is self-declared.

Only the income is self-declared
OPERATIONAL KEY POINTS

• Once a location’s caseload is full, a waiting list must be started
• A box may not be held more than 24 hours after a distribution
• Any leftovers boxes after distribution must be disbursed to the waiting list on a first come basis starting at the top of the list
• The certification period runs from January to January. Applicants will be certified at the time of entry into the program, and every January thereafter
• Two no shows will result in removal from the program
STORAGE & PEST CONTROL

• Storage facilities must be sanitary and free from rodent, insect, and other animal infestation; best achieved by contracting with a professional service for effective pest control. If pest control is done in house, a log should be kept to keep track of frequency.

• Safeguards must be in place to prevent theft, spoilage, and other loss. Thermostats in storage areas.

• Follow First In, First Out (FIFO) principles.

• Commodities should be stored off of the floor.

• Maintain foods at proper temperatures. Utilize freezer and refrigerator thermometers. Recommended temperature levels:
  - 50° to 70° for dry storage areas
  - 36° to 40° for refrigerated storage areas
  - -10° to 0° for frozen storage areas
Annual Civil Rights Training is required for agency operations. To ensure all staff and volunteers are trained, agency managers may:

- Conduct training during regularly scheduled meetings
- Train new staff and volunteers as they come aboard
- Create a review station with an acknowledgment form

A log or sign-in sheet must be completed and retained in order to receive credit for conducting the training.
CIVIL RIGHTS TRAINING REQUIREMENTS

Training must include the following:

**How to assist participants with language barriers?** Phone interpreter line, Deaf/hard of hearing, Visually impaired, etc. Failure to provide meaningful access can be considered discrimination.

**How to assist individuals with disabilities?** Volunteer assistance, wheelchair ramp, etc. Failure to provide reasonable accommodations may subject agency to discrimination claim.

**How to differentiate between program complaints and Civil Rights complaints?** Different treatment due to protected classes versus dissatisfaction with program rules.

**Conflict resolution** – Identification of the issue and calmly communicate with participants on program guidelines

**Noncompliance resolution** – Corrective actions made to address findings

**Customer service expectations** – Friendly staff, offering assistance in other areas, develop good listening skills, identify stressors, etc.

**Discrimination**

All staff and volunteers must know how to assist participants in any of these matters and/or whom to refer questions and concerns to.

Racial/Ethnic Data must be collected at the point of application and reported to determine the effectiveness of the program. It does not affect eligibility.

**Protected Classes**

- Race
- Color
- National Origin
- Age
- Sex
- Disability
PUBLIC NOTIFICATION

Each agency is required to provide some form of public notification each year. The full nondiscrimination statement must be included on all public notification materials. Public notification should include agency name, address, contact information, and days and times of operation.

Nondiscrimination Statement

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter 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;

(2) fax: (202) 690-7442; or

(3) email: program.intake@usda.gov.

This institution is an equal opportunity provider.
WHAT WILL WE LOOK FOR DURING AN ADMINISTRATIVE REVIEW?

SCDA conducts reviews to ensure agencies are compliant with federal and state regulations. The reviewer will review paperwork, storage area, and may discuss some requirements and recommendations for program operation. Following the review, agency managers should expect to receive a Review Letter detailing any findings, instructions for corrective actions, additional requests, and/or recommendations for more efficient operation.

A response to corrective actions are due within 30 days of receiving the Review Letter. Failure to respond may result in suspension from the program. Unless otherwise noted, all corrective actions must be addressed.

- Current Agreement with Food Bank
- 501(c)(3) or Letter of Good Standing
- Civil Rights Training Log
- Posters (Income Guidelines, AJFA, Beneficiary Rights)
- Pest Control & Temperature Logs
- Distribution Log
- Participant Applications
- Storage Area & File Organization
- Public Notification
- Commodity Receipts/Invoices
- Civil Rights Complaint Procedures
South Carolina
DEPARTMENT OF AGRICULTURE
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