

SMFB and its partners adhere to federal standards for providing information about civil rights, and for protecting the civil rights of clients and employees.

## General Guidelines

It is the agency's responsibility to alert SMFB of any alleged civil rights violations, written or verbal.<sup>1</sup>

SMFB's Civil Rights policies include the following requirements for Absence of Discrimination:

- A partner organization and its staff/volunteers may never discriminate.
- Not engage in discrimination in the provision of service against any person because of race, color, citizenship, religion, gender, national origin, ancestry, age, marital status, disability, sexual orientation including gender identity or expression, unfavorable discharge from the military or status as a protected veteran or as otherwise prohibited under the current USDA nondiscrimination statement.<sup>2 3</sup>

Agencies must post a Nondiscrimination Statement.<sup>4</sup>

Include the USDA Nondiscrimination Statement on all materials shared with the public including websites, in a font size not smaller than the material's primary content.

### **The USDA Nondiscrimination Statement (2023) – English is:**

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.

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<sup>1</sup> CHRP Manual (2022), page 25

<sup>2</sup> FA Member Contract. Appendix E, page 62

<sup>3</sup> CHRP Manual (2022), page 21

<sup>4</sup> CHRP Manual (2022), page 21

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:

Mail: U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW Washington, D.C. 20250-9410;

Fax: (833) 256-1665 or (202) 690-7442;

Email: [Program.Intake@usda.gov](mailto:Program.Intake@usda.gov)

Short Statement: "This institution is an equal opportunity provider."

**The USDA Nondiscrimination Statement (2023) – Spanish is:**

Conforme a la ley federal y las políticas y regulaciones de derechos civiles del Departamento de Agricultura de los Estados Unidos (USDA), esta institución tiene prohibido discriminar por motivos de raza, color, origen nacional, sexo (incluyendo identidad de género y orientación de sexual), edad, discapacidad, venganza o represalia por actividades realizadas en el pasado relacionadas con los derechos civiles.

La información del programa puede estar disponible en otros idiomas además del inglés. Las personas con discapacidades que requieran medios de comunicación alternativos para obtener información sobre el programa (por ejemplo, Braille, letra agrandada, grabación de audio y lenguaje de señas americano) deben comunicarse con la agencia estatal o local responsable que administra el programa o con el TARGET Center del USDA al (202) 720-2600 (voz y TTY) o comunicarse con el USDA a través del Servicio Federal de Transmisión de Información al (800) 877-8339.

Para presentar una queja por discriminación en el programa, el reclamante debe completar un formulario AD-3027, Formulario de queja por discriminación del programa del USDA, que se puede obtener en línea, en [https://www.usda.gov/sites/default/files/documents/USDAProgramComplaintForm-Spanish-Section 508 Compliant.pdf](https://www.usda.gov/sites/default/files/documents/USDAProgramComplaintForm-Spanish-Section%20508%20Compliant.pdf), en cualquier oficina del USDA, llamando al (866) 632-9992, o escribiendo una carta dirigida al USDA. La carta debe contener el nombre, la dirección y el número de teléfono del reclamante, y una descripción escrita de la supuesta acción discriminatoria con

suficiente detalle para informar al Subsecretario de Derechos Civiles (ASCR, por sus siglas en inglés) sobre la naturaleza y la fecha de la presunta violación de los derechos civiles. La carta o el formulario AD-3027 completado debe enviarse al USDA por medio de:

Correo postal: U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights 1400 Independence Avenue, SW Washington, D.C. 20250-9410;

Fax: (833) 256-1665 o' (202) 690-7442

Correo electrónico: [program.intake@usda.gov](mailto:program.intake@usda.gov).

Declaración Corta: "Esta institución ofrece igualdad de oportunidades"

Any and all complaints of civil rights violations will be investigated by SMFB.<sup>5</sup> If a violation is found, agency partnership may be subject to immediate termination.

#### Restrictions on Services

Agencies that receive USDA (TEFAP/CSFP) commodities may not place restrictions on who they serve, as long as clients have an Arizona address.<sup>6</sup>

Non-USDA agencies are discouraged from placing limitations on their service area. If limitations are implemented, they may only be with respect to a geographic area (zip code, school district), and cannot be based on any affiliation (tribal membership, religion, etc.).

- Any limitation policies must be pre-approved by SMFB and posted for clients to view at all times.

#### Accommodations:

To prevent barriers to a client's participation:

- A proxy may pick up for a client with a signed letter from the client.<sup>7</sup>
  - Agencies must keep proxy letters on file.
  - A sample proxy letter is available from SMFB
- Agencies may offer or refer clients to home delivery services, if available.
- Providers may coordinate a time and place to meet a client to provide food.

<sup>5</sup> CHRP Manual (2022), page 25

<sup>6</sup> CHRP Manual (2022), pages 26-27 and 78-79

<sup>7</sup> CHRP Manual (2022), page 30-31

- To prevent language barriers to receiving services, use a translation service to assist with client intake when needed.

#### Confidentiality:

- Information from client databases such as Link2Feed may not be taken, used, or sold for purposes outside of administration of SMFB programming.<sup>8</sup>
- Agencies may ask clients for additional information to use with other programs, however it must be pre-approved by SMFB and posted in writing that this information is not required to receive commodities.<sup>9</sup>
  - Agencies may not require clients to provide social security numbers or verification of household income<sup>10</sup>

#### Required Trainings:

All staff and volunteers at partner agencies must complete Civil Rights Training annually. Send one training verification to your Agency Services Representative each year, and keep copies on site for 5 years:<sup>11</sup>

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<sup>8</sup> CHRP Manual (2022), page 24

<sup>9</sup> CHRP Manual (2022), page 24

<sup>10</sup> CHRP Manual (2022), page 24

<sup>11</sup> CHRP Manual (2022), page 29