

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.¹

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.^{2 3}

Agencies must post a Nondiscrimination Statement.⁴

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 (2025) – English is:

In accordance with federal civil rights law and USDA civil rights regulations and policies, the USDA, its agencies, offices, employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

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 state or local agency that administers the program or contact USDA through the Telecommunications Relay Service at 711 (voice and TTY). Additionally, program information may be made available in languages other than English.

¹ CHRP Manual (2022), page 25

² FA Member Contract. Appendix E, page 62

³ CHRP Manual (2022), page 21

⁴ CHRP Manual (2022), page 21

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027: <https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>, found online at How to File a Program Discrimination Complaint 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:

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

Fax: (202) 690-7442; or

Email: Program.Intake@usda.gov

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

The USDA Nondiscrimination Statement (2025) – Spanish is:

De acuerdo con la ley federal de derechos civiles y las regulaciones y políticas de derechos civiles del USDA, el USDA, sus agencias, oficinas, empleados e instituciones que participan o administran programas del USDA tienen prohibido discriminar por motivos de raza, color, origen nacional, religión, sexo, discapacidad, edad, estado civil, estado familiar o parental, ingresos provenientes de un programa de asistencia pública, creencias políticas o represalias por actividades previas relacionadas con los derechos civiles, en cualquier programa o actividad llevada a cabo o financiada por el USDA (no todas las bases se aplican a todos los programas). Los recursos y los plazos para presentar quejas varían según el programa o incidente.

Las personas con discapacidades que necesiten medios alternativos de comunicación para obtener información sobre el programa (por ejemplo, Braille, letra grande, cinta de audio, lenguaje de señas estadounidense, etc.) deben comunicarse con la agencia estatal o local que administra el programa o contactar al USDA a través del Servicio de Retransmisión de Telecomunicaciones al 711 (voz y TTY). Además, la información del programa puede estar disponible en idiomas distintos al inglés.

Para presentar una queja por discriminación en un programa, complete el Formulario de Queja por Discriminación en Programas del USDA, AD-3027: <https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>, disponible en línea en "Cómo presentar una queja por discriminación en programas" y en cualquier oficina del USDA, o escriba una carta dirigida al USDA proporcionando en la carta toda la información solicitada en el formulario. Para solicitar una copia del formulario de queja, llame al (866) 632-9992. Envíe su formulario o carta completada al USDA por:

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

Fax: (202) 690-7442;

Correo electrónico: 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.⁵ 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.⁶

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.⁷
 - 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.
- 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.⁸

⁵ CHRP Manual (2022), page 25

⁶ CHRP Manual (2022), pages 26-27 and 78-79

⁷ CHRP Manual (2022), page 30-31

⁸ CHRP Manual (2022), page 24

- 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.⁹
 - Agencies may not require clients to provide social security numbers or verification of household income¹⁰

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:¹¹

⁹ CHRP Manual (2022), page 24

¹⁰ CHRP Manual (2022), page 24

¹¹ CHRP Manual (2022), page 29