Arizona Department of Economic Security
Child and Community Services Division (CCSD)
Coordinated Hunger Relief Program

HRP-1039A FORENG (09/25)

Commodity Senior Food Program (CSFP)
Participant Rights and Obligations

Our Pledge to You

Supplemental Foods
- CSFP provides you with a supplemental food box once a month.
- CSFP will make nutrition education available to all participants, authorized representatives and proxies.

Fair Treatment
- CSFP rules are the same for everyone.
- You have a right to appeal a decision made by CSFP staff about your eligibility.

Privacy
- Unless you specifically authorize otherwise, all information you give to CSFP will be kept private.

Help Getting Enrolled in Other Services
- If you move to a different area, your CSFP information may be shared with the new CSFP agency.
- CSFP provides referrals to health and social services programs that may be able to help you.

Your Pledge to CSFP

Honesty
- CSFP food benefits you, and you may not sell or trade the food (the intention alone may be grounds for removal from the program).
- 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.
- 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.
- ID/Transfer Cards are unique to you and must not be changed or altered.

Protect Your Benefits
- Keep your CSFP ID/Transfer Card safe.

Accurate Information
- Provide current and truthful information (CSFP staff may verify that the information is correct).

Good Use of the Program
- Be courteous and respectful toward CSFP staff.
- 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.
- 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.

See reverse for EOE/ADA disclosures

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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.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, 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:

1. **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;
2. **Fax:** (202) 690-7442; or
3. **Email:** program.intake@usda.gov.

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