



OKLAHOMA Human Services

Oklahoma Department of Human Services Commodity Supplemental Food Program (CSFP) Policy & Procedure Manual



Revised February 2024

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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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Oklahoma Human Services (OHS) Food Distribution Programs Unit

The Oklahoma Human Services (OHS) Food Distribution Programs (FDP) Unit is Oklahoma's agency for the USDA Food Distribution program, which strengthens agriculture markets by removing surplus food and providing price stability with product purchases. The State Agency administers the CSFP program and contracts with the two distributing agencies to distribute food packages to Eligible Recipient Agencies (ERAs) across the State of Oklahoma.

Oklahoma Human Services (OHS)
Adult and Family Services (AFS) Division
Food Distribution Programs (FDP) Unit

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Introduction

Program Information

The Commodity Supplemental Food Program (CSFP) works to improve the health of elderly people, at least 60 years of age by supplementing their diets with nutritious USDA Foods. It provides food and administrative funds to States to supplement the diets of this group. CSFP food packages do not provide a complete diet, but rather are a good source of nutrients typically lacking in the diets of the target population. An average of more than 661,000 elderly individuals participated in the program each month in fiscal year (FY) 2021. Food packages include a variety of foods, such as nonfat dry and ultra-high temperature fluid milk, juice, cereal, pasta, peanut butter, canned meat or poultry or fish, and canned fruits and vegetables. For a list of foods available, visit the CSFP website at: <https://fns-prod.azureedge.net/sites/default/files/resource-files/csfp-foods-available.pdf> (link opens in a new window).

CSFP is administered at the Federal level by the Food and Nutrition Service (FNS), an agency of the United States Department of Agriculture (USDA). The program is authorized under Section 4(a) of the Agriculture and Consumer Protection Act of 1973. Federal regulations covering CSFP can be found in 7 CFR Parts 247 and 250. CSFP regulations are available at [FNS Documents & Resources | USDA-FNS](#) (link opens in new window). Congress appropriated \$222.891 million for FY 2019. Annual appropriations may be supplemented by unspent funds carried over from the previous FY, if available.

State agencies that administer CSFP are typically departments of health, social services, education, or agriculture. State agencies often store CSFP food and distribute it to public and non-profit private eligible recipient agencies (ERAs). Oklahoma Human Services (OHS, formerly known as the Oklahoma Department of Human Services or OKDHS) acts as the administrator for USDA CSFP, and the two distributing agencies (DAs), also known as food banks, store the CSFP food. In FY 2010, OHS successfully partnered with the Regional Food Bank of Oklahoma (RFBO) in Oklahoma City and with Community Food Bank of Eastern Oklahoma (CFBEO) in Tulsa in 2014 (now named Food Bank of Eastern Oklahoma, or FBEO). OHS and the two DAs work together to feed senior citizens who are food insecure and face especially large risks, as well as barriers to obtaining assistance. Hunger increases a senior's risk for stroke, exacerbates pre-existing illnesses and health conditions, limits the effectiveness of many prescription drugs and may affect their brain chemistry increasing the incidence of depression and isolation.

Those eligible to receive CSFP food boxes includes low-income elderly persons at least 60 years of age or older, who meet the income eligibility requirements. States establish an

income limit for the elderly that is at or below 130% of the Federal Poverty Income Guidelines (FPG). For example, CSFP Income Guidelines for 2024* are as follows:

Household Size	Annual	Monthly	Weekly
1	\$19,578	\$1,632	\$377
2	\$26,572	\$2,215	\$511
3	\$33,566	\$2,798	\$646
4	\$40,560	\$3,380	\$780
5	\$47,554	\$3,963	\$915
6	\$54,548	\$4,546	\$1,049
7	\$61,542	\$5,129	\$1,184
8	\$68,536	\$5,712	\$1,318
For each add'l family member add	\$6,994	\$583	\$135

*Please note these amounts are subject to change yearly. For an updated chart go to <http://www.fns.usda.gov/csfp/eligibility-how-apply> (link opens in a new window) yearly.

Availability of CSFP Manual

All agencies participating in CSFP must have and maintain a manual on site. If needed, please make additional copies or download it from the OHS FDP website. The manual is also available online at: [Program Information](#). Future updates and information will be available at the same site. To request a hardcopy of the CSFP Manual please contact OHS FDP at the following address:

OHS Food Distribution Programs Unit
 Programs Administrator
 P.O. Box 25352
 Oklahoma City, OK 73125-0352
 Phone: (405) 521-3581

Key Terms

The following terms is a list of federal, state & local terms, acronyms & definitions used throughout this manual for the CSFP program administration in the State of Oklahoma

Applicant - Any person who applies to receive program benefits. Applicants include program participants applying for recertification.

Caseload – number of persons the state agency “may” serve on an average monthly basis over the course of the caseload cycle.

Caseload Cycle – Is the period from January 1 through the following December 31.

Certification – means the use of procedures to determine an applicant’s eligibility for the program.

Certification Period – means the period of time that a participant may continue to receive program benefits without a review of his or her eligibility.

Civil Rights - The nonpolitical rights of a citizen; the rights of personal liberty guaranteed to U.S. citizens by the 13th and 14th Amendments to the U.S. Constitution and by acts of Congress.

Code of Federal Regulations (CFR) - The regulations governing federal programs. The regulations for CSFP are located at Title 7 CFR § 251 and 7 CFR §250 as applicable.

Commodities – Donated foods or foods available for donation, by the United States Department of Agriculture (USDA) or Commodity Credit Corporation. The foods sometimes included are peanut butter, canned vegetables, fruits, fruit juices, meats, and dry packaged goods such as rice, pasta, beans and peas.

Commodity Supplemental Food Program (CSFP)–means the Commodity Supplemental Food Program, which works to improve the health of elderly people at least 60 years of age by supplementing their diets with nutritious USDA Foods.

Disqualification –The act of ending program participation of a participant as a punitive sanction.

Distributing Agency (DA)–means a public or private nonprofit agency which enters into an agreement with the State agency to administer CSFP at the local level. In the State of Oklahoma, those two agencies are the [Regional Food Bank of Oklahoma](#) (link opens in new window or www.regionalfoodbank.org/) located in Oklahoma City and the [Food Bank of](#)

[Eastern Oklahoma](#) (link opens in new window or visit www.okfoodbank.org) located in Tulsa.

Dual participation– is when a participant simultaneously participates in CSFP at more than one distribution site in the same county or other counties in the State of Oklahoma in the same month. This is a strictly prohibited activity.

Elderly– for the purposes of the CSFP program “elderly” is defined as a person at least 60 years of age.

Eligible Recipient Agency (ERA) – a partner agency of the distributing agency (DA) (in Oklahoma the DAs are FBEO and RFBO). The ERA is responsible for determining eligibility, certifying participants and distributing the CSFP food boxes to the participants.

Federal Poverty Guidelines (FPG) - Established by the United States Department of Health and Human Services (DHHS) as an indicator of poverty based on income and utilized in establishing income-based eligibility standards for program recipients. The guidelines are updated annually.

Federal Fiscal Year (FFY)–The period from October 1 through the following September 30.

Food Distribution Programs (FDP) Unit - A Division of Oklahoma Human Services (OHS) responsible for administering the commodities program.

Food & Nutrition Service (FNS)–Within the USDA, the FNS shall have responsibility for the distribution of food commodities and allocation of funds.

Household–A group of related or non-related individuals, exclusive of boarders, who are not residents of an institution, but who are living as one economic unit and for whom food is customarily purchased and prepared in common. It also means a single individual living alone.

Household & Material Fact Sheets–USDA Fact sheets and recipes currently available to persons and households eligible to participate in The Commodity Supplemental Food Program (CSFP). For links to USDA Fact Sheets go to [Material Fact Sheets](#) (Link opens in new window) or go to <http://www.whatscooking.fns.usda.gov/fdd/household-material-fact-sheets> online. Each fact sheet includes a description of the USDA Foods product, storage tips, nutrition facts, and two recipes that use the product.

Oklahoma Human Services (OHS) – The State Agency (SA) responsible for administering the USDA Donated Food Program (CSFP) in the State of Oklahoma.

Proxy–A proxy is an authorized person that is designated by a CSFP participant or by the CSFP participant’s caretaker to obtain supplemental foods on behalf of the participant.

State Agency (SA)-means the State government unit designated by the Governor or other appropriate State executive authority which has entered into an agreement with the USDA under 7 CFR§251.2(c). In the State of Oklahoma that State Agency is Oklahoma Human Services (OHS).

State Plan–A state plan is a document that describes the manner in which the State Agency intends to administer the CSFP program.

United States Department of Agriculture (USDA)–The United States Department of Agriculture (USDA) is the federal department responsible for developing and executing U.S. federal government policy on farming, agriculture and food. It aims to meet the needs of farmers and ranchers, promote natural resources, foster rural communities and end hunger in the United States and abroad.

Waitlist–A waitlist is used when a distribution site/ERA has reached its maximum caseload established based on the number of slots funded for the program year and the number of potentially eligible clients expected in the service area. Waitlists should be maintained at each ERA site so that if a participant fails to pick-up his/her box one month, a waitlist participant can receive the leftover box (on a temporary basis only).

Program Administration

State Administration

Oklahoma Human Services (OHS) has been designated by the Governor and USDA as the State agency responsible for CSFP. OHS, Adult and Family Services (AFS) Division, Food Distribution Programs (FDP) administers all USDA commodity distribution programs including: The National School Lunch Program (NSLP), Summer Food Services Program (SFSP), The Emergency Food Assistance Program (TEFAP) and the Commodity Supplemental Food Program (CSFP). OHS currently contracts to distribute CSFP across the State of Oklahoma through Distributing Agencies (DAs). The Regional Food Bank of Oklahoma (RFBO) and the Food Bank of Eastern Oklahoma (FBEO) are the two DAs administering CSFP in Oklahoma. RFBO distributes CSFP boxes in 33 counties and FBEO distributes CSFP boxes in 11 counties. However, these numbers fluctuate as OHS and the DAs are always striving to increase CSFP coverage to underserved areas in Oklahoma.

State Distribution Plan

OHS has a contractual agreement with RFBO and FBEO (the Distributing Agencies, or DAs) for the storage and distribution of CSFP foods. OHS staff members oversee orders for CSFP foods that are directly delivered to the two DAs. The DAs serve the CSFP foods in approved counties statewide. At this time, CSFP is not available in all 77 counties.

Commodity Products

The commodities that USDA donates may vary from time to time depending on which foods products are available. All of the commodities purchased by USDA must be certified by the USDA's inspection services to assure specifications are met. Only high grades of foods are accepted. Specifications for the quality of the commodities are constantly updated. Recently revised specifications have reduced the fat, sugar and salt contents of foods purchased. For example, USDA is buying canned meats with less salt and beef with lower fat content.

USDA commodities distributed by CSFP include a variety of cereals, canned meats, fruit juices, canned vegetables and fruits, peanut butter, dry beans, nonfat dry milk, evaporated milk, rice, dehydrated potatoes or pasta, and cheese. The CSFP food packages do not provide a complete diet, but rather are good sources of the nutrients typically lacking in the diets of the CSFP target population, i.e., calcium, iron, protein, and vitamins A and C. Each monthly food package provides the recipient with enough food for 3-5 meals.

Oklahoma Distributing Agencies (DAs)

Regional Food Bank of Oklahoma

3555 South Purdue Avenue

PO Box 270968

Oklahoma City, OK 73137-0968

(405) 972-1111

Caseload assignment: 3554 cases (as of 2023)

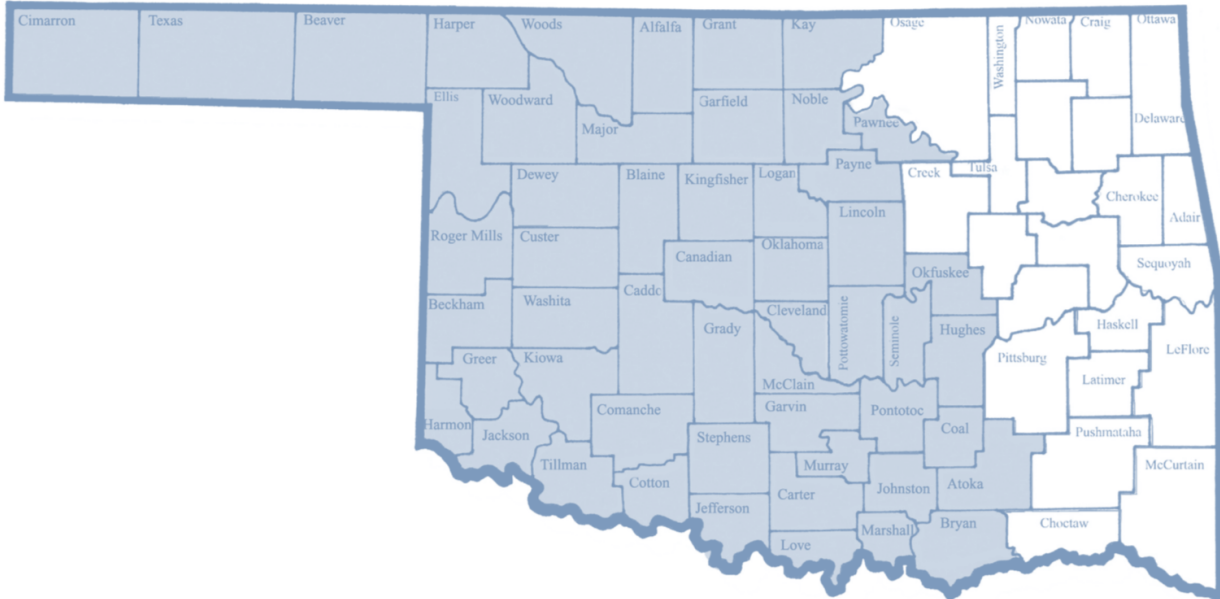
Food Bank of Eastern Oklahoma

1304 North Kenosha Avenue

Tulsa, OK 74103

(918) 585-2862

Caseload assignment: 1013 cases (as of 2023)



The Regional Food Bank services the counties shaded in blue and the Food Bank of Eastern Oklahoma services the counties in white.

Application, Eligibility, Certification & Recertification

Agency Application

For a location to participate and operate the CSFP program, the local agency must operate as a nonprofit and must have tax-exempt status under the Internal Revenue Code (IRC), or have applied for tax-exempt status with the Internal Revenue Service (IRS), and be moving toward such status. Nonprofit agencies required to obtain tax-exempt status must provide documentation from the IRS that they have obtained such status, or applied for it.

Effective immediately the State Agency (SA), in conjunction with the DAs (RFBO and FBEO) must approve or disapprove of all new ERAs applications based on, at minimum, the following criteria:

1. The ability of the ERA to operate the program in accordance with Federal and State requirements;
2. The need for the program in the projected service area of the ERA;
3. The resources available (caseload and funds) for initiating a program in the local area; and
4. For nonprofit agencies, the tax-exempt status, with appropriate documentation.

(c) What must the SA do if a nonprofit agency approved for CSFP is subsequently denied tax-exempt status by the IRS, or does not obtain this status within a certain period of time? In accordance with paragraph (a) of this section, the State agency may approve a nonprofit agency that has applied to the IRS for tax-exempt status, and is moving toward compliance with the requirements for recognition of tax-exempt status. However, if the IRS subsequently denies a participating agency's application for recognition of tax-exempt status, the agency must immediately notify the State agency of the denial. The State agency must terminate the agency's agreement and participation immediately upon notification. If documentation of recognition of tax-exempt status is not received within 180 days of the effective date of the agency's approval to participate in CSFP, the State agency must terminate the agency's participation until such time as recognition of tax-exempt status is obtained. However, the State agency may grant an extension of 90 days if the agency demonstrates that its inability to obtain tax-exempt status in the 180-day period is due to circumstances beyond its control.

(d) How much time does the SA have to make a decision on the ERAs application? The State agency must inform the local agency of approval or denial of the application within 60 days of its receipt. If the application is denied, the State agency must provide a written explanation for the denial, along with notification of the local agency's right to appeal the decision, in accordance with §247.35. If the application is approved, the State and local agency must enter into an agreement in accordance with the requirements of §247.4.

The State Agency will monitor the DAs annually to ensure ERAs are in compliance with their tax-exempt statuses. Additionally, the DAs will be expected to monitor the ERAs annually and during their routine monitoring visits. In addition, the State Agency will ensure that DAs are complying with this mandate during their annual audit.

Participant Application

The application for CSFP must contain the applicant's name(s), address, and phone number for each applicant, a form of ID (preferably photo ID) for each applicant, household income, applicant's rights, applicant's signature, the date of the visit to apply for program participation, date of birth, the date of certification or denial, and the signature and title of the person making the eligibility determination. The cooperating Eligible Recipient Agencies (ERAs) will be responsible for certifying participants.

A proxy may be authorized by the applicant to receive food on the participant's behalf. A proxy's proof of ID (preferably photo ID) **MUST** be checked against the name on the participant's application each month at the time the proxy arrives to pick up the participant's CSFP food box. This must occur even if the agency trained certification worker knows the proxy.

Residency Requirement

To be served, applicants must live in a county or service area with CSFP services available. Residency will be determined based on the applicant's self-declaration of their address. Each of the approved ERAs will serve only residents of the counties or service areas where they are approved to serve.

Income Criteria & Eligibility Guidelines

The income criteria used to determine CSFP program eligibility will be: for elderly age 60 and older - 130% of the current Federal Poverty Income Guidelines published annually by the Department of Health and Human Services (DHHS). According to Oklahoma's State Plan, household income will be determined based on the applicant's **self-declaration** of their income on the CSFP application and checked against the appropriate household income chart by trained certification workers to determine income eligibility. **Proof of income will not be required** in the State of Oklahoma.

Certification Procedures

Eligibility for participation in CSFP in Oklahoma will be based upon an individual's categorical eligibility and household income. Nutritional risk criteria will not be used in the State of Oklahoma. Elderly persons are served by the CSFP program in Oklahoma, so persons age 60 and older will be categorically eligible for CSFP and will then be screened

for income eligibility after the applicant's self-declaration of their income. **The client's age will be determined based on their self-declaration of their age on the CSFP application, where applicants are asked to provide their date of birth.** All eligible CSFP applicants must be certified on a first-come, first-served basis by all eligible recipient agencies.

Eligibility determinations are conducted at ERAs by authorized certifying personnel. All certification data is recorded on an application form. All certification data will be recorded on a CSFP application/certification form to include the following:

An applicant must provide the following information:

- Name and address
- Some form of identification providing name and date of birth (and preferably address)
- Date of birth and age
- Household income, except where the applicant is determined to be automatically eligible (those elderly receiving food stamps/SNAP are automatically eligible)
- Household size
- The application form must also include a **non-discrimination statement** that informs the applicant that program standards are applied without discrimination by race, color, national origin, age, sex (including gender identity and sexual orientation), or disability.
- Applicants must also be informed of their **rights and responsibilities** in writing or verbally as follows:
 - The ERA will provide notification of a decision to deny or terminate CSFP benefits and of an individual's right to appeal this decision by requesting a fair hearing.
 - The ERA will make nutrition education available to all participants and caretakers of participants, and will encourage them to participate. This is usually provided in each box by the Food Bank, but it is the ERAs responsibility to ensure it is being provided.
 - The ERA will make the Referrals to Other Health & Social Services handouts (prepared by OHS) readily available to all participants (i.e., lying out on tables on distribution day). These forms are available via the food bank or OHS.
 - Improper use or receipt of CSFP benefits as a result of program violations may lead to a claim against the individual to recover the value of the benefits, and may lead to disqualification from CSFP.
 - Participants must report changes in household income, address, or composition within ten (10) days after the change becomes known to the household.

**THE FOLLOWING BRIEF STATEMENT MUST BE READ BY A TRAINED CERTIFICATION
WORKER TO THE APPLICANT AT THE TIME OF APPLICATION BEFORE THE
APPLICANT SIGNS THE CSFP APPLICATION:**

“This application is being completed in connection with the receipt of Federal assistance. Program officials may verify information on this form. I am aware that deliberate misrepresentation may subject me to prosecution under applicable State and Federal statutes. I am also aware that I may not receive CSFP benefits at more than one CSFP site at the same time. Furthermore, I am aware that the information provided may be shared with other organizations to detect and prevent dual participation. I have been advised of my rights and obligations under the program. I certify that the information I have provided for my eligibility determination is correct to the best of my knowledge.

I authorize the release of information provided on this application form to other organizations administering assistance programs for use in determining my eligibility for participation in other public assistance programs and for program outreach purposes. (Please indicate decision by placing a checkmark in the appropriate box.)

YES []

NO []”

Certification forms should also include:

- ❖ Signature and title of the person making the eligibility determination.
- ❖ Date the application is initiated and the date of certification or denial.

The form may be used for other local agency programs as long as the elements required for CSFP are present and the applicant has the opportunity to allow or refuse the release of information to other organizations administering assistance programs. Copies of income documentation are not required to be maintained on file as the intake staff member’s signature certifies income is at or below guidelines. Certification forms should be available at sites during each distribution for completion by new participants.

Food Package Pick-Up

Participants and their proxies **MUST** show ID each and every time they arrive to pick up their CSFP food package. The only exception to this rule will be when food packages are delivered in low income senior housing complexes wherein the person(s) delivering the food packages to the senior citizen apartments know the senior citizens by sight. Then

there is no reason the senior should have to show ID. However, if the delivery personnel do not know the CSFP recipient, the recipient must show ID. The senior's name being on the door is **not** considered a form of government issued ID, thus the senior would need to provide ID before the food package could be delivered. Recognizing a senior at any other site is not sufficient a reason to not check the senior's ID. When in doubt, always check the senior's ID or the proxy's ID before distributing a food package.

Participants and their proxies **MUST** sign their application each and every time they arrive to pick up their CSFP food package (**unless waived by USDA due to a pandemic or other extenuating circumstances*). A running log should never be used at a distribution site as this violates the participant's privacy. Even in a senior housing complex where the other participants are aware of each other's participation in the program, a running log cannot be utilized. Again, each participant or their proxy must sign the application every time they arrive to pick up their CSFP food package (see * above).

Certification Period

Elderly persons shall be certified at intervals of two (2) years with a verbal verification process at the end of the first year to ensure that the recipient is still eligible. During the verbal verification process, the local ERA must confirm:

- ❖ the participant's address is still in the same county of service
- ❖ the participant's income is still at or below 130 % of the Federal Poverty Income Guidelines
- ❖ the participant has a continued interest in receiving CSFP benefits

The verbal verification process can be as simple as a phone call to the participant or screening the participant on the above questions when the participant comes in for their food box. The certification period extends to the last day of the month in which eligibility expires.

If a participant does not receive commodities for two (2) consecutive months, that person is to be discontinued from the program. The ERA is to notify the person ***in writing*** that they have been discontinued from the program. The ERA will then contact the first person on the waiting list and offer participation in the CSFP program.

Recertification

Bi-Annual recertification will be offered on a timely basis to avoid an interruption of program benefits to participants who may continue to be eligible. Participants will be given new applications when they receive the last food package for their existing 2-year certification period.

Notification of Fair Hearings

At the time of certification and recertification, applicants are informed in writing on the application that they have a right to a fair hearing and that they may appeal any decision made by the ERA regarding denial or termination from the program. Elderly participants are informed of the following:

- ❖ The standards for participation in the program are the same for everyone regardless of race, color, national origin, sex, or disability
- ❖ Nutrition education will be available to approved applicants.

Program Participation Requirements

Discontinued Participants

Should a participant be discontinued from the program, a notification of discontinuance must be sent to the participant within ***fifteen (15) days*** from the date of discontinuance. The notification of discontinuance must include the effective date of discontinuance, the reason for the participant's discontinuance, a statement of the individual's right to appeal the discontinuance through the fair hearing process, and a statement that the program standards are applied without discrimination by race, color, national origin, age, sex (including gender identity and sexual orientation), or disability.

Waitlist Procedures

Certification workers at each distribution site will have a maximum caseload established based on the number of slots funded for the program year and the number of potentially-eligible applicants expected in the area. The OHS Food Distribution Programs Unit has a responsibility to ensure that the State's assigned caseload is fully maximized. Therefore, caseload assignments may be shifted to ensure 100% statewide participation. When a maximum caseload is reached at a site, the site will contact the DAs to determine whether their caseload can be increased or whether all caseload slots are full and a waiting list must be established. Once a waitlist is established for CSFP, workers may continue to accept applications, but will inform applicants within 10 day ***in writing*** that their names are being placed on a waiting list and will be notified as soon as there is an opening in the program. The ERA will enroll applicants who are on the waiting list according to the date the application was received.

If all caseload slots are full, the next client on the waiting list in that service area will be offered the program when the next vacancy in the service area occurs. Applicants on the waiting list will be served on a first come-first served basis when caseload slots become available. The manner in which slots may come available are: the certification period is not extended for an elderly participant; a current participant moves from the area, moves to a nursing home, or voluntarily stops participating in the program; upon the death of a current participant; the participant is discontinued or disqualified; or the site received additional caseload slots. Applicants that do not respond to notification that they have missed two distributions and applicants not responding to openings that become available on the waitlist will be removed from the program. Once removed the applicant may reapply and will be placed at the bottom of the waitlist.

If a certified participant relocates to another CSFP location, then the distributing site would call the CSFP site near the participant's anticipated new home and have that person placed at the top of their waitlist or given a slot if one is open.

Participant No-Show Policy

Eligible Recipient Agencies (ERAs) *shall* establish a “no-show” policy stating the maximum allowable period that persons may fail to pick-up food packages and remain enrolled in the program. The period may not exceed two consecutive months. The “no-show” policy shall be posted in a prominent location and provided in writing to all participants during certification and recertification. Participants who are required to be in the hospital for extended periods retain their participant status. They should not be removed from the program for missing two consecutive months. They can be issued food for any month within their certification period for which they had at least one day at home. **IF they have extended hospital stays covering every day of the month, they should not receive a food package for that month and a participant on the waitlist should be given their food box. IF a waitlisted participant receives a box temporarily, the ERA worker needs to be sure this is only being given to them on a temporary basis. The waitlist applicants should be called in order that they signed up for the program and offered a box on a rotating basis.**

Violation of the “no-show” policy shall result in discontinuance of CSFP benefits. If a participant violates the established “no-show” policy, the ERA must provide the participant with a written notification of discontinuance including the reason for discontinuance at **least fifteen (15) days** before the effective date of discontinuance.

Participants who are removed from the program for violation of the “no-show” policy are allowed to reapply for benefits unless they have violated the “no-show” policy twice previously. If a waiting list exists, participants reapplying after violating the “no-show” policy must be treated the same as all applicants and must be placed on the list by

category, and in the order which they contacted the agency. Participants who violate the “no-show” policy a third time within the past twelve months must be disqualified from CSFP for a period of up to one year, unless the ERA determines that disqualification would result in a serious health risk.

Client Notification of Distributions

Eligible Recipient Agencies (ERAs) must inform participants in writing of the deadline for picking up food packages prior to distributing food packages to participants on the waiting list. ERAs must also convey in writing to waiting list participants that they are receiving the CSFP food package for that month only. For pick-up sites where CSFP foods are not stored, participants are to be given ***two (2) hours*** from the end of the distributing time before the agency can utilize the waiting list. For distribution sites where CSFP foods are stored, sites will give participants ***five (5) working days*** to pick-up CSFP foods before the waiting list is utilized. Whether the site is a pick-up site or distribution site, the client must be told in writing prior to the month’s distribution of the cut-off date and/or time. *The State Agency encourages all ERAs to use calendars to inform participants of future distribution dates.* **Be mindful of the population being serving and the importance of supplying them with a visual aid of dates.** This will be particularly helpful should a participant become incapacitated and needs a proxy to pick up the food package(s).

For example, when notifying participants in writing of the month’s distribution date, add a phrase stating that participants who do not pick-up their CSFP food package by (date and time) will forfeit their food package for the month.

Homebound Participants

Eligible participants who are unable to attend distributions may designate on their application a relative, friend, or other authorized representative as their proxy for receipt of the food package.

Homebound participants will also have food packages delivered to them by volunteers when available. Volunteer sources include faith based organizations, outreach social workers employed by the ERAs, senior nutrition centers, and other screened individuals who can regularly deliver food packages and visit with the homebound participants.

Referrals to Other Health & Social Services (ROHSSs)

ROHSSs are provided to DAs by the State Agency and are made available to all ERAs by the DA or by the SA at the ERAs request. Elderly CSFP participants will receive information and referrals to other health and social service programs as follows:

- ❖ SNAP Program Flyers will be made available to every CSFP applicant at least one time. The Food Banks distributes SNAP outreach materials for OHS and will continue with CSFP. For more information in the OKC metro area call 1-405-521-3444 or email: SNAP@okdhs.org In other counties, call the local OHS office.
- ❖ Information regarding LIHEAP administered by OHS. Includes winter heating assistance, Energy Crisis Assistance, summer cooling assistance and weatherization assistance. Call the local OHS office.
- ❖ Information regarding the Advantage Program, which is a home and community based waiver program serving older Oklahomans and adults with physical disabilities. Through Advantage, an eligible person can elect to receive care at home instead of going to a nursing facility. Contact the local OHS office.
- ❖ Information regarding State Legal Services. Oklahoma is the only state to have established by state statute an Office of Elder Rights.
- ❖ Information on SSI benefits offered under the Social Security Act.
- ❖ Information on medical assistance available to the elderly will be distributed by program sites.
- ❖ [Senior Farmers Market Nutrition Program \(SFMNP\)](#) (link opens in a new window or visit http://www.okdhs.org/services/snap/Pages/sfmnp_what.aspx). This program provides low-income seniors with an Electronic Benefits Transfer (EBT) card to be used to purchase eligible foods at authorized farmers' markets.
- ❖ The Senior Corps Programs is a retired senior volunteer program wherein volunteers work with adults who have difficulty with simple tasks of day-to-day living. Companions assist by providing companionship, respite, light chores and errands. This program is also designed to keep older persons in their own homes for as long as possible.
- ❖ Adult Day Health Services is a community-based program designed to meet the needs of adult Oklahomans (60+ years of age) who can no longer remain in the home alone, but who do not require institutional care. For more information, call 1-405-521-2281 or visit <http://infonet.okdhsdmz.nml:82/know/Pages/aging.aspx#adult> . You can also call the Oklahoma Association of Homes and Services for the Aging call 405-640-8040 or visit www.okahsa.org to check the directory for providers of Adult Day Health.
- ❖ 2-1-1 program is a free and easy-to-remember telephone number that connects Oklahoma with important services and volunteer services. 2-1-1 provides free and confidential service 24-hours a day, seven days a week; links most callers to non-profit and faith-based organizations; and helps most callers find assistance with food, clothing, housing, healthcare, transportation, income support, government services, legal services, consumer issues, public safety concerns, disaster response and other issues. For more information call 2-1-1.
- ❖ AARP (American Association of Retired Persons) provides discounts and benefits to those aged 50 and older. For more information visit:

<http://states.aarp.org/category/oklahoma/> or call Customer Service @ 1-800-687-2277.

- ❖ Information on Respite Voucher programs administered by OHS that allows caregivers to take a break from full-time caregiving and pay someone to provide temporary care. Caregivers may use the respite vouchers in the manner that best meets their needs. This service is also available for grandparents 55 or older raising grandchildren. For more information contact the local Area Agency on Aging office or visit www.careteamhc.com/respite-voucher-program/.
- ❖ Information on Long-Term Care Ombudsman Program administered under the authority of the Older Americans Act and the Oklahoma Long-Term Care Ombudsman Act. This program serves older residents in Oklahoma's Long-Term Care facilities, including nursing homes, assisted living, and residential care home; works to prevent problems and resolve complaints related to the quality of care and the quality of life of residents; explores problems and recommends corrective actions; and provides consultation and training to facilities and consumers. For more information contact the Area Agency on Aging Ombudsman Supervisor at 1-800-211-2116 or visit www.okdhs.org and click on Aging Services.
- ❖ Senior Information Line in Oklahoma 1-800-211-2116 & Oklahoma Human Services Aging Services 1-405-521-2281 & Oklahoma Area-Wide Service Information System (OASIS) at 405-271-6302

Outreach Plan

Outreach plans for CSFP in Oklahoma include the following options:

- ❖ Providing handout referrals to other health and social services at all CSFP distribution sites statewide
- ❖ Articles in area newspapers in partner counties
- ❖ The distribution of flyers and applications for CSFP at low-income senior housing sites in urban and rural counties served
- ❖ The distribution of applications for CSFP to homebound seniors who receive mobile meals
- ❖ The distribution of information on the program to senior congregate feeding sites
- ❖ Placement of CSFP posters, flyers, and applications in each partner distribution site
- ❖ Distribution of flyers to other charitable feeding programs and grass roots organizations served by the Food Banks so potentially eligible participants can be referred to CSFP

7 CFR Part 16: Equal Opportunity for Religious Organizations Final Rule

All CSFP organizations that receive USDA Foods or administrative funding under TEFAP or CSFP are subject to the requirements of 7 CFR Part 16. State agencies must ensure that all local or eligible recipient agencies that receive USDA Foods or administrative funding as part of TEFAP or CSFP are aware of the requirements at 7 CFR Part 16. Local or eligible recipient agencies must record any successful or unsuccessful referrals to alternate providers and report any unsuccessful referral attempts or request assistance in identifying an alternate provider to their respective State agency. Regardless of how local or eligible recipient agencies record referrals, State agencies are responsible for the compliance of sub-recipients with these Federal regulations.

The individual written notice should be provided to beneficiaries and prospective beneficiaries **at the time of application** for CSFP. The exception to individual written notice applies when the service provided to the beneficiary involves only a brief interaction between the provider and the beneficiary, and the beneficiary is receiving what may be a one-time service from the provider. CSFP was designed to be a monthly food package program – with additional service requirements and certification periods – the nature of CSFP precludes it from falling under the “brief interaction” or “one time service” definition in order to qualify for the exception.

Federal regulations do not require a signed copy of the individual notice of beneficiary protections to be maintained in each individual case file. However, beneficiaries and prospective beneficiaries should be given the option to receive a copy of the written notice, if requested.

If a CSFP distribution site conducts explicitly religious activities, the activities must be offered separately, in time or location, from the programs or services supported with USDA direct assistance, and participation must be voluntary for beneficiaries of the programs or services supported with such USDA direct assistance. CSFP distribution centers can play religious music during food distribution provided that it is played at low levels that do not rise above normal conversational tones and the audio is not a recorded sermon or prayer. The organization should be sensitive to the preferences of the participants they serve and consider forgoing playing religious music during the distribution of USDA Foods if requested by beneficiaries and prospective beneficiaries of CSFP.

In addition a moment of silence is allowed at CSFP distributions if it is not accompanied with any explicitly religious activity. However, if the moment of silence is conducted with an explicitly religious activity, for example a short religious statement to focus the moment of silence, it would be considered an explicitly religious activity. In addition, if that moment of silence is directed toward religious contemplation or reflection, the

activities must be offered separately, in time or location, from the programs or services supported with USDA direct assistance, and participation must be voluntary for beneficiaries of the programs or services supported with such USDA direct assistance.

To read the full questions and answers regarding the 7 CFR Part 16: Equal Opportunity for Religious Organizations Final Rule please visit:

<https://fns-prod.azureedge.net/sites/default/files/fdd/FD-141-Equal-Opportunity-Religious.pdf>

Senior Nutrition Education

Nutrition Education

Nutrition Education is required at each CSFP site. Nutrition Education Plan, in accordance with § 247.6(7), ERAs are responsible for making nutrition education available to all CSFP participants. **At a minimum**, ERAs will distribute nutrition education information with monthly food packages in the form of a flyer, newsletter, or handout. Recipes using CSFP foods are currently available to CSFP persons who participate in CSFP. Recipes can be printed and placed in the CSFP boxes for participants and this can serve as nutrition education. In most cases, nutrition education is developed by the Food Banks in the form of pamphlets and/or calendars and placed directly into the food boxes, but ERAs should ensure this is occurring.

USDA Foods fact sheets and recipes are currently available to persons and households eligible to participate in CSFP. Each fact sheet includes product description, pack/yield, storage needs, preparation/cooking guidelines, uses and tips, nutrition facts, food safety information and recipes.

Please refer to the Household & Material Fact Sheets with any questions or concerns on how to properly store commodity products. Household & Material Fact Sheets can be found on-line at <https://whatscooking.fns.usda.gov/fdd/household-material-fact-sheets> (link opens in a new window).

Nutrition Education Survey

A nutrition education survey was developed by the SA to evaluate the effectiveness of nutrition education efforts and to obtain participant input. Survey results help DAs focus the nutrition information provided to meet the needs of participants. Surveys should be completed and collected on site as part of the CSFP distribution process or during the verification process each year. Distribution site personnel shall offer the survey to each CSFP participant as the food packages are distributed or as their recertification paperwork

is being processed. Site personnel shall explain to each participant receiving a survey that information provided will be kept strictly confidential and will be used to improve the quality and effectiveness of the nutrition education efforts. If a participant is unable or unwilling to complete the survey, site personnel shall offer assistance with completing the form. If a participant refuses a survey, distribution site personnel should line through the survey to indicate it was offered to an individual who refused to complete the form. If practical, distribution site personnel should mark the participant's apparent gender and ethnicity (based on visual assessment) for those surveys that were refused. When sites complete the nutrition education surveys, they should be forwarded to their DA.

Tailored Food Packages

Since CSFP is a supplemental food program, tailoring of the food packages is encouraged. The following are some common situations where tailoring food packages are appropriate. If other situations are encountered where a tailored package may be needed, please contact the State Agency or the DA in your area.

Vegetarian: Individuals choose diets without meat for a variety of reasons including ethical, religious, and health concerns. At this time, a CSFP participant who is a vegetarian may decline the meat, but may not receive peanut butter or dry beans instead of meat because these foods are in different categories. He/she may receive the 18oz container of peanut butter or dry beans during the months when these foods are being issued.

Low Sodium: Some seniors may request a low sodium food package. Participants may be instructed to lightly rinse all canned vegetables to remove most of the salt.

Low Sugar or Diabetic: USDA commodity fruits are packed in light sugar syrup. Participants may be instructed to lightly rinse canned fruits to remove most of the syrup.

Low Cholesterol or Low Fat: Cholesterol is only found in foods of animal origin while fat is found in most animal foods as well as in nuts, vegetable oils, and margarine. Some individuals may request a low fat or low cholesterol food package. For these individuals, egg mix may be eliminated and dry beans substituted for peanut butter. Participants should be advised that most of the fat in the meat products can be removed by refrigerating the canned meat, which will solidify the fat making it easy to skim off.

Storage & Handling Guidelines

Food Spoilage

Donated CSFP foods that are no longer fit for human consumption as a result of spoilage, contamination, infestation, or damage, or when the results of an investigation by Federal, State, or local health authorities deems them no longer fit for human consumption, the ERA will contact their local Health Department and dispose of the food according to that Department's rules, regulations and codes.

Food Losses

The State Agency must investigate any and all losses of donated CSFP foods. **ALL losses must be reported to the State Agency.** The loss should be reported within 30 days from the date of discovery of the loss, or from the date the information was first received indicating that the loss had occurred, whichever is later. As part of the claim determination, the distributing agency must establish: the types and quantities of donated foods lost, the value of the donated foods lost, or the amount of funds improperly used or lost, the date and location of the loss (if it can be determined), the cause (to include theft, embezzlement, or fraud) and the party responsible (if any). In establishing the value of the donated food loss, the State Agency must use the USDA purchase price of the food at the time the loss occurred or, at the State Agency's option, one of the other values included in 7 CFP 250.58(e). In the event of a loss contact your DA or State Agency for a Loss Report (23CD003E) form.

If the State Agency determines that the value of the donated food loss, or improper use or loss of funds, does not exceed \$500, or does not exceed an amount established by State statute for pursuit of a claim (if greater than \$500), it is not required to pursue a claim to forward to the FNS Regional Office for further action. However, if the loss occurred as a result of theft, embezzlement, or fraud the State Agency may pursue further claim actions, in accordance with this Instruction, or forward the claim determination to the FNS Regional Office for further action, regardless of the value of the loss.

Ordering, Receipt & Storage of CSFP Foods

USDA commodities for the CSFP will be ordered in Multi-Food loads and shipped by USDA contracted carriers directly to the Food Banks. CSFP foods will be ordered monthly, based on the caseload served in the prior month. A 2- 2 ½ month supply of CSFP foods will be maintained. All CSFP foods will be stored in a separate area of the DAs from The Emergency Food Assistance Program (TEFAP) to prevent confusion between these items and to allow for full accountability for each program. A perpetual inventory of CSFP foods received, cases assembled for distribution, and cases distributed will be maintained.

All CSFP products will be safeguarded against theft, spoilage, infestation, fire, and other losses in the Food Banks' state-of-the-art warehouse facilities. These facilities have full alarm systems, fire sprinkler systems, climate control systems, and automatic fogging systems to prevent infestation.

Methods of Transportation

The DAs will deliver CSFP commodities once a month to each partner certification and distribution site, utilizing DA refrigerated trucks. Monthly deliveries to rural sites will be made by DA tractor-trailers. Each ERA will sign an invoice at the time of delivery to confirm receipt of the correct number of preassembled food packages and blocks of cheese or other perishable items (to be added to the food packages) for distribution that month. Sites will order the number of boxes they need each month, based on the number of participants certified and number served in the prior month. Since sites order and distribute boxes in the same month, usually within a few days of their delivery, this alleviates the need for large storage areas at distribution sites and helps maintain accurate inventories.

Food Package Assembly

RFBO in Oklahoma City and FBEO in Tulsa pre-package food boxes for the CSFP program at their respective DAs using their own volunteers/staff members.

Method & Style of Food Distribution

All certified CSFP participants will be offered a pre-boxed food package once monthly. Pre-boxed food packages will be distributed the day they are received at the distribution site or they will be stored in locked rooms at the sites prior to distribution. All perishable items will be kept under separate refrigeration or freezer storage at the sites and added to the boxes as they are distributed. If recipients are unable to attend a monthly distribution, a proxy who is designated on their application can pick up their food package. Trained volunteers will also make home deliveries to homebound participants.

Each ERA will be required to do a physical inventory every month to count any extra boxes and perishable items not distributed that month. Each ERA will be required to submit a monthly report to the DA to report boxes received, boxes distributed, the number boxes still on hand, and the number of participants served that month.

Household & Material Fact Sheets

USDA Foods fact sheets and recipes are currently available to persons and households eligible to participate in CSFP. Each fact sheet includes product descriptions, pack/yield,

storage needs, preparation/cooking guidelines, uses and tips, nutrition facts, food safety information and recipes.

Please refer to the [Household & Material Fact Sheets](#) (link opens in new window) with any questions or concerns on how to store commodity products. Household & Material Fact Sheets can also be found on-line at:

<http://www.whatscooking.fns.usda.gov/fdd/household-material-fact-sheets>.

Receiving Commodities

At delivery, during the unloading of commodities, agency personnel must compare the number of boxes being delivered to the information on the shipping invoice. Discrepancies such as shortages, overages or damaged commodities must be noted on the invoice and signed by both the driver and agency representative.

The checks for damages must include inspections for rodent and insect infestation, disfigurements and discoloration. If any food received by the ERA is found to be out-of-condition it must be segregated from the other foods. The ERA must then:

1. Indicate on the receiving document the status of the out-of-condition food.
2. Contact the local sanitation/health department to inspect and determine the method of disposal of the food.
3. Submit the [USDA Loss Report](#) (link opens in a new window or visit <http://www.okdhs.org/library/rpts/Pages/arhome6.aspx>) and appropriate documentation to OHS Food Distribution Programs (the State Agency) to report the loss of donated food. Any shortage or overage found during the check should be noted on the receiving documents.

Hold & Recall Procedures

The State Agency will contact recipient agencies as soon as possible, but within 24 hours or less, after receiving a hold and/or recall notification. To the extent possible, DAs will confirm receipt of the notification by the recipient agencies to ensure that the message was received and understood. The State Agency will provide product identification information needed by recipient agencies to track the product, and instructions on removing and isolating the affected food.

Specific product disposal instructions will be provided to recipient agencies. As requirements for solid waste disposal differ, information on proper methods of disposal must be obtained from state or local agencies responsible for environmental protection and/or solid waste regulations. State contacts for programs related to solid waste

disposable can be obtained at <https://www.epa.gov/ok/compliance-assurance-and-enforcement-oklahoma>.

Each ERA has the responsibility to:

- ❖ Have recall procedures in place.
- ❖ Implement the recall procedures upon notification of a recall of USDA Foods.
- ❖ Assign a food safety coordinator and alternate, and provide the names, titles, email addresses, and telephone and fax numbers of the coordinator and alternate to the State Agency.
- ❖ Maintain a contact list for each recipient agency serving sites. This list should have two recall contacts per site and be verified annually.
- ❖ Notify all sites about the recall immediately, ideally within in 24 hours or less, and ensure that the affected products are isolated and labeled “Do Not Use” to avoid accidental use.
- ❖ Identify the locations of the affected products, and verify that the products have the correct product identification codes.
- ❖ Conduct an inventory assessment, ideally in 48 hours or less, of affected product.
- ❖ Submit the inventory assessment information to the state agency.
- ❖ Follow applicable destruction/disposal instruction provided by the state agency.

Pest Control System

Food should be checked regularly for signs of infestation. Storage areas and freezers/coolers should be maintained in a clean and orderly manner. Quarterly extermination treatments are recommended, but should be done more often if necessary. Food should also be stored away from paper products as paper attracts insects. The State Agency reviewer will need to review your pest control records. If a non-professional (i.e. volunteer, pantry director/coordinator or church patron) sprays your building, keep a journal/log of the areas and the dates your building was treated and what specific pest control chemicals were used.

Program Monitoring

State Agency Reviews of Distributing Agencies & Eligible Recipient Agencies

OHS will monitor the DAs in the administration of CSFP on an annual basis. During an annual visit to the DA (the Food Banks), OHS will review caseload management, product storage, inventory controls, distribution procedures, financial management system and other areas of program management. An OHS reviewer will review all ERAs at least once every two years. As part of the on-site reviews, the State Agency must evaluate all aspects of program administration, including certification, procedures, nutrition education procedures & materials, civil rights compliance, food storage practices, and inventory controls.

OHS will provide ongoing supervision of the program by monitoring the submission of food orders and monthly and annual reports. OHS will assist in the management of the CSFP program by relaying policies, funding information, regulation interpretations, and other information from USDA/FNS.

The DAs will provide ongoing supervision and monitoring of the CSFP distribution sites. The DAs will work closely with each of these partner sites in providing training, technical assistance, and monitoring of certification and distribution at the sites. Any issues that require corrective action will be documented in writing to the partner agency. The DAs will then work with the partner agency to ensure immediate corrective actions are taken.

Complaints

Complaints from participants or distribution sites about the supplemental foods will initially be forwarded to the DAs. The DAs will determine the nature of the complaint on the supplemental food to determine what action should be taken. If the complaint involved quality or packaging of a food item, but the food itself is good, the complaint will be documented and forwarded to the USDA through OHS for consideration in future specifications. If the complaint alleges spoilage or infestation of food, the DA will collect information about the food item and dates received to try to determine the source of the spoilage or infestation. If items were spoiled or infested prior to distribution to the participant, immediate actions will be taken to resolve any problems leading to this loss, to prevent further loss, and to notify OHS (and USDA, if appropriate) on this matter. If the complainant does not like a food item but there is nothing wrong with the food, the complainant will be reminded that they can decline to receive that item and remove it from their food box in the future.

Dual Participation

CSFP elderly applicants/participants will be advised on the application that they can only participate and receive food from one CSFP distributing agency.

The State Distributing Agency must also work with DAs and ERAs to prevent and detect dual participation. In accordance with § 247.8(a)(1), the ***ERA must check the identification of all applicants when they are certified and/or recertified.*** In accordance with § 247.8(b), the ERA must ensure that the applicant, or the adult parent or caretaker of the applicant, signs an application form which includes a statement advising the applicant that he or she may not receive CSFP benefits at more than one CSFP site at the same time. During the application process, applicants are advised on the application that he/she may not receive CSFP benefits at more than one CSFP site at the same time. Each DA is responsible for gathering application data from the ERAs and comparing data to ensure that dual participation does not exist on a quarterly basis. Any participant identified to be committing dual participation ***must*** be discontinued from one or more of the CSFP sites and notified in writing*, in accordance with § 247.17. The individual may appeal the discontinuance through the fair hearing process, in accordance with § 247.33(a). In accordance with § 247.20(b), if the dual participation resulted from the participant or caretaker of the participant making false or misleading statements, or intentionally withholding information, the local agency must disqualify the participant from CSFP, unless the local agency determines that disqualification would result in a serious health risk. The local agency must also initiate a claim against the participant to recover the value of CSFP benefits improperly received, in accordance with § 247.30(c).

*The Dual Participation Notification Letter is attached to this handbook.

Pursuit of Claims against Dual Participation Participants

If the value exceeds \$100 or 5 months of benefits improperly received or used, a claim against the participant must be pursued. Local agencies are required to use this standard in determining if a claim is to be pursued in accordance with 7 CFR 247.30(d).

Program Violations and Disqualification

If applicants or participants, or caretakers of applicants or participants, commit program violations, the local agencies may disqualify the applicants or participants for a period of up to one year. However, if the local agency determines that disqualification would result in a serious health risk, the disqualification may be waived. Program violations include:

- Intentionally making false or misleading statements to obtain CSFP commodities;
- Intentionally withholding information to obtain CSFP commodities; or

- Selling CSFP commodities, or exchanging them for non-food items.
- Violate CSFP regulation, policies and procedures, rules and/or guidelines, etc.
- Receive CSFP benefits from more than one CSFP site (dual participation)
- Physical and verbal abuse or threat of physical abuse of CSFP staff or representative or other clients

Local agencies must permanently disqualify a participant who commits three program violations that involve fraud. For purposes of this program, fraud includes:

- Intentionally making false or misleading statements to obtain CSFP commodities;
- Intentionally withholding information to obtain CSFP commodities; or
- Selling CSFP commodities, or exchanging them for non-food items.

Disqualifications of program benefits also include:

- Overdue for certification or failure to pick up foods for two or more months
- No longer meet approved eligibility standards/guidelines
- Institutionalized or deceased
- Reduced caseload or program termination.

The local agency must provide the individual with written notification of disqualification from CSFP at least 15 days before the effective date of disqualification. The notification must include the effective date and period of disqualification, the reason for the disqualification, and a statement that the individual may appeal the disqualification through the fair hearing process, in accordance with §247.33(a).

[§ 200.501 Audit requirements.](#)

- (a) ***Audit required.*** A non-Federal entity that expends \$750,000 or more during the non-Federal entity's fiscal year in Federal awards must have a single or program-specific audit conducted for that year in accordance with the provisions of this part.
- (b) ***Single audit.*** A non-Federal entity that expends \$750,000 or more during the non-Federal entity's fiscal year in Federal awards must have a single audit conducted in accordance with [§ 200.514](#) except when it elects to have a program-specific audit conducted in accordance with [paragraph \(c\)](#) of this section.
- (c) ***Program-specific audit election.*** When an auditee expends Federal awards under only one Federal program (excluding R&D) and the Federal program's statutes, regulations, or the terms and conditions of the Federal award do not require a financial statement audit of the auditee, the auditee may elect to have a program-specific audit conducted in accordance with [§ 200.507](#). A program-specific audit may not be elected for R&D unless all of the Federal awards expended were received from the same Federal agency, or the same Federal agency and the same pass-through entity, and that Federal agency, or pass-through entity in the case of a subrecipient, approves in advance a program-specific audit.
- (d) ***Exemption when Federal awards expended are less than \$750,000.*** A non-Federal entity that expends less than \$750,000 during the non-Federal entity's fiscal year in Federal awards is exempt from Federal audit requirements for that year, except as noted in [§ 200.503](#), but records must be available for review or audit by appropriate officials of the Federal agency, pass-through entity, and Government Accountability Office (GAO).
- (e) ***Federally Funded Research and Development Centers (FFRDC).*** Management of an auditee that owns or operates a FFRDC may elect to treat the FFRDC as a separate entity for purposes of this part.
- (f) ***Subrecipients and contractors.*** An auditee may simultaneously be a recipient, a subrecipient, and a contractor. Federal awards expended as a recipient or a subrecipient are subject to audit under this part. The payments received for goods or services provided as a contractor are not Federal awards. Section [§ 200.331](#) sets forth the considerations in determining whether payments constitute a Federal award or a payment for goods or services provided as a contractor.
- (g) ***Compliance responsibility for contractors.*** In most cases, the auditee's compliance responsibility for contractors is only to ensure that the procurement, receipt, and payment for goods and services comply with Federal statutes, regulations, and the terms and conditions of Federal awards. Federal award compliance requirements normally do not pass through to contractors. However, the auditee is responsible for ensuring compliance for procurement transactions which are structured such that the contractor is responsible for program compliance or the contractor's records must be reviewed to determine program compliance. Also, when these procurement transactions relate to a major program, the scope of the audit

must include determining whether these transactions are in compliance with Federal statutes, regulations, and the terms and conditions of Federal awards.

(h) ***For-profit subrecipient.*** Since this part does not apply to for-profit subrecipients, the pass-through entity is responsible for establishing requirements, as necessary, to ensure compliance by for-profit subrecipients. The agreement with the for-profit subrecipient must describe applicable compliance requirements and the for-profit subrecipient's compliance responsibility. Methods to ensure compliance for Federal awards made to for-profit subrecipients may include pre-award audits, monitoring during the agreement, and post-award audits. See also [§ 200.332](#).

[[78 FR 78608](#), Dec. 26, 2013, as amended at [79 FR 75887](#), Dec. 19, 2014; [85 FR 49571](#), Aug. 13, 2020]

Civil Rights Compliance

Civil Rights Training

Civil Rights training is required annually. The State Agency is required to train DAs and DAs are required to train the ERAs. Again this is to occur on a yearly basis, without exception, *including volunteers*. Make sure sign-in sheets are utilized for these trainings as these documents will be asked for during your agency reviews.

Civil Rights Notification and Required Non-Discrimination Statement

Each DA and ERA must prominently display the current “And Justice For All” poster. This poster is available on the web at <https://www.fns.usda.gov/civil-rights> including translations into several different languages. The following non-discrimination statement must be included on all materials regarding USDA household commodity programs that are produced by the ERA for public information, public education, or public distribution, including websites.

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 (including gender identity and sexual orientation), 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, audiotope, 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: [How to File a 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

Washington, D.C. 20250-9410;

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

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

This institution is an equal opportunity provider.

If the material is too small to permit this full statement to be printed, then the material will at a minimum include the statement (in print size no smaller than the rest of the text) "USDA is an equal opportunity provider and employer."

Assurances

In order to receive Federal funding, State agencies, contracted food banks and eligible recipient agencies must sign agreements that they will abide by civil rights requirements in program delivery. State Agencies must conduct reviews to ensure compliance with FNS Instruction 113-1. FNS Instruction 113-1 is explained below:

FNS Civil Rights Instruction 113-1, issued Nov. 8, 2005, The purpose of this Instruction is to establish and convey policy and provide guidance and direction to the USDA Food and Nutrition Service and its recipients and customers, and ensure compliance with and enforcement of the prohibition against discrimination in all FNS nutrition programs and activities, whether federally funded in whole or not.

The full FNS 113-1 statement can be accessed online at: <https://www.fns.usda.gov/cr/civil-rights-laws-regulations>

Pre-Award Civil Rights Compliance

The purpose of a Civil Rights compliance review is to determine if the applicant or recipient agency of Federal financial assistance is in compliance with laws prohibiting discrimination on the basis of race, color, national origin, sex, age, or disability. Recipients of Federal financial assistance from the USDA must comply with the following statutes and regulations.

Title VI of the Civil Rights Acts of 1964 provides that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance. The Act goes on to explain that the statute shall not be construed to authorize action with respect to any employment practice of any employer, employment agency, or labor organization (except where the primary objective of the Federal financial assistance is to provide employment).

Section 13 of the 1972 Amendments to the Federal Water Pollution Control Act provides that no person in the United States shall on the ground of sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under the Federal Water Pollution Control Act, as amended. Employment discrimination on the basis of sex is prohibited in all such programs or activities.

Section 504 of the Rehabilitation Act of 1973 provides that no otherwise qualified individual with a disability in the United States shall solely by reason of disability be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance. Employment discrimination on the basis of disability is prohibited in all such programs or activities.

The Age Discrimination Act of 1975 provides that no person on the basis of age shall be excluded from participation under any program or activity receiving Federal financial assistance. Employment discrimination is not covered. Age discrimination in employment is prohibited by the Age Discrimination in Employment Act administered by the Equal Employment Opportunity Commission.

Title IX of the Education Amendments of 1972 provides that no person in the United States on the basis of sex shall be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any education program or activity receiving Federal financial assistance. Employment discrimination on the basis of sex is prohibited in all such education programs or activities.

The State Agency's system for pre-award civil rights compliance reviews is as follows: **Pre-Award Civil Rights compliance reviews are to be completed and submitted to the State Agency along with required copies of agency applications prior to a new TEFAP local agency being approved for distribution of TEFAP USDA foods.** The TEFAP/CSFP Pre-Award Civil Rights Review form is attached to this handbook.

Post-Award Civil Rights Compliance

The State Agency's system for post-award Civil Rights compliance is as follows:

The State Agency Reviewer will conduct post-award compliance checks during routine CSFP distribution site reviews that occur every two years or more as needed. If your agency has a finding from the previous year, your agency is again reviewed the following year to ensure compliance and civil rights will again be reviewed during that follow-up review, also known as a risk assessment review.

Resolution of Non-compliance

A finding of non-compliance is a factual finding that any civil rights requirement as provided by law, regulation, policy, instruction, or guidelines, is not being adhered to by a State Agency, local agency, or other sub-recipient agency. If a location has a finding, steps must be taken immediately to obtain **voluntary** compliance. Effective date of the finding of non-compliance is the date of notice to the State agency, local agency or other sub-recipient agency.

Civil Rights Complaints

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at: <https://www.ascr.usda.gov/filing-program-discrimination-complaint-usda-customer>, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@us.gov.

Individuals who are deaf, hard of hearing, or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339, or (800) 845-6136 (Spanish).

Fair Hearing Notification

At the time of certification and recertification, applicants must be informed that they have a right to a fair hearing and they may appeal any decision made by the ERA regarding denial or termination from the program.

An appeal may be made verbally or in writing at the administering agency headquarters. Participants may arrange for a hearing held before the food program director and they have a right to an appeal and hearing before the Executive Director of the agency. Each ERA should have a written policy that explains their fair hearing procedure.

The selected fair hearing officer for OHS is Lisa Connel-Hurt, Managing Administrative Law Judge, 405-521-3638.

Provisions for Non-English or Limited-English Speakers

If a significant portion of the population in an area is comprised of non-English or limited-English speaking persons with a common language, ERAs must ensure that such persons are informed of their rights and responsibilities in the program in an appropriate language. The ERA must also provide program information to such persons in the appropriate language.

Frequently Asked Questions

1. ***What is the CSFP?*** The Commodity Supplemental Food Program (CSFP) works to improve the health of low-income elderly people at least 60 years of age by supplementing their diets with nutritious USDA Foods.
2. ***What are the requirements to qualify for CSFP?*** In the State of Oklahoma you must be a resident in a participating county or area that is served by CSFP, an Oklahoma resident, 60 years of age or older, and have a limited income that is at or below 130% of the Federal Poverty Income Guidelines.
3. ***What does CSFP provide?*** A food package worth approximately \$50.00 consisting of canned fruits, vegetables, meat, cheese, cereals and grain products, and milk products, is provided each month.
4. ***What is considered a household?*** A group of related or non-related individuals, exclusive of boarders, who are not residents of an institution, but who are living as one **economic unit** and for whom food is customarily purchased and prepared *in common*. It also means a single individual living alone.
5. ***Why is the trained certification worker required to read the rights and responsibilities statement on the CSFP application to the applicant?*** First and foremost, this is a USDA requirement. However, it is important to be mindful of the population being served: low income and elderly. Therefore, failing eye sight may be

an issue, as well as an inability to afford the proper reading glasses. Additionally, it is possible that some applicants may be functionally illiterate and embarrassment of the applicants should be avoided. Please take the extra few minutes and read the rights and responsibilities statement (that is on the CSFP application) to the applicant.

6. ***Do I have to check a form of identification for a proxy, like I would for a participant?*** Yes. Proxies should not be treated any differently from participants and their proof of identification should be checked each month when they arrive at the ERA distribution site to pick up a food box on behalf of participants.
7. ***If two elderly individuals live in a household and their adult child resides with them, is their adult child's income included in the household income?*** It depends. If the adult child is living as a "boarder" and not as a family unit, then no, his/her income would not be included as household income; however, if they are living as a family unit and sharing food, then the answer would be yes and the adult child's income would be included as household income. These would be questions to be asked by the trained certification worker. If the combined income exceeds the current income guidelines, then the family unit would not receive a box.
8. ***I have extra boxes left over at my distribution site. Can I just save those boxes for next month's distribution?*** No. Boxes cannot be retroactively distributed. If you have called your participants and they have not arrived to pick up their boxes within the "no-show" policy timeframe (5 days) then call the participants on your waitlist. If you do not have a waitlist, call the other agencies within your group and see if the boxes can be distributed to participants on their waitlist. Most, if not all, locations in Oklahoma have a waitlist. Also, make sure to inform the CSFP coordinator at your respective partner Food Bank.
9. ***If an elderly couple comes in together are they both eligible for their own box?*** The answer is yes if their combined income is within guidelines, but they need to fill out separate applications. This also applies to two non-married seniors living together as an economic unit, such as two senior siblings, two seniors friends/housemates, etc.
10. ***What is the purpose for the Nutritional Education Survey each year?*** The surveys are used to evaluate the current effectiveness of the CSFP program, nutrition education, and to determine the needs of program customers. For example, if grapefruit juice has been provided in the food boxes, but participants are unable to drink grapefruit juice due to certain medications that they take then it would be important to know that information.
11. ***Are participants required to come into the ERA distribution site at 1 year for verification?*** No. The 1-year verbal verification can be as simple as a phone call to the participant. Three things should be determined by the trained certified worker. 1) Does the participant wish to continue receiving CSFP benefits, 2) Does the participant still reside within the service area, and 3) Is the participant's income still at or below the current 130% of Federal Poverty Income Guidelines. Be mindful that these

guidelines change every year, typically in January or February. Contact your SDA if you have not received the new guidelines by February.

12. ***How long has Oklahoma participated in CSFP?*** The Regional Food Bank of Oklahoma has distributed CSFP in its region since 2010 and the Food Bank of Eastern Oklahoma has distributed CSFP in its region since 2014.
13. ***What do I do if a participant is moving from the area to another area and wants to continue to receive CSFP benefits?*** The trained certification worker would first call the SDA to determine if the participant is moving to an area serviced by CSFP. If the certified participant is relocating to another CSFP location, then the distributing site would call the CSFP site that the participant is moving to and have the certified participant placed at the top of their waitlist or given a slot if one is open. The participant's approved application should follow him/her to the new location, but the former site should retain a copy of the application in its records.
14. ***What is the purpose of the ERA collecting my ethnic and racial data? Will this keep me from getting food?*** This is a USDA requirement that has *nothing* to do with eligibility and will not prohibit an applicant from getting a food box. The data collection is for census purposes only. The information is used in Federal Form 121, which is supplied to the Federal Government. This allows potentially underrepresented areas or areas of increased need to be better served.

ATTACHMENTS

Form Name	Attachment Designation	Page Number (s)
CSFP Current Income Guidelines*	Attachment A	Pg. 43
CSFP No-Show Policy	Attachment B	Pg. 45
Referrals to Other Health & Social Services	Attachment C	Pg. 46
CSFP Nutritional Survey	Attachment D	Pg. 50
CSFP Notice of Certification Status (Regional Food Bank of Oklahoma)	Attachment E	Pg. 51
CSFP Notification of Denial or Discontinuance (Regional Food Bank of Oklahoma)	Attachments F	Pg. 53
CSFP Application (Food Bank of Eastern Oklahoma)	Attachment G	Pg. 55
Discontinuance of Benefits Due to Dual Participation in CSFP	Attachment H	Pg. 60

*Subject to change yearly (January)



Commodity Supplemental Food Program (CSFP) in Oklahoma 2024 Income Eligibility Guidelines

Based on 130% of Federal Poverty Income Guidelines

60 years of age or older

Household Size	Annual	Monthly	Weekly
1	\$19,578	\$1,632	\$377
2	\$26,572	\$2,215	\$511
3	\$33,566	\$2,798	\$646
4	\$40,560	\$3,380	\$780
5	\$47,554	\$3,963	\$915
6	\$54,548	\$4,546	\$1,049
7	\$61,542	\$5,129	\$1,184
8	\$68,536	\$5,712	\$1,318
For each add'l family member add	\$6,994	\$583	\$135

Revised January 2024

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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 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: [How to File a 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
Washington, D.C. 20250-9410;
- (2) fax: (202) 690-7442; or
- (3) email: program.intake@usda.gov.

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“No-Show” Policy

As part of the Commodity Supplemental Food Program (CSFP) food packages should be collected from the designated locations every month. Each participant shall be given the time and location of their monthly pick-up. If a participant fails to pick up their box the participant shall be considered a “no-show.” Violation of the “no-show” policy shall result in forfeiture of CSFP benefits.

The CSFP No-Show policy is as follows:

1. Participants must pick up their food package within five (5) days or their box will be given to someone on the waitlist.
2. Participants who fail to pick up their food packages for two (2) consecutive months will be removed from enrollment in CSFP.
3. Participants in the hospital, out of town, or unable to pick up the food package due to illness for two (2) consecutive months may remain on the program and will not be removed, as long as they contact the distribution site and advise of the circumstances. They can be issued for any month within their certification period for which they had at least one day at home. If they have extended hospital stays covering every day of the month, they should not receive a food package for that month and a participant on the waitlist should be given their food box on a temporary basis.
4. Participants who are removed from the program for violation of the “no-show” policy are allowed to re-apply for benefits unless they have violated the “no-show” policy twice previously. If a waitlist exists, participants re-applying after violating the “no-show” policy must be treated as if they were applying for the first time, and must be placed on the waitlist in the order in which they contacted.
5. Participants who violate the “no-show” policy a third time within a twelve (12) month period must be disqualified from CSFP for a period of up to one year, unless the local agency determines that disqualification would result in a serious health risk.
6. Participants in violation of the “no-show” policy have a right to request a fair hearing by contacting their local CSFP agent at (801)538-6026. Participants have thirty days (30) from the date of written notice to request a fair hearing.

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- (2) fax: (202) 690-7442; or
- (3) email: program.intake@usda.gov.

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Referrals to Other Health & Social Services

- **Supplemental Nutrition Assistance Program (SNAP)** Program Flyers will be made available to every CSFP applicant at least one time. The Food Banks distributes SNAP outreach materials for OHS and will continue with CSFP. For more information call 1-866-411-1877 or apply for SNAP benefits online using OKDHS Live! at www.okdhslive.org.
- Information regarding **Low-Income Home Energy Assistance Program (LIHEAP)** administered by OHS. Includes winter heating assistance, Energy Crisis Assistance, summer cooling assistance and weatherization assistance. Call the local OHS office or 1-866-411-1877 or email at: LIHEAP@okdhs.org
- Information regarding the **ADvantage program**, which is a home and community based waiver program serving older Oklahomans and adults with physical disabilities. Through Advantage, eligible person can elect to receive care at home instead of going to a nursing facility. A person must first qualify for Medicaid, a low income service, prior to receiving Advantage. Advantage cannot be provided for children or those individuals with developmental disabilities. For more information, call the local OHS office or 1-800-435-4711.
- Information regarding **State Legal Services**. Oklahoma is the only state to have established by state statute an Office of Elder Rights. For information regarding legal services, referrals and information to individuals who are 60 or older contact (405) 521-2281 or fax 405-521-2086 or on the web at <http://www.okdhs.org/services/aging/Pages/ls.aspx> The Legal Services Developer for Aging Services also provides assistance about elder rights, end-of-life issues, guardianship and grandparents raising grandchildren legal rights.
- Information on **Supplemental Security Income (SSI)** benefits offered under the Social Security Act which is designed to help aged, blind, and disabled people, who have little or no income; and it provides cash to meet basic needs for food, clothing, and shelter. For more information go to the web at <http://www.ssa.gov/ssi/> or call 1-800-772-1213.
- **Senior Farmers Market Nutrition Program (SFMNP)** (link opens in a new window) or on the web @ http://www.okdhs.org/services/snap/Pages/sfmnp_what.aspx. This program provides low-income seniors with Electronic Benefits Transfer (EBT) card in the amount of \$50 per year to be used to purchase eligible foods at authorized farmers' markets. Participating counties are Adair, Cherokee, Cleveland, Muskogee, Oklahoma, Okmulgee, Pottawatomie and Tulsa counties.
- **RX For Oklahoma** is a service which helps Oklahomans access prescription assistance programs provided by pharmaceutical manufacturing companies. It is operated by contractors funded by the Oklahoma Department of Commerce. For more information contact RX for Oklahoma at 1-877-794-6552.

- **The Senior Corps Programs** is a retired senior volunteer program wherein volunteers work with adults who have difficult with simple tasks to day-to-day living. Companions assist by providing companionship, respite, light chores and errands. This program is also designed to keep older persons in their own homes for as long as possible. For more information call 405-521-6240 or go on the web @ <http://www.okdhs.org/services/aging/Pages/OKSCP.aspx>
- **Adult Day Health Services** is a community-based program designed to meet the needs of functionally impaired older personas, generally, adult Oklahomans (60+ years of age) who can no longer remain in the home alone, but who do not require institutional care. For more information, call 1-405-521-2281 or 1-800-498-7995 or go to <http://www.okdhs.org/services/aging/Pages/ads.aspx>. You can also call the Oklahoma Association of Homes and Services for the Aging call 405-640-8040 or go to www.okahsa.org to check the directory for providers of Adult Day Health.
- **2-1-1 program** is a free and easy-to-remember telephone number that connects Oklahoma with important services and volunteer services. They provide free and confidential service 24-hours a day, seven days a week; links most callers to non-profit and faith-based organizations; and helps most callers find assistance with food, clothing, housing, healthcare, transportation, income support, government services, legal services, consumer issues, public safety concerns, disaster response and other issues. For more information call 2-1-1.
- **AARP (American Association of Retired Persons)** provides discounts and benefits to those aged 50 and older. For more information go to: <http://states.aarp.org/category/oklahoma/> or call Customer Service @ 1-800-687-2277.
- Information on **Lifespan Respite Grant Voucher programs** administered by OHS that allows caregivers to take a break from full-time caregiving and pay someone to provide temporary care. Caregivers may use the respite vouchers in the manner that best meets their needs. This service is also available for grandparents 55 or older raising grandchildren. For more information contact your local Area Agency on Aging office or go to www.careteamhc.com/respite-voucher-program/ Area Agencies on Aging in Oklahoma: Oklahoma, Cleveland, Canadian, Logan Counties call 405-321-3200 Kathleen Wilson, Tulsa, Creek and Osage Counties call 918-584-7526 and Garfield, Grant, Kay, Kingfisher, Major, Noble, Alfalfa and Blaine Counties call 580-237-4810.
- Information on **Long-Term Care Ombudsman Program** administered under the authority of the Older Americans Act and the Oklahoma Long-Term Care Ombudsman Act. This program serves older residents in Oklahoma's Long-Term Care facilities, including nursing homes, assisted living, and residential care home; works to prevent problems and resolve complaints related to the quality of care and the quality of life of residents; explores problems and recommends corrective actions; and provides

consultation and training to facilities and consumers. For more information contact your Area Agency on Aging Ombudsman Supervisor at 1-800-211-2116 or visit www.okdhs.org and click on Aging Services.

- **Senior Information Line in Oklahoma** 1-800-211-2116 & OHS Aging Services 1-405-521-2281 & Oklahoma Area-Wide Service Information System (OASIS) at 405-271-6302



1. Overall, do you use the majority of the food? _____
2. What do you not use? _____
3. Are the recipes/nutrition informational sheets helpful? _____
4. Are the staff and volunteers at the distribution helpful? _____
5. What suggestions do you have to make CSFP better for you? _____
6. The one CSFP food that I like **best** is: _____
7. The one CSFP food that I like **least** is: _____
8. What type of food and nutrition information would you find **most** helpful?

Check all that apply, if any.

- Recipes that I can take home
- Food samples with recipes
- Food demonstrations with the CSFP foods
- Pamphlets I can take home and read
- Other:

9. If I could change one thing about CSFP what would it be? _____
-

Thank you for your time and cooperation. Your input is greatly appreciated.

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To file a program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](#), (AD-3027) found online at: [How to File a 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
Washington, D.C. 20250-9410;
- (2) fax: (202) 690-7442; or
- (3) email: program.intake@usda.gov.

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NOTICE OF CERTIFICATION STATUS

Commodity Supplemental Food Program (CSFP)

Certifying Agency: _____ Date: _____

Certifying Agency Address: _____

Applicant's Name: _____

Address: _____

ELIGIBILITY CATEGORIES:

Program standards are applied without discrimination by race, color, national origin, age, sex, or disability.

_____ - ELD- Elderly (only approved caseload in Oklahoma)

ELIGIBILITY DETERMINATION:

_____ You are eligible to receive CSFP benefits for the period starting the month of _____ and ending the month of _____. Information regarding the time, location, and means of food distribution is attached.

_____ You are eligible to receive CSFP benefits, however, we are at maximum caseload and are unable to process your application at this time. You will be placed on a waiting list and will be contacted when slots become available.

WAITING LIST NOTIFICATION:

_____ We have caseload openings now. Please be informed it is time to re-determine your eligibility for CSFP. Complete the enclosed forms and bring them and the applicant listed above to our office between the hours of _____ - _____ on these days or dates _____.

NOTICE OF CERTIFICATION PERIOD EXTENSION

_____ Your eligibility for CSFP benefits may be extended through the month of _____ by presenting a document showing your current address to the certifying Agency listed above prior to the end of the month of _____.

NOTICE OF EXPIRATION OF CERTIFYING PERIOD:

____ Your eligibility for CSFP benefits is about to expire effective the last day of the month of _____ . Contact the Certifying Agency listed above for additional information.

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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

Notification of Denial or Discontinuance

Oklahoma Commodity Supplemental Food Program (CSFP)

Date_____

Dear_____:

This notice is to inform you that you do not qualify for CSFP because:

_____Your income is too high to meet the federal CSFP income limits.

_____You must be 60 years of age or older to qualify for Oklahoma CSFP.

_____You do not live in the agency's service area.

OR

This notice is to inform you that your participation in CSFP is being discontinued because:

_____You no longer meet the approved eligibility standards or your income is too high to meet the federal CSFP income limits.

_____Intentionally making false or misleading statements to obtain CSFP commodities

_____Intentionally withholding information to obtain CSFP commodities

_____Selling CSFP commodities, or exchanging them for non-food items

_____Receiving CSFP benefits from more than one CSFP site (dual participation)

_____Physical and verbal abuse or threat of physical abuse of CSFP staff or representative or other clients

_____ You no longer live in the agency's service area, or you have moved into an institution

_____ Overdue for certification or you have failed to pick up your CSFP box for two consecutive months.

_____ You have requested to be removed from the program

_____ Participant is deceased

_____ Reduced caseload or program termination

The effective date of discontinuance will be _____.

You have the right to a further explanation of your denial. You also have the right to request a fair hearing within 60 days of the date on this notice. To request a fair hearing

Write to: Commodity Supplemental Food Program
Regional Food Bank of Oklahoma
PO Box 270968
Oklahoma City, OK 73137

CSFP Program Representative Signature

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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; or

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

email: program.intake@usda.gov

This institution is an equal opportunity provider.



COMMODITY SUPPLEMENTAL FOOD PROGRAM (CSFP) OKLAHOMA APPLICATION FOR SENIORS

Name:	Date of Birth:	Age:	Sex:
Race: ___ Black or African American ___ Asian ___ American Indian or Alaska Native ___ Native Hawaiian or other Pacific Islander ___ White			
Ethnicity: ___ Hispanic/Latino ___ Not Hispanic/Latino			
Address:		City:	Zip:
County of Residence:		Home Phone:	Other Phone:
Email:	Would you like to receive text reminders about the program? Yes <input type="checkbox"/> No <input type="checkbox"/>		
How many people live in your household?		What is the total gross monthly income for your household?	
If I am unable to pick up food, I authorize the following person(s) to pick up my CSFP food for me (for the next year or until I request a change):			
1. _____		2. _____	
Name	Phone	Name	Phone

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

The following information must be read by or to the applicant before signature:

This application is being completed in connection with the receipt of Federal assistance. Program officials may verify information on this form. I am aware that deliberate misrepresentation may subject me to prosecution under applicable State and Federal statutes. I am also aware that I may not receive both CSFP and WIC benefits simultaneously, and I may not receive CSFP benefits at more than one CSFP site at the same time. Furthermore, I am aware that the information provided may be shared with other organizations to detect and to prevent dual participation. I have been advised of my rights and obligations under the program. I certify that the information I have provided for my eligibility determination is correct to the best of my knowledge.

I authorize the release of information on this application form to other organizations administering assistance programs for use in determining my eligibility for participation in other public assistance programs and for program outreach purposes. (Please indicate decision by placing a checkmark in the appropriate box.) YES [] NO []

Signature of applicant:	Date:
Witness, if applicant signs by mark:	Date:

TO BE COMPLETED BY CSFP SITE ONLY

Is this applicant 60 years old or older? (check date of birth)	___ Yes	___ No
Type of ID used to confirm applicant's ID and age?		
Is household income at or below 130% of poverty for the size of the household? (see income guidelines)	___ Yes	___ No
<p>___ DENIED: If answer to question 1 or 2 is NO. Please issue a Notice of Denial or Discontinuance within 10 days of the date of application.</p> <p>___ CERTIFIED: If answer to all questions is YES. Please provide the applicant with the CSFP Rights and Obligations and Distribution Calendar within 10 days of the date of application.</p> <p>___ WAITLIST: If answer to all questions is YES but there are no available case slots. Please provide the applicant with a copy of this application form within 10 days of the date of application.</p> <p>Waitlisted Applicants: You are eligible to receive CSFP benefits. However, we are at maximum caseload and cannot provide you with a monthly CSFP box at this time. You will be placed on a waiting</p>		

list and contacted when a slot becomes available.

Signature of Person Determining Eligibility:	Title:
CSFP Site:	Date:

Participant Name: _____

DISTRIBUTION RECORD

Please use this table to record dates the participant receives food.

Participants may be recertified verbally after 1 year, as long as (i) the person's address and continued interest in receiving program benefits are verified; and (ii) the local agency has sufficient reason to believe that the person still meets the income eligibility standards. After 2 years, the participant must fill out a new application.

You must notify a participant in writing that they are due for recertification at least 15 days before the end of their certification period. You must include a statement in the written notification that informs the applicant that program standards are applied without discrimination by race, color, national origin, age, sex, or disability.

MONTHS CERTIFIED	DATE SERVED	CLIENT SIGNATURE FOR FOOD
(Verbal Recertification needed)		

Recertification Date: _____

**Discontinuance of Benefits Due to Dual Participation in the
Commodity Supplemental Food Program (CSFP)**



To:

Date:

According to 7 CFR §247.19, participants receiving benefits from CSFP cannot participate at more than one CSFP site.

Our records indicate that you are receiving CSFP benefits at the following locations:

Based on this information, your benefits have been discontinued at the following site(s).

Due to:

Dual participation at more than one site

Making false or misleading statements

Intentionally withholding information

Due to improper CSFP benefits received, our office is required to reclaim benefits you have received incorrectly. You are required to pay: \$_____

You have the right to further explain your situation and dual participation in the CSFP program. You also have the right to request a Fair Hearing within 60 days of the date of this notice. To request a Fair Hearing, write to:

Commodity Supplement Food Program
Oklahoma Department of Human Services
Attn: Gail Wettstein
PO Box 25352
Oklahoma City, OK 73125-0352

If you have any questions please contact: Gina Kazerooni or Sarah Bouse at 405-521-3581

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 (including gender identity and sexual orientation), 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, audiotope, 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: [How to File a 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
Washington, D.C. 20250-9410;
- (2) fax: (202) 690-7442; or
- (3) email: program.intake@usda.gov.

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