



second harvest
HEARTLAND[®]

Commodity Supplemental Food Program (CSFP)

Participant Rights and Responsibilities

Participant Rights

- You have the right to appeal any decision about your eligibility made by program staff. Tell program staff, call or write the program office within sixty days of the eligibility decision you wish to appeal and ask for a fair hearing. You may present your own argument or have another person with you. *Remember, the USDA adjusts income guidelines annually for inflation.*
- Nutrition information will be provided in your box each month.
- Second Harvest Heartland will provide you notification of a decision to deny or terminate my CSFP benefits, and of my individual right to appeal this decision by requesting a fair hearing, in accordance with 7 CFR 247.33(a).
- Second Harvest Heartland will provide information to you on other nutrition, health, or assistance programs, such as Medicare, Supplemental Security Income benefits, the Supplemental Nutrition Assistance Program (SNAP) and make referrals as appropriate.

Participant Responsibilities

- The Second Harvest Heartland Program Guidelines sheet explains how the program operates. Please read it carefully.
- You cannot get food from more than one CSFP site at the same time. Improper use or receipt of CSFP benefits as a result of dual participation or other program violations may lead to a claim against the individual to recover the value of the benefits and may lead to disqualification from the CSFP program.
- Please report any changes in household income or composition within ten (10) days after the change becomes known to your household.
- Inappropriate behavior towards staff or volunteers by the participant or a proxy may result in disqualification from the program.
- Participants are prohibited from selling CSFP product or exchanging CSFP product for nonfood items, and may result in disqualification from the program.

Use of Information

The information you provide to the CSFP program is private. It will be used to decide if you are eligible to receive CSFP benefits and how we can best serve you. Without complete information, we might not be able to certify you for CSFP. We will protect your information and will not share it outside of CSFP unless you sign a consent to release or unless we are required to do so by law. It may be used for reports and audits, but your name will not be used. Your information may only be shared with:

1. People directly related to the administration of the CSFP program; and
2. To others only if the law requires us to do so

Questions or concerns about the Commodity Supplemental Food Program may be addressed to:

**Second Harvest Heartland 7101 Winnetka Ave N Brooklyn Park, MN 55428
651/484-8241 or 1-800/365-0270**

This institution is an equal opportunity provider.