



Can someone else pick up my monthly food box for me?

Yes. You can have someone (called a proxy) pick up and deliver your box to you. Please let us know the name of your proxy. They need your permission before picking up your box. They should also bring your blue CSFP ID card and their photo ID to pick up your box. We'll ask them to sign for you as well.

Some sites may also have volunteer delivery drivers available. A proxy or volunteer cannot accept money, tips or fees for bringing your box. The food is free. They should also respect your privacy and civil rights.

If you (or your proxy) do not pick up your food package for three months in a row, you will become inactive. You can restart anytime by calling and letting us know.

What if I lose my blue CSFP ID card?

Please call the CSFP office and leave a detailed message that your card is lost. Staff will confirm over the phone that you are the person enrolled in the program and will prepare a replacement card.

Will I lose my other assistance if I participate in CSFP?

No, CSFP is not considered income for SNAP (Food Stamps) or other benefit programs. CSFP is not subject to public charge consideration and does not affect immigration status.

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/ad-3027.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.

Questions? Contact us.
CSFP Coordinator
507-424-1704



Welcome to CSFP

The Commodity Supplemental Food Program

The Commodity Supplemental Food Program is a USDA program administered by the Minnesota Department of Health. Channel One is the local agency for 13 counties in southeast Minnesota.

CSFP is a supplemental food program aimed at helping seniors maintain a healthy diet. Since the included food staples are free, participants may choose to use the funds they save on additional food items for balanced meals. Some seniors also use SNAP benefits and items from local food shelves for all of their grocery needs.

CSFP sometimes offers nutrition education classes or cooking demonstrations. Recipes will be available. Participants and their proxies are encouraged to participate!

Who is eligible for CSFP?

- People over the age of 60
- Minnesota residents (U.S. Citizenship is not required)
- Those who meet income guidelines
- Participants must prepare their own meals (not living in a facility that provides meals)

Where are CSFP boxes distributed?

Distribution centers are located at more than 50 sites in the region, including food shelves, senior centers, and senior apartment buildings. Participants may register for the site closest to them.

If I move, can I still participate?

Yes, you can transfer your certification to a different location. Call the CSFP office to update your address and we can find a site close to you. Note: if you move into a nursing home or facility with meals, you may need to suspend CSFP boxes.

What is included each month?

Participants receive a variety of food staples, such as ready to eat cereal or a breakfast grain such as oatmeal; canned fruits and vegetables; juice; canned or shelf-stable protein such as fish, chicken or beef; dry or shelf-stable milk; peanut butter and/or dry beans; potatoes and grains like pasta or rice; and low-fat dairy cheese.

You will also receive nutrition education newsletters in your food box.

What if I do not want or cannot use all of the food?

Boxes come pre-packed each month. Ask staff for ideas about how to use the food in your box.

Selling, bartering or trading CSFP foods is a program violation.

What is certification?

Certification is a short process to determine if a senior is eligible for CSFP. It is also the process to renew (or recertify) eligibility every three years.

During annual mid-certification, we verify that participants are still interested in receiving monthly food packages and still live at the same address.

What do I need to certify?

- **Proof of age**
Identification, such as a birth certificate, driver's license, state ID card or passport.
- **Proof of residency**
A recent piece of mail, utility bill or other document with your address.
- **(Self-reported) Income and Household Size**
Eligibility is at or below 130% of the federal poverty guidelines. Let us know your household size and gross (before tax) household income. This information is kept confidential. Some sources of income are excluded.

How long does certification last?

CSFP certification is good for three years (36 months). We ask two questions every year for mid-certification.

- Do you still live at the same address?
- Do you want to continue on the program for the next 12 months?

After three years, you can recertify for CSFP food boxes again. We ask that you call the CSFP office if you move or anything about your household changes.

How do I appeal a decision?

You have the right to appeal a decision to deny or terminate CSFP benefits. Call or write the CSFP 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.

Rights and Responsibilities

- Channel One will provide information 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.
- Channel One will make nutrition education available and encourage participation.
- Channel One will provide notification of a decision to deny or terminate CSFP benefits, and of individual rights to appeal this decision by requesting a fair hearing, in accordance with 7 CFR 247.33(a).
- Improper use or receipt of CSFP benefits as a result of program violations, may lead to a claim to recover the value of the benefits, and may lead to disqualification from CSFP.
- Participants must report changes in household income or composition within ten (10) days after the change becomes known to their household.

Other Assistance Options

1. **The Supplemental Security Income (SSI) program**
This program pays benefits to disabled adults and children who have limited income and resources. SSI benefits also are payable to people 65 and older without disabilities who meet the financial limits. Phone: Toll-free at 1-800-772-1213 (TTY 1-800-325-0778). Online: www.ssa.gov/agency/contact
2. **Medical Assistance (MA)**
Medicare is the United States' health insurance program for people aged 65 or older. Phone: Toll-free at 1-800-772-1213 (TTY 1-800-325-0778). Online: www.medicare.gov
3. **Supplemental Nutrition Assistance Program (SNAP)**
SNAP is a federal program that provides assistance for low-income individuals and families to purchase nutritious food. Individuals and families qualify for SNAP based on their income. Phone: Toll-free at 1-888-678-8914. Online: www.mnfoodhelper.org