



Office of
General Services

Civil Rights Training

The Emergency Food Assistance Program (TEFAP)

OCTOBER 22, 2024

Agenda

- **Brief overview of TEFAP**
- **Civil Rights Coverage and Legal Authorities**
- **Areas of Compliance**
 - Assurances
 - Customer Service and Conflict Resolution
 - Public Notification Requirements
 - Complaints of Discrimination
 - Civil Rights Training
 - Race and Ethnicity Data Collection
 - Limited English Proficiency (LEP)
 - Disability Discrimination
 - Equal Opportunity for Religious Organizations
 - Compliance Reviews

The Emergency Food Assistance Program (TEFAP)

- TEFAP is a federal program funded by the Food and Nutrition Service (FNS) branch of the United States Department of Agriculture (USDA).
- The goal of the program is to help supplement the diets of low-income Americans by providing them with emergency food assistance at no cost.
- Any foods distributed through USDA programs are called “USDA Foods.”
- All USDA Foods, regardless of program, are 100% domestic.
- The USDA delegates an agency in each state to administer TEFAP program in their state. These agencies are known as the State Distributing Agency (SDA).



Civil Rights Legal Authorities

- **Title VI of the Civil Rights Act of 1964**
 - Prohibits discrimination on the basis of race, color, or national origin in any program or activity that receives Federal funds or other Federal financial assistance.
- **Civil Rights Restoration Act of 1987**
 - Clarifies the scope of the Civil Rights Act of 1964.
- **Section 504 of the Rehabilitation Act of 1973 & Americans w/Disabilities Act of 1990**
 - Prohibits discrimination against people with disabilities in programs that receive federal financial assistance.
- **Americans with Disabilities Act Amendments Act of 2008**
 - Redefines and expands on the American with Disabilities Act of 1990.
- **Title IX of the Education Amendments of 1972**
 - Prohibits discrimination on the basis of sex in any federally funded education program or activity.
- **Age Discrimination Act of 1975**
 - Prohibits discrimination on the basis of age in programs and activities receiving federal financial assistance.

Civil Rights Legal Authorities

- **Executive Order 13166** - “Improving Access to Services for Persons with Limited English Proficiency” (August 11, 2000)
 - Requires Federal agencies to examine the services they provide, identify any need for services to those with limited English proficiency (LEP), and develop and implement a system to provide those services so LEP persons can have meaningful access to them.
- **USDA LEP Policy Guidance** - “Guidance to Federal Financial Assistance Recipients Regarding the Title VI Prohibition Against National Origin Discrimination Affecting Persons With Limited English Proficiency” (79 Fed. Reg. No, 229, November 28, 2014) USDA Departmental Regulation 4330-002
 - Prohibits discrimination in programs and activities funded in whole or part by USDA.
- **FNS Instruction 113-1 and Appendix C for TEFAP**
 - Provides information on Civil Rights compliance and enforcement

Civil Rights Legal Authorities

- **7 CFR Parts 15, 15a & 15b “Non-discrimination”**
 - Gives USDA agencies authority to develop Civil Rights Requirements and prohibits discrimination in Federally assisted programs or activities.
- **7 CFR Part 16, “Equal Opportunity for Religious Organizations”**
 - Gives equal footing to religiously affiliated organizations.
- **7 CFR Parts 250 (USDA Foods) and 251(TEFAP)**
 - Regulations regarding food distribution of USDA foods.
- **28 CFR Part 42 (Nondiscrimination in Federally Assisted Programs)**
 - Covers nondiscrimination on the basis of disability by State/local governance.
- **The Emergency Food Assistance Program (TEFAP):** The Emergency Food Assistance Act of 1983 (Public Law 98-8), as amended.

Assurances

To qualify for Federal financial assistance, the program application must be accompanied by a written assurance that the program or facility will be operated in compliance with the Civil Rights laws and implementing nondiscrimination regulations.

A Civil Rights assurance statement must be incorporated in all agreements between Federal & State agencies (FNS Form 74), State & subrecipient agencies, and subrecipient agencies & their local sites.

(FNS Instruction 113-1, Appendix C)

What is Discrimination?

“Different treatment which makes a distinction of one person or a group of persons from others; either intentionally, by neglect, or by the actions or lack of actions...”

What is Unlawful Discrimination?

Treating people differently does not necessarily constitute unlawful discrimination.

Examples of non-unlawful discrimination:

- An employer can choose to hire one person instead of another based-on merit.
- A restaurant can turn people away if admission would cause the establishment to exceed its occupancy limits.

Federally Protected Classes under TEFAP

For TEFAP, complaints are based on one or more of the following six Federally protected bases:

- 1) Race,
- 2) Color,
- 3) National Origin,
- 4) Age,
- 5) Sex (including Gender Identity and Sexual Orientation),
- 6) Disability.

Customer Service: Making a Difference

Providing great customer service to everyone can help prevent complaints of discrimination.

- Treat all people with dignity and respect
- Answer questions in a voice that is non-threatening
- Clearly explain to everyone the rules as well as their rights and responsibilities
- Find and use tools and techniques to improve customer service
- Recognize that participants have varied needs and (sometimes) few resources

Customer Service: Making a Difference

- Notice when a person feels they have been treated in a rude manner
- Develop good listening skills
- Learn to put yourself in their place when necessary
- Learn to deal with a dissatisfied customer
- Improve customer satisfaction
- Ask yourself, “Am I treating this person in the same manner as I treat others?”

Conflict Resolution

Key Points

- Typically, customers who are behaving in a difficult manner usually have not had their expectations met or do not fully understand the role of the worker.
- Often, the customer is focused on getting immediate assistance with solving a problem and does not feel the worker is helping.
- Generally, people do not want to be difficult or argumentative with a caring individual. The customer may not be aware of how their negative behavior is affecting others.

Conflict Resolution

Communication components to defuse a difficult situation...

- Words
- Tone of Voice
- Body Language

A combination of these components when having face-to-face interactions with our customers.

Each component “says” something to our customer.

Conflict Resolution

Tips for working with people during difficult situations:

- Remain calm.
- State that you want to help and ask how you can be of assistance.
- Using information provided, determine what the issue is.
- Take time to try to understand the person's point of view. Listen for details about the concern, situation, or request. Repeat the concern or request to make sure you understand the person's expectations
- When appropriate, apologize for the situation.
- Offer solutions. Take responsibility for finding a solution, or for putting a solution into action.
- Don't take the situation personally.
- Follow up. Personally make sure that the customer has been satisfied; and provide feedback.

Conflict Resolution

If you have tried to assist the person by providing the best customer service you can, and the person remains argumentative or outright abusive, then do not allow yourself to be abused, and do not argue back. Keep your own sense of self-confidence, but still remain helpful.

Anytime you feel that someone is truly physically threatening, get away from the person and call the police.

Public Notification

All FNS assistance programs must include a public notification system.

The purpose of this system is to inform applicants, participants, and potentially-eligible persons of:

- program availability,
- program rights and responsibilities,
- the policy of nondiscrimination and
- the procedure for filing a complaint.

Elements of Public Notification

Program Availability

- Inform applicants, participants, and potentially eligible persons of their program rights and responsibilities and the steps necessary for participation.

Complaint Information

- Advise applicants and participants at the service delivery point of their right to file a complaint, how to file a complaint, and the complaint procedures.

Nondiscrimination Statement

- All information materials and sources, including Web sites, used by FNS, State agencies, local agencies, or other subrecipients to inform the public about FNS programs must contain a nondiscrimination statement. The statement is not required to be included on every page of the program Web site. At a minimum, the nondiscrimination statement or a link to it must be included on the home page of the program information.

Elements of Public Notification

State agencies and their subrecipients must:

- Make program information available to the public upon request;
- Prominently display the “And Justice for All” poster;
- Inform potentially eligible persons, applicants, participants and grassroots organizations of programs or changes in programs;
- Convey the message of equal opportunity in all photos and other graphics that are used to provide program or program-related information;
- Provide appropriate information in alternative formats for persons with disabilities and in the appropriate language(s) for LEP persons.

Nondiscrimination Statement

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:

1. US Postal 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

This institution is an equal opportunity provider

Nondiscrimination Statement *(Spanish)*

De acuerdo con la ley federal de derechos civiles y las normas y políticas de derechos civiles del Departamento de Agricultura de los Estados Unidos (USDA), esta entidad está prohibida de discriminar por motivos de raza, color, origen nacional, sexo (incluyendo identidad de género y orientación sexual), discapacidad, edad, o represalia o retorsión por actividades previas de derechos civiles.

La información sobre el programa puede estar disponible en otros idiomas que no sean el inglés. Las personas con discapacidades que requieren medios alternos de comunicación para obtener la información del programa (por ejemplo, Braille, letra grande, cinta de audio, lenguaje de señas americano (ASL), etc.) deben comunicarse con la agencia local o estatal responsable de administrar el programa o con el Centro TARGET del USDA al (202) 720-2600 (voz y TTY) o comuníquese con el USDA a través del Servicio Federal de Retransmisión al (800) 877-8339.

Para presentar una queja por discriminación en el programa, el reclamante debe llenar un formulario AD-3027, formulario de queja por discriminación en el programa del USDA, el cual puede obtenerse en línea en: <https://www.usda.gov/sites/default/files/documents/ad-3027s.pdf>, de cualquier oficina de USDA, llamando al (866) 632-9992, o escribiendo una carta dirigida a USDA. La carta debe contener el nombre del demandante, la dirección, el número de teléfono y una descripción escrita de la acción discriminatoria alegada con suficiente detalle para informar al Subsecretario de Derechos Civiles (ASCR) sobre la naturaleza y fecha de una presunta violación de derechos civiles.

El formulario AD-3027 completado o la carta debe presentarse a USDA por:

1. Correo:

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

2. Fax: (833) 256-1665 o (202) 690-7442; o

3. Correo Electrónico: program.intake@usda.gov

Esta institución es un proveedor que ofrece igualdad de oportunidades.

Nondiscrimination Statement

USDA Nondiscrimination Statement (NDS)

Short versions:

“This institution is an equal opportunity provider.”

“Esta institución es un proveedor que ofrece igualdad de oportunidades.” (Spanish)

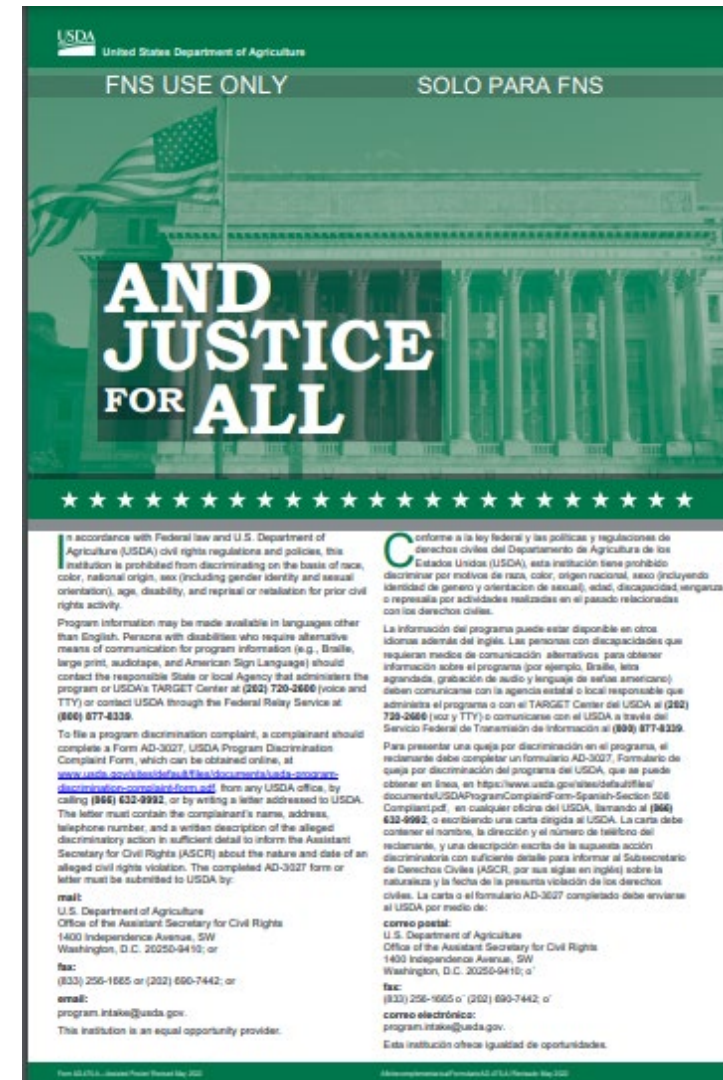
The short version can be used in special circumstances only:

“Federal regulations allow use of the shorter nondiscrimination statement on program material mentioning USDA if the content and intent of the is not vital to the program in nature, i.e. determination of eligibility, an agreement, an attestation, etc. Examples of allowable documents would be brochures, menus and flyers permitting that they meet the previously mentioned criteria.”

Translations of the full nondiscrimination statement to additional languages can be found on the FNS website at <https://www.fns.usda.gov/cr/fns-nondiscrimination-statement>.

“And Justice For All” Poster

- Display the poster in a prominent location for all to view.
- AD-475A New required version for TEFAP
- Poster reflects current Nondiscrimination Statement and new graphic.



Race and Ethnicity Data Collection

TEFAP is exempt from data collection, per FNS Instruction 113-1 Appendix C, Section D,
DATA COLLECTION AND REPORTING

Remind me...what is Discrimination?

“Different treatment which makes a distinction of one person or a group of persons from others; either intentionally, by neglect, or by the actions or lack of actions...”

Federally protected classes under TEFAP:

- 1) Race,
- 2) Color,
- 3) National Origin,
- 4) Age,
- 5) Sex (including Gender Identity and Sexual Orientation),
- 6) Disability.

Complaints of Discrimination

A **complaint** of discrimination is when a neighbor claims that the Recipient Agency or staff at a Recipient Agency has treated them differently by distinguishing them from others. This treatment can be in action or verbal expression.

Complaints of Discrimination

- Complaints shall be accepted and forwarded to USDA;
- Complaints must be filed within 180 days from the alleged act of discrimination;
- Complaints may be written, verbal, or anonymous;
- State agencies or subrecipient agencies may develop their own complaint forms, but the use of such forms cannot be a prerequisite for acceptance ;
- A separate Civil Rights complaint log shall be maintained by the State & subrecipient agency;
- Confidentiality is extremely important and must be maintained.

What is your process for handling complaints of discrimination?

1. **Have a plan in place.** Staff must be prepared to know how to process potential complaints of discrimination within their organization.
2. At the very least, this process should include instruction to **refer individuals to the “And Justice for All” poster on how to submit a complaint of discrimination.**

How to file a complaint...(directly with the USDA)

Per USDA's website, <https://www.usda.gov/oascr/how-to-file-a-program-discrimination-complaint>

“To file a program discrimination complaint, you may obtain a complaint form by sending an email to program.intake@usda.gov. You or your authorized representative must sign the complaint form. You are not required to use the complaint form. You may write a letter instead. If you write a letter, it must contain all of the information requested in the form and be signed by you or your authorized representative. Incomplete information will delay the processing of your complaint. Employment civil rights complaints will not be accepted through this email address.”

**For additional information, please visit the website linked above.*

Where to submit a USDA Program Discrimination Complaint

[USDA Program Discrimination Complaint Form](#)

You may submit your completed form or letter to USDA by:

Mail:

U.S. Department of Agriculture
Office of the Assistant Secretary
for Civil Rights
1400 Independence Ave., SW
STOP 9410
Washington, DC 20250-9410

Fax:

1-(833) 256-1665
or
(202) 690-7442

Email:

program.intake@usda.gov

Civil Rights Complaints Process

USDA Discrimination Complaint Form

English

<https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>

Spanish

<https://www.usda.gov/sites/default/files/documents/ad-3027s.pdf>

Aged Based Complaints



Food and
Nutrition
Service

Park Office
Center

3101 Park
Center Drive
Alexandria
VA 22302

April 7, 2016

SUBJECT: Age Discrimination Act of 1975 –Mediation of Complaints

TO: All Regional Civil Rights Directors

This memorandum provides guidance on the processing of discrimination complaints under the Age Discrimination Act of 1975 (Age Act), as amended, 42 U.S.C. 6101 *et seq.* The Age Act is one of the Federal civil rights laws enforced by FNS CRD that prohibits age discrimination in programs or activities receiving Federal financial assistance. Federal regulation, 45 CFR 90, provides general, government-wide rules for the implementation of the Age Act. Last year, the Department issued 7 CFR 15c establishing the policy of non-discrimination on the basis of age in USDA programs and activities and reinforcing the applicability of the policy to each FNS recipient.

These regulations require that all complaints alleging Age Act violations be referred for mediation. Mediation involves the use of an impartial, third-party mediator, who assists the complainant and respondent in reaching terms that both parties find satisfactory, without imposing a decision upon the parties. Mediation offers a faster and more creative resolution of complaints through informal dispute resolution methods, while minimizing expenses to the parties. All of the information obtained in the course of mediation is kept confidential.

Participation in mediation is not optional, but mandatory for both the complainant and the State Agency against whom the complaint is filed. 45 CFR 90.43(c)3; 7 CFR 15c.7(d). State Agencies are not required to reach an agreement or settle the dispute, but must participate in the effort to reach a resolution on a good faith basis.

For these reasons, it is important that every State Agency administering FNS-assisted programs promptly refer all complaints to FNS CRD that allege unlawful discrimination on the basis of age, regardless of whether other bases are alleged. FNS CRD will then forward the complaints to the Federal Mediation and Conciliation Service (FMCS) upon receipt. Concurring investigations of the complaint should not be conducted while FMCS performs mediation.

This guidance memorandum should be shared with Program Directors in your region and any State Agency deemed appropriate to facilitate cooperation with FMCS and/or FNS CRD staff for compliance with Age Act requirements. If you have any questions, please contact Harriet Kornegay, Harriet.Kornegay@fns.usda.gov.

Roberto Contreras
Director, Civil Rights Division

USDA is an Equal Opportunity Provider, Employer and L

The contents of this guidance document do not have the force and effect of law and are not meant to bind the public in any way. This document is intended only to provide clarity to the public regarding existing requirements under the law or agency policies.

Age Based Complaints

Civil Rights Training

- State agencies are responsible for training subrecipient agencies on an **annual basis**. (Food banks are required to keep a training log documenting yearly trainings of food bank staff and volunteers.)
- Subrecipient agencies are responsible for training their local sites, including “frontline staff” who interact with applicants or participants on an **annual basis**. (RAs are required to keep a training log documenting yearly trainings of staff and volunteers.)
- New employees must receive training before participating in program activities.
- Volunteers must receive training appropriate to their roles and responsibilities.

Civil Rights Training

All staff should receive training on all aspects of Civil Rights compliance, including:

- Collection and use of data;
- Effective public notification systems;
- Complaint procedures;
- Compliance review techniques;
- Resolution of noncompliance;
- Requirements for reasonable modifications of persons with disabilities;
- Requirements for language access;
- Conflict resolution; and
- Customer service.

Limited English Proficiency (LEP) and Program Access

Definition:

“Individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English.”

Recipients of Federal financial assistance must take reasonable steps to ensure meaningful access to their programs and activities by persons with LEP.

Failure to provide “meaningful” access to persons with LEP could be discrimination on the basis of national origin.

What is Meaningful Access?

Language assistance that results in accurate, timely, and effective communication at no cost to the LEP individual.

For LEP individuals, meaningful access denotes access that is not significantly restricted, delayed, or inferior as compared to programs or activities provided to English proficient individuals. (See DOJ Language Access Plan.)

Limited English Proficiency (LEP) and Program Access

- Factors included in assuring “meaningful” access
- The number or proportion of LEP people eligible to be served or likely to be encountered by the program
- The frequency with which LEP individuals come in contact with the program
- The nature and importance of the program, activity, or service provided by the program to people’s lives
- The resources available to the recipient and costs

Limited English Proficiency (LEP) and Program Access

- Conduct assessments to determine language profile for their State, considering regional differences and updating as appropriate.
- Translate vital documents and online information.
- Post multilingual notices of free interpretation services.
- Utilize qualified and competent interpreters and translators.
- Train frontline staff regarding how to provide LEP populations with meaningful access.

Limited English Proficiency (LEP) and Program Access

Language services

- Applicants and participants cannot be asked to bring their own interpreters
- Children should not be used as interpreters

Examples of language services

- Bilingual staff
- Qualified and competent telephonic interpreters
- Qualified and competent interpreters
- Qualified and competent translators
- Community organizations with qualified and competent volunteer interpreters

LEP and Bilingual Requirements

Title VI and its implementing regulations, Executive Order 13166, and Federal agency guidance require Federal agencies and recipients (State agencies, local agencies, or other subrecipients), to take reasonable steps to ensure “meaningful” access to their programs and activities by Limited English Proficient (LEP) persons.

(FNS Instruction 113-1, Section VII)

LEP and Bilingual Requirements

Factors to consider in addressing LEP:

- Number or proportion of LEP persons served or encountered in the eligible population.
- Frequency with which LEP individuals come in contact with the program.
- Nature and importance of the program, activity, or service provided by the program.
- Resources available to the recipient and costs.

Population data sources:

US Census Data

- <https://www.census.gov/programs-surveys/decennial-census/decade/2020/2020-census-results.html>

American Community Survey

- <http://www.census.gov/acs/>

Migration Policy Institute's National Center on Immigrant Integration Policy

- <http://www.migrationpolicy.org/>

Department of Justice site: LEP.GOV

- <http://www.lep.gov/maps/>

Disability Discrimination

What is the definition of disability?

- A person who has a physical or mental impairment which substantially limits one or more major life activities, has a record of such an impairment, or is regarded as having such an impairment.
- Major life activity means functions such as caring for oneself, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning and working.
- Functions of the immune system, normal cell growth, digestive, bowel, bladder, neurological, brain, respiratory, circulatory, cardiovascular, endocrine, and reproductive functions (ADA Amendments Act of 2008.)

Disability and Program Access (Continued)

- As programs and offices modernize, it is imperative that websites, and online application systems are readily accessible to and useable by persons with visual impairments and other disabilities.
- In addition, programs must ensure physical accessibility for buildings and facilities, particularly to persons in wheelchairs and Other Power-Driven Mobility Devices.
- Programs must provide access for service animals.

Disability and Program Access (Continued)

- Title II requires public entities to administer services, programs, and activities in the “most integrated setting” appropriate to the needs of qualified individuals with disabilities.
- The most integrated setting enables individuals with disabilities to interact with nondisabled persons to the fullest extent possible.

Disability Discrimination

- **Sections 504 of the Rehabilitation Act of 1973 and USDA implementing Regulation, 7 CFR Part 15b** Prohibits discrimination based on disability in programs or activities receiving Federal financial assistance.
- **Americans with Disabilities Act (ADA), 28 CFR Part 35, Title II, Subtitle A** prohibits discrimination on the basis of disability in all services, programs and activities provided to the public by State and local governments.

These Civil Rights laws protect persons with disabilities if they are potential applicants or participants in any FNS funded programs.

Disability Discrimination

There is also an obligation to ensure that members of the public are provided accommodations in order to access program information, applications and assistance (i.e., Braille, large print, and audio tape)

Providing qualified sign language interpreters for persons with hearing disabilities may be necessary to effectively communicate with these applicants and participants.

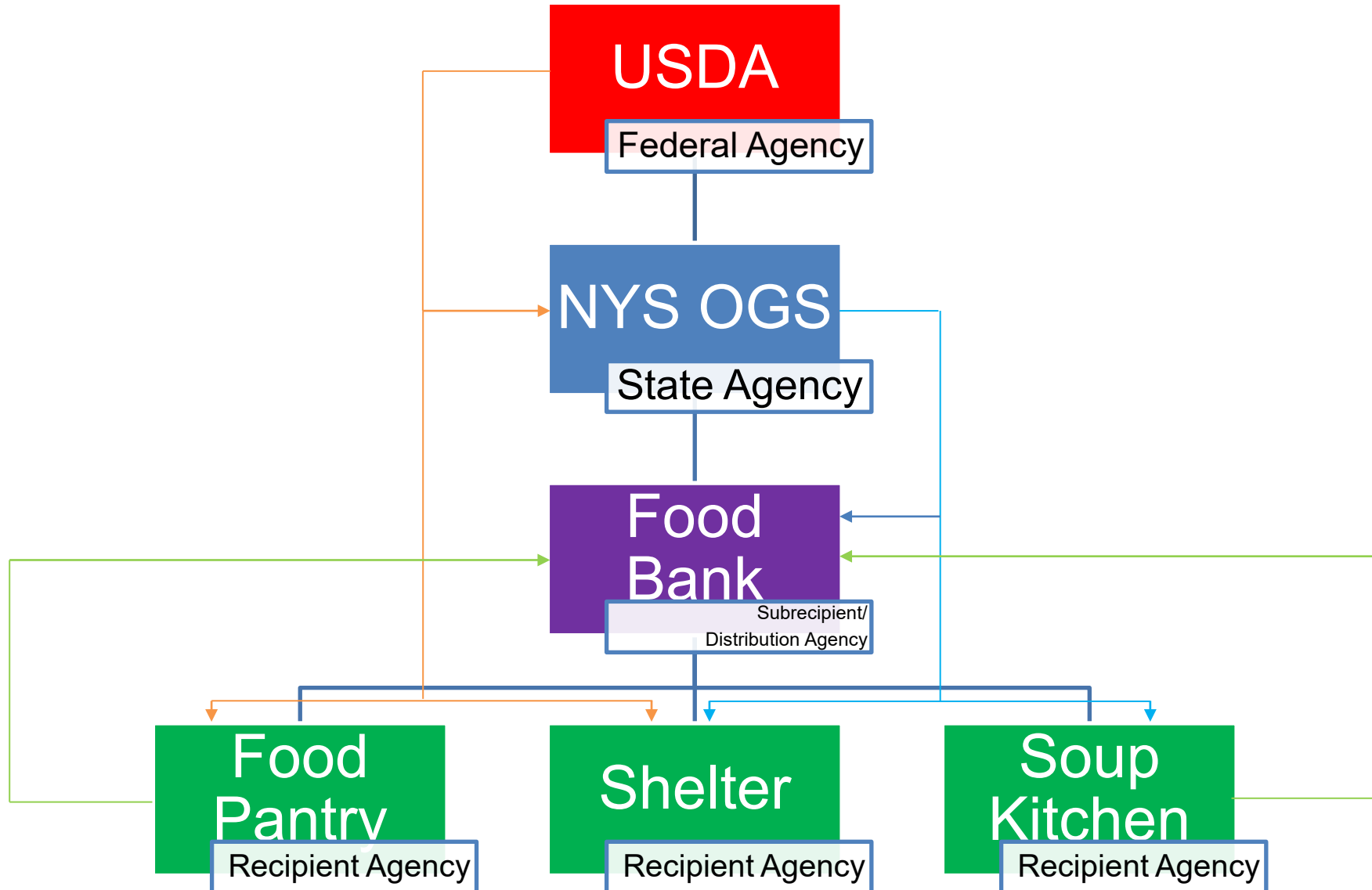
Compliance Reviews

- Examine the activities of State agencies, subrecipients, and local sites to determine Civil Rights compliance;
- FNS Civil Rights and Program staff review State agencies.
 - FNS staff and State agencies review subrecipients.
 - Subrecipients review local sites.
- Significant findings must be provided in writing to the reviewed entity and to FNS.

Compliance Reviews

- Examine the activities of State agencies (OGS Food Distribution), subrecipients (Food Banks) and local sites (Recipient Agencies) to determine Civil Rights compliance.
 - FNS Civil Rights and Program staff review State agencies.
 - FNS staff and State agencies review local agencies.
 - Local agencies review their subrecipients.
- Significant findings must be provided in writing to the reviewed entity and to FNS.

Compliance Reviews



Compliance Reviews

There are three types of compliance reviews:

- Pre-Award Compliance Reviews
- Routine (Post-Award) Compliance Reviews
- Special Compliance Reviews

Pre-Award Compliance Reviews

State agencies, subrecipient agencies, and local sites must be in compliance with Civil Rights requirements prior to approval for Federal financial assistance.

(Food Banks must ensure the RA is fully prepared to responsibly manage and steward USDA Donated Food).

Routine/Pre-Award Compliance Reviews

FNS and State agency must conduct routine compliance reviews as identified by FNS Instruction 113-1 and program-specific regulations/policies

Sample post-award review questions:

- Do printed materials contain the nondiscrimination statement?
- Is the “And Justice For All” poster displayed appropriately?
- Are program informational materials available to all?
- Have all front-line staff/volunteers received their yearly Civil Rights training?
- How are applicants and participants advised of their right to file a Civil Rights complaint of discrimination?
- Are reasonable accommodations appropriately made for people with disabilities?

Special Compliance Reviews

- May be scheduled or unscheduled;
- To follow-up on previous findings of noncompliance;
- To investigate reports of noncompliance by other agencies, media, or grassroots organizations;
- May be specific to an incident or policy;
- History of statistical underrepresentation of particular group(s);
- Pattern of complaints of discrimination.

Resolution of Noncompliance

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, subrecipient agency, or a local site.

Steps must be taken immediately to obtain voluntary compliance.

A finding's effective date is the date of notice to the reviewed entity.

Verification of Citizenship or Immigration Status

**This issue should never give rise to
discrimination.**

Contact Information

**New York State Office of General Services
Food Distribution
93 Broadway, Menands, NY 12204**

**Phone: 518-474-5122
Fax: 518-486-5660**

**Email: ogsdonatedfoods@ogs.ny.gov
Website: <https://ogs.ny.gov/usda-food-distribution>**



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General Services**