



**VOLUNTEER TRAINING**

**&**

**ANNUAL CIVIL RIGHTS REVIEW**

# Who We Are! Our History:

We started as a food bank in April of 2007. We have grown about 30% each year since we began. What was once 30 families a week, we now serve approximately 250-300 families each week. In 2017 we served approximately 100,000 people in Maricopa and surrounding areas.

# Our History Continued:

At the beginning we delivered the food to people's homes. Next we had them meet us in the parking lot of one of the grocery stores. Then, need grew so fast that we had to find a location of our own. We rented a double wide trailer for about 4yrs.

Then we leased the old Jail House (for more space) in Maricopa for four years and had to move due to the “347 Overpass project.”



We moved Santa Cruz Elementary since 2017 while we looked for a place of our own. We purchased the “Red Barn”, now blue and after renovations we moved in Fall of 2019.

## OUR FOREVER HOME!



# Our Mission

## F.O.R. Maricopa's Mission

F.O.R. (Food, Opportunity and Resources) Maricopa's primary mission is to give food without cost to low income individuals and families in the city of Maricopa, AZ. and surrounding areas. We serve about 300 households per week. Providing food crates that include fresh vegetables, fruit, meat and dry goods.

F-Providing food to those in need

O-Providing opportunities for the community to serve those in need

R-Providing resources (referrals and tangibles) to those in need

## Our Vision:

Providing food and resources to those in need and opportunities for those who desire to serve those in need.

# Current Operation

We work 6 days a week picking up food in the community.

We pick up food at local Grocery stores Bashas, Fry's & Walmart.

Distribution Hours: **Monday 8:30 – 11:30 a.m. AND  
Thursday 4:30-7:30 p.m.**

We resource people by phone 8 hours a day 5 days a week (Mon.-Fri.)

Providing information for example:

- Where to get food
- Homeless looking for a place to stay
- Need help paying a utility bills
- Need money for fuel for their car
- And elderly people who need help with their roof or home repairs etc.

These are just a few examples of ways we are supporting our community.

# How To Receive Help

- Clients need to meet the following criteria (we will give food to anyone once):
- To qualify for food assistance, we follow the Federal Poverty Guidelines regarding income and the number of people in the households.
- As well they must live in Maricopa, Stanfield, Mobile, Arizona City, Eloy, Sacaton, Bapchule, and Ak-Chin
- They need to provide a photo ID and verification of address (Drivers license, electric or water bill), birth certificates for children 18 years and under.
- We keep all this information in our confidential data base.

# Ways to Help

## **We use volunteers daily for:**

- Picking up food daily from local stores 8:30 a.m.-12:30 p.m.  
(on truck, arrange with director)
- Handing out food Mondays 7:00 a.m. – 11:30 a.m. and  
Thursdays 3:00 p.m.-7:30 p.m. (please work full shift)
- Special events/fundraisers
- Help answer our phone and resource those in need
- These are just a few of the ways to help.

# More Ways to Help

**We are looking for Volunteers/Heroes to be part of what we do:**

- **Volunteer during food bank hours**

- Monday 7:00- 11:30 a.m. and Thursday's from 3:00 p.m. – 7:30 p.m. (Please work entire shift)

- **Assist on Truck**

- Monday – Friday 8:30 a.m. – 12:30 a.m. (pre-arrange with food bank director )

- **Volunteer Lead**-work with and engage volunteers on distribution

- **Website Design/Redesign Lead** – help design and maintain our website

- **Grant Writer Assistant**- Help obtain and write grants on behalf of the food bank

- **Birthday Bags Coordinator**-make 5-10 month for children of clients with birthdays-filled

- **Videographer** – take photos at our events throughout the year

- **Winter Holidays**: Thanksgiving & Christmas events

- **Back Pack Giveaway** – hand out backs & supplies in July

- **Answer Food Bank Phone** - and resource those in need



# Stay Connected

## For Updated Info & Questions:

- **Web Site:** [F.O.R. WEB SITE://formaricopa.org/](http://formaricopa.org/)
- **Facebook:** [F.O.R. FACEBOOK PAGE](https://www.facebook.com/FOR-Maricopa-152203448904/) facebook.com/FOR-Maricopa-152203448904/
- **Phone:** 520-251-0226
- **Email:** [info@formaricopa.org](mailto:info@formaricopa.org)

## A Few Easy Ways to help:

- **Shop on Amazon Smiles:** [https://smile.amazon.com/ref=nav\\_logo](https://smile.amazon.com/ref=nav_logo)
- **Donate using AZ Tax Credit** (see website or Facebook for details)
- **Fry's Grocery Community Rewards**(link F.O.R. Maricopa FS710 with your VIP card)
- **Have a food drive**
- **Donate money via our website**

# Volunteer Basics

- Buddy's to help you – you will be assigned someone to work with in a specific area
- Lead/Who's in charge of the floor during your shift
- Check in every shift – sign in & out
- Work entire shift unless agreed to by supervisor or director
- Lockers for personal items
- Phones: please put away while working at the food bank
- Children under 18 will be asked to give their phone to us to be locked up during work hours or leave in car
- Food from the food bank is not for the volunteers

# Participation Rules & Guidelines

- **Do NOT come to the food bank to volunteer if:**

- You have a fever, flu, open sore or other communicable illnesses
- You must be 24 hours symptom free from all illnesses or symptoms

- **Volunteers should maintain personal cleanliness:**

- Wash hands before starting work, using hot water, liquid soap and disposable paper towels.
- Wash hands frequently, especially after eating, drinking, touching your face, nose, ears, hair, handling waste, using the restroom, coughing or sneezing
- Small cuts on hands need to be covered with a bandage and glove before handling food.
- Wash hands after handling raw foods (uncooked meat, poultry, eggs, and produce) and before handling other foods
- Wear gloves and aprons when working with produce

# FOOD SAFETY TRAINING

## Donated & Rescued Foods



Presented By

F.O.R Maricopa

Food Opportunity Resources

# Food Safety



**Starts here.....**



F.O.R Maricopa

Food Opportunity Resources

# Health & Hygiene

- ☐ Volunteers should be in **good health**. No one should handle food if they are ill or have wounds or cuts under a doctors care.
- ☐ Staff/volunteers should maintain **personal** cleanliness.
- ☐ Wear clean **comfortable** work clothes.
- ☐ Keep your work area clean, including all **equipment**.
- ☐ Eat or drink only in designated areas **away** from food.

# Health & Hygiene

- ☐ Wash hands **before** activity begins using hot water, liquid soap and disposable paper towels.
- ☐ Wash hands **frequently**, especially after eating, drinking, touching your face, nose, ears, hair, handling waste, using the restroom, coughing or sneezing, etc.
- ☐ Small cuts on the hands need to be covered with a bandage and glove **before** handling food.
- ☐ Wash hands **after** handling raw foods (uncooked meat, poultry, eggs, produce, etc.) before handling other foods.
- ☐ Wear gloves if required (when working with produce & eggs).
- ☐ Wear aprons if required (when working with produce & eggs).

# Food Sorting

- ❑ **Cross contamination is when food becomes contaminated because it comes in contact with a other foods, chemicals, bacteria or environment.**
- ❑ **Pre-sort food product and rotate inventory (first in, first out, date food coming in)**



# Non-Perishables

- ☐ Packaging?
- ☐ Label?
- ☐ Clean?
- ☐ Current?
- ☐ Condition?
- ☐ **Dates???** (we have a book with Food expiration date guidelines)
- ☐ **Dents???**



## Dates?

### Closed or Coded

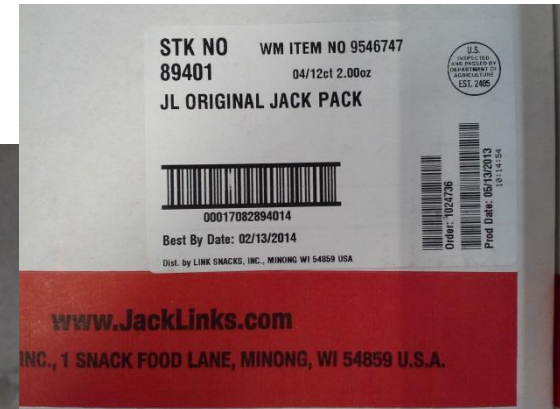
### Types of dates:

“Sell By”

“Best By”

“Use By”

“No date”





## Good vs BAD

### Bad dents...

on a **seam**

on an **end**

have sharp **points**  
alter the **angle**

### Safe dents...

are **smooth**

**not** on a seam

**not** on an end





# Guidelines/Resources

- ☐ **USDA – Food Safety**
- ☐ **Food-finders.org**
- ☐ **County Health Dept.**

## Can Safety

**True or False?** Dented cans containing safe food are thrown away every day.

Answer: TRUE – What a waste of food!

**True or False?** Some cans with dents cause food to be unsafe to eat.

Answer: TRUE - However, there are simple evaluation techniques that can be used to determine if the food will be safe or unsafe.

**How Does Canned Food Become Unsafe?**

When a can is dented near a seam or a junction, it makes it possible for air to enter the can. A sharp dent can cause a pinhole in the can, which could also allow air to enter. This air, combined with the moisture in the can, allows the growth of microorganisms. These microorganisms cannot be killed by cooking. Consumption of this food could potentially result in botulism. Cans that are bulging or have rust that will not wipe off are also deemed unsafe.

### How Can I Tell If A Dented Can Is Safe?

Feel the can and visually inspect it.

**SAFE Cans Have:**

- Smooth dents
- Dents that are not on the seam
- Dents that do not compromise can junctures



**DISCARD Cans With:**

- Dent on Seam
- Dent Where Side and End Meet
- Sharp Dent
- Swelling or Bulging
- Rust That Does Not Wipe Off



Sharp Dent



Sharp Lid Dent



Bulging

**When in Doubt, Throw it Out!**



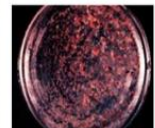
For more information, contact  
Rachel Staver, RD  
Nutrition Resource Manager  
(585) 328-3380 x120



Dent at Side and Top



Dent on Seam



Rust

# Non-Perishable Storage

- ❑ Label/date your product.
- ❑ Store at least 6 inches off floor  
(use crates or pallets to put food on)
- ❑ Store at least 6 inches away from wall.
- ❑ Store food at the proper **temperature** with good **ventilation**.
- ❑ Area should be clean and well maintained.
- ❑ Store food **AWAY** from trash, cleaning supplies, and consumer chemicals.
- ❑ Make sure the area can be secured



# Perishables

- ☐ Temperatures?
- ☐ Packaging?
- ☐ Label?
- ☐ Condition?
- ☐ Dates???



# Dates?

## Per Pinal Co. Health Dept. (11/2023):

- **Frozen Rotisserie Chicken** –Throw away
- **Deli Meat and Sandwiches**-Throw away
- **Tomatoes (including salsa, & Guacamole with tomatoes)** Sliced/Diced/Chopped/Punctured-Throw away if not within 24 hrs of date on package.
- **All Melons**- Sliced/Diced/Punctured-Throw away if not within 24 hr of date on package.
- Do not freeze salads.
- Throw away salads with meat in them if not Hermetically sealed and within dates.
- Put a **GREEN LABEL** with “Use by 24hrs” if applicable on any of the above items.
- If anything is **MOLDY** in a container, the **Entire container** must be thrown away.



# Perishable Storage

- ❑ Verify temperatures thermometers.
- ❑ Store refrigerated foods at 40°F, or less.
- ❑ Store frozen foods at 0°F, or less.
- ❑ Thaw frozen foods at 41°F, or under running cold water - never at room temperature.
- ❑ Store whole produce at 50°F, and cut produce at 41°F, or less.
- ❑ Document temperature readings for your refrigerators and freezers twice daily.





# Food Distribution

- ❑ **Dry Goods (TEFAP) once a month (crates)**
- ❑ **Accommodate household size:**  
Family size: (1-5 = 1 crate, 6-10 = 2 crates, 11+ = 3 crates)
- ❑ **Fair & Equitable**
- ❑ **Be “Meal” minded (pair spaghetti with sauce, meat & starch, etc.)**



# Pest Control

- ☐ Deny pests food, water, and hiding
- ☐ Dispose of bad food properly.
- ☐ Clean up food spills immediately.
- ☐ Eliminate standing water.
- ☐ Keep food areas and equipment clean and secure.
- ☐ Store mops and brooms properly.  
Dump old mop water.
- ☐ Keep **ALL** garbage containers covered.

# Food Safety Guidelines

- **ALL FOOD must be 6 inches off the floor-** and away from the wall . We use pallets and crates to fulfill this regulation
- **If in doubt, throw it out** -if it looks/smells bad, throw it out or if the package is open. Refer to pictures for dented cans
- **First in First out** -donations should be handed out in the order we receive them
- **Food storage** –perishables are refrigerated or frozen and non-perishables are stored on shelves and in crates
- **Temperatures** – Check appropriate temperatures for Refrigerator/Freezers (done by truck drivers)
- **Individual Food item rules** –**example Baby food cannot be expired at all.**



# Annual Civil Rights Training 2022-2023



DEPARTMENT OF ECONOMIC SECURITY

*Your Partner For A Stronger Arizona*

# Section One:

## Regulations, Protected Bases, Assurances

# Civil Rights Legislation

- **Civil Rights Act of 1964** Prohibits discrimination based on race, color, and national origin in programs and activities receiving Federal financial assistance.
- Title IX of the Education Amendments of 1972 Prohibits discrimination based on sex under any education program or activity receiving Federal financial assistance.
- Section 504 of the Rehabilitation Act of 1973 Prohibits discrimination based on disability.
- Age Discrimination Act of 1975 Prohibits discrimination based on age in programs and activities receiving Federal financial assistance.

# Civil Rights Legislation (cont.)

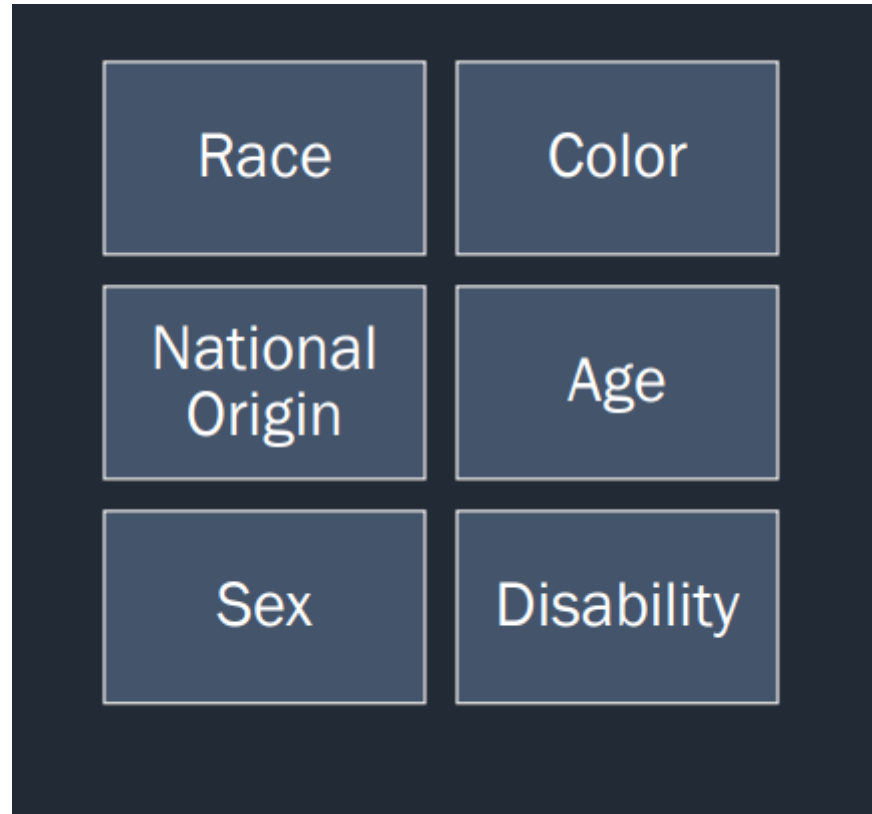
- **The Civil Rights Restoration Act of 1987** Clarifies the scope of Title VI of the Civil Rights Act of 1964 and related laws to ensure nondiscrimination in all programs and activities, regardless of individual program funding sources.
- **The Americans with Disabilities Act of 1990** Prohibits discrimination based on disability in all services, programs, and activities provided to the public by State and local governments, except for public transportation services.

# Basis & Protected Base

- **Base** A characteristic of a person, such as the person's race, religion, or national origin
- **Class** Individuals who share a common base
- **Protected Base** A specific, identified characteristic on which the level of service provided to the person must not be considered
- **Protected Class** Individuals who share a common protected base



# Protected Bases



# Assurances

- To qualify for Federal financial assistance, an application must be accompanied by a written assurance that the entity to receive financial assistance will be operated in compliance with all nondiscrimination laws, regulations, instructions, policies, and guidelines.
- **Regional Food Bank and Agency Agreements** Form HRP-1040 “Annual USDA Commodity Food Service Application and Agreement between Regional Food Bank and Distribution Site” is completed annually for each of the Regional Food Bank’s TEFAP and CSFP recipient agencies.

# Section Two:

## Accessibility & Program Access

# Accessibility for Disabled Person

- Regional Food Banks and their recipient agencies are required to provide reasonable accommodations for clients who are disabled or have limited mobility. This can be accomplished by Ensuring intake/distribution sites have ramps and/or elevators. Promoting the use of proxies
- Providing various forms of distribution in addition to “walk-up” including drive-thru and home delivery models (where available)

# Program access for People with Limited English Proficiency

- Limited English Proficiency (LEP) Persons • An LEP person does not speak English as their primary language and has a limited ability to speak, write, read, or understand English.
- LEP persons must be provided the same opportunities to access program services and activities.
- The failure to provide potentially eligible LEP persons with access to Federally- assisted programs may be considered discrimination based on national origin.
- Agencies must take reasonable steps to assure meaningful access to the information and services they provide.

# Program access for People with Limited English Proficiency Cont.

- Determining Reasonable Steps to Meaningful Access The reasonable steps an agency takes to assure meaningful access are dependent on a number of factors.
  1. The number or proportion of LEP persons eligible to be served or likely to be encountered within the area serviced by the recipient;
  2. Frequency with which LEP individuals come in contact with the program;
  3. Nature and importance of the program, activity, or service provided by the program;
  4. Resources available and their costs.

Determining Reasonable “Ask Yourself” Steps to Meaningful Access  
Evaluate the agency’s compliance obligation and capacity by considering past activity, current resources, and workload projections.

# Program access for People with Limited English Proficiency Cont.

- **STEP 1:** • How often does the agency provide services to LEP persons? • What percentage of our clients are LEP persons? • What languages have we encountered in the past? • Will outreach initiatives increase our contacts with LEP persons?
- **STEP 2:** • What have we experienced when providing LEP services? • What does the census data say about language usage in our local area? • Are there any school district, State, or local statistics to consult? • What have other agencies in the area determined about the community's language proficiency, usage and needs?
- **STEP 3:** • How important are our programs, services, or activities to people's lives? • Would denying or delaying program access present serious or life-threatening implications? • Does the program include compulsory activities, such as particular education programs or information distribution requirements, that can be seen as evidence of the program's importance?
- **STEP 4:** • What is our level of resources? • Are there other agencies or groups we can contact to pool or share LEP materials or development costs? • Do we have bilingual staff or volunteers we can train to act as interpreters and translators? • At what point does the resource expenditure become unreasonable when compared the benefits gained? • Can we substantiate a claim of insufficient resources when limiting language assistance services?

# Section Three:

## Effective Public Notification Systems



# Equal Opportunity for Faith-Based Agencies

- A Level Playing Field – Implementation of Executive Order 13559  
Executive Order 13559 and USDA implementing regulations ensure a level playing field for the participation of faith-based agencies and other community organizations in USDA programs.  
[?]
- Prohibits discrimination for or against faith-based agencies in the administration or distribution of Federal funds
- Allows agencies to retain their independence and carry out their missions
- Clarifies that agencies can use space in their facilities to provide USDA-funded services without removing religious art, icons, scriptures, or other symbols.
- Ensures no organization receiving Federal financial assistance can discriminate on the basis of religion or religious belief

# Effective Public Notification Systems

- All USDA FNS assistance programs must include a public notification system. Public notification systems are critical channels of communication. These systems involve three basic elements.
- Program Availability – details program rights and responsibilities and steps necessary for participation.
- Complaint Information – advises people of their right to file a civil rights complaint, how to file a complaint, and the complaint procedures.
- Nondiscrimination Statement – clearly lists protected bases and informs on nondiscrimination policy.

# Effective Public Notification Systems Cont.

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# Effective Public Notification Systems Cont.

- All USDA FNS assistance programs must include a public notification system. Prominently display the appropriate AD-475A “And Justice for All” poster.
- This is required for all programs 11 x 17 Full color or grayscale



In accordance with Federal 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, age, disability, and reprisal or retaliation for prior civil rights activity. (Not all prohibited bases apply to all programs.)

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, and 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.ascr.usda.gov/sites/default/files/USDA-OASCR%20P-Complaint-Form-0608-0002-508-11-28-17Fax2Mail.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;  
email:  
[program.intake@usda.gov](mailto:program.intake@usda.gov).  
This institution is an equal opportunity provider.

Conforme a la ley federal y las políticas y regulaciones de derechos civiles del Departamento de Agricultura de los Estados Unidos (USDA), esta institución tiene prohibido discriminar por motivos de raza, color, origen nacional, sexo, edad, discapacidad, venganza o represalia por actividades realizadas en el pasado relacionadas con los derechos civiles (no todos los principios de prohibición aplican a todos los programas).

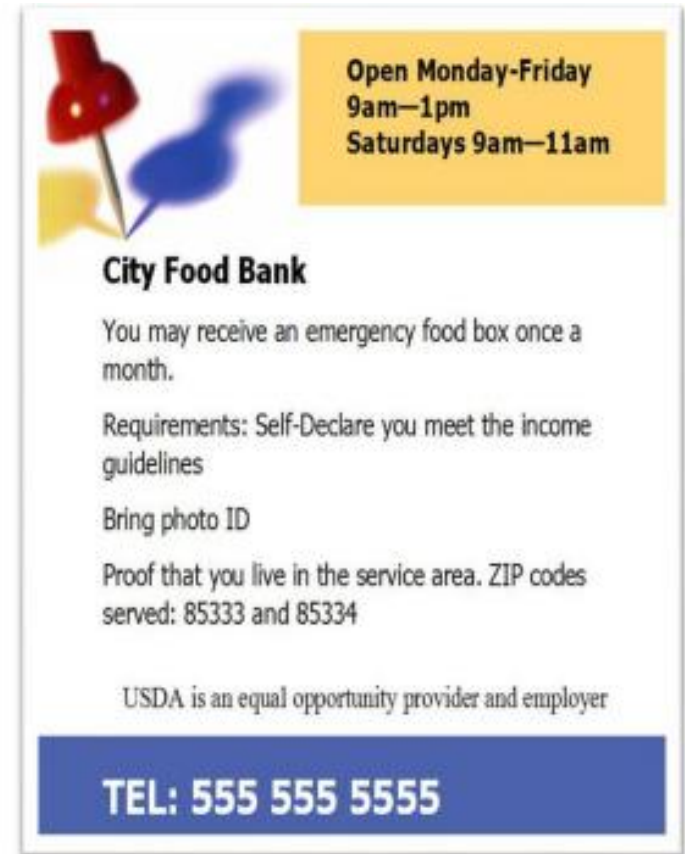
La información del programa puede estar disponible en otros idiomas además del inglés. Las personas con discapacidades que requieren medios de comunicación alternativos para obtener información sobre el programa (por ejemplo, Braille, letra agrandada, grabación de audio y lenguaje de señas americano) deben comunicarse con la agencia estatal o local responsable que administra el programa o con el TARGET Center del USDA al (202) 720-2600 (voz y TTY) o comunicarse con el USDA a través del Servicio Federal de Transmisión de Información al (800) 877-8339.

Para presentar una queja por discriminación en el programa, el reclamante debe completar un formulario AD-3027, Formulario de queja por discriminación del programa del USDA, que se puede obtener en línea, en <https://www.ascr.usda.gov/sites/default/files/USDA-OASCR%20P-Complaint-Form-0608-0002-508-11-28-17Fax2Mail.pdf>, en cualquier oficina del USDA, llamando al (866) 632-9992, o escribiendo una carta dirigida al USDA. La carta debe contener el nombre, la dirección y el número de teléfono del reclamante, y una descripción escrita de la supuesta acción discriminatoria con suficiente detalle para informar al Subsecretario de Derechos Civiles (ASCR, por sus siglas en inglés) sobre la naturaleza y la fecha de la presunta violación de los derechos civiles. La carta o el formulario AD-3027 completado debe enviarse al USDA por medio de:

correo postal:  
U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410; o  
fax:  
(833) 256-1665 o (202) 690-7442;  
correo electrónico:  
[program.intake@usda.gov](mailto:program.intake@usda.gov).  
Esta institución ofrece igualdad de oportunidades.

# Effective Public Notification Systems Cont.

- All USDA FNS assistance programs must include a public notification system. Inform on available programs and steps necessary to participate.



The flyer for the City Food Bank features a graphic of three pushpins (red, yellow, and blue) on the left. A yellow box in the top right corner contains the operating hours. The main text is centered and provides details about the emergency food box program, including requirements and contact information.

**Open Monday-Friday  
9am—1pm  
Saturdays 9am—11am**

**City Food Bank**

You may receive an emergency food box once a month.

Requirements: Self-Declare you meet the income guidelines

Bring photo ID

Proof that you live in the service area. ZIP codes served: 85333 and 85334

USDA is an equal opportunity provider and employer

**TEL: 555 555 5555**

# Effective Public Notification Systems Cont.

- All USDA FNS assistance programs must include a public notification system. Provide information, including information on websites, in alternative formats for people with disabilities.



Audio  
Descriptions



Braille



Large Print  
Transcriptions

# Effective Public Notification Systems Cont.

- All USDA FNS assistance programs must include a public notification system. Include the required nondiscrimination statement on all appropriate agency publications, websites, posters, and other materials meant for the public.
    - Websites must include the full statement, or a direct hyperlink to the statement, on the program information home page.
    - Use the full standard statement on large items like pamphlets, brochures, and other multi-page materials.
    - Use the short statement on smaller items like flyers, door hangers, and appointment or post cards.
- You do not need to include a nondiscrimination statement on reinforcement items, such as pens, note pads, or fabric grocery bags.

# Section Four:

## Customer Service and Its Role in Civil Rights Complaints



# Customer Service & Role in Civil Rights Complaints

- Good customer service can help agencies avoid complaints. The USDA has found that many civil rights complaints are actually customer service issues.
- A perception of rudeness, impatience, or a lack of understanding or compassion can be interpreted in a number of ways.
  - Be an active listener
  - Make people feel appreciated
  - Help people understand program rules
  - Don't be afraid to apologize
  - Ask for Feedback
  - Anticipate needs
  - Be aware of body language
  - Look for ways to say, "Yes"
  - Exceed expectations
  - Apply the same concepts to coworkers

# Customer Service

- ✓ Be patient and polite
- ✓ SMILE
- ✓ Avoid sarcasm
- ✓ Be empathetic
- ✓ Understand that people may not know the rules or understand how programs work.
- ✓ They may feel uncomfortable coming to ask for help.
- ✓ If you don't know the answer, find someone who does.



# Section Five:

## Compliance Filing & Handling

# Customer Filing and Handling

Any person has the right to file a complaint of discrimination. Complaints must be filed within 180 days of the alleged discriminatory action.

- Complaints can be written or verbal.
- All complaints must be accepted.
- All complaints citing Federal bases will be referred to FNS.
- Anonymous complaints are handled the same as other complaints.
- Agencies cannot require a complaint to be submitted on a special form.
- Complainants and agencies are encouraged to resolve the complaint at the lowest level and as expeditiously as possible.

# Complaint Filing & Handling Cont.

TEFAP/CSFP Only

- People can choose to register a complaint with the agency, USDA, or DES.
- Keep HRP-1014A and HRP-1014A-S USDA Civil Rights Complaint/Grievance forms available and ready to give to people at their request. Train staff and volunteers on how to use the form.

FD-101A (Rev. 1-1-97) ARIZONA DEPARTMENT OF ECONOMIC SECURITY  
Division of Aging and Adult Services (DAAS)  
Coordinated Hunger Relief Program

Page 1 of 3

**USDA CIVIL RIGHTS COMPLAINT / GRIEVANCE**

☐ TEFAP    ☐ CSFP

**COMPLAINANT'S INFORMATION**

Name \_\_\_\_\_ Date \_\_\_\_\_  
Address (No., Street) \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ ZIP Code \_\_\_\_\_  
Home Phone No. \_\_\_\_\_ Cell No. \_\_\_\_\_ Email Address \_\_\_\_\_

Check Type of Discrimination:  
☐ Race    ☐ Color    ☐ National Origin    ☐ Sex    ☐ Age    ☐ Disability    ☐ Retrial or Retaliation

Status of Person Filing Complaint/Grievance  
☐ Individual    ☐ Organization    ☐ Employee    ☐ Other: \_\_\_\_\_

Statement of complaint / grievance (include type of discrimination charged and the specific incident and date(s) in which it occurred)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Complainant's Signature  
Routing (send one copy to):  
• Agency/Civil Rights Coordinator  
• Department of Economic Security / Coordinated Hunger Relief Program  
1780 West Jefferson Street  
Mail Drop 6282  
Phoenix, AZ 85007  
[CoordHungerRelief@StateProgram@des.as.gov](mailto:CoordHungerRelief@StateProgram@des.as.gov)

\*Keep original for your records.

**You may also send a discrimination complaint directly to:**  
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) 695-7442  
3) email: [program.intake@usda.gov](mailto:program.intake@usda.gov)  
4) call: (866) 632-9992 (toll free), (202) 285-1828, or (202) 401-6216 (TDD)

**You may also call:**  
DESHunger Relief Program (480) 521-5708 or (480) 387-8096

**AGENCY CIVIL RIGHTS OFFICE USE ONLY**

Date Complaint Received \_\_\_\_\_ Complaint No. \_\_\_\_\_  
Agency Location of Incident \_\_\_\_\_  
Name of Person Receiving Complaint \_\_\_\_\_ Signature \_\_\_\_\_

See page 3 for USDA/EO/ADA disclosures

# Complaint Filing & Handling Cont.

Verbal complaints require agency assistance. When receiving a verbal complaint, agency staff or volunteers become obligated to complete the complaint form. Every effort should be made to complete the form with as much information as possible.

1. Complainant contact information
2. The name and location of the agency receiving the complaint
3. The nature of the incident or action that led to the complaint
4. The basis on which the complainant believes discrimination exists
5. Witness contact information
6. The date the action or actions occurred
7. If the action or actions are ongoing, the date they began.

# Customer Filing and Handling Cont.

- All complaints alleging discrimination must be processed within 90 days. Complaints are sent to the Food Bank who sends them to DES
- Place a copy of the complaint in the civil rights complaint log, and document all actions and conversations related to the complaint. Agencies may create their own log formats and storage methods. Binders, folders, and electronic storage are acceptable.



# Compliance

## Compliance Reviews

- DES HRP is responsible for reviewing the CR compliance of CSFP and TEFAP regional food banks.
- CSFP and TEFAP regional food banks are responsible for reviewing the CR compliance of local distribution sites.
- USDA or DES HRP may, at any time, perform a CR compliance review of any agency under their respective authority.
- The office performing the review must advise the reviewed agency, in writing, of review findings and recommendations.
- Agencies must be in compliance with CR requirements to be eligible for Federal financial assistance.



# Compliance Cont.

## Resolving Noncompliance

- Immediately after noncompliance is determined, agencies receive written notification and recommendations for corrective action.
- DES HRP attempts to achieve voluntary compliance.
- Agencies have 60 days to complete corrective action.
- When agencies do not comply with the corrective action voluntarily, DES HRP engages with the USDA Office of Civil Rights for further action.

Failure to comply with CR requirements may lead to the loss of Federal funding or other penalties as provided by 7 C.F.R. Part 15.

# Section Six:

## Additional Information & Resources

# Additional Information & Resources

## Training

- Must be taken every year
- Mandatory for frontline staff and volunteers
- Mandatory for the supervisors of frontline staff and volunteers
- Mandatory for Program administrators and encouraged for agency leadership
- Paid frontline staff and supervisors must take the full training course.
- Volunteers, program administrators, and agency leadership may choose to take the short-form course.
- Specific topics must be covered.
- DES HRP trains local agency specialists; local agency specialists train their respective agency personnel.

# Additional Information & Resources

## Data Collection and Reporting

Used to determine how effectively FNS programs are reaching potential eligible persons and beneficiaries, and to identify areas where additional outreach is needed.

- Client self-identification of race and ethnicity is preferred.
- Agency identification of client race and ethnicity is acceptable when clients decline to provide a response.
- Collected by DES when completing an online application or when a paper application is submitted to a local eligibility office
- Two ethnicity categories – clients pick one option
- Five or more race categories – clients pick as many options as necessary

The collection of this data is required for CSFP participants but optional for TEFAP participants.

# Additional Information & Resources

## **Data Collection and Reporting**

Clients must never be required to furnish information about their races or ethnicities as a condition of eligibility. When clients decline to provide the information, agencies must provide the information on the client's behalf. Observe the client and determine, to the extent practicable, the client's race and ethnicity. When the client provides the information, agencies must not alter the provided data.

# Additional Information & Resources

- **Full nondiscrimination statement** The full English and Spanish nondiscrimination statements in PDF are available for download on the USDA FNS website.  
<https://www.fns.usda.gov/cr/fns-nondiscrimination-statement>
- Reinforcements do not need to include a nondiscrimination statement.
- **Short nondiscrimination statement** The short nondiscrimination statement may be used on material that is too small to permit the full statement to be included. The statement must be in a print size no smaller than the text of the material. This institution is an equal opportunity provider.

# Additional Information & Resources

- FNS 113-1 Civil Rights Compliance and Enforcement – Nutrition Programs and Activities Establishes and conveys policy and provides guidance and direction to the United States Department of Agriculture 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.

<https://www.fns.usda.gov/civil-rights-compliance-and-enforcement-%E2%80%93-nutritionprograms-and-activities>

# Additional Information & Resources

- State Agency Contact Information Arizona  
Department of Economic Security Division of Aging  
and Adult Services Community Service Programs  
Coordinated Hunger Relief Program 1789 West  
Jefferson Street, MD 6282, Phoenix, Arizona 85007  
(602) 771-2788  
CoordinatedHungerReliefProgram@azdes.gov  
<https://des.az.gov/services/basic-needs/food-assistance>



## Annual Civil Rights Training

Equal Opportunity Employer/Program • Under Titles VI and VII of the Civil Rights Act of 1964 (Title VI & VII), and the Americans with Disabilities Act of 1990 (ADA), Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and Title II of the Genetic Information Nondiscrimination Act (GINA) of 2008; the Department prohibits discrimination in admissions, programs, services, activities, or employment based on race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity. To request this document in alternative format or for further information about this policy, contact the Division of Aging and Adult Services at 602-542- 4446; TTY/TDD Services: 7-1-1. • Free language assistance for DES services is available upon request.



# Training Quiz

1. **When do you wash your hands?**
2. **When should you NOT come to volunteer?**
3. **ALL FOOD must be 6 inches off the floor & ?**
4. **When do you throw away produce?**
5. **What are “Safe Dents?” & “Bad Dents:**
6. **What does “First in First out” mean?**
7. **How to store food (perishable, frozen, & non-perishables)**
8. **When are Temperatures checked?**
9. **What clothing should you wear?**
10. **What the definition of F.O.R.?**

# Training Quiz Answers

1. **When do you wash your hands?** floor- Before & after shift and when handling fresh vegetables, Fruit & Raw meat
2. **When should you NOT come to volunteer?** If you have a fever, tested positive for Covid-19, flu, open sore or other communicable illnesses. You must be 24 hours symptom free from all illnesses or symptoms before coming to the food bank. Please notify food bank if not coming for scheduled shift.
3. **ALL FOOD must be 6 inches off the floor-** Away from the wall . We use palettes and crates to fulfill this regulation
4. **When do you throw away produce?**-if it looks/smells bad, throw it out or if the package is open
5. **What are “Safe Dents?” & “Bad Dents:** Safe Dents Are smooth, Not on a seam, not on an end. Bad Dents are on a seam, end and have sharp points after the angle
6. **What does “First in First out” mean?** -donations should be handed out in the order we receive them
7. **How to store food (perishable, frozen, & non-perishables)** –perishables are refrigerated or frozen and non-perishables are stored on shelves and in crates
8. **When are Temperatures checked?** – Check appropriate temperatures for Refrigerator/Freezers beginning and at end of shift
9. **What clothing should you wear?** Wear comfortable work clothing & Must wear CLOSED TOE SHOES (no sandals)
10. **What the definition of F.O.R.?** –F.= food O- opportunities R- resources

F-Providing food to those in need

O-Providing opportunities for the community to serve those in need

R-Providing resources (referrals and tangibles) to those in need

# Completed Training

- ✓ You have completed the Annual Civil Rights and F.O.R. Maricopa food bank policies & procedures training.
- ✓ Please sign the Acknowledgment & Confidentiality forms (in volunteer packet)

## Important things to remember:

- ✓ Wash hands at beginning of shift and throughout your shift as needed
- ✓ If you are sick, do NOT come to volunteer
- ✓ ALL FOOD must be 6 inches off the floor- Away from the wall . We use palettes and crates to fulfill this regulation
- ✓ If in doubt, throw it out -if it looks/smells bad, throw it out or if the package is open

## We use volunteers daily for:

- Picking up food daily from local stores 8:30am-12:30am (on truck)
- Handing out **food Mondays 7:00 a.m. – 11:30 a.m. and Thursdays 3:00 p.m.-7:30 p.m.** (plan on working entire shift)
- Sign up at food bank or on line

## For Updated Info:

- **Web Site:** <http://formaricopa.org/>
- **Facebook:** [facebook.com/FOR-Maricopa-152203448904/](https://www.facebook.com/FOR-Maricopa-152203448904/)
- **Phone:** 520-251-0226
- **Email:** [info@formaricopa.org](mailto:info@formaricopa.org)
- ✓ We are open to the public and to serve those in need, Monday 8:30 -11:30 a.m. and Thursday evenings 4:30-7:30PM.
- ✓ If you or a client has a complaint, contact Wendy Webb, Food bank director or site lead.