



The Commodity Supplemental Food Program

Partner Agency Frequently Asked Questions:

Does participating in CSFP disqualify a participant from receiving other benefits?
No, a participant can receive CSFP *in addition* to other benefits like SNAP or SSI.

What does our agency do if we still have boxes at the end of the month?

The ultimate goal is to have all your boxes distributed by the end of the month. The best practice to help you reach this goal is to choose a date each month that participants need to pick up their boxes up by. You should choose a date that is best for your agency and communicate it to your participants. If your participants haven't picked up their boxes by your agency's chosen date you can begin to call your participants on the waitlist to pick up boxes.

Does the participant have to take everything from the box?

No, the participant doesn't have to take everything in the box, however they must first sign for the complete box. After they sign for the box, they can freely donate the product that they do not wish to keep to a food pantry of their choice, or if applicable they can donate it to the food pantry or senior program that they received their CSFP box from.

How many months can a participant miss picking up their box and still be a participant in CSFP?

A participant cannot miss picking up their CSFP box for 2 consecutive months and continue to participate in CSFP. That being said they are allotted to miss a month's senior box from time to time, just not 2 consecutive boxes. If you notice that a participant hasn't picked up their box for 2 months please notify the CSFP Coordinator and he/ she will remove this participant from the program. This change will show up in the next month's participant list.

Can we distribute a box to someone who is not approved by The Idaho Foodbank's CSFP Coordinator or someone who hasn't filled out a CSFP application?

No, CSFP is a USDA federal program that has specific age and income eligibility requirements. Unfortunately you *cannot* give a box to someone who has not been *officially*

approved by the CSFP Coordinator even if they do qualify for the program. They must submit an application *and* be approved by the CSFP Coordinator before receiving a CSFP box. Individuals who are approved have received notice of their approval from the CSFP Coordinator.

Can our agency still accept applications for CSFP if our caseload is full?

Yes, it is encouraged that you continue to accept applications even if your caseload is full. Participants that are approved for the program after the caseload is full go on a waitlist. This waitlist ensures that if a participant is dropped from the program or misses their box for the month, another individual can temporarily receive a box in that participant's place or become an active participant in the program.

Can an individual receive a CSFP box at more than one agency?

No, it is against regulations for an individual to be a dual participant of CSFP meaning that they receive CSFP boxes from more than one agency.

Are disabled persons eligible for the program?

Disabled persons are not eligible for the program *unless* they are and Idaho resident, meet the age requirement of 60 years and older as well as the specific income requirements per household.

They are as follows:

Household Size	Maximum Monthly Household Income	Maximum Annual Household Income
1	\$1,287	\$15,444
2	\$1,736	\$20,826
3	\$2,184	\$26,208
4	\$2,633	\$31,590
5	\$3,081	\$36,972
6	\$3,530	\$42,354
7	\$3,980	\$47,749
8	\$4,430	\$53,157
For each additional family member, add:	\$ 451	\$ 5,408

March 2015

Source: http://www.fns.usda.gov/sites/default/files/csfp/CSFP_2015_Income_Guidelines.pdf

Who can be a proxy for CSFP?

Anyone can be a proxy for a CSFP recipient as long as their name and contact information has been communicated in writing to the CSFP Coordinator prior to picking up a box for the

designated CSFP participant. Proxy forms are located in the CSFP binder as well as online in the partner agency portal: <http://ifbagency.wpengine.com/csfp/> .

What do we do with the signed participant lists? When are they due?

The signed participant lists need to be mailed, faxed or emailed to the CSFP Coordinator before the 5th of the following month. For example, if the participant list is for the month of December, it needs to be received by the CSFP Coordinator by January 5th.

Does any of the CSFP food need to be refrigerated?

Yes, the cheese needs to be refrigerated; when transporting the cheese please keep it cool with freezer blankets, in a cooler or refrigeration units, etc.

What do we do if any CSFP product is damaged?

If you receive any CSFP product that is damaged please call the CSFP Coordinator as soon as possible and he/she will act accordingly.

Can anyone in need receive a CSFP box?

No, CSFP is a federal program that requires a potential participant to both apply and be approved by the CSFP Coordinator on the basis that they meet residency, income and age eligibility requirements. An individual must be an Idaho resident, 60 years or older and meet the following income requirements to be eligible.

Household Size	Maximum Monthly Household Income	Maximum Annual Household Income
1	\$1,287	\$15,444
2	\$1,736	\$20,826
3	\$2,184	\$26,208
4	\$2,633	\$31,590
5	\$3,081	\$36,972
6	\$3,530	\$42,354
7	\$3,980	\$47,749
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April 2016

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When is our physical inventory form due?

Your physical inventory form is a document that helps the CSFP Coordinator know how much product to order for agencies. Along with the signed participant lists, it must be completed by the agency and received by the CSFP Coordinator by the 5th of each month. For example, December's inventory report should be received by the CSFP Coordinator by January 5th.

How do we remove a participant?

You remove a participant from CSFP first by notifying the CSFP Coordinator of the person or persons who are to be removed from the program; it is also important to communicate to the CSFP Coordinator the reason why they are to be removed. To ensure that there is no leftover inventory, it is also important if possible to move the next person on the waitlist up to the active list. The CSFP Coordinator will notify both the removed participant of their removal and the waitlist participant that they have been moved to the active list. The CSFP Coordinator will also update your next month's participant list to include these changes.

What happens if a participant passes away?

If a participant passes away, you must notify the CSFP Coordinator immediately. The CSFP Coordinator if applicable will update your next month's participant list accordingly and will notify the first participant on the waitlist that they are now an active participant. For your own records in the meantime it is important to move the next waitlist participant up to the active list.

What happens if someone wishes to be removed from the program?

If someone wishes to be removed from the program you must notify the CSFP Coordinator; you can then if applicable move the next waitlist participant up to the active list. The CSFP Coordinator will then send them a letter notifying them of their removal and will also contact the waitlist participant that has been moved up to the active list. These changes will be updated on the following month's participant list.

Can multiple seniors in the same household each receive a CSFP box if both have applied and qualify for the program? Do they each have to fill out an application?

Multiple seniors that apply and qualify for the CSFP program that live in the *same household* can each **individually** receive a CSFP box. They do need to individually fill out an application and as long as they both meet the necessary income, age and residency requirements both people can participate in the program.

What is the difference between a compliant and a civil rights complaint?

A Civil Rights Complaint refers to discrimination on the basis of one of these selected classes: Race, Color, National Origin, Sex, Age or Disability. Discrimination is when an individual or group of individuals based on a USDA selected class are: *denied benefits or services that*

others receive, delayed receiving benefits or services that others receive, or treated differently than others to their disadvantage. A complaint that does not have to do with these protected classes is not considered a civil rights complaint.

What do we do if participant has a civil rights complaint?

If a participant has a civil rights complaint you must first write their complaint in the civil rights complaint log provided in the CSFP binder, give them the Civil Rights Complaint Form and/or help the complainant complete the form. You need to also notify the CSFP Coordinator immediately; he or she will notify the USDA within 180 days from the incident.