

## Annual Validation Instructions

The CSFP Annual Validation process will occur during the month the clients completed their Formal Review for the CSFP senior box program. Tyler CSFP office will mark the CSFP monthly list with the needed validation schedule for each client. Please follow the steps below to complete the Annual Validation process.

### **Step 1: Fill out the top of page 3 of H1504 application November 2019**

- ❖ Eligibility Specialist calls the client and completes page 3 of the H1504 application revised November 2019, by asking the following questions. Cross out or remove unused August 2018 page 3, 4. Attach completed November 2019 page 3, Annual Validation.
  - **Client name**
    - Write (via phone) if completed over the phone
  - **Proxy name** – if proxy is completing the validation
    - Write client name, proxy name then (via phone)
  - **Eligibility Specialist name – date**
    - ❖ Phone Annual Validations can be conducted starting the 4<sup>th</sup> Monday prior to the Pending Validation month – until the last day of the Annual Validation month. If you are unable to reach the client by phone the Annual Validation must be completed in person at the next CSFP distribution

### **Step 2: Contact the client by phone or conduct in person if unable to reach by phone**

- ❖ Eligibility Specialist asks the following questions and documents answers on page 3 of H1504 November 2019 application.
  - **1. Has your address changed? Yes \_\_\_\_\_ No \_\_\_\_\_**
    - Yes – Stop the over the phone Annual Validation; client must complete a Formal Review in person. Formal Review is conducted by completing a new H1504 November 2019 application.
      - If household member changes occur complete a new Senior Box Intake form.
      - If the client is no longer qualified based on a new household member count complete the Applicant Notification H1515 form. Keep the original Applicant Notification H1515 on file with their application and give a copy to the client. The client has a right to a “Fair Hearing” and the Form 1515 gives them the necessary information for requesting it with Texas Department of Agriculture.
      - Remove the client from the CSFP program in Oasis by straight lining the Waiting/Participating and Month/Year portion of their demographics found on the third tab (CSFP) when editing their case. Delete the “Request” from the Assistance tab. If you are unable to

delete the "Request" please send the client case number to the Tyler CSFP office and we will remove it.

- Finally, leave a message in the "Note" section of their file stating "Removed from CSFP client no longer eligible due to income guidelines."

- If no address change occurs continue to question #2.

➤ **2. Do you still want to receive CSFP benefits? Yes \_\_\_\_\_ No \_\_\_\_\_**

- Yes – If client wants to remain in the program continue to question #3.
- No – remove the client from the program by straight lining the Waiting/Participating and Month/Year portion of their demographics found on the third tab when editing their case. Delete the "Request" from the Assistance tab. If you are unable to delete the "Request" please send the client case number to the Tyler CSFP office and we will remove it. Finally, leave a message in the "Note" section of their file stating "Removed per client request."

➤ **3. Does the CE or site believe that the participant still has an income that meets eligibility requirements? Yes \_\_\_\_\_ No \_\_\_\_\_**

- Yes - If you have no reason to believe they have experienced a large increase in income simply mark yes and continue to #4.
- No - If you believe the participant is no longer eligible by income verify with the client the reason they are no longer eligible and complete the Applicant Notification H1515 form. Keep the original Applicant Notification H1515 on file with their application and give a copy to the client. The client has a right to a "Fair Hearing" and the Form 1515 gives them the necessary information for requesting it with the Texas Department of Agriculture. Remove the client from the CSFP program by straight lining the Waiting/Participating and Month/Year portion of their demographics found on the third tab "CSFP" when editing their case. Delete the "Request" from the Assistance tab. If you are unable to delete the "Request" please send the client case number to the Tyler CSFP office with a delete request and we will remove it. Finally, leave a message in the "Note" section of their Oasis file stating what applies "Removed from CSFP as client no longer meets income guidelines, age, dual participation, and/or service."

**4. Dates of Annual Validation \_\_\_\_\_ to \_\_\_\_\_. The** month of certification counts as the first month. For example, an applicant is determined to be eligible and was certified on May 13, 2019. The three-year certification period would expire on May 31, 2022. The annual validation would be dated from the date in May it occurred until the end of the following May. Example: May 6, 2020 to May 31, 2021.

**Step 3: Update Oasis Insight with Annual Validation Information**

- ❖ Eligibility Specialist edits each client case and documents the Annual Validation update on the third tab (CSFP) of the client's case.
  - Choose the drop down for the month the Annual Validation Year 1 occurred. Please see example below.

CSFP ONLY (COMMODITY SUPPLEMENTAL FOOD PROGRAM – SENIOR BOX participating agency only)

Participating

Formal Review (ONLY CSFP Senior Box Participants)

October 2019

Annual Validation Year 1 (CSFP Only)

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Annual Validation Year 2 (CSFP Only)

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**Interpreting the CSFP Senior Box Monthly List:****CSFP Participating Cases May****Agency name: Detroit Food Pantry**

Case #	Last Name	First Name	Phone Number	Formal Review	Signatures
C1234	Mouse	Mickey	903-555-1234	June 2019	Pending Annual Validation
C12345	Mouse	Minnie	903-555-0123	May 2019	Annual Validation
C123456	Duck	Donald	903-555-4321	April 2019	No Box Annual Validation Needed
C654321	Duck	Daisy	903-555-3210	August 2019	
C54321	Pig	Porky	903-555-0012	September 2019	
C54322	Pig	Petunia	903-555-0012	September 2019	

1. Clients with a white background do not need to complete the Annual Validation yet to receive their CSFP box.
2. Clients with a yellow background are listed as Pending Annual Validation one month in advance and as Annual Validation the month of. Annual Validation can be completed over the phone prior to coming to the distribution or in person during the distribution. Clients are given two months to complete the Annual Validation.
3. Clients with a red background must complete a phone Annual Validation or an in person Annual Validation prior to receiving their box. If Annual Validation is not completed in a timely way the client is at risk of being removed from the Senior Box program and an in person Formal Review (November 2019 H1504) would be required for program continuation.