

CSFP Senior Box Distribution Best Practices Checklist

- Total Household Gross Income declared prior to client sign up.
- Senior age of 60+ verified prior to sign up.
- Client address verified as residing in one of our 26 counties prior to sign up. (Piece of mail is acceptable i.e. SS Award Letter) Reminder client does not need to reside in pantry service area in order to receive CSFP.
- Current CSFP Application November 2019 and Current Income guidelines in use at initial sign up and Formal Review.
- Current Civil Rights poster, Rights and Responsibility notice, Beneficiary Rights notice and CSFP Missed Distribution notice must be hung all together visible to the clients.
- Proxy may sign up a client with the proper documentation for the client. (60+ age, residency)
- Client/proxy presents proof of their own identification at each distribution (Need not be a photo ID)
- Participating clients who miss 2 months in a row will be removed from the participating list and added to the bottom of the waiting list by the Tyler office.
- Annual Validations will occur during the month of initial Formal Review. Tyler will mark all Annual Validations in yellow. Annual Validations can be completed in person or over the phone.
- Annual Validations not completed within the first month will be marked with red fields and “No Box Annual Validation Required” clients may not receive a CSFP box until the Annual Validation is completed.
- Clients who are ineligible will not receive a CSFP box but may receive a Senior Grocery or Consolation box from the pantry for one month.
- All new clients will be added to the Waiting list by Eligibility Specialist (CSFP Trained Volunteer) at the site location, all changes from Waiting to Participating will be managed by the Tyler office.
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- New clients must read or are read the Certification statement on the H1504 CSFP application (middle of page 2) and mark “Yes” to all three spots if they agree. They are given a copy of the Form H1516 Participants Rights and Beneficiary rights at sign up.
- Waiting list and new clients served a CSFP Senior Box only after the designated Participating time frame has ended.
- Client transfers between sites may not receive a box the month of transfer but must wait to ensure they have not already received a box at the other location. All transfers will be added to the Waiting list at time of transfer. Pantries must contact the agency the client is transferring from to inform of the change and to unenroll the client from the previous CSFP location.
- Clients transferring out of our 26 counties or out of state are offered/given a Participant Transfer form.
- Clients who are no longer eligible at Annual Validation or Formal Review will receive a copy of Applicant Notification Form H1515 and one placed with their H1504 application.
- Ineligible clients will receive a copy of the Applicant Notification Form H1515 along with the Form H1516 Participants Rights.
- All CSFP agents know the procedure and process for client complaints both verbal and written.
- Provide complaint form or where to obtain one to clients with a complaint.
- Enter CSFP Data and Monthly Report by the 3rd Friday of the month or as soon as possible after all CSFP boxes have been served.
- Call clients new to the Participating List to ensure they do not miss out on their opportunity to claim a CSFP box.