

# Senior Box Distribution Procedures

## \*All Month Distribution Model

**New CSFP Senior Box Clients** – Must be 60 years old within the current month and meet the income eligibility requirements.

1. Check birthdate on ID to prequalify the client. Must be 60 years old or older or turn 60 years old during the current month of sign up.
2. Must declare Total Gross Household income for all household members.
  - They must declare all of the qualifying income from categories listed below for their total gross household income for all household members. (i.e. Social Security, SSI, Retirement, Pension or Pay Stub).
3. CSFP Senior Box Volunteer (Eligibility Specialist/ES) must fill out the paperwork for the client. It **cannot** be sent home to be filled out and brought back.
  - Form H1504 CSFP Application
  - See H1504 Application instructions.
4. Explain how the Senior Box Program works to the new client.
  1. New clients are added to the Waiting list when all program spots are full.
  2. It can take 6 months or longer for the client's name to progress to the top of the waiting list and move into the next opening in the program.
  3. A program opening occurs when one of 5 things occur to an enrolled client.
    - Move to a Nursing Home
    - No longer qualify by their Income
    - Move away from the 26 counties
    - Miss two consecutive months
    - Pass Away
  4. The top client on the Waiting list for the site is moved into the open spot on the Participating list by the Tyler office. All remaining waiting clients move up the wait list one spot. This reoccurs until the waiting client moves to the top of the Waiting list and then to the Participating list.

## **CSFP Written Notice of Beneficiary Rights**

1. All new clients receive a copy of their beneficiary rights at time of sign up. This should be given to the client prior to them being read or reading the “Certification Statement” found on the middle of page 2 of the Form H1504 client application.

2. In the event that a client has expressed an objection to the religious character of your organization, a partner agency **must** take the following steps:

a. Identify the closest alternative CSFP service site to the client’s physical home address (or current location if homeless), by means included but not limited to: Internet search of senior box sites via easttexasfoodbank.org, contacting the East Texas Food Bank or fellow area pantries, and/or refer to any on-hand materials that has other CSFP sites listed.

b. Share with the client the address, hours of operation, and (if available) contact information of the alternative CSFP service location.

## **CSFP Senior Box Client Distributions** - Must show identification (ID).

1. ID’s – Driver’s license (expired is okay), Military ID, Birth certificate, Baptismal certificate, Identification card, Voter Registration card, Health card, Veteran ID, Passport, Refugee visa.
2. Proxies picking up for a client need to show their own ID not the client’s ID.
3. Find the returning client’s name on the Participating or Waiting list. Serve the clients according to the designated time frame for each status. (Participating/Waiting)
4. Check for any updates needed identified with memos written on the signature line for the client.

## Participating List Clients

1. If the client has no memos in the signature line give them the white “Senior Box” ticket and a Reminder slip stating the next date of service. (First Tuesday or the Month, etc.) Be sure to write the clients first and last name on the client line of the CSFP ticket and write the name of the proxy picking up the box on the proxy line of the CSFP ticket.
2. Write the **clients initials** next to their name on the signature line if they receive a white “Senior Box” ticket.
3. When the Client Memo says **“No Box Annual Validation Required”...**  
**[Client Field in Red]**
  - Do not give the client a ticket they must first complete the “Annual Validation” proving they are still eligible to receive a box.
4. When the client memo says **“Annual Validation Needed”** **[Client Field in Yellow]**
  - Complete the “Annual Validation” for the client. This can take place in person or over the phone.
5. If the client memo says **“New to Participating”** **[Name font Red]**
  - Notify the client they have now moved from the Waiting list to the Participating list.
    1. Explain to them the importance of coming every month without missing.
    2. They may send someone with a note to pick up their box if they are unable to attend the distribution or list a proxy on their application.
    3. Two misses in a row will result in being removed from the program (Participating list) and added to the bottom of the Waiting list.
    4. It can take up to 6 months to make it to the Participating list. Regular attendance is very important to avoid losing your spot.
    5. There are no exceptions made for missing for Participating clients. All clients must send a proxy to get the box for them if they miss or risk being removed from the program.

**Waiting List Clients** – They may receive a CSFP box if they are willing to wait until the designated distribution day. They may receive a CSFP box that has not been claimed by a Participating member. The time frame for claiming an unclaimed CSFP box will vary based on the site and distribution days for the site.

\*Waiting clients willing to wait for the possibility of receiving an unclaimed CSFP Commodity box must wait until the end of the distribution or designated day. CSFP Commodity boxes not picked up by the Participating clients during the designated time of the distribution may be given to Waiting clients at the designated distribution time frame.

1. Waiting clients at a month long distribution will need to come on the designated day for an opportunity to receive an unclaimed box. The unclaimed boxes will be served in a first come first served basis.
2. When the Client Memo says **“No Box Annual Validation Required”...** **[Client Field in Red]**
  - Do not give the client a ticket they must first complete the “Annual Validation” proving they are still eligible to receive a box.
3. When the client memo says **“Annual Validation Needed”** **[Client Field in Yellow]**
  - Complete the “Annual Validation” for the client. This can take place in person or over the phone.
  - Write the clients initials on the signature line if they receive a CSFP Commodity box and give them a white “Senior Box Ticket” with their name and the proxy name if picked up by a proxy.
3. When the CSFP boxes are gone offer a Senior Grocery box if available. Make clients aware this is a non-program box and is never guaranteed.
4. Write the word Senior Grocery instead of client initials to represent what was received by the client if they did not receive a white CSFP Senior Box ticket.