

CSFP GUIDELINES FOR COMMUNITY DISTRIBUTION PARTNERS

The Commodity Supplemental Food Program (CSFP) provides monthly food packages to low-income senior citizens who meet certain eligibility requirements. CSFP (formerly P.A.N) is a partnership of the U.S. Department of Agriculture, Texas Department of Agriculture, and the North Texas Food Bank. Crossroads Community Services is a hub of the NTFB.

WHAT'S IN THE BOX:

Each participant receives one 25-pound box of food a month. The box contains a variety of food that changes each month. Items that are commonly in the box: instant non-fat milk, canned meats, peanut butter, canned fruits and vegetables, rice, pasta, fruit juice and cereal. It also includes a 2 lb. block of cheese.

ELIGIBILITY REQUIREMENTS:

Seniors over the age of 60 interested in signing up should visit a CSFP distribution site with the required documentation to sign up for the program. The client must provide the following documents:

- Photo ID with a birthdate listed
- Proof of Income (i.e. Social Security award letter, pension statement, pay stubs, or bank statement)
- Proof of Address (i.e. Utility, Water, Phone Bill)
- Completed CSFP (Form H1504) Application

Additionally, the client must qualify based on the income guidelines.

Number of Household Members	Total Income		
	Annual	Monthly	Weekly
1	\$ 15,782	\$ 1,316	\$ 304
2	\$ 21,938	\$ 1,784	\$ 412
3	\$ 27,014	\$ 2,252	\$ 520
4	\$ 32,630	\$ 2,720	\$ 628
5	\$ 38,246	\$ 3,188	\$ 736
6	\$ 43,862	\$ 3,656	\$ 844
7	\$ 49,478	\$ 4,124	\$ 952
8	\$ 55,094	\$ 4,592	\$ 1,060
For each additional family member, add	\$ 5,616	\$ 468	\$ 108

These guidelines are based on 130% of the federal poverty guidelines and are effective until notification of income guidelines for 2019.

APPLYING FOR A CSFP BOX:

All first-time applicants must have all required documents mentioned above with the application to be able to apply for the program. Incomplete applications will not be accepted. Applicants who qualify for the program will be able to pick up a box one month from their qualification date at the CDP site. Clients can only pick up one box per month.

RECERTIFICATION:

All applicants that have previously applied and qualified who wish to continue receiving a CSFP box will need to re-submit required documents and application listed above every six months. Any changes to income or contact information will need to be recorded at the time of recertification. Meagan McPherson will alert you when your client(s) need to recertify.

FILLING OUT THE CSFP APPLICATION (FORM H1504):

The applicant must fill out the form **completely**. This helps Crossroads qualify applicants quickly and efficiently. Any missing information can delay the receiving of the box.

- The client must fill out the "Household Information" and "Income Information" sections of page 1. On page 2, the client should complete the "Ethnicity and Race" and "Signatures" section. If the application does not have a signature on page 2, it will not be accepted.
- You can print the application directly from Crossroads' website: www.ccsdallas.org/documents

- The client should receive a Written Notice of Beneficiary Rights (found at www.ccsdallas.org/documents)
- Make sure the applicant and proxy (if applicable) know when and where they can pick up their box.
- Remind them that to continue to receive boxes, they must re-submit all required documents and application every six months.
- **IMPORTANT:** If the applicant would like another person (a proxy) to pick up their box and bring it to them, make sure they fill out the proxy section on page 1. When a proxy picks up the applicant's box, they will need to sign for the box and have their own picture I.D. to verify identity to receive the box. If the person originally designated by the applicant cannot pick up the box for any reason, any person in the place of the original proxy must bring written permission from the applicant in addition the two I.D.s

HOW & WHEN TO SUBMIT APPLICATIONS:

- All documents will need to be collected and submitted by email to Meagan McPherson by the dates to the right.
- Once documents are received, Meagan will determine if the client is eligible for CSFP. If client is eligible, they will be added to the database and will receive a box for your next distribution. If the client is ineligible, a denial letter will be created and sent to the CDP site coordinator.

DISTRIBUTION MONTH	SUBMISSION DEADLINE
January	December 15 th
February	January 15 th
March	February 15 th
April	March 15 th
May	April 15 th
June	May 15 th
July	June 15 th
August	July 15 th
September	August 15 th
October	September 15 th
November	October 15 th
December	November 15 th

CSFP DISTRIBUTION:

- Your organization will need to order the specific amount of CSFP Boxes/Cheese on Lead Commerce before your distribution. You are only allowed to order the boxes for the clients that are enrolled in the program.
- When distributing the boxes to the clients, each client must sign the “CSFP Sign-In Log” to confirm that they received the box.
- After each distribution, the CSFP Sign-In Log must be sent to Meagan McPherson within 2 business days. If you consistently fail to send the log to Crossroads within 2 business days, you will be unable to distribute CSFP.

RECORD KEEPING REQUIREMENTS:

- Sites must keep the “CSFP Sign-In Log” and original hardcopies of the application for at least 3 years in a locked file cabinet. *No site should be keeping any supporting documents (ID, proof of income, etc.) for an extended time after an individual has qualified.*

REFERRALS:

- If an individual cannot wait until your next distribution to receive a box, you may refer them to a Public CSFP Site for more immediate assistance. If they are a first-time client or need to recertify, they will need to provide a completed application and necessary documents. They cannot pick up from both your site and the Public CSFP Site in the same month.

WHEN A CLIENT MISSES A DISTRIBUTION:

- If your clients are active (meaning they are current and don't need to recertify, they pick up their boxes regularly), you may order their box for the month as normal on Lead Commerce.

- After two missed distributions, the senior will be put on a waiting list until they can recertify. Their application and documents will need to be submitted *two weeks prior* to the next available distribution date.
- If the client is inactive (meaning they've stopped coming after 3 or so distributions), their application and documents will need to be submitted *two weeks prior* to the next available distribution date.

CDP RESPONSIBILITIES AND EXPECTATIONS:

- CDP's are responsible for submitting all documents to Meagan by email in a timely fashion following the guidelines for submission above.
- All CDP's will be notified by email when clients need to recertify ahead of time. All documents and applications must be emailed with a 2 weeks' notice prior to the recertification date.
- You must have at least 3 clients enrolled in the CSFP Program in order to receive boxes from Crossroads. If you have less than 3 clients enrolled, you must refer those clients to a Public CSFP Site. A list of Public CSFP Sites can be found at www.ccsdallas.org/documents

FILING A COMPLAINT:

If the client is not satisfied with the CSFP box or service, they may file a formal complaint with:

- The North Texas Food Bank: speak to the Manager of Senior Programs, Jennifer Mays. She can be reached at: 214-367-3123 or csfpteam@ntfb.org.
- Texas Department of Agriculture: formal complaint online link: <http://www.squaremeals.org/ineedto/fileacomplaint.aspx>
- The U.S. Department of Agriculture:

Mail-In Address: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410

Fax: (202) 690-7442

Email: program.intake@usda.gov

QUESTIONS ABOUT CSFP:

Please direct any questions/concerns about CSFP to Meagan McPherson, Partner Relations Account Coordinator for Crossroads Community Services.

Email: mmcpherson@ccsdallas.org

Direct Line: 214-560-2511 ext. 201

It is important to us to get back to your request as soon as possible, but please allow 24 hrs. to receive response per request.