



## Commodity Supplemental Food Program

### 9 Day Distribution Policy

- **CSFP partners have 5 business days after their delivery date to distribute boxes to the active CSFP list.**
  - The 5<sup>th</sup> business day will be the *final* day for participants on the active list to pick up before their box for that month is reallocated to the waitlist.
  - Any active list participant that does not pick up by the 5<sup>th</sup> business day will be counted as a "no show" on his/her application.
  - Active participants who have not picked up by the 4<sup>th</sup> business day post-delivery should receive a reminder phone call.
- **The 6<sup>th</sup> and 7<sup>th</sup> business days after delivery are set aside for waitlist calls and waitlist box pick-ups.**
  - Remember to continue to build your CSFP waitlist to help feed more people in your community and distribute 100% of your CSFP boxes each month.
- **The 8<sup>th</sup> and 9<sup>th</sup> business days after delivery are set aside for box transfers to neighboring CSFP partner sites.**
  - Please note that it is *your* responsibility to transfer your boxes to other locations and that doing this in a timely manner is essential so that the receiving location can have enough time to distribute the extra boxes.
  - Remember: the transfer location receiving your excess boxes must give you consent before transferring occurs. No CSFP partner is required to take and distribute another partner's excess caseload.
  - If you do not know who to transfer boxes to, or if agencies in your area can't take the boxes, contact Meghan Hatfield at [mhatfield@rfbo.org](mailto:mhatfield@rfbo.org) or 405-600-3164 by end of day on the 8<sup>th</sup> business day after delivery to help you find a transfer location.
- **Your monthly report is due by end of day on the 9<sup>th</sup> business day.**
  - Your report will be considered LATE if received after the 12<sup>th</sup> business day after delivery, or after the last day of the month, whichever comes first.
- **Any CSFP partner who does not adhere to the 9 Day Distribution Policy will be considered non-compliant, to which further CSFP partnership will be reviewed by Regional Food Bank management and may result in termination of partnership.**



## **9 Day Distribution Policy - Communications**

- Be sure to clearly communicate the new deadline implementation to your participants with clear pick up window dates and deadline dates listed for future months.
- Per CSFP Policy and Procedures, any distribution date changes must be communicated to active participants at least 30 days in advance.
- Participants *must* be informed in writing at distribution of the following month's box pick up deadline.

## **9 Day Distribution Policy - Frequently Asked Questions**

- ***Can I still distribute boxes on my delivery day?***
  - Yes, you can distribute boxes on your delivery day, which will not take away from your 5 business day active list distribution window. This is ideal as it will give you more time to distribute boxes but is not required.
- ***Do I have to distribute for the full 5 business days if I don't typically take that long?***
  - You do not have to distribute for the entire 5 business days if you typically only need 4 days or less for distribution. If it takes you less than 5 days, you also do not need to wait to start contacting your waitlist and conducting box transfers. *Be sure that your active participants are aware of the pick up deadline.*
- ***Is this policy required?***
  - Yes. All partners are required to report by the 9<sup>th</sup> business day after their delivery, must have a clear deadline for active participant pick up with no more than 5 business days allowed for active pick up, and must set aside 1-3 days for waitlist pick up and box transfer.
- ***Can I still distribute on the weekends?***
  - Yes, if your distribution also includes the weekends, you can continue to distribute to active participants on the weekend that falls *before* the 6<sup>th</sup> business day after delivery.
- ***If I don't have any excess boxes for waitlist or transfer, do I have to turn in my report earlier?***
  - No, if you do not need time for waitlist pick-ups or box transfers, you still have until the 9<sup>th</sup> business day to turn in your monthly report.