



Frequently Asked Questions

Commodity Supplemental Food Program (CSFP)

1. What is CSFP?

- a. The Commodity Supplemental Food Program (CSFP) is a government food and nutrition program for seniors, age 60 and older. CSFP offers a 30 lb. box of nutritious shelf-stable foods, nutrition education and referrals for health and social service programs at no cost.

2. Who runs CSFP?

- a. CSFP is a federal program, run by the Food and Nutrition Service of the US Department of Agriculture (USDA). The USDA provides the food for the program and distributes it to the state. The Oklahoma Department of Human Services (DHS) allocates the food to the Regional Food Bank of Oklahoma. RFBO partners with local agencies who determine the eligibility of participants and conduct the CSFP box distribution to individuals.

3. Who is eligible for CSFP?

- a. A resident of Oklahoma with proof of ID
- b. Age 60 or older
- c. Meet the income guidelines set at 130% of Federal Poverty Level Guidelines

4. What if someone is only 59?

- a. They cannot receive a box until they are 60. Their application needs to be approved after their 60th birthday.

5. What is someone makes \$1 dollar over the income?

- a. It is a hard dollar amount, and they would not qualify.
- b. They can reapply if their situation changes or after the income guidelines change in each year in July.

6. How often is CSFP distributed?

- a. It is a monthly program. Your distribution of boxes may last up to 5 business days to your active list and up to 2 business days for your waitlist and transfers.

7. How does reporting work?

- a. You will submit your monthly report via a Microsoft Forms link by the 9th day of distribution every month.
- b. You will report number of boxes distributed, number of boxes transferred to/from CSFP sites, number of boxes remaining on hand, number of people on your waitlist, detail any participants that were

removed from the active list and those that were added to the active list from the waitlist.

- c. You will not need to send details of your waitlist unless otherwise requested.

8. What kind of food is provided?

- a. The food within the box is self-stable: milk, juice, cereal, pasta, canned vegetables, canned fruit, a protein option, etc.
- b. USDA cheese (requires refrigeration)

9. Do I have to use all of the days within the 9-Day Window Policy?

- a. No, you can complete your distribution in a shorter amount of time. The policy was created to help CSFP partners implement a distribution, waitlist contact, transfer and reporting deadline.

10. Will my delivery date change?

- a. Not usually. We update routes every 3 months, but we do try to keep everyone on the same dates.

11. What if someone did not bring their ID in with them?

- a. See if they can go get it and return before the distribution ends. ID is *required* in order to pick up a box.
- b. See if their Proxy is there and has their ID with them.
- c. Without an ID, they cannot receive their CSFP box.

12. If I know the person picking up their box, do they still have to show their ID?

- a. Yes. An ID is required no matter what, even if you know the person.

13. What if someone needs help filling out their application?

- a. They can have someone help them or you can fill it out for them.

14. When do I need to use the waitlist?

- a. Utilize your waitlist after the deadline for active participants to pick up their box (deadline is the 5th business day, which can be found in the 9 Day Distribution Policy). You may then utilize 2-3 business days to contact and distribute to your wait list.
- b. If your location distributes in a shorter amount of time, the waitlist may be contacted at an earlier time.

15. How do I use the waitlist?

- a. They should be listed in the order of which the applications were turned in to the site.
- b. The individual's application should already be approved and certified.
- c. Call individuals on the waitlist in the order they are listed.
- d. If the individual does not answer the phone, it is okay to move down the list to the next person.

16. Can a terminated participant reapply for CSFP?

- a. If a participant was terminated for missing two consecutive months, they would need to complete a new CSFP application and be placed at the end of the waitlist (if no openings are available in caseload).
- b. If a participant is terminated for physical or verbal abuse, they must wait one year before reapplying for CSFP.

17. Can participants receive a CSFP box from more than one program at the same time?

- a. No. Participants may not be active participants at more than one CSFP site. Therefore, they cannot pick up a CSFP box from more than one CSFP site.
- b. However, more than one member of a household can get CSFP benefits if they each qualify (combined income is within the guidelines).
- c. It is perfectly okay for the same person to receive both CSFP and:
 - i. SNAP (formerly the Food Stamp Program)
 - ii. Quarterly commodities (foods from The Emergency Food Assistance Program-TEFAP)
 - iii. Congregate meals for senior citizens
 - iv. Meals-on-Wheels
 - v. Foods from charitable food pantries, food banks or soup kitchens

18. Can individuals send someone to pick up their CSFP box?

- a. Yes. Participants may have a designated proxy and must provide the name of this person on the application. The proxy is required to show their own ID when picking up the box.

19. What do I do if I have boxes leftover after distribution?

- a. Call your waitlist in order of application received.
- b. Transfer your extra boxes to a neighboring CSFP site.

20. How do I transfer boxes?

- a. First, call the transfer location to make sure they are able to take the extra boxes.
- b. It is important to call as soon as possible, so the transfer location has enough time to distribute the boxes before the end of the month.
- c. Determine the transfer logistic with the CSFP site receiving the transfer (who is delivering, when, etc.)
- d. Make sure to always transfer both boxes and cheese together.
- e. Report to RFBO the number of boxes transferred and the CSFP site that received the transfer on the monthly report.
- f. Contact RFBO if you need assistance finding a transfer location.

21. How do I contact RFBO?

- a. Contact Meghan Hatfield, Program Administration Coordinator at mhatfield@rfbo.org or 405-600-3164.