



## Commodity Supplemental Food Program (CSFP) 9-Day Distribution Policy

### POLICY OUTLINE

- **CSFP partners have five business days after their delivery date to distribute boxes to the active CSFP participants.**
  - The fifth business day is the final day for participants on the active list to pick up that month's senior box before it is reallocated to the waitlist.
  - Any active participant that does not pick up by the fifth business day will be counted as a "no show" on their application.
  - Seniors might need a reminder. Active participants who have not picked up by the fourth business day after the delivery should receive a reminder phone call, text, etc.
- **The sixth and seventh business days after delivery are for waitlist calls and waitlist box pick-ups.**
  - Determine how many boxes were not picked up by active list participants and call waitlisted participants to pick up a temporary box.
  - Remember to continue to build your CSFP waitlist to help promote the program and ensure 100% distribution of your CSFP caseload each month.
- **The eighth and ninth business days after delivery are for box transfers to nearby CSFP partner sites, if necessary.**
  - Please note that it is the agency's responsibility to transfer your remaining boxes to other locations. Coordinating in a timely manner is essential so the recipient agency has enough time within the month to distribute the extra boxes to their waitlist.
  - Remember the recipient agency must give consent before the transfer occurs. No CSFP partner is required to receive and distribute another CSFP partner's undistributed caseload.
  - If you do not know where neighboring CSFP sites are located or if agencies in your area cannot take the extra senior boxes, please contact Meghan Hatfield at [mhatfield@rfbo.org](mailto:mhatfield@rfbo.org) or 405-600-3164 by the end of the eighth business day after delivery to help find a transfer location.
- **The CSFP monthly report is due by end of day of the ninth business day.**
  - The report will be considered late if received after the twelfth business day after delivery or after the last day of the month, whichever comes first.
  - Monthly reports must be submitted before the Regional Food Bank can place the next month's order.

**Any CSFP partner who does not adhere to the 9-Day Distribution Policy will be considered non-compliant. CSFP partnership will be reviewed by Regional Food Bank management and may result in termination of the partnership.**

## POLICY COMMUNICATION

- Clearly communicate the distribution time frame to your participants.
- Any distribution date or location changes must be communicated to active participants at least 30 days in advance.
- Participants must be informed in writing at the distribution when the following month's distribution will take place.

## POLICY FAQ

- ***Can I distribute senior boxes on the delivery day?***
  - Yes! Senior boxes can be distributed on the same day as your delivery and will not affect the five business days timeframe to distribute to your active list.
  - Please be aware that the trucks might run into unexpected delays on their routes, so designated appointment times are not guaranteed. Although we try to maintain schedules, it is best to allow time between your delivery and the pick up window. You don't want seniors to show up at the same time as your delivery, but the truck is running late!
- ***Do I have to distribute senior boxes throughout the five business days if my distribution doesn't typically take that long?***
  - No! If your senior boxes take fewer days to distribute that's great. If all of your active participants pick up their boxes, you do not need to utilize your waitlist.
- ***Can I distribute senior boxes on the weekends?***
  - Yes! If your distribution timeframe also includes the weekends, you can continue to distribute to your active participants on the weekend that falls before the sixth business day after delivery.
- ***If I don't have excess boxes for waitlist or transfer, do I need to turn in my monthly report earlier?***
  - No, if you do not need time for waitlist pick-ups or box transfers, you still have until the ninth business day after delivery to submit the monthly report.
- ***Is this policy required?***
  - Yes, all CSFP partners are required to report by the ninth business day after delivery and must have a clear deadline for active participant pick up.