



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

Please note that this policy is in place to encourage efficient distribution of senior boxes. CSFP partners establish their own distribution schedule, but it is important to distribute 100% of senior boxes in a timely manner, so RFBO can collect data from monthly reports and enter the following month's orders before internal deadlines.

POLICY OUTLINE

- **CSFP partners have 5 business days after their delivery date to distribute boxes to the active CSFP participants.**
 - The 5th 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 5th 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 4th business day after the delivery should receive a reminder phone call, text, etc.
- **The 6th and 7th 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 8th and 9th 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 or 405-600-3164 by the end of the 8th business day after delivery to help find a transfer location.
- **The CSFP monthly report is due by end of day of the 9th business day.**
 - The report will be considered late if received after the 12th business day after delivery or after the last day of the month, whichever comes first.
 - Monthly reports must be submitted before RFBO can place the next month's order.

Any CSFP partner who consistently submits late monthly reports will be considered non-compliant. CSFP partnership will be reviewed by RFBO management and may require an action plan to become compliant to continue 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 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 5 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 participants' 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 5 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 6th business day after delivery.
- ***If I don't have 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 9th business day after delivery to submit the monthly report.