



OVERVIEW OF FORMS WHEN OPERATING CSFP

These **FORMS** need to be provided to every client:

- CSFP – PARTICIPATION RIGHTS AND OBLIGATIONS (Form HRP-1039A)**
 - Given twice. For clients joining the Waiting List and clients who move to Active status
 - Prior to receiving the first CSFP package, agency staff member must explain participant rights and obligations to all applicants approved for immediate participation, as well as provide this form. It is available in English and Spanish
 - Does not need to be returned with signature, client keeps this. L2F is the electronic copy for agency

- CSFP – “YELLOW CARD”/ ID TRANSFER CARD (Form HRP-1033A)**
 - Physical yellow card must be mailed or handed to every new client by the agency
 - Client must show yellow card **OR** valid ID to receive food box each month
 - Both client and agency staff member must sign the yellow card upon certification
 - Order more yellow cards from SMFB or DES at least 2 months in advance
 - Agencies may keep yellow cards on file for clients, but must physically give an additional yellow card to client upon enrollment
 - By providing the client the completed and signed yellow card, the participant is being notified of their eligibility for the program

- CSFP – NOTICE OF ACTION (Form HRP-1052A)**
 - Must be emailed, mailed or physically handed to client when changing the client's status:
 - Initial Placement on the Waiting List
 - Notice of Application Denial
 - Notice of Disqualification
 - Notice of Discontinuance

- WAITING LIST ENROLLMENT NOTIFICATION (Form HRP-1041A)**
 - Must be emailed, mailed or physically handed to client when they move from the Wait List to Active
 - Does not need to be given if client is enrolling day of without being on Waiting List prior

- RECERTIFICATION NOTICE (Form HRP-1037A)**
 - Do not need to provide if agency verbally “recertifies” every client every month. To do this, you **must** ask every client every month
 - Are you still eligible to qualify based off household monthly income?
 - Are you still in need of continuing to receive food?



If you do not do this, you must provide this notice to clients after their 11 months of service in the program, informing them to confirm their interest in continuing the program. You will be notified in Link2Feed when a recertification is coming up

These **REPORTS** must be completed to operate CSFP:



Link2Feed Entries

- Individual client visit entries must be entered into Link2Feed **within 48 hours** of final distribution for the month



Monthly Inventory Report (MIR)

- Report of how many seniors were served and inventory remaining
- Scan/email to csfp@stmarysfoodbank.org or fax 480-780-3541
- Must be turned in within 48 hours of final distribution of the month

Important Information Regarding CSFP:

Client Eligibility:

- Over age 60 (verified using: Driver's License, Photo ID, Passport, Birth Certificate, Etc.)
- Self-declared monthly HH income 130% of fed. poverty level. See income chart in L2F under CSFP tab
- Proof of Arizona address (driver's license, lease agreement, etc.)

Client Statuses:

- Active
 - All "Active" clients should receive (1) CSFP box and (1) cheese per month
- Suspended
 - Link2Feed (L2F) automatically changes a client's status to "Suspended" after (2) consecutive missed monthly boxes
 - If a client would like to re-enroll once suspended, they should be placed on the "Waiting List"
- Inactive
 - L2F automatically changes a client's status to "Inactive" if a client has been "Suspended" for 6-months.
 - If a client would like to re-enroll, they should be placed on the "Waiting List".
- Waiting List
 - Place any new interested client on "Waiting List"
 - Changing client from "Waiting List" to "Active", select the farthest back "Status Change" to enroll first (meaning you are adding the clients that have been waiting the longest first into the program) – do not change status of client until day of distribution
 - See instructions in toolkit of how to do this

- Closed
 - If a client is no longer interested in receiving food, place client in “Closed” status not “Inactive”. Best practice is to make note in client’s profile to communicate disinterest.
- Deceased
 - If a client has passed away, go to the client’s “personal” tab under their profile. In the top right-hand corner, click on the arrow next to the client’s ID number and click “Mark as Deceased”

Issue Notices/Forms:

- **ENROLLING A NEW “ACTIVE” CLIENT**
 - Participant Rights and Obligations (HRP-1039A)
 - Yellow Card
 - Waiting List Enrollment Notice (HRP-1041A)
 - Only issue if they were on the “Waiting List” prior to enrollment to “Active”
 - Application for Benefits (HRP-1028A)
 - Register Proxy(s) if Applicable
 - Can build profile virtually thru Link2Feed instead of using physical form
- **ENROLLING CLIENT ON THE “WAITING LIST”**
 - Participant Rights and Obligations (HRP-1039A)
 - CSFP Notice of Action (HRP-1052A)
- **ENROLLING CLIENT FROM “WAITLIST” TO “ACTIVE”**
 - Participant Rights and Obligations (HRP-1039A)
 - Waiting List Enrollment Notification (HRP-1041A)
- **CLIENT RECERTIFICATION (Yearly)**
 - Recertification Notice (HRP-1037A)
 - All “Active” clients must be recertified every 11 months
 - Must still meet requirements of household income
 - Confirm address, apt # & phone # in Link2Feed
 - May choose to recertify all clients 1 time a year to help manage this requirement
 - May also choose to ask every client every month if they still qualify and still interested in receiving food. This will eliminate the need of conducting mass recertifications once a year

Filling Monthly Caseload - Best Practices

- To serve your full caseload # every month, inform “Active” clients they must pick up their CSFP box within the first (2) weeks of the month.
- After (2) weeks in, use (3rd) week to place follow-up calls to remind “Active” clients
- Clients that didn’t pick up last month’s, and still have not visited this month issue:
 - CSFP Notice of Action (HRP-1052A)
 - Select “Discontinuance”
 - Warn of potential program discontinuance due to inactivity
- **OPTIONAL – PLEASE CALL SMFB IF INTERESTED PRIOR TO COMPLETING:**
 - At the end of (3) weeks if you served less than your full caseload #, issue any clients on the “Waiting List” with a 1 month “Temporary Enrollment”
 - **Place the client as “Waiting list” in Link2Feed and issue a onetime box**
 - More instructions will be provided if interested in offering this option to clients