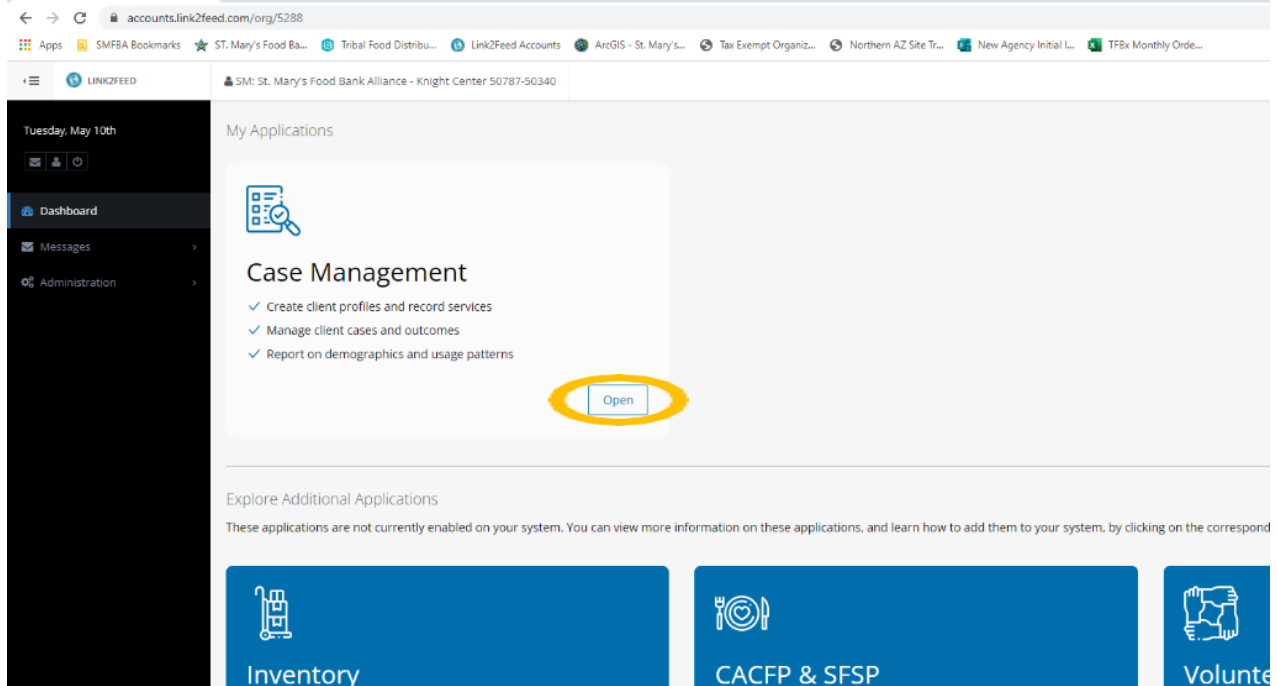


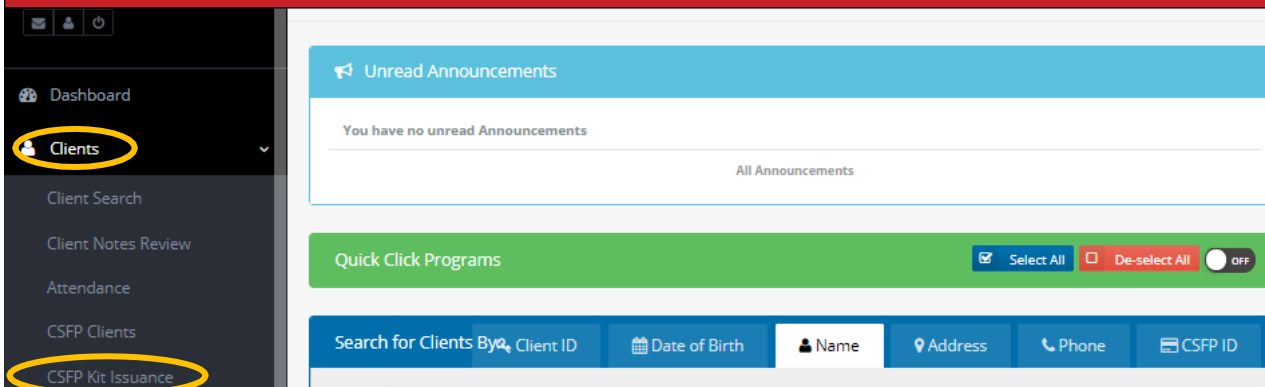
CSFP clients must be notified when they are Suspended (after not visiting for 2 months in a row) or added to the Waiting List (by request). This guide demonstrates how to use a "Kit Issuance" report from Link2Feed to identify clients that have become Suspended and require a Notice of Action, as well as how many clients you may enroll from your Waiting List each month.

STEP 1: Login into your Link2Feed Account and click to "Open" the Case Management application



The screenshot shows the Link2Feed web application interface. The browser address bar displays 'accounts.link2feed.com/org/5288'. The left sidebar contains navigation options: Dashboard, Messages, and Administration. The main content area is titled 'My Applications' and features a 'Case Management' card. This card includes a magnifying glass icon, the title 'Case Management', and three bullet points: 'Create client profiles and record services', 'Manage client cases and outcomes', and 'Report on demographics and usage patterns'. A yellow circle highlights the 'Open' button at the bottom of the Case Management card. Below this, there is a section for 'Explore Additional Applications' with three buttons: 'Inventory', 'CACFP & SFSP', and 'Volunteering'.

STEP 2: Click on "Clients" on the left side bar to drop down a list of options. Select "CSFP Kit Issuance".



The screenshot shows the 'Clients' menu expanded in the Link2Feed application. The left sidebar has 'Clients' highlighted with a yellow circle. The main content area shows 'Unread Announcements' with a message 'You have no unread Announcements'. Below this is a 'Quick Click Programs' section with 'Select All', 'De-select All', and 'OFF' buttons. At the bottom, there is a search bar with filters for 'Client ID', 'Date of Birth', 'Name', 'Address', 'Phone', and 'CSFP ID'. The 'CSFP Kit Issuance' option in the sidebar is also highlighted with a yellow circle.

STEP 3: Input dates from the 1st to the last date of the previous month.
(In the example below it is now January but I'm looking back at the month of December)

Friday, January 8th

For the following time period

Dates are or between and

Dashboard

STEP 4: Select your organization from the drop-down list

Organizations

SM: St. Mary's Food Bank Alliance - Knight Center 50787-50340

STEP 5: Select "All Clients" and click "Create List"

Household Visits

Only Clients With No Visits All Clients Only Clients With Visits

Create List

STEP 6: Select ONLY the following options

For the following columns

Select All De-select All

<input type="checkbox"/> Official Location	<input checked="" type="checkbox"/> CSFP ID	<input checked="" type="checkbox"/> Status	<input checked="" type="checkbox"/> Status Change Date
<input checked="" type="checkbox"/> Last Name	<input checked="" type="checkbox"/> First Name	<input type="checkbox"/> Date of Birth	<input type="checkbox"/> Proxy
<input type="checkbox"/> Enrollment Date	<input type="checkbox"/> Next Recertification	<input type="checkbox"/> Ineligible Reason / Notes	<input type="checkbox"/> Phone Number
<input type="checkbox"/> Languages	<input type="checkbox"/> Visit Date	<input type="checkbox"/> Location	<input type="checkbox"/> Total
<input type="checkbox"/> Household Size	<input type="checkbox"/> Qualifying Members	<input type="checkbox"/> Total Income	<input type="checkbox"/> Primary Income
<input checked="" type="checkbox"/> Address Line 1	<input checked="" type="checkbox"/> Address Line 2	<input checked="" type="checkbox"/> City	<input type="checkbox"/> State
<input type="checkbox"/> Zipcode	<input type="checkbox"/> Signature Date	<input type="checkbox"/> Signature Line	

If you are mailing out notices, please make sure to select "Address, 1", "Address 2" and "City". If you are providing notices in person, you do not need to include these on the report.

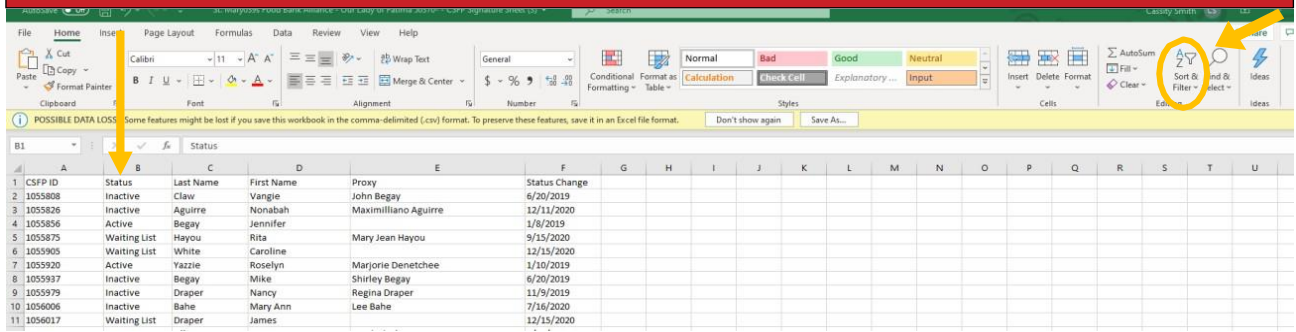
STEP 7: Click on "CSV"

Enable Scrolling Copy CSV Print View

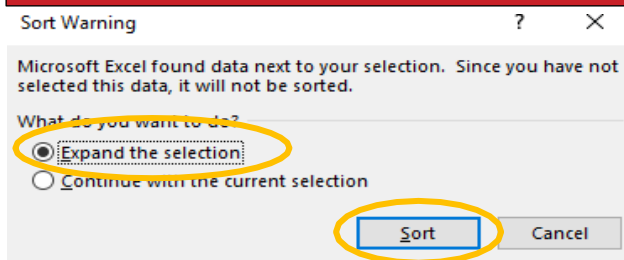
STEP 8: On the bottom left of your screen, a pop-up will appear. Click to open the spreadsheet.

St. Mary039s Food....csv Show all

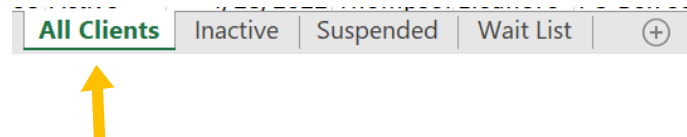
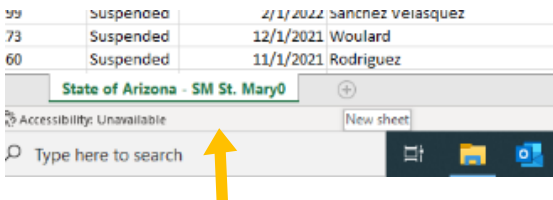
STEP 9: After the spreadsheet opens, highlight the "Status" column and click "sort and filter" on the top right of the screen. Then, select "sort A to Z".



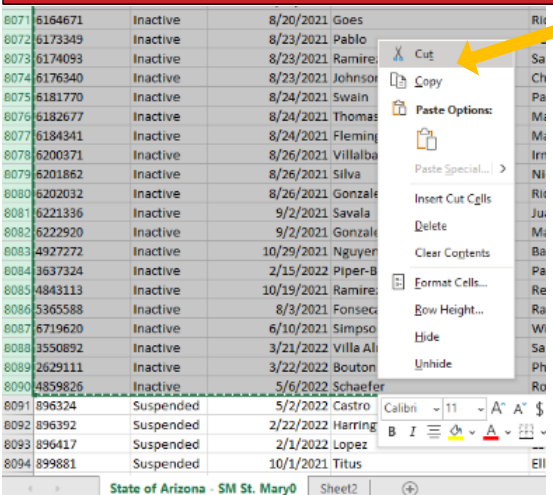
STEP 10: A pop-up will appear. Select "Expand the selection" and then click "Sort"



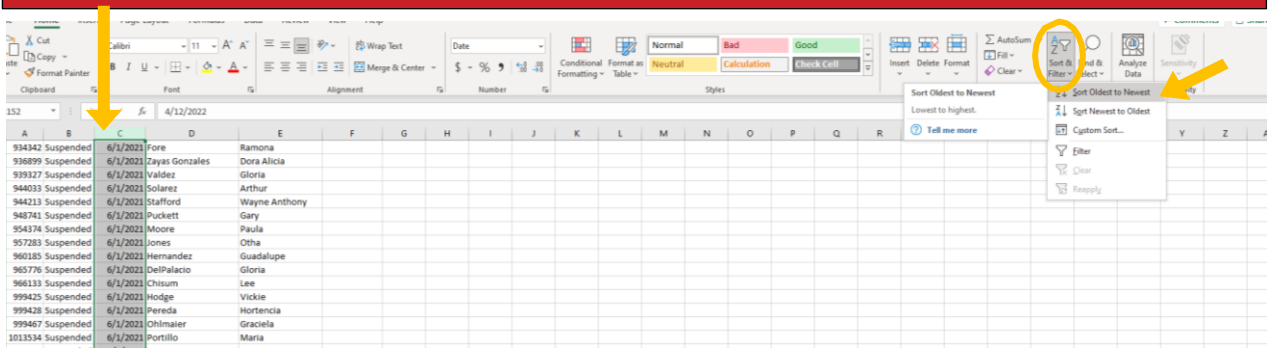
STEP 11: Click the "+" symbol at the bottom left of the spreadsheet 3 times to add 3 new tabs. You are going to move your lists of Inactive, Suspended, and Wait List clients onto these tabs. You can rename the tabs for easier organization



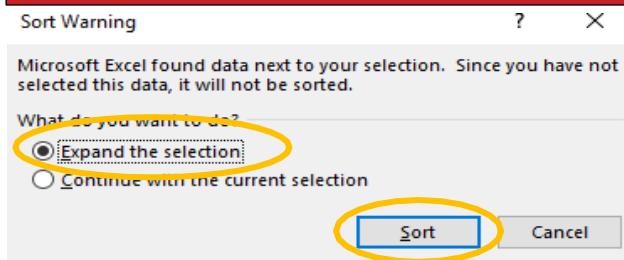
STEP 12: On the original sheet, scroll down past the clients with an "Active" status and highlight the rows for all clients with an "Inactive" status. Then, right click and select "Cut". Now, click onto the "Inactive" tab and right click to select "Paste". Repeat this, moving "Suspended" clients to the "Suspended" tab and "Waiting List" clients to the "Waiting List" tab



STEP 13: Go to "Suspended" tab with your list of Suspended clients. Select the top of column C, then click the "Sort & Filter" button in the top right of the spreadsheet. Choose "Sort Oldest to Newest".



STEP 14: A pop-up will appear. Select "Expand the Selection" and then click "Sort".



STEP 15: Scroll down your list until you reach Suspension dates (column C) from within the past month. In the example below it is now June, and we are looking at clients who became suspended in May.

Note: Link2Feed automatically changes CSFP clients' status from "Active" to "Suspended" when they fail to visit for 2 consecutive months.

These clients will need to receive a Notice of Action form for "Discontinuance", meaning they no longer have a CSFP box and cheese reserved for them. If they wish to re-enroll, they can be placed back in an "Active" status if you have space on your caseload. If not, they should be placed on the Wait List until space becomes available.

1370	Suspended	4/26/2022	Ortiz	R
14321	Suspended	4/27/2022	Escobar almaraz	O
10429	Suspended	4/29/2022	Larranga	Li
16997	Suspended	4/29/2022	Campos	C
13293	Suspended	5/1/2022	Xu	C
13675	Suspended	5/1/2022	Apodaca	O
15316	Suspended	5/1/2022	Cline	D
17196	Suspended	5/1/2022	Yglecias	M
180175	Suspended	5/1/2022	Leyva Velazquez	M
190200	Suspended	5/1/2022	Vetter	T
190219	Suspended	5/1/2022	Villaloba	Li
191074	Suspended	5/1/2022	Trevino	A
193362	Suspended	5/1/2022	Segura Santiesteban	M

Clients who were Suspended in May and require a Notice of Action for "Discontinuance" in June.

STEP 16: Follow the steps below to complete a "Notice of Action" form for each client who has been Suspended in the past month. Have your excel pulled up or printed out and use the excel columns to fill out form

From your Excel Spreadsheet

HRP-1053A FORNA (3-22) ARIZONA DEPARTMENT OF ECONOMIC SECURITY
 Division of Community Assistance and Development
 Coordinated Hunger Relief Program

**COMMODITY SENIOR FOOD PROGRAM (CSFP)
 NOTICE OF ACTION**

Client Name: Client Name from Column "D" & "E" in your CSFP ID: Client ID from Column
 Date of Notice: _____

CSFP Distribution Agency Information

Name: _____ Phone Number: _____
 Address: _____
 Distribution Days and Hours: _____
 Additional Details: _____

Details

The Commodity Senior Food Program (CSFP) works to improve the health of low-income persons 60 years of age or older by supplementing their diets with nutritious foods provided by the United States Department of Agriculture (USDA). The monthly food package contains shelf-stable items and a large block of processed American cheese.

We are writing to inform you of the following:

<input type="checkbox"/> Waiting List	You have been placed on a waiting list to receive CSFP benefits because the current caseload for this site is full. A representative will contact you once there is an opening.
<input type="checkbox"/> Application Denial	Date of Denial: _____. Your application has been denied for the following reason(s):
<input type="checkbox"/> Disqualification	You will be disqualified from receiving CSFP as of: _____ for the following reason(s):
<input checked="" type="checkbox"/> Discontinuance	Our records indicate you have not picked up a CSFP box since _____. Please pick-up your CSFP box by _____ to avoid being discontinued. Contact the agency listed above if you have questions.

Rights and Responsibilities

Discontinuance: If you don't pick up your CSFP box by _____ and your box will be given to a person other than you. If you have questions, please speak with the distribution agency listed above.

Dual-Participation: You may not receive a CSFP box twice in the same month. Improper use or receipt of CSFP benefits, as a result of dual-participation, or other program violations may lead to a claim against you to recover the value of the food and may lead to disqualifying you from CSFP.

Nutrition Education: You have the right to receive nutrition education, including referrals to other programs and agencies that may benefit you.

Fair Hearing: If you disagree with any of the above action(s), you have the right to request a fair hearing. To request a fair hearing, call 480-521-5700, or write the Food and Nutrition Division. You may continue to receive benefits pending the outcome of the fair hearing. However, if the fair hearing's official decision is not in your favor, you will be held liable for any over issuances received while awaiting the outcome of the fair hearing. You have 90 days from the date of this notice to request a fair hearing.

See reverse for USDA/EQ/ADA disclosures

Pro-Tip: Fill out this section 1 time on a form, make copies of that form so you don't have to keep filling it out for each client

Select "Discontinuance"

The last pick-up date can be found in the Client's "Service" tab in Link2Feed.

Date in Column "C" of your excel. This is the date they became suspended.

STEP 17: Give the Notice of Action form to each client via mail or in person.

**Need a copy of the CSFP Notice of Action Form?
 Find it in the CSFP Forms for Clients section of the Agency Toolkit,**

STEP 18: Turning back to your Excel spreadsheet, compare your number of Active clients with your total CSFP caseload to see if you have space to enroll clients from your Waiting List.

On first tab of the spreadsheet, right click on "line 1" and delete it so the names of the columns do not show

	A	B	C	D	E	F	G
1	CSFP ID	Status	Status Change	Last Name	First Name		

STEP 19: Scroll to the bottom of your "Active" list.

Look at the number next to the last "Active" clients name - that is how many "Active" clients you have registered in Link2Feed

	A	B	C	D
1	893331	Active	6/22/2022	a
2	893349	Active	5/10/2022	a
3	893415	Active	4/5/2022	a
4	893460	Active	11/29/2021	a
5	893472	Active	4/5/2022	b
6	893502	Active	2/2/2022	b
7	893527	Active	6/22/2022	b
8	893541	Active	4/5/2022	b
9	893634	Active	12/15/2021	b
10	893662	Active	12/22/2021	c
11	893692	Active	4/5/2022	c
12	893737	Active	6/22/2022	d
13	893802	Active	11/29/2021	Escontrias
14	893851	Active	6/15/2022	f
15	893877	Active	1/11/2022	f
16	893909	Active	4/5/2022	g
17	893916	Active	11/30/2021	j
18	893931	Active	4/5/2022	k
19	893938	Active	4/5/2022	l
20	893940	Active	4/14/2022	m

Last Client

STEP 20: Now that you have your # of current "Active" clients, calculate how many clients you can enroll from the Waiting List. To do this, subtract:

(Caseload #) - (Active #) = # Clients you can enroll from your Waiting List

If you don't know your Caseload #, please call your St. Mary's Representative

*****EXAMPLE:*****

Caseload #: 30 people

Active Client Count #: 24 people

of Individuals to Enroll from your Waiting List: 6 people

STEP 21: If you have caseload available, you can enroll clients from your Waiting List.

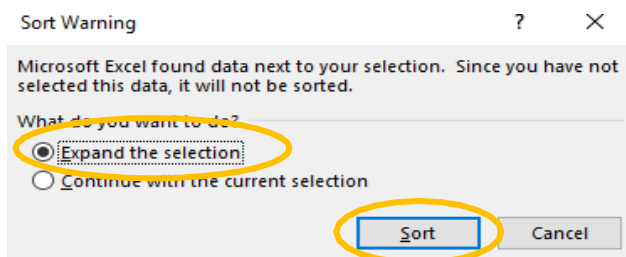
The clients who have been on the Waiting List the longest should be enrolled first. To identify them, return to the "Waiting List" tab on your Excel spreadsheet

STEP 22: Highlight column C ("Status Change Date") and click "Sort & Filter" on the top, right of the screen, then select "Sort Oldest to Newest".

The screenshot shows the Excel interface with the 'Sort & Filter' menu open. The 'Status Change Date' column (C) is highlighted. The menu options include 'Sort Oldest to Newest', 'Sort Newest to Oldest', 'Custom Sort...', 'Filter', 'Clear', and 'Reapply'. A yellow arrow points to the 'Sort Oldest to Newest' option.

CSFP ID	Status	Status Change Date	Last Name	First Name
1323686	Waiting List	4/22/2022	Lidia	Bonnie
1341761	Waiting List	8/2/2021	Phill	Owen
3414171	Waiting List	5/6/2022	Frank	Edward
342954	Waiting List	5/9/2022	Tristan	Penelope

STEP 23: A pop-up will appear. Select "Expand the Selection" and then click "Sort"



STEP 24: Starting at the top of the list, enroll the number of clients that you have space for in your caseload. See the "How to Activate Clients from Waitlist" instruction guide in the Agency Toolkit to help you issue the appropriate notifications and make changes in Link2Feed

Note: Once you have enrolled your full caseload, if you receive additional requests to participate in CSFP, invite those clients to join the Waiting List. To do this you will change their status to "Waiting List" on the CSFP tab in Link2Feed and provide them with the Notice of Action form marked with their Waiting List enrollment date.

Please pull the Kit Issuance report and send Notice of Action forms, following the instructions on this guide, after submitting your MIR form each month.

PLEASE CONTACT YOUR ST. MARY'S REPRESENTATIVE IF YOU HAVE QUESTIONS OR WANT TO INCREASE OR DECREASE YOUR CASELOAD # OF CSFP CLIENTS