



**The Commodity Senior  
Food Program (CSFP) Manual  
For  
St. Mary's Food Bank Alliance (SMFBA)  
Partner Agencies**



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DEPARTMENT OF ECONOMIC SECURITY

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*Your Partner For A Stronger Arizona*

## What is CSFP?

Simply put, the **Commodity Senior Food Program** is a US Department of Agriculture Food & Nutrition Service Program to help ensure that Seniors 60 and over who are financially limited have nutritious food in their diet in order to live healthier.



Learn more about the program here:

<http://www.fns.usda.gov/csfp/commodity-supplemental-food-program-csfp>

and

<http://www.azDES.gov/phs/bnp/csfp/index.php>

## How to Qualify

1. Must be 60 years or older.
2. Must provide documentation of identity that **includes the date of birth and name**. Examples: State issued ID, Passport, Driver's License.
3. Must meet income guidelines. Income is self-declaration.

Household Size	Monthly
1	\$1,396
2	\$1,888
3	\$2,379
4	\$2,871
5	\$3,363
6	\$3,855
7	\$4,347
8	\$4,839
For each additional person:	Add \$492

## Definitions

- **Agency** - is a site or organization operated separately from SMFBA who has agreed to host the CSFP program. Agency host sites agree to receive, store and distribute senior food commodities as outlined in this procedure manual. Program host agencies include but are not limited to *churches, non-profit organizations, etc.*
- **Box** - is a container for holding programmatic food.
  - **CSFP box**- is a food packing intended for someone who is Elderly. It contains 14-16 items and weighs approximately 35 lbs.
- **Box Numbers (indicated by EPP#)** - are how we keep track of inventory on a box that is packed, sealed and sent to the agency for the client. The CSFP number is printed on the box. ALL CSFP-11 boxes will have identical contents to each other and if even one item needs to change, boxes will be relabeled with a different number, such as CSFP-12 and a new inventory list is recorded. Tracking these boxes is essential to the programs' success.
- **Certification** - is the process of verifying that a client meets program guidelines. The client must be physically present to enroll.
- **Client** - is an individual registered to a program and served by it.
- **Cheese** - is standardized cheese product distributed in a square loaf and issued with the CSFP Box.
- **Commodity Senior Food Program (CSFP)** - the primary, shelf-stable, NUTRITIONAL government support program in the country to help those age 60 and over, who meet federal guidelines for low-income. CSFP is intended to improve the health of seniors by providing nutritionally balanced food to an at-risk population that often do not consume a balanced diet.
- **Damaged Product** - pictures should be taken and the product must be returned to SMFBA for appropriate disposal in accordance with Federal guidelines. If due to storage or safety concerns the product cannot be returned, then pictures must be taken of the product and forwarded to SMFBA along with an explanation of the situation.

- **Delivery** - a truck and driver from SMFBA arrives at your site and product is pulled off the truck.
  - Delivery is not complete until you have had the opportunity to verify what is being delivered and sign for it, keeping a copy and sending a copy back with the Driver to SMFBA.
  - Do not let a driver or others rush you.
  - Please call the Agency Services Specialist immediately if there is a problem with a delivery.
  - DO NOT SIGN delivery paperwork that is incorrect without changes being made or notation being documented on forms, with your initials & the driver's initials next to the changes.
    - If the form is signed with no changes, we will operate as if you received a full and correct load.
    - If there are mistakes and they are not documented, you are responsible, so PLEASE check deliveries carefully before signing!
  
- **Department of Economic Security (DES)** - the Department of the Arizona State government that administers the CSFP program for the State of Arizona and contracts with SMFBA and other entities to certify or distribute the CSFP product according to their rules and those of the USDA.
  
- **Distribution** - when you distribute the boxes to clients whose names are on the Master Distribution list and obtain their signatures.
  
- **Driver** - the individual from SMFBA that physically transports the CSFP boxes to you.
  
- **FIFO (First IN/First Out)** - FIFO simply means that we utilize the oldest food first. Both the DES contract and the federal USDA rules require us to follow FIFO, within certain guidelines. At times, this may create frustration for clients as they do not understand why they may receive the same items in a box for several months without change. FIFO is used in determining box packing menus, shipping product, and by each site as they make certain to give oldest boxes, cheese, and milk at the beginning of each distribution.
  
- **Inventory**- the MONTHLY counting of product in the program, boxed or pre-boxed, and justified against the totals the state and federal government believe we should have in stock. Recorded on a Federal 153 report which is essentially the

compilation of receiving and distributing data and the individual reports sent from each site or agency. Accuracy and timeliness are essential.

- **Monthly Inventory Report (MIR)** – The report each agency uses to send the quantity and designation of each box, (received, distributed and left-over) for the next distribution. Once the inventory report has been forwarded to SMFBA, all distribution must cease for that given month.
- **Notice of Action** – a notice to clients that advises them of actions taken regarding their participation in the program.
- **Self-declaration** – according to one’s own testimony or admission.
- **St. Mary’s Food Bank Alliance (SMFBA)** – The World’s First Food Bank and the organization contracted by DES to receive shipments of CSFP product, track it, and deliver it to agencies that certify/distribute to clients in 8 of Arizona’s 15 Counties. SMFBA also serves as the only certification and distributing agency in Maricopa County, with many sites and partner agencies in place to assist with neighborhood operations.
- **United States Department of Agriculture (USDA)** – The Federal organization, stemming from a Cabinet-level post, charged with helping regulate the price of food commodities, support farmers and encourage health among the population through access to food and good eating habits.
- **“X” Signature**-In the event a client is unable to provide a signature, the following steps should be adhered: The participant will place an “X” on the signature line. The site/agency employee will write next to the “X” for “Jane Doe” by “employee name”.

## What is my Role in Partnering with SMFBA?

The state contracts with St. Mary's to receive, monitor, package, and deliver product to 9 of the 15 Arizona counties. The State contracts with health departments and other agencies to certify and distribute the commodity food boxes to those qualifying individuals in the various Counties. SMFBA also contracts with agencies in local neighborhoods in Maricopa County to assist with distributions and certifications.

## What does the CSFP Process Entail?

1. Partnering agencies certify clients, ensuring the client meets the federal income guidelines and age requirements. Certification lasts for 12 months and entitles clients to one CSFP box per month. At the end of the 12-month period, if the client continues to meet the requirements, the certification period is extended for a year.
2. The SMFBA Agency Services Specialist places the CSFP order for all agencies with the allocations department at least five business days prior to the last day of the month. The driver delivers the order. You verify the box numbers and quantity of product received to the agency order/invoice.
3. CSFP product is distributed to those clients assigned to your agency. The client must sign for the product. If necessary, a client may send a representative with appropriate identification and a signed/dated note (or listed in Link2Feed) which allows them to pick up the product on their behalf. The note should be emailed/faxed along with the month end reports to SMFBA.
  - a. Please note: Each box has a dollar value that the USDA assigns to every item in the CSFP box. Please make sure the invoice you sign accurately reflects the product on the pallets, and that their NUMBERS or CODES are the same as listed! Think of each box as \$50 of someone else's money you have been asked to hold, \$50 that benefits a senior.
4. Each agency is required to complete a monthly inventory report where you record:
  - a. Boxes remaining from the previous month
  - b. Boxes received the current month
  - c. Boxes issued this month
  - d. Remaining boxes this month
  - e. Damages or missing boxes/product

## Important Notes

- Completed reports are **due** to the SMFBA Agency Services Specialist **two business days after box distribution**. Fax or email the MIR report, agency order/invoice, and proxy notes to your Agency Services Specialist or fax: 480-780-3541
- The Agency Services Specialist will review the report and contact the distribution agency if further clarification is needed to ensure accurate reporting to the State agency.
- All paperwork/documentation should be kept on file for 5 years.
- All delivery schedule changes requires at least 5 business days advanced notice.
- Please provide your holiday closure schedule.
- All changes in CSFP contacts should be provide in a timely manner.

## Final Things to Remember

1. Distribute CSFP product using a **FIFO** (first in; first out) inventory system to ensure product integrity avoiding product expiring or going bad. Product remaining from the previous month should be distributed first.
2. Once the inventory report has been sent to SMFBA, all distribution should cease and the remaining inventory should be stored in a secure location. The cheese should be refrigerated in a secure location.

CSFP Identification Card (yellow card) should be issued to new clients.