



Utah Food Bank (UFB) is pleased to have your agency participating in the Utah Commodity Supplemental Food Program (Utah CSFP), a federal program of the United States Department of Agriculture (USDA) as defined in CFR Part 247 and 250. The Utah CSFP strives to increase food security within Utah's hunger population by supplying a monthly supplemental food package of USDA food to seniors who fit program eligibility. Each senior interested in receiving a CSFP box must fill out an application and be at least 60 years old and fall within 130% of the poverty level.

Utah CSFP Food Boxes

In order to facilitate distribution, delivery/pick-up, as well as to ensure accountability please review the following roles & responsibilities as well as frequently asked questions.

Distribution

The Utah CSFP is given a monthly caseload by USDA, which it cannot exceed. UFB divides the caseload amongst the different distribution agencies throughout the state. Caseload can fluctuate based on need and participation. Program regulations require all participants to be certified to receive a box as well as to sign for receipt of the box each month.

Role of UFB:

- Certify each participant
- Build food packages and ship to distribution sites

Role of distribution site:

- Receive completed food packages
- Store packages per USDA regulations until picked up by participants. See storage section below.
- Only distribute packages to certified participants listed on the signature sheet
- Obtain signatures for each box that gets picked up
- Return completed signature sheet to UFB
- If an applicant's situation merits a change to the policy, you must obtain permission from an authorized UFB representative (see contact info below) prior to distributing the food package.

Signatures

The information sheet lists each current participant and their designated proxy, if applicable. The only individual who may sign for the food package is the participant or designated proxy. Distribution sites should have proxy forms on hand for participants to add proxies to their account.

Role of UFB

- Supply distribution site with a comprehensive list of participants for each month
- Supply Utah Department of Health a list of participants that picked up their food package each month

Role of distribution site

- Verify participant identity, through participant's ID or until identity is known by distribution site, and obtain a signature for each food package distributed.
- If a proxy is signing, they should **sign their own name**, not the participant's name.
- Food boxes or cheese should not be given to anyone not listed on the signature sheet.

Storage

The distribution site is responsible for each package until it is picked-up by either the participant or their proxies collect them. All packages should be kept within the federal specification. Once packages are released to proxies it is the responsibility of the proxy to secure food packages until delivery to participant is made.

Role of the distribution site

- Storage of food boxes should be in a cool, dry area.
- Storage of blocks of cheese in a refrigerated unit (40° F or lower).
- If the proxy chooses an insecure method of storage or delivery and, as a result, the food becomes spoiled or stolen UFB is not responsible for such loss.

Delivery

Delivery of food packages occur once a month. Delivery dates will be determined when distribution site agreements are initially completed. Please contact UFB if delivery dates need to be adjusted.

Role of UFB

- Provide signature sheets that list: participant address, phone number, and proxy name (if applicable) for your reference.

Role of distribution site

- **Agency Invoice** – Verify that the quantity of food boxes and cheese you receive matches the quantity stated on the agency invoice. Sign one invoice copy and give to the driver for UFB; keep one copy for your records.
 - Immediately notify the driver for UFB if the number of food boxes or blocks of cheese listed on the invoice does not match the physical product delivered. Note the difference on the invoice returned to UFB driver; driver must initial acknowledgement of difference. Please contact the inventory contact at UFB and report the overage/shortage that same day.
- **Signature Sheets** – Obtain each participant's, or participant proxy's signature when delivering their food package. The signature sheet lists each participant for your location. Please use the 'Note' section to record details regarding individual participants (such as when they will arrive for pick-up, time of contact, etc.)
- DO NOT release a box to anyone who is not on the information sheet either as the participant or as a proxy.

Pick-Up

UFB will pick-up uncollected food packages, cheese and signature sheets each month for inventory and reporting. Pick-up dates are defined below.

Role of UFB

- To pick-up remaining food boxes, cheese and signature sheets each month for accurate inventory and reporting to the Utah Department of Health.

Role of distribution site

- Return all collected signatures for food packages. If you prefer to email or fax the signature sheets, please email emilys@utahfoodbank.org or fax to 801.978.9565.
- Return all uncollected food packages and cheese.

Pick-up Times

If your agency is an Emergency Food Pantry:

- The day you receive your monthly CSFP delivery, UFB will pick-up the food boxes and cheese from the previous month.

If your agency is NOT an Emergency Food Pantry:

- The day after your monthly delivery date UFB will pick-up the food boxes, cheese, and any empty boxes which may have been stored from the previous month.

Outreach

The Utah CSFP is always accepting participant applications; however, the program is limited to serving a maximum caseload, which is assigned by USDA each year. Once applications are received and certified new applicants are notified via mail and will start to receive a food package the month after they have been certified by UFB. If caseload is at maximum capacity applicants will be placed on a wait list until caseload becomes available.

Role of UFB

- Marketing of program for additional participants.
- Administration and certification of participant applications.
- Recertifying participants every 12 months.

Role of distribution site

- Supply applications and proxy forms to interested participants.
- Send completed applications and proxy forms to UFB for certification.

Contact Information

For any questions please contact the appropriate office listed below.

Denise Neilson – Outreach

801-887-1224

denisen@utahfoodbank.org

Emily Roncancio – Inventory

801-887-1280

emilys@utahfoodbank.org

Utah Food Bank – Main Line

801-978-2452

Civil Rights Training

Food and Nutrition Service (FNS) requires civil rights training for people involved in all levels of the administration of programs that receive Federal financial assistance. Civil rights training requirements for volunteers or staff should be approached in the following manner:

- Frontline volunteers, such as individuals who regularly interact with program applicants and participants or determine eligibility must receive full civil rights training on an annual basis, as outlined in FNS Instruction 113-1, Section XI. Any volunteer who handles personal information must receive this training as well. Training should first occur during each individual's orientation to the program(s).
- Volunteers who do not handle personal information and who may infrequently interact with program applicants, participants, or frontline staff must receive, at a minimum, limited civil rights training that covers customer service and any other subject matter applicable to the roles and responsibilities of each volunteer. This training may be less time intensive than the full training provided to frontline volunteers. Consistent with above, it must first occur during volunteers' orientation to the program(s) and through refresher training as needed.
- Volunteers who do not interact in any way with program applicants and participants, and who do not handle personal information, do not need civil rights training.
- If there is a concern that any particular volunteer cannot understand and/or abide by the training and civil rights requirements, then that individual should not interact in any way with program applicants and participants or handle personal information.
- Sites must also have the "And Justice for All" poster posted in a visible location.

Product Date Information

Dates listed on the products supplied in the Utah CSFP food boxes come in a variety of different forms. The USDA feels it is important that participants make informed decisions about using the product they are receiving. Please inform each participant that the product contained in the food box is fresh and purchased by the U.S. Government. As such, the product is subject to strict monitoring of dates at the State and Federal level to ensure it is fresh and provided in a safe

manner to keep the consumer free of risk. The following offers quick reference guides to what specific dates mean. Additional information is available from the USDA website, <http://www.fns.usda.gov/sites/default/files/hhp-biubguide.pdf>

Best If Used By Date

- The "Best If Used By" (BIUB) date is a target date for how long a product is likely to retain best flavor and quality. It is not a safety date.
- BIUB dates are a tool—not a rule! Products kept past their BIUB date are not expired, spoiled, or out of condition.
- Kept under proper conditions, they should be wholesome and safe long after the BIUB has passed.

Sell By and Pack Dates

- A "Sell-By" date is the day the manufacturer recommends that a store sell the food product. This date is not necessarily a reliable indicator of how long it may retain its wholesomeness or nutritional value.
- A "Pack Date" or "Date of Manufacture" indicates when the product was packaged or processed. While it may help to determine the age of the product, it does not necessarily provide useful information on its wholesomeness or nutritional value.

Expiration and Use-by Dates

- Generally, "Expiration" date and "Use-By" date is the last day the manufacturer *recommends* consuming the food item to ensure peak quality and nutrient retention. However, there is no federal regulation to require manufacturers mark product with such dates.

Resources

You can find agency resources online at www.utahfoodbank.org. Such as:

- Delivery calendars
- Applications
- Proxy forms
- Civil rights training
- Recipe pages
- Civil rights poster
- No Show Policy
- Appeals Process

FAQ

- 1. Who can get a box?**
Any senior who is 60 years or older and falls within 130% of the federal poverty level that has filled out an application and is certified by UFB.
- 2. Does each person who receives a box need to fill out an application?**
Yes, each person needs to be certified through UFB to become eligible to receive a box. Each person needs to re-certify every 12 months to continue receiving benefits. UFB contacts participants via mail to re-certify.
- 3. What exactly is in the food packages?**
One box contains 10 days worth of canned food including: fruits, vegetables, meats, pasta or rice as well a block of cheese.
- 4. I am a proxy for multiple participants. Can I just sign once?**
No. You must sign for each participant separately.
- 5. What if someone has been receiving a package, but their name isn't on the list?**
Likely their names have been removed due to not recertifying or not picking up their box for more than 2 months. Contact UFB regarding the discrepancy.
- 6. Can the participant get a replacement box if improper storage spoils the food?**
No.
- 7. What if the product is damaged when it arrives?**
Report it to UFB as soon as possible.