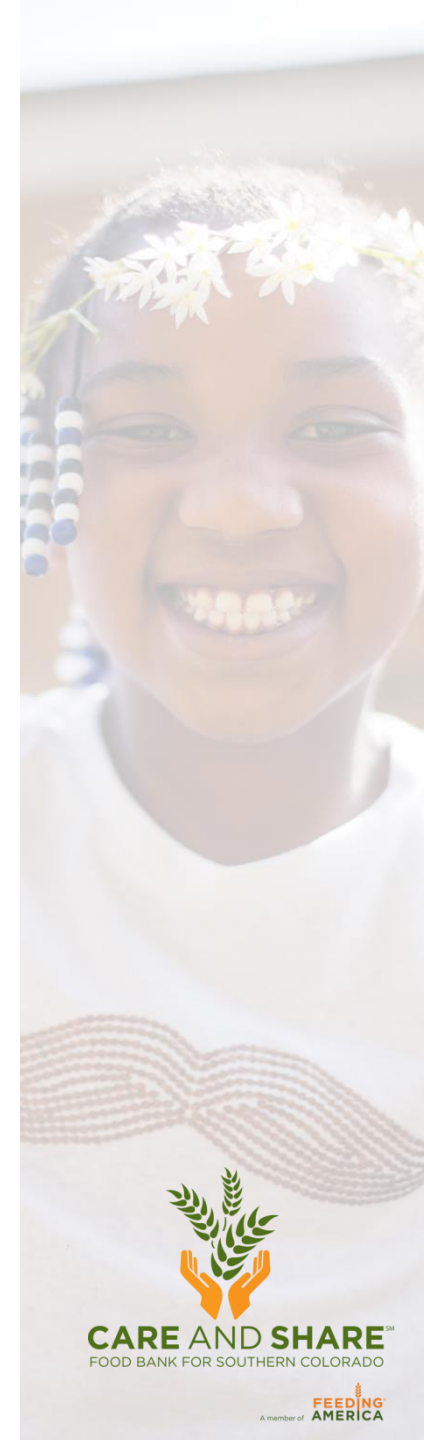


EVERYDAY EATS TRAINING

ALSO KNOWN AS COMMODITY SUPPLEMENTAL FOOD PROGRAM (CSFP)



This institution is an equal opportunity provider.



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YOU WILL LEARN...

- How to manage the CSFP signature sheets
- How to identify which seniors need to re-apply or recertify
- Why seniors may be removed from the CSFP signature sheet
- How to complete the monthly report
- Civil Rights Requirements of USDA Programs
- Who you can contact if you have any questions



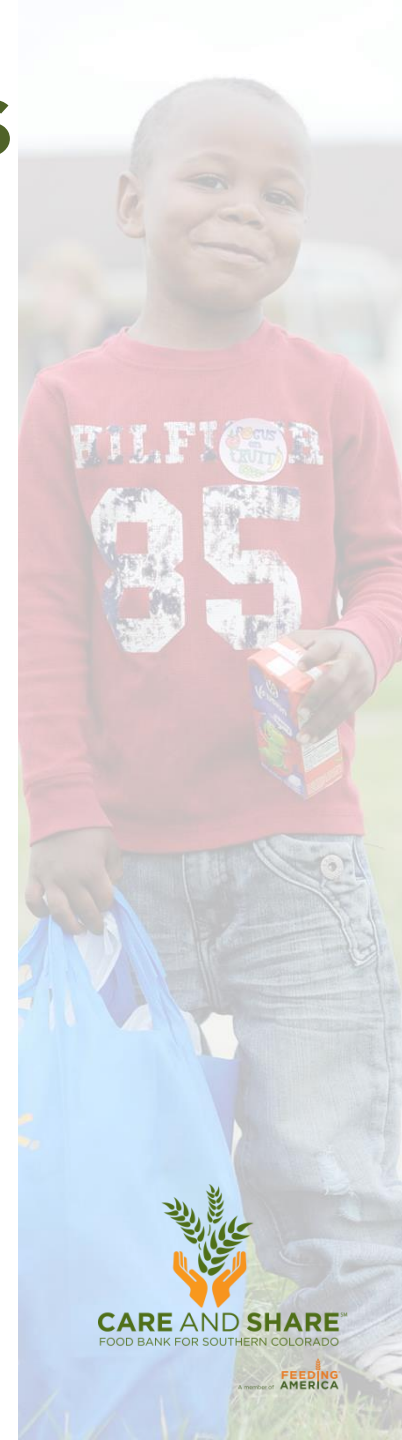
ADDING SENIORS TO SIGNATURE SHEETS

CSFP Recertification Notes	Client Name	Signature Required	Client/Agency Notes	Menu#
	Bentley, Roger (0427)			
Client Recertification Expired. RECERT REQUIRED NOW.	Brake, Patricia (0717)			
	Brown, Johnnie L(0719)			
Client Recertification Expired. RECERT REQUIRED NOW.	Conrad, Leslie (0809)			

- A completed application needs to be submitted before a box can be issued to a senior.
- **Once the application has been completed and certified by the agency representative, the senior's name must be hand-written on the signature sheet.**

Please refer to [state training](#) for applications and recertifications.

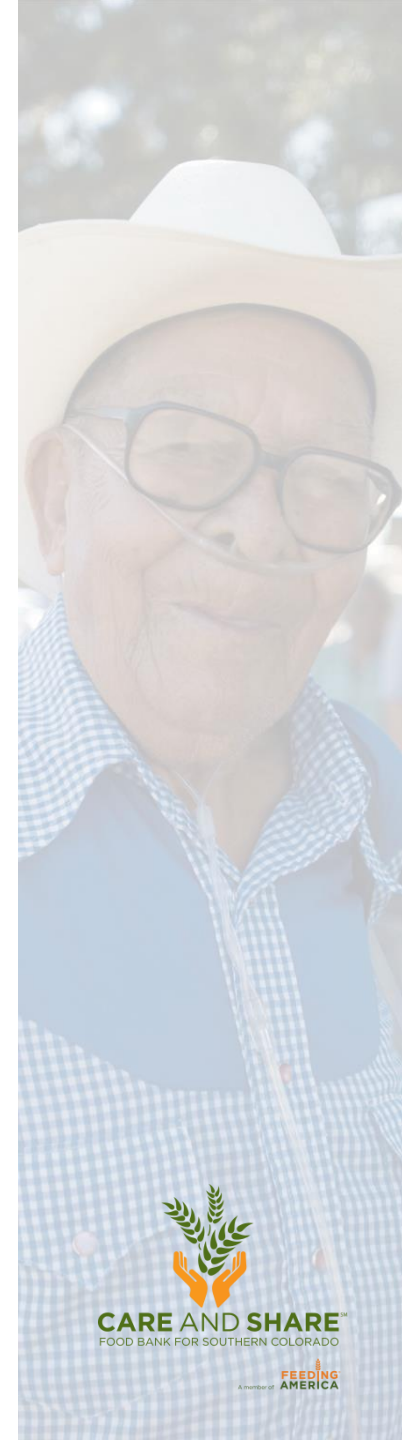
Note: Sites can recertify seniors over the phone.



MANAGING SIGNATURE SHEETS

CSFP Recertification Notes	Client Name	Menu#	Client/Agency Notes
Client Application Due. Recert Expires: 1/31/2025	Bamesberger, Marie (0922)		
	Banks-Allen, Deborah (0701)		
	Banza, Karen (1106)		
	Baptiste, Karen (0907)		
Client Recertification Due. Recert Expires: 1/31/2025	Barela, Emma (0405)		

1. Once the senior comes to pick up a CSFP box, find the senior's name on the signature sheet.
 2. If the CSFP Recertification Notes section, to the left of the form, indicates that the senior needs to recertify, please complete the recertification form for the senior (once per year).
 3. If the CSFP Recertification Notes section, to the left of the form, indicates that the senior needs to reapply, please have the senior complete a new application (every 3 years).
 4. Write the Menu# found on the CSFP box in the column to the right of the name.
 5. If the senior needs to be removed from the program, write the reason in the column that says Client/Agency Notes before sending back to Care and Share.
- **Note:** CSFP signature sheets are sent to each site as close to the first distribution of the month as possible to ensure we have as much time as possible to process all applications and



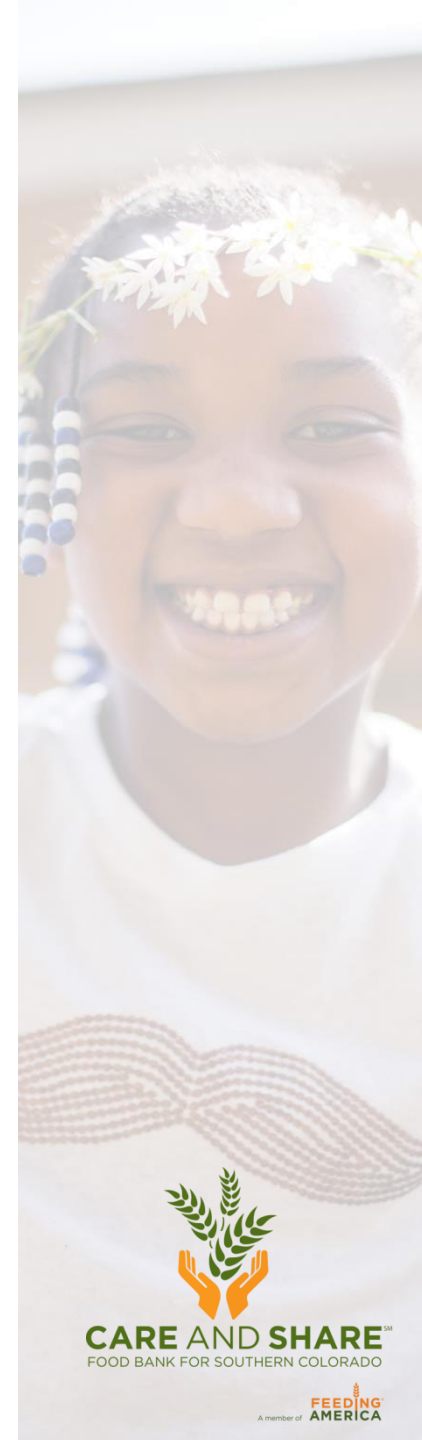
WHERE ARE MY SENIORS?

There are a few reasons that the seniors would be systematically removed from the signature sheet

- If the senior is not eligible
- If the senior is past due for a recertification or application
- If the application/recertification was completed incorrectly and we could not process them
- We did not have enough time to process all applications and recertifications before the signature sheets were generated

Note: Care and Share staff will notify you of any issues we had with processing paperwork.

Note: Submitting applications and recertifications immediately or within a few days of distribution allows more time to process them and helps avoid seniors being removed from the signature sheet.



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ADDING SENIORS BACK

If you are missing names on the signature sheet for two consecutive months, contact Agencies@CareandShare.org.

1. Double-check the application or recertification


- Is the senior eligible?
- Is the form complete?

2. Send verified application or recertification to Agencies@CareandShare.org.

Contact Quality Assurance if more assistance is required.



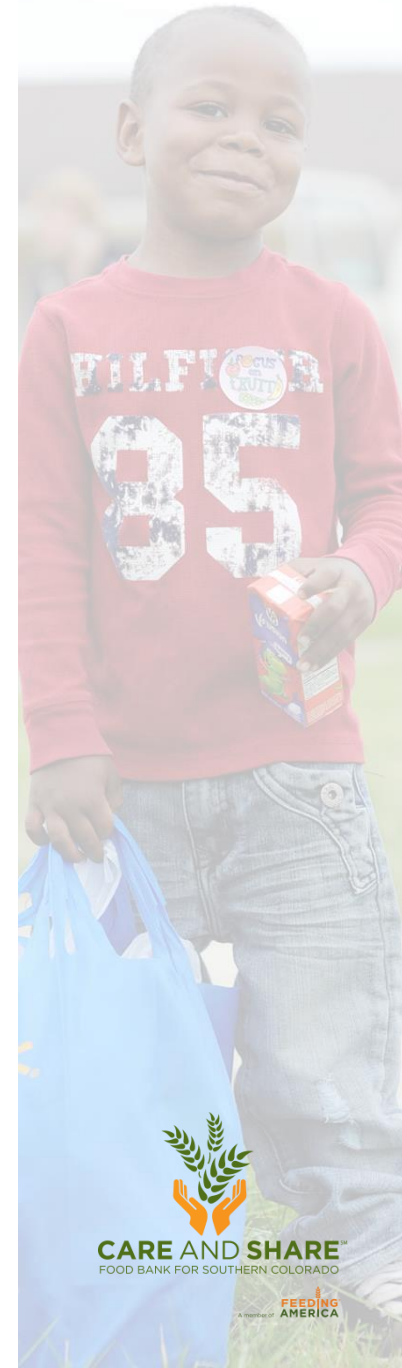
MONTHLY REPORT

		CSFP MONTHLY REPORT	
Agency Name: _____			
Monthly Report For: _____			
Total Number of BOXES leftover this month: <input type="text"/>		Number of CHEESES left over this month: <input type="text"/>	
Menu Number _____	Leftover Boxes _____		
Menu Number _____	Leftover Boxes _____		
Menu Number _____	Leftover Boxes _____		
Menu Number _____	Leftover Boxes _____		
Number of BOXES required NEXT month: <input type="text"/>		Number of CHEESES required NEXT month: <input type="text"/>	

Note: Effective 2022, agencies no longer have to report what inventory you started with. We already have the information from the month before.

1. Enter your Agency Name and the month of the report
2. Enter the total number of boxes and cheese left over after final distribution of the month.
3. Enter the menu numbers of boxes you have left over after final distribution of the month.

Note: All CSFP boxes come with a menu # on a sticker on the box. We are required to report the amount of inventory that has not been distributed to the state each month, so reporting the menu numbers is very important.



MONTHLY REPORT CONTINUED

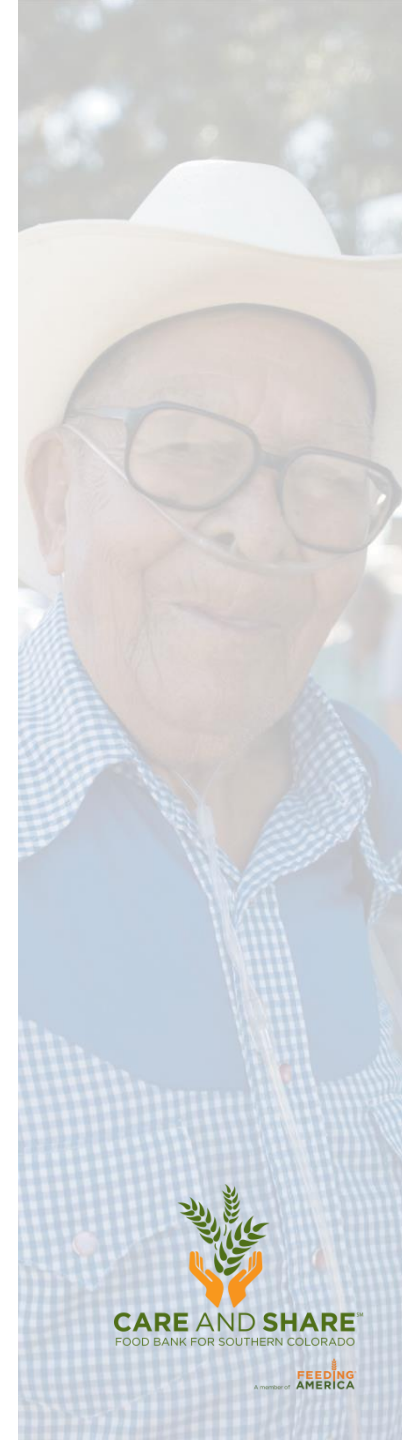
Number of BOXES required NEXT month:		Number of CHEESES required NEXT month:	
Did your delivery invoice match the number of boxes/cheese you received? (YES or NO) If NO, please explain:		Did you have any food loss? (YES or NO):	
If you have extra or missing boxes/cheeses, please explain why:		Number of signatures on this month's signature sheets:	

4. Enter the total number of boxes and cheese you would like Care and Share to send next month.


5. Indicate if the invoice did not match what you actually received and explain.

6. Indicate if you had any CSFP food loss in the report month and explain.

Note: CSFP Reports are due on the 1st of the following month.



REPORT EXAMPLE

 CSFP MONTHLY REPORT	
Agency Name: Care and Share Food Bank	
Monthly Report For: January 2022	
Total Number of BOXES leftover this month: <input type="text" value="2"/>	Number of CHEESES left over this month: <input type="text" value="12"/>
Menu Number <u>M47</u> Leftover Boxes <u>1</u>	
Menu Number <u>M48</u> Leftover Boxes <u>1</u>	
Menu Number _____ Leftover Boxes _____	
Menu Number _____ Leftover Boxes _____	
Number of BOXES required NEXT month: <input type="text" value="33"/>	Number of CHEESES required NEXT month: <input type="text" value="23"/>
Did your delivery invoice match the number of boxes/cheese you received? (YES or NO) If NO, please explain: <input type="text" value="No"/>	Did you have any food loss? (YES or NO) Please be specific of which menu(s) was affected by the loss: <input type="text" value="No"/>

This is what this report tells us

- The agency has 2 CSFP boxes and 12 cheese left.
- The 2 CSFP boxes that are left over from the report month are menu 47 and menu 48.
- Agency is requesting 33 CSFP boxes and 23 cheese for next month.



EXPECTATIONS FOR CSFP SITES

- Sites must have a completed Agency Agreement with Care and Share on site
- Sites must have a copy of the CSFP Policy and Procedure Manual on site
- Site must use current version of the applications and recertifications
- A proxy system must be in place to ensure that people unable to attend the distribution can still get food
- CSFP food needs to be clearly identified in the food storage area
- Sites must distribute food prior to expiration



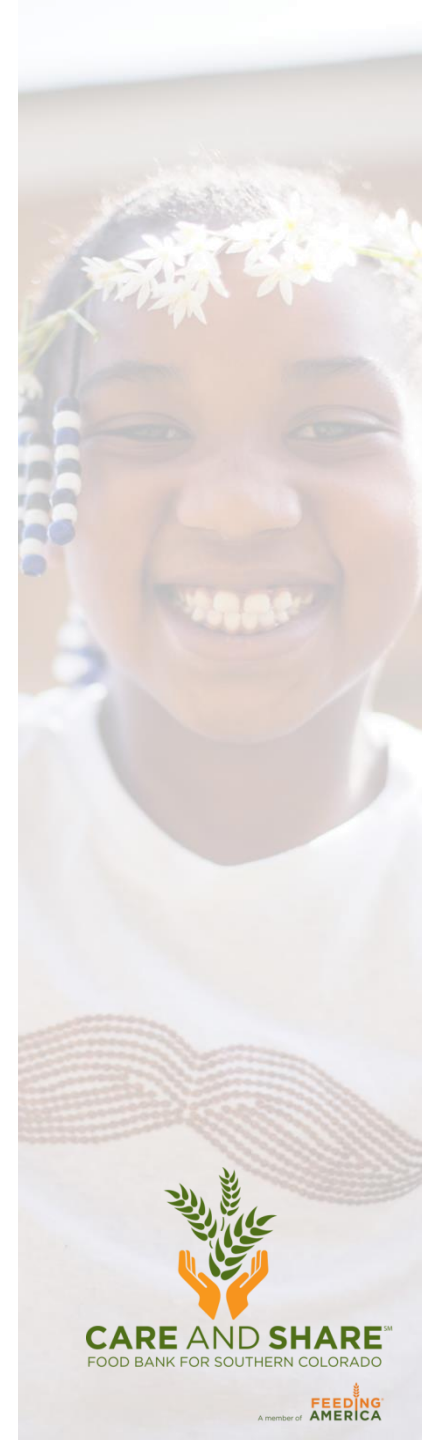
EXPECTATIONS FOR CSFP SITES

- All staff and volunteers who directly interact with older adults receiving CSFP foods must receive Civil Rights Training annually
- All sites must follow the Limited English Proficiency plan
- All Sites must submit CSFP monthly reports by the 1st of the month following distribution
- All signature sheets must be sent back to agencies@careandshare.org after the monthly distribution is complete
- Records must be maintained for 3 years plus the Federal fiscal year, including applications and invoices



CIVIL RIGHTS AND ACCOMMODATIONS

- The current “And Justice for All” poster must be visible to all families as they are completing the application
- All public notices need to be approved by the State
- Sites must notify their Regional Manager and log any civil rights complaints
- Sites are required to follow the Limited English Proficiency plan
- Sites must be accessible to the elderly and disabled



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CIVIL RIGHTS TRAINING

Civil Rights Training needs to be completed annually by all people who have direct contact with the families receiving food

Option 1 – Presentation

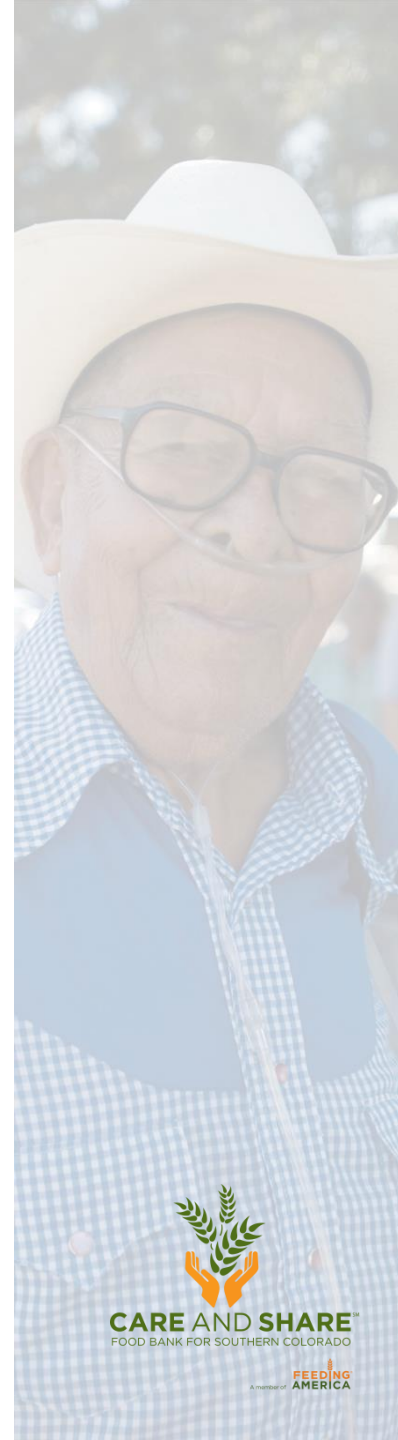
You can either print this document for your volunteers to review or they can view it online

Option 2 – On Demand Training

You can complete this version of the training online.

Once the Civil Rights training is complete, please send the Civil Rights Completion log to agencies@careandshare.org for credit.

Note: Care and Share does not have access to the google drive that the state uses to verify completion, so the log will be needed by Care and Share staff for compliance.



LIMITED ENGLISH PROFICIENCY PLAN

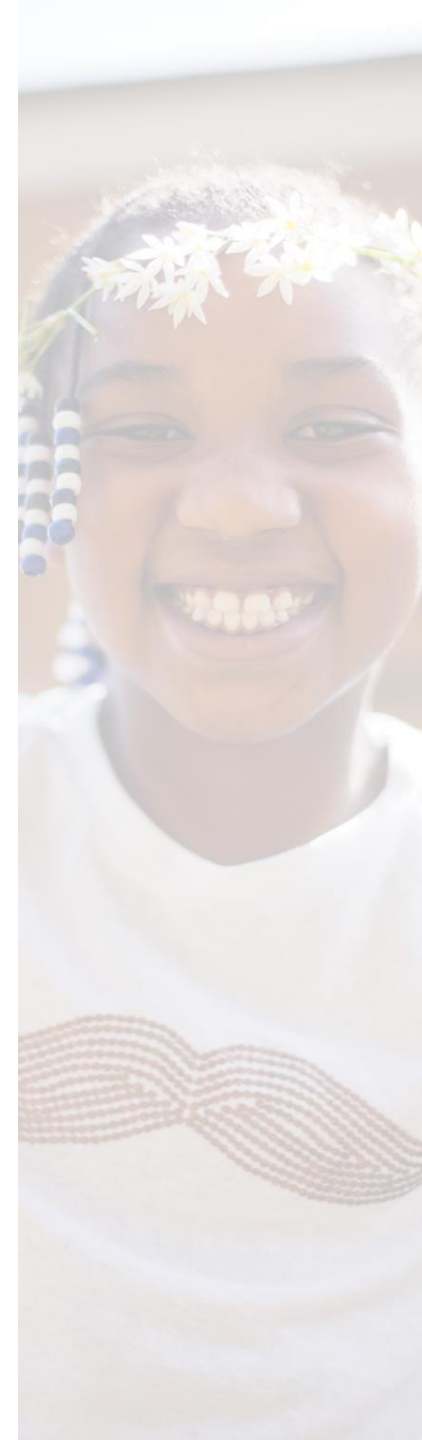
- a) **Reception/phone:**

Care and Share's reception will provide information about all our programs provided, as well as where to receive services for those with limited English-speaking proficiency, through handouts or signage in common languages, spoken throughout our service area. When signage is not appropriate, Care and Share will provide notice of the availability of Care and Share interpreters or where to find interpretation assistance. Those seeking assistance that contact Care and Share by phone, will be directed to the appropriate phone translation service.
- b) **Online:**

Care and Share currently offers documents and training materials on our website in common spoken languages in our service area. We will also research ways to implement a multi-language website that accommodates people of all ages and abilities, including those with cognitive disabilities, people with low literacy skills, and speakers of English as a foreign language.
- c) **Site Level:**

Care and Share's partner agencies will follow Care and Share's reception protocols in providing services to those with limited English-speaking proficiency. Each agency will be required to have Care and Share approved translation applications. All additional training resources will be provided to each site using materials that are only approved through Care and Share.
- d) **CSFP Box:**

Each month, Care and Share adds information to our CSFP boxes pertaining to Nutrition education, Social Security, Supplemental Food Assistance resources in common languages spoken throughout our service area.
- e) **Mailings:** All mailings sent from Care and Share or from our partner agencies are currently distributed in languages common in our service area. Moving forward, Care and Share will begin adding "Tag-Lines" to any material being distributed that reads, "If you speak [insert language], language assistance services, free of charge, are available to you.



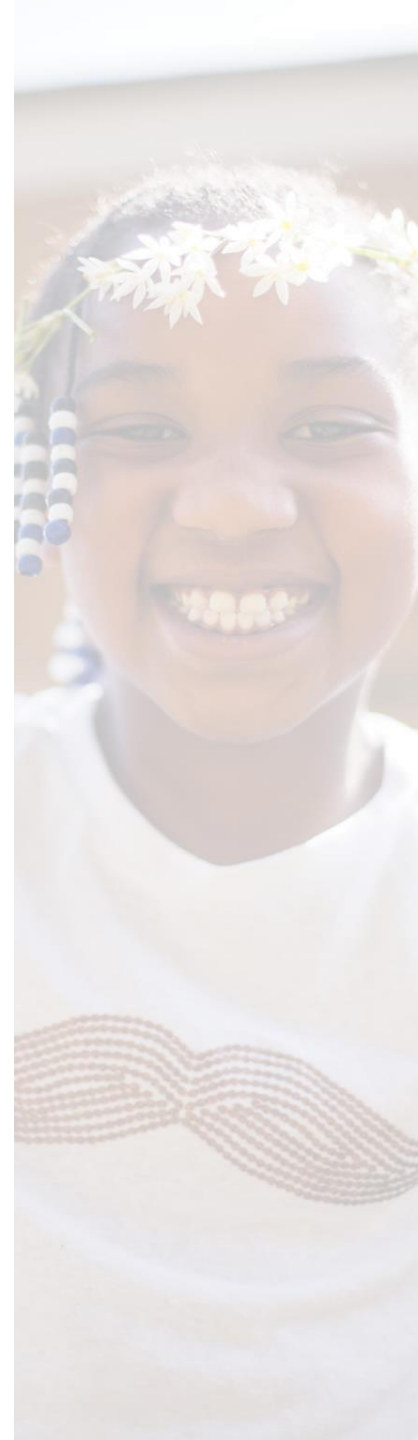
LIMITED ENGLISH PROFICIENCY RESOURCES

Languagers Interpreting Services – Care and Share has a contract with Languagers that we welcome our partners to use for phone interpreters.

- [Languagers Interpreting Services Tutorial](#)
- [Languagers Interpreting Services Mobile Tutorial](#)

I Speak Cards – In the [Documents](#) page of the [Agency Portal](#) on the [Care and Share website](#), you can download I Speak Cards that can be used to assist neighbors who do not speak English identify which language they need interpreted.

If you decide to use this service, please notify your Regional Manager.



CSFP RESOURCES



- For current version of the CSFP proxy form, applications, recertifications, or the Notice of Action form click [here](#)
- For CSFP report template click [here](#)
- For CSFP Application training click [here](#)
- To review the CSFP Policies and Procedures Manual click [here](#)

If you have any questions, please reach out to agencies@careandshare.org.

