

Richie Farmer  
Commissioner




Division of Food Distribution  
107 Corporate Drive  
Frankfort, KY 40601  
Phone: (502) 573-0282  
Fax: (502) 573-0304

Kentucky Department of Agriculture  
*A Consumer Protection And Service Agency*

POLICY MEMORANDUM – KY-CSFP-PM-07-01

TO: Food Bank Administrators

FROM: Teresa Ulery, Director   
Division of Food Distribution

DATE: May 18, 2007

SUBJECT: CSFP Client Removal for Lack of Participation

In order to make certain that the number of clients served in the Commodity Supplemental Food Program (CSFP) in Kentucky is at the maximum a method of removing clients from the program when they do not regularly claim their assigned distribution must be identified. The purpose of this memo is to set forth the procedure to be used to do this.

Beginning in July of 2007, clients will be allowed to miss one month of distribution without penalty. Any client missing two consecutive months of distribution should be removed from the program.

All clients should be informed of all dates during the month on which they can collect their food. When a client has failed to collect the food by their scheduled day or the final day of the second month (which ever comes sooner) a letter should be sent to them informing them that they are no longer enrolled in the CSFP. The client should also be informed that it will be necessary to reapply to the program if he/she wishes to participate in the program again. Clients removed from the program in this manner will have their applications processed in the same manner as new applicants to the program with no preferential treatment due to prior participation.

Fifteen (15) days notice must be given to clients before removing them from the program so it is recommended that the letter notifying them of removal be mailed certified mail with return receipt requested. The standard termination letter available on the Kentucky Department of Agriculture (KDA) website ([www.kyagr.com](http://www.kyagr.com)) will be used for this purpose unless KDA has approved an alternative for your organization.



[www.kyagr.com](http://www.kyagr.com)

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As always before the above option is pursued, steps should be taken to minimize the number of no-shows. For example, in addition to providing participants calendars that detail distribution sites and dates the following procedures could be utilized; providing clients a phone number to call in the event that they miss a distribution, placing reminder calls to clients who have failed to pickup a food package. By maintaining contact with clients by phone or mail, it may be determined that a client would be better served via home delivery, an alternate pickup site, or a new proxy.

This policy can be waived if the person has a legitimate reason for missing two (2) consecutive months such as; hospital stay, rehab or other extenuating factors. Each situation is to be considered on a case-by-case basis and documentation is to be maintained on file in all instances where this policy was waived.

It is important that all clients currently on the active list be notified of this revised policy prior to July 1, 2007. Also, anytime a person is transferred from the waiting list to the active list, they are to be made aware of this policy.

Any questions about this policy should be directed to Rick Betsworth at 502-573-0298 ext. 262 or [rick.betsworth@ky.gov](mailto:rick.betsworth@ky.gov) or to Bill Wilson at 502-573-0298 ext. 258 or [billa.wilson@ky.gov](mailto:billa.wilson@ky.gov).

TU/rb