Attachment 9: Commodity Supplemental Food Program Workplan

APPENDIX D

COMMODITY SUPPLEMENTAL FOOD PROGRAM WORKPLAN

I. CONTRACTOR SERVICE AREAS

The Contractor identified on the cover page of this Grant Contract is responsible for providing all required CSFP activities for the following service areas:

«Area_Served»

The State may, at its discretion, reassign service areas resulting in an increase or decrease to the areas served.

II. SUMMARY STATEMENT

The goal of the CSFP is to improve the nutrition and health status of eligible pregnant, postpartum, and breastfeeding women, infants, children, and seniors in New York State. This is accomplished through the provision of nutritious foods, nutrition/health education and linkages with other health and human service programs. The CSFP provides supplemental foods, nutrition education and referral to health and human services to the target population during critical times of growth and development, and provides nutritious foods to the elderly.

III. PROGRAM GOALS

1. Contractor will provide CSFP services in accordance with New York State CSFP policy to participants based on the Department of Health assigned caseload target per contract reimbursement requirements. Service to less than the assigned caseload target may result in reassignment of caseload and associated funding in the current contract year and/or in the subsequent contract year.
2. Contractor will perform all duties outlined in this Appendix and provide all reports required in Appendix C.
3. Contractor will comply with all requirements prescribed by 7CFR Part 247 (CSFP Regulations), New York State CSFP requirements, policies and procedures as described in the New York State CSFP Manual and on-going policy and procedure changes incorporated through New York State CSFP memorandum.

IV. SPECIFIC DELIVERABLES

The local agency will have responsibility for the following required deliverables and all associated tasks.

PERSONNEL

Establish and promptly fill all budgeted CSFP positions with credentialed staff as required by Federal regulations and State guidelines. Keep the State informed of all key CSFP personnel changes.

On a monthly basis, complete and submit a Staff Vacancy Report to the State. Evidence of recruiting efforts through advertising, publishing and postings must be submitted with the report to justify extended vacancies.

Maintain current job descriptions, specific to CSFP responsibilities, and update annually.

Meet all CSFP staff training requirements and document training attendance. Provide basic CSFP training to new staff within the first three (3) months of employment.

Provide regular in-service training with documentation of attendance.

Maintain personal files to include copies of college transcripts, current professional license/registration/certification, and resumes for all staff, as well as documentation of staff attendance at competency-based training.

Provide means for regular communications to staff on all revisions of CSFP policies and procedures.

Substantiate and document all personnel issues and transactions, including time and attendance and time distribution records that document work hours of employees who work part time for CSFP and part time with another program of the sponsoring agency.

Hire sufficient staff to accommodate all program areas, including data entry of participant information into the CSFP automated system

Hire staff who can provide culturally/linguistically competent service that facilitates communication with participants.

Ensure CSFP staff attend mandatory CSFP Automated Information System training and CSFP policy training conducted by the State.

SCHEDULING AND SPACE

Space - General Information

Provide an adequate number of sites that are appropriately located to serve targeted population.

Ensure a reasonable degree of privacy for confidential purposes during staff/participant interactions.

Maintain Program and warehouse space in a safe, clean, and healthy environment.

Provide program space that is accessible to people with disabilities.

Ensure the site is clearly identified with signs posted that include the name of the local agency and the hours of operation.

Assume responsibility for preparing any new site in accordance with a site modification plan approved by the State. All site moves, site closures, and expansions must be pre-approved by the State.

Permanent Site Information

Ensure the CSFP permanent site(s) has sufficient space for the following:

- An office area for staff to certify participants, including enough room for computer equipment and privacy while assessing participant information.
- An area to warehouse a 2 – 3 week supply of at least 50 commodities, usually stacked on pallets.
- A distribution area to assemble food packages.
- An area for nutrition education and counseling, which may be conducted in a group setting or done individually.
- An area for food demonstrations.
- A waiting area for participants.

Ensure the CSFP sites are located in an area that is convenient for participant access (i.e., close to public transportation, parking).

CSFP sites that are co-located with a WIC site must:

- Provide sufficient space to operate both programs.
- Coordinate shared services.
- Coordinate shared staff.

Mobile Site Information

Ensure CSFP mobile sites provide the following:

- Safe and expedient delivery of commodities (using a truck or a van) to participants at a Senior Housing Centers, churches, recreation centers or other approved sites where CSFP participants may gather.
- Services to the elderly residing or participating in programs at senior housing centers and senior citizens centers.
- Written agreements established with Senior Housing Centers or other entities to allow the delivery and distribution of CSFP commodities to participants free of charge.
- Sufficient staff and space to certify participants and assemble food packages.
- Ability to certify or re-certify participants at mobile sites without the use of the CSFP automated system (paper certifications) which will later be entered on to the automated system.

Obtain approval and written consent from the State to move or operate a new site or provide services via a mobile van.

Scheduling/Hours

Establish appointment schedules at sites, as needed. Ensure participants are served with a waiting time of less than one hour for all services including certification, nutrition education, food pick up and any waiting period.

At a minimum, ensure program hours for participant services are Monday through Friday during normal business hours, including lunch time hours.

Local Agencies must maximize participant access to CSFP services by offering one or more of the following:

- -early morning appointments at least one morning per week; or
- evening appointments – up until 7:00 p.m. at least one night per week; or
- three hours of services at least one Saturday per month.

Obtain prior written approval from the State before implementing an alternative hour schedule.

RELATIONSHIP WITH WIC PROGRAM

Sponsor Agency must develop policies and procedures to coordinate participant enrollment in the appropriate program.

CSFP must refer pregnant women, infants, and children to the Women, Infant, and Children (WIC) Program and coordinate with the WIC Program to ensure that the referrals of 5 year olds and women 6-12 months postpartum are made.

The WIC Director must have a direct supervisory relationship with the CSFP Director.

CERTIFICATION/FOOD PACKAGE ISSUANCE

Maintain confidentiality of participant files.

Ensure all CSFP participants are income, categorically, and residentially eligible. Maintain supportive documentation, and verify and document all certification requirements.

Provide for the use of “proxies” in accordance with CSFP policies.

Issue CSFP identification cards in accordance with program requirements.

Provide all Program applicants/participants with notification of certification/re-certification time frames and requirements.

Provide culturally sensitive program materials in languages appropriate for the participant.

Provide for interstate transfers in accordance with Verification of Certification procedures.

Ensure no applicant or participant incurs any costs when applying for program benefits.

Screen for dual participation to ensure all participants are not participating in the Women’s, Infants, and Children (WIC) Program and/or any other CSFP agencies.

Use the income eligibility guidelines provided annually by the State.

Food Package

Comply with CSFP policies and procedures when issuing food packages.

Ensure the issuance of all authorized foods within food package categories up to maximum quantities allowed by USDA.

FARMERS' MARKET

Participate in the Senior Farmers' Market Nutrition Program (SFMNP) if an authorized market exists within the planning area(s) served by the agency.

Develop and implement a procedure to prevent duplicate/multiple issuance of FMNP check booklets to a CSFP participant.

Provide nutrition education regarding the benefits of fresh fruits and vegetables.

Instruct participants on the proper use of SFMNP checks.

Comply with State directives to provide necessary check booklet security measures including procedures for receipt, inventory, and storage in accordance with the CSFP Manual.

Where available, coordinate nutrition education and outreach efforts with State and Cornell Cooperative Extension staff for SFMNP initiatives.

INVENTORY

Protect CSFP foods from damages, loss, theft, and extreme temperatures.

Maintain accurate inventory records for commodities from receipt to issuance.

Physically count CSFP foods monthly.

Maintain adequate supplies and varieties of commodities at distribution sites and mobile sites.

Schedule appropriate food deliveries to sites.

Submit required inventory reports of program operations.

RECORDS AND REPORTS

In addition to retaining records for current year, retain records of food delivery, equipment purchases, certification, nutrition education, financial operations, and fair hearings for six (6) years after closeout of the fiscal year to which they pertain.

Establish and maintain current inventory of all CSFP equipment.

Develop and submit monthly fiscal reports and expense vouchers.

Provide monthly, a report on the number of authorized positions, the current vacancy rate, and activities underway to fill vacant positions.

Review and respond to standard CSFP reports as required by CSFP policies and procedures.

Complete and submit all reports in a timely manner as required by Federal regulations and State guidelines.

Complete an annual self-assessment in compliance with CSFP policies and procedures.

Respond to Management Evaluations with corrective action plans within the specified timeframe. Promptly implement corrective action plans for any deficiencies identified.

Maintain a current CSFP Manual, which is accessible to CSFP staff.

Maintain a current State-approved Nutrition Education Plan, which is accessible to CSFP local agency, State and USDA staff.

Establish and implement a system to ensure confidentiality of participant records.

Maintain a staff training log for all staff indicating: agenda, dates and attendees.

CASELOAD MANAGEMENT

Develop and implement an outreach and retention methodology to achieve the assigned caseload target.

Manage the caseload to ensure that highest risk participants are given priority.

Establish a waiting list for eligible participants only when directed to do so by the State. Participants placed on the waiting list must be referred to other food assistance programs.

Monitor participant caseload and program operations to accommodate caseload growth or change as appropriate.

NUTRITION SERVICES/OUTREACH

Nutrition Education:

Develop and submit an annual Nutrition Education Plan for State approval that includes needs assessments, goals, objectives, action plans, and an evaluation component within a specified timeframe.

Evaluate nutritional education materials and staff providing nutritional education/counseling annually.

Refer participants to other appropriate health, social, and education services.

Provide nutrition/health education targeted to identified participants' needs, and level of nutrition/health knowledge, understanding, culture, and psychosocial situation during individual sessions.

Incorporate "Eat Well, Play Hard" strategies and other New York State Department of Health initiatives into nutrition/health education.

Provide breastfeeding information to all prenatal participants, and promote and support breastfeeding among participants.

Provide participants with information on nutritional value and use of CSFP foods in the appropriate languages.

Conduct food demonstrations several times each month to educate participants on the use of CSFP commodities.

Outreach/Coordination:

Develop, submit, and implement an annual outreach plan that includes needs assessments, goals, objectives, action plans, and an evaluation component. The plan must identify coordination of services with the WIC Program.

Designate a local outreach coordinator in accordance with program needs.

Target outreach activities to identify and serve the elderly, prenatal women early in pregnancy, rural residents, migrant farm workers, foster children, infants/children under care of child welfare authorities (including infants exposed to drugs prenatally), Head Start and Early Head Start infants/children, employed-eligibles, homeless, immigrants and Native Americans.

Provide written information to all adult applicants and participants on Medicaid, the Food Stamp Program, Temporary Assistance to Needy Families, Child Support Enforcement Program, and the Women, Infants and Children Program (WIC).

Develop and implement a plan to coordinate operations locally with special services such as the Expanded Food and Nutrition Education Program, Immunization Programs, programs for Breastfeeding Promotion, Prenatal Care, Well Child Care, Family Planning, Drug Abuse Education, Alcohol and Drug Abuse Counseling and Treatment, Child Abuse Counseling, Temporary Assistance to Needy Families (TANF), the Food Stamp Program, Maternal and Child Health Care, and Medicaid.

FINANCIAL ACCOUNTABILITY

Develop and submit an annual CSFP budget proposal in the format required by the NYS CSFP by the established deadline. The budget will include all CSFP administrative costs and will include clear and complete written justification for all requested items.

Provide expenditure reports as required.

Establish and maintain a financial management system that ensures complete accountability for all CSFP funds.

Develop and implement approved cost allocation methodologies that ensures accurate accounting for any costs shared by CSFP and other agency programs. Personal Service must be supported by time distribution records adequate to trace employee effort to each cost objective or funding source.

Submit budget change requests with a full justification in accordance with established time frames.

Submit accurate monthly vouchers and statements of expenditures in accordance with established time frames and maintain supporting documentation that substantiates expenses claimed.

Submit updated equipment inventory to the State annually.

PARTICIPANTS' RIGHTS AND RESPONSIBILITIES

Ensure that all CSFP participants are treated in a respectful and courteous manner.

Ensure that program information and nutrition education are provided in appropriate languages.

Review participants' rights and responsibilities in an appropriate language with each applicant at certification.

Ensure the standard non-discrimination statement is included on all locally produced forms and informational materials.

Display the "and Justice for All" posters at all sites.

Ensure customer complaints are received and resolved promptly, courteously and respectfully and in accordance with CSFP requirements.

Advise participants of their rights to a fair hearing and follow proper fair hearing procedures.

CSFP AUTOMATED SYSTEM

Utilize the New York State CSFP Automated System software, hardware, and communication devices.

Ensure that no software or hardware is added, modified, or removed from any State issued automated data processing equipment without notification to and written consent form the State.

Assume responsibility for damage or theft of State issued equipment and maintain insurance for all equipment issued as part of CSFP. Reimbursement or recoupment for loss, damage, or replacement of any CSFP-related equipment will be sought through a mechanism at the State's discretion.

Ensure the participation of CSFP staff in all CSFP automation training at designated location(s) so staff are proficient in the CSFP automated system.

Develop and maintain an emergency response plan to be implemented when necessary to ensure participants will receive benefits.

Establish and maintain an inventory of CSFP automation equipment.

Maintain a POTS (plain old telephone service) line at the CSFP site.