

**Alabama State Department of Education
Child Nutrition Programs
Food Distribution Programs
Commodity Supplemental Food Program**

Handling Missed Distributions

A food bank or local agency operating the Commodity Supplemental Food Program (CSFP) has an established caseload which includes a list of participants scheduled to receive food packages. The number of participants is restricted because of funding and capacity limits. Participants who miss two consecutive food distributions without valid reasons may be disqualified. Food packages that are not picked up may be given to individuals on the waiting list to be on the Program. This policy is intended to support effective caseload management, maximize the number of food packages distributed each month, and maintain participant protections.

Missing CSFP Distributions

1. Missing One Distribution

- a. When a participant misses one scheduled distribution, the local agency documents the missed distribution and makes a reasonable effort to determine whether the participant has a legitimate reason for not collecting the food package.
- b. A participant's failure to collect a CSFP food package at one distribution does not by itself result in removal from the program.

2. Missing Two Consecutive Distributions

- a. A participant may be disqualified from CSFP when the participant fails to collect their food for two consecutive distributions without a legitimate reason.
- b. The local agency must make a reasonable effort to determine whether the participant has a legitimate reason for failing to collect their food package for two consecutive distributions.
- c. The reason for missing the distribution should be recorded, along with supporting documentation, if available. Examples of circumstances that may constitute a legitimate reason may include, but are not limited to:
 - i. Hospitalization or serious illness.
 - ii. Temporary placement in a nursing facility or other care facility.
 - iii. Transportation difficulties.
 - iv. Emergency situations.
 - v. Temporary relocation.
 - vi. Other circumstances beyond the participant's control.
 - vii. Other circumstances determined by the local agency to constitute a legitimate reason.
- d. The two consecutive missed distributions must be documented in the participant's record before initiating the disqualification process to remove the person from the Program.

Disqualification for Two Consecutive Missed Distributions

1. If a participant fails to collect their CSFP food package for two consecutive distributions without a legitimate reason, the local agency must provide the participant with written notification at least fifteen (15) days prior to removal from the program. The written notice should include:
 - a. The reason for the proposed removal.
 - b. The dates of the missed distributions.
 - c. The proposed effective date of removal.
 - d. Instructions for contacting the local agency to provide a legitimate reason for the missed distributions.
 - e. Information concerning applicable fair hearing rights.
 - f. Information explaining that the participant may reapply for CSFP if otherwise eligible.
 - g. Information explaining that an individual who reapplies and is determined eligible is placed at the end of the waiting list.
2. The participant must be given an opportunity to respond during the 15-day notification period. The notification period begins when the notification is made.
3. If the participant provides a legitimate reason, the local agency documents the circumstances and determines whether continued participation is appropriate.
4. If the participant does not respond or no legitimate reason has been established, the local agency may remove the participant from the caseload after the 15-day notification period.
5. If the state distributing agency (SDA) or food bank determines that removal from CSFP would result in a serious health risk to a participant who is currently eligible, the disqualification may be waived. The determination is documented in the participant's record.
6. Disqualification for missed distributions does not permanently prohibit the individual from applying for CSFP in the future. If the individual is determined to be eligible at the time of reapplication but the caseload is at full capacity, the individual is placed at the end of the waiting list.

Temporary Benefits

1. A local agency may provide temporary CSFP benefits to an applicant on the waiting list when a regular program participant does not collect their food package.
2. Individuals on the waiting list are contacted on first-come, first-served basis to ask if they would like the food package.
3. The applicant remains on the waiting list for permanent benefits.

Policy Approved: 8-28-2026

Appendix: Link to Resources

Applications Exceed Caseload Levels

7 CFR 247.11

[7 CFR 247.11](#)

Notification of Discontinuance of Participant

7 CFR 247.17

[7 CFR 247.17](#)

Fair Hearings

7 CFR 247.33

[7 CFR 247.33](#)

FD-099 Commodity Supplemental Food Program (CSFP) (5-5-2016)

Questions and Answers about Waiting Lists, and Available Flexibilities in Caseload Management (Revised)

[Questions and Answers about Waiting Lists, and Available Flexibilities in Caseload Management \(Revised\)](#)

Alabama Commodity Surplus Food Program State Plan

[Alabama Commodity Surplus Food Program State Plan](#)