



COMMODITY SUPPLEMENTAL FOOD PROGRAM
POLICY AND PROCEDURE MANUAL

SUBJECT:	Caseload Management	Chapter:	3
		Section:	3.1
REFERENCES:	7 CFR 247.21 and 247.24	Page:	1 of 2
		Revised:	08-2010

PURPOSE: To provide guidelines for the process of caseload management.

POLICY: Assigning and management of caseload will be accomplished in accordance with federal regulations and department policies with a target of utilizing 100% of assigned caseload annually.

PROCEDURES:

A. The caseload assignment process is as follows:

1. The Missouri Department of Health and Senior Services –Community Food and Nutrition Assistance is granted caseload for the calendar year by the USDA Food and Nutrition Service to serve women, infants, children and elderly persons based on federal budget availability and program participation during the previous federal fiscal year.
2. USDA announces caseload allocation annually by December 31 or within 30 days after enactment of appropriations legislation covering the full fiscal year, whichever comes later. USDA evaluates requests for expansion caseload based on the actual caseload served during the previous federal fiscal. A State’s base caseload will be the highest average level served during either the entire federal fiscal year or the final quarter of the federal fiscal year. If a State serves less than an average of 100% of the assigned caseload, the base caseload for the next calendar year will be set at the highest average level served.
3. Missouri allocates caseload to contractors based on the contractors’ requests, their demonstrated capabilities, projected CSFP eligible population within their service area and actual number of participants served during the previous fiscal year.
4. Contractors shall allocate caseload to each distribution and certification site based on available caseload, estimated eligible population and the capacity of the site.
5. The authorized caseload assignment will be made in terms of a monthly level, i.e., a caseload assignment of 500 authorizes 500 participants to receive food packages each month for the caseload cycle (January 1 through December 31).
6. The State Agency may adjust caseload allocations when a local agency consistently fails to serve its assigned caseload.



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B. Monitor caseload utilization and make adjustments as needed.

1. Local agencies must report, by category, the number of participants who actually receive food packages each month on the FNS-153. See Sections 5.5 and 8.3 and Attachment 5.4.
2. Local agencies shall monitor participation to assure maximum use of caseload and to maintain caseload at assigned levels. If a distribution site consistently fails to serve its assigned caseload, local agencies should redistribute caseload to other distribution sites where waiting lists are being maintained.
3. Fluctuations in participation are expected. Monthly monitoring will allow local agencies to adjust outreach efforts appropriately. If participation is below the authorized level, outreach efforts should be directed to contact and enroll eligible persons. See Section 3.3. If participation exceeds the authorized level, outreach should be reduced. If necessary, waiting lists should be implemented. See Section 2.6.
4. When waiting lists are implemented, distribution sites with designated distribution periods may use One Month Certification as described in Section 2.6 to assure 100% of caseload is served.