



COMMODITY SUPPLEMENTAL FOOD PROGRAM
POLICY AND PROCEDURE MANUAL

SUBJECT:	Participant No-show Policy	Chapter:	3
		Section:	3.2
REFERENCES:	7 CFR 247.17	Page:	1 of 1
		Revised:	12-2005

PURPOSE: To establish the maximum allowable period that persons may fail to pick-up food packages and remain enrolled in the program.

POLICY: To remain enrolled in the Commodity Supplemental Food Program, persons may fail to pick-up food during no more than two consecutive months.

PROCEDURES:

- A. Local agencies shall establish a “no-show” policy stating the maximum allowable period that persons may fail to pick-up food packages and remain enrolled in the program. The period may not exceed two consecutive months.
- B. The “no-show” policy shall be posted in a prominent location and each participant shall be informed of this policy during certification and recertification.
- C. Participants who are required to be in the hospital for extended stays retain their participant status. They should not be removed from the program for missing two consecutive months. They can be issued food for any month within their certification period for which they had at least one day at home. If they have extended hospital stays covering every day of the month, they should not receive a food package for that month.
- D. Violation of the “no-show” policy shall result in discontinuance of CSFP benefits. If a participant violates the established “no-show” policy, the local agency must provide the participant with a written notification of discontinuance including the reason for discontinuance **at least 15 days before the effective date of discontinuance** using Attachment 2.7, Notice of Adverse Action. Documentation of the notification shall be maintained on a log or a copy retained in the individual’s file, (see Section 2.7 paragraph E).
- E. Participants who are removed from the program for violation of the “no-show” policy are allowed to reapply for benefits unless they have violated the “no-show” policy twice previously. If a waiting list exists, participants reapplying after violating the “no-show” policy must be treated the same as all applicants and must be placed on the list by category, and in the order which they contacted the agency. Participants who violate the “no-show” policy a third time within the past twelve months must be disqualified from CSFP for a period of up to one year, unless the local agency determines that disqualification would result in a serious health risk.