

As part of the Commodity Supplemental Food Program (CSFP) food packages should be collected from the designated locations every month. Each participant shall be given the time and location of their monthly pick-up. If a participant fails to pick-up their box in a month the participant shall be considered a “no-show.” Violation of the “no-show” policy shall result in forfeiture of CSFP benefits.

The CSFP No-Show policy is as follows:

1. Participant’s failure to pick-up food packages for two (2) consecutive months will be removed from enrollment in CSFP.
2. Participants in hospital, out of town, or unable to pick-up the food package due to illness for two (2) consecutive months may remain on the program and will not be removed, as long as they contact the Utah Food Bank, (801)887-1275.
3. Participants who are removed from the program for violation of the “no-show” policy are allowed to re-apply for benefits unless they have violated the “no-show” policy twice previously. If a wait list exists, participants reapplying after violating the “no-show” policy must be treated as if they were applying for the first time, and must be placed on the wait list in the order in which they contacted the Utah Food Bank.
4. Participants who violate the “no-show” policy a third time within a twelve (12) month period 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.
5. Participants in violation of the “no-show” policy have a right to request a fair hearing by contacting their local CSFP agent at (801)273-2915. Participants have thirty days (30) from the date of written notice to request a fair hearing.