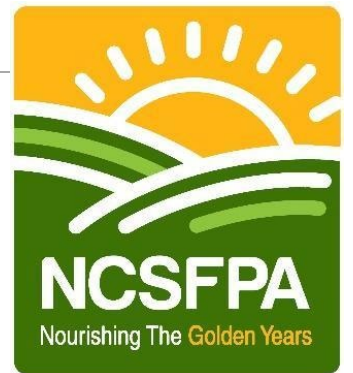


# CSFP Caseload

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THINGS TO KNOW ABOUT YOUR CASELOAD

JUNE 21, 2023



Welcome to today's  
NCSFPA Office Hour

Our topic today is...

**CASELOAD**

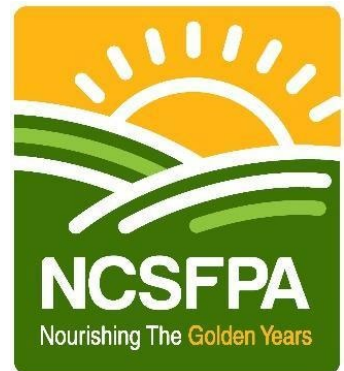


# Thank you for joining us!

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Please,

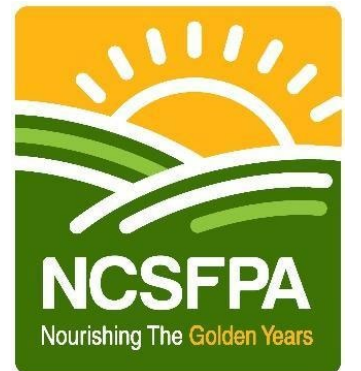
- ❖ Rename yourself and include your name and organization
- ❖ Put yourself on mute when others are speaking
- ❖ State your name, state, and organization when speaking
- ❖ Feel free to enter comments and questions in the chat



# CSFP Overview

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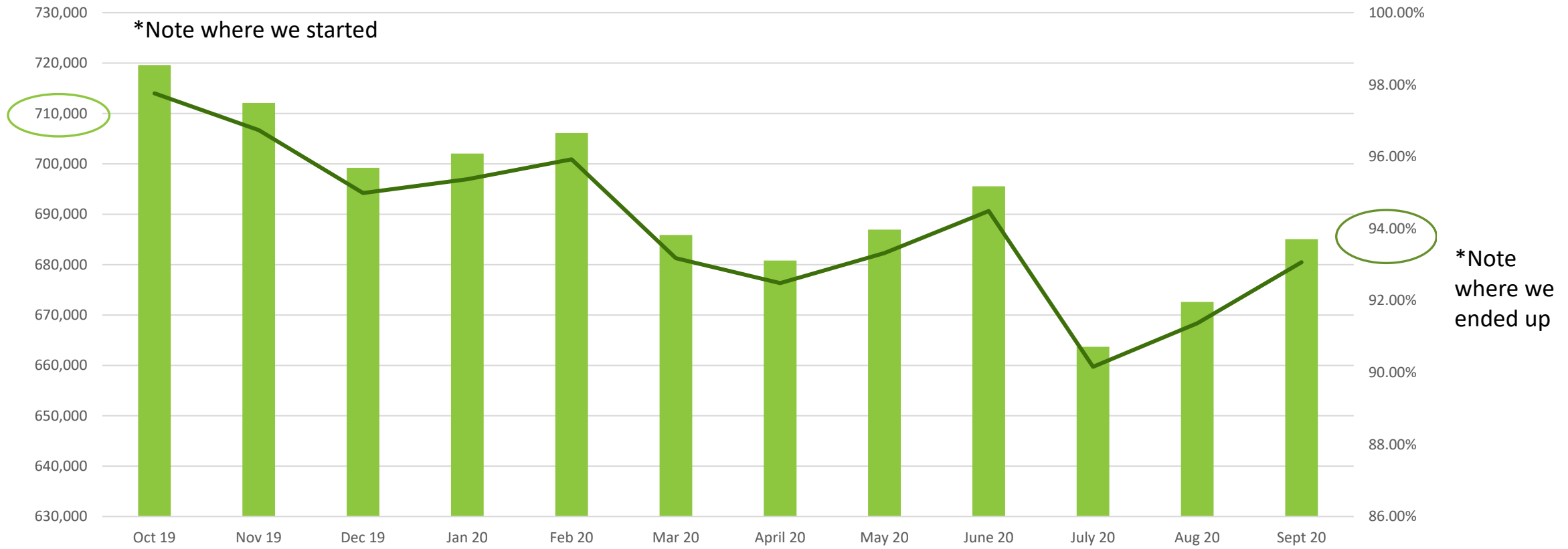
- ❖ CSFP caseload levels FY19-March FY23
- ❖ Caseload and Administrative Value and Funding
- ❖ Caseload Increases
- ❖ Held Harmless
- ❖ Caseload Calculation and Requests
- ❖ Determining Next Year's Caseload
- ❖ The Next Three Months...
- ❖ Outreach
- ❖ Robocalls and Texting Services



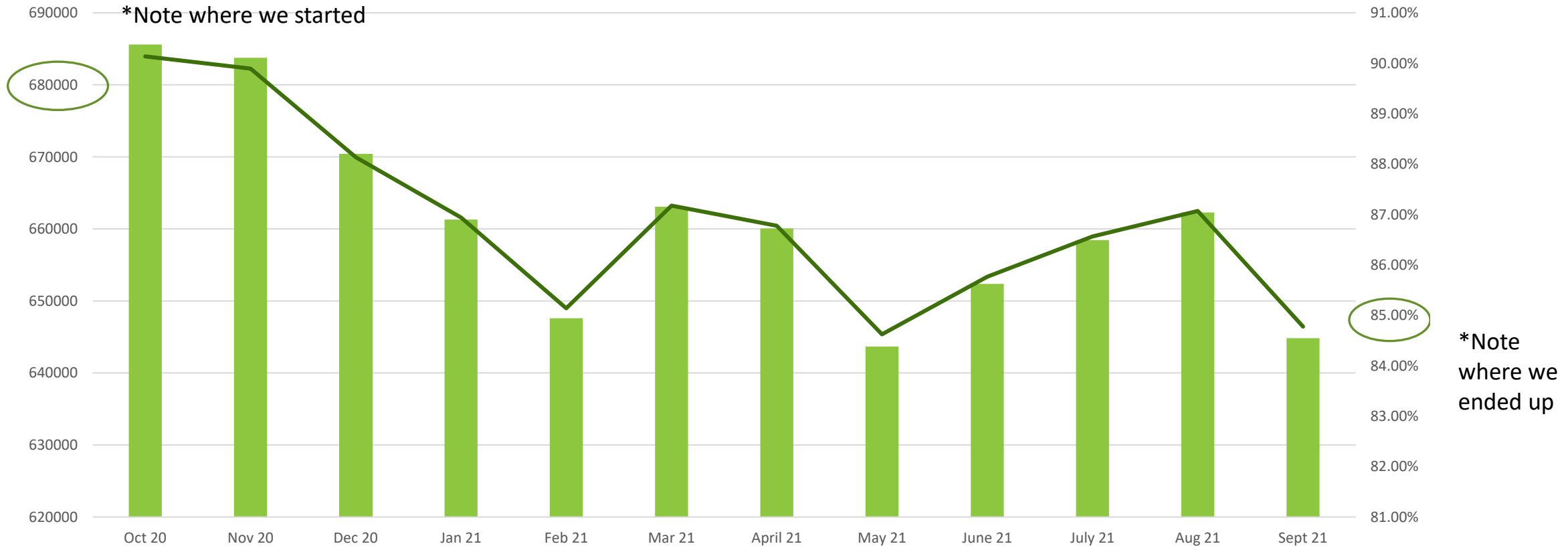
# The CSFP Caseload Rollercoaster



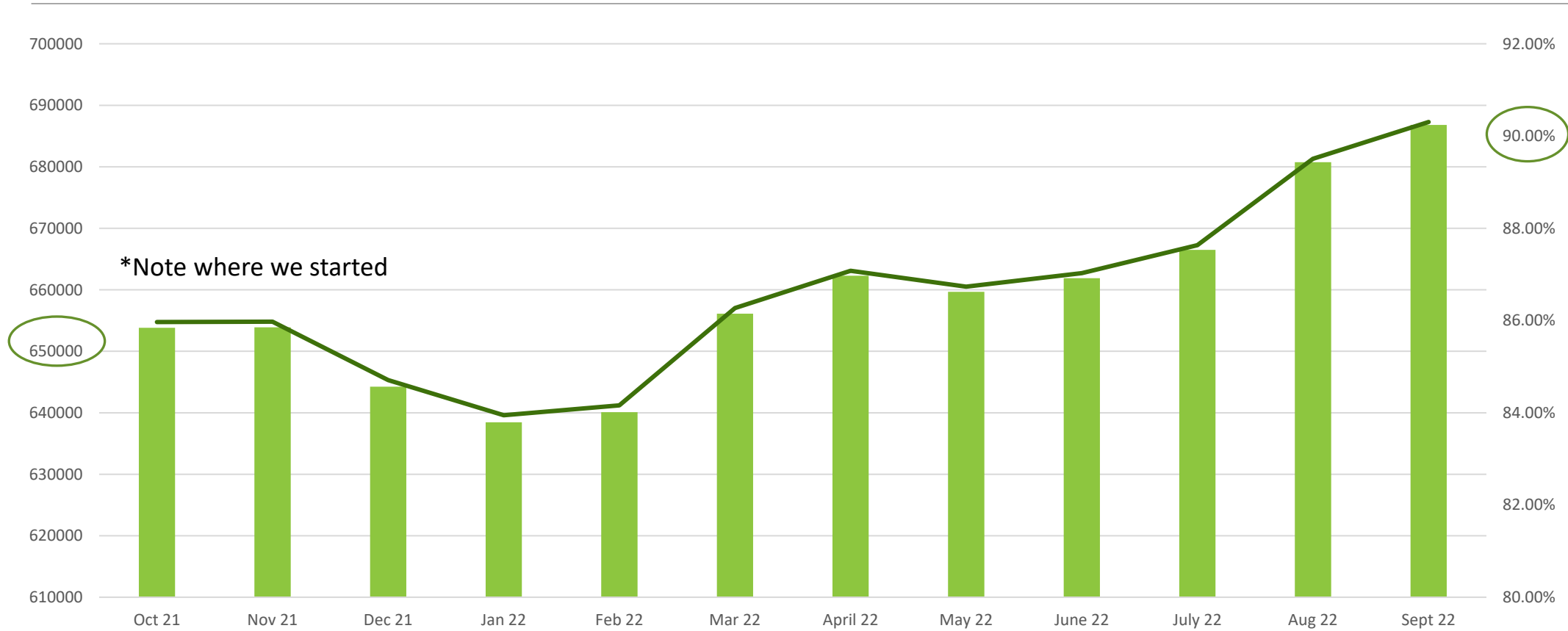
# FY'20 Caseload: 736,110



# FY'21 Caseload: 760,634

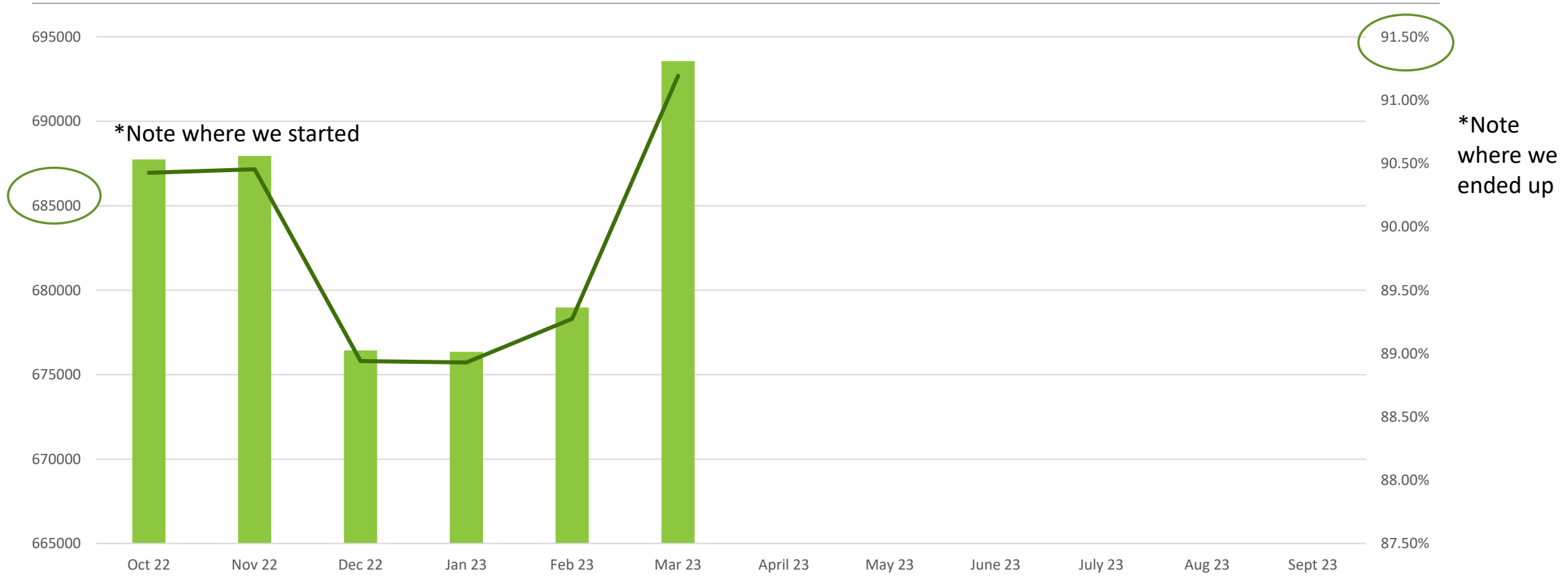


# FY'22 Caseload: 760,547





# FY'23 Caseload: 760,547

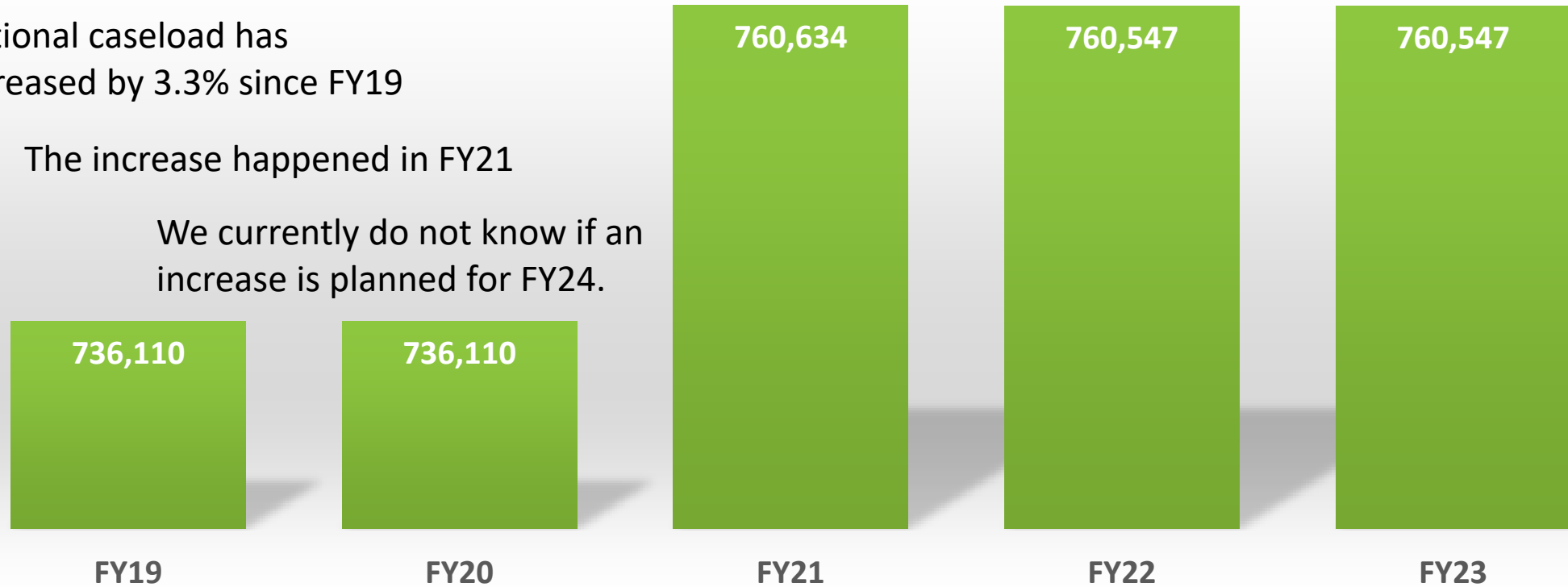


# Caseload Increases Since 2019

National caseload has increased by 3.3% since FY19

The increase happened in FY21

We currently do not know if an increase is planned for FY24.

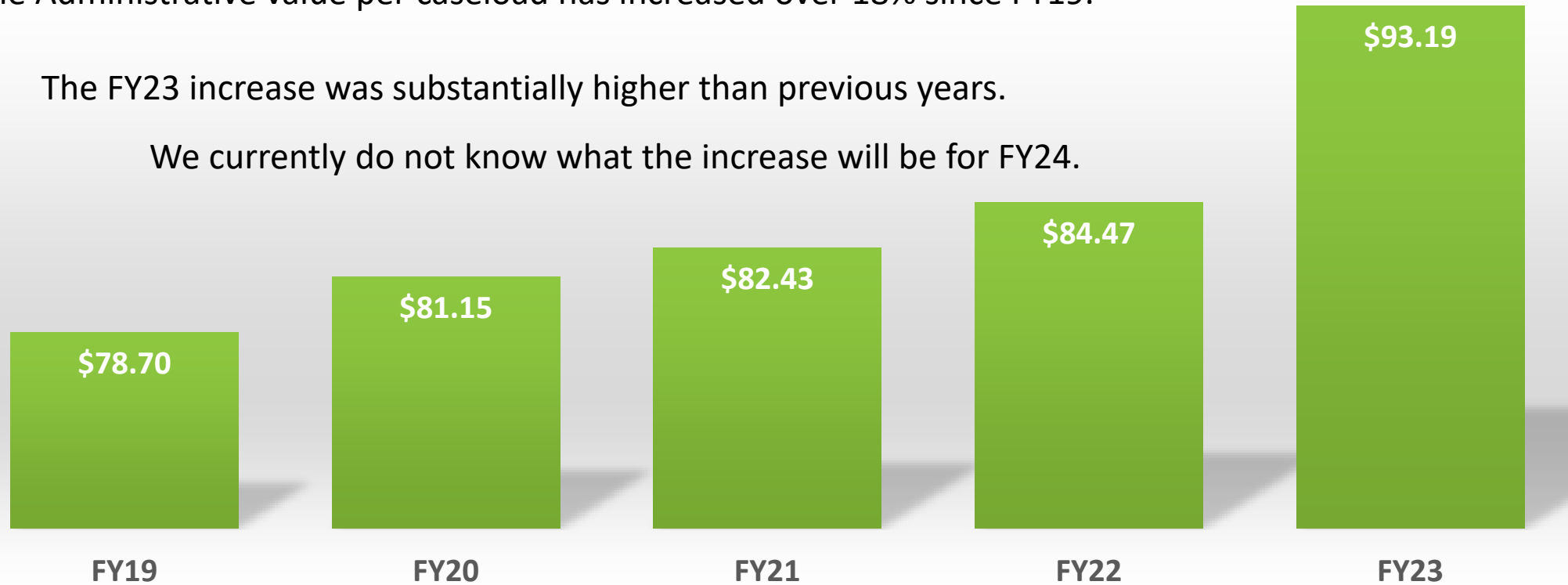


# Slot Value Since 2019

The Administrative value per caseload has increased over 18% since FY19.

The FY23 increase was substantially higher than previous years.

We currently do not know what the increase will be for FY24.



# “Held Harmless”

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Throughout the pandemic and until the end of this fiscal year, CSFP has been “held harmless” regarding the requirement to distribute 95% of caseload to maintain assigned state caseload.



This meant that caseloads were not reduced based on regular practices for the last three years.



Most states kept their assigned caseload or had minimal additions/reductions during that time.



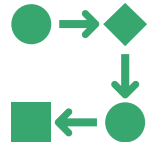
The NCSFPA had an opportunity to request that USDA hold CSFP harmless in FY23 to provide time for agencies to improve distributions under better conditions. The USDA fulfilled that request.

# Caseload for FY24

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There is an annual process for states to submit a worksheet to evaluate CSFP distribution.



We return to that process as we move into FY24.



There is an annual opportunity for states to request additional caseload for the next fiscal year.



**Only states with 95% caseload distribution or better may request additional caseload.**

# Caseload Calculation and Requests

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States are provided a worksheet to establish their caseload distribution percentage each year.



States enter caseload distribution numbers from October-September of the current fiscal year.



The worksheet calculates a “base caseload” from the monthly distribution numbers and eligibility for additional caseload.



States are evaluated three ways. USDA uses the highest result when establishing caseload for the upcoming fiscal year:

# Determining Next Year's Caseload

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USDA considers the following to establish next year's caseload assignments to States:

- Average monthly participation for the current fiscal year;
- Average monthly participation for the last quarter the current fiscal year; or
- Participation during September of the current fiscal year, but only if:
  - The full-year appropriation for the preceding fiscal year was enacted on or after February 15;
  - The State agency received additional caseload equal to or greater than 10 percent of its base caseload in 2022; and
  - October 2022 participation was equal to or greater than 95 percent of September 2022 participation.

# The Next Three Months...

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National CSFP distribution rates are rising, but many states may not meet the 95% distribution level to maintain or increase their FY24 caseload.

For many states, it will be extremely important for local CSFP agencies to distribute at their highest rates possible to best maintain caseload in FY24. The Last Quarter option for establishing FY24 caseload could be the best number for your state based on several factors.

- ❖ No winter weather to limit participation.
- ❖ No pandemic to limit participation.
- ❖ Participants returning to program.
- ❖ New participants eligible to join the program.
- ❖ Still time to improve distribution rates compared to previous months.



# Outreach

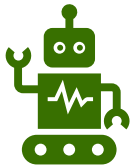
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Local agencies are responsible for promoting CSFP to their community. There are lots of ways to do so...

- ❖ Contacting inactive participants-text, phone, mail, email, or door to door at senior housing sites. They were already interested in CSFP, so reconnecting with them may get quick results.
- ❖ Add distribution sites in underserved areas
- ❖ Partner with a doctor's office to distribute CSFP info to senior patients
- ❖ Put out a press release and schedule interviews with local media to promote CSFP enrollment
- ❖ Provide home delivery to at least the homebound
- ❖ Promote the use of proxies
- ❖ New events- "pop up" distributions at established events such as farmers' markets other events that attract seniors.

# Robocalls and Texting Services

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Technology is another important outreach tool. It allows agencies to reach out to potential and current participants quickly and effectively.



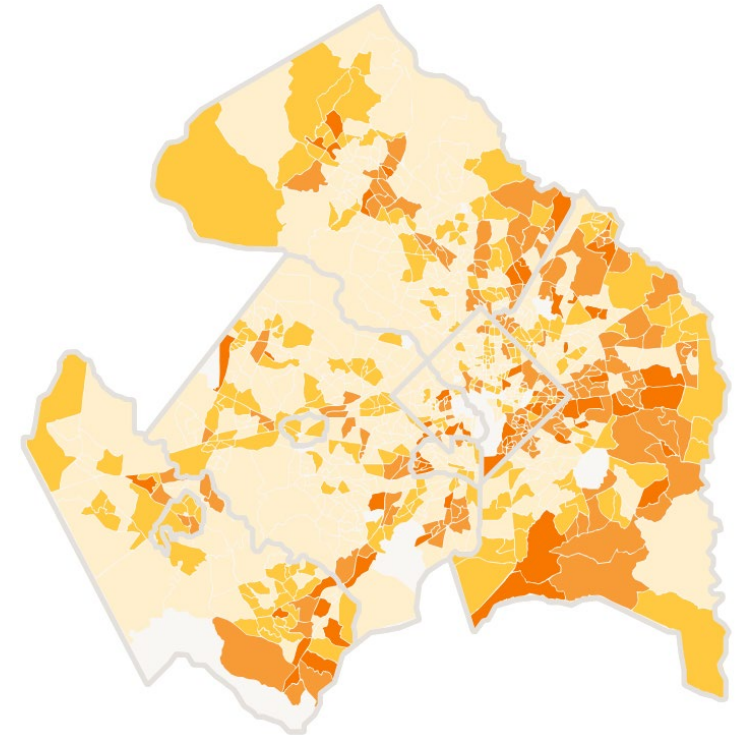
Two popular ways to contact and communicate with potential and current participants are automated calls (commonly referred to as robocalls) and texting.

# Capital Area Food Bank



Good food today.  
Brighter futures  
tomorrow.

- ❖ Washington DC Metro Area including DC, Northern Virginia, and Montgomery and Prince George's Counties in Maryland
- ❖ CSFP
  - ❖ 2012
  - ❖ Currently operating as the local agency in two states, DC and MD
  - ❖ Combined caseload 6,870 (DC 5,570 and MD 1,300)
  - ❖ Since 2021...
    - ❖ Five caseload increases in MD
    - ❖ One caseload increase in DC



# Strategies for Increasing/Maintaining Caseload

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- ❖ Walk-in Center, with extended hours
- ❖ Dedicated van for distributions in underserved areas
- ❖ Third party delivery vendor
- ❖ Volunteer driver program
- ❖ Second chance distributions
- ❖ Partnerships with healthcare clinics
- ❖ Internal Cross-promotion
- ❖ Ad campaigns
- ❖ Sign-up events
- ❖ Robocalling and Text messaging service

# CallFire

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## **What is it?**

- Texting and Voice Calling Service
- Text messaging, Voice broadcasts, IVR (Interactive Voice Response), Call Tracking

## **How we use it**

- Basic Voice broadcasts and text messages
  - Reminders for upcoming distributions
  - Check-ins with inactive participants
  - Programmatic updates
  - Surveys

## **Cost**

- Flexible options from pay as you go to monthly plans
- Free trial period



+ Create

- Inbox
- Broadcasts
- Phone Numbers
- Keywords
- Contact Lists
- Sound Library

## Create

Create an outbound broadcast to send to your contacts



### Send a simple message

Add a contact list and your text or voice message and hit send

SELECT



### Send an interactive voice call

Press-1 campaigns, voice surveys and IVR

SELECT




### Send a recurring message


Schedule repeating messages via voice or text


SELECT


+ Create

 Inbox

 Broadcasts

 Phone Numbers

 Keywords

 Contact Lists

 Sound Library

## Voice Broadcast, 6/19/23 8:07 PM [click to edit name](#)

### Send From

(202) 921-7471


Add New

### Send To

Select a contact list




Create a new contact list +

### Your message

 Add sound

- Give recipients the option to be placed on your Do Not Call List

### Looking for more features?

-  Transfer to another number
-  Different message for answering machines
-  Auto-retry missed or busy calls

[CREATE AN ADVANCED VOICE CALL](#)

+ Create

- Inbox
- Broadcasts
  - Voice Broadcast
  - IVR Broadcast
  - Text Broadcast
- Phone Numbers
- Keywords
- Contact Lists
- Sound Library

## Broadcasts

New Message

Actions ▾

All ▾

Search



<input type="checkbox"/> Name	Status	Progress	Labels	Modified (EDT) ▾
<input type="checkbox"/> CBC 6.20.2023	Running	0% 2 of 277	<a href="#">edit labels</a>	6/19/23 7:59 PM
<input type="checkbox"/> Capitol Hill Towers day before 6.19.23	Finished	100% 68 of 68	<a href="#">edit labels</a>	6/19/23 5:32 PM
<input type="checkbox"/> Capitol Hill Towers AM 6.20.23	Scheduled	0% 0 of 68	<a href="#">edit labels</a>	6/19/23 2:54 PM
<input type="checkbox"/> ECWIC Juneteenth Closure 06/19/2023	Finished	100% 475 of 475	<a href="#">edit labels</a>	6/18/23 3:12 PM
<input type="checkbox"/> ECWIC Juneteenth Closure 06/19/2023 - 6/17/23	Finished	100% 475 of 475	<a href="#">edit labels</a>	6/17/23 10:52 AM
<input type="checkbox"/> Claridge Towers	Finished	100% 93 of 93	<a href="#">edit labels</a>	6/16/23 9:38 AM



# Capitol Hill Towers day before 6.19.23

**Overview**

Call Records

Contacts

Settings

100%

● Finished ▾

📄 Copy Broadcast

📅 All ▾

Live Answer  
**37** 54%

Answering Machine  
**26** 38%

Do Not Call  
**0** 0%

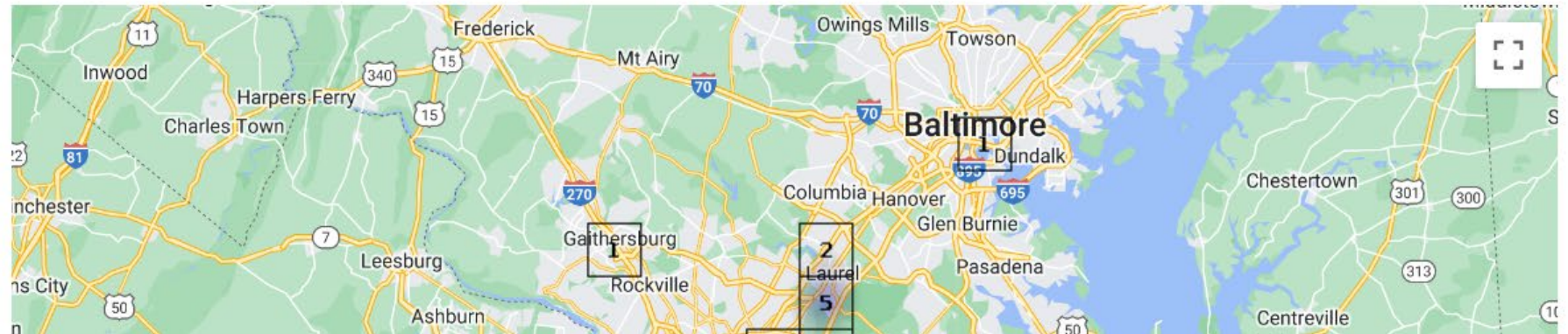
No Answer  
**5** 7%

Credits  
**75.0000**

## CALL DISTRIBUTION

### Filter by status

- Live Answer
- Answering Machine
- Busy
- Do Not Call
- Initial Transfer
- No Answer



Questions?

