



# TEFAP TRAINING FOR DISTRIBUTING AGENCIES 2024

FOOD BANK OF CENTRAL & EASTERN  
NORTH CAROLINA

# What will be discussed today?

What is TEFAP & how it was established

How does TEFAP work

Requirements of the TEFAP Agreement/Contract

TEFAP application process & client proxy procedures

How to plan & distribute TEFAP food

Storing USDA (TEFAP) foods

Meeting Food Bank & NCDA&CS-FDD review requirements



## What is TEFAP?

- ▶ THE EMERGENCY FOOD ASSISTANCE PROGRAM
- ▶ Implemented in 1981 as the Temporary Food Assistance Program
- ▶ Goal of reducing inventory of surplus food through distribution to low-income households.



# Hunger Prevention Act of 1988

- ▶ As some foods held in surplus were depleted by 1988, the HPA of 1988 authorized funds to be appropriated for the purchase of USDA foods specifically for TEFAP.
- ▶ Foods acquired with appropriated funds are in addition to any surplus foods donated to TEFAP by USDA.



## The Emergency Food Assistance Program (TEFAP)

The Food, Agriculture, Conservation & Trade Act of 1990, also known as the 1990 Farm Bill

FORMALLY NAMED THE PROGRAM



# How much does TEFAP cost?

- ▶ TEFAP food purchases through FY 24 will total \$461.5 million
- ▶ Food Pantries
- ▶ Soup Kitchens

# How does TEFAP work?

- ▶ USDA purchases food, including the cost of processing & packaging, and makes it available to State Distribution agencies.
- ▶ NCDA&CS requisitions, receives, stores, distributes, and accounts for all TEFAP foods & administrative funds within the state.
- ▶ The amount of food received is based on the number of persons or households receiving Food & Nutrition (FNS) benefits.



# Food is provided to NC TEFAP eligible agencies

- ▶ Food Banks such as the FBCENC, Second Harvest Food Bank of Metrolina, Second Harvest Food Bank of Northwest NC , Manna Food Bank and other Emergency Food Organizations.
- ▶ USDA Soup Kitchen Programs







## Food Banks deliver USDA foods to local food pantries

- ▶ Amount received is based on economic need identified in county (Number of persons/households receiving FNS benefits). Information received on an annual basis from NC Dept. of Health & Human Services.
- ▶ In FY 23-24, FBCENC received USDA foods valued at **\$18,278,548.61** for distribution to economically challenged households.



## TEFAP is a Supplemental Nutrition Program

- ▶ Program is designed to supplement the food needs of low-income households.
- ▶ TEFAP is not intended to be a household's primary food source.

# TEFAP Foods

- ▶ Vary depending upon US agricultural market
- ▶ Must be nutritious
- ▶ Most foods must have an extended shelf-life
- ▶ Be in sufficient quantities for nationwide distribution
- ▶ Be provided in package sizes that are suitable for household use



# What TEFAP Foods are Available?

- ▶ Canned, Frozen, Fresh & Dried Fruit
- ▶ Canned, Fresh & Frozen Vegetables
- ▶ Fruit/Vegetable Juice
- ▶ Meat/Poultry/Fish/Shellfish
- ▶ Dried Beans, Peas, Lentils, Nuts
- ▶ Pasta Products
- ▶ Milk/Cheese
- ▶ Rice/Cereal
- ▶ Frozen & Fresh Eggs



# USDA FACT SHEETS FOR HOUSEHOLD PROGRAMS

- ▶ Product Description
- ▶ Pack
- ▶ Yield
- ▶ Storage
- ▶ Uses, Tips, Recipes
- ▶ Nutrition & Food Safety Information

<https://www.fns.usda.gov/usda-foods/household-product-information-sheets>



The image shows a USDA fact sheet for 'Catfish, Filets, Frozen'. At the top left is the USDA logo and 'United States Department of Agriculture'. Below it is a MyPlate graphic with a fork and knife, and the text 'Choose MyPlate.gov'. To the right of the MyPlate graphic is a green rounded rectangle containing the product name 'Catfish, Filets, Frozen' and 'MyPlate Food Group: Protein'. Further right is the 'USDA Foods' logo. Below the product name is a 'Nutrition Information' section with a bulleted list of facts. To the right of the nutrition information is a 'MyPlate Facts' section with a bulleted list of facts. At the bottom left is a 'Uses and Tips' section with a bulleted list of instructions. At the bottom right is a 'Storing Foods at Home' section with a bulleted list of storage instructions.

**USDA**  
United States Department of Agriculture

**Catfish, Filets, Frozen**  
MyPlate Food Group: Protein

**USDA Foods**

Choose MyPlate.gov

**Nutrition Information**

- 1 ounce of cooked fish counts as 1 ounce in the ChooseMyPlate.gov Protein group.
- Eat a variety of protein foods to improve nutrient intake and health benefits. Try to eat at least 8 ounces of cooked seafood per week.
- Fish supplies many nutrients such as protein, B vitamins (niacin, thiamin, riboflavin, and B6), vitamin E, iron, zinc, and magnesium.
- EPA and DHA are omega-3 fatty acids and can be found in seafood. Eating 8 ounces of seafood per week may help reduce the risk for heart disease.

**Uses and Tips**

- Cook catfish filets to the internal temperature indicated on the product's packaging.
- Thaw catfish in the refrigerator or microwave by using the defrost setting.
- Do not thaw on the countertop at room temperature.
- Refer to the product's packaging for more information on how to properly thaw this product.
- Catfish filets may be baked, broiled, or grilled.
- Serve catfish filets with tartar sauce or a lemon wedge to add a burst of flavor. Serve along with brown rice and vegetables for a complete meal.

**Storing Foods at Home**

- Keep catfish filets frozen at 0 degrees F until ready to use.
- After cooking, store any leftover catfish in a tightly covered container that is not made from metal in the refrigerator.

**MyPlate Facts**

- Proteins are one of three nutrients that provide calories (the others are fat and carbohydrates).
- Proteins function as building blocks for bones, muscles, cartilage, skin, and blood. They are also building blocks for enzymes, hormones, and vitamins.
- Nutrients provided by protein foods can differ. Varying your protein food choices can provide your body with a range of nutrients that will help to keep your body working well.
- B vitamins help build tissue and aid in forming red blood cells. Iron can prevent anemia. Magnesium helps build bones and supports muscle function. Zinc can support your immune systems.

# TEFAP AGREEMENT

- ▶ USDA requires that all TEFAP agencies have a permanent agreement.
- ▶ The agreement is between NCDA&CS and agencies that have approval to receive & distribute USDA foods.
- ▶ FBCENC has a permanent agreement with NCDA&CS.
- ▶ Local food TEFAP pantries have an agreement with the FBCENC. The agreement is renewed annually.



# FBCENC TEFAP Agreement

- ▶ Defines pantry operating requirements
- ▶ Specifies recordkeeping responsibilities at the pantry level
- ▶ Addresses distribution and monitoring requirements





# FBCENC Agreement

- ▶ All records must be maintained 5 calendar years
- ▶ Participant files are confidential. After 5 years files should be properly disposed to protect confidentiality of participants.
- ▶ Participants do not have to be US citizens.
- ▶ TEFAP recipients “self-declare” their eligibility. No form of identification, social security numbers, EBT cards, or proof of income or residency is required.



# FBCENC Agreement with Pantry Agencies

- ▶ TEFAP agencies are required to turn in their TEFAP Monthly Reports to the FBCENC by requested date.
- ▶ TEFAP agencies that are missing any monthly reports, will not be permitted to pick-up TEFAP food until the reports are current.
- ▶ Agencies that miss submitting two or more reports may lose their ability to distribute USDA food.



# Monthly Report Reminder

- TEFAP monthly report is due on the 1<sup>st</sup> of each following month. The reports are late after the 5<sup>th</sup> of the month.
- Please record each family and each person every time they receive food, even if a family or person receives food more than once each month.
- *TEFAP numbers should be considered independent of FOOD PANTRY numbers. FOOD PANTRY numbers should include both recipients of TEFAP and donated or purchased products. For example:*

	FOOD PANTRY	TEFAP	Pantry (donated/ purchased)
<b>Household</b>	150	120	30
<b>Individual</b>	340	270	70

# FBCENC

## Agreement with Pantry Agencies

If an agency did not distribute TEFAP food during a given month, the TEFAP Monthly Report should still be filed. Record zero for the number of households & individuals served.

If a TEFAP agency does not distribute TEFAP food for two consecutive months, the agency may be removed from the program. Discuss extenuating circumstances with your local FBCENC Outreach Coordinator.

foodbank<sup>®</sup>  
OF CENTRAL & EASTERN NORTH CAROLINA



# Qualifying Applicants for TEFAP Food

- ▶ Individuals/Households currently receiving NC Food and Nutrition Services (FNS) are eligible for benefits

OR

- ▶ Individuals/Households whose income is at or below the NC Department of Health & Human Services income poverty guidelines based upon household size and income.

# FBCENC TEFAP Application

- ▶ Pantries must use a currently approved FBCENC application. Agencies are not authorized to change the approved application without the written approval of the Food Bank.
- ▶ Do not record any racial/ethnic data or other personal information on the TEFAP application other than what is required to determine eligibility.



**NORTH CAROLINA DEPARTMENT OF AGRICULTURE  
and CONSUMER SERVICES  
FOOD DISTRIBUTION DIVISION**

**THE EMERGENCY FOOD ASSISTANCE PROGRAM  
INCOME ELIGIBILITY GUIDELINES FOR  
HOUSEHOLD ELIGIBILITY FOR USDA FOODS**

**Effective October 1, 2024 through September 30, 2025**

*Household Gross Income Must Be Below Level of Appropriate Size Household*

<b>HOUSEHOLD SIZE</b>	<b>PER YEAR</b>	<b>PER MONTH</b>	<b>PER WEEK</b>
<b>1</b>	<b>\$30,120</b>	<b>\$2,510</b>	<b>\$579</b>
<b>2</b>	<b>\$40,896</b>	<b>\$3,408</b>	<b>\$786</b>
<b>3</b>	<b>\$51,648</b>	<b>\$4,304</b>	<b>\$993</b>
<b>4</b>	<b>\$62,400</b>	<b>\$5,200</b>	<b>\$1200</b>
<b>5</b>	<b>\$73,176</b>	<b>\$6,098</b>	<b>\$1407</b>
<b>6</b>	<b>\$83,928</b>	<b>\$6,994</b>	<b>\$1614</b>
<b>7</b>	<b>\$94,680</b>	<b>\$7,890</b>	<b>\$1821</b>
<b>8</b>	<b>\$105,456</b>	<b>\$8,788</b>	<b>\$2028</b>
<b>EACH ADDITIONAL FAMILY MEMBER</b>	<b>(+\$)10,776</b>	<b>(+\$898)</b>	<b>(+\$)207</b>

*Revised 9-11-2024*

# FY 2024-25 TEFAP Income Eligibility Guidelines

# The Application Process

- ▶ Agencies are not permitted to impose any additional qualifications or condition of any kind that would preclude an otherwise eligible person from receiving TEFAP food. This includes requiring participants to show identification, proof of income, residency, have a referral or a scheduled appointment to receive TEFAP food assistance.
- ▶ Agencies that do not follow procedures outlined in signed agreement are at risk for removal from program!





# The Application Process

IS THIS PANTRY IN  
COMPLIANCE WITH TEFAP  
REGULATIONS?



# The Application Process

- ▶ Food Pantries may ask for identification or other personal information for the distribution of privately donated food or for financial assistance, BUT it cannot be required as a prerequisite for receiving TEFAP food.

Agencies that require participant identification are NOT IN COMPLIANCE with TEFAP Regulations.





# The Application Process

It is the participants' responsibility to provide accurate information on the TEFAP application or to the certification official if information is obtained verbally.

Agencies should post this statement in view of participants if information is expressed verbally:

*"I understand that any misrepresentation of need, sale, or misuse of the foods I have received is prohibited and could result in a fine, imprisonment, or both.*

*(Section 211E, PL 96-494, and Section 4C, PL 93-86 as amended)*



# The Application Process

- ▶ TEFAP pantries may supplement TEFAP distributions with privately donated food.

# The Application Process

Can two different applicants that reside at the *same street address* receive TEFAP foods as separate households?

YES, if the two households are living as *separate economic units*.



# The Application Process



- ▶ If an individual/household is refused TEFAP foods, the agency must document why the client was refused.
- ▶ Keep this information on file at your agency for **5** years.

# The Application Process

- ▶ Participants may not be charged a fee or be required to provide services in exchange for food.
- ▶ Agencies may not require clients to pray or worship as a condition for receiving food.
- ▶ Agencies may invite clients to stay **AFTER** food distribution for religious services or other messages.
- ▶ ALL PARTNER AGENCIES must display the Written Notice of Beneficiary Rights poster.





## The Application Process: Drive-Through Service

1. Agency name & TEFAP distribution site address (Page 1)
2. City (Page 1)
3. County (Page 1)
4. Agency Representative Signature/Date (Page 1)
5. Date of Distribution (Page 1)
6. Name of Participant (Page 2)
7. Basis of Eligibility (FNS or Income) (Page 2)
8. Number in Household (Page 22)
9. Authorized Proxy Name (Must provide written approval from applicant) (Page 2)

**TEFAP ELIGIBILITY APPLICATION  
FOR MOBILE DISTRIBUTIONS**

AGENCY NAME:	
TEFAP DISTRIBUTION SITE ADDRESS:	
CITY:	
COUNTY:	

Issued by: \_\_\_\_\_  
*Agency Representative Signature* *Date of Distribution*

**IMPORTANT-----READ THIS STATEMENT BEFORE SIGNING FOR FOOD(S):**

Participant understands that any misrepresentation of need, sale, or misuse of the foods I have received is prohibited and could result in a fine, imprisonment, or both. (Sec. 211 E, PL 96-494 and Sec. 4C, PL 93-86 as amended)

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotape, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

- (1) Mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410;
  - (2) Fax: (833) 256-1665 or (202) 690-7442 or (3) Email: [program.intake@usda.gov](mailto:program.intake@usda.gov)
- This institution is an equal opportunity provider.

**Sian-In Sheet for Mobile Distribution**

TEFAP-3 Eligibility Application Revised 09-11-2024 with New Income Guidelines effective October 1, 2024

Date: \_\_\_\_\_

Household Name / L2F Household ID Number	FNS		Monthly Income <small>If you do not receive FNS Benefits (i.e. food stamps), Enter monthly or weekly income</small>	Weekly Income	Number in Household	Authorized Proxy Name
	Yes	No				
1 Name _____ Address _____ City, State, Zip _____						
2 Name _____ Address _____ City, State, Zip _____						
3 Name _____ Address _____ City, State, Zip _____						
4 Name _____ Address _____ City, State, Zip _____						
5 Name _____ Address _____ City, State, Zip _____						
6 Name _____ Address _____ City, State, Zip _____						
7 Name _____ Address _____ City, State, Zip _____						
8 Name _____ Address _____ City, State, Zip _____						

**Effective October 1, 2024 through  
September 30, 2025**

Household Size	Per Year	Per Month	Per Week
1	\$30,120	\$2,510	\$579
2	\$40,896	\$3,408	\$786
3	\$51,648	\$4,304	\$993
4	\$62,400	\$5,200	\$1,200
5	\$73,176	\$6,098	\$1,407
6	\$83,928	\$6,994	\$1,614
7	\$94,680	\$7,890	\$1,821
8	\$105,456	\$8,788	\$2,028
EACH ADDITIONAL FAMILY MEMBER	(+10,776)	(+908)	(+207)

# TEFAP APPLICATION DRIVE-THROUGH SERVICE



# The Application Process –Drive-Through Service

If a client is *not* receiving FNS benefits, and states that no income is currently being received, a “0” must be recorded in the income section or the application is considered incomplete.

		Date: _____	FNS		Monthly Income	Weekly Income		
		Household Name / L2F Household ID Number	Yes	No	If you do not receive FNS Benefits (i.e. food stamps), Enter monthly or weekly income		Number in Household	Authorized Proxy Name
1	Name							
	Address							

Write -0- here



**TEFAP Eligibility Form October 2024 – September 2025**

Name:	
Address:	
City:	
County:	
Number of People in Household:	

Effective October 1, 2024 through September 30, 2025 (Household gross income must be at or below for appropriate size household.)			
HOUSEHOLD SIZE	PER YEAR	PER MONTH	PER WEEK
1	\$30,120	\$2,510	\$579
2	\$40,896	\$3,408	\$786
3	\$51,648	\$4,304	\$993
4	\$62,400	\$5,200	\$1,200
5	\$73,176	\$6,098	\$1,407
6	\$83,928	\$6,994	\$1,614
7	\$94,680	\$7,890	\$1,821
8	\$105,456	\$8,788	\$2,028
EACH ADDITIONAL FAMILY MEMBER	(+\$10,776)	(+\$898)	(+\$207)

The above table shows a yearly gross income for each family size. If your household income is at or below the income listed for the number of people in your household, you are eligible to receive food. A household is defined as a group of people who live together and share money and other resources in order to get food. **OR, if you currently participate in a Food & Nutrition Services Program (i.e. Food Stamps) you are automatically eligible to receive TEFAP and do not need to look at the income scale.**

**Note:** The above may be read to persons who are unable to read. People who are unable to sign their name may sign by using an X.

**Please read the following statement carefully, then sign the form and write in today's date.** I understand that any misrepresentation of need, sale, or misuse of the foods I have received is prohibited and could result in a fine, imprisonment, or both (Sec. 211 E, PL 96-494 and Sec. 4C, PL 93-86 as amended.)

**The section below is only for homebound individuals.**

The following persons are authorized to pick up my food (if applicable):

Authorized Representative:	
Authorized Representative:	

\_\_\_\_\_  
(Client Signature) (Date)

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotape, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TDD) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3022, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/USDA-OASCR%20Complaint-Form-0308-0001-308-11-28-17FFoxMail.pdf>, from any USDA office, by calling (866) 632-6992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by 1. mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; or 2. fax: (833) 256-1665 or (202) 690-7442; or 3. email: [program.intake@usda.gov](mailto:program.intake@usda.gov). This institution is an equal opportunity provider.

Date	Client Signature	FNS		Yearly Income	Monthly Income	Weekly Income	Agency Representative Signature
		Yes	No				
				If you do not receive FNS Benefits (i.e. food stamps), write in your yearly, monthly, or weekly income.			
1.							
2.							
3.							
4.							
5.							
6.							
7.							
8.							
9.							
10.							
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19.							
20.							
21.							
22.							
23.							
24.							

TEFAP Application – 2-sided (Reusable Up to 24 Client Visits)



## AGENCIES THAT USE LINK TO FEED OR OTHER FOOD BANK APPROVED SOFTWARE

- ▶ Once TEFAP eligibility has been established, clients may not be refused TEFAP food if they refuse to respond to other questions posed in the software.
- ▶ The Emergency Food Assistance Program is **not** an entitlement program. Clients must self-declare their eligibility *each time they seek food assistance*. Although client information is entered into the software program at the client's first visit, the TEFAP certification official must verify the client's initial information each time they seek food assistance.

# MODIFIED USE OF LINK TO FEED SOFTWARE



Agencies that *do not* use Link to Feed to directly certify client TEFAP eligibility during a distribution must use a TEFAP application.

Use of the currently approved TEFAP drive-through application is recommended. (1) Record the client's name. (2) Ask if the client's address has changed, if not, record the client's LTF number. New clients must provide their address. (3) Record the client's basis of eligibility (FNS eligibility or income) (4) Record the number in family. (5) Once household eligibility has been established, the certification official should initial the application approving the distribution.

# TEFAP Proxy Written Authorizations

- ▶ TEFAP client proxy authorizations must be available to the pantry certification official during all TEFAP distributions. If annual proxy forms are on file, the certification official may use a simple list of TEFAP clients & their authorized proxy as a reference during the distribution.
- ▶ Agencies directly certifying client eligibility using LTF may refer to proxy information previously provided and recorded. Be sure to update annually or as requested by client.
- ▶ Food Bank & State monitors will ask to see written proxy authorizations when visiting distributing agencies. They will also ensure that the certification official has direct access to this information during the TEFAP distribution.

North Carolina Department of Agriculture and Consumer Services  
Food Distribution Division  
**THE EMERGENCY FOOD ASSISTANCE PROGRAM (TEFAP) PROXY AUTHORIZATION**

Name of Food Bank/Food Pantry/Distribution Site:
Participant's Name:
Participant's Address:
Number of people living in participant's household:
Does participant receive FNS benefits? <input type="checkbox"/> Yes <input type="checkbox"/> No
Household monthly gross income: \$
<b>I authorize the following person(s) to pick up food for me from this TEFAP distribution site:</b>
Proxy full name:
Proxy full name:
<b>Participant's Signature:</b> _____ <b>Date:</b> _____

**\*PROXY AUTHORIZATION PERIOD IS VALID OCTOBER 1<sup>st</sup> -SEPTEMBER 30<sup>th</sup> AND MUST BE RENEWED ANNUALLY WITH THE UPDATED INCOME ELIGIBILITY GUIDELINES\***

**TEFAP participants can update their information and/or change their designated proxies anytime during the year.**

#### **Nondiscrimination Statement**

*In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.*

*Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotope, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.*

*To file a program discrimination complaint, a Complainant should complete a [Form AD-3027 USDA Program Discrimination Complaint Form](#) which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:*

- (1) mail: U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410; or
- (2) fax: (833) 256-1665 or (202) 690-7442; or
- (3) email: [program.intake@usda.gov](mailto:program.intake@usda.gov)

*This institution is an equal opportunity provider.*

# The Application Process – Proxy Authorization Notes

- ▶ If an individual does not have an annual proxy authorization form on file, & the individual sends a proxy to pick up TEFAP food on his/her behalf, the person seeking food assistance must give the authorized proxy a written note that states the proxy's name & include the required information to establish the household's TEFAP eligibility.
- ▶ Staple all proxy notes to the back of the applicable Page 2 of the TEFAP application or to the single use application.
- ▶ As a new proxy authorization note must be provided each time the client seeks food assistance, encourage the use of the annual proxy authorization form.

August 30, 2024

My name is Julie Jones. I live at 502 Butterfield Lane, Sanford, NC 27237. There are 2 in my family & we make \$1,200/month. Please allow Jimmy Smith to pick up my TEFAP foods for me. Thank you.

*Julie Jones*

# The Distribution Process

- ▶ TEFAP Foods must be provided to clients on a “first come, first served” basis in a fair & equitable manner.
- ▶ Plan to fully distribute TEFAP foods received each month. Minimize storage!





# The Distribution Process

- ▶ Planning the TEFAP distribution rate is important!
- ▶ Do the math! It is important to treat participants fairly and equally on a “first-come, first-served” basis.
- ▶ Once the TEFAP food has been received, it is important that the distribution rate be pre-determined and clearly communicated to all volunteers.
- ▶ A good practice is to post the TEFAP distribution rate in the packing area for easy reference by volunteers.



# The Distribution Process

- ▶ Multiply the number of each different case of food received by the number of individual packages, cans, pouches, bottles, bags, etc. contained in each case.
- ▶ Example:
- ▶ USDA Fish, Alaskan Pollock, Fillets, FZ, 20-2 lb. packages
- ▶ Received 11 cs.
- ▶  $11 \text{ cases} \times 20 \text{ packages per case} = 220 \text{ packages of fish available to distribute}$



# The Distribution Process



How many TEFAP households are served each month?

For example, Amazing Grace Food Pantry serves an average of 100 TEFAP households/month. If the pantry receives 220 packages of fish, what should the distribution rate be for the fish?

Divide the total number of units available by the average number of TEFAP recipients served each month.

# The Distribution Process

- ▶ 220 packages of fish divided by 100 participants = 2
- ▶ What do you do with the remaining 20 packages?



# The Distribution Process

Foods remaining after the scheduled day of distribution should be safely & securely stored until the next scheduled distribution

OR

Given to eligible participants at the next regular pantry distribution or on an emergency basis. (TEFAP application must be completed.)

**STRIVE TO KEEP USDA FOOD STORAGE MINIMAL  
BY PLANNING YOUR DISTRIBUTION RATE  
EFFECTIVELY!**



# The Distribution Process

- ▶ DO NOT CHANGE THE TEFAP DISTRIBUTION RATE ONCE IT HAS BEEN ESTABLISHED.
- ▶ DO NOT GIVE PARTICIPANTS EXTRAS OF REMAINING TEFAP FOODS BECAUSE SOME FOOD ITEMS HAVE RUN OUT! PANTRIES MAY SUPPLEMENT WITH PRIVATELY DONATED FOOD.



# The Distribution Process



- ▶ Pantries have the option of providing more food to households with larger families, however, the distribution rate needs to be pre-established and clearly communicated to volunteers.
- ▶ **Same** foods that have a different package size or package type do not have to be considered as a separate food item for distribution, for example raisins, chicken quarters, bottled juice, & shredded cheese



# The Distribution Process

- ▶ Remember that households must be served on a first-come, first-served basis.
- ▶ A household may receive TEFAP foods more than once per month. Agencies that restrict clients to receiving TEFAP foods only once a month are not in compliance!



# The Distribution Process

## ▶ UNALLOWABLE DISTRIBUTION PRACTICES INCLUDE:

- ▶ Saving items, like 5 lb. bags of cheese, or larger packages of chicken for larger households.
- ▶ Altering the USDA package size to extend distribution. (Opening packages of blueberries, dried cherries, or shredded cheese and repackaging in Ziploc bags)
- ▶ Holding back certain TEFAP items for different distribution days or asking clients to choose only one protein item if two or more are available.
- ▶ Changing the distribution rate once distribution has started.
- ▶ Holding back specific USDA foods in limited supply for volunteers or allowing TEFAP eligible volunteers to be served before clients.



# The Distribution Process

- ▶ Previously frozen meats, and other foods obtained through retail recovery programs can be used to supplement the TEFAP distribution but cannot be substituted for USDA food when USDA food is available for distribution.
- ▶ REMEMBER ALL ELIGIBLE TEFAP PARTICIPANTS MUST BE OFFERED AT LEAST 1 OR MORE OF ALL TEFAP FOODS IN INVENTORY ON A FIRST-COME, FIRST-SERVED BASIS! THIS INCLUDES MEATS, POULTRY, FISH & OTHER PROTEIN FOODS!



# TEFAP Tastings

It is encouraged to share recipes for TEFAP foods. You can even use TEFAP product to host recipe tastings.

Our CH&E team has a catalogue of recipes and can support your agency in these efforts.

**Kathleen Hoolihan**  
*Nutrition Programs Coordinator,  
Wilmington*  
[khoolihan@foodbankcenc.org](mailto:khoolihan@foodbankcenc.org)



**Belén Rogers**  
*Bilingual Nutrition Programs  
Coordinator, Raleigh*  
[brogers@foodbankcenc.org](mailto:brogers@foodbankcenc.org)

# Can a Participant go to multiple TEFAP sites?

► Yes. There is no law that limits a family from obtaining TEFAP food from only one site.



# Can TEFAP Be Provided to Out-of-County Residents?

Yes. Households are encouraged to seek food assistance at a location most convenient even if it outside of their county of residence.

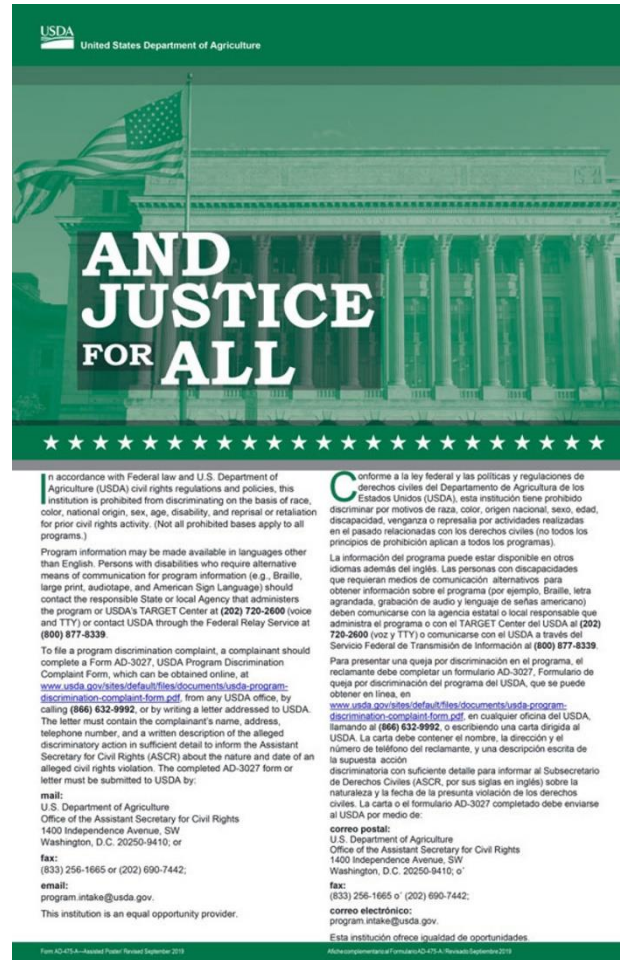
# Can TEFAP Be Provided to Out-of-State Residents?

No. Out-of-State residents should be encouraged to seek TEFAP food assistance within their own state.



# On Day of TEFAP Distribution

- ▶ Be sure to display the “And Justice for All” poster in clear view of participants. ALL AGENCIES must also display the updated Written Notice of Beneficiary Rights document.



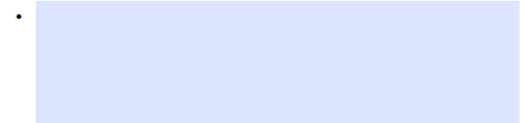
## The Emergency Food Assistance Program (TEFAP)

### Written Notice of Beneficiary Rights

Name of Organization: \_\_\_\_\_

Because The Emergency Food Assistance Program (TEFAP) is supported in whole or in part by financial assistance from the Federal Government, we are required to let you know that:

1. We may not discriminate against you on the basis of religion, a religious belief, a refusal to hold a religious belief, or a refusal to attend or participate in a religious practice;
2. We may not require you to attend or participate in any explicitly religious activities (including activities that involve overt religious content such as worship, religious instruction, or proselytization) that are offered by our organization, and any participation by you in such activities must be purely voluntary;
3. We must separate in time or location any privately funded explicitly religious activities (including activities that involve overt religious content such as worship, religious instruction, or proselytization) from activities supported with direct Federal financial assistance; and
4. You may report violations of these protections, including any denials of services or benefits by an organization, by contacting or filing a written complaint with the U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights Executive Director  
Center for Civil Rights Enforcement  
1400 Independence Avenue SW  
Washington, DC 20250-9410, or by email to [program.intake@usda.gov](mailto:program.intake@usda.gov)
5. If you would like to seek information about whether there are any other federally funded organizations that provide these kinds of services in your area, please contact:



AND/OR

- The USDA Hunger Hotline by phone: 1-866-3-HUNGRY or 1-877-8-HAMBRE to speak with a representative from 7:00 AM – 10:00 PM Eastern Time.

# Storage of TEFAP Food

- ▶ Food must be stored at the proper temperature:

**Freezer:** 0 degrees F. or below

**Refrigerator:** 35 F. – 39 F.

**Dry Storage:** 50 F. to 70 F.

It is required that all refrigerated and frozen food temperatures be monitored and recorded 7 out of 7 days a week when TEFAP foods are in storage.

Cold storage units should also be checked when known or potential power losses have occurred. Use thermometers located **inside** unit to monitor and record temperatures.



# Storage of TEFAP Food

► Remote temperature monitoring devices that feature an alarm notification system, can be used to check food storage temperatures when facilities are closed, or staff is unavailable to perform required daily temperature checks.



## FOOD STORAGE TEMPERATURE CHART

AGENCY \_\_\_\_\_

Dry Storage Area – Recommended Temperature	50° F - 70° F
Cooler Storage Area – Recommended Temperature	35° F - 39° F
Freezer Storage Area – Recommended Temperature	-10° F - 0° F

# Storage of TEFAP Food

Circle One  
Refrigerator, Freezer or Dry Storage

Circle One  
Refrigerator, Freezer or Dry Storage

Month	Day	Year	Temperature	Checked By	Month	Day	Year	Temperature	Checked By
1					1				
2					2				
3					3				
4					4				
5					5				
6					6				
7					7				
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It is also recommended that the dry storage temperatures be monitored and recorded 7/7 days per week when TEFAP foods are in storage.

Storage areas should be kept clean, neat, organized and secure.

Label USDA foods so they are easily identifiable in storage.

Regular pest control by an *authorized licensed* agency is *highly recommended* by NCDA&CS-FDD. An effective preventative pest control program must be in place to ensure an environment free of pests. Monthly treatment is recommended, or more often if an infestation occurs.



# Pest Control

“Partner agencies must have the agency facility serviced by a licensed pest control operator at least once every six months. Monthly service is recommended. Records of service must be made available during monitoring visits. Serious pest infestations will result in suspension of shopping privileges until pests are eliminated.”

-Section 8.D.3 of the Partner Agency Manual



# Storage of TEFAP Food

- ▶ USDA foods should be stacked on pallets or shelves with a minimum of 6" off the walls and floor, and at least 2 feet from ceiling.
- ▶ Foods should be stored so that foods with the oldest pack dates (or BIUB dates) are in front and are used first. Follow "first-in, first-out" storage practices!
- ▶ If food is taken out of original case, the cans/containers should be marked with the pack date. (BIUB date if pack date is not available.)





# Storage of TEFAP Food

- ▶ Losses of TEFAP food that occur after a food pantry is in receipt of USDA foods are to be reported to the food bank.
- ▶ Agencies that experience USDA food losses exceeding \$500 due to negligence, may be responsible for paying back the value of food received.

# What is considered negligence in TEFAP storage practices?



Not transporting or ensuring that products received from the Food Bank are promptly placed in cold storage upon receipt.



Not monitoring food storage temperatures 7/7 days per week as required.



Failure to act immediately when a pest infestation occurs resulting in product loss.



Failure to distribute food in a timely manner resulting in loss of product quality, or spoilage.

# NEW! USDA STORAGE REQUIREMENT FOR WALNUTS & ALMONDS

- ▶ USDA now requires that walnuts and almonds be stored under refrigeration (35F – 39F) to protect the food safety and quality of these products.
- ▶ Follow storage requirements on packaging.
- ▶ Plan to fully distribute these foods each month to minimize storage.

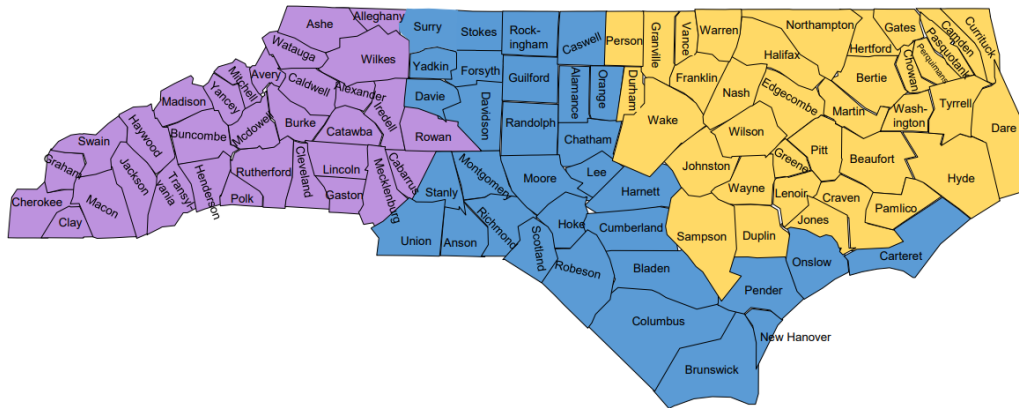


# NCDA&CS Site & Civil Rights Reviews

- ▶ Field Representatives will visit 25% or more FBCENC pantries each year.
- ▶ Site & Civil Rights Reviews:
  1. Review participant applications
  2. Review distribution procedures
  3. Review TEFAP storage practices & view records of pest control.
  4. Review adherence to civil rights policies and procedures. This includes viewing the written roster of all volunteers who have completed annual Civil Rights training within the last year.



**NCDA&CS Food Distribution Division  
Field Representative Map by Territory**



**Brandy Starnes**  
Western Region  
(828) 768-1518 Cell

**Jan Holt**  
Central Piedmont / Southeast Region  
(910) 880-0305 Cell

**Tanya Langley**  
Central / Northeast Region  
(252) 325-0487

# NCDA&CS Field Representative Map

# NCDA&CS-FDD Field Services Team



Tanya Langley

252-325-0487

[tanya.langley@ncagr.gov](mailto:tanya.langley@ncagr.gov)

Jan Holt

910-880-0305

[jan.holt@ncagr.gov](mailto:jan.holt@ncagr.gov)