



A member of **FEEDING AMERICA**

This worksheet highlights the most frequently asked questions from our partner agencies in the area of compliance. These “gray areas” have been listed out with requirements and recommendations based on the best information we could gather through Feeding America. We welcome your feedback and appreciate your efforts towards implementing these best practices at your agency.

Issue	Required	Recommended
Temp Logs for The Emergency Food Assistance Program (TEFAP)	TEFAP requires recording temperatures on a daily temp log.	<ul style="list-style-type: none"> <li>• Get a digital thermometer</li> <li>• Daily recording of temperatures</li> <li>• For variations on TEFAP requirements please call your NCDA field agent at 919.575.4490 (NCDA may accept weekly checks as long as someone from the pantry would know if the electricity has been out and for how long. Please contact your power company to get set up for automatic alerts).</li> </ul>
Temp Logs for regular MANNA Food	MANNA requires a weekly temperature recording.	<ul style="list-style-type: none"> <li>• Daily recording of temperatures</li> <li>• Get a digital thermometer</li> <li>• Quarter Test- Put a cup of water in the freezer until it's frozen solid. Then, take it out, and put a quarter on top of the ice. Return the cup— with the quarter—back to the freezer. Following a power outage, if you find the quarter has moved to the bottom of the cup, then you'll know your food was unrefrigerated while you were gone and it's no longer safe to eat. If the quarter is still above the middle, the food is likely safe to eat. But, when in doubt, throw it out!</li> <li>• <u>Always check for signs of spoilage and follow food safety best practices.</u></li> </ul>
Eligibility for MANNA Food	<ul style="list-style-type: none"> <li>• TEFAP: all info on form must be</li> </ul>	<p>Be a gateway for food, not a gatekeeper.</p> <p>Please keep in mind the need of special</p>

	<p>completed, and they must reside in your County. <u>No ID or proof is ever required - take clients at their word.</u></p> <p>For homeless folks with no address just record where they slept last night in county, ex. Murphy Wal-Mart in car or by Tuckasegee River.</p> <ul style="list-style-type: none"> <li>• For Non-TEFAP food: Self-declared need. No ID or address required, but capture demographic data required for monthly MANNA reports (age, ethnic background, and number of people in their household). This data may be collected by observation alone.</li> </ul>	<p>populations, including people who are homeless and people with physical and mental disabilities. They may need food that does not require refrigeration, etc. They may need can openers, or pop-top cans. Ask and accommodate.</p>
<p>Intake process for clients</p>	<p>TEFAP - use TEFAP form found on MANNA's website  Non-TEFAP - capture data required for MANNA monthly report which includes gender, age, race, number of households</p>	<p>Use MANNA's sample client intake form for distributions.</p>

	and individuals.	
Volunteers consuming products / Volunteers getting preferential treatment	Staff/volunteers may consume MANNA product if:  <u>On-Site Partners</u> (Meal Providers): More than 50% of recipients are in need.  <u>Off-Site Partners</u> (Emergency Food Pantries): Individuals must qualify as 'in need' and cannot receive special treatment.	Establish an organized way that volunteers/staff are incorporated into the line/pool of people waiting without preference or “first dibs” as well as actively promoting that culture and checking in to see it is being followed.
Proselytizing	Any religious or political offerings must be by invitation only. People of all religious beliefs and those without any religious beliefs must be treated equally for food distribution. No advantage can be given to those of a preferred belief or those targeted for religious recruitment.	Any religious participation – prayer, written material, personal interactions and music is totally optional and separate from food programming and will not impact or interrupt food distribution at all.
Compliance issues/follow-up actions	When a MANNA employee sends a formal complaint or compliance issue with a request for follow up, partners must respond accordingly within two weeks and work with MANNA until the issue is resolved to the satisfaction of both parties.	Contact your Zone Coordinator to create a corrective action plan that works for you and your agency.
TEFAP rules territory served	Serve anyone living in the county who	Pantries may have as many TEFAP distributions as they like per month, so long

	<p>qualifies by income – people are allowed to get one TEFAP box every 7 days at their own request.</p>	<p>as boxes are received at least 7 days apart.</p>
<p>MANNA rules for territory served</p>	<p>Need is self-determined by client, no proof of ID required.</p>	<p>Serve anyone that requests food anytime. Make it easy to get food when it is needed. If your service is limited to County residents, serve the person once while they are there, then refer them to partner agencies in their county using the MANNA Food Finder.</p>
<p>TEFAP rules for people served</p>	<ul style="list-style-type: none"> <li>• You are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.</li> <li>• People with disabilities must be reasonably accommodated</li> <li>• Must record address unless homeless, in that case they need to state where they slept last night (i.e. Sylva Wal-Mart parking lot in car)</li> <li>• Self-declare the household's income (no</li> </ul>	<p>For a complete list of TEFAP rules, please visit their website:</p> <p><a href="https://www.fns.usda.gov/tefap/emergency-food-assistance-program-tefap">https://www.fns.usda.gov/tefap/emergency-food-assistance-program-tefap</a></p>

	<p>proof required) or self-declared food stamp recipient.</p> <ul style="list-style-type: none"> <li>• 2 Signatures required for each visit</li> </ul>	
Food Stock	<p>Food hoarding is considered having more than 2-3 months' worth of product on hand at any given time and is deemed unacceptable.</p> <p>Exception: If a certain product comes through SAM or Food Drive that might not necessarily be seen again, and an agency would like to be able to distribute that product to clients consistently over a period of time, <i>then</i> it is acceptable to have a surplus of that particular product on hand.</p>	We recommend following the first in, first out rule (FIFO) to ensure freshness, quality, and the overall food safety of all products.
Pest Control	Regularly monitor your space for signs of pests and work with a pest management professional.	Monthly or quarterly pest service.
Food Safety Training (FST)	<p>Must attend FST within quarter of expiration and or certified person leaving the organization.</p> <p>Meal programs are required to complete the ServSafe Manager Level Training.</p>	<p>MANNA staff offers quarterly ServSafe Food Handler Training for pantries (2 hours and \$12 for book).</p> <p>ServSafe Manager Training offered 2x year by MANNA. This 8-hour training is for partners serving meals on site.</p> <p>Online course are offered through <a href="http://servsafe.com">servsafe.com</a></p>

Emergency Food Provider (EFP)	<ul style="list-style-type: none"> <li>• Must be open to the public and listed on MANNA's Food Finder</li> <li>• EFP's distributed on a short-term or emergency basis until clients are able to meet their food needs.</li> </ul>	The benefits of being an EFP include access to more food options, like SNAP food and TEFAP product. MANNA works closely with our EFPs to increase the flow of food into underserved communities through offerings to strengthen their ability to alleviate hunger. They are a force for help in their community.
Discrimination and Client Treatment	<ul style="list-style-type: none"> <li>• You are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.</li> <li>• People with disabilities must be reasonably accommodated</li> </ul>	Always err on the side of compassion, preserving a client's privacy and dignity while getting food distributed to your community with little to no waste or spoilage.

**Involving, educating, and uniting people in the work of ending hunger in Western North Carolina**

