

TEFAP TRAINING: 11/13/18 Brandy Starnes – 12:30 -2:00

12:37 – Introduction by Amy - Introducing Brandy from NCDA – here to talk about TEFAP and answer questions – overview and questions

12:39 – Agency Introductions

- Name / Name of Agency / How many people you serve each month / what makes your agency special/ share your burning TEFAP question
 - **Crossroads Baptist** – 130 families
 - Usually just get TEFAP once every 6 weeks – she orders it every week – constancy and frequency of TEFAP – how often can you get TEFAP and what is the process for giving TEFAP out.
 - **Foster Seventh Day Adventist Church** – 200 TEFAP families a month – that number changes from season to season
 - **Fishes and Loaves** - Etowah – 400-500 a month – 200 a week - Someone else said: 636 people per month
 - Pushed for years – the amount of TEFAP gotten – can we know what we are able to order each week – so we can fix our other part of our order – what items – how much are we going to get – like an online ordering system – TEFAP is putting a load on our truck
 - **Southern Reconciliation** –
 - Knowing what is coming in TEFAP – “where do you get the canned pork”
 - **Anchor Baptist** – 400/500 a month (lots of senior citizens)
 - Families/individuals that live together and do not eat together – can they get different TEFAP – they are on different budgets (how much can that house hold get)
 - **Feeding Avery Families** – 450 families a month
 - TEFAP is ordered every week and is given every maybe 6 weeks –Why is it sporadic - would love to see what is available online
 - **Community Kitchen (Canton)** – did 120 boxes today/1700 dinner plates last month
 - **International Friendship Center – Highlands** – 100 families – Big load in the winter – less in the summer (seasonal town)
 - How to order TEFAP so they have the best shot at getting everything – when is the best time to order and how do they get the best variety – feels like they never get the best order (best time to order and how to do it)
 - Why do they have to take everything right now – 23 cases of red beans because they keep being sent
 - **Seventh Day Adventist** - 127 people per month
 - Size of the boxes – many clients come in walking and with big boxes it is hard for them to carry, with the big it is hard and the small you wonder how many items come in each box – there is a sheet that says how many items are allotted to each family – there is a communication problem that they see – they serve every other week – twice a month – changed from B boxes to small ones and there is another issue
 - **Clay County Food Pantry** 250-270 boxes per week - TEFAP every other week
 - They give clients a choice not to take the TEFAP?
 - **Community Table of Jackson Co.** 140 people a night for dinner-2000 a month – 800/1000 boxes a month

- What is coming – as of Friday there was Milk – so they ordered a bunch of stuff to supplement – and then they got a email for 19 items – but they had to take it all – would like more warning
 - If there are only 5 items for TEFAP – is there a way to be set aside and held until the next 5 items
 - Can TEFAP be sent on one pallet – not with everything else
 - Multiple families sharing the same address but are not the same household
 - Cherokee boundaries – can they get commodities from the reservation and TEFAP
- **New Beginning Baptist Church** – does not get TEFAP – just here for information and fun
- **Swannanoa Valley Christian ministry**- 400 families a month 1200 different throughout the year - 70% of the families come less than 4 times a year – serve all of eastern Buncombe Pantry
 - Loves being client choice – they get to choose what they want and they don't want – “makes them feel like they are shopping at ingles”
 - NCDA – variation from quarter to quarter – the changes in the meats/juices products – would like more consistency in quarter to quarter
 - Are there any changes in TEFAP They need to know about
- **Bridge Pantry** – Spruce Pine 250/260 families every other week
 - Can they get food for less than 18 cents per pound – they are short on \$ but need to serve more families in the community
- **Big Ivy Community Center** – 165 families every week – every week there are more coming
 - On the days they do the pickup – on Mondays when MANNA is closed – it puts a damper on what they are trying to do
 - When they order TEFAP they order the MAX – but they cannot be consistent in boxes they fill if they do not have TEFAP – they have a strong community for food drives – they are finding themselves in a hard time – need to serve each family the same.
- **Haywood Christian Ministry** – 400 -450 families a month
 - They are just getting back in the TEFAP program – they find it much easier than it used to be – but they are on the right track
- **Sharing House Trans Christian Ministry** – Just went to client choice – LOVE IT –
 - Wish she could control on what is given in by TEFAP –

Questions from the sheets of paper on wall:

- Size of boxes?
- What is coming more warning?
- Can TEFAP be set aside and held for next order (at MANNA)?
- Can TEFAP be packed separately?
- Can client get both commodities and TEFAP?
- Why is there variation from quarter to quarter?
- Any changes we need to know about?
- How often can we get TEFAP?
- How much will we get each week with our order?
- Where can we get that canned pork?
- How do we handle two individuals living in the same household? How much can that household get?
- NCDA TEFAP handbook

- Picking up orders for someone who cannot come to the pantry – note with date and signature?
- Can pantries use own form? Modified version?
- Why is TEFAP Erratic?
- Can we see what available online?
- What are TEFAP ordering best practices for timing?
- Quantities of future years?
- Why do we have to take all items?
- Can we have more .18 cents or less food available?
- Can we advocate?
-
- **Can a note be sent with the person picking up the food? If the person who needs the food cannot come**
 - o **Community Kitchen – gives them a call –**

Questions from Jen –

- Going down the line is there any way to see what is coming in the future?
- How do we insure the quality of the program in the long run?

Postal food drive – difference between rural and city carriers - it should be in all county – Jen said go to the post office and strike up a conversation and see if they can get involved in that food drive – “you have more pull at your post office then MANNA does – but Jen is happy to help

The rural in Haywood – choose to pick up food drive in the rural areas

1:19 – Brandy is starting her TEFAP TRAINING FOR PANTRIES PRESENTATION

- Thanking all the agencies for doing the amazing work they do – loves to be associated with people like them because they are doing such a wonderful job – if there are questions she cannot answer – she is giving out a card and wants to help people get where they need to be to stay in compliance with FDA – she wants to make sure they are doing it right, so they can keep doing it – she is going to try and all the questions answered today – if she can’t she will call someone who can

1:22 – Power Point Starts

- What is TEFAP – the emergency food assistance program – was not designed to be a sustaining everyday source of food -
- There is a twofold reason
 - o 1. Help US farmers without prices plummeting without going out of business
 - o 2. Make sure people who need the food are getting it
- The USDA buys the food, and sends them out to NCDA – so people in the room can get it out to those who need it
- 375.4 million dollars were spent on TEFAP program – this program helps the people who are getting the food – but also really helps the people who are buying the food
- The amount of food received is based on the # of people in your county – is based on the number of people who apply for food stamps
 - o Most counties have more than one place that gets TEFAP – when you want more TEFAP – you have to think that the amount is based off of the number of people on food stamps

- After the # of TEFAP is decided – then MANNA decides on distribution
- The more signed up for TEFAP – the more people you can serve in your community because you get more TEFAP
- **Benefit of Trade issue** – there is more money set aside to keep the food in the united states – there is more TEFAP right now because the food is staying in the US and not being sent out to other countries
- The type and amount of food you get is based on the current market – and the market always changes
- Manna has a contract with NCDA/USDA and MANNA has a contract with the agencies –
- MANNA tells the partners what is available and the USDA tells the NCDA tells MANNA what is coming to them – and MANNA has no control over what they are going to get
 - Would it be beneficial for the partner agencies to work together? And they talk about distribution and take away competition – so they are not competing with each other – working with all of the agencies in all of the counties – the food can be transferred from one county to another –
 - The item can be re-donated to the pantry – and then that item is then “yours” and you can use it however you would like.
- Again – amount is based on economic need of the county and the information they receive from each county –
 - Last year MANNA 962,000 + us USDA last year – the partner agencies got it out – BIG DEAL MAN (based on market value)
- Again the program is designed to be supplemental and not the primary food source – the box of food is not meant to feed the family for a month – it is not intended to meet the demands of a household for a period of time at all –

The TEFAP foods are going to vary depending on the US ag market – must be nutritious- have an extended shelf life – be in sufficient quantities for nationwide distribution – be provided in package sizes that are suitable for house hold use –

- The leg quarters come in big bulk – how is a family of 3 people supposed to a 10 pound bag of chicken – when it leaves your pantry it is not your worry – we hope that it is given out to the neighbor

KEY POINTS:

- You are allowed to sample a small portion – and show them how to use the item – give them recipe options- there is a website that will give you all of information you need
- The USDA is getting more involved about where the food is going – 5 year storage – confidential
 - Question: someone was abusing the information – and the lady in Raleigh said that “if you do something wrong” we have the power to shut you down – but they do not care about the client – (you take the people at face value – and hope they are doing their best) - (we cannot promise that everyone can be honest) - “we know that there are people lying – and if the policy is keeping the food out of the mouth of the people who need it – you have to just help everyone)
- Clients do not have to be US citizens – you cannot require anything of them except for clarification

- Different residents at the same household – you have to give them a box – personal food can be done with that – you can give them TEFAP – but you do not have to give them anything else (if 5 different people from the same house come in at different times on the same day – you can question them but you have to give them the food)
- “if they use the same kitchen they get the same box” – ANSWER – not true – they might not use the same food – give them more boxes –
- Ask how many people are using the food – not how many people are in the house (good question)
- Idea: file the TEFAP form first – keep the TEFAP forms in a different file
- You do not have to file the TEFAP separate if you do not require identification of sorts – if you do ask for more information – you need to keep it separate –
- To qualify – be on food stamps – self declare
- To fill out the application– think of it as two sides – ex: food stamps you must mark on the front and back
- YOU MUST FILL OUT THE BACK EVERYTIME THEY TAKE FOOD
- The same thing is not given out every week – they want the first person and the last person who walk into the pantry to get the same box. – Record what is allowed or in the box of TEFAP every time – when it runs out, it runs out.
- The distribution is done by MANNA – are not required to give out TEFAP every week – you can do it once a month – or as many times as you want – “we know that there usually not enough means to give it out every day”
- The people can get a TEFAP box from one pantry and go somewhere to go to another – does not seem fair – but it is

QUESTIONS:

- If you are dropping off the food from your pantry – and you are the authorized pick up you can sign it – you do not have to bring it to the delivery
- The goal is to set a distribution rate – and to keep that rate as best as possible – if there are left overs – add it to the distribution for the next time – do not change the distribution rate – be consistent to the best of your ability – if it runs out – that is okay.

THIS IS IN WRITING * no more this is what I was told.

No more this is what I was told – trying to get everyone on the same page – and get everyone the same information – the goal is not to hear about the old way – it is about the new way (the people are new – and they are working to get everything together) – just trying to get everyone in compliance –

People forget to put the therm. Inside of the fridge -
if the power goes out – record it – 250\$ loss in food (USDA) that must be recorded \ whole sale value

USDA food should be stored separately – all food should be off the floor (shelves and pallets) and there needs to be a pest log

Give digital copy of temp form – so the agencies can edit it and use it –

Civil rights training – everyone who works in the pantry and has contact with a client – has to have this training once a year – there is a link online – power point is printed out – have them look over it – and keep it for 5 years –

2:37 Wrap up from Amy – we are going to type up the questions and answers and send them out

Jan – there will be a train the Trainor civil rights

Dec 30th – annual agreement

What did you like?

- Learned a lot
- Lunch

What can we do different?

- Make it longer
- Bigger room
- Not on a food distribution day
- The power point will be in the email and on the website

EXTRA QUESTIONS:

-