



TEFAP TRAINING FOR PANTRIES

MANNA Food Bank

What are we going to talk about today?

- What is TEFAP and how was it established?
- How does the TEFAP program work?
- Requirements of a TEFAP agreement/contract
- The Participant Application Process
- How to distribute TEFAP
- Storing USDA (TEFAP) Foods
- Meeting NCDA&CS 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 Food, Agriculture, Conservation & Trade Act of 1990, also known as the 1990 Farm Bill

- Formally named the program



The Emergency
Food Assistance
Program (TEFAP)

How much does TEFAP cost?



- In FY 2017, Congress appropriated \$375.4 million dollars for TEFAP.
 - \$316 million to purchase food
 - \$59.4 million for administrative support to states & local agencies

In addition to FY2017 funds appropriated by Congress –

USDA procured an additional \$305.52 million dollars in “bonus” foods to support agriculture markets & TEFAP programs.

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 and 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 MANNA Food Bank, Food Bank of Central and Eastern North Carolina, Second Harvest Food Bank of Metrolina, 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 from NC Dept. of Health & Human Services
- MANNA Food Bank received a total of **\$962,302.39** in USDA foods from July 1, 2017 through June 1, 2018.



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



UNITED STATES DEPARTMENT OF AGRICULTURE

Household USDA Foods Fact Sheet



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

www.fns.usda.gov/tefap/tefap-usda-foods

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.
- MANNA Food Bank has a permanent agreement with NCDA&CS.
- Local food TEFAP pantries have an agreement with MANNA Food Bank. The agreement is renewed annually.



MANNA Food Bank TEFAP Agreement

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



MANNA Food Bank 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 or authorized.

MANNA Food Bank Agreement with Pantry Agencies

- TEFAP agencies are required to turn in their TEFAP Monthly Reports to MANNA Food Bank 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.



MANNA Food Bank 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 order TEFAP food for two consecutive months, the agency may be removed from the program. Discuss extenuating circumstances with the SHFB TEFAP Coordinator.

How does an Applicant Qualify 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 Secretary of Agriculture's income poverty guidelines based upon household size and income.

MANNA Food Bank TEFAP Application

- Pantries must use currently approved MANNA Food Bank application. Agencies are not authorized to change the approved application without the written approval of the MANNA 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.



FY 2018-19 TEFAP Income Eligibility Guidelines

INCOME ELIGIBILITY GUIDELINES FOR HOUSEHOLD ELIGIBILITY FOR USDA FOODS

Effective October 1, 2018 through September 30, 2019

Household Gross Income Must Be Below Level of Appropriate Size Household

HOUSEHOLD SIZE	PER YEAR	PER MONTH	PER WEEK
1	\$24,288	\$2,024	\$467
2	\$32,928	\$2,744	\$633
3	\$41,568	\$3,464	\$799
4	\$50,208	\$4,184	\$966
5	\$58,848	\$4,904	\$1,132
6	\$67,488	\$5,624	\$1,298
7	\$76,128	\$6,344	\$1,464
8	\$84,768	\$7,064	\$1,630
EACH ADDITIONAL FAMILY MEMBER	(+\$8,640)	(+\$720)	(+\$166)

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 asking a participant to show identification, proof of income or residency.

Agencies that do not follow procedures outlined in signed agreement are at risk for removal from program!



The Application Process

It is the participants' responsibility to provide accurate information on the TEFAP application. Their signature on the TEFAP application indicates an understanding of the following statement:

"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 as long as participants are not asked for ID or any additional information other than what is required on the TEFAP application.



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 NOT as one application process when TEFAP food is being distributed.

****Keep the TEFAP application process separate from other pantry application requirements.**



Agencies that ask for participant identification are **NOT IN COMPLIANCE** with TEFAP Regulations.

The Application Process

If ID's are required by the Pantry Governing Board:

Accept TEFAP applications and distribute TEFAP food on a different day from when privately donated foods are being distributed

OR

Allow participants to self-declare their eligibility for TEFAP food. *Once TEFAP eligibility has been determined*, participants who desire additional pantry services may be directed to *another* location to complete any other information required by pantry to receive privately donated food or services.

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.
- Religious based organizations must display the Written Notice of Beneficiary Rights poster.

The Application Process

All TEFAP applications must contain:

1. Name
2. Address
3. Number of people in household
4. County of residence
5. Client signature
6. Basis of eligibility (FNS eligibility or income)
7. Date of application
8. Signature of agency representative

TEFAP Eligibility Form October 2017 - September 2018 (revised)

Name			
Address			
City			
County			
Number of People in Household			

2018 Income Limits (100% Federal Poverty Level)			
(Household gross income must be at or below the appropriate limit (maximum))			
HOUSEHOLD SIZE	FEB 2018	FEB 2017	FEB 2016
1	\$14,150	\$13,830	\$13,500
2	\$19,350	\$18,900	\$18,500
3	\$24,550	\$23,850	\$23,300
4	\$29,750	\$28,800	\$28,100
5	\$34,950	\$33,750	\$32,900
6	\$40,150	\$38,700	\$37,700
7	\$45,350	\$43,650	\$42,500
8	\$50,550	\$48,600	\$47,300
GROSS ANNUAL INCOME (FEB 2018)			

The above table shows a yearly gross income for each family size. To see household income on **page 2**, we income based on the number of people in your household. You are eligible to receive food if household income is at or below the appropriate limit together with other criteria and information in order to get food. **For more information, visit www.tn.gov or call 1-800-633-3333.**

Important Note: **Household income includes income from all sources, including Social Security, unemployment, and other benefits.**

Notes: The above may be used to people who are unable to read. People who are unable to sign their name may sign by using an "X".

Please print the following information carefully. Do not use ink or pen on this form.

1. Signature of the representative of your agency. At least one of the food items requested is purchased and must meet the food requirements on page 2 (11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100).

2. Signature of the client.

The following persons are authorized to sign my food application:

Authorized Representative	
Authorized Representative	

(Print Name) (Print Name)

Signature of Client (Print Name) (Print Name)

Signature of Agency Representative (Print Name) (Print Name)

Date of Application (Print Name) (Print Name)

Item	Client Signature	Agency Representative Signature	Date
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The Application Process

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	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.								



Write -0- here

The Application Process

- Agency personnel may assist a client that has difficulty writing, but the client must *personally* sign or mark form acknowledging the information is correct.
- “Marks must be duly executed and witnessed.” For example “X” mark witnessed by Jane Smith



The Application Process

Can someone other than the client pick up TEFAP food on his/her behalf?

YES, if....

1. The completed application specifically identifies who is authorized to pick up on the client's behalf *or*
2. The client sends a note indicating that the specified individual is eligible to pick up on his/her behalf. (This should be attached to the application.)
3. The representative must sign his/her own name on the line "*Signature of Recipient*" on behalf of client.

The section below is only for homebound individuals	
The following persons are authorized to pick up my food (if applicable):	
Authorized Representative:	
Authorized Representative:	
<hr/>	
(Client Signature)	(Date)

The Distribution Process

TEFAP Foods must be provided to clients on a “first come, first served” basis.



All clients must be treated fairly and equally.

The Distribution Process

- Once the TEFAP food has been received, it is important that the distribution rate be pre-determined and clearly communicated to all volunteers.
- Do the math! It is important to treat participants fairly and equally on a “first-come, first-served” basis.



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.

USDA Fish, Alaskan Pollock, Fillets, FZ, 20-2 lb. packages

Received 4 cs.

4 cases x 20 packages per case = 80 packages of fish available to distribute



The Distribution Process

Determine the total number individual units of each food received & then consider the expected number of TEFAP recipients to determine the rate of distribution.

XYZ Pantry typically serves 75 TEFAP eligible clients each month & receives:

4 cs. Pork, Canned, (24 oz.) $4 \times 24 = 96$

4 cs. Turkey Breast, Smk., Slc., FZ (2#) $4 \times 20 = 80$

7 cs. Kidney Beans, Dry (2lb) $7 \times 12 = 84$

6 cs. Pinto Beans, Dry (2 lb.) $6 \times 12 = 72$

4 cs. Green Beans, (15oz.) $4 \times 24 = 96$

3 cs. Blueberries, Wild, FZ (3 lb) $3 \times 8 = 24$

7 cs. Corn, WK (15 oz.) $7 \times 24 = 168$

5 cs. Eggs, Liq., FZ (2 lb.) $5 \times 12 = 60$

3 cs. Fig Pieces (1 lb) $3 \times 24 = 72$

4 cs. Mixed Fruit, (15 oz.) $4 \times 24 = 96$

10 cs. Grape Juice (64 oz.) $10 \times 8 = 80$

5 cs. Peanut Butter (18 oz.) $5 \times 12 = 60$

4 cs. Pears, Canned (15 oz.) $4 \times 24 = 96$

5 cs. Plums, Dried (1 lb.) $5 \times 24 = 120$

4 cs. Fish, Alaskan Pollock, Fillet, FZ (2 lb.) $4 \times 20 = 80$

The Distribution Process

How many of the 75 households can receive at least one of each food on the day of distribution?

4 cs. Pork, Canned, (24 oz.) $4 \times 24 = 96$

4 cs. Turkey Breast, Smk., Slc., FZ (2#) $4 \times 20 = 80$

7 cs. Kidney Beans, Dry (2lb) $7 \times 12 = 84$

6 cs. Pinto Beans, Dry (2 lb.) $6 \times 12 = 72$

4 cs. Green Beans, (15oz.) $4 \times 24 = 96$

3 cs. Blueberries, Wild, FZ (3 lb) $3 \times 8 = 24$

7 cs. Corn, WK (15 oz.) $7 \times 24 = 168$

5 cs. Eggs, Liq., FZ (2 lb.) $5 \times 12 = 60$

3 cs. Fig Pieces (1 lb) $3 \times 24 = 72$

4 cs. Mixed Fruit, (15 oz.) $4 \times 24 = 96$

10 cs. Grape Juice (64 oz.) $10 \times 8 = 80$

5 cs. Peanut Butter (18 oz.) $5 \times 12 = 60$

4 cs. Pears, Canned (15 oz.) $4 \times 24 = 96$

5 cs. Plums, Dried (1 lb.) $5 \times 24 = 120$

4 cs. Fish, Alaskan Pollock, Fillet, FZ (2 lb.) $4 \times 20 = 80$

The Distribution Process

Can a household receive more than 1 of any of the foods listed?

4 cs. Pork, Canned, (24 oz.) $4 \times 24 = 96$

4 cs. Turkey Breast, Smk., Slc., FZ (2#) $4 \times 20 = 80$

7 cs. Kidney Beans, Dry (2lb) $7 \times 12 = 84$

6 cs. Pinto Beans, Dry (2 lb.) $6 \times 12 = 72$

4 cs. Green Beans, (15oz.) $4 \times 24 = 96$

3 cs. Blueberries, Wild, FZ (3 lb) $3 \times 8 = 24$

7 cs. Corn, WK (15 oz.) $7 \times 24 = 168$

5 cs. Eggs, Liq., FZ (2 lb.) $5 \times 12 = 60$

3 cs. Fig Pieces (1 lb) $3 \times 24 = 72$

4 cs. Mixed Fruit, (15 oz.) $4 \times 24 = 96$

10 cs. Grape Juice (64 oz.) $10 \times 8 = 80$

5 cs. Peanut Butter (18 oz.) $5 \times 12 = 60$

4 cs. Pears, Canned (15 oz.) $4 \times 24 = 96$

5 cs. Plums, Dried (1 lb.) $5 \times 24 = 120$

4 cs. Fish, Alaskan Pollock, Fillet, FZ (2 lb.) $4 \times 20 = 80$

The Distribution Process

XYZ pantry decides to give each household 2 cans of corn and one of all other foods received. What does the pantry do with leftovers?

4 cs. Pork, Canned, (24 oz.) $4 \times 24 = 96$

4 cs. Turkey Breast, Smk., Slc., FZ (2#) $4 \times 20 = 80$

7 cs. Kidney Beans, Dry (2lb) $7 \times 12 = 84$

6 cs. Pinto Beans, Dry (2 lb.) $6 \times 12 = 72$

4 cs. Green Beans, (15oz.) $4 \times 24 = 96$

3 cs. Blueberries, Wild, FZ (3 lb) $3 \times 8 = 24$

7 cs. Corn, WK (15 oz.) $7 \times 24 = 168$

5 cs. Eggs, Liq., FZ (2 lb.) $5 \times 12 = 60$

3 cs. Fig Pieces (1 lb) $3 \times 24 = 72$

4 cs. Mixed Fruit, (15 oz.) $4 \times 24 = 96$

10 cs. Grape Juice (64 oz.) $10 \times 8 = 80$

5 cs. Peanut Butter (18 oz.) $5 \times 12 = 60$

4 cs. Pears, Canned (15 oz.) $4 \times 24 = 96$

5 cs. Plums, Dried (1 lb.) $5 \times 24 = 120$

4 cs. Fish, Alaskan Pollock, Fillet, FZ (2 lb.) $4 \times 20 = 80$

The Distribution Process

Here is what is left after serving 75 households:

4 cs. Pork, Canned, (24 oz.) $96 - 75 = 21$ cans

4 cs. Turkey Breast, Smk., Slc., FZ (2#) $80 - 75 = 5$ pkg.

7 cs. Kidney Beans, Dry (2lb) $84 - 75 = 9$ bags

6 cs. Pinto Beans, Dry (2 lb.) 0 left

4 cs. Green Beans, (15oz.) $96 - 75 = 21$ cans

3 cs. Blueberries, Wild, FZ (3 lb) 0 left

7 cs. Corn, WK (15 oz.) $168 - 150 = 18$ cans

5 cs. Eggs, Liq., FZ (2 lb.) 0 left

3 cs. Fig Pieces (1 lb) 0 left

4 cs. Mixed Fruit, (15 oz.) $96 - 75 = 21$ cans

10 cs. Grape Juice (64 oz.) $80 - 75 = 5$ bottles

5 cs. Peanut Butter (18 oz.) 0 left

4 cs. Pears, Canned (15 oz.) $96 - 75 = 21$ cans

5 cs. Plums, Dried (1 lb.) $120 - 75 = 45$ pkg.

4 cs. Fish, Alaskan Pollock, Fillet, FZ (2 lb.) $80 - 75 = 5$ pkg.

The Distribution Process

USDA Foods that remain at the close of distribution:

Should be safely & securely stored until the next day of distribution

OR

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



The Distribution Process

DO NOT CHANGE THE DISTRIBUTION RATE ONCE IT HAS BEEN ESTABLISHED.



DO NOT GIVE PARTICIPANTS EXTRAS OF REMAINING TEFAP FOODS BECAUSE SOME FOOD ITEMS HAVE RUN OUT!

The Distribution Process

- Pantries do 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, pork, boned chicken, chicken quarters, bottled juice, shredded cheese, blueberries.



The Distribution Process

Remember that households must be served on a first-come, first-served basis.



**FIRST COME
FIRST SERVE**

A household may receive TEFAP foods more than once per month.

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
- Changing distribution rates once distribution has started.
- Holding back specific USDA foods in limited supply for volunteers



The Distribution Process

- Previously frozen meats, and other foods obtained through the MANNA retail recovery program can be used to supplement the TEFAP distribution, but cannot be substituted for USDA food *when USDA food is available for distribution.*



Can a Participant go to multiple TEFAP sites within their county of residence?

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



TEFAP FOODS, OCTOBER, NOVEMBER, DECEMBER 2018

Dry Split Peas 12/2lb.

Pasta, Spaghetti 20/1lb.

Pinto Beans, Dry 12/2lb.

Peaches, Cling 24/15 oz.

Red Beans, Small, Red 12/2lb

Peanut Butter, Smooth 12/18 oz.

Ground Beef, Frozen 40/1lb.

Chicken Leg Quarters, Frozen, 8/5lb.

Spaghetti Sauce, Meatless 24/15 oz.

Corn, Whole Kernel, 24/15 oz.

Tomato Sauce 24/15 oz.

Lentils, Dry, 12/2lb.

Orange Juice, 8/64 oz.

Chicken, Whole, Frozen 36-43lb./case

Salmon, Pink 24/14.75 oz.

Peas, Canned 24/15 oz.

Cheese, Cheddar, Shredded, Refrigerated 6/5lb.

Plums, pitted, dry 24/1 lb.

Cherries, Dry 8/2lb.

Pork Chops, Boneless , Frozen 40/1lb.

Milk, Fluid, Fresh, Crate 9/64 oz. Refrigerated
(Whole, 2%, Skim)



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.

They should also be checked when known or potential power losses have occurred.

Use thermometer located **inside** unit to monitor and record temperatures.



Storage of TEFAP Food

It is also recommended that the dry & refrigerated storage temperatures also be monitored and recorded 7 out 7 days per week when TEFAP foods are in storage.

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

Regular pest control by an authorized_licensed agency is highly recommended by NCDA&CS & the FBCENC. An effective preventive 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.



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 \$250 due to negligence, may be responsible for paying back the value of food received.



Training

It is recommended that training be provided to all TEFAP pantry volunteers *before* they begin volunteering in program operations, and additional training be provided at least *annually*.

Be sure to document all annually required Civil Rights training for **volunteers who have direct contact with TEFAP participants**.

1. Agenda or outline of training
2. Date of training
3. List of names of those attending training.

Don't forget to plan training for those who missed regular training or new employees or volunteers!

NCDA&CS Reviews

- Field Representatives will visit 25% or more MANNA pantries each year.
- Site & Civil Rights Reviews:
 1. Review participant applications
 2. Review distribution procedures
 3. Review storage practices
 4. Adherence to civil rights policies and procedures. This includes **annual** Civil Rights training for all volunteers. **Written roster of those completing the training must be available and on file.**



NCDA&CS Food Distribution Division Field Representative Map by Territory

The map displays the 100 counties of North Carolina, each labeled with its name. The counties are grouped into three color-coded regions:

- Western Region (Purple):** Includes counties from Swain in the west to the border with Virginia in the east.
- Central Piedmont / Southeast Region (Blue):** Includes counties from the western border of the Central Region to Brunswick in the south.
- Central / Northeast Region (Yellow):** Includes counties from the northern border to the southern border, from the western border of the Central Region to the eastern border.

Legend:

- Brandy Starnes**
Western Region
(828) 768-1518 Cell
34 counties
112 agencies
- Jan Holt**
Central Piedmont / Southeast Region
(910) 880-0305 Cell
30 counties
108 agencies
- Judi Hoggard**
Central / Northeast Region
(252) 325-0487 Cell
36 counties
103 agencies

TEFAP Operational Procedures





CIVIL RIGHTS TRAINING



“USDA is an equal opportunity provider and employer”



Annual Civil Rights Training

- Annual Civil Rights Training is required for **all** staff and volunteers who have direct contact with the TEFAP participants!
- Be sure to document training and keep the training records on file.



Annual Civil Rights Training

Annual Civil Rights Training is now available 24/7 online at the NCDA&CS Food Distribution website.

<http://www.ncagr.gov/fooddist/training.htm>

What are Civil Rights?

- The nonpolitical rights of a citizen; the rights of personal liberty guaranteed to US citizens by the 13th and 14th amendments to the US Constitution and by acts of Congress.



FNS Instruction 113-1

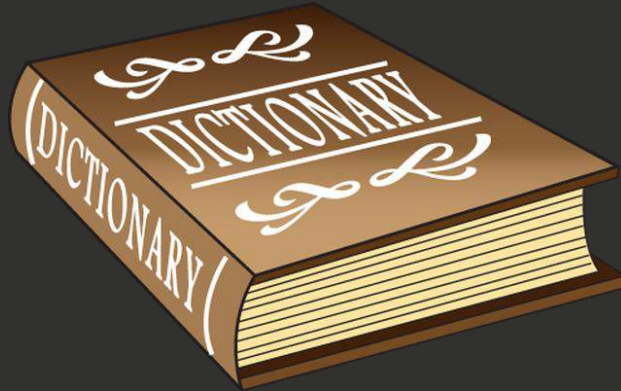
- Establishes and conveys policy
- Provides guidance and direction
- Ensures compliance and prohibits discrimination

F ood & N utrition S ervice	FNS INSTRUCTION	NUMBER 113-1
	U.S. DEPARTMENT OF AGRICULTURE 3101 PARK CENTER DRIVE ALEXANDRIA, VA 22302-1500	

Civil Rights

What is discrimination?

To unfairly treat a person or group of people differently from other people or groups



Civil Rights

Civil Rights training Must Include:

1. Collection & use of data
2. Effective public notification systems
3. Complaint procedures
4. Compliance review techniques
5. Resolution of non-compliance
6. Requirements for reasonable accommodation of persons with disabilities
7. Requirements for language assistance
8. Conflict resolution
9. Customer service

Civil Rights

Collection & Use of Data

1. State & local agencies are required to obtain data by race & ethnicity
2. Self identification or self-reporting is the preferred method of obtaining data
3. Applicants/participants cannot be required to furnish information regarding their race or ethnicity
4. Where an applicant/participant does not provide this information, the data collector shall through visual observation secure & record the data.

Effective Public Notification Systems

- The purpose of the public notification system is to inform applicants, participants, and potentially eligible people of:
 - Program Availability
 - Complaint information
 - Non-discrimination statement



Complaint Procedures

- **Right to file** – Anyone alleging discrimination has the right to file a complaint within **180 days** of the alleged discriminatory action
- **Acceptance** – complaints, written or verbal, must be forwarded to the appropriate Office of Civil Rights. Anonymous complaints will be handled as any other to the extent feasible on available information.
- **Forms** – any Office of Civil Rights may develop complaint forms, but the use of such forms must not prevent the acceptance of a complaint.

[illegible]

Complaint Procedures

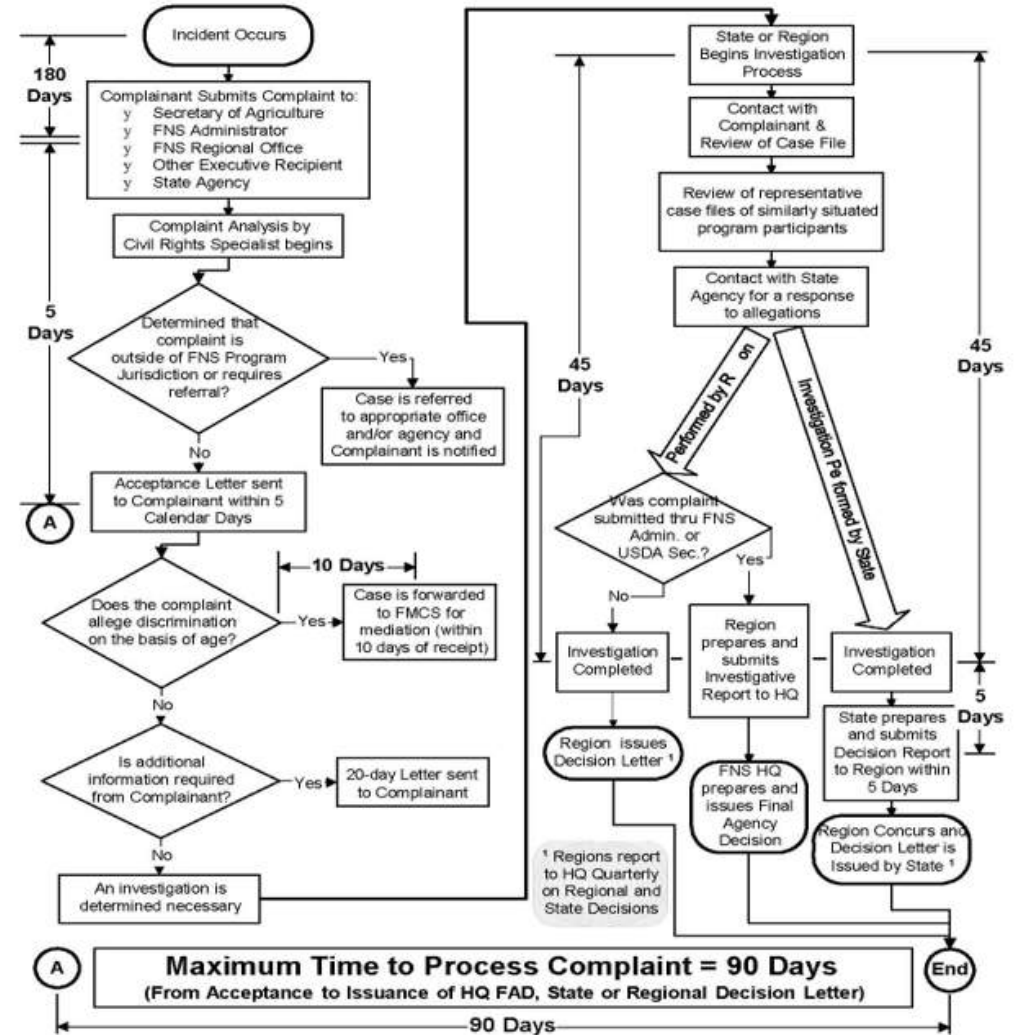
- **Verbal complaints** – the person to whom the allegations are made must write up the elements of the complaint for the complainant. Every effort should be made to have the complainant provide:
 1. Complainant name, address, phone, email or other contact
 2. Specific location and name of agency delivering the service
 3. Nature of the incident or action that led complainant to feel discriminated

Complaint Procedures

- What protected base (class) the complainant feels discriminated against
- Names, phone numbers, titles, addresses, or people who may have knowledge of the discriminatory action
- The date(s) which the alleged discriminatory actions occurred or duration of such actions

Complaint Procedures

FNS 113 Complaint Processing Procedures & Timelines



Compliance Reviews

- Must advise the agency in writing of findings & recommendations
- Federal or state reviewer must obtain information as necessary to make the determination of compliance
- Routine reviews conducted as required by program regulations.
Selection criteria:
 1. Unusual fluctuations of racial/ethnic groups in service area
 2. Number of discrimination complaints filed against agency
 3. Unresolved findings from previous reviews
 4. Information from grassroots organizations, state officials, etc....

Resolution of Non-Compliance

- **Noncompliance** – factual finding that a Civil Rights requirement is not being adhered to.
- **Achieving Voluntary Compliance** – if found noncompliant, immediate steps to become compliant must be taken
- **Termination / Suspension of Assistance** – any action must be limited to the agency found noncompliant and limited to a particular program which noncompliance was found

Protected Classes

Any person or group of people who have characteristics for which discrimination is prohibited based on a law, regulation, or executive order

What are the protected classes?

RACE

AGE

COLOR

DISABILITY

NATIONAL ORIGIN

SEX

RELIGION (CFSP) (FDPIR)

POLITICAL AFFILIATION (CFSP) (FDPIR)

Full Non-Discrimination Statement

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter 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: (202) 690-7442; or

(3) email: program.intake@usda.gov.

USDA is an equal opportunity provider and employer.



Short Discrimination Statement

- **USDA is an equal opportunity provider and employer.**



Requirements for Reasonable Accommodation of People with Disabilities

- The Americans with Disabilities Act of 1990 (ADA) prohibits discrimination and ensures equal opportunity for people with disabilities in employment, state and local government services, public accommodations, commercial facilities, and transportation.



And Justice For All Poster



Requirements for Language Assistance

- Title VI and its regulations require state agencies, local agencies, or other sub-recipients to take reasonable steps to assure “meaningful” access to information and services they provide.
- What factors should be considered to determine what constitutes reasonable steps?
 - 1.) The number or proportion of LEP (Limited English Proficiency) people eligible to be served or likely to be encountered by the program or grantee;
 - 2.) The frequency with which LEP individuals come in contact with the program;
 - 3.) The nature and importance of the program, activity, or service provided by the program to people’s lives; and
 - 4.) The resources available to the grantee/recipient and costs.

Equal Opportunity for Religious Organizations

Ensures a level playing field for the participation of faith-based organizations and other community organizations in USDA programs.




Equal opportunity for Religious Organizations

- clarifying that faith-based organizations can use space in their facilities to provide USDA-funded service without removing religious art, icons, scriptures, or other religious symbols; and
- ensuring that no organization that receives direct financial assistance from the USDA can discriminate against a program beneficiary, on the basis of religion or religious belief.

For further information: www.fbc.gov

RELIGIOUS ORGANIZATIONS MUST DISPLAY THE WRITTEN NOTICE OF BENEFICIARY RIGHTS POSTER

	North Carolina Department of Agriculture and Consumer Services Food Distribution Division Gary Gay, Director
<small>DAVID W. TROTT COMMISSIONER</small>	The Emergency Food Assistance Program (TEFAP) Written Notice of Beneficiary Rights
Name of Organization: _____	
Contact Information for Program Staff Name: _____	
Phone Number: _____	
Email Address: _____	
<p>Because TEFAP is supported in whole or in part by financial assistance from the Federal Government, we are required to let you know that:</p> <ul style="list-style-type: none">• We may not discriminate against you on the basis of religion or religious belief, a refusal to hold a religious belief, or a refusal to attend or participate in a religious practice;• We may not require you to attend or participate in any explicitly religious activities that are offered by us, and any participation by you in these activities must be purely voluntary;• We must separate in time or location any privately funded explicitly religious activities from activities supported with USDA direct assistance;• If you object to the religious character of our organization, we must make reasonable efforts to identify and refer you to an alternate provider to which you have no objection. We cannot guarantee, however, that in every instance, an alternate provider will be available; and• You may report violations of these protections (including denials of services or benefits) by an organization to the State agency (http://www.fns.usda.gov/fdd/food-distribution-contacts). The State agency will respond to the complaint and report the alleged violations to their respective USDA FNS Regional Office (http://www.fns.usda.gov/fns-regional-offices).	
<p>We must provide you with this written notice before you enroll in TEFAP or receive services from TEFAP, as required by 7 CFR part 16.</p>	
<p><i>This institution is an equal opportunity provider.</i></p>	
<small>NCDA-TEFAP- Written Notice of Beneficiary Rights Poster</small>	
<small>July 2016</small>	

Conflict Resolution

***Conflict resolution* refers to resolving the dispute to the approval of one or both parties**

- Enter the process with an open mind
- Don't prejudge others
- Don't overreact



Attack the problem, not the person and listen to understand the problem!

Customer Service

- Be professional
- Be courteous
- Listen intently and takes notes if necessary
- Repeat back what you have been told to insure correctness
- Follow up with corrective action if required
- Remember...You are providing a service!



Test Your Civil Rights Knowledge

Where does the statement “USDA is an equal opportunity provider and employer” need to be included?



Test Your Civil Rights Knowledge

A TEFAP pantry is not accessible to people in wheel chairs. What are some possible corrective actions?



Test Your Civil Rights Knowledge

- A food pantry received a complaint from a man who claims he is handicapped and can't walk up the five stairs to the pantry. He wants them to deliver the food to his house.

The pantry designated a handicap parking spot at the entrance and hung a sign noting they can honk and food would be brought out to them. The man still insisted they deliver the food to his house or else he would file a complaint.



Test Your Civil Rights Knowledge

A pantry manager designates Wednesday as senior citizens day. She allows all people over the age of 65 to move to the front of the distribution line. Is this an allowable practice?



Test Your Civil Rights Knowledge

- A food bank received a complaint that a pantry volunteer who was conducting a screening for eligibility to receive TEFAP Food asked a woman the following questions:

Name, address, etc. and are you registered to vote? She then asked, “Will you be voting for John Smith for public office?”.

When she answered “no”, the volunteer stated she did not qualify to receive any TEFAP food at this time. The applicant believes she did not receive food since she was not voting for Mr. Smith. She did meet the eligibility criteria.



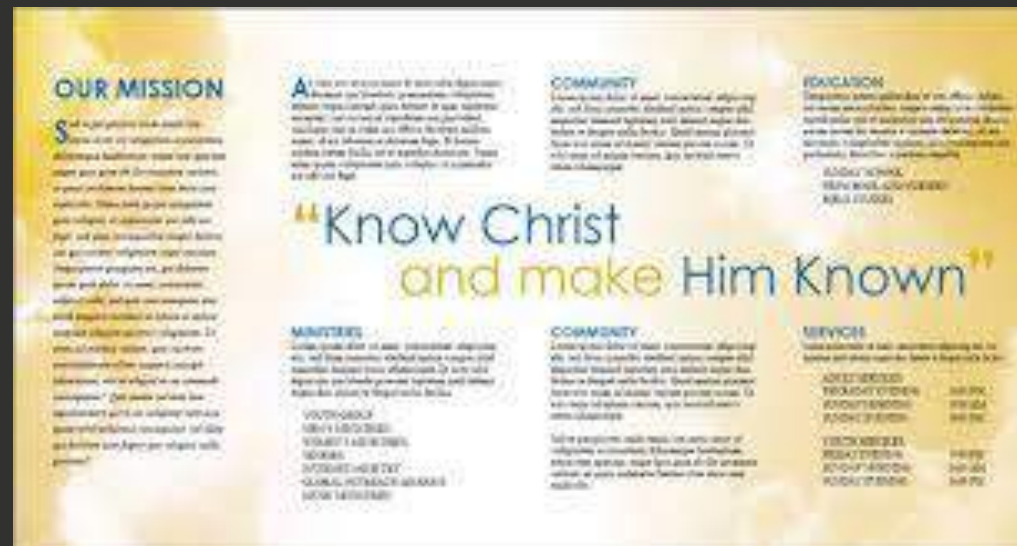
Test Your Civil Rights Knowledge

What are some good ways to publicize the availability of the TEFAP program to people who may be eligible and benefit from receiving USDA foods?



Test Your Civil Rights Knowledge

A pantry that distributes TEFAP food places religious literature in the food packages. Is this allowable under the faith based rules that prohibit discrimination against religious institutions?



Test Your Civil Rights Knowledge

A local church contacts you before the holidays and asks for a list of Burmese people who are receiving your services so that their outreach ministry can contact them. What civil rights issues does this pose and how should it be handled?





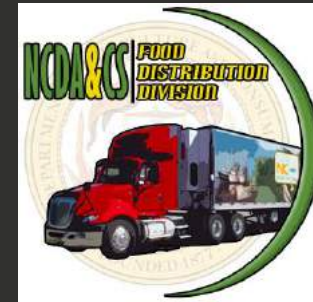
NCDA& CS SE Field Representative



Jan Holt

910-880-0305

jan.holt@ncagr.gov



Thank you for serving those in need! You are valued and appreciated!

