



TEFAP Agency Manual

Fiscal Year 2022

Effective 1 October 2021 – 30 September 2022

MANNA FoodBank

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This institution is an equal opportunity provider.

Updates since the previous TEFAP agreement

MANNA FoodBank reserves the right to issue addendums and changes to this manual at any time. They will be communicated out to all TEFAP agencies, and documented as prescribed below.

Changes made to the MANNA FoodBank TEFAP Agency Manual will be highlighted, as well as the section header that contains the change. They will also be summarized below.

1. Example of text that did not change.

1.1. Example of a section that changed where the text before the comma was carried over from a previous year, with this section of text that was added.

2. MANNA FoodBank Information: *All instances of Zone Coordinator updated to Agency Relations Manager. Added Order Coordinator. Updated Eastern Zone & Inventory Control Coordinator contact.*

9. Signage and Public Notification: *Added clarification to setting distribution rates.*

10. Record Keeping and Reporting: *Information about digital temperature logs added; requirement for a thermometer and temperature log for each unit with USDA foods inside added. Added digital intake information.*

11. Compliance Visits: *Added section on compliance visits and strengthened language surrounding visits, agencies in compliance, and agencies in non-compliance.*

12. Food Safety Training: *Added information about MANNA FST.*

13. Civil Rights: *Updated protected classes to include familial status, added Civil Rights YouTube link; added Agency Policies and a sample policy manual (Attachment 13).*

14. Public Health and Safety: *Removed Section.*

14. Suspension, Termination, and Resignation: *Clarified MANNA's suspension and termination rights and the appeals process for agencies, as is included in the MANNA Partner Agreement. Added TEFAP document retention.*

15. NCDA and USDA TEFAP Regulations: *Added FD-036 and FD-146 documentation.*

Attachment 7: Temperature Log: *Cooler temp updated from 35F-41F to 35F-39F.*

Attachment 11: Half Sheet Intake: *Added single-use, half sheet intake option for agencies.*

Attachment 14: Sample Policy Manual for Agencies: *Added to support changes to section 12.*

Table of Contents

1. PURPOSE.....	3
2. MANNA FOODBANK INFORMATION	3
3. DENOTATIONS	4
4. PURPOSE AND USE OF TEFAP FOODS	4
5. AGENCY ELIGIBILITY	4
6. CLIENT ELIGIBILITY	4
7. FOOD STORAGE	5
8. ORDERS.....	6
9. SIGNAGE AND PUBLIC NOTIFICATION	7
10. RECORD KEEPING AND REPORTING	8
11. COMPLIANCE VISITS	9
12. FOOD SAFETY TRAINING	10
13. CIVIL RIGHTS	10
14. SUSPENSION, TERMINATION, AND RESIGNATION	11
15. NCDA AND USDA TEFAP REGULATIONS.....	12
ATTACHMENT 1: TEFAP FREQUENTLY ASKED QUESTIONS (MAR 2021)	14
ATTACHMENT 2: YOU MAY QUALIFY (ENGLISH).....	16
ATTACHMENT 3: YOU MAY QUALIFY (SPANISH)	17
ATTACHMENT 4: NOTICE OF BENEFICIARY RIGHTS (ENGLISH).....	18
ATTACHMENT 5: NOTICE OF BENEFICIARY RIGHTS (SPANISH)	19
ATTACHMENT 6: INCOME GUIDELINES	20
ATTACHMENT 7: TEMPERATURE LOG... ..	21
ATTACHMENT 8: CLIENT INTAKE FORM (ENGLISH).....	22
ATTACHMENT 9: CLIENT INTAKE FORM (SPANISH)	24
ATTACHMENT 10: COVID INTAKE FORM	26
ATTACHMENT 11: HALF SHEET INTAKE	28
ATTACHMENT 12: TEFAP LOSS REPORT.....	30
ATTACHMENT 13: CIVIL RIGHTS TRAINING RECORD OF COMPLETION.....	31
ATTACHMENT 14: SAMPLE TEFAP POLICY MANUAL FOR AGENCIES.....	32
ATTACHMENT 15: NO ID SIGN.....	34

1. Purpose.

1.1. The purpose of this manual is an agreement between MANNA FoodBank (MANNA) and a partner agency to be a part in the TEFAP program. MANNA FoodBank and the partner agency both agree to comply with all TEFAP rules and procedures as established by MANNA FoodBank, North Carolina Department of Agriculture (NCDA), and the United States Department of Agriculture (USDA). It is effective from the 1st of October, 2021 to the 30th of September, 2022.

2. MANNA FoodBank Information.

2.1. Address.

2.1.1. 627 Swannanoa River Road, Asheville, NC, 28805-2445.

2.2. Contacts.

2.2.1. MANNA FoodBank.

2.2.1.1. Phone: (828)-299-FOOD (3663).

2.2.2. TEFAP Coordinator.

2.2.2.1. Jacob McIntosh.

2.2.2.1.1. (828)-299-FOOD (3663) x1289.

2.2.2.1.2. jmcintosh@mannafoodbank.org.

2.2.3. Agency Relations Manager – Western Zone & Compliance.

2.2.3.1. Amy Grimes.

2.2.3.1.1. (828)-399-1147.

2.2.3.1.2. asims@mannafoodbank.org.

2.2.4. Agency Relations Manager - Eastern Zone.

2.2.4.1. Kristen Ollila.

2.2.4.1.1. (828)-299-FOOD (3663) x1283.

2.2.4.1.2. kollila@mannafoodbank.org.

2.2.5. Agency Relations Manager - Buncombe Zone.

2.2.5.1. Leah Weidner.

2.2.5.1.1. (828)-299-FOOD (3663) x1253.

2.2.5.1.2. lweidner@mannafoodbank.org.

2.2.6. Agency Relations Coordinator.

2.2.6.1. Chris Rainwater.

2.2.6.1.1. (828)-299-FOOD (3663) x1272.

2.2.6.1.2. crainwater@mannafoodbank.org.

2.2.7. Inventory Control Coordinator.

2.2.7.1. Shannon Murphy.

2.2.7.1.1. (828)-299-FOOD (3663).

2.2.7.1.2. smurphy@mannafoodbank.org.

2.2.8. Order Coordinator.

2.2.8.1. Glenda Gragg.

2.2.8.1.1. (828)-299-FOOD (3663) x1227.

2.2.8.1.2. ggragg@mannafoodbank.org.

3. Denotations.

3.1. Should.

- 3.1.1. Considered best practices for an agency. MANNA would prefer if all agencies followed recommended practices, but does not explicitly require them to do so.

3.2. May.

- 3.2.1. May is reserved for MANNA recommendations, but are not necessarily applicable to all agencies. Contact the TEFAP Coordinator or your Zone Manager for guidance.

3.3. Must.

- 3.3.1. Requirement as part of this contract, agencies must comply or face action as outlined in section 14. Suspension, Termination, and Resignation.

3.4. Will.

- 3.4.1. Requirement as part of this contract, agencies will comply or face action as outlined in section 14. Suspension, Termination, and Resignation.

4. Purpose and use of TEFAP Foods.

- 4.1. Per USDA, TEFAP food is to be used as a **supplement** to clients, NOT their main food source. **Agencies should not rely solely on TEFAP food to serve their clients.** The amount of TEFAP food received from MANNA is subject to change without advance notice, so agencies should have non-TEFAP related programs available to their clients in the event that amounts of TEFAP food available decrease.

- 4.1.1. [NCDA TEFAP Food Distribution Handbook, Rev. 4/16, Page 2.](#)

5. Agency Eligibility.

- 5.1. Agencies must be in good standing to be eligible for food distribution.
- 5.2. Annual MANNA FoodBank Agency Agreement must be signed and on file with MANNA FoodBank.
- 5.3. Annual TEFAP Agreement must be signed and on file with MANNA FoodBank.
- 5.4. Civil Rights training must be completed annually and on file with MANNA FoodBank. See section 13.
- 5.5. Food Safety Training must be completed, current, and on file with MANNA FoodBank. See section 12.

6. Client Eligibility.

- 6.1. Clients seeking TEFAP food may access as frequently as weekly, however agencies may impose restrictions on the number of times a client may receive TEFAP in a given period, as long as TEFAP is offered at least once per month and all clients have the same access.

- 6.2. Clients must SELF DECLARE as falling into at least one of two income guidelines to receive TEFAP.
- 6.2.1. Active recipient of FNS (Food Stamps/SNAP). The client must be participating in the FNS program on the day they are receiving TEFAP food. Past participation in FNS does not satisfy this requirement, only current participation.
 - 6.2.2. Household income at or below 200% of the federal poverty line. See Attachment 6: Income Guidelines.
 - 6.2.3. Agencies will not, under any circumstance, ask for proof of income or FNS verification, or identification.
 - 6.2.4. Agencies will not impose additional qualifications or conditions for eligibility that are not listed on the intake form provided by MANNA, including but not limited to questions related to age, names of other household members, birthdates, religious status, political preference, financial status, or any other qualification to receive food.
 - 6.2.5. Agencies must use the TEFAP Eligibility forms provided by MANNA and will not create their own versions or add any information to the provided forms.

7. Food Storage.

- 7.1. Agencies will not store more than a three-month supply of TEFAP food at any given time.
- 7.2. Utilize the First In, First Out (FIFO) practice of food safety, distributing the oldest TEFAP food first.
- 7.3. Clearances. Food must be stored at least:
 - 7.3.1. 6" off of the floor.
 - 7.3.2. Off of the walls.
 - 7.3.3. 2" below the ceiling.
 - 7.3.4. See [NCDA TEFAP Food Distribution Handbook, Rev. 4/16, Storage A.2.b.](#)

7.4. Temperatures.

- 7.4.1. Freezers: -10°F to 0°F (-23°C to -18°C).
- 7.4.2. Refrigerators: 35°F to 39°F (1°C to 4°C).
- 7.4.3. Dry: 50°F to 70°F (10°C to 21°C).
- 7.4.4. See [NCDA TEFAP Food Distribution Handbook, Rev. 4/16, Storage A.1.b.](#)
- 7.5. Safe Food Handling.
 - 7.5.1. Cases of TEFAP food may be repacked into smaller quantities or to make food boxes, but individual items may not be repacked for any reason (Example 1, a case of 12 boxes of frozen chicken can go to 12 households. If one of those 12 boxes break open, it cannot be repacked. Example 2, frozen chicken comes in 10lb bags. This cannot be broken down further.).
- 7.6. Storage Location.

- 7.6.1. TEFAP food must be stored separately from non-TEFAP food. This may be done by utilizing separate rooms or coolers, or signage in shared storage locations that clearly delineates TEFAP from non-TEFAP food.

7.7. Food Loss.

- 7.7.1. Damaged product must be disposed of and reported on the TEFAP Loss Report ([Attachment 12](#)), regardless of how the damage occurred. Agencies will not attempt to repackage broken containers or re-freeze thawed perishables. Agencies will contact the TEFAP Coordinator or their Agency Relations Manager following any food loss. Depending on the nature of the loss, NCDA may require agencies to pay for the lost product.

8. Orders.

- 8.1. Agencies will verify the TEFAP food received is the same as what was allocated, within 24 hours of receipt. Notify the Inventory Control Coordinator if there are any discrepancies (**missing OR extra product**) or damaged product.
 - 8.1.1. MANNA staff will follow up with an agency within 24 hours of receiving a discrepancy notice.
 - 8.1.1.1. If MANNA's inventory count shows that items were missing from a TEFAP order, MANNA will remove those items from the agency's receipt.
 - 8.1.1.2. If MANNA's inventory count shows that additional items were delivered, MANNA will add these items to the receipt and the agency may keep them for distribution.
 - 8.1.1.3. If MANNA's inventory count shows no discrepancies, the agency will complete the TEFAP Loss Report ([Attachment 12](#)).
- 8.2. Agencies will not refuse TEFAP food upon delivery.
 - 8.2.1. Agencies cannot refuse or reduce the amount of dry TEFAP food prior to delivery.
 - 8.2.2. Agencies may adjust perishable TEFAP food based on capacity and cold storage limitations.
 - 8.2.2.1. Agencies have three business days after receiving the email alerting them that their TEFAP order has been reviewed to adjust perishable TEFAP order sizes.
- 8.3. In months with five weeks (or 5 delivery dates), the TEFAP delivery schedule will not be altered. The 5th week will not have TEFAP product.
- 8.4. Splitting Orders.
 - 8.4.1. Agencies may not split orders without first going through a split order application process. This can be done through the TEFAP Coordinator.
 - 8.4.1.1. Agencies may only split TEFAP food **once** per allocation.
 - 8.4.1.2. MANNA will designate the TEFAP food on the split allocation.

9. Signage and Public Notification.

9.1. In addition to the MANNA FoodBank logo requirement for all partner agencies, TEFAP agencies must display the following signs in a prominent location available to clients. Multiples of each sign may be used. With the exception of the Civil Rights poster, all signs are provided by the agency. As a best practice, MANNA asks that agencies post English and Spanish versions of required. Signage translated into other languages may be made available if requested.

9.1.1. No ID Required for TEFAP. ([Attachment 15](#))

9.1.2. Civil Rights Poster.

9.1.2.1. This is provided by MANNA FoodBank. Contact the TEFAP Coordinator or Agency Relations Manager if additional signs are needed.

9.1.3. You May Qualify for TEFAP. ([Attachment 2 and 3](#))

9.1.4. Notice of Beneficiary Rights. ([Attachment 4 and 5](#))

9.1.4.1. Only required for faith-based agencies.

9.1.5. Distribution Rates.

9.1.5.1. MANNA will provide sample distribution rates that agencies may use, **but agencies should develop their own.** The best way to set your distribution rate is to divide the expected number of households by the total amount of product on hand (e.g., 100 households and 200 cans of fruit, each household gets 2 cans of fruit.)

9.1.5.2. Each household will receive at least one of each item until product runs out. This means the first households will receive more TEFAP product than the last households. TEFAP is first come, first serve.

9.1.5.3. Rates do not have to remain the same for all items, e.g., 1 or 2 cans of beef stew for small or large households, but 1 bag of mixed nuts per person in the household. Agencies are free to determine what makes a small or large household, for example, 1-3 individuals is a small household and 4+ is a large household.

9.1.5.4. Post your distribution rate where it is available for clients to see.

9.1.5.5. Keep distribution rate records for 5 years as outlined in section 10.

9.2. Signs in Section 9.1 are required if the agency is doing drive-through/low contact service or allowing clients to enter their building. Signage may remain indoors if the agency is conducting drive-through or low contact service.

9.3. Agencies distributing TEFAP must provide reasonable public notification to include TEFAP eligibility and the location and times clients may access TEFAP food. This can be communicated using an agency website, facebook page, newspaper, radio, brochures, etc. More information about public notification can be found in [FNS Instruction 113-1, Civil Rights Compliance and Enforcement, page 15.](#)

9.3.1. Agencies may include eligibility requirements for other programs on their website, but must include that clients can receive TEFAP even if they do not meet the eligibility requirements for other programs.

- 9.3.2. Agencies must include the USDA nondiscrimination statement on their website where they advertise TEFAP: *This institution is an equal opportunity provider.*

10. Record Keeping and Reporting.

10.1. TEFAP client records will be stored separately from all other non-TEFAP client records, even if clients participate in multiple programs run by an agency.

10.2. **Per NCDA and MANNA, all records containing personal information MUST remain onsite at the pantry and will not be transported to or stored at, for any length of time, a personal residence.**

10.3. Agencies will keep all TEFAP records for no less than **five** years. These include:

10.3.1. Distribution Rates, for every TEFAP distribution. If your agency uses one rate per quarter, only one copy must be saved, provided it has inclusive dates for the quarter.

10.3.2. Client intake forms.

10.3.2.1. These forms must remain confidential. All signatures (client, agency representative, and proxy if applicable) must be present each time a client receives TEFAP food, with the exception of the COVID intake form.

10.3.2.2. See [Attachments 8-11](#).

10.3.2.3. MANNA is testing a digital TEFAP intake system, in hopes of getting it approved for use by USDA. Using the digital intake system makes intake much easier and simplifies compliance visits with MANNA and NCDA. If you are interested in testing out digital intake, please contact the TEFAP Coordinator.

10.3.3. Food Safety Training Certificate.

10.3.4. Civil Rights Training Record of Completion.

10.3.5. Annual MANNA FoodBank Agency Agreement.

10.3.6. Annual TEFAP Agreement.

10.3.7. Freezer and refrigerator temperature logs.

10.3.7.1. Temperature logs, either paper or digital, must be maintained daily, 7 out of 7 days.

10.3.7.2. Agencies may opt for digital temperature reporting in lieu of paper records. Digital logs must be easily accessible and store data for at least 5 years. Contact the TEFAP Coordinator for recommendations on low cost and reliable digital temperature monitoring solutions.

10.3.7.3. Thermometers and temperature logs must be maintained in each unit that contains TEFAP food.

10.3.7.4. For a sample temperature log, see [Attachment 7](#).

10.3.8. Pest Control logs.

10.3.8.1. Pest control must be performed at least quarterly. Pest control must be a certified/licensed, insured company. Logs may

be in the form of a signed contract or service receipts. Bug killer and mouse traps from a hardware store does not count as pest control.

10.3.9. Monthly Inventory.

10.3.9.1. A full inventory of TEFAP food on hand at the end of each month must be reported to MANNA via the online ordering system, [eHarvest](#). This report is due on the 7th of each month, even if no TEFAP food is available to distribute. Failure to submit TEFAP inventory by the 7th of the month will result in action as outlined in section 14. Suspension, Termination, and Resignation.

10.3.10. Client Statistics.

10.3.10.1. The number of clients and households served TEFAP food during the month must be reported to MANNA via the online ordering system, [eHarvest](#). This report is due on the 7th of each month, even if zero clients and households are served. Failure to submit TEFAP inventory by the 7th of the month will result in action as outlined in section 14. Suspension, Termination, and Resignation. Only report the number of clients and households who received TEFAP food, NOT your total distribution numbers unless you are only distributing TEFAP food.

10.3.11. Food Loss.

10.3.11.1. Any Food Loss Reports and corresponding communication and documentation. See section 7.7. Food Loss.

11. Compliance Visits.

- 11.1. All TEFAP agencies will have a compliance visit at least once annually by a representative from MANNA. Compliance visits may also be led by NCDA or USDA representatives. These will generally be coordinated in advance, but MANNA, NCDA, and USDA reserve the right to conduct no-notice compliance visits.
- 11.2. Agencies will make records available to the representative for review within a timely manner, including but not limited to: distribution rates, client intake forms, food safety training certificates, civil rights training records of completion, MANNA FoodBank Agency Agreements, TEFAP Agreements, temperature logs, pest control logs, inventory records, client statistics, and food loss reports.
- 11.3. Agencies found to be in compliance with all MANNA, NCDA, and USDA TEFAP regulation will receive a letter from the representative stating so following their compliance visit.
- 11.4. Agencies found to not be in compliance with any MANNA, NCDA, or USDA TEFAP regulation will be placed under corrective action. A letter will be sent by the representative to the primary TEFAP contact at the agency with any deficiencies noted. Corrective action letters may provide guidance or requirements for how an agency can bring themselves back into full compliance, or leave it to the agency to determine how they will bring themselves back into compliance.

- 11.4.1. Upon receiving the non-compliance notice, agencies have 10 days to respond, acknowledging receipt of the letter. The letter will include a date when all issues must be resolved by, or the agency will face suspension or termination as outlined in section 14.
- 11.5. Refusal to cooperate with or allow a compliance visit from a representative from MANNA, NCDA, or USDA will open an agency up to immediate suspension or termination as outlined in section 14.

12. Food Safety Training.

- 12.1. Agencies must complete Food Safety Training to participate in the TEFAP program. One staff or volunteer at minimum must be trained and current, and that person is responsible for overseeing safe food handling and training other staff and volunteers. Agencies are encouraged to train additional staff/volunteers as a best practice.
- 12.1.1. If the agency is **NOT** a meal site, only the food handler training is required. The training is **free** and can be found on the [MANNA website](#). Food Handler expires three years after certification. Upon completion, certificates will be emailed by MANNA to the agency for record keeping. This is available to all staff and volunteers and it is a best practice to share this with everyone who handles food in your facility.
- 12.1.2. If the agency **IS** a meal site, the manager level food safety training is required. This is a paid training, not provided by MANNA. Manager Food Safety expires five years after certification. Upon completion, a copy of the certificate must be shared with MANNA for record keeping.
- 12.1.3. Other food safety training may be approved on a case-by-case basis. Generally, any food safety training that North Carolina allows for restaurants is acceptable for an agency. Contact the TEFAP Coordinator or your Agency Relations Manager for details.

13. Civil Rights.

- 13.1. 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, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA. This includes sexual orientation, gender identity, citizenship or immigration status, political beliefs, and familial status. This statement must be included on your agency's website.**
- 13.2. All staff members and volunteers who are associated with the TEFAP program must complete the NCDA Civil Rights training annually. This training can be found on the [MANNA website](#) or our [YouTube Channel](#). Throughout the year, new staff

- members of volunteers must complete the training before they begin to work with the TEFAP program.
- 13.3. At least one TEFAP agency representative should complete the advanced Civil Rights training annually. This training may be virtual or it may be held at MANNA, a partner agency, or other location. The training is free and conducted by a MANNA representative and/or NCDA representative. The TEFAP Coordinator or Agency Relations Managers will work with your agency to schedule this training.
 - 13.4. Civil Rights Training Records of Completion will be provided by MANNA FoodBank to the agency if the training was held by MANNA FoodBank. If agencies conduct training using materials from the MANNA website, all attendees must sign the Record of Completion on the [MANNA website](#) or [Attachment 13](#) and provide a copy to MANNA FoodBank, and keep a copy on file for five years.
 - 13.5. Civil Rights Complaints.
 - 13.5.1. **Agencies must assist clients who choose to file a complaint about the agency, regardless of the apparent validity of the complaint.** MANNA recommends that clients first contact the Agency Director and TEFAP Coordinator to process a complaint, however, every client has the right to file a formal complaint with the USDA at any time. Agencies should document as much information as possible surrounding a client complaint, from as many sources as possible. If a client is turned away from a distribution for any reason, agencies should document this in the event a complaint is made.
 - 13.5.2. [USDA Discrimination Complaint Form.](#)
 - 13.6. Civil Rights training is in place to protect your agency. Noncompliance with civil rights training and rules may result in suspension or immediate termination.
 - 13.7. The best way to avoid situations where a complaint could be made against your agency is to develop, adopt, and teach to all staff and volunteers a set of agency policies. These include a written plan of action for different scenarios and food customer service practices. A sample agency policy manual can be found in [Attachment 14](#).

14. Suspension, Termination, and Resignation.

- 14.1. Any agency who fails to comply with the TEFAP Agreement or Annual MANNA Agreement is liable to face suspension or termination depending on the nature of the violation.
- 14.2. Suspension is temporary and generally reserved for use when agency statistics (client data or TEFAP inventory) are not submitted on time, or when required documentation is not submitted to MANNA, such as the Annual MANNA FoodBank Agency Agreement, TEFAP Agreement, Food Safety Training, or Civil Rights Training. Other violations of the TEFAP Agreement or MANNA FoodBank Agency Agreement may result in agency suspension. When an agency is suspended, they may not order any product from MANNA.

- 14.3. Termination is reserved for egregious and purposeful violations of the TEFAP Agreement or MANNA FoodBank Agency Agreement. Termination may be limited to the TEFAP program with the partner agency, or termination as a partner agency from MANNA entirely.
- 14.4. Resignation from the TEFAP program is voluntary and must be communicated with MANNA with as much notice as possible. Agencies intending to resign from the TEFAP program must notify the TEFAP Coordinator or their Agency Relations Manager no less than 45 days in advance.
- 14.5. Agencies who resign or are terminated from the TEFAP program are still responsible for the TEFAP food on hand. MANNA will assist in coordinating with other partner agencies to reallocate the TEFAP food. Even following a resignation or termination, agencies are still liable for TEFAP food until it has left their facility.
- 14.6. MANNA FoodBank reserves the right to suspend or terminate an agency from the TEFAP program, or as a partner agency altogether, at any time. Agencies may appeal a suspension or termination to the Director of Agency Relations and/or Chief Operating Officer by contacting ar@mannafoodbank.org.
- 14.7. Following resignation or termination from the TEFAP program, agencies will turn over all TEFAP documentation (client intake forms, temperature logs, civil rights training, and TEFAP agreements) to MANNA FoodBank for 5-year recordkeeping. After 5 years, MANNA will destroy all TEFAP records.

15. NCDA and USDA TEFAP Regulations.

- 15.1. NCDA and USDA regulations can be found here that agencies must stay in compliance with as well. As a general rule, most, **but not all**, NCDA and USDA regulations are included in this manual. These are provided as a source for where TEFAP rules & regulation comes from.
- 15.2. [NCDA TEFAP Food Distribution Handbook, Rev. 4/16](#) contains NCDA TEFAP rules and examples of TEFAP forms. Some forms are out of date and to be used for reference only.
- 15.3. [7 CFR § 250 – Donation of Foods for Use in The United States, Its Territories and Possessions and Areas Under Its Jurisdiction](#) contains supporting information for 7 CFR § 251.
- 15.4. [7 CFR § 251 – The Emergency Food Assistance Program](#) contains USDA TEFAP regulation.
- 15.5. [FD-141: Equal Opportunity for Religious Organizations Final Rule](#) is an FAQ for religiously-affiliated agencies who distribute TEFAP food. It is highly recommended that agencies familiarize themselves with this document.
- 15.6. [USDA Discrimination Complaint Procedure & Form](#) contains the instructions for filling out a discrimination complaint as well as the form itself.
- 15.7. [FD-107: Product Dating, End Dates, Best Buy Dates](#) gives guidance on when TEFAP food must be disposed of based on product date.
- 15.8. [FNS 113-1: Civil Rights Compliance and Enforcement](#) is where all civil rights guidance comes from.

- 15.9. [FD-146: Questions and Answers about Distribution Procedures in TEFAP](#) helps answer distribution questions.
- 15.10. [FD-036 Local-Level Record Keeping Requirements](#) goes into detail about what TEFAP documentation has to be saved. Please note, NCDA requires records be kept for five (5) years, not the three that USDA mandates.

Attachment 1: TEFAP Frequently Asked Questions (Mar 2021)

1. **How do we handle two individuals living in the same household?** There may be several “households” within a single address/home, similar to FNS (Food Stamps) guidelines. The general rule to determine more than one unit per household is “Do you buy and prepare food separately from others in the household?” Each separate “household” qualifies for TEFAP food according to the application requirements.
2. **If a client is picking up TEFAP for someone who cannot come to the pantry, what documentation do they need to have?** The TEFAP application does have a place for the applicant to list a “Proxy” to pick up their food if they are not available. However, we all know that situations arise that neither individual can come to a distribution. In this case, the APPLICANT may write a letter, dated and signed, stating that another individual (full name stated) may pick up their TEFAP package and serve as their Proxy. This letter should be stapled to the application to serve as a legal document. It’s best practice to ask each client when they are at your pantry filling out the form for the new year to list a proxy or two.
3. **Can pantries use own their own TEFAP form?** No. MANNA & NCDA requires a pantry to use a specific application and may not change or edit the application without written permission.
4. **Why do we have to take all TEFAP items?** Yes. This is a USDA requirement based on maintaining fair and equitable distribution to meet Civil Rights requirements. On a limited basis, if you feel that you are unable to accept **perishable** TEFAP items due to space capacity or any other reason, please contact the TEFAP Coordinator, your Agency Relations Manager, or Glenda Gragg (ggragg@mannafoodbank.org) within at least 3 business days.
5. **Can we require ID or other documentation for TEFAP?** No. The rules that govern TEFAP come from Civil Rights law and you must take each client at their word for this program. If you require ID for other programs, please distribute TEFAP prior to those other programs to avoid a conflict of rules. The “No ID Required to Receive TEFAP” sign must be posted by all TEFAP agencies.
6. **Do homeless clients qualify if they have no address?** Yes. You may simply put a general area in the county of where they are staying, such as Murphy Wal-Mart parking lot, or the banks of the Tuckasegee River.
7. **Do undocumented immigrants qualify?** Yes, unlike every other federal program, this population may receive TEFAP food.
8. **Can we distribute to clients outside our county?** Yes! In the past, NCDA Food Distribution TEFAP policy would not allow TEFAP participants to cross the county line, but this was rescinded in 2019. Anyone in North Carolina can receive TEFAP.

9. **Can we offer a TEFAP client choice model?** Yes, but be careful! Every item must still be offered to each TEFAP client. Contact the TEFAP Coordinator for help in setting up a client choice model that is in compliance with all USDA & NCDA rules.
10. **May we set our own distribution rates?** Yes! You should set your own distribution rates if you establish and document the rates prior to distribution. Setting your own distribution rate can also help move less popular product more quickly. For example, a household of 1-3 might get 4 cans of chick peas and a household of 4 or more might get 8. Or, you can set the rate per person, for example 3 cans of chick peas per person in the household. Make sure to post, or make available for clients, the distribution rate for each product at every distribution.
11. **May we ask clients to participate in prayer, worship services, or any religious activity prior to or during TEFAP distribution?** No. Under the federal Civil Rights law that governs TEFAP, religion must be left out of TEFAP distributions. For further information please see the USDA's "Equal Opportunity for Religious Organizations" FD-141 [policy at manafoodbank.org](https://www.mannafoodbank.org/policy). Willfully and knowingly violating Civil Rights law is grounds for immediate termination from the TEFAP program.
12. **What intake forms can we use?** Agencies may use the 'normal' intake form ([Attachments 8-9](#)), COVID intake form ([Attachment 10](#)), or half-sheet intake form ([Attachment 11](#)). Client signatures are required on the half-sheet and normal intake forms. A digital intake option may be available, please contact the TEFAP Coordinator for more information.

USDA COMMODITIES/ FOOD BOXES ARE OFFERED TO...

- 1. HOUSEHOLDS RECEIVING
FOOD STAMPS**
- 2. HOUSEHOLDS WITH
QUALIFYING INCOME LEVELS**

YOU MAY QUALIFY! ASK ABOUT TEFAP!

(The Emergency Food Assistance Program)

In accordance with Federal law and USDA policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. (Not all prohibited bases apply to all programs.) To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, Room 326-W, Whitten Building, 1400 Independence Avenue SW, Washington, DC 20250-9410; or call (202) 720-5964 (voice and TDD). USDA is an equal opportunity provider and employer.

Attachment 3: You May Qualify (Spanish)

USDA PRODUCTOS/ CAJAS DE COMIDA SE OFRECEN A...

- 1. CASAS RECIBE CUPONES DE ALIMENTOS**
- 2. CASAS CON NIVEL DE INGRESOS QUE CALIFICAN**

PODRÍA CALIFICAR! PREGUNTA POR TEFAP!

(The Emergency Food Assistance Program)

De acuerdo con la ley federal y USDA regla, esta institución tiene prohibido discriminar por motivos de raza, color, nacionalidad, sexo, edad o discapacidad. (No todas las bases prohibidas se aplican a todos los programas.) Hacer una denuncia por discriminación, escribe a USDA, Director, Office of Civil Rights, Room 326-W, Whitten Building, 1400 Independence Avenue SW, Washington, DC 20250-9410; o llama (202) 720-5964 (voz y TDD). USDA es un proveedor y empleador que ofrece igualdad de oportunidades.

Attachment 4: Notice of Beneficiary Rights (English)

The Emergency Food Assistance Program (TEFAP) – Written Notice of Beneficiary Rights

Name of Organization:

Contact Information for Program Staff:

Because TEFAP is supported in whole or in part by financial assistance from the Federal Government, we are required to let you know that—

- 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/fnsregional-offices>).

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.

State Agency Contact Information:

MANNA FoodBank

828.299.3663

Attachment 5: Notice of Beneficiary Rights (Spanish)

The Emergency Food Assistance Program (TEFAP) – Aviso Escrito de los Derechos de los Beneficiaries

Nombre de la organización:

Información de contacto para el personal del programa:

Debido a que TEFAP está respaldado total o parcialmente por la asistencia financiera del Gobierno Federal, estamos obligados a hacerle saber que—

- No podemos discriminarlo por motivos religiosos o religiosos credulidad, la negativa a mantener una creencia religiosa o la negativa a asistir o participar en una práctica religiosa;
- No podemos exigirle que asista o participe en ninguna actividad explícitamente religiosa que ofrezcamos nosotros, y cualquier participación de usted en estas actividades debe ser puramente voluntaria;
- Debemos separar en tiempo o lugar cualquier actividad explícitamente financiada religiosa de las actividades apoyadas con el a medida directa del USDA;
- Si se opone al carácter religioso de nuestra organización, debemos hacer esontables esfuerzos para identificarlo y remitirlo a un proveedor alternativo al que no tiene objeciones. No podemos garantizar, sin embargo, que en cada escción, un proveedor alternativo estará disponible; y
- Puede denunciar violaciones de estas protecciones (incluidas las denegaciones de servicios o beneficios) por parte de una organización a la agencia estatal (<http://www.fns.usda.gov/fdd/food-distribution-contacts>). La agencia estatal responderá a la queja e informará de las presuntas violaciones a su a oficina regional del USDA FNS(<http://www.fns.usda.gov/fnsregional-offices>).

Debemos proporcionarle este aviso por escrito antes de inscribirse en TEFAP o recibir servicios de TEFAP, según lo requiera la parte de 7 CFR 16.

Información de contacto de la Agencia Estatal:

MANNA FoodBank 828.299.3663

Attachment 6: Income Guidelines

**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, 2021 through September 30, 2022

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

HOUSEHOLD SIZE	PER YEAR	PER MONTH	PER WEEK
1	\$25,776	\$2,148	\$496
2	\$34,848	\$2,904	\$670
3	\$43,920	\$3,660	\$845
4	\$53,016	\$4,418	\$1,020
5	\$62,088	\$5,174	\$1,194
6	\$71,160	\$5,930	\$1,368
7	\$80,256	\$6,688	\$1,543
8	\$89,328	\$7,444	\$1,718
EACH ADDITIONAL FAMILY MEMBER	(+\$9,096)	(+\$758)	(+\$175)

Attachment 7: Temperature Log

**FOOD STORAGE
TEMPERATURE CHART**

Dry Storage Area –

50° - 70°F (10°C to 21°C)

Cooler Storage Area –

35°F to 39°F (1°C to 4°C)

Freezer Storage Area –

-10°F to 0°F (-23°C to -18°C)

Circle: Dry Cooler Freezer		
Month/Day/Year	Temperature	Checked By
/ 1 /		
/ 2 /		
/ 3 /		
/ 4 /		
/ 5 /		
/ 6 /		
/ 7 /		
/ 8 /		
/ 9 /		
/ 10 /		
/ 11 /		
/ 12 /		
/ 13 /		
/ 14 /		
/ 15 /		
/ 16 /		
/ 17 /		
/ 18 /		
/ 19 /		
/ 20 /		
/ 21 /		
/ 22 /		
/ 23 /		
/ 24 /		
/ 25 /		
/ 26 /		
/ 27 /		
/ 28 /		
/ 29 /		
/ 30 /		
/ 31 /		

Circle: Dry Cooler Freezer		
Month/Day/Year	Temperature	Checked By
/ 1 /		
/ 2 /		
/ 3 /		
/ 4 /		
/ 5 /		
/ 6 /		
/ 7 /		
/ 8 /		
/ 9 /		
/ 10 /		
/ 11 /		
/ 12 /		
/ 13 /		
/ 14 /		
/ 15 /		
/ 16 /		
/ 17 /		
/ 18 /		
/ 19 /		
/ 20 /		
/ 21 /		
/ 22 /		
/ 23 /		
/ 24 /		
/ 25 /		
/ 26 /		
/ 27 /		
/ 28 /		
/ 29 /		
/ 30 /		
/ 31 /		

If temperatures are not within recommended range, take immediate corrective action to avoid food loss.

Attachment 8: Client Intake Form (English)

TEFAP Eligibility Form 1 October 2021 – 30 September 2022

Name	
Address	
City	
County	
Household size	FNS/Food Stamps: Yes _____ No _____

<u>Effective October 1, 2021 through September 30, 2022</u> (Household gross income must be at or below for appropriate size household)			
HOUSEHOLD SIZE	PER YEAR	PER MONTH	PER WEEK
1	\$25,776	\$2,148	\$496
2	\$34,848	\$2,904	\$670
3	\$43,920	\$3,660	\$845
4	\$53,016	\$4,418	\$1,020
5	\$62,088	\$5,174	\$1,194
6	\$71,160	\$5,930	\$1,368
7	\$80,256	\$6,688	\$1,543
8	\$89,328	\$7444	\$1,718
EACH ADDITIONAL FAMILY MEMBER	(+ \$9,096)	(+ \$758)	(+ \$175)

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.)

<u>Proxies are for individuals unable to attend a distribution, and use a proxy instead.</u>		<u>Date</u>
Proxy:		
Proxy:		
Client Signature:		

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, disability, age, 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 This institution is an equal opportunity provider.

	Date m/d	Client Signature	FNS		Yearly Income	Monthly Income	Weekly Income	Agency Signature
			Yes	No				
					If you do not receive FNS Benefits (Food Stamps), record your yearly, monthly, or weekly income if there has been a change.			
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								
11								
12								
13								
14								
15								
16								
17								
18								
19								
20								

Attachment 9: Client Intake Form (Spanish)

FORMA DE ELEGIBILIDAD PARA TEFAP 1 Octubre 2021– 30 Septiembre 2022

Nombre:	
Dirección:	
Ciudad:	
Condado:	
Número de personas en el hogar:	Cupones de alimentos? si ____ no ____

Efectivo desde 1 de Octubre 2021 hasta 30 de Septiembre de 2022 (Los ingresos gruesos tienen que estar en o abajo para el tamaño apropiado del hogar.)			
TAMAÑO DE HOGAR	POR AÑO	POR MES	POR SEMANA
1	\$25,776	\$2,148	\$496
2	\$34,848	\$2,904	\$670
3	\$43,920	\$3,660	\$845
4	\$53,016	\$4,418	\$1,020
5	\$62,088	\$5,174	\$1,194
6	\$71,160	\$5,930	\$1,368
7	\$80,256	\$6,688	\$1,543
8	\$89,328	\$7444	\$1,718
CADA MIEMBRO ADICIONAL DE LA FAMILIA	(+\$9,096)	(+\$758)	(+\$175)

La tabla abajo muestra los ingresos gruesos anuales para cada tamaño de familia. Si sus ingresos de hogar están en o debajo los ingresos en la tabla para el número de personas en su hogar, usted es elegible para recibir los alimentos. Un hogar es definido como un grupo de personas que viven juntos y comparten dinero y otros recursos a fin de conseguir el alimento. **O, si usted participa en una programa de estampillas de alimentos, usted es automáticamente elegible para recibir TEFAP y no tiene que mirar la escala de ingresos.**

Nota: Los siguiente puede ser leído a personas que no saben leer. La gente que es incapaz de firmar su nombre puede firmar usando un X.

Por favor lea la declaración siguiente con cuidado, luego firme la forma y escriba la fecha de hoy. Entiendo que cualquier falsificación de necesidad, venta, o mal uso de la comida que he recibido es prohibida y podría causar multas, el encarcelamiento, o ambos. (Sec. 211 E, PL 960494 y Sec. 4C, PL 93-86, según enmendado.)

<u>La siguiente sección es sólo para los individuos recluidos.</u>		<u>Fecha</u>
<u>Representante Autorizado:</u>		
<u>Representante Autorizado:</u>		
firma del cliente:		

De conformidad con la Ley Federal de Derechos Civiles y los reglamentos y políticas de derechos civiles del Departamento de Agricultura de los EE. UU. (USDA, por sus siglas en inglés), se prohíbe que el USDA, sus agencias, oficinas, empleados e instituciones que participan o administran programas del USDA discriminen sobre la base de raza, color, nacionalidad, sexo, discapacidad, edad, o en represalia o venganza por actividades previas de derechos civiles en algún programa o actividad realizados o financiados por el USDA. Las personas con discapacidades que necesiten medios alternativos para la comunicación de la información del programa (por ejemplo, sistema Braille, letras grandes, cintas de audio, lenguaje de señas americano, etc.), deben ponerse en contacto con la agencia (estatal o local) en la que solicitaron los beneficios. Las personas sordas, con dificultades de audición o discapacidades del habla pueden comunicarse con el USDA por medio del Federal Relay Service [Servicio Federal de Retransmisión] al (800) 877-8339. Además, la información del programa se puede proporcionar en otros idiomas.

Para presentar una denuncia de discriminación, complete el Formulario de Denuncia de Discriminación del Programa del USDA, (AD-3027) que está disponible en línea en: http://www.ocio.usda.gov/sites/default/files/docs/2012/Spanish_Form_508_Compliant_6_8_12_0.pdf, y en cualquier oficina del USDA, o bien escriba una carta dirigida al USDA e incluya en la carta toda la información solicitada en el formulario. Para solicitar una copia del formulario de denuncia, llame al (866) 632-9992. Haga llegar su formulario lleno o carta al USDA por: (1) correo: 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; o (3) correo electrónico: program.intake@usda.gov. Esta institución es un proveedor que ofrece igualdad de oportunidades.

	Fecha m/d	Firma	Cupones de alimentos		Ingresos Por Año	Ingresos Por Mes	Ingresos Por Semana	Firma de Representante de la Agencia
			Si	No				
			Si usted no recibe estampillas de comida, escribir en tu anual, mensual, semanal o ingresos.					
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								
11								
12								
13								
14								
15								
16								
17								
18								
19								
20								

Attachment 10: COVID Intake Form

TEFAP ELIGIBILITY APPLICATION FOR USE DURING
COVID-19

AGENCY NAME: _____

TEFAP DISTRIBUTION SITE ADDRESS: _____

CITY: _____

COUNTY: _____

Issued by: _____

Agency Representative Signature

Date: _____

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, 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, disability, age, 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, audiotope, 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

This institution is an equal opportunity provider.

Sign-In Sheet for Mobile Distribution

Date: _____

	Household Name	FNS		Monthly Income	Weekly Income	Number in Household	Authorized Proxy Name
		Yes	No	If you do not receive FNS Benefits (i.e. food stamps), Enter monthly or weekly income			
1	Name						
	Address						
2	Name						
	Address						
3	Name						
	Address						
4	Name						
	Address						
5	Name						
	Address						
6	Name						
	Address						
7	Name						
	Address						
8	Name						
	Address						
9	Name						
	Address						
10	Name						
	Address						
11	Name						
	Address						
12	Name						
	Address						

Effective October 1, 2021 through September 30, 2022			
Household Size	Per Year	Per Month	Per Week
1	\$25,776	\$2,148	\$496
2	\$34,848	\$2,904	\$670
3	\$43,920	\$3,660	\$845
4	\$53,016	\$4,418	\$1,020
5	\$62,088	\$5,174	\$1,194
6	\$71,160	\$5,930	\$1,368
7	\$80,256	\$6,688	\$1,543
8	\$89,328	\$7,444	\$1,718
EACH ADDITIONAL FAMILY MEMBER	(+\$9,096)	(+\$758)	(+\$175)

TEFAP Client Eligibility & Distribution Form, 1 October 2021 – 30 September 2022

Attachment 11: Half Sheet Intake

Name		
Address		
City		
County		
Household Size		FNS/Food Stamps: Yes _____ No _____
Income \$	Circle one: Weekly Monthly Yearly	

Income guidelines on back

Please read the following statement carefully, then sign the form. 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.)

Date:

Proxy: <i>picking up for someone else</i>	
Client Signature:	
Agency Signature:	

*This institution is an equal opportunity provider.***TEFAP Client Eligibility & Distribution Form, 1 October 2021 – 30 September 2022**

Name		
Address		
City		
County		
Household Size		FNS/Food Stamps: Yes _____ No _____
Income \$	Circle one: Weekly Monthly Yearly	

Income guidelines on back

Please read the following statement carefully, then sign the form. 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.)

Date:

Proxy: <i>picking up for someone else</i>	
Client Signature:	
Agency Signature:	

This institution is an equal opportunity provider.

TEFAP Client Eligibility & Distribution Form, 1 October 2021 – 30 September 2022

HOUSEHOLD SIZE	PER YEAR	PER MONTH	PER WEEK
1	\$25,776	\$2,148	\$496
2	\$34,848	\$2,904	\$670
3	\$43,920	\$3,660	\$845
4	\$53,016	\$4,418	\$1,020
5	\$61,088	\$5,174	\$1,194
6	\$71,160	\$5,930	\$1,368
7	\$80,256	\$6,688	\$1,543
8	\$89,328	\$7,444	\$1,718
Each additional household member	+ \$9,096	+ \$758	+ \$175

The above table shows a yearly gross income for each household 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.**

Discrimination Complaints should be sent to: MANNA FoodBank, 627 Swannanoa River Road, Asheville, NC 28803 ATTN: Jacob McIntosh; jmcintosh@mannafoodbank.org; or 828.299.3663.

This institution is an equal opportunity provider.

TEFAP Client Eligibility & Distribution Form, 1 October 2021 – 30 September 2022

HOUSEHOLD SIZE	PER YEAR	PER MONTH	PER WEEK
1	\$25,776	\$2,148	\$496
2	\$34,848	\$2,904	\$670
3	\$43,920	\$3,660	\$845
4	\$53,016	\$4,418	\$1,020
5	\$61,088	\$5,174	\$1,194
6	\$71,160	\$5,930	\$1,368
7	\$80,256	\$6,688	\$1,543
8	\$89,328	\$7,444	\$1,718
Each additional household member	+ \$9,096	+ \$758	+ \$175

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.**

Discrimination Complaints should be sent to: MANNA FoodBank, 627 Swannanoa River Road, Asheville, NC 28803 ATTN: Jacob McIntosh; jmcintosh@mannafoodbank.org; or 828.299.3663.

This institution is an equal opportunity provider.

Attachment 12: TEFAP Loss Report

MANNA FoodBank
627 Swannanoa River Rd
Asheville, NC 28805

TEFAP Loss Report for _____, 20__

Product	Pack	Units Lost (a)	Explain in detail cause of loss (b)

(a) List the number of blocks, bags, containers, cans or boxes which have been lost due to damage, pilferage, lack of accountability, etc.

(b) Explain in detail the cause of the loss, such as damage in shipping, hidden damage, loss through lack of accountability, etc.

(Agency Number)

(Name of Emergency Feeding Organization)

(County)

(Signature)

(Title)

(Date)

Attachment 13: Civil Rights Training Record of Completion



Agency Online Training: Civil Rights
North Carolina Department of Agriculture and Consumer Services
Food Distribution

Agency Name: _____ Agency Number: _____

Dates of Training: _____

Attendees of Training:

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

Keep this training record on file for 5 years and submit a copy to the TEFAP Coordinator or your Agency Relations Manager / If additional attendees, print another copy of this form.

Attachment 14: Sample TEFAP Policy Manual for Agencies

Sample TEFAP Policy Manual for Agencies

This policy manual is designed as a sample for agencies, and may have to be edited to best fit your pantry. The TEFAP Coordinator can assist in developing your agency policy manual.

Accommodations

We will make accommodations for clients within reason. We use Google Translate if there is a language barrier. Since our distribution is in a basement with no elevator, there is a sign with a phone number to call for clients who can't use the stairs.

Training

We will have an annual TEFAP training session in October, after all of the new TEFAP documents are out. Any new staff or volunteers will do the online civil rights training before they start working with TEFAP product or TEFAP clients.

Complaints

If a client ever makes a civil rights complaint, we will help them. We'll give them the agency director's contact as well as the TEFAP Coordinator or Zone Manager at MANNA. If they want to file an official USDA complaint, we keep a few copies of the form on hand and will help them fill it out, if they ask. Any time there is a complaint or the potential for one, all of the staff/volunteers who saw it will record what happened in detail.

Disruptive Clients

If there is a client being disruptive or bothering other clients at a distribution, the lead of the distribution for that day can ask that they stop the behavior or leave. We'll offer to get them a box of the TEFAP food from that distribution as they are leaving, so that they don't go without food. If they refuse to change their behavior or leave, we'll call the police. Any time there is a disruptive guest it will be recorded as if there was a complaint filed, just in case.

Deliveries

We will not offer any TEFAP deliveries to anyone, because we don't have the capability to offer it to everyone. // We offer delivery to TEFAP clients upon request, and keep this policy posted at the intake area so everyone can see it. We don't offer it verbally unless asked.

Volunteers

We will let anyone be a volunteer, but they can't volunteer on a day they are receiving TEFAP food. // We do background checks on everyone when they start, and if they have anything on their record it will be the agency director's choice if they are allowed to continue volunteering or not.

Proxy Pickup

As long as the intake form has the proxy's name on it, we will always allow proxy pickups and trust whoever is picking up food, that they are picking up for the intended client.

Donated TEFAP

If a client doesn't like some of the TEFAP food included in the distribution, they can donate it back to us. We'll cross out the barcode with a marker and place it with other donated food.

First come, first served

We make everyone get in a line to receive TEFAP. We don't hold extra TEFAP food for anyone who might be running late or has a larger family. All TEFAP is first come, first served.

TEFAP storage

All of the TEFAP food is kept together, but in the same room and coolers as non-TEFAP food. We keep labels on the shelving to separate TEFAP from non-TEFAP food and train the staff and volunteers on where to stock TEFAP food when we receive it.

Food Sales

At our agency, we purchase or receive donated food that is then sold in the annual fundraiser. The fundraiser helps pay for our bills each year. MANNA and TEFAP food will never be sold in the fundraiser.

Record Keeping

All TEFAP records are kept for five years in a binder. This includes client intake forms, pest control invoices, TEFAP agency agreements, civil rights training, and food safety training. They are stored in the director's office, away from other client records. Each binder is labeled "TEFAP" and the date range of documents it contains.

Signage

We will have all of the following signs posted at every distribution, on the wall as people come inside. No ID, Civil Rights poster, you may qualify for TEFAP, notice of beneficiary rights, and the current distribution rate for the day. John Smith will check to make sure they are still up once a month and replace them as needed. He'll ask MANNA for the civil rights poster if that needs to be replaced.

After Hours Access

We do offer after-hours access to food using a small container outside, but only for non-TEFAP dry goods. We don't offer access to TEFAP food outside of the normal twice-weekly distribution times.

Other Programs with Other Intake Levels

We also have rent and bill assistance, and since those programs ask for more info, we will always distribute TEFAP first, then do the other intake. All of the other files we have on a client are kept separate from their TEFAP intake forms.



ID is not required to receive TEFAP

**No se requiere identificación para recibir
TEFAP**

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The Emergency Food Assistance Program (TEFAP) Agency Agreement – FY 2022

Agency # _____ Agency Name _____

Agency Address _____

Primary Contact Name _____

Primary Contact Phone _____

Primary Contact Email _____

Secondary Contact Name _____

Secondary Contact Phone _____

Secondary Contact Email _____

This document serves as an agreement between MANNA FoodBank and the above agency that both parties will comply with the MANNA FoodBank TEFAP Manual, dated 1 October 2021 – 30 September 2022. The agency has read this document in full and understands all sections, as initialed below:

- 1. Purpose _____
- 2. MANNA FoodBank Information _____
- 3. Denotations _____
- 4. Purpose and use of TEFAP Foods _____
- 5. Agency Eligibility _____
- 6. Client Eligibility _____
- 7. Food Storage _____
- 8. Orders _____
- 9. Signage _____
- 10. Record Keeping and Reporting _____
- 11. Compliance Visits _____
- 12. Food Safety Training _____
- 13. Civil Rights _____
- 14. Suspension, Termination, and Resignation _____
- 15. NCD and USDA TEFAP Regulations _____

I have read, understand, and attest that my agency will abide by all TEFAP rules and procedures as established by MANNA FoodBank, North Carolina Department of Agriculture, and the United States Department of Agriculture. Failure to do so may result in agency suspension and/or termination from the TEFAP program. This contract is effective from 1 October 2021 to 30 September, 2022 (FY 2022).

 (Agency Representative Signature) (Title) (Date)

 (MANNA FoodBank Signature) (Title) (Date)