

Preparing for a TEFAP Site Visit or NCDA Site & Civil Rights Review?

Here's what you need to know!

Paperwork

- Please be ready to show your:
 - Professional pest control dated within the last 3 months (required quarterly)
 - 7 days/week temperature logs for fridges and freezers, either from a digital device or from a paper log (required when TEFAP is in stock)
 - Civil rights training log: either signed log for PowerPoint training, or a print-off of online tests (if this is an NCDA visit, it will be sent to Brandy beforehand)
- Confirm you have the following on file for the past 5 years:
 - TEFAP applications (if using digital intake, you only need physical applications if you used them within the past 5 years), TEFAP proxy forms, your signed TEFAP contract with MANNA FoodBank, your TEFAP invoices from MANNA (available digitally), pest control documentation, all food-loss and transfer records, temperature logs

Displayed (must be visible to neighbors during distribution, including drive-thru distributions)

- Justice For All Poster, Notice of Beneficiary Rights, the TEFAP Income Guidelines (Page 2 of the Income Eligibility Guidelines FY26), "You May Qualify" Sign, "No ID Required" Sign
 - All of these signs can be found here, although the JFA poster should be 11"x17":
 - <https://sites.google.com/view/manafoodbank/tefap/documents>

Storage

- TEFAP must be separate and clearly identifiable as TEFAP, including produce
 - Prepacked boxes can contain TEFAP and non-TEFAP items together
- Refrigerators must be between 34°F-39°F and freezers must be 0°F or below
- All food should be off the ground and away from the walls

Intake Practices

- Ensure all neighbor information is kept confidential during check-in
- Neighbors must be asked each time if any qualifying information has changed- this could be whether or not they receive SNAP benefits, their household size, or their household income. Asking "has anything changed since your last visit?" is sufficient for digital intake
- All staff/volunteers interacting with neighbors should have completed the online Civil Rights training or the NCDA Civil Rights PowerPoint
- You do not have to allow proxies, but if you do, please ensure you are using a proxy form

Distribution Practices

- Make sure you have distribution rates established and posted for neighbors to see, they should not change during the distribution
- Ensure you distribute TEFAP on a first-come, first-served basis
- All items on hands should be offered to neighbors- for example, if you have 3 different TEFAP proteins on hand, they all need to be offered, not just 1

Please note that this is an overview of what to have ready and to expect; it does not encompass all the questions that will be asked. If you have ANY questions, concerns, or worries- call or email your ARM and Virginia at [828-774-5897](tel:828-774-5897)/vmchilds@manafafoodbank.org. We're here to provide whatever support you may need to feel prepared for the visit.