



TEFAP Agency Manual

Federal Fiscal Year 2024

Effective 1 October 2023 – 30 September 2024

MANNA FoodBank
627 Swannanoa River Road, Asheville, NC, 28805
ar@mannafoodbank.org
(828)-299-3663

This institution is an equal opportunity provider.

Updates since the previous TEFAP manual

Changes made to the MANNA FoodBank TEFAP Agency Manual will be highlighted, the section header that contains the change will be highlighted and are summarized below. Minor grammatical changes are excluded. *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 shared above.*

ADDED: None.

REMOVED: Compliance Visits (all relevant information is in the MANNA Partner Agency Agreement)

6. Neighbor Eligibility

Clarified neighbor eligibility.

7. Neighbor Intake

Clarified proxy rights for neighbors. Added Data Sharing Agreement & User Confidentiality Agreements.

8. Distribution

Clarified distribution rates. Added TEFAP choice information.

12. Civil Rights.

Clarified language around those who need Civil Rights training.

13. Agency Policies.

Added requirement for all agencies to develop and submit policies to MANNA by October 1st, 2024.

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USDA Civil Rights Statement

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotape, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted 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; or
2. **fax:**
(833) 256-1665 or (202) 690-7442; or
3. **email:**
Program.Intake@usda.gov

This institution is an equal opportunity provider.

1. Purpose.
 - 1.1. The purpose of this manual is an agreement between MANNA FoodBank (MANNA) and the partner agency to participate in TEFAP. 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, 2023 to the 30th of September, 2024.
2. MANNA FoodBank Information.
 - 2.1. 627 Swannanoa River Road, Asheville, NC, 28805.
 - 2.2. ar@mannafoodbank.org
 - 2.3. (828)-299-3663
 - 2.4. Staff Contacts.
 - 2.4.1. View the MANNA Staff Contact list on our website, <https://www.mannafoodbank.org/agency-access-and-information/>.
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. Contact the Commodities Coordinator or your Agency Relations Manager for guidance.
 - 3.2. May.
 - 3.2.1. Considered best practices for an agency. MANNA would prefer if all agencies followed recommended practices, but does not explicitly require them to do so. Contact the Commodities Coordinator or your Agency Relations Manager for guidance.
 - 3.3. Must.
 - 3.3.1. Requirement as part of this contract, agencies must comply or face action as outlined in the MANNA Partner Agreement.
 - 3.4. Will.
 - 3.4.1. Requirement as part of this contract, agencies must comply or face action as outlined in the MANNA Partner Agreement.
4. Purpose and Use of TEFAP Foods.
 - 4.1. TEFAP food is to be used as a **supplement** to neighbors, not their main food source. **Agencies should not rely solely on TEFAP food to serve their neighbors.** The amount of TEFAP food received from MANNA is subject to change without advance notice, so agencies will have non-TEFAP related programs available to their neighbors as the quantity of TEFAP available fluctuates.

5. Agency Eligibility.

- 5.1. Agencies must be in good standing to be eligible for food distribution and serve an average of 50 households monthly.
- 5.2. Annual MANNA FoodBank Agency Agreement and TEFAP Agreement must be signed and on file with MANNA FoodBank.
- 5.3. Civil Rights training must be completed annually and on file with MANNA FoodBank.
- 5.4. All new (onboarded on or after October 1st, 2022) TEFAP agencies are required to use a digital intake platform provided by MANNA, unless there are extenuating circumstances preventing the use of digital intake and they are approved by the Commodities Coordinator.

6. Neighbor Eligibility.

- 6.1. Agencies may impose restrictions on the number of times a neighbor may receive TEFAP in a given period, as long as TEFAP is offered to them at least once per month and **all neighbors have the same access**.
- 6.2. Neighbors **SELF DECLARE** as qualifying for TEFAP based on one of the two eligibility criteria:
 - 6.2.1. Current recipient of FNS benefits (SNAP/WIC).
 - 6.2.2. Household income at or below 200% of the federal poverty line. See [Attachment 4](#).
- 6.3. Neighbors must reside in North Carolina to receive TEFAP, but asking for length or proof of residency is prohibited. Agencies must serve all qualifying neighbors regardless of where they live, even if the agency imposes restrictions on eligibility for other programs by zip code, county, or other criteria.
- 6.4. Agencies will not ask for proof of income, FNS verification, identification, address, or any other data not included on intake forms. TEFAP is self-declared.
- 6.5. Agencies must use the TEFAP Eligibility forms provided by MANNA.

7. Neighbor Intake.

- 7.1. When conducting neighbor intake, agencies with additional eligibility qualifications to receive food (proving income or residency in a certain area, for example) will complete TEFAP intake first. This protects your agency from discrimination complaints if a neighbor is not eligible for other services but is eligible for TEFAP food. Agencies should define their intake procedures in written agency policies. [See section 14](#).
- 7.2. There are three approved methods of neighbor intake: the ‘normal’ intake form ([Attachment 7](#)), mobile distribution intake ([Attachment 8](#)), and a MANNA-approved digital intake platform.
 - 7.2.1. If you are interested in using MANNA’s free digital intake platform, please contact the Commodities Coordinator. Agencies utilizing digital

intake other than a MANNA-provided platform must have the platform approved in writing by the Commodities Coordinator.

7.2.2. Agencies using a MANNA-provided digital intake platform must sign MANNA FoodBank's Data Sharing Agreement & User Confidentiality Agreements.

7.3. As of March 16th, 2023, signatures are no longer required from neighbors to receive TEFAP foods. Agency representatives are still required to sign where indicated on intake forms. Partner agencies are prohibited from collecting neighbor signatures during TEFAP distributions.

7.4. FNS and income qualification questions must be asked every time a neighbor receives food.

7.5. Neighbors may have proxies who pick up food for them. [Attachment 9](#) is a sample proxy letter, or agencies may make their own or accept hand-written letters. At minimum, the proxy letter must include the name of the neighbor, the name of their proxy, the effective and expiration dates (all letters will expire at the end of the fiscal year on September 30, 2024), and the neighbor's signature. Proxy letters are to be kept with all other TEFAP records. Agencies will not prohibit the use of TEFAP proxies by neighbors.

8. Distribution.

8.1. Agencies will have distribution rates for every TEFAP distribution. MANNA provides sample distribution rates, **but agencies may develop their own.**

8.1.1. Each TEFAP package will be build first come, first served, with at least 1 of each item offered during that distribution for neighbors until the item runs out.

8.1.2. Distribution rates may be set by dividing 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).

8.1.3. 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.

8.2. Agencies are encouraged to offer choice shopping with TEFAP product. Items must still have maximum distribution rates for each household.

8.2.1. Items not taken by a household are considered to have been declined and donated back to your pantry. These items are no longer TEFAP product and can be transferred to general MANNA product inventory.

8.3. Agencies pre-packing TEFAP boxes for neighbors may include non-TEFAP product in the box, and distribution rate rules to not apply to non-TEFAP product. Agencies may use non-TEFAP product as a substitution after a TEFAP item runs out.

8.4. TEFAP is first come, first serve, so the first TEFAP recipients at each distribution will generally get more TEFAP than the last recipients at each distribution.

8.5. Religious and political fliers, pamphlets, or materials will not be included in a TEFAP distribution.

9. Orders, Pick-Up, & Delivery.

- 9.1. Agencies are bound to [MANNA's Ordering, Pick-up, and Delivery Policies and Procedures for Partner Agencies](#). Updates to this document will be shared with agencies via the MANNA Message.

10. Signage and Public Notification.

- 10.1. 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 neighbors. As a best practice, MANNA asks that agencies post English and Spanish versions. Signage translated into other languages may be made available if requested.
 - 10.1.1. No ID Required for TEFAP. ([Attachment 5](#))
 - 10.1.2. *And Justice For All* poster.
 - 10.1.3. You May Qualify for TEFAP. ([Attachment 2](#))
 - 10.1.4. Notice of Beneficiary Rights. ([Attachment 3](#))
 - 10.1.4.1. Only required for faith-based agencies.
 - 10.1.5. The TEFAP Yard Sign provided by MANNA replaces signs in 10.1.1 through 10.1.4.
- 10.2. Agencies must provide reasonable public notification to include TEFAP eligibility and the location and times neighbors may access TEFAP food. This can be communicated using an agency website, facebook page, newspaper, radio, brochures, etc. **Word of mouth does not qualify as reasonable public notification.** More information about public notification can be found in [FNS Instruction 113-1, Civil Rights Compliance and Enforcement, page 15](#).
 - 10.2.1. Agencies may include eligibility requirements for other programs on their website but must include that neighbors may qualify to receive TEFAP even if they do not meet the eligibility requirements for other programs.
- 10.3. Websites.
 - 10.3.1. When services are advertised on a website, any additional requirements to receive non-TEFAP food must include a disclaimer that they are not required to receive TEFAP.
 - 10.3.2. Agencies must include, at minimum, the short USDA nondiscrimination statement on their website **if they advertise TEFAP: *This institution is an equal opportunity provider.*** The full statement ([found on page 3](#)) may be included.

11. Record Keeping.

- 11.1. TEFAP neighbor records will be stored separately from all other non-TEFAP neighbor records, even if neighbors participate in multiple programs run by an agency.
- 11.2. **All physical 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.**
- 11.3. Agencies will keep all TEFAP records for no less than **five** years. These include: MANNA FoodBank TEFAP Agency Manual, 1 October 2023 – 30 September 2024

- 11.3.1. Distribution Rates.
- 11.3.2. Neighbor Intake Forms (including proxy letters).
- 11.3.3. Civil Rights Training Record of Completion.
- 11.3.4. Annual TEFAP Agreement.
- 11.3.5. Freezer and refrigerator temperature logs.
 - 11.3.5.1. Temperature logs for each unit containing TEFAP product must be maintained daily, 7 out of 7 days.
- 11.3.6. Pest Control Logs.
- 11.3.7. Monthly Inventory.
- 11.3.8. Neighbor Statistics.
- 11.3.9. Food Loss.
 - 11.3.9.1. Formal food loss reports and correspondence. A formal food loss is defined as a loss of more than \$250 in value. Agencies may be subject to paying for lost items, depending on the outcome of NCDA's decision.

12. Civil Rights.

- 12.1. 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 (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.**
- 12.2. Training.
 - 12.2.1. **All agency representatives who interact with TEFAP neighbors must complete the NCDA Civil Rights training annually.** Throughout the year, new agency representatives must complete the training before they begin to interact with TEFAP neighbors. There are three methods of conducting Civil Rights training:
 - 12.2.1.1. [Reading and Knowledge Check](#). This is the **preferred method for training**. It works for both individual and group training and will automatically remind the volunteer when they have to renew. This is the only method that does not require submitting a Civil Rights training record to MANNA.
 - 12.2.1.2. [YouTube video](#). This option works well for both individual and group training. It requires that a Civil Rights training record be submitted to MANNA.
 - 12.2.1.3. [Agency led](#). This option is taught by an agency staff member or volunteer and requires submitting a Civil Rights training record to MANNA. Agency led courses must use the provided USDA Civil Rights slides linked above.
- 12.3. Civil Rights Complaints.
 - 12.3.1. [USDA Discrimination Complaint Form](#).

- 12.3.2. **By law agencies must assist neighbors who choose to file a complaint about the agency, if they request assistance.** Agencies should document as much information as possible surrounding a neighbor complaint, from as many sources as possible. If a neighbor is turned away from a distribution for any reason, agencies should document this in the event a complaint is made.
- 12.3.3. Civil Rights complaints must be made within 180 days of the alleged discrimination, and will be processed by USDA within 90 days of receiving the complaint.
- 12.4. Civil Rights Violations.
 - 12.4.1. Should an agency discriminate against someone based on a protected class, it may be legally liable for any damages caused. Civil rights complaints are handled by USDA and the legal system, not MANNA FoodBank. Decisions made by USDA or the legal system supersede the MANNA Partner Agreement and the TEFAP Agreement.

13. Agency Policies

- 13.1. **Effective October 1st, 2024, all TEFAP agencies must develop agency policies and submit a copy to MANNA.**
- 13.2. MANNA and NCDA highly recommends that each agency develop agency policies around operating a TEFAP pantry. Agency policies are a written document that explains what your staff and volunteers will do in a variety of situations, from conducting intake to dealing with difficult neighbors to record keeping. The purpose of developing these policies is to help make staff and volunteer training easier, ensure neighbors receive the same experience from different staff and volunteers, **and to protect your agency from civil rights complaints.**
- 13.3. The Commodities Coordinator is available to help review policies each agency develops and provide feedback, as well as to ensure a proposed policy does not violate any TEFAP rule or regulation.
- 13.4. A sample policy manual can be found at [Attachment 11](#). Your agency may adapt this to fit your situations or develop your own.

14. Suspension, Termination, and Resignation.

- 14.1. Failure to comply with the TEFAP Manual or other regulation may result in program suspension or termination as described in the Annual Partner Agreement.
- 14.2. Resignation from the TEFAP program is voluntary and must be communicated with the Commodities Coordinator or Agency Relations Manager no less than 30 days in advance. Agencies who resign from the TEFAP program are still responsible for TEFAP food and all records on hand. MANNA will coordinate with other partner agencies to reallocate the TEFAP food.
- 14.3. Following resignation from the program, agencies will turn over all TEFAP records to MANNA FoodBank for 5-year recordkeeping.

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. Included 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. NCDA requires records be kept for five (5) years, not the three that USDA mandates.

Attachment 1: TEFAP Frequently Asked Questions (Sept 2023)

Eligibility & Intake

1. **What is a household?** A household is an individual or a group of individuals who buys and prepares food together. There may be two households living under one roof, if the other individual or group buys and prepares food separately from the first. For example, two roommates or a family member living in a RV on the property would be considered a separate household. Each household qualifies for their own TEFAP box according to the application guidelines.
2. **Can neighbors pick up for someone else?** Yes! This is considered a proxy, and there is one extra step to take during distribution. The ‘someone else’ has to authorize the proxy to pick up their food using a proxy letter. A sample letter is included in [Attachment 9](#), or you may create your own provided it includes the name and signature of the recipient, name of the proxy, and a date. More information is in section 7.5 of the TEFAP Manual. Proper proxy letters cannot be denied.
3. **What intake forms can we use?** Agencies may use the ‘normal’ intake ([Attachments 7](#)), mobile distribution intake ([Attachment 8](#)), or approved digital intake. A digital intake option is available and is the recommended intake method for all agencies. Contact the Commodities Coordinator for more information.
4. **Can we use our 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.
5. **Can we require ID or any other documentation for TEFAP?** No. The rules that govern TEFAP come from Civil Rights law and you must take each neighbor at their word for this program. If you require ID for other programs, please distribute TEFAP prior to those other programs.
6. **Do neighbors 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. **What if someone comes from another county?** While NCDA had a rule against crossing county lines in the past, this was rescinded in 2019. Anyone in North Carolina can receive TEFAP from any pantry, and pantries cannot impose service area boundaries within the state.
9. **What if we don’t believe a neighbor?** TEFAP is self-declared, so you cannot ask for proof of what they are saying. If you suspect someone is falsifying information, you can report it to MANNA or NCDA, attempting to investigate it yourself exposes your agency to civil rights violations. [Recipient fraud is rare in government food programs](#) and turning neighbors away over suspected fraud only hurts the population we serve.

10. **What if someone doesn't qualify?** Still give them TEFAP food the first time, and explain that they don't qualify to receive TEFAP moving forward but can always receive MANNA product. Help them understand why they don't qualify. We recommend pantries keep a few non-TEFAP boxes on hand for regular neighbors who don't qualify.

Distribution

11. **Can we set our own distribution rates?** Yes! Set these prior to distribution so that each TEFAP box has at least 1 of every TEFAP item offered **until it runs out**. An easy way to set your distribution rate is to estimate the total number of boxes needed and divide it by the total number of units of each TEFAP item. For example, you expect 100 boxes will be needed and have 200 cans of corn, so each box gets 2 cans of corn. Box size can change based on household size, too.
12. **What goes in a TEFAP box?** Beyond following your distribution rate for TEFAP items, there is no restriction on other food items that can be included in a TEFAP box. Many agencies use MANNA or donated product to supplement boxes when they run out of a TEFAP item, or to include items that do not normally come as TEFAP. Bread and bakery items, for example, are frequently included.
13. **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, please contact the Commodities Coordinator or Order Fulfillment Coordinator 3 business days before your order ships.
14. **Can we offer a TEFAP neighbor choice model?** Yes! Every item must still be offered to each TEFAP neighbor. Contact the Commodities Coordinator for help in setting up a neighbor choice model that follows all USDA & NCDA rules.

Training & Civil Rights

15. **May we ask neighbors 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, religious activities must be left out of TEFAP distributions. For further information please see [FD-141 Equal Opportunity for Religious Organizations](#). Willfully and knowingly violating Civil Rights law is grounds for immediate termination from the program.
16. **What training is available?** The [Civil Rights training](#) is a good place to start for any new volunteers, and for all staff and volunteers annually. Have them review your agency policies to better understand how your agency will respond to different situations. MANNA offers a monthly TEFAP Webinar covering different topics as a form of recurrent training that all agencies, staff, and volunteers are invited to join. Webinars may be recorded and shared after each session. [To view and sign up for upcoming webinars, click here.](#)

Attachment 2: You May Qualify (English, Spanish, Ukrainian)

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 (including gender identity and sexual orientation), 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.

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

- 1. CASAS QUE RECIBEN 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 (incluyendo identidad de genero y orientacion de sexual), edad o discapacidad. (No todas las bases prohibidas se aplican a todos los programas.) Para 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.

СИРОВИННІ ТОВАРИ USDA/ ЯЩИКИ З ЇЖЕЮ ПРОПОНУЮТЬСЯ...

**1. ДОМОГОСПОДАРСТВА, ЯКІ ОТРИМУЮТЬ
ТАЛОНИ НА ХАРЧУВАННЯ**

**2. ДОМОГОСПОДАРСТВА З
КВАЛІФІКАЦІЙНИМ РІВНЕМ ДОХОДУ**

**ВИ МОЖЕТЕ ПРОЙТИ
КВАЛІФІКАЦІЮ!**

ЗАПИТАЙТЕ ПРО ТЕФАП!

(Програма екстреної продовольчої допомоги)

Відповідно до федерального закону і політики USDA, цій установі заборонено дискримінувати за ознакою раси, кольору шкіри, національного походження, статі (включаючи гендерну ідентичність і сексуальну орієнтацію), віку або інвалідності. (Не всі заборонені бази поширюються на всі програми.) Щоб подати скаргу на дискримінацію, напишіть USDA, директору Управління цивільних прав, кімната 326-W, Whitten Building, 1400 Independence Avenue SW, Washington, DC 20250-9410; або зателефонуйте (202) 720-5964 (голос і TDD). USDA є постачальником рівних можливостей та роботодавцем.

Attachment 3: Notice of Beneficiary Rights (English, Spanish, Ukrainian)

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/fns-regional-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

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

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 creencias religiosas, el rechazo de mantener una creencia religiosa o el rechazo de 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 religiosa financiada explícitamente religiosa de actividades financiadas directamente del USDA;
- Si se opone al carácter religioso de nuestra organización, debemos hacer esfuerzos razonables para identificarlo y remitirlo a un proveedor alternativo al que no tiene objeciones. No podemos garantizar, sin embargo, que en cada caso, 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 la 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 el requerido parte 16 de 7 CFR.

Información de contacto de la Agencia Estatal:

MANNA FoodBank 828.299.3663

Програма екстреної продовольчої допомоги (TEFAP) – письмове повідомлення про права бенефіціарів

Назва організації:

Контактна інформація для співробітників Програми:

Оскільки TEFAP повністю або частково підтримується фінансовою допомогою Федерального уряду, ми зобов'язані повідомити вас про те, що:

- Ми не можемо дискримінувати вас на підставі релігії або релігійних переконань, відмови від дотримання релігійних переконань або відмови від відвідування або участі в релігійній практиці;
- Ми не можемо вимагати від вас відвідування або участі в будь-яких явно релігійних заходах, які ми пропонуємо, і будь-яка ваша участь у цих заходах повинна бути виключно добровільною;
- Ми повинні відокремити в часі або місці будь-яку приватно фінансовану явно релігійну діяльність від діяльності, що підтримується прямою допомогою USDA;
- Якщо ви заперечуєте проти релігійного характеру нашої організації, ми повинні докласти розумних зусиль, щоб ідентифікувати та направити вас до альтернативного постачальника, проти якого ви не маєте заперечень. Однак ми не можемо гарантувати, що в кожному випадку буде доступний альтернативний постачальник; і
- Ви можете повідомити про порушення цих засобів захисту (включаючи відмову в послугах або пільгах) з боку організації в Державне агентство (<http://www.fns.usda.gov/fdd/food-distribution-contacts>).

Державне агентство відреагує на скаргу та повідомить про передбачувані порушення до відповідного регіонального офісу USDA FNS (<http://www.fns.usda.gov/fns-regional-offices>).

Ми повинні надати вам це письмове повідомлення, перш ніж ви зареєструєтесь у TEFAP або отримаєте послуги від TEFAP, як того вимагає 7 CFR, частина 16.

Контактна інформація Державного агентства:

MANNA ФудБанк

828.299.3663

MANNA FoodBank TEFAP Agency Manual, 1 October 2023 – 30 September 2024

Attachment 4: 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, 2023 through September 30, 2024

Household Gross Income Must Be Below Level of Appropriate Size Household

HOUSEHOLD SIZE	PER YEAR	PER MONTH	PER WEEK
1	\$29,160	\$2,430	\$561
2	\$39,456	\$3,288	\$759
3	\$49,728	\$4,144	\$957
4	\$60,000	\$5,000	\$1,154
5	\$70,296	\$5,858	\$1,352
6	\$80,568	\$6,714	\$1,550
7	\$90,840	\$7,570	\$1,747
8	\$101,136	\$8,428	\$1,945
EACH ADDITIONAL FAMILY MEMBER	+\$10,296	+\$858	+\$198

Attachment 5: No ID Sign



ID is not required to receive TEFAP

**No se requiere identificación para recibir
TEFAP**

Attachment 6: Temperature Log

FOOD STORAGE**TEMPERATURE CHART**

Dry Storage Area –

Cooler Storage Area –

Freezer Storage Area –

50° - 70°F (10°C to 21°C)

35°F to 39°F (1°C to 4°C)

-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 /		
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/ 23 /		
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/ 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 /		
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/ 29 /		
/ 30 /		
/ 31 /		

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

Attachment 7: Neighbor Intake Form (English, Spanish, Ukrainian)

TEFAP Eligibility Form 1 October 2023 – 30 September 2024

Name			
Address			
City			
County			
Household size	FNS/Food Stamps: Yes _____ No _____		
<p style="text-align: center;">Effective October 1, 2023 through September 30, 2024 (Household gross income must be at or below for appropriate size household)</p>			
HOUSEHOLD SIZE	PER YEAR	PER MONTH	PER WEEK
1	\$29,160	\$2,430	\$561
2	\$39,456	\$3,288	\$759
3	\$49,728	\$4,144	\$957
4	\$60,000	\$5,000	\$1,154
5	\$70,296	\$5,858	\$1,352
6	\$80,568	\$6,714	\$1,550
7	\$90,840	\$7,570	\$1,747
8	\$101,136	\$8,428	\$1,945
EACH ADDITIONAL FAMILY MEMBER	+\$10,296	+\$858	+\$198

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.

Please read the following statement carefully: 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:	

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 (including gender identity and sexual orientation), 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	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							
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17							
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19							

FORMA DE ELEGIBILIDAD PARA TEFAP 1 Octubre 2023– 30 Septiembre 2024

Nombre:			
Dirección:			
Ciudad:			
Condado:			
Número de personas en el hogar:	Cupones de alimentos? si ____ no ____		
<p>Efectivo desde 1 de Octubre 2023 hasta 30 de Septiembre de 2024 (Los ingresos gruesos tienen que estar en o abajo para el tamaño apropiado del hogar.)</p>			
TAMAÑO DE HOGAR	POR AÑO	POR MES	POR SEMANA
1	\$29,160	\$2,430	\$561
2	\$39,456	\$3,288	\$759
3	\$49,728	\$4,144	\$957
4	\$60,000	\$5,000	\$1,154
5	\$70,296	\$5,858	\$1,352
6	\$80,568	\$6,714	\$1,550
7	\$90,840	\$7,570	\$1,747
8	\$101,136	\$8,428	\$1,945
CADA MIEMBRO ADICIONAL DE LA FAMILIA	+\$10,296	+\$858	+\$198

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.**

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>
Representante Autorizado:		
Representante Autorizado:		

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 (incluyendo identidad de género y orientación de sexual), 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	Cupones de alimentos		Ingresos Por Año	Ingresos Por Mes	Ingresos Por Semana	Firma de Representante de la Agencia
		Si	No				
1							
2							
3							
4							
5							
6							
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Форма відповідності TEFAP 1 жовтня 2023 р. – 30 вересня 2024 р.

назва			
Вашу адресу			
місто			
повіт			
розмір домогосподарства	талони на харчування: так _____ ні _____		
<p align="center">Термін дії з 1 жовтня 2023 року по 30 вересня 2024 року (Валовий дохід сім'ї повинен дорівнювати або бути меншим за дохід сім'ї відповідного розміру)</p>			
розмір домогосподарства	щорічно	щомісяця	щотижня
1	\$29,160	\$2,430	\$561
2	\$39,456	\$3,288	\$759
3	\$49,728	\$4,144	\$957
4	\$60,000	\$5,000	\$1,154
5	\$70,296	\$5,858	\$1,352
6	\$80,568	\$6,714	\$1,550
7	\$90,840	\$7,570	\$1,747
8	\$101,136	\$8,428	\$1,945
КОЖНОГО ДОДАТКОВОГО ЧЛЕНА СІМ'Ї	+\$10,296	+\$858	+\$198

У таблиці вище показано річний валовий дохід для кожного розміру сім'ї. Якщо дохід вашої сім'ї дорівнює або менше доходу, зазначеного для кількості осіб у вашій сім'ї, ви маєте право на харчування.

Домогосподарство визначається як група людей, які живуть разом і діляться грошима та іншими ресурсами для отримання їжі. АБО, якщо ви зараз берете участь у програмі Food and Nutrition Service (тобто талони на харчування), ви автоматично маєте право на TEFAP і вам не потрібно дивитися на шкалу доходу.

Я розумію, що будь-яке введення в оману інформації про потребу в отриманих мною продуктах, їх продаж або неправильне використання заборонено та може призвести до штрафів, ув'язнення або обох. (Розділ 211 E, PL 96-494 і Глава 4С, PL 93-86 зі змінами.)

Довіреності призначені для осіб, які не можуть бути присутні.		дата
проксі:		
проксі:		

Відповідно до Федерального закону про цивільні права та нормативних актів і політики Міністерства сільського господарства США (USDA) щодо громадянських прав, Міністерству сільського господарства США, його агентствам, офісам і співробітникам, а також установам, які беруть участь або керують програмами Міністерства сільського господарства США, забороняється дискримінувати за ознаками раси, кольору шкіри, національне походження, стать (включно з гендерною ідентичністю та сексуальною орієнтацією), інвалідність, вік або репресії чи помста за попередню діяльність у сфері захисту громадянських прав у будь-якій програмі чи діяльності, що проводиться або фінансується USDA.

Особи з обмеженими можливостями, яким потрібні альтернативні засоби зв'язку для отримання інформації про програму (наприклад, шрифт Брайля, великий шрифт, аудіозапис, американська мова жестів тощо), повинні звернутися до агентства (державного чи місцевого), куди вони подали заявку на отримання пільг.

Особи, які є глухими, поганочують або мають порушення мови, можуть зв'язатися з USDA через Федеральну службу ретрансляції за номером (800) 877-8339. Крім того, інформація про програму може бути доступна мовами, відмінними від англійської.

Щоб подати скаргу щодо дискримінації за програмою, заповніть форму скарги щодо дискримінації за програмою USDA (AD-3027), яку можна знайти в Інтернеті за адресою: http://www.ascr.usda.gov/complaint_filing_cust.html, у будь-якому офісі USDA або напишіть лист, адресований Міністерству сільського господарства США, і надайте в листі всю необхідну інформацію у формі. Щоб отримати копію форми скарги, телефонуйте (866) 632-9992. Надішліть заповнену форму або листа до USDA до: (1) Пошта: U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; (2) Факс: (202) 690-7442; or (3) Електронна пошта: program.intake@usda.gov

	<u>дата</u>	талони на харчування		щорічно	щомісяця	щотижня	Підпис агентства
		так	ні				
				Якщо ви не отримуєте пільги FNS (талони на харчування), запишіть свій річний, місячний або тижневий дохід, якщо відбулися зміни.			
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Attachment 8: Mobile Distribution Intake

TEFAP ELIGIBILITY APPLICATION FOR USE DURING MOBILE DISTRIBUTION

AGENCY NAME: _____

TEFAP DISTRIBUTION SITE ADDRESS: _____

CITY: _____

COUNTY: _____

Issued by: _____ Date: _____

*Agency Representative Signature***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, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotope, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted 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: _____			FNS		Monthly Income	Weekly Income	Number in House- hold	Authorized Proxy Name
Household 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							

Effective October 1, 2023 through September 30, 2024			
Household Size	Per Year	Per Month	Per Week
1	\$29,160	\$2,430	\$561
2	\$39,456	\$3,288	\$759
3	\$49,728	\$4,144	\$957
4	\$60,000	\$5,000	\$1,154
5	\$70,296	\$5,858	\$1,352
6	\$80,568	\$6,714	\$1,550
7	\$90,840	\$7,570	\$1,747
8	\$101,136	\$8,428	\$1,945
EACH ADDITIONAL FAMILY MEMBER	+\$10,296	+\$858	+\$198

Note: Neighbor addresses are not required IF the address is already on file from previous TEFAP intake during the current fiscal year, Oct 23 – Sept 24.

Attachment 9: TEFAP Proxy Letter Template

<p style="text-align: center;">TEFAP PROXY LETTER</p> <p>I, _____, authorize (name of recipient)</p> <p>_____ to pick up my (name of proxy)</p> <p>TEFAP for me, from _____ (start date)</p> <p>until _____. (end date)</p> <p>Signature: _____</p> <p><i>This institution is an equal opportunity provider.</i></p>	<p style="text-align: center;">TEFAP PROXY LETTER</p> <p>I, _____, authorize (name of recipient)</p> <p>_____ to pick up my (name of proxy)</p> <p>TEFAP for me, from _____ (start date)</p> <p>until _____. (end date)</p> <p>Signature: _____</p> <p><i>This institution is an equal opportunity provider.</i></p>
<p style="text-align: center;">TEFAP PROXY LETTER</p> <p>I, _____, authorize (name of recipient)</p> <p>_____ to pick up my (name of proxy)</p> <p>TEFAP for me, from _____ (start date)</p> <p>until _____. (end date)</p> <p>Signature: _____</p> <p><i>This institution is an equal opportunity provider.</i></p>	<p style="text-align: center;">TEFAP PROXY LETTER</p> <p>I, _____, authorize (name of recipient)</p> <p>_____ to pick up my (name of proxy)</p> <p>TEFAP for me, from _____ (start date)</p> <p>until _____. (end date)</p> <p>Signature: _____</p> <p><i>This institution is an equal opportunity provider.</i></p>

Attachment 10: 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 Commodities Coordinator or your Agency Relations Manager / If additional attendees, print another copy of this form.

Attachment 11: Sample Policy Manual for Agencies

Sample 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 Commodities Coordinator can assist in developing your agency policy manual.

Accommodations

We will make accommodations for neighbors 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 neighbors 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 neighbors.

Complaints

If a neighbor ever makes a civil rights complaint, we will help them. We'll give them the agency director's contact as well as the Commodities Coordinator or Agency Relations 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 Neighbors

If there is a neighbor being disruptive or bothering other neighbors 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 neighbors 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 neighbor.

Donated TEFAP

If a neighbor 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 neighbor 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 neighbor 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 neighbor are kept separate from their TEFAP intake forms.