

# **THE EMERGENCY FOOD ASSISTANCE PROGRAM (TEFAP) MANUAL**

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Food Distribution Unit  
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# THE EMERGENCY FOOD ASSISTANCE PROGRAM (TEFAP)

## Introduction

TEFAP was first authorized in 1981 as the Temporary Emergency Food Assistance Program (TEFAP) to distribute surplus foods to households. The name was changed to The Emergency Food Assistance Program under the 1990 Farm Bill. The program was designed to help reduce Federal food inventories and storage costs while assisting the needy. Since its inception, the number of foods available has varied for the program. The Hunger Prevention Act of 1988 authorized funds to be appropriated for the purchase of USDA foods specifically for TEFAP. Foods acquired with appropriated funds are in addition to any surplus foods donated to TEFAP by USDA. The current Farm Bill authorizes TEFAP through September 2012.

Current Federal Regulations governing TEFAP are 7 CFR, Parts 250 and 251. The regulations and policies may be found at the USDA web site [www.fns.usda.gov/fdd](http://www.fns.usda.gov/fdd).

State Agency Designation: The Michigan Department of Education (MDE) has been designated by the Governor as the state agency responsible for TEFAP. This selection is efficient and expedient because MDE also has the administrative responsibility for other USDA donated foods programs, including the National School Lunch Program (NSLP) and the Commodity Supplemental Food Program (CSFP).

Local Agency Designation: The Department has designated community action agencies statewide and the Food Bank Council of Michigan with the responsibility of distributing USDA Foods at the local level. Each agency enters into an annual agreement with MDE. MDE and/or the USDA have the responsibility for monitoring the local grantee agencies.

Grantee agencies have the responsibility of establishing sites for distribution in sufficient number and appropriate locations to best serve the needs of the unemployed and low income households in the geographic area they serve. The grantee is also responsible for monitoring the distribution sites to verify program compliance.

USDA Foods and funding are made available on the basis of the number of people unemployed and the number of people with incomes below the poverty level in the state. The regulations require that each state shall determine those households that qualify as needy and eligible to receive USDA Foods. The Poverty Income Guidelines are issued by the Department of Health and Human Services (HHS) for determining eligibility for assistance or service in federal programs.

## Recipient Eligibility

Eligibility: Michigan initiated a two-tiered eligibility standard in 1984 to help offset the high medical costs of senior citizens. TEFAP income qualification for households with a member at 60 years of age and older is 160% of the Poverty Income Guidelines and households with all members under 60 years is 130% of the Poverty Income Guidelines. Local agencies gather individual eligibility information at the distribution sites.

- The regulations do not require that applicant households provide independent verification of income.
- Applicants are automatically eligible for TEFAP foods if they are participants in Michigan's Food Assistance Program (FAP), or the Family Independence Program (FIP), or are 60 years of age or older and participate in the Commodity Supplemental Food Program (CSFP).

- Participants must reside in the State for at least one day in the geographic area assigned to the distributing agency. Clients who live outside of the agency's serving area **may** be served if the agency has sufficient product, but the client should be advised of the correct location for future reference.
- Persons receiving USDA Foods must sign a client intake sheet to attest that they meet the Income Eligibility Guidelines.

The client takes responsibility for complying with the income guidelines when they sign for receipt of the USDA Foods. This relieves volunteers and paid staff of both legal and programmatic liability.

Note: Volunteers may not take TEFAP foods unless they are income eligible. Instead, on distribution day, agencies may provide volunteers breakfast or lunch and/or have an event honoring them, and/or put posters up at the sites stating the community's appreciation of their help.

## **Distribution Procedures**

TEFAP products are for distribution to individuals and families for household use and congregate feeding sites serving primarily those in economic need. Local agencies, food pantries, and food banks should not distribute TEFAP products to schools or correction facilities for use in their meal preparation programs.

Definition of Household: A household is a single individual or group of related or non-related individuals, exclusive of borders who are not residents of an institution, but **who are living as one economic unit and for whom food is customarily purchased and prepared in common.** A household may be a single individual living alone, or a group of individuals, an immediate family, an extended family, a group of non-related individuals, or college students who reside together and share household operational costs. Court placed individuals in a foster home are considered a family of one. Household size for the amount of food to be distributed is determined by the number in the foster home meeting the income guidelines. The income qualification for foster homes is based on the income of each client with the family size of one. Each client qualifies based on his/her own income. Clients' incomes are **not** combined for income qualification. The amount of food distributed is based on the number of qualified clients in the foster home. For example: There are eight clients in the foster home, three qualify for TEFAP based on each client's income for a family of one. The food package for a family of one to four is issued because three clients qualify.

Issuance Rates: The quantity and variety of products available to MDE is determined by the USDA and the State's total food entitlement dollar allocation, as well as individual agency preferences. The entitlement food dollars allocated to each state is based on a formula weighing the total U. S. population with the number of persons unemployed (40% weight) and the number of persons at or below the poverty level (60% weight) in each state. Allocation of entitlement food dollars to the local agency is based on a similar computation for each county in the agency's service area and the local agency's ability to serve the eligible households. MDE often recommends issuance rates for individual foods based on household size and usability of the food within a reasonable period of time. The variety of USDA Foods issued and quantity may vary across the state based on individual agencies' preferences when expending food entitlement dollars.

Distribution of Food: Food products may be pre-bagged/boxed or made available to recipients through a client choice procedure. With client choice, recipients may choose to decline food that will not be consumed by the household in a timely manner.

Recipient Records: A log/roster must be available at each distribution site to record:

- the signature of the person receiving the commodities;
- his/her address, if practicable; and
- the number of members in the household.

Signature logs are legal documents and must be kept on file for three years and the current fiscal year.

If recipients are not limited to one distribution site, the agency must have a system to assure a person obtains food at only one site during any given distribution period. Family or friends may pick up food for ill and/or housebound recipients with proper identification. Approved methods to allow a proxy include: presenting identification and a written note from the participant, a previously designated proxy with identification, and/or advance contact by the recipient to the agency.

Food Pantry Distribution: Local agencies must have a written agreement with any food bank or pantry that acts as a sub-distributing agent of USDA Foods. The agreement must insure that:

- TEFAP foods are stored according to USDA and local health department guidelines;
- financial obligations for product losses are clearly delineated;
- criteria for determining participant need is comparable to those established by the State;
- USDA Foods are given to households at no cost.

Note: The USDA discourages food pantries from requiring appointments for service. A food pantry should serve eligible persons from the community who walk in and request food.

Reporting Losses: As per the Application-Agreement between MDE and the local agency, an agency is accountable for the foods until such time as they are distributed to eligible individuals and households. If a product loss is attributed to improper storage or other negligence on the part of the agency, food bank, or pantry, the agency is held accountable for the value of the lost food. As the accountability remains with the agency, it is prudent to examine the storage capabilities and practices of a food pantry before providing USDA Foods. All product losses must be reported on a Disposal Authorization Form and on the Food Distribution Report. The supply of product made available should be no greater than an amount that will be distributed within 30 days.

## **Reimbursement**

Agencies are reimbursed based on the dollars made available by USDA and as justified by costs. As indicated in USDA regulation 7 CFR, Part 251.8, allowable costs include:

- Personnel costs of planning distributions, record keeping, certification, monitoring sites and other commodity distribution related activities.
- Transportation costs, including freight, cartage, and other costs related to transporting TEFAP foods, including costs paid to a contracted warehouse for the delivery of the food to distribution sites.
- Cost of maintenance and operation of agency storage facilities, including the cost of utilities, insurance, security, janitorial services, and pest control.

- Other examples of allowable expenditures are publicity costs, staff and volunteer travel expenses, site personnel training costs, auditing, telephone, postage, office equipment and supplies, and printing.

Costs shared by different programs must be prorated accurately.

## **Ordering and Receiving USDA Foods**

Food Ordering Overview: MDE and local TEFAP agencies order USDA Foods utilizing the USDA's Web Based Supply Chain Management System (WBSCM). WBSCM provides details for ordering available USDA Foods, the estimated value, possible ship dates, and the last date for the TEFAP agency to place an order. USDA Foods are ordered quarterly for many food items. Some canned fruits and vegetables and dairy products are ordered only once or twice a year to maximize the USDA's purchasing power.

Procedures to Accept and Receipt Deliveries: Vendors and their dispatchers make delivery appointments no later than 24 hours before the anticipated delivery. Before scheduling a delivery appointment, warehouse staff must verify that the USDA Food belongs to that warehouse with a WBSCM generated Advanced Shipment Notification (AFN). Check amounts accurately when receiving product from warehouses. Count cases not skids, as the number of cases per skid may vary based on the agency's order, the packer, or for other reasons. Also, different products may be stacked differently because of case size. **It is important to document accurate counts.** Warehouse staff should be trained in the methodology of receipting USDA Food deliveries in WBSCM. The process includes documenting damaged, spoiled, lost, or excess product.

Instructions specific to utilizing the many aspects of the WBSCM system are available in the WBSCM training manual and on the USDA's WBSCM web page at [www.fns.usda.gov/fdd/WBSCM](http://www.fns.usda.gov/fdd/WBSCM). The USDA web site will have the most current version of training materials.

Disposal Authorization: Damage, spoilage, or loss of food discovered or occurring after delivery must be reported immediately to MDE. If the loss is due to agency negligence, that agency must make restitution to USDA through MDE. Such restitution shall be based on the current USDA average value of the product and such losses cannot be replaced by federal funding from any source. An agency must submit a Disposal Authorization form by fax at 517-373-4022 to MDE before disposing of damaged USDA Foods or report by telephone to the MDE food distribution staff. MDE may request additional information about the loss and/or provide directions for proper disposal.

## **Record Keeping and Reporting Requirements**

The local distribution agencies are required to maintain records that document:

- the receipt, inventory, and distribution of USDA Foods; and
- the amount of administrative funds received and utilized in the distribution program. The financial records shall be maintained in accordance with Federal Regulations 7 CFR Part 3016 or 7 CFR Part 3019.

Local agencies shall maintain complete and accurate records of:

- all USDA Foods received, including any damage, shortage, or overage;
- the variety and quantity of products sent to each distribution site and the number of households served;

- the disposition of undistributed food; and
- the signature and printed name of the household member accepting the food, address of the household, number in the household, and the basis for determining eligibility.

All records must be maintained for a period of three years following the end of the fiscal year to which they pertain.

Local agencies shall submit to MDE complete and accurate reports of:

- SM-4699 TEFAP Food Distribution Report - Local agencies are responsible for reporting monthly/quarterly USDA Food activities reflecting the food received and distributed during the reporting period. Food distribution reports are due to MDE by the 10<sup>th</sup> of the month following the distribution or receipt of USDA Foods. Supporting documentation, such as the Loss and Gain Report and the Disposal Authorization Form, should be attached if warranted.
- SM-4699C TEFAP Cost Report - Agencies also report allowable costs associated with the storage and distribution of donated foods. Such costs are reimbursable to the extent of available funds and to a maximum level prescribed by the USDA. Cost reports are due to MDE by the 10<sup>th</sup> of the month following the end of the quarter.

All records used to prepare reports must be maintained for a period of three years following the end of the fiscal year to which they pertain.

Insurance coverage can be met through a policy with an insurance carrier or through self-insurance. Self-insurance means an agency's operating revenues are used to pay claims as they occur. In most cases, self-insurance is recommended to cover the value of TEFAP foods in inventory. Cost for product insurance from insurance carriers is not cost effective.

### **USDA Foods Transfer Policy**

TEFAP products are made available for distribution to eligible households and congregate feeding sites. TEFAP distribution agencies are prohibited from transferring products to schools, summer camps, or other organizations that receive USDA Foods through other USDA programs or cash in lieu of commodities. In the event there is a need for a transfer, please notify MDE.

## Warehousing Policy

Local distribution agencies are discouraged from maintaining large inventories of USDA Foods. If storage/warehousing of USDA Foods is necessary, agencies must assure they have clean, climate controlled, centrally located, and adequate storage for these foods. Facilities used for long term storage/warehousing of USDA Foods must be licensed by the Michigan Department of Agriculture (MDA). Security precautions must be established to minimize risk of loss due to theft.

Warehousing/Storage and USDA Food Distribution Practices:

- inspect all USDA Foods upon arrival from the distributor;
- every delivery should be checked for possible shortages and damage before foods are accepted;
- examine temperature and condition of refrigerated products;
- examine canned foods to determine if any cases or cans are damaged, disfigured, or discolored;
- inspect items subject to infestation;
- do not accept damaged products;
- utilize pallet labels to facilitate first in/first out (FIFO) inventory management;
- inspect products regularly; and
- foods found out of condition must be segregated from other foods, and the disposal of such foods must be approved by MDE.

## Monitoring Requirements

To meet USDA monitoring requirements, MDE conducts annual reviews of at least 25% of the agencies that have a signed agreement to participate in TEFAP. Each agency must be reviewed at least once every four years. Ideally, reviews are conducted simultaneously with actual distribution and/or eligibility determinations. Local agencies must review their distribution sites at least once every two years.

## Miscellaneous Provisions

Civil Right Notification: TEFAP is open to all eligible persons regardless of race, color, national origin, sex, age, and disability. "And Justice for All" poster, Form AD-475C, must be prominently displayed at all sites during certification and USDA Food distribution. The nondiscrimination statement set out below should be included, in full, on all materials that are produced about the program for public information, public education, or public distribution. This includes agency web sites.

"In accordance with Federal Law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. To file a complaint of discrimination, write USDA, Director, Office of Adjudication, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410 or call toll free (866) 632-9992 (Voice). Individuals who are hearing impaired or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish). USDA is an equal opportunity provider and employer."

If the material is too small to permit the full statement to be included, the material will at a minimum include the statement in print size no smaller than the text, stating: **“This institution is an equal opportunity provider.”** In conjunction with monitoring visits, MDE conducts a civil rights review of each TEFAP agency. State and local agencies must comply with the requirements of Title VI of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and Titles II and III of the Americans with Disabilities Act of 1990.

Civil Rights Training for Staff and Volunteers: Local agencies must also comply with USDA’s regulations regarding nondiscrimination and with the provisions of FNS Instruction 113-1. Annual civil rights training for staff and volunteers is mandatory and should be clearly documented with the date, materials covered, and sign-in sheets. Specific requirements and guidance for training staff and volunteers may be found at [www.fns.usda.gov/cr/documents/113-1](http://www.fns.usda.gov/cr/documents/113-1).

Prohibition of Sale of Products: No USDA Foods available through TEFAP shall be sold or otherwise disposed of in commercial channels in any form.

Provision of Unrelated Activities at Distribution: The distribution of USDA Foods shall not be used as a means for furthering the political interest of any individual or party. 7 CFR, Part 251.10 (f) (1) of the TEFAP regulations permits activities unrelated to TEFAP food distribution under the following conditions:

- the person(s) conducting the activity makes clear that the activity is not part of the TEFAP distribution;
- the person(s) conducting the activity makes clear that participants need not cooperate with him or her in order to receive TEFAP foods; and
- the activity does not interfere with TEFAP distribution.

Information not related to TEFAP may not be placed in or printed on TEFAP bags or boxes. However, USDA encourages local agencies to distribute information about various *government-sponsored* programs that help the needy.

## **Reference Information**

The following items are available on the MDE Food Distribution web site:

- the Application-Agreement detailing the terms agencies agree to comply with to participate in TEFAP;
- current TEFAP Income Guidelines;
- Commodity Complaint form;
- Commodity Values;
- TEFAP Reporting forms;
- TEFAP Manual;
- CSFP-TEFAP Agency Directory; and
- a link to the USDA TEFAP web site.

To access the MDE food distribution web site:

- go to [www.michigan.gov/mde](http://www.michigan.gov/mde);
- click on Programs and Offices;
- click on Grants Coordination and School Support;
- scroll to Office Units and Services; and
- click on Food Distribution.

# Appendix

## Sample Client Self-declaration Form

### THE EMERGENCY FOOD ASSISTANCE PROGRAM (TEFAP) ELIGIBILITY TO TAKE FOOD HOME

Name: \_\_\_\_\_ Number of people in Household: \_\_\_\_\_

Address: \_\_\_\_\_

The tables below show 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.

Under 60 Years of Age based on 130 Percent of Federal Poverty Income Guidelines      60 Years of Age and Older based on 160 Percent of Federal Poverty Income Guidelines

| Household Size                           | Annual   | Monthly | Weekly | Household Size                           | Annual   | Monthly | Weekly |
|--|----------|---------|--------|--|----------|---------|--------|
| 1  | \$14,157 | \$1,180 | \$273  | 1  | \$17,424 | \$1,452 | \$ 335 |
| 2  | 19,123   | 1,594   | 368    | 2  | 23,536   | 1,961   | 453    |
| 3  | 24,089   | 2,008   | 464    | 3  | 29,648   | 2,471   | 570    |
| 4  | 29,055   | 2,422   | 559    | 4  | 35,760   | 2,980   | 688    |
| 5  | 34,021   | 2,836   | 655    | For each additional household member add | 6,112    | 509     | 118    |
| 6  | 38,987   | 3,249   | 750    |  |          |         |        |
| 7  | 43,953   | 3,663   | 846    |  |          |         |        |
| 8  | 48,919   | 4,077   | 941    |  |          |         |        |
| For each additional household member add | 4,966    | 414     | 96     |  |          |         |        |

You are eligible to receive TEFAP USDA Foods if your household participates in any of the following programs. Please check the box next to the one you participate in.

- FIP       Medicaid       FAP       SSI

Please read the following statement carefully. Then sign and date the form.

I certify that my gross household income is at or below the income listed on this form for the households with the same number of people as my household OR that my household participates in one of the programs that I have checked on this form. I also certify that as of today, my household lives in the area served by the (Fill in your Agency). This certification form is being completed in connection with the receipt of Federal assistance. Program officials may verify what I have certified to be true. I understand that making a false certification may result in having to pay the State for the value of the food improperly issued to me and may subject me to criminal prosecution under State and Federal law.

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Date)

This institution is an equal opportunity employer.

**Sample Pantry Transfer Form**

TEFAP Food Pantry Transfer Form

**Donating Agency Name** \_\_\_\_\_

**Pantry Name** \_\_\_\_\_

**Address** \_\_\_\_\_

**Contact Person/Title** \_\_\_\_\_

**Phone** \_\_\_\_\_

| <b>USDA Food(s)</b> | <b>Quantity Received – (Record in cases)</b> |
|---------------------|--|
|                     |  |
|                     |  |
|                     |  |
|                     |  |
|                     |  |
|                     |  |
|                     |  |

I certify that the above named pantry has received the above USDA Foods from the above named Agency and that these products will be stored and distributed according to the USDA regulations and the donating Agency's guidelines.

\_\_\_\_\_  
Printed Name and Signature of Pantry Representative Date

\_\_\_\_\_  
Printed Name and Signature of Agency Representative Date

Sample  
**USDA FOODS DISTRIBUTION AGREEMENT  
 BETWEEN AGENCY AND LOCAL FOOD PANTRIES**

Organization Name \_\_\_\_\_

Street Address \_\_\_\_\_ Town/City \_\_\_\_\_ Zip \_\_\_\_\_

Contact Person \_\_\_\_\_ Phone \_\_\_\_\_

Title \_\_\_\_\_ Fax \_\_\_\_\_

Email \_\_\_\_\_

Number of Clients or Households Served on monthly basis through pantry: \_\_\_\_\_

The above named organization requests to receive USDA TEFAP Foods for distribution through their pantry. This organization, if approved as a food distribution site, agrees to comply with the following minimum requirements and assurances:

1. The food pantry has adequate space to store products until all items are distributed to eligible individuals. All delivered USDA Foods are to be distributed through the organization's regular pantry operation prior to the delivery of the next agency distribution.
2. The USDA Foods will not be sold or exchanged by the organization, its members, or staff. The foods will be provided to the persons who are beneficiaries of the program without charge of any kind.
3. Pantry income criteria for distribution must be comparable to TEFAP guidelines.
4. The organization is responsible for the proper storage, handling, and distribution of USDA Foods in compliance with all regulations and procedures detailed by USDA and Agency.
  - a. If sub-pantries have been approved to receive a portion of the distribution, the organization will ensure that the allocated number of cases for each food item is made available to the sub-pantry/pantries for pick-up.
  - b. It is understood and expected that all pantries involved in receiving USDA Foods will work together cooperatively in the spirit of serving as many low income individuals as possible.
  - c. A copy of State of Michigan Department of Agriculture Food Warehouse License will be available for review.
5. The organization will carefully check in each order when it is received and note any differences on what was ordered and what was actually received.
6. Records identifying households that receive USDA Foods through regular pantry operation must be maintained. The household name and number of household members, address, date of issuance, recipient signature, and items must be kept on file for a period of three (3) years. The organization will submit a monthly report detailing the number of households served through the food pantry (total number of individuals served are to be included).
7. The organization will permit representatives of the Agency, USDA, and interested Michigan Department of Education officials to inspect facilities at reasonable times.

**SIGNATURES**

Local Organization

Agency

\_\_\_\_\_  
Name & Title

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name & Title

\_\_\_\_\_  
Date

This agreement will be renewed annually.

**Michigan Department of Education**  
 Grants Coordination and School Support  
 Food Distribution  
 P.O. Box 30008  
 Lansing, Michigan 48909  
 517-373-8642

**CSFP/TEFAP Agency Review**

|   |
|---|
| Type of Review: Regular <input type="checkbox"/> Second Review <input type="checkbox"/> Corrective Action Required <input type="checkbox"/> |
|---|

**A. General Information**

|                           |                   |
|---------------------------|-------------------|
| Agreement #:<br>FY: _____ | Date of Review:   |
| Agency Name:              | Telephone:        |
| Address:                  | Program Manager:  |
| Executive Director:       | Finance Director: |

**CSFP**

1. Authorized caseload: \_\_\_\_\_ Number of persons certified: \_\_\_\_\_  
 Participation during most recent month: \_\_\_\_\_
2. Is there a client waiting list? Yes  No  If yes, how many on list? \_\_\_\_\_
3. Number of distribution sites: \_\_\_\_\_

**TEFAP**

4. Household allocation: \_\_\_\_\_  
 Total number of distribution sites: \_\_\_\_\_  
 Pantries: \_\_\_\_\_ Direct household distribution sites: \_\_\_\_\_  
 Pantry agreements on file? Yes  No

**B. Training**

1. a. Date of the most recent CSFP/TEFAP training for staff/volunteers: \_\_\_\_\_  
 b. Is training documented with an agenda and a sign-in sheet? Yes  No   
 c. Check all topics covered during training:
 

|  |  |
|--|--|
| <input type="checkbox"/> Certification Process     | <input type="checkbox"/> Civil Rights          |
| <input type="checkbox"/> Safe Food Handling        | <input type="checkbox"/> Inventory Controls    |
| <input type="checkbox"/> Current Income Guidelines | <input type="checkbox"/> Customer Service      |
| <input type="checkbox"/> Food Ordering Procedures  | <input type="checkbox"/> Warehousing Practices |

(Please note: annual Civil Rights training required for all staff and volunteers)

2. Describe how new volunteers and program staff are trained.
3. Are written procedures available at each site that certifies and/or distributes foods to participants? Yes  No
4. a. How often are sites reviewed by Program manager? \_\_\_\_\_  
 b. Review form available? Yes  No   
 c. Number of sites visited this FY: \_\_\_\_\_

**C. Records and Record Keeping**

1. Are all records for the current and preceding three years on file in an organized manner?  
 Yes  No   
 (Records include: FNS-153, TEFAP Food Distribution Reports, Loss and Disposal Authorizations, food receipts, participant certification forms, participant signature sheets, quarterly Cost Reports and site agreements.)  
 If no, please explain:
2. Indicate any reports that may require technical assistance to complete correctly.
3. Are required reports submitted by the assigned due dates? Yes  No   
 If no, please explain:

**D. Procurement**

1. Describe the Agency's purchasing procedures.
2. Are source documents available for all purchases? Yes  No
3. Is equipment purchased with CSFP and/or TEFAP funds used for the proper program? Yes  No

**E. Civil Rights**

1. Are all services and facilities routinely used by all persons, available without regard to race, color, sex, age, disability or national origin? Yes  No
2. Is there evidence of segregation of the protected classes? Yes  No
3. Do Program materials include the non-discrimination statement? Yes  No
4. Are USDA non-discrimination posters displayed in a conspicuous place? Yes  No
5. Does the Agency provide bilingual personnel/materials as necessary? Yes  No
6. Do all Agency distribution and certification sites follow ADA guidelines? Yes  No

7. Describe the Agency's outreach plans to make the program(s) available to people in need and ways of partnering with the community.

Check means utilized by the Agency:

- Newsletters     TV     Program Materials     Radio  
 Brochures     Local Newspaper     Community service agencies  
 Special Interest Newspaper     Other

8. CSFP only - Review the agency's FAIR HEARING policy.

8a. Have there been any complaints?    Yes  No   
    If "YES", number of complaints.    \_\_\_\_\_

8b. Have complaints been reported to the state agency?    Yes  No

9. How does the agency meet the needs of homebound elderly participants?

### F. Food Storage Practices and Inventory Control

1. Are foods examined for damage, evidence of poor handling, or insect/rodent infestation upon receipt?    Yes  No

2. Are food receipts processed properly and reported to MDE?    Yes  No

3. Is the Complaint Form used to report product problems?    Yes  No

4. Does the Agency properly report all food losses to MDE?    Yes  No

5. Does the Agency have insurance to cover food losses?    Yes  No

6. Are USDA Foods stored for easy identification and counting?    Yes  No

7. Is the warehouse following FIFO guidelines?    Yes  No   
    List any excess items (over 3 month's issuance)

8. Is a physical inventory taken at the end of each month?    Yes  No

### G. Certification Process

#### CSFP

1. Review the Certification form to insure that all required information is requested.

- |   |                                |
|---|--------------------------------|
| * Name  | * Address                      |
| * Form of Identification  | * Household Income             |
| * Size of Household   | * Certification Statement      |
| * Signature of Participant and Intake Person  | * Non-Discrimination Statement |
| * Racial/Ethnic Information   | * Date of Application          |
| * Verification from a medical authority if client is pregnant, postpartum or breast-feeding | * Assigned Proxy               |
| * Rights and Responsibilities Statement   |                                |

2. Comments on the Agency's certification process observed at site review.
3. Is re-certification automatically triggered in the certification process?  
Yes  No
4. Are non-eligible and terminated persons notified in writing? Yes  No
5. What efforts are made to contact those that have been inactive for over two months  
and how long are inactive participants kept on file?
6. How does the agency check for possible dual participation?
7. What action is taken when dual participation is detected?

**TEFAP**

1. Review the Agency's TEFAP certification and/or self-declaration form.
2. Comments on the Agency's certification process observed at site review.
3. Are current income guidelines being used? Yes  No
4. Are all recipients required to show proof of identity and sign for the USDA Foods?  
Yes  No

**H. CSFP: NUTRITION EDUCATION**

1. Is the Agency's Nutrition Education plan being followed? Yes  No
2. Is the plan appropriate for the participant's needs? Yes  No
3. Is information available for non-English speaking participants? Yes  No
4. Is nutrition education evaluated for its effectiveness? Yes  No
5. How does the Agency utilize the services of the local M.S.U. Extension office?
6. List additional nutrition and health program information made available to participants.

**Findings and Corrective Action**

Summary of Review and Recommendations:

|                             |  |                                   |
|-----------------------------|--|-----------------------------------|
| Corrective Action Required? | Yes <input type="checkbox"/> No <input type="checkbox"/> | Date Corrective Action Due: _____ |
| MDE Reviewer Signature/Date | Agency Signature/Title/Date                              |                                   |
| _____                       | _____  |                                   |

## TEFAP Site Review

### A: Site Information

|                      |                         |
|----------------------|-------------------------|
| Agency: _____        | Site Coordinator: _____ |
| Site Address: _____  | Telephone No.: _____    |
| Date of Visit: _____ |                         |

1. Number of paid staff: \_\_\_\_\_
2. Number of volunteer staff: \_\_\_\_\_
3. Does this site distribute throughout the month?                      Yes  No
- Hours open: \_\_\_\_\_
4. Average number of households registered: \_\_\_\_\_
5. Average number served each distribution: \_\_\_\_\_

### B. Certification

1. Does site certify recipients on day of distribution?                      Yes  No
2. Does site utilize a self-declaration form?                                      Yes  No
3. Describe certification method used by staff/volunteer.
4. Are written procedures available and followed?                              Yes  No
5. Correct income guidelines used?    Yes  No
6. Do recipients show proof of eligibility and sign for the products?      Yes  No

### C. Distribution

1. Describe food delivery system, including shipping, product security, and handling of food left after distribution is complete.

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2. List products and issuance rate.

| Product | Issuance Rate | Product | Issuance Rate |
|---------|---------------|---------|---------------|
| 1.      |               | 7.      |               |
| 2.      |               | 8.      |               |
| 3.      |               | 9.      |               |
| 4.      |               | 10.     |               |
| 5.      |               | 11.     |               |
| 6.      |               | 12.     |               |

3. Comments about the amount of food being issued.
4. What is the alternate plan if the site has more clients than food packages?
5. What accommodations are made for the disabled?

6. Describe the food distribution method used at this site:

- Drive up, food is placed in car for recipient     Home delivery by staff  
 Volunteer staff brings food out to car     Other \_\_\_\_\_

7. Are appropriate signatures obtained from home delivery recipients? Yes  No

8. Are volunteers and staff pleasant to and respectful of participants? Yes  No

9. What is done with damaged but consumable products?

#### D. Forms

1. Does site complete a site distribution report? Yes  No

If yes, does the report indicate the following:

The amount of USDA Foods delivered. Yes  No

The amount of product distributed. Yes  No

If there was damaged/lost product. Yes  No

Does it indicate an ending inventory? Yes  No

2. How are site distribution reports sent to the program manager?

#### E. Civil Rights

1. Outreach and Public Relations

Check box to indicate how the public is informed of the TEFAP Distribution?

- Newsletters     TV     Program Materials     Radio  
 Local Newspapers     Brochures    Other: \_\_\_\_\_

2. Are the dates of the next distribution posted? Yes  No

3. Is a USDA non-discrimination poster displayed? Yes  No

4. Are services and facilities available to all persons without regard to race, color, sex, age, disability or national origin so that there is no segregation of the protected classes? Yes  No

5. Do program materials include the non-discrimination statement? Yes  No

6. Does the site provide bilingual personnel/materials as necessary? Yes  No

COMMENTS ABOUT SITE:

Reviewed by: \_\_\_\_\_

Date: \_\_\_\_\_

Agency: \_\_\_\_\_

Warehouse Location: \_\_\_\_\_

Date of Visit: \_\_\_\_\_

Is a current health department license posted? Yes  No

Date of last MDA or County Health Department Inspection: \_\_\_\_\_

Note any violations: \_\_\_\_\_

| Physical Inspection                   | Satisfactory | Fair | Unsatisfactory/<br>Describe Problem |
|---------------------------------------|--------------|------|-------------------------------------|
| Food Condition                        |              |      |                                     |
| Overall Equipment                     |              |      |                                     |
| Space requirements/Fire<br>lanes open |              |      |                                     |
| Fire Extinguishers                    |              |      |                                     |
| Alarm System                          |              |      |                                     |
| Sprinkler System                      |              |      |                                     |
| Ventilation/Dampness                  |              |      |                                     |
| Pallets                               |              |      |                                     |
| Outside Area                          |              |      |                                     |
| Rodent/Insect Control                 |              |      |                                     |
| Floor, Walls, Ceiling                 |              |      |                                     |
| Adequate Lighting                     |              |      |                                     |

Check for functioning thermometers in coolers, freezers and the dry storage area.

Record temperature of: Dry Storage Area \_\_\_\_\_ Freezer \_\_\_\_\_ Cooler \_\_\_\_\_

Are potentially hazardous or unsanitary conditions evident or items other than food stored in the warehouse? Yes  No

If "Yes", please specify:

Has any food loss occurred due to theft in the last six months? Yes  No

If "Yes", please describe:

| USDA Foods | Pack date | USDA Foods | Pack date |
|------------|-----------|------------|-----------|
| 1.         |           | 6.         |           |
| 2.         |           | 7.         |           |
| 3.         |           | 8.         |           |
| 4.         |           | 9.         |           |
| 5.         |           | 10.        |           |

COMMENTS ON WAREHOUSE:

## Food Bank and/or Pantry General Information

1. Number of food bank members (pantries, soup kitchens, etc.) participating each month: \_\_\_\_\_
2. What is the annual fee (if any) to be a member? \_\_\_\_\_
3. Average cost per pound charged for USDA commodities: \_\_\_\_\_
4. Method(s) of communicating available foods to members: \_\_\_\_\_
5. Pantries - average number of meals distributed to a client: \_\_\_\_\_
6. How frequently may a participant receive food? \_\_\_\_\_

## Food Storage Practices, Inventory Control, and Record Keeping

1. Are foods examined for damage upon receipt? Yes  No
2. Are food receipts processed and all food losses properly and reported to MDE? Yes  No
3. Is the Complaint Form used to report product problems? Yes  No
4. Does the Agency have insurance to cover food losses? Yes  No
5. Are USDA Foods stored for easy identification and counting? Yes  No
6. Is the warehouse following FIFO guidelines? Yes  No
7. Is a physical inventory taken at the end of each month? Yes  No
8. Are all records for the current and preceding three years on file in an organized manner? (includes: Loss and Disposal Authorizations, food receipts, participant certification forms and signature sheets, cost reports and site agreements.) Yes  No

If "no", please explain:

## Civil Rights

1. Are services and facilities available to all persons without regard to race, color, sex, age, disability or national origin? Yes  No
2. Do Program materials include the non-discrimination statement? Yes  No
3. Are USDA non-discrimination posters displayed in a conspicuous place? Yes  No
4. Does the Agency provide bilingual personnel/materials as necessary? Yes  No
5. Has annual Civil Rights training been provided to staff and volunteers? Yes  No

Reviewed by: \_\_\_\_\_

Warehouse Representative: \_\_\_\_\_

Date: \_\_\_\_\_