

# Annual TEFAP Training



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G L E A N E R S

Welcome  
Network Partners

# Annual TEFAP Training



## Housekeeping:

1. We are recording the training.
2. Please stay muted so there is no background noise.
3. Please use the chat box for questions or hold until the end.
4. We will email out the recording and the presentation to train your volunteers.

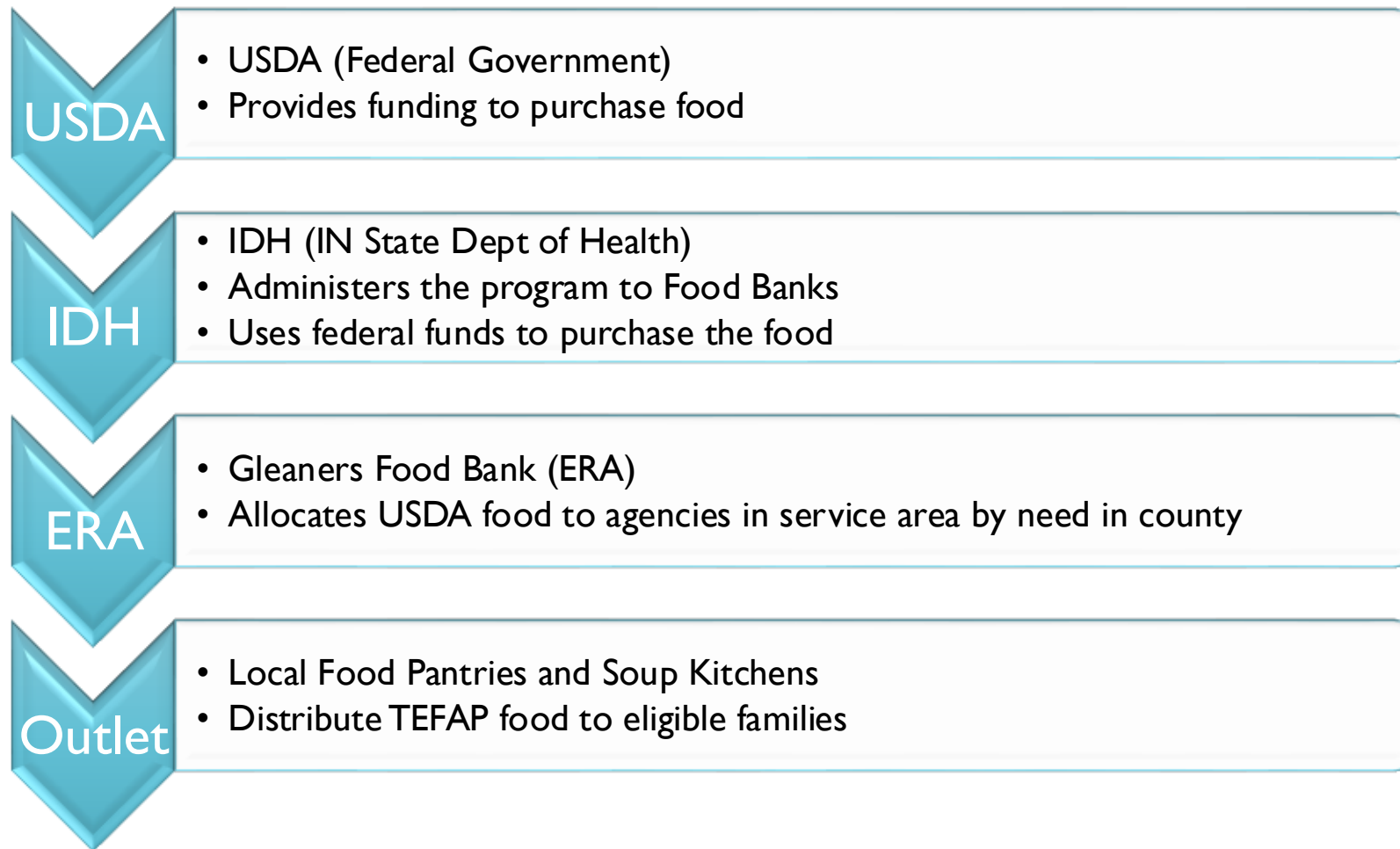
# What is TEFAP?

## The Emergency Food Assistance Program (TEFAP)

The Emergency Food Assistance Program (TEFAP) is a Federal program that helps supplement the diets of low-income Americans, including elderly people, by providing them with emergency food and nutrition assistance at no cost. It provides food and administrative funds to States to supplement the diets of these groups.



# How does TEFAP work?





# Who can get food?

- Outlets that provide food and nutrition assistance to the low-income Americans through the distribution of food for home use or the preparation of meals to be served in a congregate setting may receive food as local agencies.
- Households that meet State eligibility criteria. Each State sets criteria for determining what households are eligible to receive food for home consumption.

**Recipients self declare need by attesting that they meet income levels set each year by FSSA**

# TEFAP Eligibility

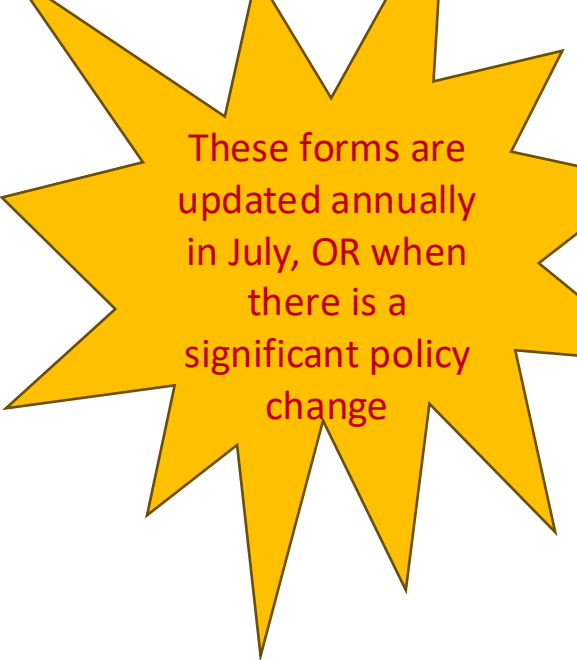
Approved and current. Effective starting 2/6/2025. ISDH-HHS-WIC-TEFAP 7 (version 21.5) Aggregate Eligibility Certificate ENGLISH

**The Emergency Food Assistance Program (TEFAP)**

**Effective January 6, 2025**

Recipients listed below provided the following information and attest to household income or categorical eligibility.

#	Date	Name	City	County	HH Size	WIC SNAP NSLP
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
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12						
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18						
19						
20						



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](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](mailto:program.intake@usda.gov) This institution is an equal opportunity provider.

# TEFAP Eligibility Form - backside

Approved and current. Effective starting 2/6/2025. ISDH-HHS-WIC-TEFAP 7 (version 21.5) Aggregate Eligibility Certificate ENGLISH  
**(OPTIONAL AND NOT REQUIRED TO RECEIVE FOOD)**

- Per TEFAP guidelines, TEFAP must be available to all residents of Indiana. Limiting TEFAP to a specific service area is not allowed.
  - A person is considered an Indiana resident if they have been in Indiana for one day. (p11 of manual)
- Requesting identification or address is prohibited.
- No additional data (even if optional) may be requested during intake.
  - Any additional data collection must be separated in space and/or time from TEFAP distribution. Data collected separately cannot be comingled with TEFAP intake data.
- TEFAP eligibility forms are updated annually. Outlets must always use the most up-to-date IDOH-supplied forms and posters.

#	Age Ranges						# Veterans	Race (all that apply)					Ethnicity		Employed?	
	# 0-5	# 6-17	# 18-54	# 55-59	# 60-64	# 65 +		White	Black	Asian	American Indian /Alaskan Native	Native Hawaiian / Pacific Islander	Hispanic or Latino	Not Hispanic or Latino	Yes	No
1																
2																
3																
4																
5																
6																
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# TEFAP Proxy Form

## The Emergency Food Assistance Program (TEFAP) Proxy Statement Form- Effective January 6, 2025

### PROXY STATEMENT

A Proxy Statement is used to allow a food outlet to serve homebound or working recipients and persons with disabilities. See Attachment A. Proxy Statement forms are available in English, Spanish and Burmese.

When a proxy is used:

- A Proxy Statement shall be properly completed by the recipient designating the presenter as the recipient's proxy.
- By completing a Proxy Statement, a recipient attests to income eligibility.
- A proxy shall be required to provide ID to prove they are the person designated as proxy to receive food products for the recipient.
- A proxy shall provide name, city, county, and household size of the recipient when requesting food.
- When a recipient has designated a permanent proxy, a Proxy Statement or note shall be attached to the recipient's Eligibility Certificate **at each visit**. A note may only be used if a recipient has a valid Proxy Statement, with current income guidelines, on file.
- When a recipient has designated a temporary proxy, a Proxy Statement or note shall be presented for each issuance of food. When a recipient has designated a permanent proxy, no additional Proxy Statement nor note shall be required.
- A new Proxy Statement shall be completed if any household information changes, if the Proxy Statement form has changed, and annually concurrent with updated Eligibility Certificates.

It should be considered that some recipients may not be able to read or write. Outlet staff and volunteers shall be prepared to assist recipients by helping them properly complete forms and by explaining criteria.

ERAs have discretion to specify that pantries within their service area shall use only new Proxy Statements at each visit or to allow the use of handwritten notes between annual Proxy Statements when a proxy is designated as permanent.

PANTRY: \_\_\_\_\_ COUNTY: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

Recipient provides the information below, confirms review of current income guidelines, and attests to household income or categorical eligibility.

<b>Categorical eligibility:</b>		
Women, Infants, and Children (WIC) _____	Supplemental Nutrition Assistance Program (SNAP) _____	National School Lunch Program (NSLP) _____

### OPTIONAL AND NOT REQUIRED TO RECEIVE FOOD

Age ranges: \_\_\_ # 0-5 \_\_\_ #6-17 \_\_\_ #18-54 \_\_\_ #55-59 \_\_\_ #60-64 \_\_\_ #65+ \_\_\_ # Veteran

Race: \_\_\_ White \_\_\_ Black \_\_\_ Asian \_\_\_ American Indiana/Alaskan Native \_\_\_ Native Hawaiian / Pacific Islander

Ethnicity: \_\_\_ Hispanic or Latino \_\_\_ Not Hispanic or Latino

Employed? \_\_\_ Yes \_\_\_ No

### RECIPIENT INFORMATION

NAME	HOUSEHOLD SIZE
CITY	COUNTY

### PROXY INFORMATION

NAME	
CITY	COUNTY

Proxy designation is Temporary Permanent	Site personnel completing form _____ Date _____
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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](mailto:program.intake@usda.gov). This institution is an equal opportunity provider.

# What are Civil Rights?

- **Civil Rights definition:** Policies designed to protect people against arbitrary or discriminatory treatment by government officials or individuals. This includes racial, gender, age, disability, sexual orientation discrimination as well as other factors outlined in the federal non-discrimination statement.
- Review our Civil Rights training form.
- Each person must initial next to each item to indicate that it has been reviewed.
- Each person must sign and date the form.
- The first page is for volunteering at a pantry outlet or mobile. The second page is additional training for pantry and food bank staff. Civil Rights must be done annually at all TEFAP outlets.



# CIVIL RIGHTS TRAINING FOR VOLUNTEERS WHO ASSIST WITH The Emergency Food Assistance Program (TEFAP)

Agency Name: \_\_\_\_\_ Agency Number: \_\_\_\_\_

\_\_\_1. Goals of civil rights – fairness and equality of treatment and benefit delivery. Always treat all people with dignity and respect. Anyone who presents themselves to access food from the program will be served. All beneficiaries will be asked to sign an eligibility form where we collect only four pieces of information: name, household size, city, and county. Any additional information is considered optional and can not be a barrier to receiving benefits/food.

\_\_\_2. Gleaners Food Bank prohibits discrimination based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA or the food bank.

\_\_\_3. Types of discrimination – stereotypes or generalizations about traits or behaviors, disparate treatment (intentional, inconsistent application of rules to one group over another), disparate impact (neutral rule with unintentional treatment of a group), reprisal/retaliation against complainant or his/her family, associates or others involved in a complaint process or exercising civil rights.

\_\_\_4. Civil Rights rules apply any time there is any federal financial assistance or federally funded food on the premises. Federal financial assistance is receiving anything of value from the federal government – not just cash. It can include commodities, training, equipment, and other goods and services.

\_\_\_5. Special circumstances – make accommodations for people with disabilities. Assist anyone who needs help shopping, reading, hearing or communicating while receiving food from the program. When necessary, provide language assistance to persons with limited English proficiency who could not gain meaningful access to the program without other language assistance. Assistance must always be provided to limited English households, but the level or type of assistance can vary based on circumstances.

\_\_\_6. Maintain confidentiality. It is not appropriate to talk about who is receiving benefits or to make remarks about them. Never share information with others regardless of an expression of good intention. Any request for information should be referred to a manager. What happens at the site stays at the site. The exception is any illegal or inappropriate behavior that should be reported to state or federal officials.

\_\_\_7. Sexual harassment is prohibited. Do not engage in or tolerate unwanted or unwelcome sexual behavior, including jokes, touching, requests for sexual favors, etc. Report violations to a manager or to state or federal officials.

\_\_\_8. If someone alleges discrimination, notify management immediately. All outlets are required to advise a complainant about how to file a complaint. They may write to USDA, Director, Office of Adjudication, 1400 Independence Avenue SW, Washington D.C. 20250-9410 or call toll free (866) 632-9992. USDA is an equal opportunity provider and employer.

\_\_\_9. If a conflict occurs, remain calm and call for assistance from a manager. If you feel threatened or there is a medical emergency, call for help as appropriate.

\_\_\_10. Remember that all who come for help are people and we should treat all people the way we would want to be treated if we were in their situation.

Printed Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Gleaners Food Bank Trainer: \_\_\_\_\_ Date: \_\_\_\_\_

## **ADDITIONAL CIVIL RIGHTS TRAINING FOR TEFAP OUTLETS AND FOOD BANK EMPLOYEES**

\_\_\_\_11. There are exceptions where congress can establish a program that is intended for certain groups of people, and it is not discrimination to exclude those who do not meet eligibility requirements. For example, Congress can set age limits for a program, and this is not age discrimination for those who do not meet the age limits.

\_\_\_\_12. All TEFAP outlets/ERAs are required to display the USDA “And Justice for All” non-discrimination poster in a place where it can be seen by all who visit the premises and the USDA non-discrimination statement must be included in all printed materials and websites that mention USDA funded programs.

\_\_\_\_13. All TEFAP outlets/ERAs must conduct outreach to ensure that potentially eligible persons and households are aware of the program and have information on how to receive benefits/food. Outreach could be printed advertisements, pamphlets, newspaper advertisements, social media postings, community calendars, etc.

\_\_\_\_14. All TEFAP outlets/ERAs must cooperate with State and Federal reviewers. They are required to conduct periodic compliance reviews to help ensure that program and civil rights rules are being followed. If there is a non-compliance issue, correction of problems and voluntary compliance will be requested. Failure to abide by civil rights rules can lead to the loss of Federal financial assistance.

\_\_\_\_15. All TEFAP outlets/ERAs are required to report any civil rights complaints. All verbal or written complaints are to be referred to IDH TEFAP for review. All outlets must keep a log of any details surrounding an alleged discrimination or civil rights complaint.

# Basics of TEFAP

- The food bank has 6 months to allocate all TEFAP product to agencies.
- The agencies have 6 months to get the product to clients.
- The TEFAP food is all AT NO COST to the outlet and to the neighbor.
- All product belongs to USDA until given to a client.
- All food banks and agencies must have insurance in case of damage.
- All damage must be reported and may need a claim filed depending on the amount.
- Agencies who participate in TEFAP must take the TEFAP product first before any purchased or donated product.
- All TEFAP agencies must provide some level of client choice so families can choose their own food.
- A non-TEFAP agency is prohibited from having TEFAP product.
- All TEFAP agencies must be inspected and have pest control and food safety.
- All TEFAP agencies must complete monthly recap reports.
- Anyone working in TEFAP pantry must assist anyone alleging discrimination or a civil rights complaint. There is a form to give them with instructions on how to file a complaint. The person has 180 days to file a complaint with USDA or ISDH.
- TEFAP agencies must not engage in any religious activity during pantry hours.
- All TEFAP pantry clients must be treated fairly, with no special treatment given to anyone for any reason.



# More TEFAP guidelines

All TEFAP food is no cost to pantries who sign up for the program. There are certain requirements to be a TEFAP outlet.

- An agency must have insurance to cover the product.
- Must train all volunteers on Civil Rights annually.
- Must attend annual TEFAP training provided by the food bank.
- Must be monitored at least every two years.
- Must have food safety training and pest control.
- Must keep temperature logs for each day they are open for dry and cold storage.
- Must have sufficient secure storage space to store product.



All TEFAP outlets are given a link to the TEFAP manual and state plan. All TEFAP outlets sign a new Memorandum of Agreement every two years effective October 1.

All TEFAP outlets must be open to the public and may not have a defined service area.

Recipients of the USDA food must self-attest and provide information on an Eligibility Certificate (this is not required for soup kitchens and shelters).

# Prohibited Activities

- Discrimination of any type
- Asking for photo id or drivers' license
- Asking for address
- Asking for or accepting money or product in exchange for food
- Asking for proof of income
- Asking for social security numbers or dates of birth
- Asking for any information other than required and optional data on the eligibility form
- Giving special treatment to volunteers or other groups
- Charging fees or memberships for clients
- Repackaging TEFAP product
- Passing TEFAP product on to other non-TEFAP partners
- Requiring referrals

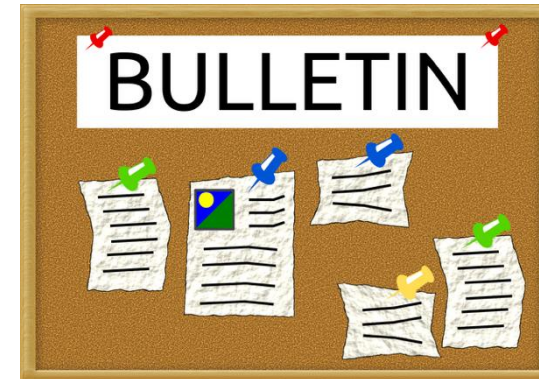


Preference for TEFAP is to offer choice. If drive-through method is being used, items can be pre-packed but must still offer some component of choice and household breaks.

# Required signage

All TEFAP agencies need to have certain signage posted and visible to clients

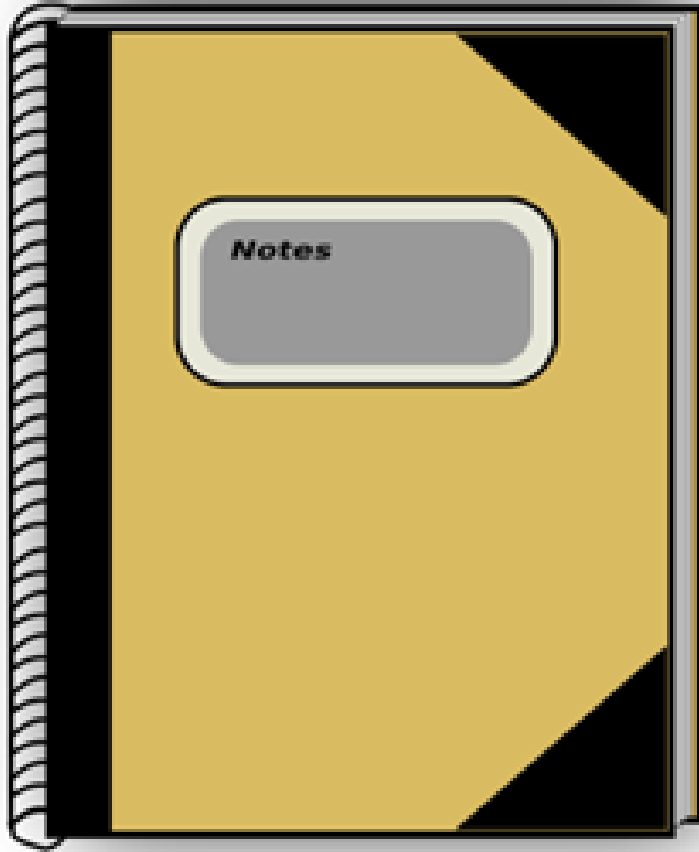
- “And Justice for All” poster (green)
- Eligibility Requirements and Eligibility Forms (English and Spanish)
- SNAP resources
- “I Speak” Signage
- Household Breaks
- Hours of operation posted
- Notice of Beneficiary Rights if religious organization
- Listing of other local pantries



# Complaint Log

For any incident that might turn into a complaint, be sure to log it including any important details that might be needed later.

- Be sure to note the following info:
  - Date of occurrence
  - Contact info for all parties involved including names, addresses and phone numbers
  - Detailed description of the incident
  - Any eye-witness accounts of the incident
  - Whether the authorities were called
  - If the complainant indicated they were going to file a complaint
  - Notify Gleaners of the incident



# Notice of Beneficiary Rights

## FAITH-BASED ORGANIZATIONS

- All faith-based Outlets are required to post signage notifying recipients of their rights relating to receiving food. Information on WNBR must be filled in where appropriate.
- All faith-based Outlets are required to make reasonable efforts to identify and refer recipients to alternate providers if requested.
- A Beneficiary Referral Request will be completed and must be kept by Outlet for 3 years plus the current year.

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

**Name of Organization:**

**Contact Information for Program Staff:** Name

Phone Number

Email Address

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.

**Alternate Service Location(s) or State Agency Contact Information:**

Name of Organization and Contact Person

Phone Number

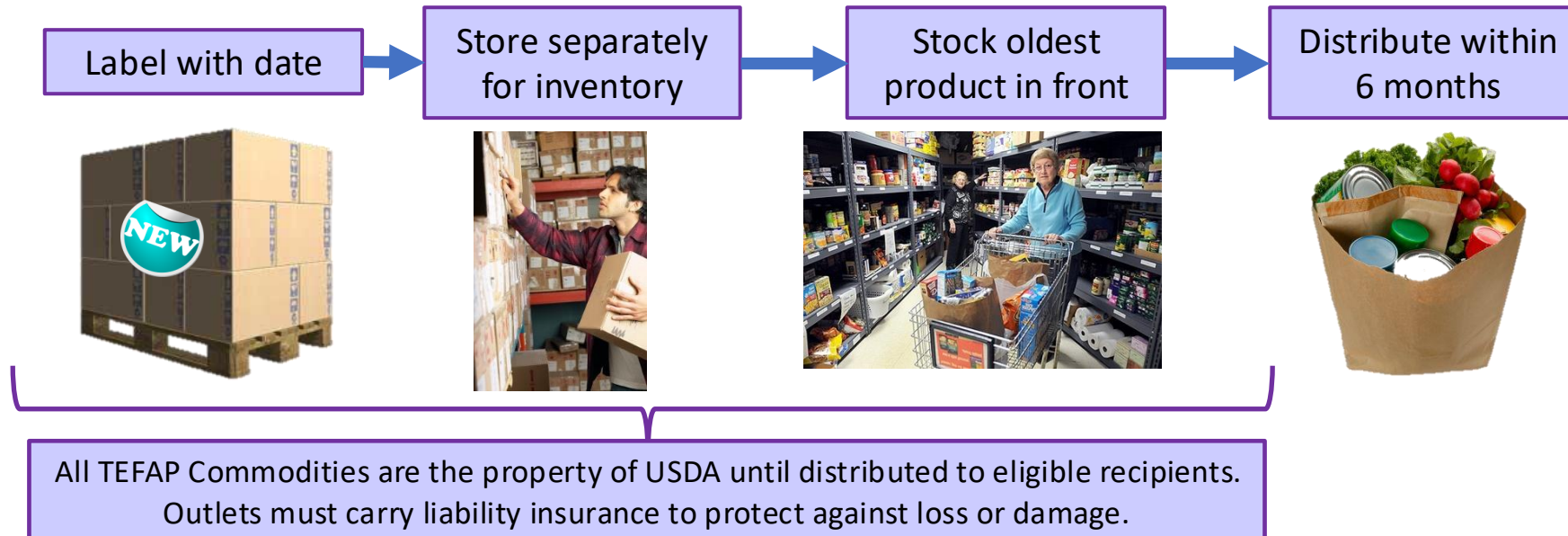
Email Address

# Public Notification

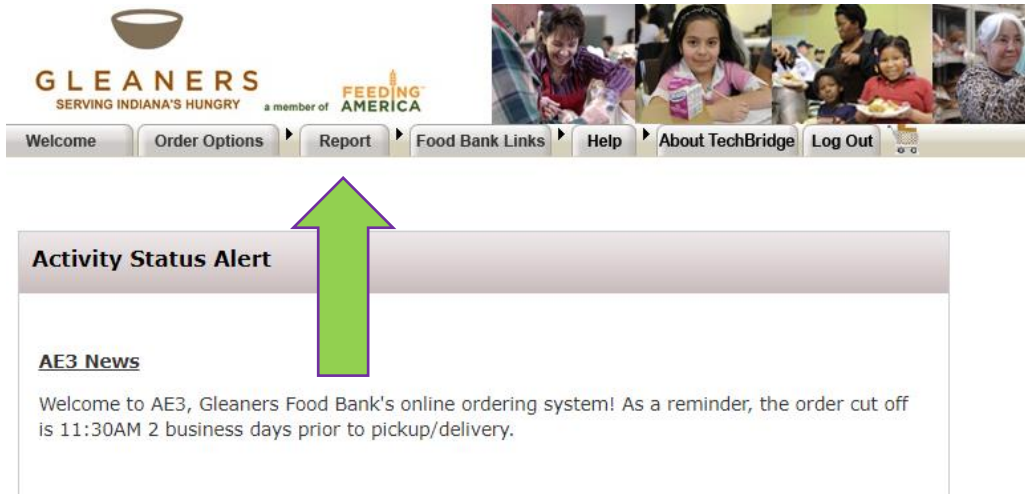
- Civil Rights Statement:
  - This institution is an equal opportunity provider.
- This statement must be on all pamphlets, sign in sheets, intake forms and certificates of eligibility in English and Spanish.
- Convey the message of equal opportunity in all photos and other graphics.
- Reach out to un-served or underserved populations.
- And Justice for All Poster: Displayed in a prominent location.
- Inform potentially eligible persons of programs or changes in programs.
- Provide appropriate information in alternative formats for persons with disabilities.

# Inventory Best Practices

- Ensure First-In/First-Out product flow
  - Mark receiving date on all TEFAP product
  - Store TEFAP product separate from other food for ease of inventory
  - Rotate stock to use oldest product first
  - All TEFAP product is required to be distributed within 6 months



# Reporting Requirements



- All TEFAP outlets must report total households and total individuals served each month by the 5<sup>th</sup> of the following month.
- All changes to hours or location must be reported to the food bank so we can notify the state.
- All eligibility forms, monitoring forms, MOA's and other pertinent TEFAP documentation must be kept on file at the TEFAP outlet for three years plus the current year (4-year rolling).
- All TEFAP outlets must manage inventory to ensure that all product is distributed within 6 months. Inventory reports are no longer required to be submitted.
- Proxy forms must be kept with the monthly eligibility certificates.
- Soup kitchens and those preparing on-site meals must be ServSafe Manager certified and have board of health certificate on hand.

# Helpful Links

## [Document Links - Grouped By Type \(sharepoint.com\)](#)

All current forms as well as the most recent versions of the TEFAP Manual and State Plan are found on this site.

The screenshot displays the 'Document Links' page on the Indiana WIC Home Page. The page is organized into folders: 'All (9)', 'CSFP (30)', and 'TEFAP (26)'. The 'TEFAP (26)' folder is expanded, showing a list of documents with columns for the document name, a description, and a three-dot menu icon. The documents listed include:

- TEFAP Aggregate Eligibility Certificate - ENGLISH
- TEFAP Aggregate Eligibility Certificate - SPANISH
- TEFAP Egg Receiving Video
- TEFAP Egg Temperature Guidance from FNS
- TEFAP Income Guidelines Poster
- TEFAP Income Guidelines Poster BURMESE only
- TEFAP Individual Eligibility Certificate BURMESE
- TEFAP Individual Eligibility Certificate ENGLISH
- TEFAP Individual Eligibility Certificate SPANISH
- TEFAP Manual
- TEFAP Map
- TEFAP MoA
- TEFAP MOA Addendum - Equipment and Software
- TEFAP Mobile Pantry Eligibility Certificate
- TEFAP Outlet Assessment Form
- TEFAP Outlet Information Worksheet
- TEFAP Outlet Information Worksheet - Work Instruction
- TEFAP Outlet Monitoring Review Indicator Sheet
- TEFAP Product Transfer Sheet

# Questions?

