



**REGIONAL
FOOD BANK**
OF OKLAHOMA®

The Emergency Food Assistance Program (TEFAP) Training

6/16/2022

(Also known as USDA foods)

What is TEFAP?

- TEFAP stands for “The Emergency Food Assistance Program.”
 - It is a federal food distribution program that helps supplement the diets of low-income Americans, including elderly people, by providing them with emergency food assistance at no cost.
 - The amount of food each state receives is based on the number of unemployed persons and the number of people with incomes below the poverty level in the state.
- Through TEFAP, the U.S. Department of Agriculture (USDA) purchases a variety of nutritious, high-quality foods, and makes those items available to State Distributing Agencies, such as food banks, which in turn distribute the food to local organizations, such as soup kitchens and food pantries that directly serve the public.
- In Oklahoma, TEFAP is administered by the Oklahoma Department of Human Services (DHS) through partnerships with Regional Food Bank of Oklahoma (in Oklahoma City) and Community Food Bank of Eastern Oklahoma (in Tulsa).



CONTENTS

- **Program Eligibility for TEFAP**
- Ordering USDA on Agency Express
- Civil Rights
- Food Storage
- Intake & Client Eligibility Determination
- Paperwork Requirements
- Monitoring Visits / Compliance Reviews

Agency/Program Eligibility

- Qualifying organizations that provide nutrition assistance to low-income Americans, either through the distribution of food for home use or the preparation of meals, may receive TEFAP food.
 - Food Pantries
 - Congregate Meal Sites
 - Soup Kitchens
 - Shelters
- In order for an organization to be approved to distribute TEFAP, the entity must be considered tax exempt by the Internal Revenue Service (IRS).
- Qualifying Agencies must also meet the following criteria:
 - Organizations that distribute food for home use must determine household eligibility by applying income standards set by the State.
 - Organizations that provide prepared meals must demonstrate that they serve predominately low-income persons.
- Qualifying Agencies are required to conduct “community outreach” at least once every two (2) years.
 - Domestic violence and youth shelters are not required to conduct outreach due to the nature of their programs.
 - *(See next slide for details & example)*

Agency/Program Eligibility

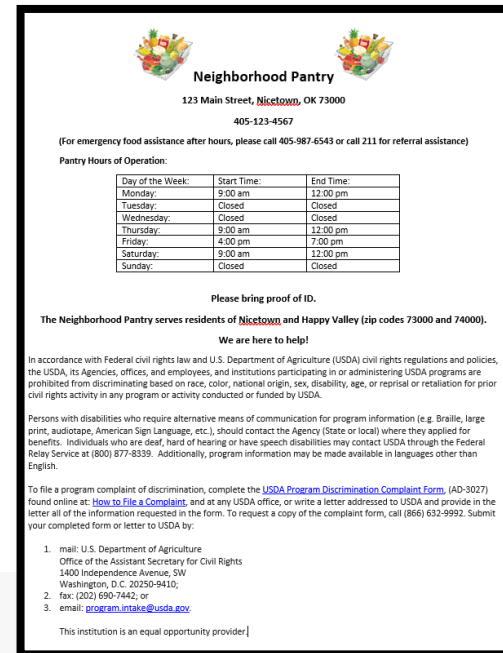
All recipient agencies are required to send out public notifications of their program to potentially eligible persons once every two (2) years.

- Let applicants and participants at your site know the following:
 - Program availability,
 - Program rights and responsibilities,
 - The agency's policy of non-discrimination,
 - The procedure for filing a complaint.

*The **Non-discrimination Statement** is required on all printed material that mentions **USDA/TEFAP** food distribution, including websites.*

Types of Community Outreach:

- ❖ Flyers in nearby neighborhoods or senior living communities or posted in public areas such as a post office or grocery store
- ❖ Social media
- ❖ Community events – back to school, holiday celebrations, job fairs
- ❖ Signs (yard signs, digital marquees, etc.)
- ❖ Organization Website
- ❖ Newspaper, radio, and local TV news announcements or articles



Neighborhood Pantry
123 Main Street, Nicetown, OK 73000
405-123-4567

(For emergency food assistance after hours, please call 405-987-6543 or call 211 for referral assistance)

Pantry Hours of Operation:

Day of the Week:	Start Time:	End Time:
Monday:	9:00 am	12:00 pm
Tuesday:	Closed	Closed
Wednesday:	Closed	Closed
Thursday:	9:00 am	12:00 pm
Friday:	4:00 pm	7:00 pm
Saturday:	9:00 am	12:00 pm
Sunday:	Closed	Closed

Please bring proof of ID.

The Neighborhood Pantry serves residents of Nicetown and Happy Valley (zip codes 73000 and 74000).

We are here to help!

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](#) (AD-3027) found online at: [How to File a Complaint](#), 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.]

This example is available (and editable) online at [Partner Agency Resources / Forms & Docs / TEFAP / "Sample TEFAP Community Outreach Flyer"](#)

Client/Program Eligibility

Food Pantries (Groceries):

- For organizations distributing commodities directly to households (food pantries), states must develop income-based standards for households receiving foods directly.
- The state of Oklahoma has implemented these eligibility rules:
 - Household incomes at or below current fiscal year's federal poverty guideline (self-declare)
 - Reside in Oklahoma (self-declare)
 - It is encouraged to request an Identification, but it is NOT required (*cannot be turned away for food assistance if an ID is not available*)
 - Confirm number of individuals in household
 - Sign for receipt of food distribution

Congregate Feeding (Prepare Meals):

- For organizations providing prepared meals, there are no set income standards for individuals; however, these organizations must predominantly serve persons in need.

More details on Client Eligibility in an upcoming section.



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Ordering USDA on Agency Express

- Caseloads are determined by both the number of individuals (or meals) served monthly and Feeding America's County MPIN rating
- Order USDA items only in amounts that can be used or distributed to households within one month (30 days)
- Caseloads are allocated by month and then evenly split amongst the number of deliveries within a month
 - For example: if you receive 8 cases of USDA product each month and have two (2) deliveries per month, you will be able to order 4 cases of any USDA item, per order. (4 cases x 2 deliveries = 8 total cases/month)
- With your USDA case allocation, you are eligible to order that number of cases for ANY/EVERY USDA item available in inventory.
 - For example: if there are 36 individual USDA items in inventory, you can order 4 cases of all 36 USDA items (if you want all 36 items)





Ordering USDA on Agency Express

Shopping List - Sort By -

Tip: Please Add to Cart requested items before leaving page

Order Qty	Available Qty.	Item No.	Description	UOM	Unit Price	VAP Fee	Pack Size	Feature Type	Gross Weight	Favorite
<input type="text"/>	175	321310	Mac and Cheese Dinner	CS	9.12	0.00	24/7.25 oz	YELLOW: Choose sometimes	13	<input type="checkbox"/>
<input type="text"/>	839	321312	Mac and Cheese Dinner Pouches	CS	15.28	0.00	40/2.15 oz	YELLOW: Choose sometimes	7	<input type="checkbox"/>
<input type="text"/>	6	UP110960	Macaroni and Cheese Pkg. (USDA-COSUP)	CS	0.00	0.00	24/7.25 oz.	RED: Choose rarely	11	<input type="checkbox"/>
<input type="text"/>	14	321765	Pasta - Elbow Mac	CS	20.48	0.00	24/1lb	GREEN: Choose often	24	<input type="checkbox"/>
<input type="text"/>	473	321759	Pasta - Spaghetti	CS	9.74	0.00	20/1 LB	GREEN: Choose often	21	<input type="checkbox"/>
<input type="text"/>	6	UR110511	Pasta Macaroni Plain Elbow (USDA-CARES)	CS	0.00	0.00	20/1 lb.	GREEN: Choose often	20	<input type="checkbox"/>
<input type="text"/>	6	UR110450	Pasta Spaghetti Box (USDA-CARES)	CS	0.00	0.00	20/1 lb.	GREEN: Choose often	20	<input type="checkbox"/>
<input type="text"/>	65	121046	Pasta, spaghetti	CS	2.64	0.00	20/16 oz	GREEN: Choose often	22	<input type="checkbox"/>

Tip: Please Add to Cart requested items before leaving page

 [Print](#) |
  [Clear Cart](#) |
  [Add to Cart](#) |
  [Check Out](#)

- USDA Commodity food items will begin with a Uxxxxx
- USDA items appear on Agency Express for USDA authorized programs only
- No Handling Fees are applied to these items



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Civil Rights

What is Civil Rights?

Civil Rights are the non-political rights of a citizen; the rights of personal liberty guaranteed to U.S. citizens by the 13th and 14th Amendments to the U.S. Constitution and by acts of Congress.

What is Discrimination?

The act of distinguishing one person or group of persons from others, either intentionally, by neglect, or by the effect of actions or lack of actions based on their protected classes.

What is a Protected Class?

Any person or group of people who have characteristics for which discrimination is prohibited based on a law, regulation, or executive order

- Race • Color • National Origin • Age • Sex • Disability • Gender

Annual Civil Rights Training is Required

A reminder and link to the Training is emailed out by PartnerSupport at the Regional Food Bank each July.

Civil Rights

Green “And Justice for All” poster

- Must be posted in a visible location where TEFAP food distribution occurs.
 - If a site is using a “drive-thru” distribution model or “to-go” meal service model due to the COVID-19 pandemic, the poster must be visible from outside the building.
- This poster notifies participants of Civil Rights



This is an illustration of the “And Justice for All” poster

Civil Rights

Written Notice of Beneficiary Rights

- For **faith-based** agencies, this notice should be posted *alongside* the “And Justice for All” poster
- If a site needs a copy of this notice, please email sarah.bouse@okdhs.org or request one from the Food Bank
 - At the Food Bank, please contact your CCM or PartnerSupport@rfbo.org

**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: Commodity Distribution Unit OKDHS
Phone Number 405-521-3581
Email Address: sarah.bouse@okdhs.org

This is an illustration of the “Written Notice of Beneficiary Rights” form.

Civil Rights

Civil Rights Training

- Civil Rights training is required annually (once every 12 months).
- Civil Rights training is required for all new site coordinators and team members (volunteers and paid staff) prior to participating in TEFAP distribution.
- Civil Rights training includes reviewing the Civil Rights Training PowerPoint, either as a group or individually.
 - Team members who complete the training should sign a Civil Rights Training Certification Log, which lists the team member's name and the date of the training.
- Civil Rights Training may be found online at <https://www.regionalfoodbank.org/partner-agency-resources/training/>

Civil Rights Compliance in The Emergency Food Assistance Program (TEFAP) and the Commodity Supplemental Food Program (CSFP)

Oklahoma Department of Human Services
(DHS) Food Distribution Programs



This is an illustration of the "Civil Rights" training.

Civil Rights

There are TWO Civil Rights Training:

Full Training required for staff/volunteers who:

- A) assists applicants with intake paperwork,
- B) handles applicant information (such as names, birth dates, home addresses, etc.),
- C) determines eligibility for TEFAP (in other words, decides who is eligible to receive TEFAP from the pantry, shelter, or meal site),
- D) determines the amount and/or type of food an applicant may receive, and/or
- E) has regular interaction with applicants/recipients – this includes greeters, team members who carry food baskets to the parking lot, servers in a meal service line, etc.

Abbreviated Training allowed for staff/volunteers who:

- Very limited or no interaction with the applicants/recipients (for example, a volunteer who helps stock the pantry on days when the pantry is not open to the public)
- No involvement in determining eligibility for TEFAP
- Does not handle applicant/household information

Civil Rights

Avoiding Discrimination in Food Distribution:

- Pantries that distribute additional food to larger households should be as consistent as possible.
 - For example, a household of 6 should receive the same amount of food as another household of 6, regardless of the ages or sexes of the household members.
 - Additionally, households should receive roughly the same amount of food from distribution to distribution, as inventory will allow.
- Congregate meal sites should serve the same amount of food to each guest, regardless of age, sex, or other factor.
 - Once everyone who wishes to receive a meal has done so, second helpings may be offered.



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Food Storage

- Food storage areas, including refrigerators and freezers, should be kept clean and odor-free.
- Temperature logs are required for all refrigerators and freezers used to store TEFAP items.
 - *Temperatures must be checked and recorded on the temperature log(s) at minimum once every seven (7) days.*
 - Freezers: 0F or below
 - Refrigerators: 32F-40F
- TEFAP food must be stored in a location that is locked when not in use and only designated personnel should have access to it.
- Dry goods should be stored on shelves or platforms at least 4 inches above the floor and cases should be pulled away from the walls to encourage air circulation and to discourage pests.
 - Regional Food Bank requires food to be stored at least 6 inches above the floor
- Routine pest control and prevention is required.
 - Retain invoices/receipts if a third party is contracted to perform pest control, or keep receipts and a pest control log if pest prevention is performed by a pantry volunteer, shelter staff member, etc.
- Fire extinguishers and smoke detectors are not required, but highly recommended.
- TEFAP products should never be repackaged, even if the original package size is quite large.

Food Storage



Labeling USDA/TEFAP Products:

- TEFAP items must be separated as much as possible from non-USDA items, and they must be identified as “USDA.”
 - If possible, USDA/TEFAP items should be stored in a separate location from non-USDA/TEFAP food (and still be labelled for program identification and inventory management).
- This can be accomplished by labeling the shelves or pallets used to house the TEFAP items with “USDA” stickers or signs, or by marking or placing a label on each product case.
- Refrigerators and freezers used to store TEFAP items must also display a “USDA” label on or near them to show the unit contains TEFAP products.
- A USDA Label template may be found online at [Partner Agency Resources, under Forms & Documents, with TEFAP Program & Paperwork.](#)

This requirement becomes important when an applicant household is determined to be ineligible for TEFAP.

If TEFAP products are labeled as required, pantry team members can easily identify the items that cannot be distributed to the ineligible household.

Food Storage

Recalls:

- Have recall procedures in place
- Implement the recall procedures upon notification of a recall of USDA Foods
- Identify the locations of the affected products and verify that the products have the correct product identification codes
- Conduct an inventory assessment, ideally in 48 hours or less, of affected product
- Follow applicable destruction/disposal instruction provided by the state agency

Food Storage

Food Losses:

- Isolated incidents (a dented can, a ripped bag) do not need to be reported; in general, if a case or more of an item is affected, it should be reported
- The Food Bank will need the following info about the food loss:
 - type of product,
 - the quantity,
 - the cause of the damage (fire, water damage, pest infestation, freezer malfunction, etc.),
 - and the date of the event.
- The Food Bank will advise regarding the disposal of the damaged food, or the local health department should be contacted.
- All instances of theft and/or fraud involving USDA/TEFAP food must be reported to the Food Bank, regardless of value of the loss and the incident will be investigated.

Report USDA Food Losses to the Help Desk:

❖ **Phone:** 405-600-3152

❖ **Text:** 405-600-3152

❖ **Email:** helpdesk@rfbo.org

❖ **Hours:** M-F 6am-5pm



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Intake & Client Eligibility Determination

All TEFAP sites must keep a record of TEFAP distribution.

Food Pantries (Groceries):

Food pantries are required to keep track of the households receiving TEFAP food during each distribution and the date of the food receipt.

- Guests should complete a TEFAP intake form during the first visit, and then again, every 12 months to re-determine household eligibility.
- Visits to the pantry during subsequent months are documented on a distribution log.
- Distribution may also be documented using computer programs such as Link2Feed.

Congregate Feeding (Prepare Meals):

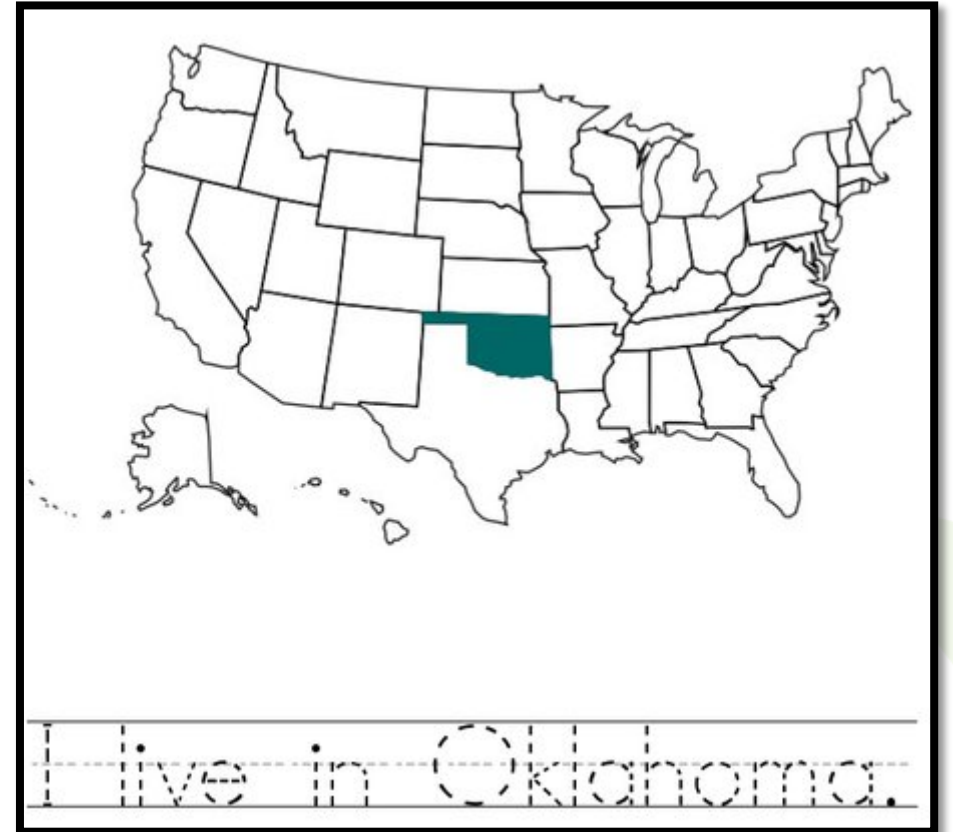
Shelters and congregate meal sites must maintain daily meal logs.

- Guests at these organizations are assumed to be eligible and the sites are mainly responsible for maintaining daily meal count logs.

Intake & Client Eligibility Determination

Food Pantries – Residency:

- Only Oklahoma residents may receive TEFAP in Oklahoma
 - Residency is **self-declared**; proof is no longer required
 - Pantry visitors who do not live in Oklahoma should be advised they do not qualify for TEFAP in this state, but the pantry can distribute non-USDA food to the household.
- A household does not have to live in Oklahoma for a specific amount of time to be considered a resident of the state.
- Households identifying as “homeless” **are** eligible for TEFAP
 - Note: residency does not just mean an apartment or house in Oklahoma, but can also mean living in a shelter or transitional housing, in a vehicle, encampment, etc., within the state
- U.S. Citizenship is **not** required to receive TEFAP



Intake & Client Eligibility Determination

Food Pantries – Identification:

- TEFAP partner pantries *may request* but **must not require** any client to provide proof of identification (ID) or residency.
- Pantries that request identification and residency verification must do so of *all* households, and the pantries must also make the following clear to all guests:
 1. The inability or unwillingness to provide proof of ID is **not** a barrier to participation.
 2. Participants **will** receive USDA Foods without proof of ID or residency.
- Requests for identity should **only** be asked for the head of household.
- Households are **not** required to provide birth certificates or school records to prove household size.
- ID's do **not** need to be current.
- ID's do **not** need to include a picture.

Examples of Identity Verifications:


- ❖ Driver's license or other state-issued photo ID (*can be expired)
- ❖ Other forms of photo ID (school, military, tribal, employment badge, etc.)
- ❖ Medicare/Medicaid card,
- ❖ vehicle registration,
- ❖ utility bill,
- ❖ rent receipt, or
- ❖ piece of mail showing the applicant's name.

****do not request or write down Social Security Numbers or make copies of Social Security cards****

Intake & Client Eligibility Determination

Food Pantries – Income Guidelines:

- The Federal Poverty Guidelines are used to determine household eligibility.
- Applicants are to self-declare household income.
 - Income verification should not be required or requested.
 - The IEG chart should be available for applicants to review at the time of application.
- The household's self-declared income should be compared to the current Income Eligibility Guidelines (IEG) chart in order to determine TEFAP eligibility.
- The IEG chart is updated every year, effective July 1st. Please ensure the *current* IEG chart is always posted and available.



OKLAHOMA
Human Services

The Emergency Food Assistance Program (TEFAP)
200% Federal Poverty Guidelines
Income Eligibility Guidelines (July 1, 2022 – June 30, 2023)

Please use the following figures when determining if recipients are eligible to receive USDA commodity foods under TEFAP

# of Household Members	Annual	Monthly	Weekly
1	\$27,180	\$2,265	\$523
2	\$36,620	\$3,052	\$704
3	\$46,060	\$3,838	\$886
4	\$55,500	\$4,625	\$1,067
5	\$64,940	\$5,412	\$1,249
6	\$74,380	\$6,198	\$1,430
7	\$83,820	\$6,985	\$1,612
8	\$93,260	\$7,772	\$1,794
For each additional family member, add:	+\$9,440	+\$787	+\$182

Revised June 2022

This is an illustration of the TEFAP Income Guidelines.

Intake & Client Eligibility Determination

Food Pantries – Intake Form(s):

- Households should complete an **Annual TEFAP Intake Form** during the initial visit to the pantry, and at least once a year to re-certify.
- What must be included on an Annual TEFAP Intake Form:
 - ✓ Head of household's name
 - ✓ Number of households members
 - ✓ Home address
 - ✓ Total household gross income
 - ✓ Signature of the head of household and date of application
- Food Pantries that distribute TEFAP food for household consumption must determine each household's eligibility based on the current eligibility guidelines.

The Emergency Food Assistance Program (TEFAP) Application: State of Oklahoma

Name: _____ Number of Adults in Household: _____
 Address: _____ Number of Seniors in Household: _____
 Number of Children in Household: _____

Automatic Eligibility for TEFAP/USDA Food:
 My Household receives SNAP/FDPIR/WIC/CSFP/CAC

If you did not check the box above, please continue:
 On the following chart, please circle the number of people in your household. Circle the income limit that matches the size of your household:
 Is your income the same or lower than the number you circled? Yes No

200% GROSS INCOME LIMITS FOR OKLAHOMA TEFAP/ USDA FOODS PROGRAM Effective from July 1, 2022 to June 30, 2023			
Household Size	Annual	Monthly	Weekly
1	\$27,180	\$2,265	\$523
2	\$36,620	\$3,052	\$704
3	\$46,060	\$3,838	\$886
4	\$55,500	\$4,625	\$1,067
5	\$64,940	\$5,412	\$1,249
6	\$74,380	\$6,198	\$1,430
7	\$83,820	\$6,985	\$1,612
8	\$93,260	\$7,772	\$1,794
Each add'l family member add...	+ \$9,440	+ \$787	+\$182

I certify that the total gross income for my household is at or below the income, I have circled or that my household is automatically eligible based on the programs I checked above.

Signature _____ Date _____

Non-Discrimination 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.

This is an illustration of the TEFAP Client Eligibility Form.

Intake & Client Eligibility Determination

Food Pantries – Intake Form(s):

- During each visit following the completion of the Annual TEFAP Intake Form (certification), households should complete a **Food Pantry Log**, where they continue to self-declare they meet the TEFAP Income Guidelines.
 - ✓ Household name
 - ✓ Number of households members
 - ✓ Home address
 - ✓ Income is at/below federal guidelines
 - ✓ Signature and date of assistance
- Food Pantries that distribute TEFAP food for household consumption must determine each household’s eligibility based on the current eligibility guidelines.

BILINGUAL FOOD PANTRY LOG								
<small>I certify that my weekly or monthly household income is at or below the income limits for households with the same number of people as my household. I also certify that, as of today, my household lives in Oklahoma. This certification is being made in connection with the receipt of Federal assistance. I understand that making this statement may subject me to criminal prosecution under State and Federal law. Yo firmar abajo, certifico que los ingresos de mi hogar no superan los límites de la renta para los hogares con el mismo número de personas que el mío. También certifico que, hasta la fecha, mi hogar vive en Oklahoma. Esta certificación se hace en conexión con el recibo de ayuda federal. Los funcionarios del programa pueden verificar lo que yo he certificado ser cierto. Entiendo que hacer una declaración falsa puede resultar en tener que pagar al Estado por el valor de la comida que recibí indebidamente y me puede someter a la prosecución penal bajo la ley estatal y federal.</small>								
DATE	HOUSEHOLD NAME	ADDRESS	# OF CHILDREN (0-17 YRS)	# OF ADULTS (18-59 YRS)	# OF SENIORS (60+ YRS)	IS INCOME AT OR BELOW LIMITS?	LIVE IN OKLAHOMA?	SIGNATURE
FECHA	NOMBRE DEL HOGAR	DIRECCIÓN	# DE NIÑOS (0-17 AÑOS)	# DE ADULTOS (18-59 AÑOS)	# DE MAYORES (60+ AÑOS)	¿INGRESOS BAJO EL LÍMITE?	¿VIVE EN OKLAHOMA?	FIRMA
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								
11								
12								
13								
14								
15								
16								
17								
18								
19								
20								
21								
22								
23								
24								
25								
	# of households:		# of kids:		# of adults:		# of seniors:	
	# de hogares:		# de niños:		# de adultos:		# de mayores:	

This is an illustration of the TEFAP Bilingual Food Pantry Log.

Intake & Client Eligibility Determination

This is the Non-Discrimination Statement.

- It must be included on all written material, including applications and informational flyers, as well as websites that mention USDA/TEFAP food distribution.

Non-Discrimination Statement (May, 2022)

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



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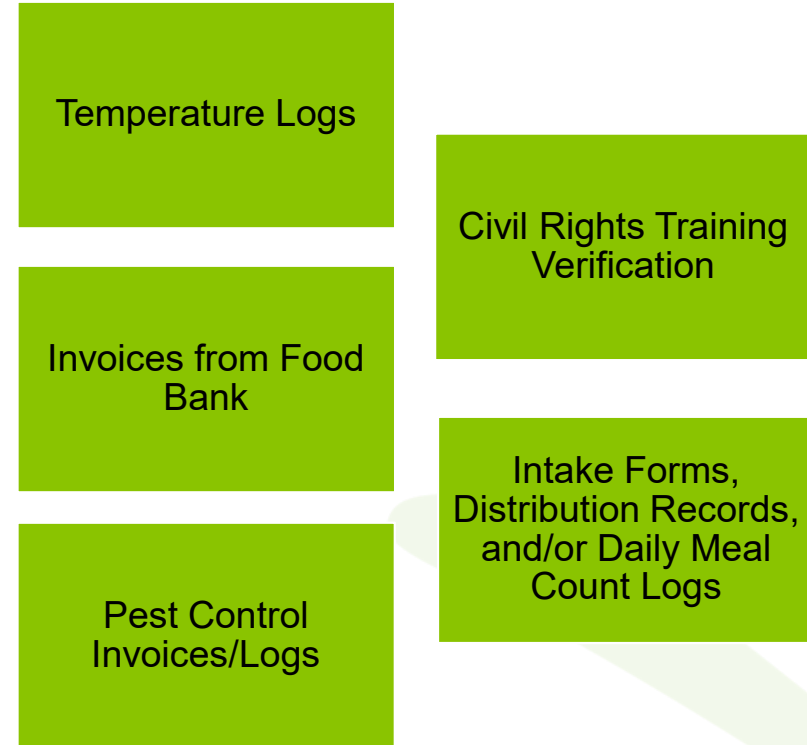


- Program Eligibility for TEFAP
- Ordering USDA on Agency Express
- Civil Rights
- Food Storage
- Intake & Client Eligibility Determination
- **Paperwork Requirements**
- Monitoring Visits / Compliance Reviews

Paperwork Requirements

Paperwork Retention:

- Keep all USDA-related documents for three (3) years plus the current fiscal year
- These records will be reviewed during Compliance Check visits
- Digital files of these documents may be kept in lieu of physical/paper copies
 - Computers used to save/store household information must be password-protected and be as secure as possible





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Monitoring Visits / Compliance Reviews

- The primary purpose of the DHS Compliance Checks visits is to ensure TEFAP partner sites are following federal regulations; however, the visits are also an opportunity for site coordinators and their teams to request technical assistance and to ask questions about the program.
- OK-DHS conducts TEFAP monitoring visits with TEFAP distributing agencies once every four (4) years.
- Regional Food Bank of Oklahoma conducts monitoring visits with its partner agencies once every two (2) years.

Monitoring Visits / Compliance Reviews

- USDA/TEFAP Compliance Checks will be conducted *in person* by the Program Field Representative (PFR) from the Food Distribution Programs Unit/Oklahoma Human Services.
- The PFR's visit will be scheduled in advance with the designated coordinator of the pantry, meal site, etc., thus it is important for all TEFAP sites to notify the Food Bank of any contact information changes.
- The PFR is required to observe at least a portion of the food distribution, therefore all Compliance Check visits must overlap at least part of the grocery distribution, meal service, etc.
- The Compliance Check also consists of a pantry (or shelter or meal site) questionnaire that will be completed between the PFR and the site coordinator, and the PFR will count the TEFAP items on-hand and check the temperatures of all refrigerators and freezers used to store TEFAP items.



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SUMMARY

TEFAP Program Requirements

- USDA Commodities in stock should be used or distributed in one month. No more than one month supply is ordered at a time.
- USDA Commodities may only be distributed to income eligible clients in accordance with Federal Poverty Guidelines. Clients must fill out an application and sign verifying their information is true.
- USDA Commodities must be distributed separately from any religious or political activity.
- USDA Commodities may NOT cross state lines. Oklahoma USDA Commodities must be distributed to only Oklahoma residents.
- USDA Commodities are stored only at Food Bank monitored facilities and must be separated from other foods to be easily identified as USDA. USDA items should be highlighted on invoices and maintained for three (3) years plus the current year.
- Any losses of commodities (theft, infestation, fire, etc.) are promptly reported to the Food Bank's Help Desk.
- The most recent monitor review by the Food Bank is on file at the Food Bank. Programs will be notified regarding recommendations for corrections related to these reviews.
- The USDA "And Justice For All" poster should be displayed and visible to clients as well as income guidelines and for Faith Based Organizations, the Written Notice of Beneficiary Rights.
- The Non-Discrimination Statement must be on Intake Forms as well as any materials that mention USDA programs: including websites, photos & other graphics that are used in publications.
- The days and hours of the program should be posted outside the facility unless special circumstances apply as well as phone number to call for emergency needs (must have voicemail capabilities).
- All Agencies receiving/distributing USDA product must participate in Civil Rights training annually and submit to an on-site USDA review once every four (4) years.
- ANY misuse of USDA TEFAP foods is considered a FEDERAL FELONY offense PER item.



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Questions?

Please let us know if you have any USDA/TEFAP-related questions, comments, or concerns. We are here to help.

DHS – USDA Contacts:

- **Gina Kazerooni**
Programs Administrator
gina.kazerooni@okdhs.org
- **Sarah Bouse**
Programs Field Representative CSFP/TEFAP
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RFBO Contacts:

- **Katharine Morgan**
Director of the Partner Network
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- **Caity Lewis**
Partner Support Coordinator
clewis@rfbo.org
- **Your Regional Community Connections Manager (CCM)**

THANK YOU
FOR ALL
THAT YOU DO!

We appreciate the hard work you and your teams do in order to help our neighbors in their times of need.