

Service Insights TEFAP Certification Guide

Updated June 2026



**Before adding a new household, ALWAYS be sure to search for the Neighbor.
It's possible that the household is already in the system.**

TEFAP Certification:

Reference the neighbor's completed "Uniform TEFAP Intake Form" to begin the TEFAP Certification process in Service Insights.

Start by ensuring the selected Visit Date is the correct date. If needed, change the date by clicking the calendar icon in the Visit Date field beneath the search bar.



Look the neighbor up using the search bar. Selecting the Alt ID option is the best, but if you do not have that handy, the next best option is Date of Birth, or Name. (There are a lot of common names, so we recommend Date of Birth to narrow the search results.)



Click the plus sign next to the neighbor's name to expand an overview of their household information.



From the expanded household view, check under the TEFAP Status field.

If it says ELIGIBLE with the Recertification date, they are already certified and nothing more needs to be done. Yay!

Kelvin Rudolph
3355 S Purdue Ave apt 2
Oklahoma City, OK 73179

6 6/9/2026 555-555-5555 12/16/1977 [Add Visit](#)

Alt ID #	Household Members	Proxy
AQ102713	Ruby Rudolph	Cheryl Rudolph
AQ102919	Zen Rudolph	
AQ102920	Cheryl Rudolph	
AQ103015	Kelvin Rudolph	
AQ103179	Kelly Rudolph	
AQ103967		
AQ105605		
AQ105774		

Preferred Language	TEFAP Status	Notes
English, Spanish	ELIGIBLE [6/3/2027 Recertification date]	

[View Household Info](#)

Last TEFAP Visit
6/9/2026

If they have not been certified, you will see “N/A” and then proceed with the certification process. To do that, click the Add Visit button.

Lisa Frank
3355 S Purdue Ave
Oklahoma City, OK 73179

2 N/A 555-555-5555 5/8/1949 [Add Visit](#)

Alt ID #	Household Members	Proxy
AQ106151	Franklin Frank	N/A

Preferred Language	TEFAP Status	Notes
N/A	N/A	

[View Household Info](#)

Last TEFAP Visit
N/A

From there you will choose the TEFAP Food Pantry visit option, then click the orange Next button.



Which primary service do you want to add this visit?

Please select all that apply for the event.

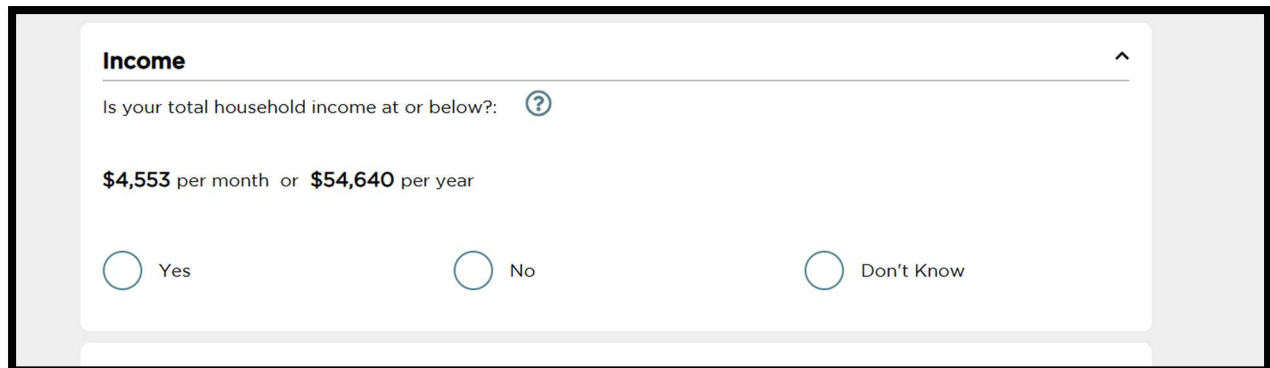
TEFAP Pantry

TEFAP Food Pantry

Food Pantry

This will bring you into their profile. This is a wonderful opportunity to ensure the data is correct and up to date, so go ahead and make any changes needed while here.

Scroll down and make sure you update the Income section, it is either Yes or No, depending on what the neighbor answered on the Uniform TEFAP Intake Form. (Selecting the Don't Know option will not qualify them for USDA food.)



Income

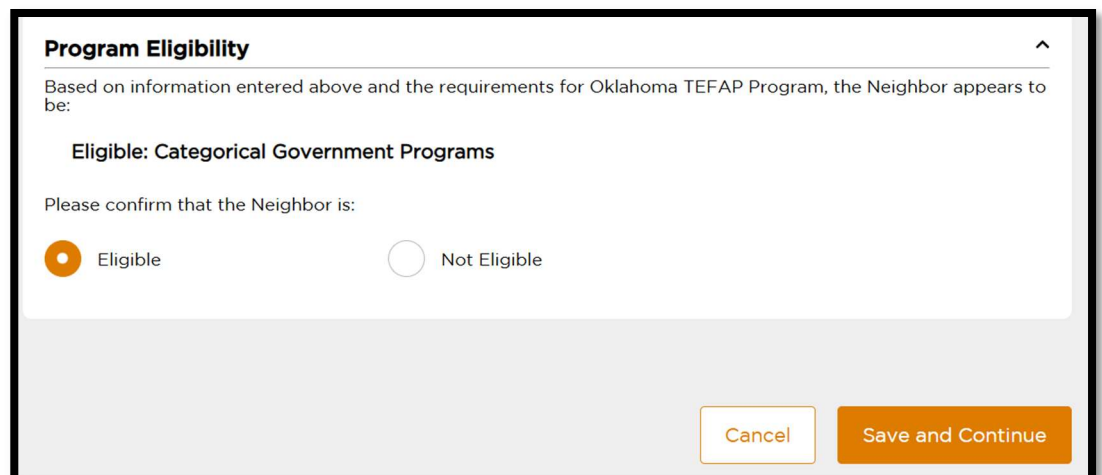
Is your total household income at or below?: ?

\$4,553 per month or \$54,640 per year

Yes No Don't Know

Under Program Eligibility, you will need to choose whether the household is eligibility or ineligible for USDA. **This decision is based on your review of their completed Uniform TEFAP Intake Form.**

To be eligible, they need to live in Oklahoma and meet the income guidelines **OR** live in Oklahoma and participate in one of the qualifying programs: SNAP, WIC, CSFP, FDPIR, SSI.



Program Eligibility

Based on information entered above and the requirements for Oklahoma TEFAP Program, the Neighbor appears to be:

Eligible: Categorical Government Programs

Please confirm that the Neighbor is:

Eligible Not Eligible

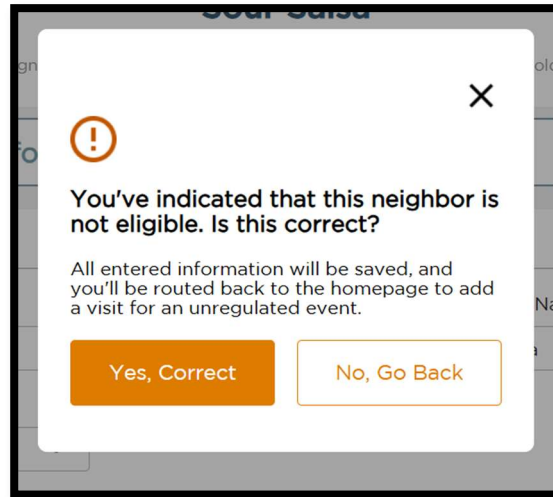
Cancel Save and Continue

Select the appropriate options, then click the orange button to Save and Continue.

If you accidentally click Not Eligible and click Save and Continue, you will get this confirmation message.

If the household is indeed Ineligible, then click Yes, Correct. This will take you out of the TEFAP option and revert to the standard Non-TEFAP Food Pantry Visit page.

If you meant to click Eligible, then select No, Go Back. This will take you back to the previous screen where you can then scroll down to the bottom of the page for the Program Eligibility section. Then select Eligible and then Save and Continue.



Once the household is confirmed as Eligible for TEFAP, you will then advance to the Certification and Nondiscrimination page. From here, no changes to the household can be made. So, ensure that everything is entered correctly before proceeding.

On the Certification of Eligibility page, it will display a summary of the household's eligibility for TEFAP. This should match the completed Uniform TEFAP Intake Form.

**The Emergency Food Assistance Program (TEFAP)
Certification of Eligibility To Take Food Home** English ▾

Name: Phone:

Address:

City, State: ZIP:

Number of people in your household:

Members:

Family Size	Annual	Monthly	Weekly
1	\$31,920	\$2,660	\$614

Next is the Signature and Notice of Nondiscrimination.

Under Signee, from the drop down, you will choose the name of the person who filled out the intake form and the date the form is signed.

In the Signature Type and Typed Name fields, there are two options approved by DHS within Service Insights.

In the Signature Type field, use Typed Name for all cases. Typed Initials is not approved by DHS.

In the Typed Name field:

- 1) **If the neighbor is in-person:**
 - a. Enter the neighbor's **full name** in the Typed Name field
- 2) **If the neighbor is not in-person:**
 - a. Enter **"Hard Copy"** in the Typed Name field
 - i. This indicates to DHS that the paper form is on file.
 - ii. Remember to keep it stored for 4 years.

Participants must report household changes to the TEFAP pantry immediately; such changes may include household income, number of people in the household, etc.

*Signee
Spicy Salsa

Date
6/11/2026

Signature Type
Typed Name

*Typed Name
[Empty field]

* This is required

USDA Nondiscrimination Statement
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 conducted or funded by the 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

From there you can Save and Continue to edit any other demographic information that is needing updating and then register the visit on the last page.