SECTION 3

ADMINISTRATION OF TEFAP

FEDERAL ADMINISTRATION

The Welfare Reform Act of 1996 authorized The Emergency Food Assistance Program (TEFAP) for all the states. The Food and Nutrition Services (FNS) of the United States Department of Agriculture (USDA) has oversight of this program.

STATE ADMINISTRATION

The State of Indiana has designated Family and Social Services Administration (FSSA) as the state agency responsible for TEFAP administration. Within the FSSA, the Division of Family Resources (DFR) Housing and Community Services Section (HCSS), manages the program. DFR can contract with private and/or not-for-profit warehouse(s) to provide warehousing and transportation of food products within the State of Indiana when direct shipping is not feasible.

HCSS TEFAP COMMITTEE

The following can constitute the makeup of the TEFAP Committee:

- Representatives of each contracted Designated Recipient Agency (RA)
- Representatives from the organization that has the contract for the Community and Food Nutrition (CFN) Grant
- A representative on the Safe Food for the Hungry Newsletter
- A representative of the Indiana Health Center, Inc. (Migrant Services)
- Food Security Liaison appointed by USDA (if available)
- The Commodity Supplement Food Program (CSFP) Coordinator
- Any representative deemed an asset to the Committee.

This body will act as both a program advisory committee and as a working committee for the program administration to TEFAP, CFN and CSFP to HCSS. Policies, procedures, and issues concerning the program are presented to the Committee for discussion and recommendations. The group meets quarterly and operates through a consensus methodology. However, the Division of Family Resources, Housing and Community Services Section reserves the right for the final decision.

RA staff, pantry, soup kitchen, and shelter volunteers can address the committee with any questions or concerns they might have. However all questions and concerns are to be submitted in writing prior to the meeting and addressed to:

TEFAP Advisory Committee
Attention: Marsha McGraw, TEFAP Specialist
402 W. Washington Street
P.O. Box 6116 - MS 01
Indianapolis, IN 46206-6116

RA staff, volunteers, or any persons interested can ask to be on the agenda. These concerns can be mailed, emailed, or faxed to the TEFAP Specialist and they will be addressed at the following TEFAP Meeting. The TEFAP Meetings are normally held the second Wednesday in the months of January, April, July and October at Gleaners Food Bank, 1102 East 16th St., Indianapolis, In 46202.

LOCAL ADMINISTRATION

DFR/HCSS contracts with RAs throughout the state to administer the local distribution of food products. Each RA subcontracts with food pantries, soup kitchens, and homeless shelters to distribute food products. Soup kitchens, homeless shelters, food pantries, or Township Trustees who have a 501 (C)(3) may distribute food products. No outlet is eliminated from providing the 50% match and be client choice. Clients must sign the Eligibility Certificate at any food outlet and follow TEFAP guidelines. Only food outlets with a current Memorandum of Agreement that is initialed and signed by both the food outlet and the Recipient Agency may receive and distribute USDA food products. This also includes Trustees that are participating in this program.

An agency that wishes to be a designated RA must submit a Request for Funds (RFF) to DFR/HCSS requesting designated counties that the RA would like to serve. No individual food outlet is eligible to submit a RFF. The following is an **example only** of some of the components necessary for applying and should be included in the review. Submission of an RFF does not automatically make the agency a DRA. Each RFF is reviewed and rated by a point system with the highest points per RFF receiving the grant.

The following are some of the components:

- Completed HCSS Request for Funds to the State for review.
- Be a local governmental agency or a non-profit organization that can submit a copy of the 501(C)(3) tax-exempt status designation letter.
- Current audit.
- Submit a copy of a current Certificate of Existence from the Secretary of State.
- Member Agency Agreement with a Food Bank for your requested service area (if not a Food Bank).
- Copy of an agreement with a storage facility (if applicable) in agency files for receipt of products prior to distribution to food outlets which includes square footage for dry, refrigerated and frozen.

- The agency's TEFAP contact must have an email account with access to the Internet and Microsoft Programs – Word and Excel - for receipt of information electronically from HCSS.
- The Executive Director's email address needs to be available.
- Contact's email address.
- Ability to provide USDA Warehousing Standards for storage of USDA and non-USDA food items and non-food items.
- Ability to provide transportation to outlets in **requested** counties for USDA foods and non-USDA products.
- Ability to obtain non-USDA items and food resources to supplement USDA food products.
- Ability to leverage additional funds for delivery of this service, other than TEFAP administrative funds.
- Ability to monitor outlet and enforce state and USDA guidelines within the required timeframe.
- Ability to maintain an established operation involving the distribution of donated food on a regular basis as an integral part of its normal activities. Distribution could take place monthly.
- Ability of staff for implementation and monitoring of the program. Able to provide positions that will provide questions and answers for referrals and to answer technical program questions from outlets.
- A brief description of who will cover the USDA food products with insurance from receipt to client possession.
- All contracts will be "Performance Based".

FEDERAL ALLOCATION TO STATES

USDA notifies HCSS when product is available and in what quantities. HCSS orders can be on a monthly, bi-monthly, and/or quarterly basis. Every effort is made by FNS to fill orders as requested. Due to unforeseen circumstances, USDA will occasionally eliminate or substitute products and/or change delivery times. HCSS orders product based on the entitlement allocation of dollars set by USDA. Varied Bonus products (by truck) are offered to each state based on the fair share of the federal allocation. Bonus products are free to each state and Indiana normally accepts all products that are offered. Some program years have more Bonus Products offered than other years. HCSS incurs some of the initial storage and transportation cost for these products. TEFAP has been authorized for the next seven years. However, money is allocated on a yearly basis. There is no guarantee that Congress will reauthorize TEFAP after 2010.

HCSS ALLOCATES FOOD PRODUCTS TO RAs

USDA has developed a formula based on 60% poverty and 40% unemployment population to allocate product and funding to the states. Each state receives its fair share of the food products and funds according to that formula.

HCSS allocates product by applying a formula, which is 60% of the poverty population and 40% of the unemployment population in the RA's geographic service area and includes both entitlement product and bonus product. Adjustments are made prior to the distribution of the following fiscal year. Adjustments can be made based on the amount utilized in each RA's service area and for crisis situations such as flooding and tornadoes.

HCSS notifies each RA of the type and amount of food products allocated by emailing an Allocation Work Sheet. The RA must be able to store excess food products for all food outlets for a minimum of (30) days. Direct delivery notifications will be transacted in the same manner. The RA must notify HCSS prior to receiving the Allocation Spreadsheet of any changes regarding food outlets.

SHIPMENT OF PRODUCT FROM USDA TO RA

USDA allows one drop plus the final destination drop per truck with a minimum of 25% product drop at one stop with the balance at the next stop. RAs may receive a minimum of 25% of one product up to a full truck. HCSS will notify the RA of the shipping period, number of cases, storage area, and type of product. The shipper should notify the destination warehouse (this is a courtesy, **but NOT required).** Product may be refused without an appointment if it is being delivered outside of the shipping period. When the shipment is delivered to the RA or its designee the receiving facility must count the product, note any damage, overages and/or shortages of product on the Bill of Lading with a signature and date. Do not accept product that is so damaged it cannot be distributed.

USDA reserves the right to change the shipping period due to unforeseen circumstances or exchange product with like products.

If there are problems, HCSS TEFAP Staff should be notified immediately. A complaint worksheet for USDA donated commodities must be completed and faxed or emailed to HCSS TEFAP Staff. (Exhibit G – Complaint Worksheet for USDA Donated Commodities)

If the DO number and/or ND number and the name of the product are **NOT** on the Bill of Lading, please write as much information as possible on the Bill of Lading before signing and dating. Make a copy and fax to HCSS within 24 hours of receipt. Information should include number of cases, time truck arrived and time truck left, damaged product, over and/or underage of the product.

SHIPMENT OF PRODUCT FROM THE STATE WAREHOUSE

In instances where a direct shipment is not possible, product is shipped to a state-contracted warehouse/shipper for distribution to RAs. Shipping by the state contractor is generally confined to RAs in small urban and rural areas receiving a small percentage of the statewide product. Each RA will make shipping arrangements with the current contracted warehouse dispatcher for its local delivery.

RA's must accept receipt of USDA food products within the designated shipping period. If receipt is not taken during this period of time, the RA will be charged all storage costs including handling charges as set by the storage facility that has possession of such product. The state will not be responsible for these costs.

HCSS PROGRAM MONITORING

The purpose of the monitoring process is to evaluate total program operations: Review record keeping procedures, assurance that health and safety standards are practiced and maintained at food outlets, client choice with the integrating of all items available in the pantry, and to provide technical assistance for program improvement. The monitoring visits also provide an opportunity for the RA to ask questions, discuss concerns, and make suggestions about the program. Also, a minimum of 50 on-site reviews of food outlets and storage facilities will be monitored. These reviews can be unannounced but are made within normal workday hours. RAs must make food outlet/storage facility staff and/or volunteers aware of this policy and instruct them to provide access to records, USDA food products, and all storage areas to HCSS and/or USDA monitoring staff.

HCSS PROGRAM MONITORING SCHEDULE – RAs/OUTLETS

HCSS will monitor the RAs yearly and will also review a minimum of four food outlets for each RA and two migrant food outlets. TEFAP staff or its designee(s) can review any RA, storage facility, or any food outlet at their discretion: this can be unannounced, but during normal hours of operation.

The RA's subcontracted outlets will be completed each fiscal year starting October 1 with completion by September 30 of each fiscal year. If a RA has 30 or fewer food outlets they are required to monitor 100% each year. If a RA has 31 or more food outlets they are required to monitor 100% within two years.

USDA may visit the state agency and any RA and/or food outlet at their discretion for review purposes.

HCSS MONITORING OF DISTRIBUTION OUTLETS

HCSS staff will monitor selected outlets under contract with a RA. The following items are checked during the compliance review of food outlets:

- Eligibility Certificates are current and signed by client
- client choice of food and non-food items in pantry
- non-USDA food products must be integrated with like USDA food products
- Fifty percent (50%) match is maintained – show pounds or value of private donations
- Social Security numbers cannot be required for any purpose
- Referrals should not be required for receipt of pantry items
- Income documentation of any type is not necessary due to self declaration
- USDA products are supplemental to food outlets
- daily issuance rates posted
- proper storage of various foods maintained
- have required signature sheets, signed by client at the outlet for the last three years plus current year available (total of four years)
- proxy statements on file
- health, safety, and sanitary standards are maintained
- required posters in place
- maintain dry, refrigerated and frozen space
- thermometers in each storage area of dry, refrigerated, and frozen on and off premises
- readings of the three temperatures are taken a minimum of once a week
- three temperature readings are to be recorded in a temperature log which is maintained on a continuous basis
- entrance marked and hours of operation posted outside for clients to see
- **no donations of gifts or money are allowed for <u>any</u> product from a pantry**
- all other contractual obligations being met
- all product is First In/First Out (being rotated), including refrigerated and frozen
- outlet handicapped accessible or runners available
- **NO REPACKAGING or PREPACKING OF FOOD PRODUCTS -- USDA AND/OR NON-USDA,**
- no form or type of mass distribution is being done (pre-packing of pantry items)
- outlets must do ongoing outreach
- clients must be able to receive food without a referral
- pantry is to notify RA of its hours of operation or pantry information changes ASAP
- if off-site storage of USDA food is needed, outlet must inform RA in writing

and the RA must sign off for approval of storage site (form available for review)

- a physical count of USDA inventory
- make recommendation of removal of excess or all of USDA product(s)
- copy of monitoring reports, 501(C)(3), receipts of USDA food products, Certificate of Insurance (if applicable), or any other pertinent reports.
- all USDA food products will eventually have manufactured labels, so food outlet will need to identify the case with some type of coding to signify USDA for inventory purposes

USDA food products are property of USDA until such products are in the possession of the recipient. These products never belong to the state, the RA, or the food outlet. Our charge is for safekeeping only.

If any one of the above compliance standards are not maintained, USDA/State/RA or its designee can remove all USDA food products immediately.

HCSS MONITORING OF RA

When HCSS monitors a RA, the review will cover the following areas:

- self-declaration of income
- site must not ask for social security numbers, income verification, or other verification on household
- public outreach activities for food outlets
- current Eligibility Certificate
- site selection process and area assessment
- RA does the required monitoring of outlets
- product accountability
- allocation procedures
- storage and warehousing practices (including all three areas of dry, refrigerators and freezers)
- take temperature readings for all storage areas
- authorizes off-premise storage and maintains a copy of authorization
- reviews paperwork for off-premise storage for food outlets
- inventory controls
- submission of claims as required by state
- effective distribution method to food outlets
- all outlets maintain a 50% match with non-USDA items
- all outlets are client choice
- allows no form of mass distribution, **NO PREPACKING OF PANTRY ITEMS**
- outlets can be flexible regarding the number of items offered as items should be based on availability of all products in the pantry
- other contractual and administrative requirements being met

- each outlet must have a current signed Memorandum of Agreement
- outlets are in compliance with the rules and regulations of TEFAP
- if outlets are responsible for insurance on USDA product, must see that RA has a current Certificate of Insurance
- RA establishes a file for each outlet containing inventory reports, Certificate of Insurance, monitoring reviews and letters, any other pertinent information or correspondence
- no money is exchanged or donated
- provide outlet a copy of review
- provide a copy of the Memorandum of Agreement
- provide outlet with a TEFAP Manual
- offers one-on-one training on a continuous basis
- does mandatory training for all food outlet volunteers a minimum of once every two years
- designated staff for program information, day-to-day activities relative to TEFAP
- designated staff for allocation and inventory reporting to the state
- designated staff to attend the quarterly TEFAP Advisory Committee meetings
- submits required paperwork within time frames
- ensures that corrective action is implemented

TRAINING AND TECHNICAL ASSISTANCE

The TEFAP Specialist is available to provide training and technical assistance to the RA, throughout the year, upon request.

Training should be ongoing between the RA and the food outlets. Policy changes, updated Eligibility Certificates, other required form changes, or any other pertinent information should be forwarded to each of the food outlets in the RA's service area. This keeps all outlets up-to-date and better able to serve the recipient.

TRAINING OF FOOD OUTLETS

Training must be given to all food outlets at a minimum of once every two years. Training can vary with each RA. Some offer training four times a year specializing in a particular component concerning food. Others offer training as a conference with varied tracks and sessions on different topics. The more topics that are covered the better trained are the volunteers.

County Extension Offices should be notified to offer training on Health and Safety Procedures for all outlets. The County Extension Office staff can also use USDA food products and other pantry items to prepare different food dishes and the

recipes for training purposes and the recipes are then given to recipients. Local County Health Departments (Food Protection Section) should also be invited to the training for any new policies pertaining to food outlets. Training offered every year is most beneficial to keep the food outlets current on policies and procedures.

HCSS WRITTEN MONITORING REPORT

A written monitoring report of the visit to the RA and their food outlets will include concerns and findings. Recommendations will be made to the RA and/or to their Outlets. The RA must submit a corrective action plan in response to each finding or concern within forty-five (45) days from the receipt of the monitoring letter. HCSS will review and approve the corrective action plan. The RA must implement the corrective action plan for their concerns and/or findings as well as the food outlets concerns and/or findings. Failure to implement the corrective action may result in termination of the RA's contract with HCSS.

All corrective actions are to be submitted via email.