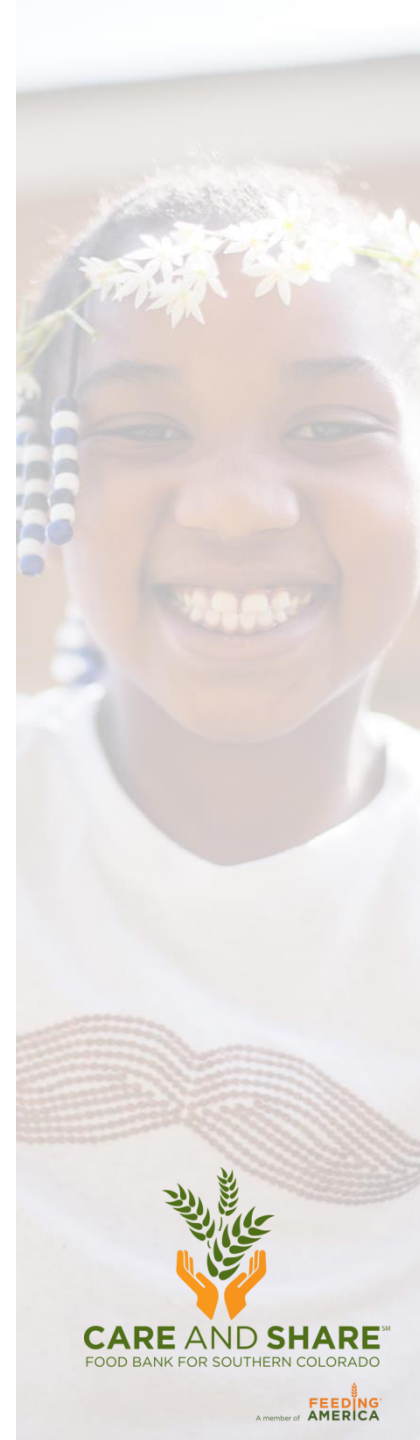# TEFAP PROGRAM TRAINING

This institution is an equal opportunity provider.

CARE AND SHARE
FOOD BANK FOR SOUTHERN COLORADO

A member of FEEDING AMERICA

YOU WILL LEARN…

- How to complete the allocation

- How to complete the TEFAP application

- How to complete the monthly report

- Expectations of TEFAP sites

- Civil Rights Requirements of USDA Programs

- Who you can contact if you have any questions

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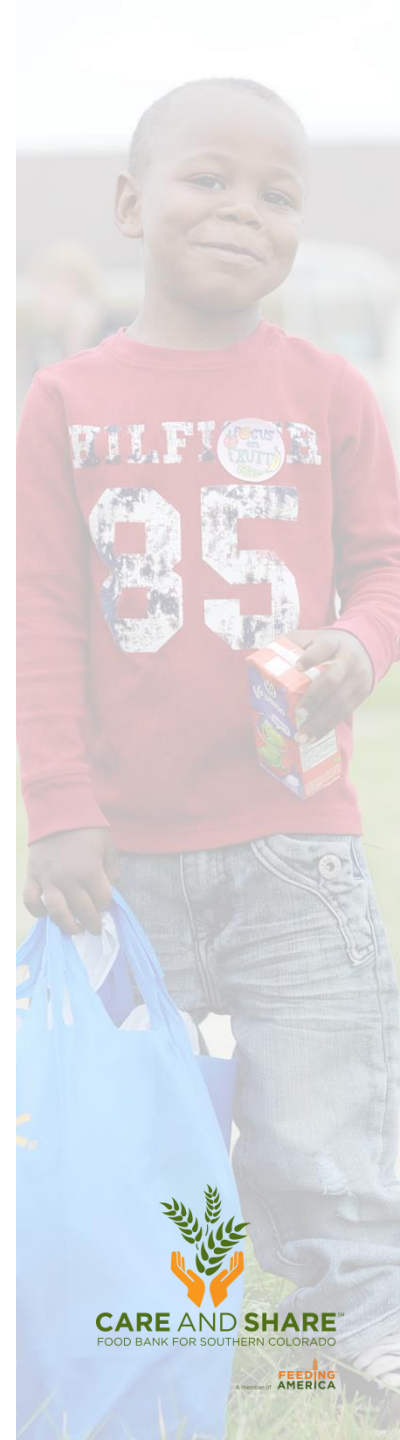FOOD BANK FOR SOUTHERN COLORADO

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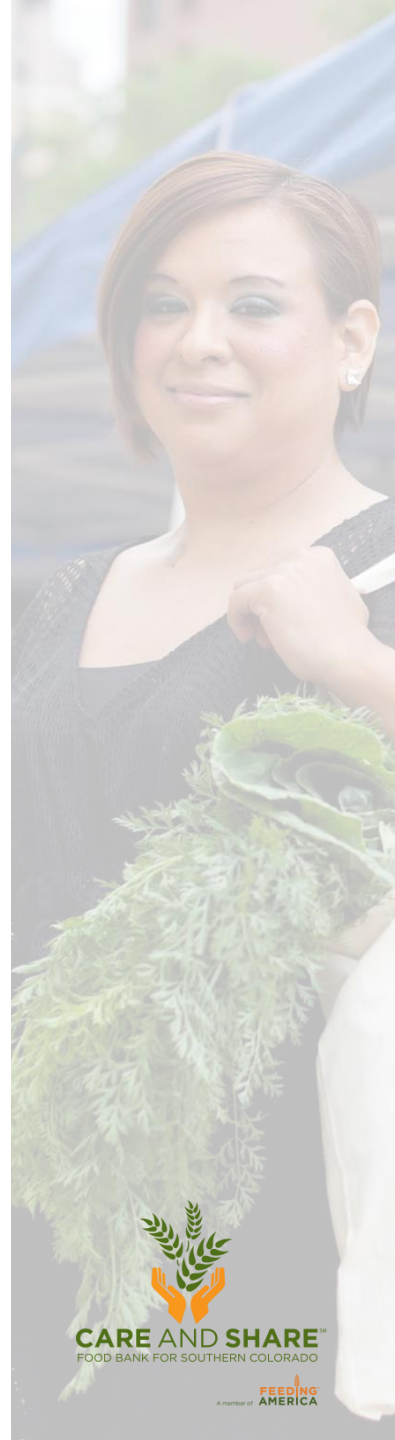
ALLOCATIONS

- Each month all TEFAP agencies receive an allocation around the 15th of the month.

- The allocation chart is an allotted amount of food that you can receive.

- You can decide if you want the full amount of the food, or if you want to adjust.

- If you are interested in more than you allotted amount, you can request more. If other agencies have declined their allotted amount, we will add the items to your order.

- Once you receive the allocation email, you respond back to Agencies@careandshare.org with the quantities you are requesting.

- If an allocation is not returned, the order will be completed without adding any extra produce or bread in the amount of the full allocation. If you are not interested in any of the items, you will need to respond to the allocation request letting us know you would not like anything.

Note: Allocation amounts are based on participation at your agency that you have reported.

READING ALLOCATION CHARTS

TEFAP Allocation Chart

Agency:	Agency #	Agency Name		Schedule Date(s):	Date of delivery
Item No.	Exp. Date m/y-m/y	Description	Allocation		DL 10:00
T100035	2/26/2022	USDA AMERICAN CHEESE 12/2 LB BAG; 85/PPS	10		
T100218	9/1/2023	USDA PEACHES 24/15 OZ CAN; 85/PPS	8		
T100223	10/6/2023	USDA PEAR HALVES 24/15 OZ CAN; 80/PPS	11		
T100333	8/28/2023	USDA TOMATO SAUCE 24/15 OZ CAN; 85/PPS	15		
T100433	4/7/2023	USDA EGG NOODLES 12/1 LB BAG; 45/PPS	19		
T100526	3/12/2023	USDA BEEF STEW 24/24 OZ CAN; 40/PPS	10		
T110843	8/14/2021	USDA CHEESE CHED YELLOW SHRED 6/2 LB BAG; 60/PPS	8		
T110903	12/14/2021	USDA FRZN SLICED DELI TURKEY 20/32 OZ PKG; 40/PPS	12		
T111057	1/14/2023	USDA BEANS DRY SPLIT PEA YELLOW 12/2 LB PKG; 104/PPS	6		
T111071	7/9/2021	USDA ORANGES 12/3 LB BAG; 42/PPS	10		
		Care and Share non-TEFAP Product	If available		
		Tote of Bread	(1/4-1)		
		Tote of Pastries	(1/4-1)		
		Pallet of Potatoes	(1/4-1)		
		Pallet of Other Produce	(1/4-1)		

Notes

Here is a definition of the columns from left to right

- **Item No.** – This number is used by the volunteer who places the TEFAP order
- **Exp. Date** – This will tell you when the item will expire
- **Description** – This tells you the type of item, the pack size, and the package type. The **/PPS tells you how many cases are on one pallet.
- **Allocation** – This tells you how many cases you have been allocated. Do not change the amounts in this column.
- **DL or PU and time** – This tells if the order is a pickup or delivery and the time the order is received. In addition to the date and time, this column is where you indicate how many cases of each allocated item you would like.

ORDERING EXTRA

		Care and Share non-TEFAP Product	If available	
		Tote of Bread	(1/4-1)	
		Tote of Pastries	(1/4-1)	
		Pallet of Potatoes	(1/4-1)	
		Pallet of Other Produce	(1/4-1)	

Notes

We have bread, pastries, and produce available to all TEFAP agencies.

- At the bottom of the allocation chart is a box to complete an order for bread, pastries, potatoes, and other produce.
- Bread and pastries are ordered by the ¼ tote. You can order ¼, ½, or by the full tote on these items.
- Potatoes and produce are ordered by the ¼ tote. You can order ¼, ½, or by the full pallet on these items.
- If you would like smaller quantities of these items, you can also order by the box.

Note: If you would like to communicate anything to Care and Share staff about the order, you can put it in the note section.
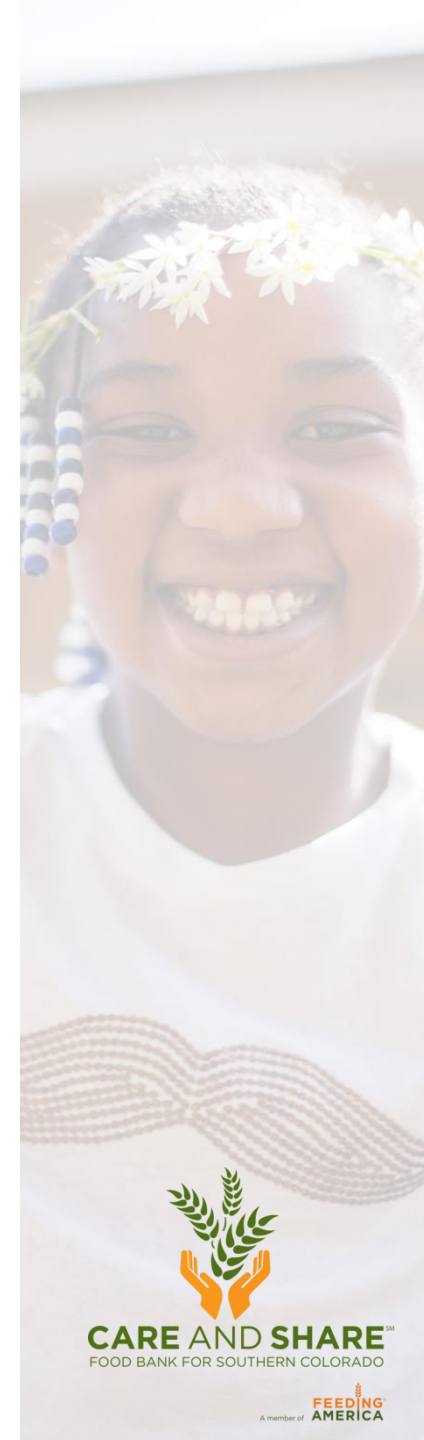
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APPLICATIONS

Household Size		Recipient Name Print and Sign	Street Address, City and Zip	Phone #	Date	Certification		
						Approved		
Adult	Child					PA	AI	Denied

All recipients of TEFAP food need to complete the current version of the TEFAP application. All fields must be complete.

> Agency staff/volunteers must complete the lines for agency name and certify the household.

> The representative of the household will print their name and sign on row on the front of the application form and complete the following information:

- Household size (how many adults and children)
- Street address – Required
- Phone – If no phone, please strike through
- Date – Required if the top of the form does not indicate a date
- If there address or phone number or address, strike through the box
- Not identification should be copied or kept on file

Note: If you are unsure if you are using the current application, please visit https://careandshare.org/forms-and-documents/ to verify.

TEFAP ELIGIBILITY

Families can qualify in one of two ways.

1. Participate in one of these public assistance programs (PA).
   - [ ] Commodity Supplemental Food Program (CSFP)
   - [ ] SNAP (formerly Food Stamps)
   - [ ] Low-income Energy Assistance Program (LEAP)
   - [ ] Temporary Assistance to Needy Families (TANF)
   - [ ] Old Age Pension (OAP)
   - [ ] Aid to Needy Disabled (AND)
   - [ ] Aid to the Blind (AB)
   - [ ] Supplemental Security Income (SSI)
   - [ ] Medicaid Eligible Foster Children

If they participate in any of the listed public assistance programs, you will check the box on the application under PA.

2. If the household does not participate in any of the above public assistance programs, the household must have a combined gross income that does not exceed the maximum income limit for the applicable household size. (AI)

2021 Income Eligibility Guidelines

Household Size	Maximum Weekly Household Income	Maximum Monthly Household Income	Maximum Annual Household Income
1	$ 495	$ 2,147	$ 25,760
2	$ 670	$ 2,903	$ 34,840
3	$ 845	$ 3,660	$ 43,920
4	$ 1,019	$ 4,417	$ 53,000
5	$ 1,194	$ 5,173	$ 62,080
6	$ 1,368	$ 5,930	$ 71,160
7	$ 1,543	$ 6,687	$ 80,240
8	$ 1,718	$ 7,443	$ 89,320
For each additional family member, add	$ 175	$ 757	$ 9,080

If they are within the current income limits based on household size, you will check the box on the application under AI.
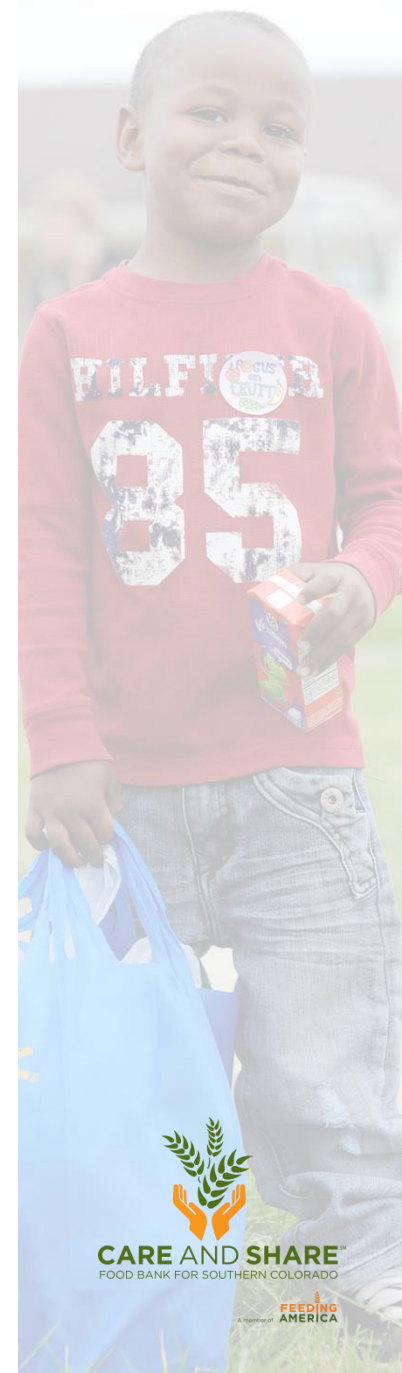
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MONTHLY TEFAP REPORTING

TEFAP reports are the easiest reports Care and Share collects each month.

Step 1 – Complete all TEFAP distributions for the month

Step 2 – Add up all of the neighbors served

- For food pantry style distributions, this is households and individuals
- For meal sites, this is the total number of meals served

Step 3 - Email the reports to Agencies@careandshare.org by the 5th of the following month

EXPECATIONS FOR TEFAP SITES

- Sites must have a completed Agency Agreement with Care and Share on site
- Sites must have a copy of the TEFAP Policy and Procedure Manual on site
- Site must use current version of the application
- A proxy system must be in place to ensure that people unable to attend the distribution can still get food
- TEFAP food needs to be clearly identified in the food storage area
- Sites must distribute food prior to expiration
- Records must be maintained for 3 years plus the Federal fiscal year, including applications and invoices
- All staff and volunteers who directly interact with individuals and families receiving TEFAP foods must receive Civil Rights Training annually
- All sites must follow the Limited English Proficiency plan
- All Site must report TEFAP monthly reports by the 5th of the month following distribution

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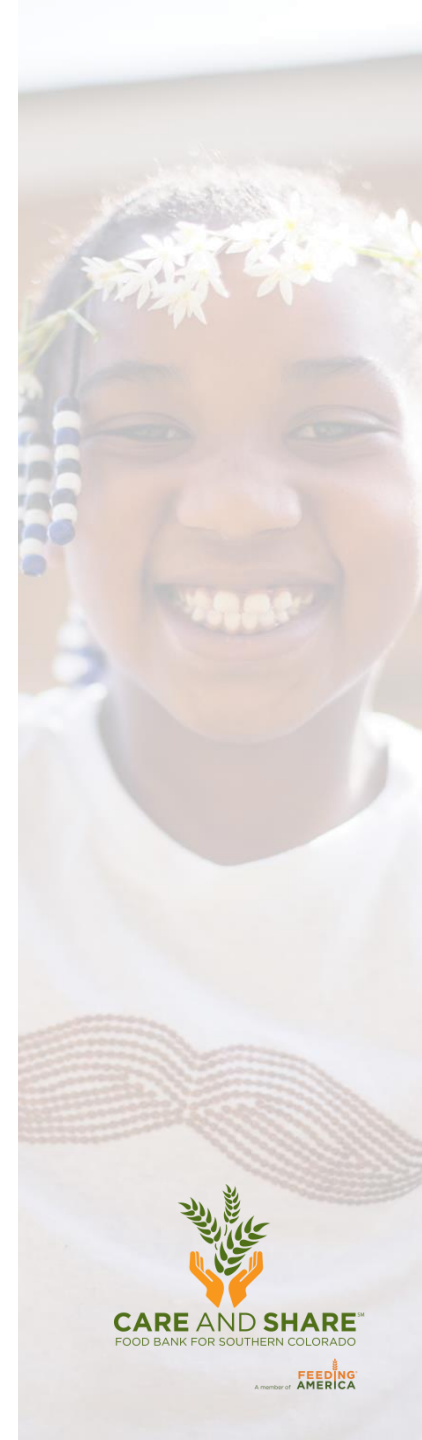
CIVIL RIGHTS AND ACCOMODATIONS

- The current "And Justice for All" poster must be visible to all families as they are completing the application

- All public notices need to approved by the State

- Sites must notify their Regional Manager and log any civil rights complaints

- Sites are required to follow the Limited English Proficiency plan

- Sites must be accessible to the elderly and disabled

CIVIL RIGHTS TRAINING

Civil Rights Training needs to be completed annually by all people who have direct contact with the families receiving food

Option 1 – Presentation

You can either print this document for your volunteers to review or they can view it online

Option 2 – On Demand Training

You can complete this version of the training online.

Once the Civil Rights training is complete, please send the Civil Rights Completion log to agencies@careandshare.org for credit.

Note: Care and Share does not have access to the google drive that the state uses to verify completion, so the log will be needed by Care and Share staff for compliance.

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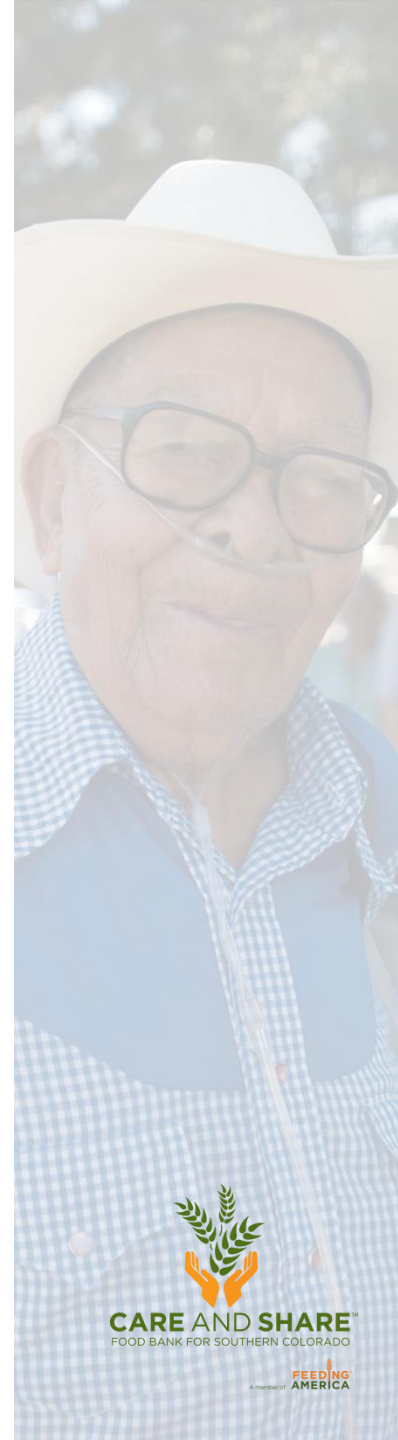
LIMITED ENGLISH PROFICIENCY PLAN

a) Reception/phone:
   Care and Share's reception will provide information about all our programs provided, as well as where to receive services for those with limited English-speaking proficiency, through handouts or signage in common languages, spoken throughout our service area. When signage is not appropriate, Care and Share will provide notice of the availability of Care and Share interpreters or where to find interpretation assistance. Those seeking assistance that contact Care and Share by phone, will be directed to the appropriate phone translation service.

b) Online:
   Care and Share currently offers documents and training materials on our website in common spoken languages in our service area. We will also research ways to implement a multi-language website that accommodates people of all ages and abilities, including those with cognitive disabilities, people with low literacy skills, and speakers of English as a foreign language.

c) Site Level:
   Care and Share's partner agencies will follow Care and Share's reception protocols in providing services to those with limited English-speaking proficiency. Each agency will be required to have Care and Share approved translation applications. All additional training resources will be provided to each site using materials that are only approved through Care and Share.

d) CSFP Box:
   Each month, Care and Share adds information to our CSFP boxes pertaining to Nutrition education, Social Security, Supplemental Food Assistance resources in common languages spoken throughout our service area.

e) Mailings: All mailings sent from Care and Share or from our partner agencies are currently distributed in languages common in our service area. Moving forward, Care and Share will begin adding "Tag-Lines" to any material being distributed that reads, "If you speak [insert language], language assistance services, free of charge, are available to you.
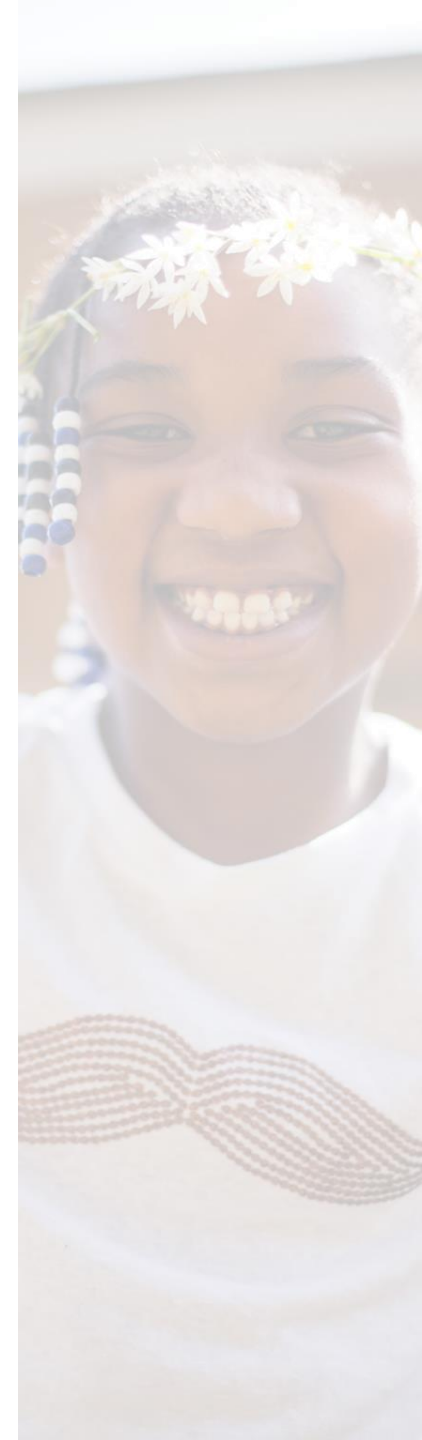
LIMITED ENGLISH PROFICIENCY RESOURCES

Languagers Interpreting Services – Care and Share has a contact with Languagers that we welcome our partners to use for phone interpreters.

- **Languagers Interpreting Services Tutorial**

- **Languagers Interpreting Services Mobile Tutorial**

I Speak Cards – In the Documents page of the Agency Portal on the Care and Share website, you can dowmload I Speak Cards that can be used to assist neighbors that do not speak English identify which language they need interpreted.

If you decide to use this service, please notify your Regional Manager.
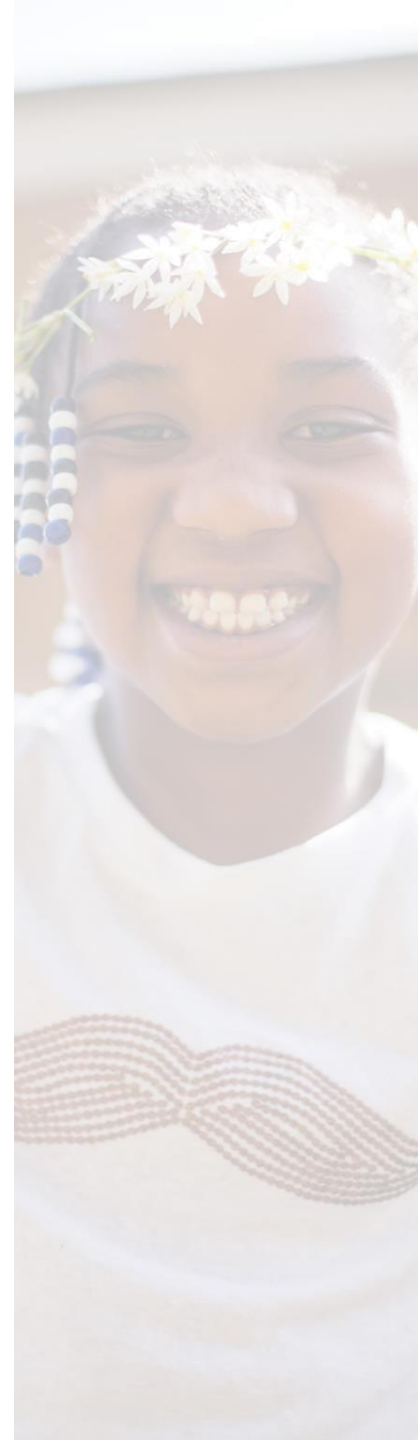
FOOD SAFETY

All food must be stored in accordance with food safety guidelines

- Food must be stored 4 inches off the floor, 6 inches below the ceiling, and 2 inches away from the wall.

- All food needs to be inspected for damage and dates prior to distributing

- Foods MUST be distributed prior to expiration

- Non-food items need to be stored away from TEFAP food to avoid cross-contamination

- Food must be stored in appropriate temperature ranges:
  - Freezer — Below 0°
  - Refrigerator — 35° – 40°
  - Dry — 50° - 80°

Sites must be documenting or logging:

- Cleaning

- Pest control

- Temperature logs in refrigerators, freezers, and dry storage areas
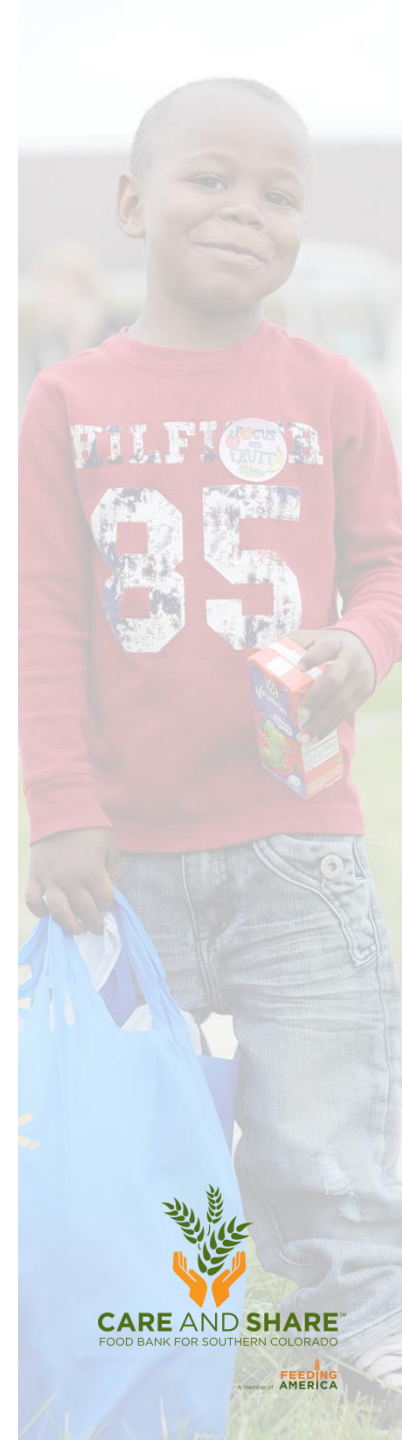
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TEFAP RESOURCES

- For current version of the TEFAP proxy form, applications, and recertifications click here
- To review the TEFAP Policies and Procedures Manual click here
- For food safety resource click here
- To review the State TEFAP website click here

If you have any questions, please reach out to agencies@careandshare.org or contact your regional manager.