EMERGENCY FOOD PROGRAM

FOOD PANTRY, SOUP KITCHEN & HOMELESS SHELTER MANUAL

For Federal Grant Programs:

THE EMERGENCY FOOD ASSISTANCE PROGRAM

SFY2018
July 2017 – June 2018

TEMPORARY ASSISTANCE FOR NEEDY FAMILIES
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Definitions:

**Department of Human Services (DHS):** State-administering agency in Illinois for the Emergency Food Program.

**Distribution Site:** Location where the eligible recipient agency actually distributes commodities to needy persons for household consumption or serves prepared meals to needy persons. Distribution site may be a pantry, soup kitchen or homeless shelter.

**Emergency Food Program (EFP):** A federal program, administered by the Food and Nutrition Service of the U.S. Department of Agriculture. The EFP is managed by IDHS and the purpose of the EFP is to prevent hunger and help provide food security for low-income households and individuals.

**Foodbank:** A not-for-profit public or charitable institution or organization that maintains an established operation involving the provision of food or edible commodities, or the products of food or edible commodities, to food pantries, soup kitchens, homeless shelters, or other food or feeding centers that, as an integral part of their normal activities, provide meals or food to feed needy persons on a regular basis.

**Food and Nutrition Service (FNS):** Division of USDA responsible for the nationwide administration of numerous federal nutrition programs, including the Emergency Food Assistance Program.

**Food Pantry:** A public or private non-profit organization that distributes food to eligible families or individuals, including food from sources other than USDA.

**Fiscal Year:** A twelve-month period used for accounting and reporting purposes.

**FFY:** The Federal Fiscal Year (FFY), from October 1 to September 30.

**SFY:** The State Fiscal Year (SFY), from July 1 to June 30.

**Homeless Shelter:** A facility that provides temporary residence and at least one meal a day to homeless people for a period not to exceed 24 months.

**Household:** A group of related or non-related individuals living as one economic unit who buy and cook food together. It also means a single individual living alone.
Definitions:(continued)

Hungry Relief Tax Check-Off Program: works to supplement the food distributed through the Emergency Food Program (EFP) and supports the Department's mission to provide an emergency response to hunger and to increase food security for low-income households and individuals residing in Illinois. Funding is made available through a designated fund in the State Treasury which allows Illinois residents to make voluntary contributions to the fund while filing their state income taxes. Funding for this program is limited and may not be available on an annual basis.

Soup Kitchen: A public or charitable organization that maintains an established feeding operation to provide food to needy homeless persons on a regular basis, without charge.

The Emergency Food Assistance Program (TEFAP): a federal program managed by IDHS to prevent hunger and helps provide food security for low-income households and individuals.

Temporary Assistance for Needy Families (TANF): federal funds awarded to purchase nutritional food items in bulk for distribution to food pantries who, in turn, distribute those food items to TANF-eligible households with at least one dependent member 18 years of age or younger.

United States Department of Agriculture (USDA): Cabinet level agency responsible for federal aspects of the Emergency Food Assistance Program as well as all other federal agriculture and nutrition programs.
The Emergency Food Assistance Program (TEFAP)

The Emergency Food Program (EFP) provides an emergency response to hunger and works to reduce food insecurity in Illinois via a federal grant called “The Emergency Food Assistance Program (TEFAP).” Federally funded by the United States Department of Agriculture (USDA), the program distributes USDA food (also referred to as “commodities”) to food banks, pantries, soup kitchens, and homeless shelters statewide. TEFAP provides food and administrative funds to States to supplement the diets of low-income Americans, including elderly people. It significantly increase the amount and variety of food offered to customers at no cost.

The program was created to help protect American farmers from economic collapse. The USDA purchases food through subsidy and price-support programs and distributes the food to states. The USDA designates a State agency to distribute USDA food to pantries, soup kitchens and homeless shelters. In Illinois, the Department of Human Services (DHS) administers the distribution of USDA food to those entities.

DHS contracts with Food Banks to distribute USDA commodities throughout Illinois using a fair-share system. Food Banks, in turn, contract with member pantries, soup kitchens and shelters that want to increase their food resources and who agree to serve their communities.

Voluntary participation in this no-cost program requires your food service to be conducted according to the rules and regulations established by the USDA, the DHS and your corresponding Food Bank.

Civil Rights and Non-Discrimination

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: [http://www.ascr.usda.gov/complaint_filing_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), 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.
Civil Rights and Non-Discrimination (continued)

To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

mail: U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410;

fax: (202) 690-7442; or email: program.intake@usda.gov.

TEFAP is funded by the Federal government and all contracted Food banks and distribution sites must comply with all civil rights and non-discrimination laws. Civil rights and non-discrimination are the cornerstones of USDA policy and must be adhered to at all levels of food distribution.

To comply with Civil Rights requirements, Distribution Sites must:

- Receive annual Civil Rights and Non-Discrimination training;
- Provide Civil Rights and Non-Discrimination training to volunteers;
- Conduct outreach to under-represented communities;
- Display the “And Justice For All” poster;
- Accommodate people with disabilities;

Reduce language barriers for people with limited English proficiency (LEP).

If a Distribution Site suspects, for whatever reason, that a customer is unsatisfied with the services provided, the Distribution Site should contact the Foodbank so that a Civil Rights and Discrimination Complaint form can be processed.

Monitoring

USDA requires DHS to periodically monitor contracted TEFAP distribution sites. DHS monitoring is like Food Bank monitoring, but with specific focus on EFP regulations. Monitoring results are given to the distribution site’s respective Food Bank, which will review the results and resolve any issues with the distribution site. Monitoring results may also be discussed with site personnel prior to the conclusion of the monitoring visit.

The forms used during a DHS site monitoring visit are provided as an attachment to this document. It is recommended that the Distribution Site personnel review the forms in preparation for DHS monitoring visits.

A DHS monitor will visit your distribution site during service hours about once every three years. While DHS does share an annual monitoring schedule with Food Banks of sites intended to be monitored during the state fiscal year (July 1 through June 30), DHS monitors do not announce their visits ahead of time. Pantry personnel must provide DHS monitors with access to all records and parts of their facility that concern food distribution/service.

All program personnel and volunteers must be informed that the Food Bank, USDA and DHS inspectors have the authority to inspect food storage and distribution facilities. Pantries that deny an inspector or DHS monitor access to food storage and distribution areas or are unable to supply pertinent information may have their EFP contracts canceled.
Requirements for Pantries

All contracted pantries must:
- be nonprofit or public, but not penal
- distribute food, either as meals or for household consumption
- have a contract agreement with the State or another Eligible recipient agency such as a Foodbank
- be a certain type of organization

Public Outreach

Outreach is an important component of the EFP to ensure that the community is aware of the program and has access to its services. Word of mouth and inner-program bulletins may not be used as the sole or primary method of publicity. Notices in local newspapers, posters, pamphlets, newsletters, web-sites or other electronic media must be utilized to make potential customers aware of available services and days/hours of operation.

Commodity Receipt and Distribution

Pantries must agree to receive a fair-share allotment of USDA commodities each month. Pantries are requested to distribute a reasonable amount of food to households based on size. Pantries:
- must pick-up in a timely manner every month
- can request an overall reduction to fair share if storage is an issue
- cannot pick-n-choose commodities
- cannot decide to not pickup

- USDA commodities serve as a supplement to existing food distribution and must be mixed together with donated and purchased food for each distribution.
- All food distribution must be completed in accordance with EFP regulations.

Customer Service

- EFP pantries must be open at least 2 hours per week.
- Eligible customers are persons or families below 185% of poverty and residents of Illinois.
- EFP pantries must serve any eligible customer regardless of race, color, national origin, sex, age, disability or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.
- Eligible customers are entitled to service at least once every 30 days.
- Documentation requirement of customer service and eligibility must be limited to the Signature Sheet/Proxy form provided by DHS.
- EFP pantries must be open to customers during established distribution times. Pantries may not require customers to make appointments for service.
- Pantries may not require customers to be referred from another agency. A referral suggests that eligibility standards other than EFP eligibility standards determine a customer's entitlement to service. Requiring a referral is prohibited.
Customer Service (continued)

- Pantries must display their operating days and times. The schedule must be in clear view of the general public at all times.

- EFP distribution sites must not charge any fees or require membership or organizational affiliation as a condition for receipt of commodities. Nor must the site require or conduct activities that might be interpreted as requiring membership or affiliation in any organization (church, political, fraternal, union, block club, etc.) or attendance of the same as a requisite for receipt of commodities.

- EFP pantries must distribute EFP in combination with other foods distributed. EFP commodities may not be distributed separately.

Rural Exemption

DHS encourages the development of innovative designs to meet the emergency needs of residents of rural areas. Special operating procedures and limited hours of operation may be approved to allow the effective provision of emergency food in sparsely populated rural areas. The Foodbank must complete and submit the Annual Request for Rural Exemption which is available on the website: www.illinoisfoodbanks.org/login.asp on the ‘Forms’ page. (See sample illustration below)
Explicitly Religious Activities

Customers or prospective participants must not be required to participate in explicitly religious activities in order to receive TEFAP commodities. Organizations that receive USDA direct assistance under any USDA program may not engage in explicitly religious activities, including activities that involve overt religious content such as worship, religious instruction, or proselytization, as part of the programs or services supported with USDA direct assistance.

- If there is an explicitly religious activity that takes place at the distribution site, it must be separate in time and location.
- Organizations must make it clear that explicitly religious activities are not endorsed by USDA.
- Organization cannot use TEFAP funds to support any explicitly religious activities, speech, or materials.

TEFAP Benefits From Religious Organizations - Written Notice

Faith-based or religious organization that receive USDA Foods or administrative funds for TEFAP must give written notice (Illustration below) to all beneficiaries and prospective beneficiaries of the right to be referred to an alternate provider when available.
TEFAP Benefits From Religious Organizations - Written Notice (continued)

Exception to the Individual Written Notice of Beneficiary Protections;

• When the service provided to the beneficiary involves only a brief interaction and the beneficiary is receiving what may be a one-time service, the provider may post the written notice of beneficiary protections in a prominent place in lieu of providing individual written notice to each beneficiary.

• This exception is applicable only to TEFAP.

Beneficiary Protections: Referrals

• Per 7 CFR Part 16.4 (g), if a beneficiary or prospective beneficiary of TEFAP objects to the religious character of an organization that provides services under the program, that organization must promptly undertake reasonable efforts to identify and refer the beneficiary to an alternate provider, if available, to which the prospective beneficiary has no objection.

The referral must be to an alternate provider, if available, that:

• is in reasonable geographic proximity

• offers services that are similar in substance and quality

• has the capacity to accept additional clients

Foodbanks may assist recipient or local agencies or organizations by providing such entities with information regarding alternate providers.

• Example: websites, hotlines, or other service providers funded by DHS

If the agency determines that it is unable to identify an alternate provider, the agency must promptly notify the Foodbank, or DHS, or other food pantries with TEFAP contract agreements.

Verifying Customer Eligibility

Pantries are responsible obtaining customer information on both the Signature Sheet and Proxy form, but not responsible for the "accuracy" of customer entries. USDA and the State of Illinois hold the customer responsible (Self-Attestation & Self-Declaration) for the accuracy of Signature Sheet/Proxy form entries.

Identity and Residency

o Food pantry staff may request proof of identity and residency to verify that the recipient resides within their County. If pantries elect to verify identity and residency, they must verify this information for every customer at every distribution.

o A pantry must have Foodbank "approval" to be on a restricted geographic service area. Customers must be served the first time and then referred to the Foodbank for directions to the food pantry serving their area, or the customer may be granted an "exception" from the Foodbank. If customers are denied, they have the right to file an official complaint.
Identity and Residency (continued)

- The types of documentation that can be verified include: driver's license, state identification card, piece of mail or utility bill showing the recipient name and address, or a letter from a landlord verifying identity and residency.

- All recipients must be residents of Illinois.

- A minimum length of stay is not required.

- Distribution sites are not allowed to ask for social security cards, pay stubs or income data to verify identity or residency.

Income

- Self-attestation is the accepted means of documenting income eligibility.

- The signature on the Signature Sheet/Proxy form for the household receiving USDA commodities attests that the monthly income of the household is equal to or less than 185% of the federal poverty level for the household.

- Income levels for various household sizes are pre-printed on the Signature Sheet/Proxy form used for self-declaration. Distribution sites are prohibited from verifying income. Distribution sites are NOT ALLOWED to ask for social security cards, pay stubs or income data.

Serving Homeless Recipients

- Self-declaration by homeless recipients must be accepted.

- Homeless persons or persons with disabilities may lack documentation to verify their identity or residence.

- In case of lack of documentation, the distribution site may indicate "NONE" in the address section of the Signature Sheet/Proxy form.

- When serving homeless recipients, pantries should consider the types of foods that are appropriate and easy to use and prepare.

- EFP pantry personnel are encouraged to work with homeless persons by referring the homeless person to social service agencies which may provide assistance in obtaining documentation and other services.
Documenting Customer Service

EFP pantries must document all food distribution. DHS provides a form for this purpose, the DHS Signature Sheet/Proxy form. The Signature Sheet/Proxy form must be the only document used to determine TEFAP eligibility. Every Signature Sheet/Proxy form shows a table with income ceilings for various household sizes.

Pantries are encouraged to utilize the "pre-filled" Signature Sheet/Proxy form provided by the Food Bank at the beginning of each State Fiscal Year (July 1). The Food Bank Name, the Pantry Name and the Pantry Address fields are pre-populated to help eliminate errors. When using the "pre-filled" Signature Sheet/Proxy form, the Distribution Month/Year field is the only field that must be completed by the pantry prior to distribution.

### Example

**Fiscal Year and Income Levels Update Annually**

State of Illinois - Department of Human Services

**EMERGENCY FOOD PROGRAM SIGNATURE SHEET STATE FISCAL YEAR 2017**

**INCOME ELIGIBILITY BASED ON 185% OF THE FEDERAL POVERTY GUIDELINE**

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.

DHS MAXIMUM MONTHLY GROSS INCOME FOR RECEIPT OF USDA COMMODITIES FOR FISCAL YEAR 2017 (JULY 1, 2016 THROUGH JUNE 30, 2017)

<table>
<thead>
<tr>
<th>Household Size</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monthly Income</td>
<td>$1,932</td>
<td>$2,470</td>
<td>$3,108</td>
<td>$3,748</td>
<td>$4,385</td>
<td>$5,023</td>
<td>$5,663</td>
<td>$6,304</td>
</tr>
</tbody>
</table>

For households with more than 8 persons, add $841 for each additional person.

For receipt of commodities within this Federal grant program, I certify with my signature that:

- My household monthly gross income does not exceed DHS established limits;
- I will use food received for household consumption only; the information I have provided below is accurate and true; and
- I release USDA, the State of Illinois, and any agency or person distributing food from all liability resulting from receipt of food.

**Food Bank:** ____________________________ **Distribution Month/Year:** ____________________________

<table>
<thead>
<tr>
<th>Date</th>
<th>Household Size</th>
<th>Recipient Signature</th>
<th>Street Address (include apt. number)</th>
<th>City</th>
<th>Number of Children in household 18 years or younger</th>
<th>Do you receive TANF Food</th>
<th>Do you receive SNAP Check One</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<td></td>
<td></td>
<td></td>
<td>Yes</td>
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<td></td>
<td></td>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
</tbody>
</table>

### Totals:

- Pantry: ____________________________
- Address: ____________________________

Willful diversion of USDA commodities for personal gain is a state and federal offense subject to a fine of up to $25,000 and/or imprisonment up to 5 years.

This institution is an Equal Opportunity Provider

[IL 444-4511 (R-02-16) Emergency Food Program Signature Sheet Printed by Authority of the State of Illinois - 3- Copies]

Page 1 of 1
Documenting Customer Service (continued)

Every customer must sign the Signature Sheet/Proxy form. Pantry personnel can enter other Signature Sheet/Proxy form information on behalf of the customer, but the customer signature must be original. Customers can sign, print, or make an "X" in the signature box.

The customer’s signature attests that:

• income does not exceed DHS established limits;

• USDA food is for household consumption only;

• information provided on Signature Sheet/Proxy form is accurate and in compliance with EFP regulations;

• customer releases USDA, the State of Illinois, and any pantry or person distributing food from all liability resulting from receipt of food;

• misuse of USDA foods subjects the customer to federal and state prosecution.

The DHS Signature Sheet/Proxy form must also record the customer’s full address and number of persons in the household. Homeless customers may use the address of the nearest DHS office or 'NONE' in the address section of the Signature Sheet/Proxy form.

Additionally, customers are asked to identify whether or not they receive Supplemental Nutrition Assistance Program (SNAP) benefits. SNAP benefits are provided on the Illinois Link Card and accepted at most grocery stores.

Lastly, customers are asked to complete the Temporary Assistance for Needy Families (TANF) column, identifying the number of children living in the household who are 18 years of age or younger. This information is required for the receipt of TANF food when it is available (see details of TANF Program below).

Temporary Assistance for Needy Families (TANF)

Temporary Assistance for Needy Families (TANF) provides temporary financial assistance for pregnant women and families with one or more dependent children. TANF is federally funded by the U.S. Department of Health and Human Services. To qualify for TANF, a person must:

• Be pregnant or have at least one child 18 years of age or younger who lives with them.

• Live in Illinois. (You can be homeless and still qualify).

Customers who qualify for TANF purchased commodities must sign the DHS Signature Sheet/Proxy form and indicate the total number of children in the household.
Serving People Who Are Unable to Visit the Pantry

Disabled, aged, infirm, or persons who work when your pantry is open, can be served via delivery by Pantry personnel or by Proxy.

- Delivery Service - Pantries may deliver food to homebound recipients provided that the DHS Signature Sheet/Proxy form documents each delivery.

- Proxy Service - A customer can elect to be served by proxy. A Proxy Form authorizes someone to pick up food for the customer.

EXAMPLE

Fiscal Year and Income Levels Update Annually

STATE OF ILLINOIS - DEPARTMENT OF HUMAN SERVICES
EMERGENCY FOOD PROGRAM PROXY STATEMENT
Receipt of Pantry Commodities State Fiscal Year 2017
INCOME ELIGIBILITY BASED ON 185% OF THE FEDERAL POVERTY GUIDELINE

This proxy is for the individual who has disabling conditions which make pick-up of pantry commodities by the recipient impossible. It may also be used to serve those whose work hours conflict with those of scheduled distribution of USDA commodities.

Please Print

Name of Recipient: ________________________________
Address: _______________________________________

City: ____________________ State: ______ Zip Code: ______

Household Size: __________ Number of children in household 18 years or younger? ______
SNAP Recipient? (Supplemental Nutrition Assistance Program) ______

Proxy: __________________________________________
Designated Delivery Person

Name of Pantry: ________________________________
Address of Pantry: _________________________________
City: ____________________ State: ______ Zip Code: ______

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Willful diversion of USDA commodities for personal gain is a state and federal offense subject to a fine of up to $25,000 and/or imprisonment of up to 5 years.

I CERTIFY WITH MY SIGNATURE THAT:
My household monthly gross income does not exceed DHS established limits; the information I have provided above is accurate and true; I will use food received for household consumption only; and I release USDA, the State of Illinois and any agency or person distributing food from all liabilities resulting from receipt of food.

Signature of Recipient: ____________________________ Date: _______

Signature of Proxy: ______________________________ Date: _______
Signature of Pantry Personnel: ______________________ Date: _______

This institution is an Equal Opportunity Provider

DHS MAXIMUM MONTHLY GROSS INCOME FOR RECEIPT OF COMMODITIES INCOME GUIDELINES FOR SFY 2017
(JULY 1, 2016 THROUGH JUNE 30, 2017)

<table>
<thead>
<tr>
<th>Household Size</th>
<th>Monthly Income</th>
<th>Household Size</th>
<th>Monthly Income</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>$1,832</td>
<td>5</td>
<td>$4,385</td>
</tr>
<tr>
<td>2</td>
<td>$2,470</td>
<td>6</td>
<td>$6,023</td>
</tr>
<tr>
<td>3</td>
<td>$3,108</td>
<td>7</td>
<td>$5,963</td>
</tr>
<tr>
<td>4</td>
<td>$3,748</td>
<td>8</td>
<td>$6,304</td>
</tr>
</tbody>
</table>

For households with more than 8 persons, add $641 for each additional person

THIS MANUAL MUST BE KEPT ON SITE AND MADE AVAILABLE TO SITE PERSONNEL AT ALL TIMES.
**Completion of Proxy Form:**

- Customers must complete a new Proxy Form for each service.

- Each customer must complete:
  
  o customer name, address (including city, state, and zip code) and the number of persons in the household;

  o name of person (Proxy) designated to pick up food for customer;

  o number of children 18 years or younger in the household (refer to TANF section);

  o whether or not they receive SNAP benefits;

  o their signature (bottom, left-hand side "Signature of Recipient").

- Three required signatures on Proxy Form:

  o Customer must sign the Proxy Form;

  o Proxy signs the Proxy Form in the presence of pantry personnel when he/she picks up food for the customer;

  o Pantry personnel signs when food is given to Proxy.

**Reporting Distribution Activity**

Pantry personnel must total the following columns on the DHS Signature Sheet:

- "Household Size" column for the total number of individuals;

- "Recipient Signatures" column for the total number of households served;

- TANF column for the total number of children age 18 years of age or younger;

- SNAP column (total number of "Yes" boxes only) for total number of households receiving SNAP benefits;

Pantry personnel must also tally Proxy Forms and include those numbers (i.e., household size, recipient signature, TANF and SNAP count) on monthly distribution activity reports.

Each month, pantries must submit original DHS Signature Sheets and Proxy Forms to the Food Bank. Typically, Food Banks ask for Signature Sheets and Proxy Forms within 5 to 10 days after the end of the month.

Pantries must turn in "original" Signature Sheets and Proxy Forms. Photocopies, or faxed copies, will not be accepted. Pantries are encouraged to keep copies.
USDA & DHS Posters

DHS requires EFP pantries to display 5 posters in clear view of customers. Soup Kitchens and Homeless Shelters must display the "And Justice For All" poster.

Hours of Operation

Signs, displaying the hours of operation, must be posted inside and outside of building in clear view of customers.

Must register days & hours of operation with Food Bank;

Must be open to the general public;

Must not require customers to make appointments;

Must operate for at least 2 hours per week;

Minimum 2 hours per week does not include "on-call" times or food preparation, cleanup and restocking time.

Income Eligibility Guidelines

This poster is updated annually by DHS. It includes the income table also found on the DHS Signature Sheet/Proxy form that lists the maximum allowable monthly gross income for household sizes.

Green Poster
**Notice to Program Participants**

This poster is updated annually by DHS. It lists the conditions the recipient agrees to upon signing the DHS Signature Sheet/Proxy form.

- Customer is within household gross income limit
- Customer agrees commodities will be for household consumption only
- Customers releases pantry, Food Bank, USDA, and DHS from liabilities

"And Justice For All"

This poster is provided by USDA. It mandates that all customers must be treated equally and instructs customers on how to report discrimination complaints.
Prohibited Activities

This poster is updated annually by DHS. It lists activities that violate EFP regulations and instructs the recipient on what action to take:

Customers will not be asked to pay for food or to exchange services for food;

Customers do not have to join any organization as a pre-condition to service;

Political activity in any form is prohibited during distributions:

  o Pantry personnel may not wear campaign buttons or politically related apparel.

  o Candidates must not make appearances at distribution sites.

  o Campaign literature and signage may not be on display.

  o Pantries may not provide bags or boxes advertising candidates or political causes

• Food received is for in-home use only and may not be sold;

• Customers must receive food in its original packaging.

Additional Activities

Additional activities are not necessarily prohibited during food distribution. It is mandatory that additional activities be completed in a separate room or at a separate table from food distribution. It is recommended that pantries post a sign that indicates the additional activity is not endorsed by USDA and voluntary.
Food Storage

EFP pantries must follow accepted storage standards. EFP rules for storing food are no different than the rules your Food Bank applies to its members.

- Food must be at least 4 inches away from walls, 6 inches off the floor and elevated high enough to allow for proper pest control and ventilation;
- Provide a two-foot ceiling clearance to avoid high temperatures at ceiling;
- Keep floor, pallets, storage, and shelving clean;
- Keep non-food items separate from food;
- Dry and refrigerated commodities must be rotated to ensure the quality and freshness of food;
- A pest control system must be in place. Sites must have a qualified person on staff or contract with a professional exterminator and a log must be maintained;
- Store food away from direct sunlight;
- Refrigerated foods must be kept between 35 and 40 degrees;
- Frozen foods must be stored at a temperature below 0 degrees;
- Refrigerators and freezers must have working thermometers to verify temperatures.

Federally-Purchased Equipment

Federally-purchased equipment, such as refrigerators or freezers, may be offered to pantries who are participating in the distribution of TEFAP commodities. This equipment may have been purchased by the Food Bank with donated/private funds, or purchased (in part or in full) with Federal funds.

If purchased (in part or in full) with Federal funds, the Food Bank is required to physically affix a DHS/Food Bank inventory decal that must be in plain view at all times. DHS and the Food Bank will maintain an inventory record which will include the pantry name, address location, inventory decal number, serial number, model, and make. The Food Bank will conduct periodic physical inventories to ensure the pantry is in compliance with DHS Equipment Inventory Regulations. DHS also reserves the right to conduct physical inventories when deemed necessary.

At no time can a pantry ever sell, trade, or dispose of federally-purchased equipment. Theft of federally-purchased equipment must be reported immediately to both the police and to the Food Bank. The Food Bank will be responsible for the completion of an Incident Report and for submitting the results of the investigation to DHS.

A pantry, homeless shelter, or soup kitchen must comply with USDA / DHS Equipment Inventory Regulations when a Food Bank provides federally-purchased equipment.
Federally-Purchased Equipment (continued)
Federally-purchased equipment must be returned to the Food Bank if the pantry:

- voluntarily chooses to no longer participate in TEFAP;
- is no longer eligible to participate in TEFAP;
- no longer needs the equipment or the equipment is broken;
- temporarily or permanently closes.

If a pantry relocates, prior approval must be obtained from the Food Bank for the physical movement of federally-purchased equipment.

Requirements for Soup Kitchens and Homeless Shelters
TEFAP participating Soup Kitchens and Shelters that prepare and serve meals on site can supplement their food supplies with USDA commodities.

Service Schedule
Soup Kitchens must serve meals, to be consumed on site, for at least two hours a week. Meal schedules must be posted in clear view of customers. Typically, shelters serve only residents. Meal schedules for shelters need not be posted. However, shelters that also serve meals to community residents must post the community meal service schedule.

Eligibility
Anyone eating at a soup kitchen or shelter is assumed to be eligible for service. Customers must not be asked to prove eligibility.

Reporting Meals Served
Soup Kitchens and Shelters must send the Food Bank monthly reports of total meals served. Reports are used to determine the fair share of commodities due the shelter or soup kitchen the next month. It is important to count every meal served. Second and third helpings should be counted as individual meals and added to the total number of meals reported. Not reporting all meals served could reduce the fair share of commodities a Soup Kitchen or Homeless Shelter otherwise would receive.

Soup Kitchen or Homeless Shelter must show how they computed the total meals reported each month. Some Soup Kitchen or Homeless Shelter ask customers to sign in at each meal. Others count the number of plates used at each meal. Soup Kitchen or Homeless Shelter should use the method most likely to give a true picture of the actual number of meals served.

Rules for Food Preparation and Service
Soup Kitchen or Homeless Shelter must abide by rules and standards set forth by local health departments and by the Food Bank, USDA and DHS. The Food Bank can provide details.

Posters
Unlike pantries, soup kitchens and shelters need display only one poster: "And Justice for All." Soup kitchens open to the general public, of course, must also display their meal-service schedules.

Rules for Food Storage
The same food storage rules applied to pantries also apply to soup kitchens and shelters.
A. Foodbank Affiliation:

1. Food Pantry Name: ______________________________________________________

2. Food Pantry Address: ____________________________________________________

3. City: ________________________________________________________________

4. Person Interviewed: ____________________________________________________

5. DHS Observer’s Name: ___________________________ Date: _________________

6. Observer’s arrival time: _________________ Departure time: ________________

B. General Information:

1. At what times and on which days is this Food Pantry open?

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<tr>
<th>Days</th>
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2. How many individuals are served each month by this food pantry? ____________________________

3. Does this pantry operate under the rural exemption? Yes No

4. What is the service area of this food pantry? ________________________________________________

5. Did the Foodbank establish the service area? Yes No

6. Do you serve customers outside this service area? Yes No

7. If yes, how many and from where do the customers travel? ____________________________

8. Do you have the EFP Site Manual accessible to pantry staff? Yes No

C. Food Receipt and Storage:

1. Is food kept 6 inches off the floor and stored on pallets or shelves? Yes No

2. Is food kept far enough away from walls and the floor to permit good air circulation and to allow for pest control? Yes No

3. Are non-food items kept separate from food? Are toxic items (e.g., soap, bleach, cleaning supplies) kept away from food items? Yes No

4. Are floors, pallets and shelving clean? Yes No

5. Are doors, windows and roofs well sealed to prevent pest entry and water damage? Yes No

6. Is a good pest control system maintained by a qualified person on staff or are they contracted with a licensed firm to handle pest control management? Yes No
C. Food Receipt and Storage: (continued)
7. Is the equipment well maintained? ................................................................. ☐ Yes ☐ No
8. Are the proper temperatures for dry food storage maintained? ..................... ☐ Yes ☐ No
9. Are refrigerated items kept at temperatures between 35 and 40 degrees Fahrenheit? ......................................................................................................................... ☐ Yes ☐ No
10. Are frozen food items maintained at a temperature below 0 (zero) degrees? ................................................................................................................................. ☐ Yes ☐ No
11. Is the food stored in a secure location with adequate space? ................................. ☐ Yes ☐ No
   If no, explain:  
   
12. Does the site pick up donated food from the Foodbank or does the Foodbank deliver it? 
   
13. What is the number of pickups or deliveries per month?  

D. Pantry Inventory:
1. How many cases of food are currently in inventory?  
2. Does the inventory seem appropriate? ................................................................. ☐ Yes ☐ No
3. Does the pantry have other foods to distribute with government commodities?  

E. Commodity Information:
1. Does this food pantry also operate a Soup Kitchen? ........................................... ☐ Yes ☐ No
2. If yes, is the food properly separated and tracked for the two programs?  

F. Public Awareness:
1. What types of public outreach and networking does the pantry use to make individuals aware of their services? (Does not apply to homeless shelters)  
2. Are signs posted appropriately announcing the days and hours of operation and are signs clearly visible to the general public? ................................................................. ☐ Yes ☐ No
3. Are Income Eligibility, Notice to Program Participants and Prohibited Activities posters accessible to customers? ☐ Yes ☐ No
4. Is the "and Justice for All" poster accessible to the customers?  

G. Signature Documents:
1. Are DHS signature documents used? ................................................................. ☐ Yes ☐ No
2. Does the recipient sign his/her name upon receipt? ........................................... ☐ Yes ☐ No
3. Is the address recorded upon receipt? ................................................................. ☐ Yes ☐ No
4. Is the household size recorded upon receipt? .................................................... ☐ Yes ☐ No
5. Does the pantry have the customer sign the Signature Sheet even if only privately donated food is received? ☐ Yes ☐ No
6. Are original Signature Sheets submitted to the Foodbank monthly?  

IL 444-4528 (N-02-16) Food Pantry Observation Form  
Printed by Authority of the State of Illinois -0- Copies
G. Signature Documents: (continued)
Complete Questions 6 - 8 if Proxy Forms are used.

6. Does the Proxy Form contain the original signature of the recipient? .......................................................... □ Yes □ No
7. Does the designated proxy sign the Proxy Form while in the presence of pantry personnel? ...................... □ Yes □ No
8. Do pantry personnel sign the Proxy Form at the time of distribution to the designated proxy? .................... □ Yes □ No

Complete Questions 9 - 10 if TANF products are being distributed.

9. Do customers complete the required TANF information on the sheet? ........................................................ □ Yes □ No
10. Are customers without children in the household completing the TANF information? ........................... □ Yes □ No

H. Program Integrity:

1. Are fees/donation/memberships required of the customers? ................................................................. □ Yes □ No
2. Are activities conducted that might be interpreted as requiring fees/donations/memberships? ............. □ Yes □ No
3. Are other activities unrelated to TEFAP disrupting food distribution? .................................................. □ Yes □ No
4. Do all distribution activities appear to be appropriate? ........................................................................... □ Yes □ No

Comments:

I. Program Procedures:

1. Does the pantry require any documentation from customers? ................................................................. □ Yes □ No
   (Pantries are prohibited from asking for social security cards, pay stubs and income data). Describe the types of
documentation requested:

2. Describe the purpose for requesting documentation: (only allowed to verify residency and identity). __________________________

3. How often can a household receive food from the pantry? __________________

4. Does the pantry allow households to receive food at least once every 30 days? ................................. □ Yes □ No
5. Does the pantry require that customers obtain referral from an outside agency in order to receive food? □ Yes □ No
6. Are customers required to have an appointment to receive food? ........................................................ □ Yes □ No
7. Are customers allowed to choose among available food items? .......................................................... □ Yes □ No

Comments:
J. Complaints and Problems:

1. Have there been any discrimination complaints at the Food Pantry in the past year?  
   ☐ Yes ☐ No

2. Do you know what to do if there is a discrimination complaint?  
   ☐ Yes ☐ No

3. If there have been any discrimination complaints, have they been forwarded to the Foodbank?  
   ☐ Yes ☐ No

4. If you have questions or problems, what is the name and phone number of your Foodbank contact person?

K. Volunteers:

How does the distribution site recruit volunteers?

L. Distribution Site Staff Comments:

M. DHS Comments:
A. Foodbank Affiliation:

1. Site Name: 
2. Site Address: 
3. City: 
4. Person Interviewed: 
5. DHS Observer’s Name: Date: 
6. Observer’s arrival time: Departure time: 

B. General Information:

1. At what times and on which days is this Soup Kitchen open?

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2. How many individuals are served each month by this soup kitchen? __________

Complete questions 3 - 6 in addition if this is a homeless shelter.

3. How long do customers remain in the shelter? __________

4. Is the facility restricted to a specific service population such as elderly, children, or drug or alcohol treatment customers? □ Yes □ No

If yes, describe the population served: __________

5. How do you count the number of meals served as reported to the Foodbank? __________

6. Does the shelter receive funding form the DHS Emergency Food & Shelter Program? __________ □ Yes □ No

C. Food Receipt and Storage:

1. Is food kept far enough away from walls and the floor to permit good air circulation and to allow for pest control? □ Yes □ No

2. Are non-food items kept separate from food? Are toxic items (e.g., soap, bleach, cleaning supplies) kept away from food items? □ Yes □ No

3. Are floors, pallets and shelving clean? □ Yes □ No

4. Are doors, windows and roofs well sealed to prevent pest entry and water damage? □ Yes □ No

5. Is a good pest control system maintained by a qualified person on staff or are they contracted with a licensed firm to handle pest control management? □ Yes □ No

6. Is the equipment well maintained? □ Yes □ No
C. Food Receipt and Storage: (continued)

7. Are the proper temperatures for dry food storage maintained? ................................................................. ☐ Yes ☐ No
8. Are refrigerated items kept at temperatures between 35 and 40 degrees Fahrenheit? ................................... ☐ Yes ☐ No
9. Are frozen food items maintained at a temperature below 0 (zero) degrees? ............................................. ☐ Yes ☐ No
10. Is the food stored in a secure location with adequate space? ................................................................. ☐ Yes ☐ No

   If no, explain:

   11. Does the site pick up donated food from the Foodbank or does the Foodbank deliver it? ____________________________
12. What is the number of pickups or deliveries per month? ______________

D. Food Handling and Service:

1. Does the soup kitchen use non-porous counter tops? .................................................................................... ☐ Yes ☐ No
2. Does the soup kitchen disinfect all counter tops and utensils? ......................................................................... ☐ Yes ☐ No
3. Does the soup kitchen use new or properly sanitized reusable food storage containers? (Plastic bags may not be reused.) ☐ Yes ☐ No
4. Are workers required to wash their hands after returning from the bathroom or a smoking break? ............... ☐ Yes ☐ No
5. Are workers required to empty their shirt pockets and remove jewelry to prevent objects from falling into the food? ☐ Yes ☐ No
6. Is the preparation area free of any type of insect, dust or other foreign matter that could contaminate the food? ☐ Yes ☐ No
7. Is smoking prohibited in the food preparation area? ............................................................................................ ☐ Yes ☐ No
8. Is the eating area clean and well maintained? .................................................................................................... ☐ Yes ☐ No

E. Commodity Information:

1. Does this Soup Kitchen also operate a Food Pantry? ......................................................................................... ☐ Yes ☐ No
2. If yes, is the food properly separated and tracked for the two programs? ......................................................... ☐ Yes ☐ No

F. Public Awareness:

1. What types of public outreach and networking does the pantry use to make individuals aware of their services? (Does not apply to homeless shelters) ____________________________________________

2. Is the "and Justice for All" poster accessible to the customers? ................................................................. ☐ Yes ☐ No

G. Program Integrity:

1. Are fees/donation/memberships required of the customers? ............................................................................. ☐ Yes ☐ No
2. Are activities conducted that might be interpreted as requiring fees/donations/memberships? ......................... ☐ Yes ☐ No
3. Are other activities unrelated to TEFAP disrupting food distribution? ............................................................ ☐ Yes ☐ No
4. Do all distribution activities appear to be appropriate? ☐ Yes ☐ No

Comments: ____________________________________________
H. Complaints and Problems:

1. Have there been any discrimination complaints at the soup kitchen in the past year? ..........................  ☐ Yes  ☐ No
2. Do you know what to do if there is a discrimination complaint? .........................................................  ☐ Yes  ☐ No
3. If there have been any discrimination complaints, have they been forwarded to the Foodbank? ............  ☐ Yes  ☐ No
4. If you have questions or problems, what is the name and phone number of your Foodbank contact person?

I. Distribution Site Staff Comments:


J. DHS Comments:


Programs, activities and employment opportunities in the Illinois Department of Human Services are open and accessible to any individual or group without regard to age, sex, race, sexual orientation, disability, ethnic origin or religion. The department is an equal opportunity employer and practices affirmative action and reasonable accommodation programs.