

The Emergency Food Assistance Program

Distribution Site Manual

For Food Pantries, Soup Kitchens and Homeless Shelters

State Fiscal year: 2024

July 01, 2023 – June 30, 2024

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Introduction

The Illinois Department of Human Services (IDHS) contracts with food banks for the distribution of food throughout Illinois using a fair-share system. Food banks, in turn, contract with distribution sites, e.g., food pantries, soup kitchens and homeless shelters, that want to increase their food resources and who agree to serve their communities. Voluntary participation in this no-cost program requires the food service to be conducted according to the rules and regulations established by the United States Department of Agriculture (USDA) Food and Nutrition Service (FNS), United States Department of Health and Human Services (HHS), IDHS and the respective food bank, e.g., Central IL Food Bank, Eastern IL Food Bank, Greater Chicago Food Depository, Northern IL Food Bank, Peoria Area Food Bank, River Bend Food Bank, St. Louis Area Food Bank, or Tri-State Food Bank.

An annual contract must be signed at the beginning of each State Fiscal Year (SFY) which begins July 1st. Program rules and regulations training, including Civil Rights and non-discrimination laws, is an annual requisite. At least one person from every distribution site is required to attend this training, but attendance of all distribution site staff and volunteers is strongly encouraged. As long as the distribution site is in compliance with contract rules and regulations, free food will be allocated on a monthly basis. To ensure compliance, monitoring will be conducted in part by IDHS, the respective food bank, and federal monitoring staff.

Federally Funded Grant Programs

The Emergency Food Assistance Program (TEFAP)

The Emergency Food Assistance Program (TEFAP) provides an emergency response to hunger and works to reduce food insecurity in Illinois. The federally funded program was originally created to help protect American farmers from economic collapse. USDA FNS purchases food through subsidy and price-support programs and distributes the food to all states. USDA FNS designated the Illinois Department of Human Services (IDHS) to allocate and monitor the distribution of food to Illinois distribution sites. The program distributes free food to food banks, who in turn, distribute free food to the distribution sites statewide. It significantly increases the amount and the variety of food offered to eligible recipients at no cost.

Temporary Assistance for Needy Families (TANF)

Temporary Assistance for Needy Families (TANF) is federally funded by the U.S. Department of Health and Human Services (HHS). Food banks are paid TANF funds based on a fair-share system for the purchase of food. Food purchased with TANF funding must be distributed to pregnant women and/or families with one or more dependent children who are 18 years or younger and residing in the same household.

Civil Rights and Non-Discrimination

TEFAP and TANF are funded by the Federal government and all contracted food banks, food pantries, soup kitchens, and homeless shelters 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.

Civil Rights Laws, Regulations, Executive Orders and Other

Civil Rights Instruction 113-1, issued Nov. 8, 2005, The purpose of this Instruction is to establish and convey policy and provide guidance and direction to the USDA Food and Nutrition Service and its recipients and recipients, and ensure compliance with and enforcement of the prohibition against discrimination in all FNS nutrition programs and activities, whether federally funded in whole or not.

Title VI of the Civil Rights Act of 1964, 42 U.S.C. § 2000d to 2000d-6, which prohibits discrimination based on race, color, and national origin in programs and activities receiving Federal financial assistance; and USDA Implementing Regulation, 7 CFR Part 15, Subpart A and Subpart C.

Americans with Disabilities Act (28 CFR Part 35, Title II, Subtitle A), which prohibits discrimination on the basis of disability in all services, programs, and activities provided to the public by State and local governments, except public transportation services.

Title IX of the Education Amendments of 1972 (20 U.S.C. § 1681 et. seq.), which prohibits discrimination based on sex under any education program or activity receiving Federal financial assistance; and USDA Implementing Regulation, 7 CFR Part 15 a.

Section 504 of the Rehabilitation Act of 1973, which prohibits discrimination based on disability; and USDA Implementing Regulation, 7 CFR Part 15 b.

Age Discrimination Act of 1975 (45 CFR Part 91), which prohibits discrimination based on age in programs or activities receiving Federal financial assistance.

The Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA), and Department of Justice (DOJ) Memorandum dated January 28, 1999, entitled, "Policy Guidance Document - Enforcement of Title VI of the Civil Rights Act of 1964 and Related Statutes in Block Grant Type Programs."

Civil Rights Restoration Act of 1987, which clarifies the intent of Congress as it relates to the scope of Title VI of the Civil Rights Act of 1964 and related nondiscrimination statutes to ensure nondiscrimination in all programs and activities of a recipient, whether those programs and activities are federally funded or not.

The Food Stamp Act of 1977, as amended. The Supplemental Nutrition Assistance Program (formerly known as the Food Stamp Program) is an entitlement program available to all low-income individuals and families who meet the income, resource, and eligibility requirements as specified under the Act and corresponding regulations. The Act prohibits discrimination against any applicant or participant in any aspect of program administration for reasons of age, race, color, sex, handicap, religious creed, national origin, or political beliefs.

Enforcement of Title VI of the Civil Rights Act of 1964, National Origin Discrimination Against Persons With Limited English Proficiency, 65 F.R. 50123, August 16, 2000. This is the Federal Register cite for Department of Justice guidance for Executive Order 13166, Improving Access To Services For Persons With Limited English Proficiency, signed on August 11, 2000. Additional authorities can be found in the specific Program Appendices of the FNS 113-1 Instruction.

USDA Civil Rights Authorities

USDA Departmental Regulation 4330-2, Activities Receiving USDA Financial Assistance, ensures compliance with and enforcement of the prohibition against discrimination in programs and activities funded in whole or in part by the U.S. Department of Agriculture.

USDA Regulation 7 CFR Part 16, Equal Opportunity for Religious Organizations, implements executive branch policy that, within the framework of constitutional church-State guidelines, religiously affiliated (or "faith-based") organizations should be able to compete on an equal footing with other organizations for USDA assistance.

USDA Civil Rights Accountability Policy and Procedures, establishes the civil rights accountability policy and procedures for ensuring that appropriate disciplinary or corrective actions are taken when discrimination, retaliation, civil rights violations, or related misconduct occurs.

To comply with Civil Rights requirements, food pantries, soup kitchens, and homeless shelters must:

- provide Civil Rights and Non-Discrimination training to staff and volunteers annually at minimum. Please be aware if new staff or new volunteers are recruited, then the new associates must take the Civil Rights training.
- conduct outreach to under-represented communities making potential recipients aware of available services and days/hours of operation:
 - place notices in local newspapers, posters, pamphlets, newsletters, websites or other electronic media
- display the “And Justice For All” poster;
- accommodate people with disabilities;

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.

Distribution sites that have recipients with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.), should contact their respective food bank. The food bank will contact IDHS if help is needed in acquiring the alternate means of communication. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339.

Limited English Proficiency (LEP) is one type of national origin discrimination based on a recipient’s inability to speak, read, write, or understand English. IDHS strongly encourages distribution site staff and volunteers to improve the language accessibility by reducing language barriers for people with limited English proficiency (LEP). TEFAP forms and manuals are available in numerous languages and if a different language is needed, it can be requested. Forms, manuals, and posters are made available in languages other than English, e.g., Arabic, Chinese, Spanish, Russian, Polish, etc. Language Assistance Services, via oral interpretation services, bilingual staff, and telephone interpreter lines are also encouraged.

Recipients can request a [USDA Program Discrimination Complaint Form](#), (AD-3027) by:

- calling (866) 632-9992
- completing the form at any USDA office
- completing the form online (http://www.ascr.usda.gov/complaint_filing_cust.html), or
- writing a letter to USDA and providing in the letter all of the information requested in the form

Recipients should submit their 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

Email: program.intake@usda.gov

Fax: (202) 690-7442

Civil Rights and Discrimination Complaint form (IL444-4530)

The Civil Rights and Discrimination Complaint form (IL444-4530) needs to be completed by distribution site staff and volunteers in the event that there might be a potential Civil Rights and/or Discrimination violation/complaint.



State of Illinois
 Department of Human Services
**THE EMERGENCY FOOD ASSISTANCE PROGRAM -
 CIVIL RIGHTS AND DISCRIMINATION COMPLAINT FORM**

This form must be completed to alert the IDHS EFP Manager of any potential Civil Rights and Discrimination complaints that may or may not be "officially" filed by the customer. It is a precautionary step and a record of the event(s) that took place during a TEFAP distribution time frame. Email the completed form to DHS.IEFP@illinois.gov. In order for the customer to file an "official" complaint, the customer must complete the USDA Program Discrimination Complaint (AD-3027) Form found online at: http://www.ascr.usda.gov/complaint_filing_cust.html or call (866) 632-9992. The USDA Program Discrimination Complaint (AD-3027) Form can be mailed, faxed, or e-mailed per instructions.

Person filing complaint:		Date:
Mailing Address (include City, Zip Code):		
E-mail Address:	Telephone (include Area Code):	
Name of Site:		
Site Address (include City):		
Distribution Date:	Distribution Time:	
Details of Complaint:		
Complaint taken by:	Date complaint taken:	Time complaint taken:
Name of Foodbank Staff or DHS Emergency Food Program Manager Contacted:		Date:
Details of resolution of complaint:		
<p>In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulation and policies, the USDA, its Agencies, office, 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 in and program or activity conducted or funded by USDA.</p>		

Recipient Eligibility

- Recipients eligible for the receipt of TEFAP and/or TANF food via food pantries are individuals or families below 300% of poverty and residents of Illinois, including homeless. Recipients must not be asked to prove eligibility to eat at a soup kitchen or homeless shelter (assumed eligible).
- It is recommended that volunteers complete the Signature Sheet. The Proxy Statement shall be signed by neighbor and proxy. The recipient verbally self attests that:
 - income does not exceed IDHS established limits;
 - information provided is accurate and in compliance with TEFAP/TANF regulations;
 - recipient releases USDA, the State of Illinois, food pantry or person distributing food from all liability resulting from receipt of food;
 - USDA foods sold or used for other than household consumption subjects the recipient to federal and state prosecution.
- Eligible recipients are entitled to be served food at least once every 30 days.

TEFAP/TANF Food Distribution

Commodity Receipt and Distribution

Food pantries must agree to receive a fair-share allotment of USDA commodities each month. 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 TEFAP/ TANF rules and regulations. Food pantries are requested to distribute a reasonable amount of food to households based on size. Food pantries:

- must pick-up or receive fair-share allotment 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 pick-up or receive fair-share allotment

Distribution Documentation

Food pantries must document all food distribution. Some food pantries are utilizing electronic platforms rather than having recipients verbally self-attest for the hard copy of the Signature Sheet or Proxy Statement. All of the information required on the hard copy is still required on the electronic device. Food Pantries must keep a hard copy of Signature Sheet and Proxy Statement readily available in the event that the internet or the electronic platform is not available.

Documentation requirements of recipient must be limited to the Signature Sheet or Proxy Statement provided by DHS. Please refrain from altering, manipulating, cutting up, or combining State-provided documentation.

Food pantries are responsible for obtaining recipient information, e.g., completion of the Signature Sheet or Proxy Statement, but not responsible for the "accuracy" of recipient entries. USDA and the State of Illinois hold the recipient responsible (self-attestation & self-declaration) for the accuracy of information provided on the Signature Sheet or Proxy Statement.

The Signature Sheet is the only document used to determine TEFAP eligibility, unless the recipient is

unable to physically arrive at the food pantry. If recipient is disabled, aged, and infirm or works during distribution time frame(s), the recipient can appoint a person to be a Proxy. Refer to the "Proxy Statement" section of this manual for more information.

Food pantries must ensure that the most updated (current Fiscal Year) Signature Sheet is being utilized. Food pantries are encouraged to utilize the "pre-filled" Signature Sheet provided by the Food bank at the beginning of each State Fiscal Year (July 1). The "Food Bank Name", the "Food Pantry Name" and the "Pantry Address" fields are pre-populated to help eliminate errors.

Food pantry staff or volunteers can enter all Signature Sheet information on behalf of the recipient including the name of the recipient after a verbal self-attestation.



State of Illinois-Department of Human Services

**THE EMERGENCY FOOD ASSISTANCE PROGRAM - SIGNATURE SHEET
STATE FISCAL YEAR 2024 INCOME ELIGIBILITY BASED ON 300% OF THE FEDERAL POVERTY GUIDELINE**

DHS MAXIMUM MONTHLY GROSS INCOME FOR RECEIPT OF USDA COMMODITIES FOR FISCAL YEAR 2024 (JULY 1, 2023 THROUGH JUNE 30, 2024)										
Household Size	1	2	3	4	5	6	7	8	9	10
Monthly Income	\$3,645	\$4,930	\$6,215	\$7,500	\$8,785	\$10,070	\$11,355	\$12,640	\$13,925	\$15,210
For households with more than 10 persons, add \$1,285 for each additional person up to 300% FPL										

Recipients listed below provided the following information and attest to the household income.

Food Bank: _____

Date:(MM/DD/YY) _____

Household Size	Recipient Signature	Street Address (include apt. number)	City	Number of Children in household 18 years or younger TANF Food	Do you receive SNAP? Check One
					<input type="checkbox"/> Yes
					<input type="checkbox"/> No
					<input type="checkbox"/> Yes
					<input type="checkbox"/> No
					<input type="checkbox"/> Yes
					<input type="checkbox"/> No
					<input type="checkbox"/> Yes
					<input type="checkbox"/> No
					<input type="checkbox"/> Yes
					<input type="checkbox"/> No
					<input type="checkbox"/> Yes
					<input type="checkbox"/> No
					<input type="checkbox"/> Yes
					<input type="checkbox"/> No
					<input type="checkbox"/> Yes
					<input type="checkbox"/> No

Pantry: _____ Address : _____

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, audiotope, 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, 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. This institution is an equal opportunity provider.

Proof of Income

Self-attestation is the accepted means of documenting income eligibility. Income levels for various household sizes are pre-printed on the Signature Sheet or Proxy Statement. Food pantries, soup kitchens, and homeless shelters are prohibited from verifying income. Food pantries, soup kitchens, and homeless shelters are NOT ALLOWED to ask for social security cards, pay stubs or income data. The verbal self-attestation on the Signature Sheet or Proxy Statement for the household receiving USDA commodities attests that the monthly income of the household is equal to or less than 300% of the federal poverty level for the household.

Proof of Identity and Residency

The Signature Sheet must record the recipient's full address (when practicable), and number of recipients in the household. This is required upon the first visit, however, neighbors can self-attest if there have been no changes to address or household size during subsequent visits. Homeless recipients may use the address of the food pantry or 'NONE' in the address section.

Distribution sites that need to have a restricted geographic service area must have the respective food bank's prior approval. Recipients who are not living within the restricted geographic area must be served at least one time and then referred to a distribution site serving their area. The recipient has the right to be granted an "exception" from the food bank to be served by a distribution site outside the recipient's geographic service area. If a recipient is denied service, the recipient has the right to file an official complaint.

Serving Homeless Recipients

Self-declaration by homeless recipients must be accepted. The distribution site may indicate the address of the pantry or "NONE" in the address section of the Signature Sheet or Proxy Statement. When serving homeless recipients, food pantries should consider the types of foods that are appropriate and easy to use and prepare. However, do not automatically assume that a homeless recipient does not have access to appliances for cooking or storing refrigerated/frozen products. Work with the recipient to provide non-discriminatory service(s).

TANF - Temporary Assistance for Needy Families

On the Signature Sheet and on the Proxy Statement, recipients are asked to identify the number of children living in the household who are 18 years of age or younger for TANF. This information is required for the receipt of TANF food when it is available. The TANF food is usually purchased in February and distributed from February/March through the end of June every year. To qualify for TANF food, a recipient must:

- be pregnant or have at least one child 18 years of age or younger who lives with them,
- live in Illinois (homeless qualifies),
- must verbally self-attest for the Signature Sheet or Proxy Statement

The column for the total number of children receiving TANF food must be tallied and included in the Monthly Distribution Activity Report.

SNAP – Supplemental Nutrition Assistance Program

IDHS encourages all distribution staff to refer non-participating SNAP recipients to the SNAP online application process or to a SNAP team for assistance to ensure that those eligible for nutrition assistance can make informed decisions about applying for the program and can access benefits. Pantry staff and volunteers should inform non-participating SNAP recipients that:

SNAP offers nutritional assistance to millions of people.
Recipients are issued a SNAP card to be used at a grocery store to buy foods.
Regardless of SNAP eligibility, recipients can still receive pantry food distribution.

The SNAP check box should be marked on the Signature Sheet or on the Proxy Statement if the recipient is currently enrolled in SNAP. If the food pantry staff referred a recipient to the SNAP online application process or to a SNAP team for assistance, the SNAP check box on the Signature Sheet or Proxy Statement should be circled. The total number of SNAP recipients enrolled, and the total number of recipients who were referred to a SNAP team or on-line SNAP application must be included in the Monthly Distribution Activity Report.

OrderAhead Platform

The [OrderAhead](#) platform can now be utilized by neighbors to conveniently order their TEFAP/USDA foods prior to picking them up at a food pantry. This saves time, enhances privacy, and allows neighbor(s) to select foods at their own pace. For more information regarding the OrderAhead platform please click the link or go to url: www.orderahead.org.

Proxy Statement

Recipients can be served via delivery by food pantry staff or by Proxy.

- Proxy Service - a Proxy Statement authorizes someone to pick up food for the recipient.
- Delivery Service – food pantries may deliver food to homebound recipients provided that the Signature Sheet or Proxy Statement documents are completed for each delivery.



State of Illinois -Department of Human Services

THE EMERGENCY FOOD ASSISTANCE PROGRAM - PROXY STATEMENT

Receipt of Pantry Commodities State Fiscal Year 2024 INCOME ELIGIBILITY BASED ON 300% 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.

Name of Recipient: _____ Date: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Household Size: Number of children in household 18 years or younger? SNAP Recipient? (Supplemental Nutrition Assistance Program) Yes No
Please check only one box

DHS MAXIMUM MONTHLY GROSS INCOME FOR RECEIPT OF USDA COMMODITIES FOR FISCAL YEAR 2024 (JULY 1, 2023 THROUGH JUNE 30, 2024)										
Household Size	1	2	3	4	5	6	7	8	9	10
Monthly Income	\$3,645	\$4,930	\$6,215	\$7,500	\$8,785	\$10,070	\$11,355	\$12,640	\$13,925	\$15,210
For households with more than 10 persons, add \$1,285 for each additional person up to 300% FPL										

Proxy: _____

Name of Pantry: _____

Address of Pantry: _____

City: _____ State: _____ Zip Code: _____

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 _____

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, 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. This institution is an equal opportunity provider.

If recipient is disabled, aged, and infirm or works during distribution time frame(s), the recipient can appoint a person to be a Proxy. The Proxy Statement must be completed in lieu of the Signature Sheet. Every recipient must complete the Proxy Statement in its entirety and sign the Proxy Statement self-attesting that their income is below the maximum monthly gross income. The Proxy Statement shows a table with income ceilings for various household sizes.

Food pantries are encouraged to utilize the "pre-filled" Proxy Statement provided by the Food bank at the beginning of each State Fiscal Year (July 1). The "Food Pantry Name" and the "Food Pantry Address" fields

are pre-populated to help eliminate errors.

Recipients must complete in its entirety a new Proxy Statement annually:

- recipient name, full address (including city, state, and zip code)
- number of all recipients in the household;
- name of person (Proxy) designated to pick up food for recipient;
- number of children 18 years or younger in the household;
- whether or not they receive SNAP benefits

Food pantries are encouraged to utilize the “pre-filled” Proxy Statement provided by the Food bank at the beginning of each State Fiscal Year (July 1). The “Food Pantry Name” and the “Food Pantry Address” fields are pre-populated to help eliminate errors.

Recipients must complete in its entirety a new Proxy Statement annually:

- recipient name, full address (including city, state, and zip code)
- number of all recipients in the household;
- name of person (Proxy) designated to pick up food for recipient;
- number of children 18 years or younger in the household;
- whether or not they receive SNAP benefits;
- recipient’s signature (bottom, left-hand side).

Food pantry staff must ensure that the:

- Proxy Statement being submitted is for the most updated (current Fiscal Year)
- Recipient signed and completed the form in its entirety
- Proxy signs the Proxy Statement in the presence of food pantry staff when food is distributed.
- If the above has been completed, the food pantry staff enters the “Distribution Date” and signs the Proxy Statement when food distributed.

Monthly Distribution Activity Report – Food Pantry

A Monthly Distribution Activity Report form (supplied by the respective food bank) must be completed and submitted every month. Food pantry staff must total the following columns on the Signature Sheet and on the Proxy Statements to be included on the Monthly Distribution Activity Report:

- “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 checked) for total number of households receiving SNAP benefits;
- SNAP column (total number of “Yes” boxes circled) for total number of recipients referred to a SNAP team or to the on-line SNAP application.

Every month, the Monthly Distribution Activity Report must be submitted to the Food bank by the Food bank’s requested due date. Monthly Distribution Activity Reports are used to determine the fair share of commodities; it is important to include totals from both Signature Sheets and Proxy Statements.

Signature Sheets and Proxy Statements will be retained at the site. Signature Sheet and Proxy Statements do not need to be submitted to the Food Bank.

Monthly Distribution Activity Report – Soup Kitchens and Homeless Shelters

A Monthly Distribution Activity Report must also be submitted by each soup kitchen and homeless shelter for the total meals served. Reports are used to determine the fair share of commodities due the soup kitchen or homeless shelter 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 kitchens or homeless shelters ask recipients 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.



State of Illinois -
Department of Human Services
**THE EMERGENCY FOOD ASSISTANCE PROGRAM -
MONTHLY SERVICE/DISTRIBUTION REPORT**

Date:

Agency:

Contact Person: Phone:

Total Number of Times provided **SNAP Assistance** (phone#, link, app) this month:

Total Number of **Meals Served**:

Total Number of **Individuals** served this month:

Total Number of **Households** served this month:

Total Number of **SNAP Participants** this month:

Did this program distribute **TANF** products this month? Yes No

Total Number of **TANF Households** served this month:

Total Number of **TANF Children** served this month:

Was this program closed during any of its scheduled operating times this month? Yes No

If "Yes" please list dates and reasons:

Was this program open any extra days or hours during this month? Yes No

If "Yes" please list dates and reasons:

Did this program run out of food or was anyone turned away? Yes No

If "Yes" please list dates and why:

Please list this program's operational schedule:

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
HOURS OF DISTRIBUTION	<input type="text"/>						
EMERGENCY HOURS	<input type="text"/>						

Completed this form no later than the of the following month and submit to:

Foodbank:

Requirements for Distribution Sites

Eligibility Requirements for Contracted Distribution Site

All contracted food pantries, soup kitchens, and homeless shelters must:

- be nonprofit or public, but not penal
- distribute food, either as meals or for household consumption
- must display hours/days of operation and be open during established distribution times
- 2 hour per week minimum distribution time frame unless a Rural Exemption approval has been obtained from the respective food bank
- have a contract agreement

Posters (USDA & IDHS)

The only poster now required to be displayed is the “And Justice for All” poster. The poster must be displayed in a public facing area.

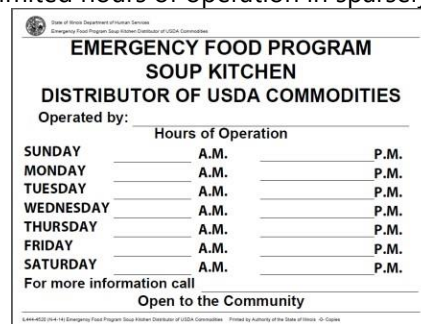
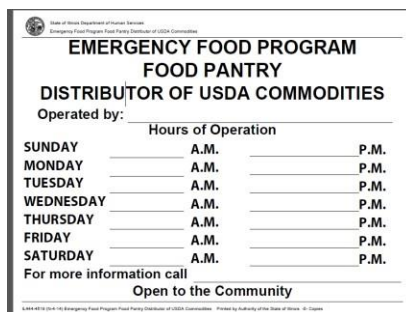
IDHS requires food pantries to display the following posters in clear view of recipients:

- Hours/Days of Operation,
- “And Justice for All”

Hours/Days of Operation

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

- Must register days & hours of operation with food bank;
- Must be open to the general public during established times;
- Must not require recipients to make appointments;
- Must operate for at least 2 hours per week that does not include “on-call” times or food preparation, cleanup and restocking time;
 - Obtaining approval from respective food bank for a “Rural Exemption” allows for special operating procedures and limited hours of operation in sparsely



populated rural areas.

“And Justice for All”

The “And Justice for All” poster mandates that all recipients must be treated equally and instructs

THIS MANUAL MUST BE KEPT ON SITE AND MADE AVAILABLE TO SITE PERSONNEL AT ALL TIMES.

recipients on how to report discrimination complaints.



Additional Activities including Explicit Religious Activities

Food pantries, soup kitchens, or homeless shelters that receive USDA direct assistance under any USDA program may not engage in additional activity, 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 are such activities taking place at the distribution site:

- it must be separate in time and location,
- must be clear that those activities are not endorsed by USDA

Referral from Religious Organizations

** A referral is no longer required to an alternate distribution site.**

Per 7 CFR Part 16.4 (b), 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 funded by USDA direct assistance. If an organization conducts such activities, the activities must be offered separately, in time or location, from the programs or services supported with USDA direct assistance, and participation must be voluntary for beneficiaries of the programs or services supported with such USDA direct assistance. The use of indirect Federal financial assistance is not subject to this restriction. Nothing in this part restricts the Department's authority under applicable Federal law to fund activities that can be directly funded by the Government consistent with the Establishment Clause.

Referral Form

Referral to an alternate site may be requested if the requested site provides easier access due to factors such as hours of operation or location.



State of Illinois
Department of Human Services

THE EMERGENCY FOOD ASSISTANCE PROGRAM - REFERRAL REQUEST

FOOD PANTRY / SOUP KITCHEN / SHELTER INFORMATION

Food Pantry / Soup Kitchen / Shelter: _____

Staff Name: _____

Phone Number: _____ Email Address: (if appropriate) _____

If you would prefer a referral to another location for ease of access due to factors such as hours of operation or location, please complete this form. We cannot guarantee, however, that in every instance, an alternate provider will be available.

Customer Name: _____

Provide at least one of the following:

Phone Number: _____

Address: _____

Email Address: (if appropriate) _____

FOR STAFF USE ONLY

Date of objection: _____

Individual was referred to: _____
(name of alternate provider and contact information)

Individual was given State agency-provided referral information (i.e. a website, hotline, or list of other service providers funded by the State agency)

Individual left without a referral

No alternate service provider is available --summarize below what efforts you made to identify an alternate provider (including reaching out to State agency or local or eligible recipient agency):

Food Storage

Food pantries must follow accepted storage standards.

- Food must be at least 4 inches away from walls, 6 inches off floor and high enough to allow for pest control and ventilation; provide two-foot ceiling clearance;
- Keep floor, pallets, storage, and shelving clean;
- Keep non-food items and cleaning products 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: a log, and professional exterminator or qualified staff;
- Store food away from direct sunlight;
- Refrigerated foods must be kept between 35-40 degrees and frozen foods below 0 degrees;
- Refrigerators and freezers must have working thermometers to verify temperatures.

Refrigerator/Freezer/Operational Items (Federally-Purchased)

Food banks may offer federally-purchased refrigerators or freezers to distribution sites who are participating in the distribution of TEFAP and TANF commodities. The distribution site must comply with USDA / IDHS Equipment Inventory Regulations. Federally-purchased equipment must be returned to the Food Bank if the food 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.

IDHS and the food bank will maintain an inventory record which will include the food pantry name, address location, serial number, model, and make. If a food pantry relocates, prior approval must be obtained from the food bank for the physical movement of federally-purchased equipment. The food bank will conduct periodic physical inventories to ensure the food pantry is in compliance with IDHS Equipment Inventory Regulations. IDHS also reserves the right to conduct physical inventories when deemed necessary. At no time can a food 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 IDHS.

Disposal of Equipment

When original or replacement equipment acquired under a Federal award is no longer needed for the original project or program or for other activities currently or previously supported by a Federal awarding agency, except as otherwise provided in Federal statutes, regulations, or Federal awarding agency disposition instructions, the non-Federal entity must request disposition instructions from the Federal awarding agency if required by the terms and conditions of the Federal award. Disposition of the equipment will be made as follows, in accordance with Federal awarding agency disposition instructions:

Items of equipment with a current per-unit fair market value of less than \$5,000 may be retained, sold, or otherwise disposed of with no further obligation to the awarding agency. (Subject to prior IDHS approval.)

Items of equipment with a current per-unit fair market value in excess of \$5,000 may be retained by the non-Federal entity or sold. The Federal awarding agency is entitled to an amount calculated by multiplying the current market value or proceeds from sale by the Federal awarding agency's percentage of participation in the cost of the original purchase. If the equipment is sold, the Federal awarding agency may permit the non-Federal entity to deduct and retain from the Federal share \$500 or ten percent of the proceeds, whichever is less, for its selling and handling expenses. (Subject to prior IDHS approval.)

The IDHS Emergency Food Program must be notified in writing prior to the disposal of federally funded equipment. Disposal includes transactions that change the status of equipment from active to non-active, e.g., transfer of ownership, trade-in or sale, disposal or cannibalization. The food bank must physically retain possession of equipment until prior approval from the IDHS Emergency Food Program is obtained and proper documentation is completed.

Civil Rights and Non-Discrimination

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, audiotope, 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), via email at Target-Center@usda.gov, or contact the 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 any USDA office, by calling (866) 632-9992, or by writing a letter addressed to FNS at 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:

Mailing address:

Food and Nutrition Service, USDA
320 Braddock Place, Rm 334
Alexandria, VA 22314; or
Fax: (833) 256-1665 or (202) 690-7442; or
Email: FNSCivilRightsComplaints@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.

Monitoring

IDHS is required by federal law to periodically monitor distribution sites, e.g., food pantries, soup kitchens and homeless shelters. 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 distribution site staff prior to the conclusion of the monitoring visit. It is recommended that the distribution site staff and volunteers review the Food Pantry Observation form and/or the Soup Kitchen/Homeless Shelter Observation form in preparation for an IDHS monitoring visit.

IDHS monitoring staff will visit your distribution site during your distribution hours. While IDHS does share an annual monitoring schedule with food banks of the sites that IDHS intends to monitor during the

state fiscal year (July 1 through June 30), IDHS monitoring staff do not announce their visits to the distribution site staff prior to a monitoring visit. Distribution site staff and volunteers must be informed that the food bank, IDHS and federal government monitoring staff have the authority to inspect food storage and distribution facilities. If monitoring staff (food bank, USDA, HHS, or IDHS) are not provided pertinent information, denied access to food storage, or denied access to distribution areas the contract between the distribution site and the food bank will be cancelled.



State of Illinois
 Department of Human Services
**The Emergency Food Assistance Program (TEFAP) -
 DISTRIBUTION SITE OBSERVATION FORM**

Date of Visit: _____ **Foodbank Affiliation:** _____

Site Name: _____ **City/County:** _____

Times/Dates of Distribution: _____

GENERAL INFORMATION		Comments:
How many individuals are served each month?		
Does this site operate under the rural exemption?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Does the food Bank Deliver food?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, how many times is food delivered monthly?		
How many cases of food are currently in inventory?		
What is the site's service area?		
Does the site serve individuals from outside their service area?	<input type="checkbox"/> Yes <input type="checkbox"/> No	

PUBLIC AWARENESS - SIGNAGE/REQUIRED POSTERS (Clearly Posted)		Comments:
Distribution Site Manual accessible to staff?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Days/Hours of Operation and Site Name (visible to public)?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
And Justice for All (USDA) - GREEN	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Written Notice of Beneficiary Rights	<input type="checkbox"/> Yes <input type="checkbox"/> No	

PROGRAM PROCEDURES		Comments:
Does the site require documentation for the individual?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
What method of documentation is used?	<input type="checkbox"/> Signature Sheets <input type="checkbox"/> E-Signature <input type="checkbox"/> Proxy Forms	
Are forms current and used correctly?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Does the site require individuals to obtain a referral from an outside agency in order to receive TEFAP foods?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Do individuals need an appointment?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Are USDA Commodities distributed with donated foods?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Pest control log maintained by site	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Name of pest control company:		

DRY STORAGE		Comments:
Clean and organized	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Pest proof containers	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Food off floor (6 inches)	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Non-Food Items and chemical items kept separately	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Food away from wall (4 inches)	<input type="checkbox"/> Yes <input type="checkbox"/> No	

DRY STORAGE (continued)		Comments:
Does the inventory seem appropriate?	<input type="checkbox"/> Yes <input type="checkbox"/> No	



State of Illinois
Department of Human Services

**The Emergency Food Assistance Program (TEFAP) -
DISTRIBUTION SITE OBSERVATION FORM**

Is food properly rotated (FIFO)?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
COLD STORAGE		Comments:
Clean and organized	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Working Thermometers	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Food appropriately labeled	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Equipment well maintained	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Refrigerator temperature: 35° - 40° F	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Freezer temperature: ≤ 0° F	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Is food properly rotated (FIFO)?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
PROGRAM INTEGRITY		Comments:
Have there been any complaints filed in the past year?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
If so, have they been forwarded to the Food Bank?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Have distribution site staff/volunteers been trained regarding nondiscrimination regulations and the FNS Instruction 113.3, Civil Rights Compliance and Enforcement, to ensure that in the operation of the program no person is discriminated against because of race, color, national origin, age, sex, or handicap?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Do potentially eligible persons and households have an equal opportunity to participate in the program?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Are the case records are coded by race or ethnic origin?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Is the USDA nondiscrimination poster displayed in a high traffic area?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Is nondiscrimination statement is included on all printed materials such as applications, pamphlets, forms, or any other program materials distributed to the public and on Web sites; and whether graphic materials reflect inclusiveness based on race, color, national origin, age, sex, and disability?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
How is the foodbank ensuring program information is made available to potentially eligible persons program applicant's participants?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Is program information is being made available to potentially eligible persons, program applicants, and participants. Whether the local agency or subrecipient is providing program information to organizations within the community that may assist the local agency in reaching potentially eligible populations?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Are Civil Rights complaints are being handled in accordance with procedures outlined in this Instruction or other regulations, policies, and guidance?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Are appropriate accommodations made to assist non-English speaking individual?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
OTHER		Comments:



State of Illinois
Department of Human Services

**The Emergency Food Assistance Program (TEFAP) -
DISTRIBUTION SITE OBSERVATION FORM**

Windows/doors sealed properly	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Plumbing	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Sewage	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Equipment well maintained	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Garbage and refusal disposal	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Lighting	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Ventilation	<input type="checkbox"/> Yes <input type="checkbox"/> No	

SOUP KITCHENS & HOMELESS SHELTERS		Comments:
Serve-Safe Manager present	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Sanitation license posted	<input type="checkbox"/> Yes <input type="checkbox"/> No	
"Must Wash Hands" sign posted	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Temperature chart posted	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Preparation area clean	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Serving area clean	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Cookware clean	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Cookware stored appropriately	<input type="checkbox"/> Yes <input type="checkbox"/> No	
3-Step dish washing system or dishwasher	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Clean clothes, hair restraints and gloves	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Clean wiping cloths, etc.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Adequate space	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Meal count system in place (paper, head count, sign in)	<input type="checkbox"/> Yes <input type="checkbox"/> No	

FINDINGS- Yes No

IDHS Monitor Signature

Date

Person Interviewed Signature

Date