



The Emergency Food Assistance Program (TEFAP)

a Federal program that helps supplement the diets of low-income Americans, including elderly people, by providing them with emergency food and nutrition assistance at no cost.

HISTORY

The San Antonio Food Bank and many of our partner sites have participated in this program for years.

TEFAP training is included in our Orientation classes as well as our annual conferences.

Where does SAFB get regulations?

Government Agencies



Member Organizations



Sponsors & Donors



TEFAP is administered by:

Federal



State



TEFAP food is passed on

Food Bank



Site



Not all SAFB partners are eligible or receive TEFAP.

- ✓ *Must be active partner for 6 months*
- ✓ *Open to the public*

Recipient



TEFAP Audits

- ✓ *San Antonio Food Bank is subject to audits by Texas Department of Agriculture (TDA) and USDA.*
- ✓ *Pantries are subject to scheduled/unscheduled audits by TDA and USDA.*
- ✓ *SAFB prepares all through the year with annual reviews and file audits.*

A Food Pantry is eligible if...

- ✓ *Active partner for 6 months*
- ✓ *Open to the public at least 1x/month*
- ✓ *Follows food safety guidelines*
- ✓ *Pantry follows all TEFAP guidelines
i.e. client eligibility, signage, etc.*
- ✓ *Current with monthly reports*
- ✓ *Allows SAFB, TDA, and USDA staff to
review files related to TEFAP foods*

A Food Pantry must...

✓ *Keep thermometers and temperature logs for all cooler and freezer units.*

✓ *Post all signs*

- *Justice For All*
- *Bills of Rights*
- *Income Guide*
- *Notice of Beneficiary Rights*
- *Participant Agreement*



Client Bill of Rights

1) This agency, a representative of the San Antonio Food Bank, will treat you, the client, with dignity and respect at all times.

2) If you have been referred here for the first time but you are not from this zip code or from this agency's service area, you will be served by this agency on a one-time basis. If you have not already been provided information on pantries in your area, please contact (210) 431-8326.

3) At no time should you be asked to make a donation of time or money in exchange for food assistance / food services.

4) At no time should you be required to participate in a religious or political activity at the time that you are receiving food assistance / food services. This includes, but is not limited to, listening to prayer, music, sermons, attending mass, or political rallies of any kind.

5) The client should provide the agency with all pertinent information found on the pantry intake form, but should not be required to show proof of residency, social security card, or any other documents unless they are participating in a program that is providing financial assistance other than food assistance.

Compliments or Concerns?

Please call the San Antonio Food Bank with any compliments or concerns you have about this San Antonio Food Bank partner agency at (210) 337-3663.

Must be posted for clients, volunteers and staff to see!

Bexar County volunteers may not access food at Mobile Pantry distributions. Rural County volunteers who are eligible may access food at the end of the distribution, provided they submit the voucher and receive the same allotment as other clients.

LET US COMPLETE YOUR APPLICATION

- SNAP (Food Stamps)
 - CHIP/Children's Medicaid
 - Adult Medicaid
 - Women Infants & Children (WIC)
 - Women's Health Program
 - Long Term Care
 - TANF
 - Medicaid for the Elderly and People with Disabilities
- CALL US TODAY!**
Help Center 210-431-8326



Pantry Bill of Rights

1) The pantry has the right to verbally request information on the San Antonio Food Bank pantry intake form.

2) The pantry has the right to determine its own hours of operation and service guidelines as long as availability to clients is a priority and all clients are served equally. Services guidelines and hours of operation should be clearly posted for clients to see.

3) The pantry has the right to refuse service to a client only if:

- The client is creating a stressful situation for other clients
- The client is belligerent and disrespectful to agency staff / volunteers
- The client is posing a safety threat to other clients
- The client is out of their service area AND they have already been served by the agency for a one-time emergency assistance.
- The client is requesting food services above and beyond that which all other clients are receiving

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Must be posted for clients and volunteers / staff to see!

2016 Income Guidelines
185% of Federal Poverty Guidelines

Household Size	ANNUAL	MONTHLY	WEEKLY
1	\$21,978	\$1,831	\$423
2	\$29,637	\$2,470	\$570
3	\$37,296	\$3,108	\$717
4	\$44,955	\$3,746	\$864
5	\$52,614	\$4,384	\$1,012
6	\$60,273	\$5,023	\$1,159
7	\$67,932	\$5,662	\$1,307
8	\$75,591	\$6,301	\$1,455
For each add'l add	\$7,696	\$641	\$148

The Emergency Food Assistance Program Written Notice of Beneficiary Rights

Name of Organization: San Antonio Food Bank Help Center
Name of TEFAP Staff Contact: Megan Janzen
Phone Number: 210-431-8326 Email Address: info@sanfoodbank.org

You have the following rights when you participate in TEFAP:

1. We may not discriminate against you on the basis of religion or religious belief, a refusal to hold a religious belief, or a refusal to attend or participate in a religious practice.
2. We may not require you to attend or participate in any explicitly religious activities that we offer. Your participation in these activities must be purely voluntary.
3. We must separate, in time or location, any privately funded, explicitly religious activities from activities supported with USDA direct assistance.
4. If you object to the religious character of our organization, we must make reasonable efforts to identify and refer you to an alternate provider to which you have no objection. We cannot guarantee, however, that in every instance an alternate provider will be available.
5. You may report violations of these protections (including denials of services or benefits) to TDA at www.Spareareas.org.

Contact TDA at: Commodity Operations 877-TEX-MEAL (877-839-6325)
CommodityOperations@TexasAgriulture.gov

Federal regulations require this written notice before participants receive TEFAP services.

A Food Pantry CANNOT...

- ⊘ *Conduct religious or political activities at the same time/place of distribution.*
- ⊘ *Request donations or payment from clients.*
- ⊘ *Repack any TEFAP product.*
- ⊘ *Serve different populations differently. See Civil Rights training.*

How do sites determine who is eligible?

- Voice/written declaration ONLY.
 - Using SAFB Intake Form
- Clients are not required to provide documentation to prove client's status/income/residence, etc.
- Do NOT keep copies of forms of ID.

Who does TEFAP serve?

Eligibility is determined one of three ways:

- income is below 185% of federal poverty guideline (see next slide)
- enrollment in qualifying supplemental benefit program (i.e. SNAP, Medicaid, TANF)
- Emergency need

2017 Income Guidelines

Household Size	ANNUAL	MONTHLY	WEEKLY
1	\$22,311	\$1,859.25	\$429
2	\$30,044	\$2,503.67	\$578
3	\$37,777	\$3,148.08	\$726
4	\$45,510	\$3,792.50	\$875
5	\$53,243	\$4,436.92	\$1024
6	\$60,976	\$5,081.33	\$1173
7	\$68,709	\$5,725.75	\$1321
8	\$76,442	\$6,370.17	\$1470
For each add'l add	\$7,733	\$644	\$149

Source: 2017 HHS Poverty Guidelines, January 26, 2017
<https://aspe.hhs.gov/poverty-guidelines>

2016 & 2017 Updates:

Summer 2016

- 1) TEFAP Participant Agreement, Rights, Obligations and Fair Hearing Request
- 2) Written Notification of Beneficiary Rights (applies to faith-based organizations distribution TEFAP only).
- 3) Updated “And Justice For All” Posters

April 2017

- 1) Agreement Between CE and Site (Oct '16)



Participant Agreement

The purpose of this form is to notify each participant of their rights, obligations and the right to a fair hearing.

Each TEFAP distribution site must provide each client a copy of *Participant Agreement* upon initial and subsequent annual applications.

Participant Agreement

FAQs

- These are not NEW rights, just that the client is now being informed of their rights.
- Visit Square Meals for the most current version of this form:

<http://www.squaremeals.org/Programs/TheEmergencyFoodAssistanceProgram/TEFAPAdministrationForms.aspx>



Written Notification of Beneficiary Rights

Must be posted where clients sign in and receive food. The purpose of this form is to notify each participant that:

- They may not be discriminated against because of their religion
- They are not required to participate in religious activities
- If they object to the religious character of the site, they can request a referral to another location
 - The site will then use the Beneficiary Referral Request.

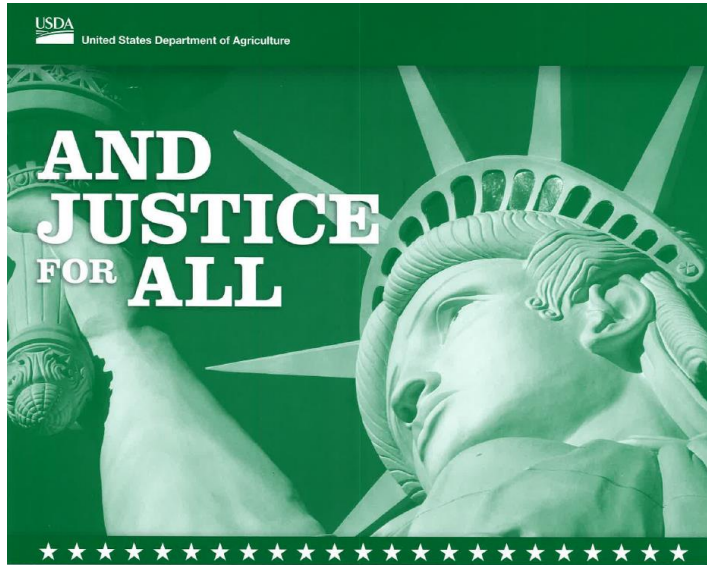
Written Notification of Beneficiary Rights

FAQs

- Post the Notice where clients can see.
- If a client asks for a referral, you can refer them to the San Antonio Food Bank Help Center at 210-431-8326.
- Keep documentation of Beneficiary Referral Request for 3 years and 90 days.



And Justice For All Posters



In accordance with Federal 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, age, disability, and reprisal or retaliation for prior civil rights activity. (Not all prohibited bases apply to all programs.)

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 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. Additionally, program information is available in languages other than English.

To file a complaint alleging discrimination, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

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.

This institution is an equal opportunity provider.

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Las personas discapacitadas que requieran medios alternos para que se les comunique la información de un programa (por ejemplo, braille, letra agrandada, grabación de audio, lenguaje de señas estadounidense, etc.) deberán comunicarse con la agencia estatal o local responsable de administrar el programa o el TARGET Center del USDA al (202) 720-2600 (voz y TTY) o comunicarse con el USDA a través del Servicio Federal de Transmisión de Información al (800) 877-8339. La información del programa también está disponible en otros idiomas además del inglés.

Para presentar una queja por alegada discriminación, complete el formulario de quejas por discriminación del programa del USDA, AD-3027, que podrá encontrar en línea en http://www.ocio.usda.gov/sites/default/files/docs/2012/Spanish_Form_508_Compliant_6_8_12_0.pdf o en cualquier oficina del USDA o escriba una carta dirigida al USDA que incluya toda la información solicitada en el formulario. Para solicitar una copia del formulario de presentación de quejas, comuníquese al (866) 632-9992. Envíe su formulario o carta completos al USDA por:

correo:
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; o

correo electrónico:
program.intake@usda.gov.

Esta institución ofrece igualdad de oportunidades.



Agreement Between CE and Site

- WINTER 2016 - TDA updated this form.
- April 2016 – SAFB sent postal version to all TEFAP sites.
- May 2016 – SAFB followed up via email for any sites still needing to update.
- If you did not receive this, you may not be eligible.

Texas Department of Agriculture October 2016

The Emergency Food Assistance Program
Agreement Between Contracting Entity and Site

A **contracting entity (CE)** is an organization that contracts with Texas Department of Agriculture (TDA) to receive, store, handle, and deliver United States Department of Agriculture (USDA) Foods. A **site** is a place at which an emergency feeding organization certifies applicant eligibility and/or distributes USDA Foods packages or meals to needy persons.

Name of CE San Antonio Food Bank	Email Address of CE agency@safefoodbank.org
Address of CE (Street, City, State, ZIP) 5200 Enrique Barrera Parkway, San Antonio, Texas 78227	Area Code and Telephone Number 210-337-3663
Mailing Address (if different)	Fax Area Code and Telephone Number

Name of Site	Email Address of Site
Address of Site (Street, City, State, ZIP)	Area Code and Telephone Number
Mailing Address (if different)	Fax Area Code and Telephone Number

Agreement

This Agreement specifies the rights and responsibilities of the above named CE and Site as a participant in The Emergency Food Assistance Program (TEFAP). By signing this Agreement, both parties are bound by its terms and conditions, unless terminated with 30 days' written notice by either party. This Agreement may be terminated for cause by either party, by mutual consent of both parties, or solely by the site without cause or mutual consent.

Rights and Responsibilities of the Contracting Entity

The CE agrees to fulfill the following responsibilities:

1. Comply with all guidance issued by TDA and USDA
2. Train the site in the handling and use of USDA Foods; eligibility criteria; client rights (including civil rights requirements); complaint and administrative review procedures; the processing of applications or requests for meals; and procedures for food safety and food recalls
3. Offer training sessions and technical assistance at a time and place that is convenient to the site
4. Provide TEFAP record-keeping forms to the site without charge
5. Ensure that all USDA Foods are distributed to participants without regard to race, color, national origin, sex, age, or disability
6. Compile data, maintain records, and submit reports as required to permit effective enforcement of nondiscrimination laws, regulations, policies, instructions, and guidelines; and collect such records from sites as applicable.
7. Collect, from the site, records that show the data and method used to determine the number of households or individuals served
8. Ensure that sites protect applicants' information stored on information technology systems
9. Avoid charging the site any fees for the administration of TEFAP, except for warehouse operation fees (including, but not limited to, shared maintenance fees and delivery fees)



For more info:

<http://www.fns.usda.gov/tefap/>

[http://www.squaremeals.org/Programs/
TheEmergencyFoodAssistanceProgram](http://www.squaremeals.org/Programs/TheEmergencyFoodAssistanceProgram)



THE EMERGENCY FOOD ASSISTANCE PROGRAM (TEFAP)

QUESTIONS?

Agency@safoodbank.org