

# The Emergency Food Assistance Program (TEFAP) Policies & Procedures Manual

Please contact your Agency  
Services Representative  
with any questions  
or concerns.



St. Mary's  
Food Bank®

# The Emergency Food Assistance Program (TEFAP)

This guide details policies and procedures for operating The Emergency Food Assistance Program (TEFAP). Partners that operate TEFAP must comply with the USDA and Arizona Department of Economic Security's program requirements outlined below.

---

## About The Emergency Food Assistance Program

"The Emergency Food Assistance Program (TEFAP) is a federal program administered by the United States Department of Agriculture (USDA) Food and Nutrition Service (FNS). This program helps supplement the diets of low-income Americans by providing them with emergency assistance at no cost. The USDA purchases a variety of high-quality, USDA Foods, and makes those foods available to the Arizona Department of Economic Security" and therefore SMFB and its partners.<sup>1</sup>

Agencies may use TEFAP products for meals, or to distribute to eligible households.

Agencies that participate in TEFAP must adhere to the supplementary USDA and ADES requirements for record-keeping, reporting, product storage, and client services (detailed below).

---

## Client Intake Requirements

- Agencies that receive USDA commodities may not place restrictions on who they serve, as long as clients have an Arizona address.<sup>2</sup>
- Agencies must complete the following when distributing TEFAP product:
  - Use the Application for Benefits or complete a client's profile in Link2Feed, the first time they receive service.
    - At the client's first visit, or annual re-certification, ask for proof of Arizona residential address.<sup>3</sup>
    - Acceptable proof of address includes, *but is not limited to*: Driver's license, photo ID with participant's address, lease agreement, property ownership documentation, rent/mortgage receipt, or utility bill.
    - Note: Agencies may not require clients to provide social security numbers or verification of household income.<sup>4</sup>

---

<sup>1</sup> CHRP Manual (2022), page 14

<sup>2</sup> CHRP Manual (2022), page 27

<sup>3</sup> CHRP Manual (2022), page 28-29

<sup>4</sup> CHRP Manual (2022), pages 29

- Each time a client visits: Ask to see the client's photo ID or Proof of Address. Either US or foreign identification documents are acceptable.
  - If a proxy is picking up on behalf of a client, they must provide a signed letter from the client, a copy of the client's ID, and proof of client's address.<sup>5</sup>
    - Proxy letters must include: the date written, name and contact of the participant, name of the proxy, and number of people in the household.
    - Agencies must keep proxy letters on file.
    - A sample proxy letter can be provided by SMFB.
  - **Locations that distribute Emergency Food Boxes or TEFAP product must complete client intake on Link2Feed or using TEFAP sign-in sheets.**
  - TEFAP visits must be recorded in Link2Feed within 48 hours of distribution.<sup>6</sup>
  - Congregate meal sites must track the number of meals served, but do not need to record client information or screen for eligibility as long as clients are understood to be predominantly needy persons.<sup>7</sup>
- 

### **Product Storage and Use**

- USDA commodities must be distinguished from non-USDA commodities in storage (through labeling, separate shelving, etc.).<sup>8</sup>
- Emergency Food Boxes (EFBs) and Large Family Bags (LFBs) meet specified nutrition and weight requirements; do not open or remove items from these.
- Large Family Bags include supplementary food items to accommodate the needs of households cooking for more people. LFBs must be requested through your Agency Services Representative.
- Agencies should distribute appropriate quantities of food based on client household size. These quantities should be posted and applied consistently.<sup>9</sup>

SMFB recommends the following proportions for quantities provided:

---

<sup>5</sup> CHRP Manual (2022), pages 30-31

<sup>6</sup> CHRP Manual (2022), page 31

<sup>7</sup> CHRP Manual (2022), page 18

<sup>8</sup> CHRP Manual (2022), pages 40-41

<sup>9</sup> CHRP Manual (2022), page 28

Household Size	Product Provided
1 - 4 people	1 EFB
5 - 6 people	1 EFB and 1 LFB
7 - 8 people	1 EFB and 2 LFBs
9 or more people	2 EFBs

- Do **not** dispose or transfer ownership of USDA commodities. If you are unable to distribute TEFAP items, label and isolate them and contact your Agency Services Representative right away.<sup>10</sup>

---

### Service Information

- Agencies receiving TEFAP product must be open to serve the public and must provide TEFAP product to clients at least once per month.<sup>11</sup>
- Agencies receiving TEFAP product must inform the community that they are offering The Emergency Food Assistance Program. One option for doing this is by making a program flyer available in the DES document center or on their website.<sup>12</sup>
- In addition to signs and forms required for all St. Mary's partners (such as Hours of Operation and a Nondiscrimination Statement), TEFAP agencies must post the following information for clients:
  - TEFAP income guidelines.
    - By posting guidelines these guidelines, clients can be understood to have self-declared they meet those requirements when they request service.<sup>13</sup> Note: Income guidelines may change.
  - Civil Rights Complaint/Grievance Form: if a client feels they did not have equal access to services.<sup>14</sup>
    - The client must address the civil rights complaint directly as indicated on the "And Justice for All" poster.

---

<sup>10</sup> CHRP Manual (2022), page 44

<sup>11</sup> CHRP Manual (2022), page 28

<sup>12</sup> CHRP Manual (2022), page 20

<sup>13</sup> CHRP Manual (2022), page 27

<sup>14</sup> CHRP Manual (2022), page 25

- Complainants have up to 180 days to file a Civil Rights complaint after an incident occurs.
  - Civil Rights complaints must be sent to SMFB within 1 day of the agency receiving them.<sup>15</sup>
  
  - “And Justice for All” poster (11x17 size) <sup>16</sup>
  
  - Americans with Disabilities Act Notice<sup>17</sup>
  
  - Required signs are available from the Arizona Department of Economic Security’s Document Center at: <https://des.az.gov/documents-center>
  
  - Partner organizations that conduct individual intake on Link2Feed can be expected to administer an Annual Client Satisfaction Survey<sup>18</sup>
- 

## Reporting

Monthly Inventory and Participation Reports (MIPRs) are due within 48 business hours of the final distribution for the reporting month.

To submit reporting forms:

- Scan and email to: [agencyreporting@stmarysfoodbank.org](mailto:agencyreporting@stmarysfoodbank.org) and copy in your assigned Agency Services Representative.
- Fax: 480-613-4619

---

<sup>15</sup> CHRP Manual (2022), page 24-25

<sup>16</sup> CHRP Manual (2022), page 21

<sup>17</sup> CHRP Manual (2022), page 32

<sup>18</sup> CHRP Manual (2022), page 31

Agencies that receive **TEFAP products**, must complete the following records and reports:

<b>Program:</b>	The Emergency Food Assistance Program (TEFAP)
<b>Client Visit Requirements:</b>	<p>At client's first visit and at designated re-certification:</p> <ul style="list-style-type: none"> <li>○ Use Application for Benefits or create Link2Feed profile.</li> <li>○ Ask for proof of Arizona residential address.</li> <li>○ If a proxy is picking up, collect a proxy letter.</li> </ul> <p>At each visit:</p> <ul style="list-style-type: none"> <li>○ Ask the client to present an approved ID</li> <li>○ Use Link2Feed live or USDA sign-in sheets; fill in all columns on the sign-in form.</li> </ul> <p>Product:</p> <ul style="list-style-type: none"> <li>○ Households may receive EFBs in 1 visit per day.</li> <li>○ Amount of product provided should be consistently scaled based on household size</li> </ul>
<b>Reporting Information Required:</b>	<p>MIPR:</p> <ul style="list-style-type: none"> <li>○ Starting and ending monthly inventory of TEFAP product, EFBs, and LFBs</li> <li>○ Any Invoices (AOR) for TEFAP product received in the distribution month</li> <li>○ A copy of the Link2Feed report (Statistical or Generic) generated to fill out the MIPR</li> </ul>
<b>Records Required:</b>	<p>TEFAP sign-in sheets and/or Link2Feed individual client entry.</p> <p>If serving meals: Spreadsheet recording numbers served</p>
<b>Reporting Location:</b>	<p>Link2Feed Entries (Individual or Mass Click) submitted</p> <p>MIPR form (and requisite documents) faxed or emailed to SMFB Agency Reporting and your Agency Services Representative</p>
<b>Reporting Due Date:</b>	<p>Link2Feed Submissions and MIPR Reports are due within 48 business hours of final distribution for the month</p>

If you have questions or need help, please contact your Agency Services Representative