

# **Illinois Department of Human Services**

## **DISTRIBUTION SITE MANUAL**

**For**

**FOOD PANTRY, SOUP KITCHEN**

**& HOMELESS SHELTER**

The Emergency Food  
Assistance Program (TEFAP)

**State Fiscal Year  
2020**

**July 2019 – June 2020**

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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 1<sup>st</sup>. 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 Food 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;
- 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](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](mailto: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 [DHSJEFP@illinois.gov](mailto:DHSJEFP@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](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 185% 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).
- Recipients must complete/sign Signature Sheet or Proxy Statement; the recipient's signature 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 signature pads rather than having recipients sign 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 signature pad is not available.

Documentation requirement of recipient service and eligibility must be limited to the Signature Sheet or Proxy Statement provided by DHS. 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, except for the recipient signature unless the recipient absolutely cannot sign, print, or make an "X" in the signature box.

**EXAMPLE**

State of Illinois  
Department of Human Services  
**THE EMERGENCY FOOD ASSISTANCE PROGRAM - SIGNATURE S...**  
**STATE FISCAL YEAR 2018 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 2018 (JULY 1, 2017 THROUGH JUNE 30, 2018)								
Household Size	1	2	3	4	5	6	7	8
Monthly Income	\$1,859	\$2,504	\$3,148	\$3,793	\$4,437	\$5,081	\$5,726	\$6,370

For households with more than 8 persons, add \$644 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: ABC 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
					<input type="checkbox"/> Yes <input type="checkbox"/> No
					<input type="checkbox"/> Yes <input type="checkbox"/> No

Pantry: XYZ Pantry      Address: 123 TEFAP/TANF Drive

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

IL444-4511 (R-08-17) The Emergency Food Assistance Program - Signature Sheet  
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### 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 signature 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 185% of the federal poverty level for the household.



## **Proof of Identity and Residency**

The Signature Sheet must also record the recipient's full address and number of recipients in the household. 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 identifying 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 sign 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 whether or not SNAP qualified, 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.

# 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 2018 INCOME ELIGIBILITY BASED ON 185% OF THE FEDERAL POVERTY GUIDELINE

EXAMPLE

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: \_\_\_\_\_ 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.

Proxy: \_\_\_\_\_ **Fiscal Year & Income Levels Update Annually**

Designated Delivery Person

Name of Pantry: ABC Pantry

Address of Pantry: 123 TEFAP / TANF Drive

City: EFP State: IL Zip Code: 123456

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.

**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.

DHS MAXIMUM MONTHLY GROSS INCOME FOR RECEIPT OF COMMODITIES INCOME GUIDELINES FOR SFY 2018 (JULY 1, 2017 THROUGH JUNE 30, 2018)

Household Size	Monthly Income	Household Size	Monthly Income
1	\$1,859	5	\$4,437
2	\$2,504	6	\$5,081
3	\$3,148	7	\$5,726
4	\$3,793	8	\$6,370

For households with more than 8 persons, add \$644 for each additional person

Signature of Recipient \_\_\_\_\_

Signature of Proxy \_\_\_\_\_

Distribution Date \_\_\_\_\_

Signature of Pantry Personnel \_\_\_\_\_

This Institution is an Equal Opportunity Provider

IL444-4510 (R-08-17) The Emergency Food Assistance Program - Proxy Statement  
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Page 1 of 1

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 for each service.

- 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 also 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, Signature Sheets, Proxy Statements and 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.

## **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							
EMERGENCY HOURS							

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)

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

- Hours/Days of Operation,
- Income Eligibility Guidelines,
- Notice to Program Participants,
- "And Justice for All",
- Prohibited Activities, and
- Written Notice of Rights.

IDHS requires soup kitchens and homeless shelters to display the following posters in clear view of recipients: "And Justice for All" and "Written Notice of Rights". Soup kitchens open to the general public, of course, must also display their meal-service schedules. All posters are available from the respective food bank and/or will be distributed during the annual TEFAP Training. All posters can be made available in any language.

## 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.

State of Illinois Department of Human Services  
Emergency Food Program Food Pantry Distributor of USDA Commodities

**EMERGENCY FOOD PROGRAM  
FOOD PANTRY  
DISTRIBUTOR OF USDA COMMODITIES**

Operated by: \_\_\_\_\_

Hours of Operation

SUNDAY	_____ A.M.	_____ P.M.
MONDAY	_____ A.M.	_____ P.M.
TUESDAY	_____ A.M.	_____ P.M.
WEDNESDAY	_____ A.M.	_____ P.M.
THURSDAY	_____ A.M.	_____ P.M.
FRIDAY	_____ A.M.	_____ P.M.
SATURDAY	_____ A.M.	_____ P.M.

For more information call \_\_\_\_\_

**Open to the Community**

LS484-023 (04-16) Emergency Food Program Food Pantry Distributor of USDA Commodities Printed by Authority of the State of Illinois. © 2016

State of Illinois Department of Human Services  
Emergency Food Program Soup Kitchen Distributor of USDA Commodities

**EMERGENCY FOOD PROGRAM  
SOUP KITCHEN  
DISTRIBUTOR OF USDA COMMODITIES**

Operated by: \_\_\_\_\_

Hours of Operation

SUNDAY	_____ A.M.	_____ P.M.
MONDAY	_____ A.M.	_____ P.M.
TUESDAY	_____ A.M.	_____ P.M.
WEDNESDAY	_____ A.M.	_____ P.M.
THURSDAY	_____ A.M.	_____ P.M.
FRIDAY	_____ A.M.	_____ P.M.
SATURDAY	_____ A.M.	_____ P.M.

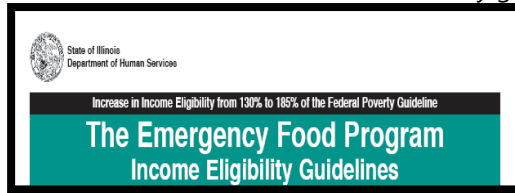
For more information call \_\_\_\_\_

**Open to the Community**

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## Income Eligibility Guidelines

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



*Green Poster*

## Notice to Program Participants

The Notice to Program Participants poster (blue) lists the conditions the recipient agrees to upon signing the Signature Sheet or Proxy Statement:

- Recipient is within household gross income limit
- Recipient agrees commodities will be for household consumption only
- Recipients releases food pantry, food bank, USDA, and IDHS from liabilities



*Blue Poster*

## “And Justice for All”

The “And Justice for All” poster mandates that all recipients must be treated equally and instructs recipients on how to report discrimination complaints.



## Prohibited Activities

The Prohibited Activities poster (red) lists activities that violate TEFAP regulations and instructs the recipient on what action to take:



*Red Poster*

- Recipients will not be asked to pay for food or to exchange services for food;
- Recipients do not have to join any organization as a pre-condition to service;
- Political activity in any form is prohibited during distributions;
- Food pantry staff may not wear campaign buttons or politically related apparel.

- Candidates must not make appearances at food pantries, soup kitchens, and homeless shelters.
- Campaign literature and signage may not be on display.
- Food 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;
- Recipients must receive food in its original packaging.

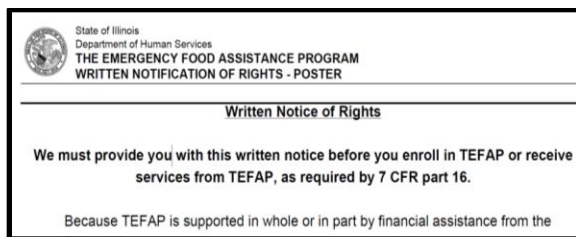
## Additional Activities including Explicit Religious Activities

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

## Written Notice of Rights

The Written Notice of Rights poster instructs the recipient of their right to be referred if the recipient objects to the character of the distribution site.



Food pantries, soup kitchens, or homeless shelters that receive USDA foods or administrative funds for TEFAP and are Faith-based or associated with a religious organization must give written notice to all recipients that they have the right to be referred to an alternate distribution site whenever available.

When the service provided to the recipient involves only a brief interaction and the recipient is receiving what may be a one-time service, as an exception to the rule, the distribution site may post a Written Notice of Rights poster in a prominent place in lieu of providing individual written notice to each recipient.

## Referral from Religious Organizations

Per 7 CFR Part 16.4 (g), if a recipient 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 recipient to an alternate distribution site, if available, to which the recipient has no objection.

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

- is in reasonable geographic proximity
- offers services that are similar in substance and quality
- has the capacity to accept additional recipients

If an alternate distribution site cannot be identified, your respective food bank must be promptly notified. Food banks may assist in locating an alternate distribution site via websites, hotlines, or other services. To document a referral request, complete the Referral Request form. Provide the recipient with the original, send a copy to the respective food bank and retain a copy for your files.



**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 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.

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 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 (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.

The food bank is required to physically affix an inventory decal that must be in plain view at all times. IDHS and the food bank will maintain an inventory record which will include the food pantry name, address location, inventory decal number, 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.

## 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 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 ahead of time. 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 - Emergency Food Program  
**FOOD PANTRY OBSERVATION FORM**

Findings     No Findings

**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?

	Days	Hours
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		
Saturday		
Sunday		

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



**FOOD PANTRY OBSERVATION FORM**

**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? .....  Yes  No

**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? .....  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. 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? .....  Yes  No

**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? .....  Yes  No



**FOOD PANTRY OBSERVATION FORM**

**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: \_\_\_\_\_  
\_\_\_\_\_



**FOOD PANTRY OBSERVATION FORM**

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**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?
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**K. Volunteers:**

How does the distribution site recruit volunteers?

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**L. Distribution Site Staff Comments:**

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**M. DHS Comments:**

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**SOUP KITCHEN/HOMELESS SHELTER OBSERVATION FORM**

Findings  No Findings

**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?

	Days	Hours
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		
Saturday		
Sunday		

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 from 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:**

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**J. DHS Comments:**

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