

FAQs - TEFAP



Q: Is my agency eligible for The Emergency Food Assistance Program (TEFAP) participation?

A: Yes, if you are a public and charitable institution providing food or offering an established feeding program to those accessing the charitable food network.

Q: What does the Food Bank review when considering approving an additional recipient agency to the TEFAP network?

A: Good Shepherd Food Bank (the Food Bank) and the Department of Agriculture, Conservation and Forestry (DACF) partner in the approval process. Factors are food security need/meal gap for the location, other TEFAP agencies in proximity to the applicant, and the anticipated impact to the community from this site's operations (expanded/differing hours, distributions per month, neighbor's ability to access service, etc.)

Q: How do individuals and families meet TEFAP eligibility criteria?

A: To be eligible for TEFAP products, individuals and/or families must participate in approved government programs or meet the TEFAP Financial Guidelines, [here](#).

Q: Does processing TEFAP participants change our intake process?

A: Yes. Neighbors must sign a TEFAP eligibility form once per year. You are responsible for keeping this form on file, for 3 years. If you are on Service Insights on Meal Connect (SIMC), this form is already included in the software and can be activated for your intake process.

Q: What are my reporting and record-keeping responsibilities?

A: The Recipient Agency accepts responsibility to maintain records pertaining to the receipt and use of TEFAP foods for a period of **three completed fiscal years** (*starting October 1st). At a minimum, these records will contain the following:

- a) A record of all TEFAP foods received including the date and quantity.
- b) An inventory record of donated TEFAP foods on hand at the end of each month.
- c) A count of the households and individuals served each month by their program. For food pantries the eligibility category must be tracked per household.

FAQs - TEFAP



Q: How is my agency monitored for compliance?

A: All TEFAP agencies are monitored as part of the Food Bank's compliance program, every two years. Additionally, the DACF and the United States Department of Agriculture (USDA) may visit a location where donated TEFAP foods are distributed, served, or other locations where food is stored, to assure compliance, and may take pictures or record video of the condition, so long as they do not infringe on the privacy rights of the patrons.

Q: Can I stop participating in the TEFAP program?

A: Yes. Either party may terminate this agreement by giving thirty (30) days' notice in writing to the other party.

Q: Do I or other agency staff need to participate in training?

A: Yes. In addition to the Food Bank's contractual Food Safety requirements, Civil Rights training must be completed annually by all staff and volunteers interacting with individuals seeking food assistance. Any person making eligibility determinations (intake) must both read the Annual Civil Rights Training PDF and complete the Civil Rights Quiz. You can review Civil Rights Training here:

[Civil Rights PDF](#)

[Civil Rights Quiz](#)

[Civil Rights One pager for Non-intake Personnel](#)

Q: How soon could we get food once our application is approved?

A: Food Bank staff will work with you to determine access to product. On average, access to food takes around 45 days.

Q: How much food will I receive?

A: In Maine, TEFAP has two types of food inventory:

Allocatable (Tier 1): Shelf stable foods allocated via a monthly distribution model. Amounts are primarily based on number of households served. Recipient agencies can opt-in to as much of their allocation as they prefer. Allocation amounts are determined by the Food Bank, based on meal gap and available inventory.

Non-allocatable (Tier 2): Refrigerated or frozen foods, and intermittent surplus items. Tier 2 agencies can only access non-allocatable, whereas Tier 1 can access both allocatable and non-allocatable products.

FAQs - TEFAP



Q: What types of food will I receive?

A: TEFAP provides 100% American-grown USDA foods. To view the types of foods generally available, [click here](#). Please note not all items are available, and some items may only be available occasionally.

Q: Do I have to keep TEFAP inventory separate from other inventory channels?

A: No. However, you should be able to discern TEFAP inventory from other inventory channels in order to provide TEFAP product to eligible neighbors and complete the necessary reporting forms.

Q: How do I know what food products are TEFAP vs non-TEFAP food products?

A: For some products there will be a USDA or TEFAP stamp on the packaging. For other items you would need to refer to your sales order for items labeled TEFAP.