

		Category/Policy # Reference Agency Services
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Issued By Charles Parkes III, Agency Services Manager	Subject Proxy Guidelines for East Texas Food Bank	Page Page 1 of 1

Proxy Procedures for TEFAP (Pantry) Assistance

Policy and Procedure

Neighbors (clients) may designate any person of legal age to act on their behalf for the purpose of receiving food assistance. In compliance with The Emergency Food Program (TEFAP) Handbook, Section 3, Managing the Program, Pages 15 and 16, the following information must be collected:

1. Participant's name
2. Name of Pantry (Automatically collected on application and/or when entered in our Oasis server)
3. Authorization, including proxy name – Application may act as permanent record but the East Texas Food bank (ETFB) STRONGLY recommends either in-person or in writing designation come from applicant and collected in addition to the application if proxy is responsible for providing the completed form or is present during the application process.
4. Duration of proxy (Recommended 1 year. That is the lifetime on each application and term of eligibility).

Multiple Proxies and/or Proxy for multiple clients:

A neighbor (client) may have as many proxies as is needed to guarantee they receive their needed assistance. Likewise, a single proxy may represent multiple clients. As a rule, unless this proxy is operating as a delivery person for the pantry in some capacity, it is recommended that partner agencies not encourage any one person to proxy for more than 4 households at any giving time. Pantries have discretion to exceed this number but we recommend some written procedure be in place for agencies to avoid abuse and accusations of favoritism. This procedure should be available upon request of any concerned parties, with good cause, within a reasonable amount of time.

Proxy responsibilities:

Proxies must provide proof of identification before picking up a food package. This is the ONE time this information is required under The Emergency Food Program (TEFAP) Handbook. Neighbors (clients) do not have to provide proof.

Changing Proxies:

Neighbors (clients) may change proxies at any time either in a written statement or coming in-person. These changes should be noted in writing alongside their application or on it.