

Agency Policies and Procedures for USDA Food


TRAINING GUIDE FOR EAST TEXAS FOOD BANK & TEFAP COMPLIANCE

Source Material

- Everything discussed today can be found under:
 - <https://www.easttexasfoodbank.org/wp-content/uploads/2023/10/Partner-Agency-Policies-and-Procedures-Manual-2023-edition.pdf>
 - https://squaremeals.org/Portals/8/FND%20Forms/Program%20Handbooks/TEFAP_Complete%20Handbook_V018_231006.pdf?ver=e3CtfQaNQFroKdmcWhM-TA%3d%3d
 - Agency Resources
 - Documents not posted at large will be posted in the PowerPoint and available upon request from Agency Services



General Partner Agency Requirements

- The safe and proper handling of food product, which conforms to all local, state, and Federal guidelines
 - Willingness to abide by East Texas Food Bank and USDA policies, procedures, and record keeping requirements
 - Staff and volunteers of the program will not engage in discrimination against any person because of race, color, national origin, sex, age, or disability.
 - Staff and volunteers of the program must show respect to all clients. Inferior, degrading or otherwise disrespectful communication with clients will not be tolerated.
 - Partner Agencies must allow the Food Bank to monitor their food distributions.
 - Partner Agencies must have access to the internet for logging client data and assistance records and placing food orders.
 - Partner Agencies must have at least two (2) representatives with access to a functioning email account.
 - Partner Agencies must inform the Food Bank of any staff or volunteer turn-over, ensuring the Food Bank always has accurate contact information of Agency leaders.
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Food Product Transportation

- Signing for USDA Foods

- Agencies must sign to validate receipt of food orders picked up at the East Texas Food Bank. Likewise, each agency must sign for receipt of food orders when the food bank delivers them. Agencies must ensure that USDA Foods are safeguarded. Any entity that stores USDA Foods for any period must become familiar with and adhere to state and local health codes that apply to stored food products.

- Inspection of Food Shipments

- Agencies must inspect shipments to ensure the product and quantity is as identified on the delivery or pick-up invoice and that the product is in good condition. If the product is in questionable condition (that is, damaged or spoiled) or the quantity is not correct, then the agency must:
 - Submit an Order Error Report
 - In produce spoilage greater than 20% of the shipment, contact Agency Services as soon as possible.
 - Recommendation: Have a plan in place for spoiled produce (compost/hog farmer)



Donation Sourcing

- Prepared Food
 - Acceptable Donations:
 - Completely wrapped in approved food grade packaging
 - Proper labeling
 - Cooled quickly if previously held hot
 - At 41°F or below, fully frozen is preferred
 - Donated Meat
 - Partner Agencies may not accept donated meat unless it has been processed at a state or federal certified meat processor (i.e., Sanderson Farms, Tyson, etc.).

Food Product Storage

- Storage of USDA Foods must permit them to be distinguishable from other foods.
- Temperature must be checked:
 - a minimum of every other day,
 - immediately after a power loss is known or suspected, and
 - late each Friday afternoon and early each Monday morning (if operations are suspended during weekends).
 - See pages 6 through 8 of The Emergency Food Program Handbook, Section 4, USDA Foods for a full temperature chart break down (link available in Slide 2).
- Air Circulation
 - Frozen, chilled, and dry storage areas must have air circulation. USDA Foods must be stored on pallets or shelves with six inches of clearance from the floor and walls and two feet of clearance from the ceiling.

Food Product Storage (Cont.)

- Stacking – USDA Foods should be:
 - sufficiently low so that the product at the bottom will not burst or be crushed by the weight of the product above,
 - cross-stacked,
 - away from steam, heat, or moisture, and
 - shrink-wrapped if stored at the top of a storage rack
- Protection of Food
 - Checking all products frequently for deterioration
 - Inspecting for tears in sacks and broken cartons
 - Maintaining all storage areas in a clean and orderly condition
 - Storing foods away from pesticides, cleaning supplies, and paper products
 - Using security measures to prevent theft
 - Inspecting storage areas monthly and exterminating as necessary



Food Distribution

- Texas Department of Agriculture (TDA) recommends distribution on a first-come, first-serve basis. Food Banks and pantries should distribute at least monthly to households for home consumption equitably according to the following considerations:
 - Household size
 - NOTE: TEFAP provides USDA Foods to households that meet family size and income requirements.
 - Available resources
 - Days and hours of operation
 - The expected demand for USDA Foods
 - Other factors and circumstances that the TDA and the East Texas Food Bank determines are necessary
- USDA Foods recipients may refuse any food item they cannot use or do not want.

Additional Required Training

The following training must be completed annually:

- For training on completing East Texas Food Bank's Intake Application watch:
 - <https://www.youtube.com/watch?v=nLF34xcNR7E>
 - Or read the instructions here: <https://www.easttexasfoodbank.org/wp-content/uploads/2023/11/Pantry-Intake-Form-Instructions-Oct-2023.pdf>
- For training on Civil Rights:
 - English: <https://www.easttexasfoodbank.org/wp-content/uploads/2023/10/Civil-Rights-Presentation-2023.pdf>
 - Spanish: <https://www.easttexasfoodbank.org/wp-content/uploads/2023/10/Civil-Right-Presentation-in-Espanol-Oct-2023.pdf>

Additional Required Training (Cont.)

The following training must be completed annually:

- Please review the Agency Handbook annually to make sure you are current on rules and policies: <https://www.easttexasfoodbank.org/partner-agencies/agency-forms/>
 - Current version [October 2023]: <https://www.easttexasfoodbank.org/wp-content/uploads/2023/10/Partner-Agency-Policies-and-Procedures-Manual-2023-edition.pdf>
 - Review each section with the relevant leadership, staff, and volunteers.