

**Minnesota Department of Human Services
Office of Economic Opportunity
The Emergency Food Assistance Program**



**Policy and Operations Manual for
Food Shelves**

Revised June 2018

THE EMERGENCY FOOD ASSISTANCE PROGRAM (TEFAP)

Policy and Operations Manual for Food Shelves

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SECTION 1: TEFAP HISTORY

The Emergency Food Assistance Program (TEFAP) is a federal program that helps supplement the diets of low-income residents by providing them with emergency food and nutrition assistance at no cost. Through TEFAP, the United States Department of Agriculture (USDA) purchases foods and makes them available to agencies for distribution.

TEFAP was originally created as the Temporary Emergency Food Assistance Program, the result of hunger advocates lobbying the federal government for use of surplus commodities purchased by USDA for price supports. In 1981, President Ronald Reagan signed an executive order providing States with a one-time distribution of surplus cheese. This action succeeded with a win-win situation. It reduced storage costs for the government and provided food for those in need. Distributions continued for several years and grew to include a variety of foods. Because TEFAP was primarily an agricultural program, some foods were packaged in bulk commercial sizes not necessarily intended for individual or family consumption.

There was a significant change to TEFAP in the late 1980's. A new agriculture bill cut the price support program, which supplied the source of commodity foods. However, TEFAP was seen as a benefit to farmers as well as an anti-poverty program. Instead of eliminating the program, Congress modified it through the 1988 Hunger Prevention Act. The act directed USDA to purchase foods for TEFAP.

In 1990, TEFAP became a permanent federal program and the "T" in the program name was changed from "Temporary" to "The". TEFAP continues to be favorably regarded for the support it provides farmers and producers, as well as for the nutritious food supply it provides to low-income families. The Farm bill authorizes TEFAP for all States. The Food and Nutrition Services (FNS) of the USDA administers the program. USDA uses a formula based on number of households below the poverty level and number of unemployed persons in each State (weighted 60% and 40% respectively) to allocate States' TEFAP administration funds, Entitlement funds, and Bonus commodities.

In Minnesota, USDA commodity food was initially delivered in semi-trailers to sites around the State where volunteers unloaded and distributed the food to those who qualified under income guidelines. Office of Economic Opportunity at the Department of Human Services (DHS OEO) administered delivery throughout Minnesota by contracting with Community Action Agencies and other non-profits. There were about 700 drop-off sites using 7000 volunteers. Deliveries took place every few months, an interval which resulted in food often sitting in warehouses for several months.

Currently, Minnesota's TEFAP is administered by the Office of Economic Opportunity at the Department of Human Services (DHS OEO). Through a competitive Request for Proposals (RFP) in 2017, DHS OEO awarded Minnesota's TEFAP contract to Hunger Solutions Minnesota (HSM). DHS OEO contracts with HSM to coordinate the efficient statewide distribution of TEFAP commodities. Beginning In 2019, DHS OEO will hold direct TEFAP contracts with Minnesota's seven regional food banks to coordinate storage, transportation, and distribution of TEFAP products.

The food banks distribute USDA commodities to approximately 400 food shelves and on-site meal programs in the regions they serve. TEFAP administrative funds, distributed by DHS OEO, are used to reimburse food banks \$.14 per pound to cover food storage and distributing costs. Food shelves do not pay a fee to the food banks as long as TEFAP administrative funds are available. When the funds are exhausted, the food banks are allowed to charge up to \$.14/lb. for the food and \$.08/lb. for delivery.

Food shelves and on-site meal programs distribute TEFAP commodities to low income households that reside in Minnesota. Food banks are responsible for monitoring TEFAP distribution sites for compliance and play a vital role in collecting agency statistics. TEFAP agencies are required to have a signed TEFAP Site Distribution Agreement on file with their regional food bank. The agreement details TEFAP program, reporting, monitoring, food storage and handling, and commodity liability requirements. .

All records regarding receipt and distribution of TEFAP must be retained for seven years in accordance with MN Statutes, section 16C.05 subdivision 5. This requirement includes client data records.

(FD-128, 7 CFR 250.01(f)(1) and (2))

The TEFAP Policy and Operations Manual is the handbook for participating food banks and distribution sites. The content of this manual is the State's interpretation and implementation of the Federal TEFAP guidelines. These regulations and procedures are based on the Federal Regulations 7 CFR 250 and 7 CFR 251 are available on Hunger Solutions Minnesota's TEFAP page: www.fns.usda.gov/tefap/regulations

Agencies that receive TEFAP are required to adhere to the regulations and follow procedures included in this manual.

TEFAP Food Supply

TEFAP commodities are an essential part of the emergency feeding program helping to provide nutritious food for food shelf and on site meal programs. TEFAP food consists of a variety of canned and dried foods, fresh and frozen fruits and vegetables, meat and dairy products. TEFAP food is high in quality and nutritional value and include items are not often donated to food banks or food shelves.

TEFAP commodities can be put into one of two categories; purchased food called Entitlement and non-purchased offers called Bonus.

Entitlement foods are purchased by states through an on-line ordering system. In Minnesota, food is ordered based on feedback from food shelves, food banks, and direct recipients of USDA products. The goal is to order food that TEFAP recipients want to eat.

Bonus food is provided by USDA at no cost to the States to support struggling food products and industries. Bonus products are often more expensive fresh fruits and meat. TEFAP Bonuses offer a tremendous benefit by making additional products available. In the last few years, 40-

50% of the TEFAP food brought into Minnesota has been Bonus. However, due to the unpredictable nature of the Bonus products, the amount of food received each year varies widely.

SECTION 2: TO BE A TEFAP FOOD SHELF

As required by FNS 113-1, TEFAP Food Shelves must be committed to making it as easy as possible for those in need to get food. The agency should create policies and rules that are respectful and encourage generosity and flexibility. TEFAP Food Shelves must guarantee the same level of service for all participants regardless of address, language limitations, disability, race, color, nation origin, religion, sex, age, citizenship status, marital status, sexual orientation, gender identity, familial status, receiving public assistance, and being a member of a local human rights commission. Participating in TEFAP not only provides food shelves with free and nutritious food, it also promotes an environment of fairness and equity.

Food shelves that are interested in receiving TEFAP commodities must be a public or private organization, governmental agency or a not-for-profit organization with a 501(c) 3 tax-exempt status or church affiliation and must not be a penal institution. The physical facility must be safe and appropriate for storing and distributing commodities. If the site is not handicap accessible, the agency will need to identify ways in which participants with limited mobility can be served.

In addition to food shelves, approved programs include mobile (household) food programs, on-site meal programs, and shelters.

Interested food shelves and mobile (household) food programs can apply to their regional food bank to be TEFAP eligible. Kids feeding programs and Backpack Programs are currently not eligible for TEFAP. The food bank will provide information on TEFAP regulations and requirements. DHS OEO will make the ultimate determination if the applicant is approved based on TEFAP compliance verifications.

As of 1/1/2018, all new TEFAP applicant agencies are required to have a Client Choice distribution model. Examples of this model may include full shopping choice, menu (participants are given a list of available foods), partial choice (prebagged shelf stable items, but choice for perishables), etc.

As of 1/1/2018, no new On-Site Meal Programs will be accepted.

TEFAP Food Shelves are required to sign a TEFAP Site Distribution Agreement with their regional food bank. The requirements for these agreements are created at OEO and are based on TEFAP State and Federal regulations. If all of the requirements mentioned below are not met, agencies risk being removed from TEFAP and Minnesota Food Shelf Program (MFSP) grants.

Per the TEFAP Site Distribution Agreement, TEFAP Food Shelves are required to have the following items in place:

1. Hours of operation and address are clearly posted, and updated on phone messages, websites, and other methods of publicity. When a change in regularly scheduled hours occurs, agencies must contact their regional food bank *and* Hunger Solutions Minnesota Abbie Tish 651-789-9848 atish@hungersolutions.org
Joe Walker 651-789-9849 jwalker@hungersolutions.org
2. Every effort must be made to set food shelf hours that accommodate participants' schedules, this could include evening and weekend hours. If food shelf hours are limited (2 hours a week or less), a plan to serve participants that are unable to come needs to be developed by agency.
3. Civil Rights "And Justice for All" posters, SNAP materials, and Voter Registration information are posted. Contact your regional food bank, HSM, or DHS OEO for more information.
4. TEFAP Eligibility and Data Privacy Forms are collected from each household. These two documents are the only required paperwork that food shelf participants need to complete annually.
 - i) The TEFAP Eligibility Form must be signed by participants annually and kept on file for 7 years. Households are eligible if they self-report that their household income is at or below 200% of the federal poverty level and that they are a resident of Minnesota (their physical presence in Minnesota demonstrates this). In addition, households automatically qualify for TEFAP if they participate in any of the programs listed on the TEFAP Eligibility Form. TEFAP regulations do not allow agencies to ask for *or* collect income documentation like pay stubs, or other income data from program participants.
 - ii) The Data Privacy/Tennessee Warning must also be signed by participants annually and kept on file for 7 years. TEFAP distribution sites cannot discuss private information with other providers. If such discussions are needed, a legal Release of Information must be signed and dated in compliance with all required elements in the law.

USDA Federal Regulations do not allow TEFAP distribution sites to place extra requirements for participants, in addition to requirements stated in this manual. Added forms, meetings with intake workers and other processes must be **optional**. TEFAP Food Shelves are required to explain to participants that filling out additional forms and/or providing additional information is their choice and in no ways prevents them from getting food.

Please refer to Section 3: TEFAP Food Shelf Intake p. 11 for more information.

5. A record of participants served at every food shelf distribution is collected and kept for 7 years. This can be done by signature or by somehow indicating from a list who was

served at each distribution. This serves as both a declaration that they are within the eligibility guidelines and documentation of the receipt of USDA foods. This can be done paperless. Contact DHS OEO for more information. DHS OEO and HSM will review records either during routine monitoring or at any other time to ensure records match services provided. DHS OEO can request to review these records at any time. Failure to complete and maintain records can result in suspension of access to TEFAP foods.

6. Civil Rights Training is completed annually and records are collected and kept for 7 years. TEFAP sites must be in compliance with USDA Civil Rights Regulations and the Minnesota Human Rights Act. Sites are prohibited from discriminating on the basis of race, color, creed, national origin, religion, sex, sexual orientation, marital status, familial status, age, disability, status with regard to public assistance. Civil Rights training is available through regional food banks.
 - i. A Civil Rights training must be completed and documented annually by all TEFAP distribution site staff and volunteers who interact directly with participants. Forms of documentation include staff/volunteer signatures, completion of training documents, online certificates, meeting agenda and sign-in sheets, and/or signed Civil Rights checklist.
 - ii. A Civil Rights Checklist is available to be used to educate one-time volunteers on how to follow Civil Rights requirements during distribution. All volunteers must sign the Civil Rights Training Checklist available on HSM's TEFAP page at: <http://www.hungersolutions.org/programs/food-shelf-capacity/tefap/>
 - iii. Anyone wishing to file a discrimination complaint can do so at: USDA, Office of the Assistant Secretary for Civil Rights, Discrimination Complaint Filing, at any USDA office, or may call 1-866-632-9992 to request the complaint form. This information is also available on the "And Justice for All" poster.
 - iv. Participants should never be discouraged from filing a complaint.

7. Proxy Permission, Americans with Disabilities Act (ADA) Plan, and Limited English Proficiency accommodations are in place. Because of TEFAP Food Shelves' pledge to provide the same level of service to all participants, clear plans that support this commitment are required. Templates are available on HSM's TEFAP page at: <http://www.hungersolutions.org/programs/food-shelf-capacity/tefap/>

i) Proxy Permission

Participants who may have difficulty getting food may select someone else to pick up their food. This is called a **proxy**. Food shelves are required to allow proxy options for all participants. DHS OEO has updated its Data Privacy form to include a section that offers participants an opportunity to choose a proxy.

Examples of approved methods to allow a proxy to pick up food for another person may include the following:

- Food shelf participants choose proxy during intake (on the DHS OEO Data Privacy Notice or on an approved form) and food shelf staff/volunteers document this in participant's file.
- Present ID or a signed note or proxy form from the participant

ii) Americans with Disabilities Act (ADA) Plan

Per Title III, each agency is required to have an Americans with Disabilities Act (ADA) plan on file. This plan explains that no one may be discriminated against based on disability. If a TEFAP Food Shelf is in a site that is not handicap accessible, the plan will lay out how the food shelf will accommodate all. TEFAP Food Shelves are required to complete and post an ADA Plan form at their site.

iii) Limited English Proficiency Accommodations

To make sure that there is meaningful access for people with limited English proficiency, TEFAP Food Shelves are required to make reasonable accommodations available. If a food shelf serves non/limited-English speaking households, they must guarantee that free language assistance is available. A mix of language assistance services should be based on what is reasonable and necessary.

The accommodations should reflect the current level of need at the TEFAP Food Shelf and may include:

- TEFAP Eligibility form is available in English, Spanish, Hmong, Somali, Vietnamese, and Russian. The Data Privacy form is available in English and Spanish.
 - Contact information for translation services. Free online or telephone translation services Monday-Friday 8:30am-4:30pm from Hunger Solutions Minnesota Food HelpLine 1-888-711-1151
 - I Speak cards or similar documents for identifying language needs
8. Grievance Policy/Complaint Form is posted, easily seen by participants, and details what food shelf participants should do if there is a grievance or complaint. An approved DHS OEO template is available on HSM's TEFAP page at: <http://www.hungersolutions.org/programs/food-shelf-capacity/tefap/>
 9. Purchased and donated food is distributed in conjunction with TEFAP commodities.
 10. Volunteers and staff are able to get TEFAP commodities if they meet eligibility requirements. However, volunteers may not be given extra food to encourage their help.
 11. TEFAP commodities are not sold and contributions are not requested. USDA requires agencies to provide commodities to eligible households at no charge. Selling or trading commodities for services is strictly prohibited. Violators are subject to Federal and/or State prosecution.
 12. Political activity in any form is prohibited during commodity distribution.
 13. Religious Proselytizing in any form is prohibited at the time TEFAP commodities are being distributed. TEFAP Food Shelves may not require any religious activities or religious instruction in order for a participant to receive food or a prepared meal containing USDA commodities. If an agency conducts religious activities, the activities must be offered separately, in time or location, from the programs or services supported with direct assistance from USDA, and participation must be voluntary.

14. Activities unrelated to the distribution of TEFAP foods or meal service may be conducted at sites as long as the person conducting the activity makes it clear that the activity is not a part of TEFAP or endorsed by USDA, does not disrupt the distribution of TEFAP commodities or meal service, and that cooperation is not a condition of the receipt of TEFAP.
15. Notification is provided in case of Food Shelf Closure. When a food shelf decides to either terminate its participation with TEFAP or the Minnesota Food Shelf Program (MFSP) or close down completely, the regional food bank, HSM, and DHS OEO must be notified. The food shelf is required to send a thirty (30) day written notice and include its plan to provide referrals of alternate food support programs to be shared with participants. Remaining inventory and TEFAP participant records must be returned to the regional food bank before closure. All outstanding reports (MFSP, Monthly Statistics Reports, etc.) must be completed and returned to appropriate organizations before closure.

DHS OEO, HSM, and the regional food banks are committed to providing partnership, food support, and resources to food shelves. Working together in cooperation to minimize the effect that a food shelf closing has on the community is essential.
16. TEFAP requirements are not to be waived or modified by the site in the event of an emergency such as a natural disaster. Any variations from normal distribution must come from the Federal level and will be communicated to the site through DHS OEO.

SECTION 3: TO USE A TEFAP FOOD SHELF

TEFAP Food Shelves understand that turning away people that are hungry violates the basic intent of TEFAP. Participating in TEFAP not only provides food shelf participants with food, it also promises that they will be treated fairly and consistently. Every effort must be made to make sure that households in need of food receive food assistance whether or not they reside within the food shelf's "self-identified" service area.

For the purpose of TEFAP, a "household" is defined as a single individual or group of related or unrelated individuals who are living as one economic unit and purchase and prepare food together. In cases where it is self-reported that multiple households live together at the same residence, but do not share income or food, each household is eligible for their own food service.

Youth who are disconnected from a household and are responsible for their own basic needs are allowed to use TEFAP Food Shelves and must be offered the same level of service as all other food shelf users.

Minnesota uses a process of self-declaration to determine eligibility. To be eligible to use a TEFAP Food Shelf, a household must:

- 1. Self-report that their household income is at or below 200% of the federal poverty level**
- 2. Self-report that they are a resident of Minnesota, their physical presence in Minnesota demonstrates this**

Additional eligibility criteria cannot be imposed on participants. Meeting with a caseworker, filling out extra paperwork, and/or requiring ID for each person in the household are not allowed.

TEFAP Food Shelves must serve homeless participants with the same level of service that all other participants receive. Because homeless households do not have a residence, they are not confined to a specific service area and are eligible to receive food from the TEFAP Food Shelf most convenient for them.

USDA and DHS OEO support and encourage TEFAP Food Shelves to serve households outside of their “self-identified” service area. TEFAP Food Shelves agree to serve any eligible MN resident a full food package, not a reduced amount, on their first visit and are strongly encouraged to continue to serve anyone in need, regardless of address. Proximity to a job, more flexible hours, a more agreeable distribution model, or bilingual accommodations are just a few of the reasons why households would want to use a food shelf outside of their neighborhood.

TEFAP Food Shelf Intake:

TEFAP Food Shelves agree to make it as easy as possible for those in need to access food. Requiring photo identification presents a significant barrier to many of the people that are seeking food assistance, therefore no photo identification or legal documentation is required to access food. Food shelves are allowed to request mail to verify address, but are strongly encouraged to serve participants outside of their “self-identified” service area.

Due to the Privacy Act of 1974, Social Security numbers (even requesting the last 4 digits) may not be collected as part of the TEFAP Food Shelf intake. Personal information like names, birthdates, ethnicity, gender, etc. need only be self-reported.

TEFAP Food Shelf participants are required to:

1. Self-Declare that they’re eligible for TEFAP by signing the TEFAP Eligibility Form and Data Privacy Form annually.
2. Confirm TEFAP eligibility at each distribution. (Per FD-036)
Intake staff should either:
 - i. Ask participants to verbally verify that they are still eligible for TEFAP based on the income and residency requirements *each* time food is received **or**
 - ii. At the time of annual intake, notify the household that they are required to report income changes that may affect their eligibility

3. Provide a confirmation that they've received TEFAP food. This can be done with a signature or other paperless verification.

At TEFAP Food Shelves, consultation with an intake worker must be voluntary and cannot be required in order to receive food. If agencies want to ask participants for more personal information than required for TEFAP (to assist with providing additional resources and referrals, etc.), this needs to be done voluntarily and separately from the TEFAP intake. Additional intake forms, need to be clearly labeled as ***Optional*** and staff are required to explain to participants that they don't need to fill out agency forms in order to use the TEFAP Food Shelf. Agencies may be able to connect interested participants with important resources, but receiving food is primary and providing resources is secondary.

An example dialogue:

TEFAP Food Shelf staff:

Hello, welcome to ABC Food Shelf. Since this is your first time here, there are 2 documents that participants are required to fill out every year. The TEFAP Eligibility Form, which serves as your self-declaration of eligibility and the data privacy form which lets you know that the information you give us is private and offers reasons why we're asking for information. At this time, you also have the opportunity to choose a proxy, someone else to pick up your food if you're unable to.

Food Shelf Participant:

Ok

TEFAP Food Shelf staff:

Our agency has other programs that may assist you. This extra paperwork is optional, but may help us connect you to more resources.

Food shelf participants can then choose if they're interested in learning more about available resources.

SECTION 4: ON-SITE MEAL PROGRAMS

There is no federal standard or requirement for determining the eligibility of individuals to receive prepared meals. Individuals are presumed to be needy because they seek meals at an approved TEFAP site, which, per 7 CFR 251.5 (a) (2), is providing meals to serve predominantly needy persons.

TEFAP agencies that offer on-site meals, do not have to maintain records of the names of people to whom they serve meals and meal recipients do not have to sign for their meals. The programs are required to submit monthly reports and participate in monitoring activities.

(FD-036)

SECTION 5: REPORTS

TEFAP Food Shelves and on-site meal programs are required to submit monthly Statistic Reports to their regional food bank by the 10th day of the following month (reports for June are due by July 10th). If reports are submitted late, the TEFAP Food Shelf's food bank ordering access may be temporarily revoked. The food banks report cumulative statistics to Hunger Solutions Minnesota. The data enables HSM to routinely analyze agency statistics looking for patterns, trends, and significant increases/decreases in usage. The aggregate data also illustrates the statewide level of need for emergency food.

Statistics required from food shelves are the number of:

- Children (ages 0-17)
- Adults (ages 18-64)
- Seniors (age 65+)
- Households
- Pounds of food distributed
- First Time Visitors
- Extra Service
- Holiday Program

Statistics required from on-site meal programs are, number of:

- Participants
- Meals
- Snacks

SECTION 6: MONITORING REQUIREMENTS

USDA requires regular monitoring of food shelves and on-site meal programs that receive TEFAP commodities. TEFAP agencies are required to cooperate in monitoring visits. DHS OEO, Hunger Solutions Minnesota, and food banks work in partnership to ensure that all TEFAP agencies are in compliance with TEFAP regulations.

Monitoring visits provide important opportunities to look at program policies and to make sure that TEFAP regulations are being followed. These visits also offer staff and volunteers a chance to provide feedback on TEFAP product orders, distribution procedures, and suggestions for improvement.

Monitoring activities include observation of food distribution, storage facilities, and participant and retention records. All agencies that receive TEFAP commodities must comply with corrective actions when they are identified during a monitoring visit. DHS OEO, HSM, and food banks may also conduct unannounced visits at their own discretion.

DHS OEO will provide a written monitoring report to each site after a visit. TEFAP agencies shall make available to OEO, HSM, and the food banks, information and access to records as is needed to conduct the annual compliance monitoring visit. (FNS FD-124)

Food Shelf Monitoring by DHS OEO

DHS OEO will conduct annual reviews of at least 10% or 20, whichever is fewer, of all Minnesota TEFAP food shelves and on-site meal programs as determined by a risk assessment and random choosing.

USDA 7 CFR 251.10(e)(2)(i)

Monitor visits will include, but are not limited to:

- Assurance of TEFAP commodity distribution to needy persons through program eligibility requirements, intake, and distribution process
- Verification of appropriate handling, storage procedures, and will ensure such areas as facility cleanliness, appropriate temperatures, security, health inspection verification (as needed), pest control measures, etc.
- Compliance with nondiscrimination requirements such as display of the USDA “...And Justice for All” Poster
- Documentation of Civil Rights training for staff and volunteers
- Written Grievance, ADA, Proxy, and LEP Policies are in place
- Availability of SNAP resources
- Availability of Voter Registration information
- Appropriate record keeping regarding commodity distribution and client data records are being followed
- Assurance that agencies do not sell TEFAP commodities nor require participation in non-TEFAP program activities in order to receive TEFAP commodities

Food Shelf monitor tools can be found at:

<http://www.hungersolutions.org/programs/food-shelf-capacity/tefap/>

Food Shelf Monitoring by Regional Food Banks

Annually, each regional food bank will monitor a minimum of 25% of the agencies that receive and distribute TEFAP commodities pursuant to USDA General Regulations and Policies Section. The remainder will be selected on a two-year rotation basis. At minimum, over the course of two years, every TEFAP agency will be monitored by their regional food bank, as part of their Site Distribution Agreement. A list of monitored agencies must be forwarded to HSM by October 30th of each year with the exception of those that are out of compliance which must be reported immediately to HSM and DHS OEO.

(7 CFR 251.10 €)

Monitoring tools need to be approved by DHS OEO.

SECTION 7: FOOD STORAGE AND HANDLING

When TEFAP Food Shelves and On-Site Meal Programs receive TEFAP commodities, they are responsible for the safekeeping of the products until the product is given to eligible participants. TEFAP commodities must be distributed properly and any loss or damage caused by failure to provide proper storage, care, or handling is the responsibility of the agency. DHS OEO may require the agency to replace TEFAP commodities in kind or to re-pay the value of the products

as determined by USDA if this happens. Losses must immediately be reported to the regional food bank who will in turn report to DHS OEO and HSM.

Repacking TEFAP products is not allowed unless approved by DHS OEO.

Storing TEFAP Commodities

Storage facilities must be clean, climate controlled, secure from theft, and have enough storage for USDA foods. Required storage and handling practices include, but are not limited to:

- Food must be stored off the ground (at least 6 inches), away from the wall (at least 4 inches), and at least a 2 foot ceiling clearance.
- Non-food items and toxic items (soap, bleach, cleaning supplies, etc.) must be stored separately from food.
- Maintain and document proper temperatures by using inner and outer thermometers, and temperature logs.
 Dry commodities must be stored at 50-70° F
 Refrigeration must be maintained at 34-40° F
 Freezers must be maintained at 0° F or below
- All units must be clean and inspected on a regular basis.
- Keep floors, pallets, shelving, and storage areas clean. Make sure that there is a cleaning schedule established.
- Maintain an effective pest control system. Have a qualified person on staff or contract with a licensed firm to handle pest control management. Poisons must not be used except by a licensed professional.
- The exterior should be inspected regularly for signs of fire hazards, pest infestation, security problems, and repair.

First In/First Out Rotation of Stock

To help guarantee the quality and freshness of TEFAP commodities, the practice of First In/First Out (FIFO) must be followed. Food must be stored so cases with the oldest pack dates are used first. Staff must routinely check inventory to guarantee that TEFAP commodities are in proper shape for distribution.

Out of Condition/Damaged Commodities

All TEFAP commodities must be inspected upon receipt. Bulging cans or cans with sharp dents and rust on the seams are examples of out-of-condition products. If an agency has a complaint regarding TEFAP commodities, the site should contact the regional food bank and detail the item(s) in question.

Minnesota Regional Food Banks' Service Areas by County

Channel One	The Food Group	Great Plains	North Country	Second Harvest Northern Lakes	Second Harvest Heartland		Second Harvest North Central
Dodge	Hennepin	Clay	Becker	Carlton	Anoka	Murray	Aitkin
Faribault			Beltrami	Cook	Benton	Nicollet	Cass
Fillmore			Clearwater	Lake	Big Stone	Nobles	Crow Wing
Freeborn			Douglas	St. Louis	Blue Earth	Pine	Itasca
Goodhue			Grant		Brown	Pipestone	Kanabec
Houston			Hubbard		Carver	Ramsey	Koochiching
Mower			Kittson		Chippewa	Redwood	Mille Lacs
Olmsted			Lake of the Woods		Chisago	Renville	
Rice			Mahnomen		Cottonwood	Rock	
Steele			Marshall		Dakota	Scott	
Wabasha			Norman		Isanti	Sherburne	
Waseca			Otter Tail		Jackson	Sibley	
Winona			Pennington		Kandiyohi	Stearns	
			Pope		Lac Qui Parle	Swift	
			Polk		Le Sueur	Todd	
			Red Lake		Lincoln	Washington	
			Roseau		Lyon	Watonwan	
			Stevens		Martin	Wright	
			Traverse		McLeod	Yellow Medicine	
			Wadena		Meeker		
			Wilkin		Morrison		

Allocation Amounts for Food Banks Distributing Minnesota TEFAP

Food Bank	Location	Allocation (Percentage %)
Channel One	Rochester, MN	8.86%
The Food Group	New Hope, MN	25.30%
Great Plains	Fargo, ND	1.12%
North Country	Crookston, MN	6.67%
Second Harvest Northern Lakes	Duluth, MN	5.58%
Second Harvest Heartland	St. Paul, MN	48.09%
Second Harvest North Central	Grand Rapids, MN	4.38%

Technical assistance is available to TEFAP Food Shelves and On-Site Meal Programs through the Office of Economic Opportunity (OEO) and Hunger Solutions Minnesota (HSM). Examples include, but are not limited to consultation with staff, written and electronic resources, and access to resources within the network of anti-poverty programs. If you have questions, feel free to contact:

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