

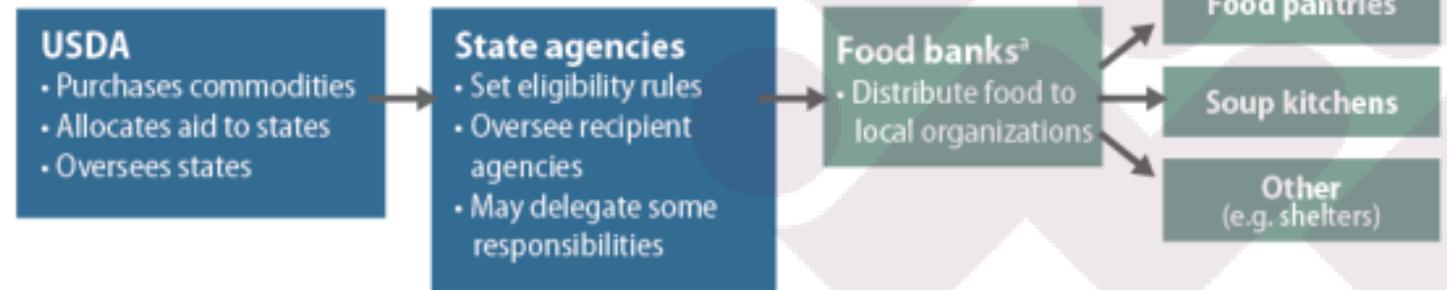


GOLDEN
HARVEST FOOD
BANK

South Carolina TEFAP Training

What is TEFAP?

- The Emergency Food Assistance Program (TEFAP) helps supplement the diet of low-income persons, by providing groceries or meals at no cost to the recipient.
- It's one of four food streams Golden Harvest Food Bank provides to partner agencies.



[TEFAP South Carolina State Manual \(2025\)](#)



USDA Foods Through TEFAP



- USDA foods in South Carolina are free
- GHFB Warehouse Manager will create the TEFAP orders
- If a Partner Agency needs a larger TEFAP order, they may contact the GFHB Warehouse Manager.



Who Can You Serve?

SC Residents

Clients must reside in the state of South Carolina for at least one day

Income Eligible Clients

Clients that meet the current income guidelines

Automatic Qualifier Programs

- SNAP
- TANF
- SSI

The information needed for TEFAP eligibility is **self-declared**



The Emergency Food Assistance Program South Carolina Income Eligibility Guidelines

Household Size	Per Year	Per Month	Per Week
1	\$31,300	\$2,608	\$602
2	\$42,300	\$3,525	\$813
3	\$53,300	\$4,442	\$1,025
4	\$64,300	\$5,358	\$1,237
5	\$75,300	\$6,275	\$1,448
6	\$86,300	\$7,192	\$1,660
7	\$97,300	\$8,108	\$1,871
8	\$108,300	\$9,025	\$2,083
Amount Per Person Above 8	\$11,000	\$917	\$212



Who Can You Serve?

- You may not enforce any eligibility requirements beyond those outlined in this presentation.

CLIENTS ARE NOT REQUIRED TO SHOW ANY DOCUMENTATION FOR CITIZENSHIP, INCOME, NUMBER OF FAMILY MEMBERS.

- You may not charge or solicit voluntary monetary contributions during distribution or food service.



Who Can You Serve?

- When distributing USDA commodities, any other activities being conducted at a distribution site must be **clearly** identified as a separate event.

If you provide other services, you cannot require participation or intake information pertaining to those services for a client to receive USDA commodities

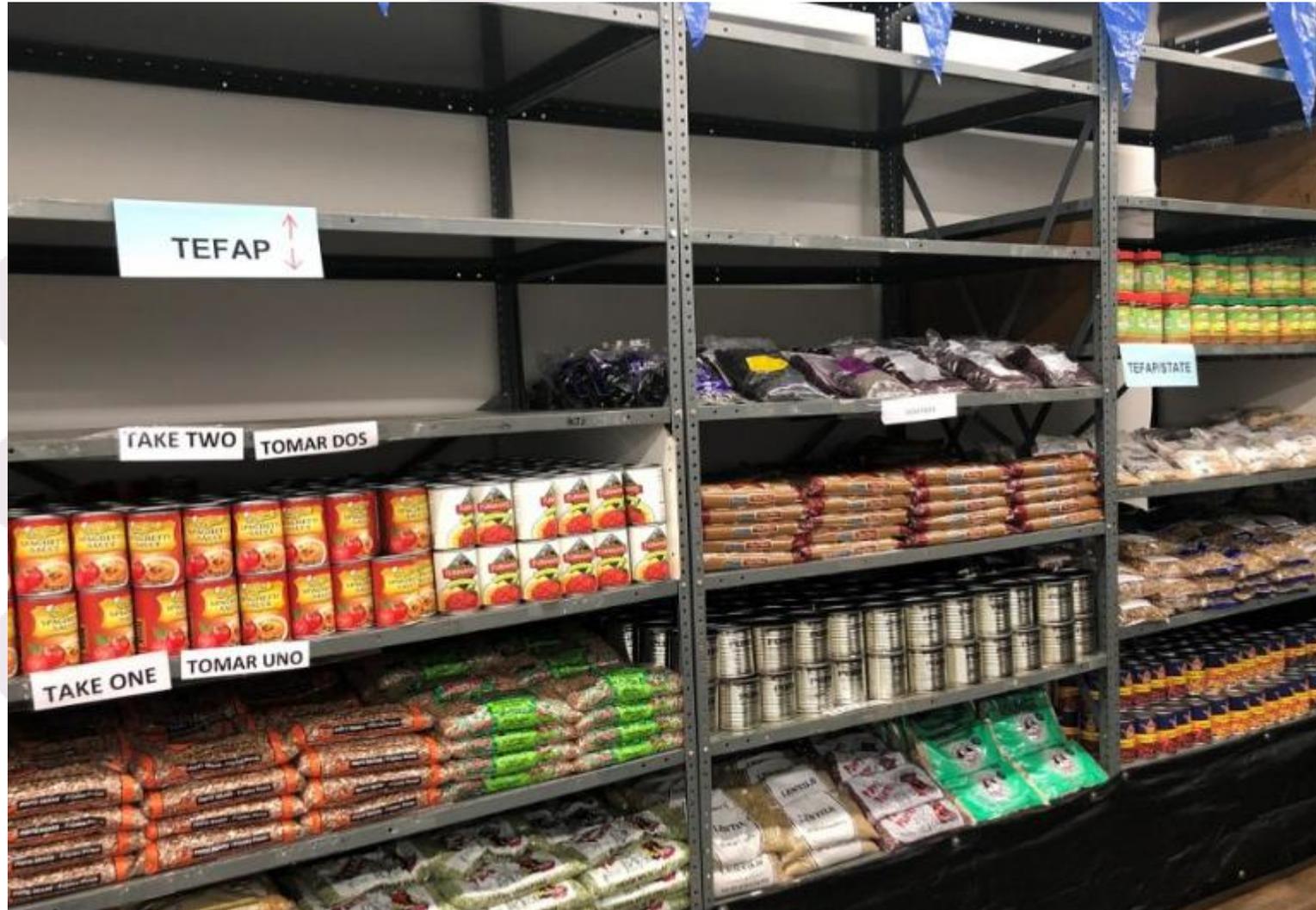


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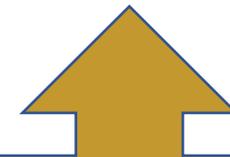
Storage



What Should Be Posted in Pantry for SC USDA?



USDA/TEFAP



Label needed on all dry and cold TEFAP storage areas. Can also say "USDA".



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Distribution & Intake Process



What Should Be Posted?



size 11x17



The Emergency Food Assistance Program South Carolina Income Eligibility Guidelines

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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, religion, sex, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA. (Not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the State or local Agency that administers the program or contact USDA through the Telecommunications Relay Service at 711 (voice and TTY). Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at [How to File a Program Discrimination Complaint and at any USDA office](http://www.fda.gov/programdisc) or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by (1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Mail Stop 9410, Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: program.inh@usda.gov.

USDA is an equal opportunity provider, employer, and lender.

Instruction Card: Telephone Interpreting Services

200+ Languages
Available 24/7/365
Direct Dial: 503-484-2425

NEED AN INTERPRETER?

1. Dial 1-800-CALL-CLI (1-800-225-5254)
2. When the operator answers, tell them:
 - If you need a third-party dial-out
 - Your customer code is **469521**
 - You are calling from **SC Dept of Agriculture**
 - The language you need
 - The **Name of the Food Pantry**
3. The operator will connect you promptly

Recommendations for Using a Telephone Interpreter

For Outbound Calls:

- If you need to reach a limited English proficient (LEP) individual at home or need a third-party dial-out, please first inform the CLI operator before the interpreter is connected.
- Once the interpreter is connected, you can tell the interpreter who to ask for (the LEP's name).
- At this time, you can also tell the interpreter how to proceed if the call goes to voicemail and what message to leave, if desired.

For Inbound Calls:

- Explain to the LEP individual that all information is confidential and encourage questions.
- Speak clearly.
- Smile and be kind; this helps the LEP individual feel more comfortable.
- If face-to-face and multiple people are in the room, speak one at a time.
- Speak freely; all CLI interpreters are sworn to confidentiality, neutrality, and the Interpreter Code of Professional Ethics.
- Encourage the interpreter to clarify terms with you if necessary.



These posters must be visible to clients.

Public Notification:

- Each year, agencies must provide public notification that includes the non-discrimination statement found on the And Justice for All poster.
- These can include:
 - Social media posts
 - Fliers posted in public spaces



Partner Agency Information

Agency Name Agency Name Agency Name
Agency Name Agency Name

Address, City, State Zip Code

Hours of Operation

Day, Time	Day, Time

USDA Nondiscrimination Statement

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Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotope, American Sign Language, etc.) should contact the responsible Agency or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at http://www.ascr.usda.gov/complaint_filing_cust.html and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (1) mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;
- (2) fax: (202) 690-7442; or
- (3) email: program.intake@usda.gov.

USDA is an equal opportunity provider, employer, and lender.

Written Notice of Beneficiary Rights:

- All agencies using TEFAP are required to post a Written Notice of Beneficiary Rights



Written Notice of Beneficiary Rights for CSFP and TEFAP

Written Notice of Beneficiary Rights

Name of Organization: [REDACTED]

Because TEFAP and CSFP are supported in whole or in part by financial assistance from the Federal Government, we are required to let you know that:

1. We may not discriminate against you on the basis of religion, a religious belief, a refusal to hold a religious belief, or a refusal to attend or participate in a religious practice;
2. We may not require you to attend or participate in any explicitly religious activities (including activities that involve overt religious content such as worship, religious instruction, or proselytization) that are offered by our organization, and any participation by you in such activities must be purely voluntary;
3. We must separate in time or location any privately funded explicitly religious activities (including activities that involve overt religious content such as worship, religious instruction, or proselytization) from activities supported with direct Federal financial assistance; and
4. You may report violations of these protections, including any denials of services or benefits by an organization, by contacting or filing a written complaint with the U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights Executive Director
Center for Civil Rights Enforcement
1400 Independence Avenue SW
Washington, DC 20250-9410, or by email to program.intake@usda.gov
5. If you would like to seek information about whether there are any other federally funded organizations that provide these kinds of services in your area, please contact:

The USDA Hunger Hotline:

By Phone: 1-866-3-HUNGRY or 1-877-8-HAMBRE to speak with a representative from 7:00 AM – 10:00 PM Eastern Time.

By Text: 914-342-7744 with a question that may contain a keyword such as “food,” “summer,” “meals,” etc. to receive an automated response to resources located near an address and/or zip code.

This written notice must be given to you before you enroll in the program or receive services from the program, unless the nature of the service provided or exigent circumstances make it impracticable to do so. In such an instance, this notice must be given to you as soon as possible.



Client Intake Process

Forms needed:

- Daily Log Sheet
- Client Application (TEFAP or SC General)

Things to consider during the interview process:

- Create an inviting space where clients feel welcome and heard.
NO JUDGMENT ZONE!

You cannot require:

- Identification (licenses, school IDs, or medical cards)
- Social security cards, or any other proof of citizenship/nationality
- Proof of income



TEFAP Application

- Your agency may choose to use one application per visit or opt to have the client to fill one application annually and sign the back of the form each visit.
- Each visit should be logged in L2F and client profiles updated as needed.



South Carolina
DEPARTMENT OF AGRICULTURE

Hugh E. Weathers, Commissioner

THE EMERGENCY SUPPLEMENTAL FOOD PROGRAM (TEFAP) APPLICATION

CLIENT INFORMATION

Name _____ Household Size _____

Resident of SC? Yes No Does the applicant already receive: Food Stamps TANF SSI

HOUSEHOLD INCOME

HOUSEHOLD SIZE	PER YEAR	PER MONTH	PER WEEK
1	31,300	2,608	602
2	42,300	3,525	813
3	53,300	4,442	1,025
4	64,300	5,358	1,237
5	75,300	6,275	1,448
6	86,300	7,192	1,660
7	97,300	8,108	1,871
8	108,300	9,025	2,083
Amount per person above 8	11,000	917	212

Household Income (only if not receiving one of the programs above) _____

Client Qualifies Yes No If no, please explain why: _____

Address (optional) _____

Phone (optional) _____

PROXIES

List the names of people who are authorized to collect food on your behalf:

Ethnicity (select only one): Hispanic or Latino Non-Hispanic or Non-Latino Prefer not to answer

Race (may select more than one): American Indian or Alaska Native Asian Black or African American
 Native Hawaiian or Other Pacific Islander White Prefer not to answer

**UPDATED SOUTH CAROLINA
TEFAP FORMS ARE RELEASED
EVERY JANUARY**

APPLICANT SIGNATURE

Yes No I authorize the release of information provided on this application form to other organizations administering assistance programs for use in determining my eligibility for participation in other public assistance programs and for program outreach purposes. Please note, answering "No" does not disqualify you for the program.

The applicant must sign below each time after the initial request for emergency food assistance is made. Eligibility information provided initially should be reviewed each time to determine continued eligibility to the applicant.

My signature below certifies my continued eligibility for USDA Commodity Program assistance based on qualifying program participation or gross household income at or below the limit for my household size.

Received by _____ Date _____



Mobile Food Pantries (MFPs)



The partner agency will treat the mobile distribution like a normal TEFAP distribution:

- TEFAP applications are completed
- Food safety standards are followed
- Clients need to be served in the order of which they arrive
- Log client visits on Link2Feed
- Include people and families served on monthly reporting



Client Intake Process



**All agreements, log sheets, and applications
must be kept on-site for 4 years
(3 years *plus* the current year)**

Menu (On-Sites Only)

- On-site agencies that prepare meals must keep written records that include menus and list if it is a TEFAP item.



May 12th			
USDA/TEFAP		Yes	No
Chicken		X	
Macaroni & Cheese		X	
Green Beans			
Peach Cobbler			
Sweet Tea			

Reporting (On-Sites Only)

- If any USDA/TEFAP item is used for the meal it will be counted as a USDA meal.
- If USDA/TEFAP is not used in the meal, do not include that meal in the USDA section of your meal report.
- We count meals – if a person receives seconds, count them twice.

On-Site			
USDA	Basic		
Total USDA Meals	Total Meals	Total Meals Seniors (60+)	Total Meals Children (<18)
759	759	217	58
512	512	136	53
566	566	167	42



Reporting:

The total families & total people should match the USDA total families and total USDA people.

Exceptions include:

- If the client was not eligible.
- You ran out of USDA/TEFAP.
- You did not serve USDA/TEFAP at every distribution



Food Pantry

1. Total number of Families served this month at your pantry	50
2. Total number of People in the households you served	100
3. Total number of Families that received USDA product	50
4. Total number of People in the Families that received USDA product	100
5. Total number of Seniors (60+) served at your pantry	25
6. Total number of Children (under 18) served at your pantry	10



GOLDEN HARVEST FOOD BANK

Recap

TEFAP Checklist



This federal program requires partner agencies to keep the following items on the premises:

- TEFAP/ SC General Application
- Income Eligibility Guidelines Poster (11x17)
- And Justice for All Poster (11x17)
- Language Interpretation Services Sign
- Written Notice of Beneficiary Rights
- “TEFAP”/“USDA” labels for dry and cold storage areas
- TEFAP Manual (2025)

This federal program requires partner agencies to regularly do the following:

- Post a Public Notification annually
- Report client visits on the Link2Feed website for every distribution that includes TEFAP
- Submit monthly reports that include the number of clients who were given/served TEFAP products
- On Site Kitchens:** Keep *dated, written* descriptions of meals served with TEFAP products – AKA a menu

YES
OR
NO!



Do we ask for proof
of income?

NO!

Why?

- USDA requires that each client be asked to **write their income on Head of Household income line OR circle their income in the income box.**

Income is self-declared, we do not ask for proof.

- We do not ask for check stubs, SSI, bank statements, etc.



YES
OR
NO!



Do we ask for
identity verification?

NO!



Why?

For TEFAP distributions, a photo ID is **not required**.

- You may ask for one to help with filling out intake paperwork, but you **may not** turn away a visitor for not providing one.
- ID can be expired.
- **Never** ask for identification of household members, especially minors.
- **Never** keep copies of identification.

YES
OR
NO!



Can I give TEFAP food to clients who reside in SC but outside our 6 SC counties?



YES!

Why?

- The only requirement is that the client resides in South Carolina for **one** day.
- **Residency is self-declared, we do not ask for proof.**





Scenario

A local organization, *Do Good Now*, has moved its pantry into a new space after experiencing some issues with water damage.

Once everything is set up in the new storage space, their coordinator from the Food Bank will need to inspect it for compliance before they can continue with their drive-thru distributions.

Andre, the pantry's director, wants to make sure the correct signs are posted *inside* of the pantry so that the organization is following TEFAP guidelines and can put in their next order.



Answer



Do Good Now uses a drive-through system for its distribution.

That means posting the “And Justice for All” poster on the door of the pantry is not effective.

This poster must be accessible to clients.



QUESTIONS?

