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Section 1 INTRODUCTION

The United States Department of Agriculture (USDA), The Emergency Food Assistance Program (TEFAP) has been distributing food products to households in Indiana since 1982. Participants are served a minimum of once per month, but pantries are encouraged to serve bi-weekly or weekly. Participants receive food products through food pantries, soup kitchens, and homeless shelters.

Indiana requires Eligible Participant Agencies (ERAs) to pass on two percent (2%) of their administrative funds to their food outlets. Funds may be used to pay the costs for handling, transporting, and storage of TEFAP food from the ERAs to outlets.

The ERAs consist of nine Indiana food banks and two food banks bordering Indiana that serve the southern and far east central regions of the state. *See Appendix A.*

Indiana has more than 400 brick and mortar food pantries and soup kitchens in Indiana counties. Mobile pantry operations provide additional service to remote and rural areas. *See Appendix B.*

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Section 2 ADMINISTRATION

7 CFR 251.2

STATE ADMINISTRATION

The Indiana Department of Health (IDOH) manages The Emergency Food Assistance Program (TEFAP). Primary program functions are managed by the WIC/TEFAP Division Director, WIC Commodities Program Manager, and WIC Commodities Program staff. Duties include placing orders through USDA's Web Based Supply Chain Management system (WBSCM); arranging food shipments to ERAs; accounting for food products distributed throughout Indiana; contracting with and monitoring ERAs serving Indiana; determining that all USDA products are distributed to food outlets, and ensuring compliance with local, state, and federal rules for TEFAP.

IDOH effects contracts for TEFAP services with ERAs to distribute, monitor, and transport USDA Food products to food outlets in their awarded counties. IDOH reimburses each ERA upon receipt and approval of invoices, which include the following categories of allowable costs: salaries, fringe, space cost, transportation/travel, supplies, equipment, and contract services.

During emergencies such as floods and tornadoes TEFAP food may be used for temporary assistance in providing meals and food boxes for victims, with approval from USDA.

IDOH maintains current information on participating food pantries and soup kitchens. Data is disseminated via the state website, through collaborating organizations, and websites hosted by individual ERAs.

IDOH will report the number of persons (i.e., site visits) served by each TEFAP distribution site providing USDA Foods for home consumption per month. The requirement to collect and maintain this information on record is retained.

IDOH effects a grant agreement to provide statewide nutrition education materials including, but not limited to, recipes, health-related articles, You Tube videos, a monthly newsletter, and assistance with challenging or unfamiliar TEFAP foods.

LOCAL ADMINISTRATION

ERAs arrange for delivery of TEFAP food shipments from shipping companies and provide adequate storage for all dry, refrigerated, and frozen products. ERAs receipt goods received in WBSCM and allocate products to outlets based on county fair shares.

ERA contracts require signed agreements, submission of required reports, and assumption of responsibilities, including but not limited to the following:

- Submit Bills of Lading signed and dated by an ERA representative verifying case count, date of receipt, temperature on arrival (if applicable), and seal condition, and indicating

any shortages, overages, or damages of food product, to IDOH no later than 48 hours from delivery of product.

- Submit completed Distribution Workbook within 30 days of product distribution.
- Assume the responsibility and accountability for all USDA food products from time of receipt through distribution to households or utilization in meals.
- Maintain current files of required outlet documents.
- Coordinate transportation and/or pick-up by food outlets in their service area.
- Execute renewal of TEFAP Memorandum of Agreement between the ERA and the food outlet every two years, effective October 1, stating acceptance of responsibility for storage and proper care of USDA Foods and policies set forth in the TEFAP State Plan and Manual. Outlets agree to abide by all USDA and IDOH requirements (*See Appendix C*).
- Provide proper storage of USDA Foods that are not immediately distributed.
- Monitor each site to ensure compliance with USDA and IDOH TEFAP policies and procedures.
- Ensure that outlets post information indicating the amount of each item to be allocated to households. The amount of food available shall vary by household size and related food allocation (household breaks) shall be posted in TEFAP pantries where clearly visible to all participants.

Section 3 ELIGIBILITY

7 CFR 251.5, 7 CFR 251.10(a)(3)

Only the following items of information shall be required to receive food from TEFAP pantries: name, city of residence, county of residence, household size, and self-attestation that household income is at or below current TEFAP maximum income guidelines.

Outlets shall not require nor request any information other than that that listed on the state-provided TEFAP Eligibility Certificate EXCEPT that it is permissible to request, but not require, a phone number or email address if such information is necessary to provide TEFAP services such as delivery, shop-ahead, or pickup.

The Eligibility Certification may not be altered other than by IDOH.

Participants may not be pre-certified nor required to have a voucher or referral to receive TEFAP food. Participants may not be required to have an appointment to receive TEFAP food.

INCOME

Households are eligible to receive TEFAP food if total gross household income is at or below 185% of current federal poverty income guidelines. Eligibility guidelines are updated each year and become effective July 1. The ERA shall require all pantries within their service area to use current guidelines.

Foster children are considered a household of one with zero income.

Categorical Eligibility

Households eligible for, and participating in, Women, Infants and Children (WIC), Supplemental Nutrition Assistance Program (SNAP), or National School Lunch Program (NSLP) are categorically eligible and therefore do not need to calculate household income.

RESIDENCY REQUIREMENTS

All eligible participants must be residents of Indiana for at least one day. Outlets shall not stipulate an additional length of the residency requirement. Outlets shall serve any and all Indiana residents. Outlets shall provide information on other TEFAP outlets that may be more convenient to participants but may not deny service based the specific area in which a participant resides.

Outlets may not request nor require proof of address.

ELIGIBILITY DOCUMENTATION

To receive TEFAP food, participants shall provide name, city and county of residence, household size and self-attest that household income falls at or below current TEFAP maximum income

guidelines. IDOH provides Eligibility Certificate forms for the convenience of outlets in maintaining records. Electronic records may be used as a substitute for paper forms at the discretion of the ERA and with IDOH approval. Electronic records shall include date of service and the same information as recorded on paper forms: name, city and county of residence, household size, and indication of self-attestation that household income falls at or below current income eligibility guidelines. *See Eligibility Certificates, Appendices D and E.*

TEFAP participant information must be kept confidential, and limits are established on the disclosure of information obtained from applicants or participants and the identity of persons making a complaint or allegation against persons participating in or administering the program.

Proxies

Participants may choose to designate a proxy to act in their stead to receive food. Participants who choose to use a proxy shall provide all information necessary to complete a Proxy Form to outlet staff or volunteer and may designate a proxy as temporary or permanent. *See Proxy Form, Appendix J.*

CONFIDENTIALITY

Confidential Applicant and Participant Information Defined

TEFAP regulations at 7 CFR 251.10(c)(1) define confidential applicant and participant information as any information about an applicant or participant, whether it is obtained from the applicant or participant, another source, or generated as a result of a TEFAP application, certification, or participation, that individually identifies an applicant, participant, and/or their family members. Confidential applicant and participation information includes information provided during the intake process for TEFAP eligibility purposes (e.g., name, number of persons in the household, household income) in addition to information collected from TEFAP applicants and participants for purposes unrelated to TEFAP eligibility (e.g., date of birth, occupation, education level, household address). Applicant and participant information is confidential regardless of the original source and exclusive of previously applicable confidentiality provided in accordance with other Federal, State, or local law.

Limits on the Disclosure of Information Obtained from Applicants or Participants

TEFAP regulations at 7 CFR 251.10(c)(2) outline that State agencies and ERAs must restrict the use and disclosure of information obtained from TEFAP applicants or participants to persons directly connected with administration or enforcement of TEFAP. This could include State agency staff conducting management evaluations and ERA staff and volunteers who process TEFAP intake forms. With the consent of the participant, State agencies and ERAs may share information obtained from TEFAP applicants and participants with other health and welfare programs for use in determining eligibility in those programs, or for program outreach. However, the State agency must sign an agreement with the administering agencies of those health and welfare programs to ensure that the information will be used only for the specified purpose, and that the agencies receiving the information will not further share it. These

requirements are not intended to limit the use of data sharing for eligibility purposes; they are intended to safeguard confidential information and protect the identity of TEFAP applicants and participants.

No identifiable TEFAP participant data may be shared with any entity not holding an agreement with the State Agency.

Sign-in Sheets and Electronic Intake Systems

Confidentiality requirements in TEFAP are not intended to require ERAs to have a separate sign-in sheet for each TEFAP participant who visits a distribution site. Such a practice would be costly and time consuming for ERA staff. If applicable, TEFAP State agencies are encouraged to work with ERAs to devise policies or procedures to allow for the maintenance of one sign-in sheet while upholding TEFAP applicant and participant confidentiality. For example, in accordance with applicable State agency policies and procedures, ERA staff and volunteers overseeing the TEFAP intake process could cover up the name of all previous participants who signed in with an additional sheet of paper, leaving only the blank sign-in rows visible.

TEFAP confidentiality requirements are also not intended to prevent the use of electronic intake platforms. The use of electronic systems in TEFAP, including electronic intake platforms, is permitted as long as the systems are able to properly ensure the protection of applicant and participant information (both information used for TEFAP eligibility purposes and voluntarily provided information used for other purposes) and other program requirements at 7 CFR 251, such as record keeping. State agencies should ensure that any systems used by ERAs in their State or Territory comply with confidentiality requirements prior to allowing/continuing to allow use of the system in the program. A review of the privacy policy associated with the system is critical in ensuring compliance with confidentiality requirements. The State Agency shall ensure that electronic systems contain adequate safeguards to protect confidential applicant and participant information from accidental or purposeful disclosure. Developers or contractors who work on electronic intake systems may be given access to confidential TEFAP applicant and participant information for purposes of resolving system issues or errors, as those individuals may be considered persons directly connected with the administration or enforcement of the program. As with State agency and ERA staff, the developers and contractors should be made aware of and must follow all TEFAP confidentiality requirements.

OUTLET RECORDS

All documents and records pertaining to TEFAP, whether on paper or recorded electronically, for outlets shall be retained by the outlet for three (3) years plus the current federal fiscal year. All documents and records shall be available for review by the ERA, IDOH, and USDA staff during standard hours of operation of the outlet.

SOUP KITCHENS

Residents seeking meals from a soup kitchen shall not be required to provide any information.

Section 4 STORAGE, TRANSPORTATION & DISTRIBUTION

FNS 501 Chapter 7, 7 CFR 251.4(l)

STATE STORAGE

When and as required, IDOH shall retain TEFAP administrative funds and initiate contracts with storage facilities to receive, store and distribute USDA Foods.

It is the responsibility of the contracted entity to conduct annual monitoring of storage facilities used for state storage. IDOH shall provide the entity with a Storage Facility Monitoring Tool. *See Appendix F.* A state storage facility shall be equipped to handle shipments by truck and have storage capabilities to handle dry, refrigerated, and frozen food products.

An agreement with a storage and transportation facility shall contain language regarding payment. Transportation to designated destinations is included in the agreement with the state contracted facility. All federal guidelines shall be followed for both storage and transportation. The allowable transportation rate shall be stated in the current agreement. USDA Foods stored in TEFAP state storage facilities shall be shipped to designated destinations no less than quarterly. Refrigerated and frozen food products are particularly perishable and require following USDA standards for storage and handling to avoid food product loss.

ERA STORAGE

Written agreements are required between USDA, IDOH, and ERAs for approved delivery destinations. USDA approval shall be in place before the delivery or storage of USDA Foods occurs. USDA shipments may not be redirected from a designated and approved delivery destination, nor may USDA Foods be moved from an approved destination to another destination without approval of the state agency.

ERAs shall have established procedures for receiving shipments and are responsible for security, insurance, and condition of all USDA Foods. USDA standards for storage and handling procedures shall be maintained at all times. Temperature control for dry, refrigerated, and frozen USDA Foods shall be maintained according to USDA procedure document FNS-501 Chapter 7.

ERAs shall be responsible for staging USDA Foods for loading, provision of temporary labor, arranging for pallets, transportation, and maintaining all delivery and shipment appointments. ERAs may establish reasonable shared maintenance fees with outlets for transportation costs and shall allocate two percent (2%) of TEFAP grant funds for such use.

ERAs shall monitor their own storage facilities no less than annually. Results shall be recorded on TEFAP Storage Facility Monitoring Tool. *See Appendix F.*

OUTLET STORAGE

TEFAP outlets shall provide a secure area for storage of USDA Foods to prevent theft and other product losses. USDA Foods shall be stored in a clean, dry, cool area. USDA's standards for storage and handling procedures shall be maintained at all times.

Meals using food products shall be prepared in sanitary facilities that meet Indiana Department of Health and other applicable health regulations. When USDA Foods are transported by the ERA, or between outlets, they shall be transported in a clean, temperature-controlled vehicle with protection from inclement weather.

Outlets may not repackage USDA Foods. Bagging of bulk items such as fresh produce does not constitute "repackaging". ERAs shall monitor storage facilities of all outlets within their designated service area. ERAs may store USDA Foods for outlets that do not have enough storage space at ERA discretion. ERAs may establish agreements with large outlets to temporarily store USDA Foods for smaller outlets at nearby locations to allow smaller outlets to access more USDA Foods and to reduce transportation costs. ERAs shall gain IDOH approval of such agreements prior to implementation.

LOSSES, DAMAGES, & COMPLAINTS FOR USDA FOODS

Out-of-condition products are those USDA Foods that appear to come from the vendor contaminated, deteriorated, spoiled, infested, or having a latent defect. All USDA Foods shall be inspected upon receipt and prior to removal from the delivery vehicle. Bulging cans or cans with sharp dents and rust on the seams are examples of out of condition products. If foreign matter such as glass or metal is found in a product, IDOH shall be called immediately for guidance. Any loss, damage, or complaint concerning USDA Foods shall be reported to IDOH on the FNS-57 Report of Shipment Receive Over, Short and/or Damaged (*See Appendix G*) and reported to IDOH by phone, immediately. The ERA shall not dispose of any out-of-condition USDA Foods until advised to do so by IDOH. USDA may require samples of out-of-condition USDA Foods. When conditions present a health hazard to food nearby, the out-of-condition product must be isolated. IDOH shall notify each ERA, via email, within twenty-four (24) hours after receiving a FOOD SAFETY ALERT. The ERA shall respond by email to the IDOH that the notification was relayed to all associated TEFAP outlets.

DISTRIBUTION

Outlets may include standard brick-and-mortar pantries and soup kitchens and mobile pantries. Mobile pantries allow ERAs to distribute USDA Foods in remote and rural areas and in urban areas lacking local food access or with a high concentration of low-income or high-risk individuals. Mobile pantries shall be operated with the same requirements as standard pantries except that client choice is not required.

PROGRAM COMPLAINT PROCEDURE

When IDOH or an ERA receives a program complaint, staff shall attempt to resolve the issue at the time of the complaint. The complaint may be resolved with a conference call between IDOH, the appropriate ERA, and the participant. If an issue cannot be resolved, the participant shall be informed of their rights and provided information on how to file a formal complaint with IDOH and USDA. Written program complaints shall receive a written response from IDOH within thirty (30) days of receipt of the complaint.

The Identity of Persons Making Complaints or Allegations Against Individuals Participating in or Administering the Program

TEFAP regulations at 7 CFR 251.10(c)(3) require State agencies and ERAs to limit the disclosure of the identity of persons making a complaint or allegation against an individual participating in or administering TEFAP. State agencies and ERAs must protect the confidentiality, and other rights, of any person making allegations or complaints against another individual participating in, or administering TEFAP, except as necessary to conduct an investigation, hearing, or judicial proceeding, as applicable.

Section 5 FOOD SELECTION, ALLOCATION AND CRITERIA

7 CFR 251.6, 7 CFR 251.4(h)(4)

ERA INPUT

IDOH does not have a formal advisory board but uses a TEFAP Policy Workgroup, made up of ERA staff who volunteer to participate, to quickly address changes in circumstances requiring action and to discuss program improvement. IDOH works with ERAs consistently to determine food purchases, assess community needs, and collaborate on solutions.

IDOH shall primarily purchase IDIQ and protein with entitlement funding and every effort shall be made to accept all additional USDA Foods offered. When unusual product packaging or foods that may be difficult to distribute are offered by USDA, IDOH will request the opinion of all ERAs.

GUIDELINES FOR ALLOCATION TO ERA

IDOH shall allocate all USDA food products based on a formula of sixty (60) percent of poverty level plus forty (40) percent of the unemployment population in each ERA's geographic service area. Adjustments may be made based on the amount utilized in each ERA service area. Adjustments may be made for crisis situations, if an area is designated a disaster area by the Governor, and if there are available food products.

ERA CRITERIA

Each ERA shall have a current grant agreement with IDOH in order to receive and distribute USDA food products. A current Memorandum of Agreement (MOA) shall be in place with each outlet that is to receive an allotment of USDA food products from the ERA, and there shall be at least one food pantry in each county in the ERA's TEFAP service area. USDA Foods shall not be distributed to a outlet before a current signed MOA is in effect. The ERA shall ensure each outlet meets all established criteria in the TEFAP Manual and any policy memoranda. The ERA shall have access to the internet and Microsoft software products.

OUTLET CRITERIA

An outlet or distribution site is the location where USDA Foods are distributed to eligible participants. Distribution sites for TEFAP food products are food pantries and soup kitchens. Some domestic violence or homeless shelters, authorized under prior administrations, may remain on the program so long as they remain in compliance. Once removed from TEFAP, they may not rejoin.

Domestic violence and homeless shelters may no longer become authorized outlets. No private residential facilities nor correctional facilities shall be allowed to use or distribute USDA products. Distribution sites shall be established and in operation for a minimum of two years, be open to the public for a minimum of two hours each month and have 501(c)3 status or be a

local government entity to qualify as a TEFAP outlet. All outlets shall maintain regular posted hours and shall not require an appointment for service. Outlets shall serve eligible participants from the community who walk in and request food during hours of posted TEFAP availability and shall allow participants to receive food no less than once every thirty (30) days. Outlets shall determine and post allocations offered to households with a minimum of two household breaks. Outlets shall meet all guidelines established in the TEFAP Manual, policy memoranda and the TEFAP MOA. ERAs shall provide each outlet with a copy of the TEFAP Manual. The current version of the Manual is available from the IDOH document control system via this link: <https://www.medialab.com/dv/dl.aspx?d=1330525&dh=da10e&u=95194&uh=670d6>

ERAs may choose to require more hours of operation than the state minimum. ERAs may choose to require that participants be served more than once every thirty (30) days.

CLIENT CHOICE

All outlets, with the exception of TEFAP mobile pantries, shall provide participants a choice of food products unless directed otherwise by IDOH because of public health concerns. Outlets should remain creative in providing client choice, given the many different distribution methods practiced. Some examples of client choice in practice:

- Two meal box options (e.g., vegetarian or omnivore)
- Two meat and/or two vegetable box options (e.g., chicken or fish; different vegetable combinations)
- Client selects from a list and outlet staff/volunteer packs the box
- Client shops through the pantry

BACKPACK AND FAMILY MEAL BOX CRITERIA

ERAs may choose to implement backpack and/or family meal box programs for household with children who are eligible for, and participating in National School Lunch Program (NSLP).

USDA Foods shall be allocated to backpack or family meal box programs out of products allocated to the county in which the school is located.

Households currently participating in NSLP are considered categorically eligible. Schools shall maintain a list of children receiving backpacks/meal boxes at each distribution and submit the lists to the ERA after distribution.

Section 6 MONITORING & REVIEWS

7 CFR 251.10(e)

OUTLET MONITORING

The TEFAP Outlet Assessment Form provided by IDOH is an effective tool for clarifying TEFAP rules, as well as communicating distribution problems from the outlet to the ERA and shall be completed by the ERA or the SA reviewing the outlet. *See Appendix H.*

IDOH shall monitor a minimum of ten (10) percent or twenty (20) outlets, whichever is fewer, each fiscal year starting October 1st with completion by September 30th, and send the Assessment Form and an Indicator Sheet listing findings and corrective actions to the responsible ERA. The ERA shall respond to the findings within sixty (60) days. Response times may be adjusted by IDOH depending on the nature of the findings. The response shall detail the corrective action taken by the ERA or the outlet.

IDOH shall provide feedback on the ERA response within sixty (60) days of receipt of the response.

Each ERA shall review its respective outlets. ERAs with twenty (20) or fewer outlets shall annually review one hundred (100) percent of outlets. ERAs with twenty-one (21) or more outlets shall review one hundred (100) percent within a two-year period. This monitoring schedule shall be repeated every two years on a continuous basis.

Child backpack and family meal box distribution sites are not subject to monitoring reviews.

REVIEW OF ERAs

IDOH shall monitor a minimum of twenty-five (25) percent of ERAs each fiscal year starting October 1st with completion by September 30th. Each ERA shall be monitored no less than every four (4) years. ERAs scoring highly on the IDOH risk assessment are subject to more frequent reviews.

The ERA review shall include a financial compliance review to ensure that grant funds are traceable to allowable costs. The ERA shall submit documentation and reports as requested by IDOH for desktop review. Onsite visits shall be scheduled as determined necessary by IDOH.

IDOH shall send an Indicator Sheet listing findings and corrective actions to the ERA. The ERA shall respond to the findings within sixty (60) days. Response times may be adjusted by IDOH depending on the nature of the findings. The response shall detail the corrective action taken by the ERA.

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Section 7 FUNDING

7 CFR 251.8

BUDGET REQUEST, AWARD AMOUNT, AND GRANT AGREEMENTS

Grant award amounts shall be based on the federal funding level for each funding period and aggregated via a fair share percentage of all counties within an ERA's TEFAP service area. Fair share percentages for budgeting shall be calculated on the same basis as fair share percentages for USDA Foods. Grant awards shall adhere to the federal fiscal year of the program.

Each ERA shall complete an annual budget request during the prior fiscal year and submit it along with a Cost Allocation Plan. When an ERA's budget request is approved, IDOH shall issue a grant agreement to the ERA for signature. Each grant agreement shall contain boilerplate language outlining state requirements, a signature page, Attachment A - Duties of the Grantee TEFAP which is the ERA scope of work, Attachment B - ERA TEFAP Budget Request which is an itemized budget and Attachment C - CFDA Title: Emergency Food Assistance Program which outlines rules, regulations and laws pertaining to funding provided through the Federal Governments Catalog of Federal Domestic Assistance.

Signed grant agreements approved by the ERA, State Health Commissioner, Indiana Department of Administration, Indiana State Budget Agency, and Office of the Attorney General shall be issued a Purchase Order number and sent to the ERA. Once a grant agreement is executed, the ERA may begin TEFAP work and shall bill for services rendered on a monthly basis beginning the first day after the first month in which services are performed unless otherwise indicated in the USDA Grant Award Document and/or USDA policy memoranda.

[illegible]

Section 8 TRAINING

All staff and volunteers with direct participant contact shall complete TEFAP and civil rights training annually. IDOH shall provide ERAs with online training modules for ERAs and outlets. Training modules include instruction, a post-instruction quiz, and a certificate. IDOH provides additional information, updates, and support upon request. ERAs ensure completion of required training prior to interaction with participants. Food outlets shall ensure all new staff and volunteers acquire training prior to interacting with TEFAP participants and submit proof of same to the ERA. Additional training may be performed in person or remotely via telephone or webinar.

IDOH training requirements and materials are based on FNS instruction 113-1 section XI. *See Exhibit I.* Program training is an ongoing process that includes individuals who represent nutrition, safety, and IDOH. USDA policies pertaining to TEFAP shall be discussed during trainings. ERAs are encouraged to provide information to food outlets on how to utilize county extension offices, local health departments, and individuals representing food protection services.

IDOH hosts monthly virtual meetings for ERA staff to present new or updated information received from FNS. IDOH hosts an annual virtual conference for ERA staff to review prior year data and performance, provide updates for the year upcoming, to share best practices and new materials, and to allow ERAs to exchange successes, challenges, and innovations.

[illegible]

Section 9 CIVIL RIGHTS

7 CFR 251.10(c)

In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating based on race, color, national origin, sex, age, or disability. Eligibility certificates and USDA products that have been translated to Spanish are supplied to each ERA and their food outlets that might have a Spanish speaking population. Additional language materials may be requested by the ERA. The IDOH shall have program materials translated into the requested language(s).

Complaints involving discrimination are initially handled at the local level. Complaints not satisfactorily resolved shall be investigated by IDOH. Every effort shall be made to resolve the complaint including assisting the participant in filing the complaint with the IDOH or USDA.

All outlets and organizations that participate in TEFAP shall display the "And Justice for All" poster. Outlets provided by religious organizations shall display the "Notice of Beneficiary Rights" poster. IDOH and ERAs shall ensure, during monitoring, that the posters are displayed.

All grant agreements between the IDOH and ERAs, and MOAs between ERAs and outlets shall contain a clause requiring that all parties comply with Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d et seq.); Title VIII of the Civil Rights Act of 1968 (42 U.S.C. § 3601 et seq.), Title IX of the Education Amendments of 1972 (20 U.S.C. § 1681 et seq.); Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. § 794); the Americans with Disabilities Act of 1990 (42 U.S.C. § 12101 et seq.), the Age Discrimination Act of 1975 (42 U.S.C. § 6101 et seq.); and all provisions required by the implementing regulations of the Department of Agriculture (7 CFR Part 15), Department of Justice (28 CFR Parts 42 and 50), and FNS directives and guidelines to the effect that:

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

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

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an

alleged civil rights violation. The completed AD-3027 form or letter must be submitted 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; or
2. **fax:**
(833) 256-1665 or (202) 690-7442; or
3. **email:**
program.intake@usda.gov

This institution is an equal opportunity provider.

