



Partner Agency Manual

Who's Who at the Food Bank?

Amanda Brueckler, Agency Distribution & Food Sourcing Manager - *Amanda is usually the one answering the Food Bank's cell phone, 570-760-7392. She books your pick-up or delivery appointments and confirms your orders. Contact her if you have a question about online ordering, product availability, or scheduling. Amanda also coordinates retail donation pick-ups. You can reach Amanda at 570-826-0510 x505 or via email at abrueckler@ceopeoplehelpingpeople.org.*

Debbie Taylor, Corporate and Community Relations - *Debbie works with our volunteers, food donors, and other supporters in the community. One of the best ways to get to know the Food Bank staff and how things work at the Food Bank is to volunteer! Should you need help recruiting new volunteers to assist with your food distributions, please feel free to reach out for some assistance. Debbie can be reached at 570-826-0510 x 219 or via text at 570-500-7578.*

Gina Kenney, Director of Partner Agency Relations - *Gina is the newest member of the Food Bank team. Gina works alongside all other team members to support our partners! You can reach Gina at 570-826-0510 x509 or gkenney@ceopeoplehelpingpeople.org*

Gretchen Hunt, Director of Nutrition Programs & Resource Development - *Gretchen keeps track of all agency data including the number of people or meals served. She also provides the onboarding process and guidance for Service Insights. Please reach out to her with any questions. Gretchen can be reached at 570-826-0510 x275 or ghunt@ceopeoplehelpingpeople.org*

Ingrid Balsamo, Rural Outreach - *Ingrid is an expert on everything Susquehanna and Wyoming Counties! She might stop by for a visit; help you with training, reporting and compliance; share information on other community resources like transportation, SNAP or WIC benefits; or provide nutrition education for your program participants. You can reach Ingrid at 570-550-1594 or ibalsamo@ceopeoplehelpingpeople.org*

Jenn Morgan, Senior Food Box Program - *Have questions about the Senior Food Box Program? You can reach Jenn at 570-826-0510 x or jmorgan@ceopeoplehelpingpeople.org*

Kim Grzesek, Partner Relationship Manager - Kim is out and about visiting our partners to share best practices and ensure compliance with training, reporting and civil rights requirements. Have questions about operations? Kim has the answers! You can reach Kim at 570-826-0510 x306 or kgrzesek@ceopeoplehelpingpeople.org

Lisa Ihnat, Senior Food Box Program - Have questions about the Senior Food Box Program? Give Lisa call! 570-826-0510 x504 or lihnat@ceopeoplehelpingpeople.org

Matt Krupa, Director of Operations - If you host a Mobile Pantry or Children's Produce Market, Matt builds your order and may reach out to confirm the anticipated number of families to be served. Matt also manages our purchased food inventory. If you have questions about purchasing wholesale food items, please contact Matt. You can reach Matt at 570-826-0510 x503 or mkrupa@ceopeoplehelpingpeople.org

Mary Ellen Spellman, Food Bank Director can be reached at 570-826-0510 x302 or mfortune@ceopeoplehelpingpeople.org

Mary Kay D'Elia, RD LDN CDE - Food Safety & ServSafe Instructor and New Partner Specialist - Need ServSafe Manager training or have a question about food safety? Mary Kay is here to help! Mary Kay also works with our newest partner organizations. Contact Mary Kay at 570-826-0510 ext 215 or mdelia@ceopeoplehelpingpeople.org

Mary Parrs, RD LDN - Mary is a Registered Dietitian, and her specialty is training! She can help your pantry move toward offering more choice options for our neighbors. She implements the Voices for Food Ambassador training that includes Nutrition, Food Safety, Cultural Competency as well as something called Change Talk. Mary can also provide resources like recipes and nutrition information for you to share with your neighbors. Want to know more? Contact Mary at 570-826-0510 ext 305 or mparrs@ceopeoplehelpingpeople.org

Michele Newberry, Development Officer - Michele raises money to help the Food Bank operate. Did you know? Donors can designate their donation to the Food Bank, to go directly to your Food Bank account and support the purchase of additional wholesale food. Have a potential donor you'd like to ask for support? Michele can help! 570-826-0510 x356 or mnewberry@ceopeoplehelpingpeople.org

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Best Practices

1. Agreements

The following fully executed documents should be added to this section:

- ☐ Partner Application
- ☐ Partner Agreement
- ☐ Agreement Addendums
 - Sub-Distribution Addendum
 - Enable Donor Pick Up Addendum
 - Agencies Ineligible for or Opting out of TEFAP Addendum
 - Wholesale Purchase
- ☐ TEFAP Agreement
- ☐ SFPP Agreement (*Luzerne County only*)

Need help with agreements?

If you are missing copies of any of these agreements, please contact agencies@ceopeoplehelpingpeople.org to request a copy.



If you need to edit your agency application – change the person in charge, add locations or distribution types, or if you move or have a change of address – request the edit link for your application by emailing: agencies@ceopeoplehelpingpeople.org

If your authorized signer changes, a new agreement will need to be signed.

Request a link to the full agreement by emailing:

agencies@ceopeoplehelpingpeople.org

If you need to sign another addendum to your agreement (must be initialed by the Authorized Signer that signed the Partner Agreement) -

<https://form.jotform.com/251555372450152>



Do & Don'ts

Below you will find specific examples of what is and is not acceptable for religious activities at partner agency food distributions.

IT IS NOT ACCEPTABLE....	IT IS ACCEPTABLE TO...
refuse food to beneficiaries who do not practice a particular faith	have a cross or other religious symbols hanging on a wall at the food distribution facility
	have a menorah, nativity scene or Christmas tree on display at the distribution facility during holidays
insert faith-based pamphlets in bags or boxes when distributing food	have a display stand at the front/back of the food distribution facility that contains faith-based pamphlets or books for anyone interested
require or encourage participants to have a religious conversation with the pastor or official prior to receiving food	have a pastor or other religious official assist with the distribution of food
have a prayer service in the same room and at the same time as the distribution of food	have a prayer service in a distinctly separate area of the church building while the distribution of food is happening in another area of the church
lead food recipients in a prayer at the beginning of the food distribution or otherwise suggest participation in prayer is required for food distribution	invite participants to be a part of a voluntary prayer after, but clearly separate from, the distribution of food
	pray with volunteers prior to the food distribution

Below you will find specific examples of what is and is not acceptable fundraising activity.

IT IS NOT ACCEPTABLE TO...	IT IS ACCEPTABLE TO...
ask for donations from food recipients	collect donations from volunteers, congregation members or community members at a time completely separate from the food distribution activity
have any kind of "pay what you can" payment model in exchange for food	
have a donation receptacle available in view of the food recipients during food distributions	
solicit donations from the public if you are not registered with Pennsylvania's Bureau of Charitable Organizations (BCO)	partner with CEO Weinberg Food Bank to solicit donations that will be directed to CEO and designated for your support

Below you will find specific examples of what is and is not acceptable uses of product received from the CEO Weinberg Regional Food Bank.

IT IS NOT ACCEPTABLE TO...	IT IS ACCEPTABLE TO...
• Use product for the upkeep or operations of the program • Use product for meetings • Use product for fundraisers or events • Allow consumption of product by volunteers or staff • Use of product as compensation or incentive	Give product to individuals determined to be ill, needy or infants
	Use product to make meals served to individuals determined to be ill, needy or infants (meal service must be reported to Food Bank and additional requirements must be satisfied)
	Sub-distribute excess product to another partner of CEO Weinberg Food Bank (see limitations in Sub-Distribution section)

Below you will find specific examples of what is and is not acceptable for engaging in other food distribution activities.

IT IS NOT ACCEPTABLE TO...	IT IS ACCEPTABLE TO...
sell or distribute any food that requires payment or requests donations or pay-what-you-can at the same time you distribute food from CEO Weinberg Food Bank (i.e. can't have a farm stand or sell prepared meals at the same time)	source additional items from donors and vendors and give these items alongside product from CEO Weinberg Food Bank (see section of this manual on Food Donations)

Below you will find specific examples of what is and is not acceptable political activity at partner agency food distributions.

IT IS NOT ACCEPTABLE TO...	IT IS ACCEPTABLE TO...
to use food distribution as a platform for promoting or disparaging any political candidate or legislative issue to food recipients. The following are unacceptable in conjunction with food distribution activities: • Candidate or political signs • Allowing a candidate to canvas recipients of food • Asking food recipients to sign a petition or letter	promote exercising one's civil liberties via signage or flyers available for the taking (see examples of allowable religious information displays): • Encouraging recipients to register to vote • Encourage recipients to advocate for themselves and the issues that matter to them • Encourage recipients to participate in the census
	Invite an elected official to visit or volunteer during a food distribution as a means of advocating for programs and legislation that benefit food recipients or raising awareness of the need for food assistance programs and the issue of food insecurity. *

**non-profit organizations please refer to your organization's policy on lobbying vs advocacy.*

2. Training

The following training documents should be added to this section:

- ☐ Civil Rights Training – **MUST BE RENEWED EVERY YEAR IN JUNE!**
 - We must receive a Self-Certification of Civil Rights Training for the the Person In Charge (*& ideally a backup person too!*) 
Use this link to complete the training and certificate online.
 - Signature Log for all staff and volunteers that have direct contact with food recipients must be kept on file (in this binder) but does not need to be submitted to the Food Bank.
- ☐ Food Safety Training
 - Food Safety for Food Banking – for take-home groceries (pantries and mobile pantries or Children's Produce Market and Backpack Programs) - valid for two years.
 - Person in Charge (*& ideally a backup person too!*)
 - Anyone transporting food
 - ServSafe Managers Certification – for prepared meal or snack programs – valid for 5 years.

Need help with Training?

All training is available online at
www.ceopeoplehelpingpeople.org/agencytraining



If you are missing copies of your current civil rights or food safety training certificate, please contact agencies@ceopeoplehelpingpeople.org to request a copy.



Annual Civil Rights Training



Visit:
www.ceopeoplehelpingpeople.org/agencytraining
 Find section titled "Civil Rights Training"



pennsylvania
 DEPARTMENT OF AGRICULTURE
 BUREAU OF FOOD DISTRIBUTION



I hereby certify that I have reviewed and understand the civil rights training webinar as required by United States Department of Agriculture regulations relative to my duties as staff for:

- | | |
|---|--|
| ☐ Commodity Supplemental Food Program (CSFP) | ☐ The Emergency Food Assistance Program (TEFAP) |
| Sub-Agency (Senior Food Box) | Pantry |
| ☐ Soup Kitchen | ☐ a charitable institution (non-pantry, TEFAP Outlet) |

Agency Name:	
Date of Training:	
<i>Volunteer Name (please print)</i>	<i>Volunteer Name (Signature)</i>

RETURN FORM TO: *Weinberg Regional Food Bank via email: agencies@ceopeoplehelpingpeople.org*
NO LATER THAN FIVE WORKING DAYS AFTER TRAINING

Annual Civil Rights Training, continued

[illegible]



Derechos Civiles Anuales



Capacitación

Visite:

www.ceopeoplehelpingpeople.org/

agencytraining

la sección titulada "Capacitación en derechos civiles"



pennsylvania

DEPARTMENT OF AGRICULTURE
BUREAU OF FOOD DISTRIBUTION



Por la presente certifico que he revisado y comprendo el seminario web de capacitación sobre derechos civiles según lo exigen las regulaciones del Departamento de Agricultura de los Estados Unidos en relación con mis funciones como miembro del personal para:

☐ Programa de Alimentos Suplementarios Básicos (CSFP)

Subagencia (Caja de alimentos para personas mayores)

☐ Programa de Asistencia Alimentaria de Emergencia (TEFAP) Despensa

☐ Comedor social

☐ una institución benéfica (que no sea un banco de alimentos, TEFAP Outlet)

Nombre de la agencia:

Fecha de capacitación:

Nombre del voluntario (por favor, escriba en letra de imprenta)	Nombre del voluntario (Firma)

DEVUELVA EL FORMULARIO A: **Weinberg Regional Food Bank** por correo electrónico: agencycs@ceopeoplehelpingpeople.org
NO MÁS TARDE DE CINCO DÍAS HÁBILES DESPUÉS DE LA FORMACIÓN

Capacitación anual sobre derechos civiles (continuación)

[illegible]

3. Required Posters and Documents

Requirements for display apply regardless of location type or distribution model.

- ☐ Justice for All Poster – Must be displayed and visible to food recipients. Must be the green version for USDA food distribution programs. The poster must be printed 11x17 size and in full color. The 2019 version is the most current version available. Laminated copies are available from the Food Bank.
- ☐ Written Notice of Beneficiary Rights – Must be displayed and visible to food recipients. Master copy included in this section.
- ☐ Civil Rights Complaint Form – must be available upon request; best practice is to have copies visibly displayed for self-service. Master copy included in this section.
- ☐ Food Provided by Poster or In Partnership with Poster – must be displayed and visible to food recipients. Laminated 11x17 posters are available.
 - Partners that exclusively or primarily utilize food from the Weinberg Food Bank should use the Food Provided by poster.
 - Partners that source a large portion of their food from sources other than the Weinberg Food Bank should use the In Partnership with Poster.
- ☐ ServSafe Manager Certificate - must be posted at meal program locations, in view of meal service

Need help with Required Posters and Documents?

All required posters and documents are available online at www.ceopeoplehelpingpeople.org/agencytraining

If you need laminated posters for display, please contact agencies@ceopeoplehelpingpeople.org to request them.



In Partnership with



Food provided by



Written Notice of Beneficiary Rights The Emergency Food Assistance Program (TEFAP)

Name of Organization:

Because the food provided by CEO Weinberg Northeast Regional Food Bank is 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 any of the following:

CEO Weinberg Regional Food Bank by phone: 570-826-0510 or online:

www.ceopeoplehelpingpeople.org/find_a_food_pantry

or use a smart phone camera to scan this QR Code:



PA Department of Agriculture - By Phone: 800-468-2433

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 provide such notice before we provide the actual service. In such an instance, this notice must be given to you at the earliest available opportunity.

Aviso por escrito de los derechos del beneficiario

El Programa de asistencia alimentaria de emergencia (TEFAP)

Nombre de la organización:

Debido a que los alimentos proporcionados por el CEO Weinberg Northeast Regional Food Bank están respaldados total o parcialmente por asistencia financiera del Gobierno Federal, debemos informarle que:

1. No podemos discriminarlo por motivos de religión, creencia religiosa, negativa a mantener una creencia religiosa o negativa a asistir o participar en una práctica religiosa;
2. No podemos exigirle que asista o participe en ninguna actividad explícitamente religiosa (incluidas actividades que involucren contenido religioso abierto, como adoración, instrucción religiosa o proselitismo) que ofrezca nuestra organización, y cualquier participación de usted en dichas actividades debe ser puramente voluntario;
3. Debemos separar en tiempo o lugar cualquier actividad explícitamente religiosa financiada de forma privada (incluidas actividades que involucren contenido religioso abierto como adoración, instrucción religiosa o proselitismo) de actividades apoyadas con asistencia financiera federal directa; y
4. Puede denunciar violaciones de estas protecciones, incluida cualquier denegación de servicios o beneficios por parte de una organización, comunicándose o presentando una queja por escrito ante la

Departamento de Agricultura de EE. UU.

Oficina del Subsecretario de Derechos Civiles Director Ejecutivo Centro para la Aplicación de los Derechos Civiles

1400 Avenida Independencia SW

Washington, DC 20250-9410, o por correo electrónico [a program.intake@usda.gov](mailto:program.intake@usda.gov)

5. Si desea buscar información sobre si existen otras organizaciones financiadas con fondos federales que brinden este tipo de servicios en su área, comuníquese con cualquiera de las siguientes personas:

CEO Weinberg Regional Food Bank por teléfono: 570-826-0510 o en
www.ceopeoplehelpingpeople.org/find_a_food_pantry

o utilice la cámara de un teléfono inteligente para escanear este código (

Departamento de Agricultura de PA - Por teléfono: 800-468-2433

La línea directa contra el hambre del USDA:

- Por teléfono: 1-866-3-HAMBRE o 1-877-8-HAMBRE para hablar con un representante de 7:00 a. m. a 10:00 p. m., hora del este.
- Por texto: 914-342-7744 con una pregunta que puede contener una palabra clave como "comida", "verano", "comidas", etc. para recibir una respuesta automática a recursos ubicados cerca de una dirección y/o código postal.



Este aviso por escrito debe entregarse antes de que se inscriba en el programa o reciba servicios del programa, a menos que la naturaleza del servicio brindado o circunstancias exigentes hagan que sea impracticable proporcionar dicho aviso antes de que brindemos el servicio real. En tal caso, se le debe entregar este aviso lo antes posible.

Memorando de Política No. FD-155

julio 2024

U.S. Department of Agriculture
USDA Program Discrimination Complaint Form

Complainant Information		
First name	Middle Initial	Last Name
Mailing Address (Include Full City, State and Zip Code)		
Primary Phone Number	Alternate Phone Number	Email
Best way to reach you: ☐ Mail ☐ Phone ☐ Email ☐ Other		
If you have difficulty understanding the English language, you may request language assistance services by calling 866-632-9992. Assistance will be available for individuals who are not proficient in English. Persons with disabilities who require alternative means of communication (e.g., braille, large print, American Sign Language) should contact the responsible State or local Agency that administers the program or contact the United States Department of Agriculture (USDA) through the Federal Telecommunications Relay Service at 711 (voice TTY).		
Representative Information		
Do you have a representative? ☐ Yes ☐ No		Do you have written authorization from representative? If so, please attach. ☐ Yes ☐ No
First name	Last Name	
Mailing address (Include Full City, State and Zip Code)		
Phone	Email	
Complaint Information (attach additional pages and supporting documentation as needed)		
1. Provide the name of the program you applied for (if known/applicable).		
2. Select the USDA agency that conducts the program or provides Federal financial assistance for the program. ☐ Agricultural Marketing Service, AMS ☐ Foreign Agricultural Service, FAS/Trade and Foreign Agricultural Affairs, TFAA ☐ Food and Nutrition Service, FNS ☐ Forest Service, FS ☐ Farm Service Agency, FSA ☐ National Institute of Food and Agriculture, NIFA ☐ Natural Resources Conservation Service, NRCS ☐ Rural Development, RD ☐ Other ☐ Unknown		
3. Date of recent alleged discrimination (mm/dd/yyyy)	4. Location and/or address of the office where discrimination occurred	
5. Who do you believe discriminated against you? Include the name(s) of person(s) involved in the alleged discrimination (if known).		

U.S. Department of Agriculture USDA Program Discrimination Complaint Form

6. What happened to you (please include dates of each allegation)?

7. It is a violation of the law to discriminate against you based on the following: race, color, national origin, religion, sex including gender identity and expression, sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, and political beliefs. (Not all bases apply to all programs). Reprisal is prohibited based on prior civil rights activity.

I believe I was discriminated against based on:

- | | | |
|---|---|--|
| ☐ Race | ☐ Sex | ☐ Marital Status |
| ☐ Sexual Orientation | ☐ Gender Identity (Expression) | |
| ☐ Color | ☐ Disability | ☐ Family/Parental Status |
| ☐ National Origin | ☐ Age | ☐ Income from Public Assistance |
| ☐ Political Beliefs | ☐ Religion | ☐ Retaliation (prior civil rights activity) |

Remedies

8. How would you like to see this complaint resolved?

9. Have you filed a complaint about the incident(s) with another federal, state, or local agency or with a court?

10. If yes, with what agency or court did you file?

11. If yes, when did you file?
(mm/dd/yyyy)

Complainant Signature

Date

Representative Signature

Date

INSTRUCTIONS

PURPOSE: The Agriculture Department 3027(AD 3027) Program Discrimination Complaint Form may be used to file a complaint if you believe you have experienced discrimination in any USDA program or activity, and you wish to file a complaint of discrimination. The form can be used to file a complaint of discrimination based on race, color, national origin (including limited English proficiency), religion, sex (including gender identity and expression), sexual orientation, disability, age, marital status, family/parental status, income derived from public assistance program and political beliefs. You may also use this form to file a program complaint alleging an adverse environmental impact to your health or the environment of a protected group caused by the program or activities of USDA, its Mission Areas or agencies.

You are not required to use this form to file a discrimination complaint, you may send a letter or email instead of this form. The letter or email must include the information requested in items 1-11 on this form. If you decide to use this form, please type or print all information in items 1-11 of this form and use additional pages if more space is needed. If you need assistance completing this form, call 866-632-9992.

Pursuant to 7 CFR 16.4(d), beneficiaries and prospective beneficiaries in programs supported by indirect financial assistance from USDA may file written complaints with USDA alleging violations of the rule's religious freedom protections by contacting or filing a written complaint with USDA's Office of the Assistant Secretary for Civil Rights (OASCR).

If you need assistance filling out this form (including translation services), you may call (866) 632-9992; assistance will be available in English and for individuals who are not proficient in English or in other languages. Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, and American Sign Language) should contact the responsible State or local Agency that administers the program or contact USDA through the Telecommunications Relay Service at 711 (voice and TTY)

We must have a signed copy of your complaint. An incomplete or unsigned form or letter will delay processing of your complaint.

FILING DEADLINE: A program discrimination complaint must be filed within 180 days from the date you knew or should have known of the alleged discrimination unless the time for filing is extended by USDA. Complaints sent by mail are considered filed on the date the complaint is received by USDA. Complaint documentation or Complaint Forms sent by email will be considered filed on the date the complaint is received. Complaints filed after the 180-day deadline must include a 'good cause' explanation for the delay. For example, if:

1. You could not reasonably have been expected to know of the discriminatory act within the 180-day period;
2. You were seriously ill or incapacitated; or
3. The same complaint was filed with another Federal, state, or local agency and that agency failed to act on your complaint.

USDA POLICY: Federal law and policy prohibit discrimination against you based on race, color, and national origin includes discrimination based on shared ancestry or ethnic characteristics or based on citizenship in a country with a dominant religion. Discrimination based on race, color, and national origin also includes discrimination, including harassment, because you and/or another individual are, for example, Jewish, Muslim, Arab, Hindu, or Sikh; or based on other ethnic and religious characteristics. For example, individuals who have been subjected to ethnic slurs (such as antisemitic or anti-Muslim harassment); harassed for how they look, dress, or speak in ways related to their ethnic background (such as skin color, religious attire, or language spoken); or stereotyped based on their perceived ethnic characteristics. USDA will determine if it has jurisdiction under the law to process the complaint on the basis identified in the complaint and in the programs indicated in the complaint. Reprisal that is based on prior civil rights activity is prohibited.

WHERE TO FILE YOUR COMPLAINT: You may submit your completed form or letter to USDA by:

Mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence, Ave, SW, Mail Stop 9410, Washington, DC 20250-9410.

e-Mail: program.intake@usda.gov.

For more information visit: <https://www.usda.gov/oascr/how-to-file-a-program-discrimination-complaint>.

LEGAL INFORMATION

CONSENT: This USDA Program Discrimination Complaint Form is provided in accordance with the Privacy Act of 1974 (5 U.S.C. §552a) and is used to solicit information for processing complaints of discrimination. USDA requests this information pursuant to 7 CFR Part 15.

If the completed form is accepted as a complaint, the information collected during the investigation will be used to process your program discrimination complaint.

RETALIATION PROHIBITED: No Agency, officer, employee, or agent of the USDA, including persons representing the USDA and its programs, shall intimidate, threaten, harass, coerce, discriminate against, or otherwise retaliate against anyone who has filed a complaint of alleged discrimination or who participates in any manner in an investigation or other proceeding raising claims of discrimination.

PRIVACY ACT STATEMENT(5 U.S.C. § 552a)

AUTHORITIES: Collection of this information is authorized by Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d); and Sections 504 and 508 of the Rehabilitation Act of 1973 (29 U.S.C. §§ 794; 794d) and any other anti-discrimination statutes, rules and regulations.

PURPOSE: The information solicited on this form is used for processing complaints of discrimination under the statutes listed in the "Authorities" section of this notice. Any information obtained from this form will be maintained in our system of record.

ROUTINE USES: More information on the routine uses for the system can be found in the System of Records Notice USDA-2021-0007 records maintained by OASCR can be seen via the internet at <https://www.usda.gov/home/privacy-policy/system-records-notices>.

DISCLOSURE: Providing this information is voluntary. Failure to complete this form may lead to a delay in processing of the complaint or rejection of the complaint due to an inadequate information to continue processing.

PAPERWORK REDUCTION ACT STATEMENT

The Paperwork Reduction Act of 1995 (44 U.S.C. 3501 et seq.) requires us to inform you that this information is being collected to ensure that your complaint contains all the information required to process it fully. OASCR will use the information to process your discrimination complaint.

Response to this request is voluntary. The information you provide on this form will only be shared with persons who have an official need to know and will be protected from public disclosure pursuant to the provisions of the Privacy Act, (5 U.S.C. § 552a(b)). The estimated time required to complete this form is 60 minutes. You may send comments regarding the accuracy of this estimate and any suggestions for reducing the time for completion of the form to the U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Mail Stop 9410, DC 20250-9410. An agency may not conduct or sponsor, nor is a person required to respond to, a collection of information unless it displays a currently valid OMB Control Number. **The OMB Control Number for this form is 0508-0002.**

TITLE VI AND ENVIRONMENTAL JUSTICE

Title VI of the Civil Rights Act of 1964 requires federal agencies to ensure that programs or activities receiving federal funding, including those that affect human health or the environment, do not use discriminatory criteria, methods, or practices that adversely impact protected groups. USDA is advancing environmental justice by carrying out its responsibilities under the law to identify and address disproportionate and adverse public health and environmental, climate-related, and cumulative impacts on communities with environmental justice concerns. USDA invites the public to bring to its attention possible violations of our nation's environmental laws. Please use this form to let the USDA know of any environmental, health and climate impacts on individuals and communities that may be caused by the activities of USDA, its Mission Areas or agencies. Please understand that submitting this complaint form has no effect on any statute of limitations or other filing requirements that might apply to any complaint you may have. Further, by submitting this complaint you have not commenced a lawsuit or other legal proceeding, and this office has not initiated a lawsuit or proceeding on your behalf.

NATIONAL ORIGIN DISCRIMINATION

Discrimination based on national origin includes discrimination based on the country, world region, or place where a person or their ancestors come from; a person's limited English proficiency or English learner status; and a person's actual or perceived shared ancestry or ethnic characteristics, including membership in a religion that may be perceived to exhibit such characteristics (e.g., Hindu, Jewish, Muslim, and Sikh students).

USDA ACCESSIBILITY STATEMENT

Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d) authorizes individuals to file administrative complaints and civil actions against the Department, limited to the Department's alleged failure to procure accessible technology. The statute requires federal agencies to process Section 508 complaints according to the same complaint procedures used to process Section 504 complaints. USDA is committed to making its digital content accessible. USDA customers, employees, job applicants, and members of the public with disabilities must have access to information and communication technology (ICT) comparable to the access available to those without disabilities.

Departamento de Agricultura de Estados Unidos

Formulario de quejas por discriminación en los programas del USDA

Información del demandante		
Nombre	Inicial del segundo nombre	Apellido
Dirección postal (incluya la ciudad, el estado y el código postal completos)		
Teléfono principal	Teléfono alternativo	Correo electrónico
La mejor manera para comunicarnos con usted: ☐ Correo ☐ Teléfono ☐ Correo electrónico ☐ Otro		
Si tiene dificultades para entender el inglés, puede solicitar servicios de asistencia con el idioma llamando al 866-632-9992. Habrá ayuda disponible a las personas que no dominen el inglés. Las personas con discapacidad que necesiten medios alternativos de comunicación (por ejemplo, braille, letra grande, lenguaje de señas americano) deben comunicarse con la agencia estatal o local responsable que administre el programa o comunicarse con el Departamento de Agricultura de los Estados Unidos (USDA) mediante el Servicio Federal de Retransmisión de Telecomunicaciones llamando al 711 (voz TTY).		
Información sobre representantes		
¿Tiene un representante? ☐ Sí ☐ No		¿Tiene autorización por escrito de un representante? Si la respuesta es sí, adjúntela. ☐ Sí ☐ No
Primer nombre	Apellido	
Dirección postal (incluya la ciudad, el estado y el código postal completos)		
Teléfono	Correo electrónico	
Información sobre la queja		
<i>(adjunte páginas adicionales y documentación de apoyo si es necesario)</i>		
1. Escriba el nombre del programa que solicitó (si lo conoce/corresponde).		
2. Seleccione la agencia del USDA que dirige el programa o que ofrece ayuda económica federal para dicho programa. ☐ Servicio de Marketing Agrícola (Agricultural Marketing Service, AMS) ☐ Servicio Agrícola Exterior, FAS/Comercio y Asuntos Agrícolas Exteriores, TFAA (Foreign Agricultural Service, FAS/Trade and Foreign Agricultural Affairs, TFAA) ☐ Servicio de Alimentación y Nutrición, (Food and Nutrition Service, FNS) ☐ Servicio Forestal (Forest Service, FS) ☐ Agencia de Servicios Agrícolas (Farm Service Agency, FSA) ☐ Instituto Nacional de Alimentación y Agricultura (National Institute of Food and Agriculture, NIFA) ☐ Servicio de Conservación de Recursos Naturales (Natural Resources Conservation Service, NRCS) ☐ Desarrollo Rural (Rural Development, RD) ☐ Otro ☐ Se desconoce		
3. Fecha de la presunta discriminación reciente (mm/dd/aaaa)	4. Lugar o dirección de la oficina donde ocurrió la discriminación	
5. ¿Quién cree que lo discriminó? Incluya los nombres de las personas implicadas en la presunta discriminación (si los conoce).		

Departamento de Agricultura de Estados Unidos
Formulario de quejas por discriminación en los programas del USDA

6. ¿Qué le ocurrió? (incluya las fechas de cada acusación)

7. Es una infracción de la ley discriminarlo basado en lo siguiente: raza, color, país de origen, religión, sexo, orientación sexual, discapacidad, edad, estado civil, situación familiar/paternal, ingresos derivados de un programa de asistencia pública y creencias políticas. (No todas las bases se aplican a todos los programas). Se prohíben las represalias basadas en actividades anteriores relacionadas con los derechos civiles.

Creo que se me discriminó sobre la base de:

- | | | |
|--|---------------------------------------|--|
| ☐ Raza | ☐ Sexo | ☐ Estado civil |
| ☐ Color | ☐ Discapacidad | ☐ Situación familiar/parental |
| ☐ País de origen | ☐ Edad | ☐ Ingresos de asistencia pública |
| ☐ Creencias políticas | ☐ Religión | ☐ Represalias (actividad anterior en defensa de los derechos civiles) |

Soluciones legales

8. ¿Cómo le gustaría que se resolviera esta queja?

9. ¿Ha presentado alguna queja sobre los incidentes ante otra agencia federal, estatal o local o ante un tribunal?

10. Si respondió Sí, ¿ante qué agencia o tribunal presentó su queja?

11. Si respondió Sí, ¿cuándo presentó su queja?
(mm/dd/aaaa)

Firma del demandante

Fecha

Firma del representante

Fecha

INSTRUCCIONES

PROPÓSITO: El Formulario de quejas por discriminación en los programas 3027 (AD 3027) del Departamento de Agricultura puede usarse si cree que ha sufrido discriminación en cualquier programa o actividad del USDA y quiere presentar una queja por discriminación. Puede usar el formulario para presentar una queja por discriminación basada en raza, color, país de origen (incluyendo poco dominio del inglés), religión, sexo, orientación sexual, discapacidad, edad, estado civil, situación familiar/parental, ingresos derivados de un programa de asistencia pública y creencias políticas. También puede usar este formulario para presentar una queja si algún programa o actividad del USDA, las áreas de su misión o sus agencias ha tenido un efecto ambiental perjudicial en su salud o en el entorno de un grupo protegido.

No es necesario que use este formulario para presentar una queja por discriminación; puede enviar una carta o un correo electrónico en lugar de este formulario. La carta o el correo electrónico deben incluir la información solicitada en los puntos 1-11 de este formulario. Si decide usar este formulario, escriba a máquina o en letra de molde toda la información de los puntos 1-11 de este formulario y use más páginas si necesita más espacio. Si necesita ayuda para completar el formulario, llame al 866-632-9992.

Según el Título 7 del CFR 16.4(d), los beneficiarios y posibles beneficiarios de programas respaldados por ayuda económica indirecta del USDA pueden presentar quejas por escrito ante el USDA en las que se indican infracciones de las protecciones de libertad religiosa de la norma poniéndose en contacto con la Subsecretaría de Derechos Civiles (Office of the Assistant Secretary for Civil Rights, OASCR) del USDA o presentando una queja por escrito ante ella.

Si necesita ayuda para completar este formulario (incluyendo servicios de traducción), puede llamar al (866) 632-9992. La ayuda estará disponible en inglés y para personas que no dominen el inglés u otros idiomas. Las personas con discapacidad que necesiten medios alternativos de comunicación para obtener información sobre el programa (por ejemplo, Braille, letra grande, lenguaje de señas americano) deben comunicarse con la agencia estatal o local responsable que administre el programa o comunicarse con el USDA mediante el Servicio de Retransmisión de Telecomunicaciones llamando al 711 (voz y TTY).

Debemos tener una copia firmada de su queja. Si presenta un formulario o una carta incompletos o sin firmar, retrasará el procesamiento de su queja.

PLAZO DE PRESENTACIÓN: Las quejas por discriminación en los programas deben presentarse dentro de los 180 días a partir de la fecha en que supo o debería haber sabido de la presunta discriminación, a menos que el USDA extienda el plazo. Las quejas enviadas por correo se consideran presentadas en la fecha en que el USDA las recibe. La documentación de la queja o los formularios de quejas enviados por correo electrónico se considerarán presentados en la fecha en que se reciba la queja. Las quejas presentadas después del plazo de 180 días deben incluir una explicación de una "buena causa" para el retraso. Por ejemplo, si:

1. No era razonablemente esperable que usted supiera del acto discriminatorio en el período de 180 días;
2. estaba gravemente enfermo o incapacitado; o
3. la misma queja se presentó ante otra agencia federal, estatal o local y esa agencia no hizo nada al respecto.

POLÍTICA DEL USDA: La ley y la política federales prohíben la discriminación por motivos de raza, color y país de origen, incluyendo la discriminación por motivos de ascendencia compartida o características étnicas o por la ciudadanía de un país con una religión dominante. La discriminación basada en raza, color y país de origen también incluye la discriminación, incluyendo el acoso debido a que usted u otra persona sean, por ejemplo, judíos, musulmanes, árabes, hindúes o sijes; o basada en otras características étnicas y religiosas. Por ejemplo, personas que han sido objeto de insultos étnicos (como acoso antisemita o antimusulmán); acosadas por su apariencia, vestimenta o forma de hablar en relación con su origen étnico (como el color de la piel, vestimenta religiosa o el idioma que hablan); o estereotipadas basado en sus características étnicas percibidas. El USDA determinará si tiene jurisdicción según la ley para procesar la queja sobre la base identificada en la queja y en los programas indicados en la queja. Se prohíben las represalias basadas en actividades anteriores relacionadas con los derechos civiles.

DÓNDE PRESENTAR SU QUEJA: Puede enviar su formulario completo o carta al USDA por:

Correo: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence, Ave, SW, Mail Stop 9410, Washington, DC 20250-9410.

Correo electrónico: program.intake@usda.gov.

Para obtener más información, visite: <https://www.usda.gov/oascr/how-to-file-a-program-discrimination-complaint>.

INFORMACIÓN LEGAL

CONSENTIMIENTO: Este Formulario de quejas por discriminación en los programas del USDA se entrega de conformidad con la Ley de Privacidad de 1974 (5 U.S.C. § 552a) y se usa para pedir información para procesar quejas por discriminación. El USDA solicita esta información según la Parte 15 del Título 7 del CFR.

Si el formulario completado se acepta como queja, la información recopilada durante la investigación se usará para procesar su queja por discriminación en los programas.

PROHIBICIÓN DE REPRESALIAS: Ninguna agencia, representante, empleado o agente del USDA, incluyendo personas que representan al USDA y sus programas, intimidará, amenazará, acosará, coaccionará, discriminará ni tomará ningún tipo de represalia contra una persona que haya presentado una queja por presunta discriminación o que participe de alguna manera en una investigación u otro procedimiento que plantee reclamos por discriminación.

DECLARACIÓN DE LA LEY DE PRIVACIDAD (5 U.S.C. § 552a)

AUTORIDADES: La recopilación de esta información está autorizada por el Título VI de la Ley de Derechos Civiles de 1964. (42 U.S.C. § 2000d); y las Secciones 504 y 508 de la Ley de Rehabilitación (Rehabilitation Act) de 1973 (29 U.S.C. §§ 794; 794d) y cualquier otra ley, norma y reglamentación contra la discriminación.

PROPÓSITO: La información solicitada en este formulario se usa para procesar quejas por discriminación de conformidad con los estatutos señalados en la sección "Autoridades" de este aviso. Toda la información obtenida de este formulario quedará guardada en nuestro sistema de registro.

USOS HABITUALES: Se puede encontrar más información de los usos habituales del sistema en el Aviso del sistema de registros USDA-2021-0007. Los registros mantenidos por OASCR se pueden ver en Internet en <https://www.usda.gov/home/privacy-policy/system-records-notices>.

REVELACIÓN: La entrega de esta información es voluntaria. No completar este formulario puede causar retrasos en el procesamiento de la queja o que la queja sea rechazada por falta de información adecuada para continuar con el procesamiento.

DECLARACIÓN DE LA LEY DE REDUCCIÓN DEL PAPELEO

La Ley de Reducción del Papeleo de 1995 (Paperwork Reduction Act of 1995) (44 U.S.C. 3501 y siguientes) nos exige que lo informemos que estamos recopilando esta información para garantizar que su queja contenga toda la información necesaria para procesarla adecuadamente. OASCR usará la información para procesar su queja por discriminación.

La respuesta a esta solicitud es voluntaria. La información que se entregue en este formulario solo se compartirá con personas que oficialmente deban conocerla y estará protegida de su revelación pública según las disposiciones de la Ley de Privacidad (5 U.S.C. § 552a(b)). El tiempo estimado que necesita para completar este formulario es de 60 minutos. Puede enviar comentarios sobre la precisión de este cálculo y cualquier sugerencia para completar el formulario en menos tiempo al U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Mail Stop 9410, DC 20250-9410. Ninguna agencia puede hacer ni patrocinar, y ninguna persona está obligada a responder, una recopilación de información que no muestre un número de control OMB válido y vigente. **El número de control OMB de este formulario es 0508-0002.**

TÍTULO VI

El Título VI de la Ley de derechos civiles de 1964 exige que las agencias federales se aseguren de que los programas o actividades que reciben financiamiento federal, incluyendo aquellos que afectan la salud humana o el medio ambiente, no usen criterios, métodos o prácticas discriminatorias que perjudiquen a grupos protegidos. El USDA está promoviendo la justicia cumpliendo sus responsabilidades según la ley para identificar y tratar los efectos públicos y acumulativos desproporcionados y adversos en las comunidades con preocupaciones. El USDA invita al público a reportar posibles infracciones de las leyes ambientales de nuestra nación. Entienda que presentar este formulario de queja no tiene efecto alguno sobre ningún plazo de prescripción u otros requisitos de presentación que puedan aplicarse a cualquier queja que usted pueda tener. Además, presentando esta queja, usted no ha iniciado una demanda legal u otro procedimiento legal, y esta oficina no ha iniciado una demanda legal o procedimiento en su nombre.

DISCRIMINACIÓN POR PAÍS DE ORIGEN

La discriminación por el país de origen incluye la discriminación debido al país, la región del mundo o el lugar de donde proviene una persona o sus antepasados; el dominio limitado del inglés de una persona o su condición de estudiante de inglés; y la ascendencia compartida real o percibida de una persona o sus características étnicas, incluyendo la pertenencia a una religión que pueda percibirse como demostrativa de dichas características (por ejemplo, estudiantes hindúes, judíos, musulmanes y sijs).

DECLARACIÓN DE ACCESIBILIDAD DEL USDA

La Sección 508 de la Ley de Rehabilitación de 1973, con sus respectivas modificaciones (29 U.S.C. 794d), autoriza a las personas a presentar quejas administrativas y acciones civiles contra el Departamento, limitadas al presunto incumplimiento de adquirir tecnología accesible del Departamento. El estatuto exige que las agencias federales procesen las quejas de la Sección 508 de acuerdo con los mismos procedimientos de queja usados para procesar las quejas de la Sección 504. El USDA está comprometido a hacer que su contenido digital sea accesible. Los clientes, empleados, solicitantes de empleo y miembros del público con discapacidades que acuden al USDA deben tener acceso a tecnología de información y comunicación (ICT) comparable al acceso disponible para las personas sin discapacidades.

4. Reporting and Record Keeping

Take-Home Grocery Program: Pantries and Mobile Pantries / Children's Produce Markets and Backpack Programs

- ☐ Service Insights replaces all three of the following record keeping and reporting requirements.
 - ☐ TEFAP Self-Declaration of Need Forms – current year. These change every year on July 1. Completed forms must be kept on file for 3 years, plus the current year. Completed forms must be kept in a locked location, with limited access to ensure confidentiality of client information.
 - ☐ Client Services Log (sign-in sheet) - Keep log sheets for the 3 years plus the current year in the same secure location as your TEFAP self-declaration of need forms. *(not required for Backpack programs)*
 - ☐ Monthly Data Report – If your order is prepared by the Food Bank, your report is due within 3 days. All others, due by 5th of the following month. *Backpack Programs that do not use TEFAP Self-Declaration of Need forms, use Backpack Data Report.*

Also see following sections for additional record keeping requirements:

- ✓ Temperature Logs
- ✓ Pest Control Logs
- ✓ Monthly Poundage Report
- ✓ Sub-Distribution Log
- ✓ Orders and Inventory

What to Expect at a Site Visit

- ☐ Site Visits -
 - CEO Weinberg Food Bank staff
 - PA Department of Agriculture staff
 - Distribution/Meal Service Observation



Need help with Reporting and Record Keeping? All report and record keeping templates are available online at www.ceopeoplehelpingpeople.org/agencytraining

4. Reporting and Record Keeping, continued

Meal and Snack Programs

- ☐ Monthly Data Report – Due by 5th of every month

Also see following sections for additional record keeping requirements:

- ✓ Temperature Logs
- ✓ Pest Control Logs
- ✓ Monthly Poundage Report
- ✓ Sub-Distribution Log
- ✓ Orders and Inventory

What to Expect at a Site Visit

- ☐ Site Visits -
 - CEO Weinberg Food Bank staff
 - PA Department of Agriculture staff
 - Distribution/Meal Service Observation

Need help with Reporting and Record Keeping?

All report and record keeping templates are available online at
www.ceopeoplehelpingpeople.org/agencytraining

If you need copies of the TEFAP Self-Declaration of Need forms, please
contact agencies@ceopeoplehelpingpeople.org to request them.





Pennsylvania
Department of Agriculture

Bureau of Food Assistance

The Emergency Food Assistance Program (TEFAP)

"Self Declaration of Need"

Effective July 1, 2025 to June 30, 2026

Children (0-17) _____
Adults _____
Seniors (60 and up) _____

Recipient Name

Agency Representative Signature _____ Date _____

Recipient County of Residence

Distribution Site Name _____ Number _____

Recipient Zip Code

Distribution Site Location _____

The Emergency Food Assistance Program is operated in accordance with United States Department of Agriculture (USDA) policy, which prohibits discrimination on the basis of race, color, national origin, sex, age or disability. Eligibility is based upon the income guidelines listed below. The recipient circles the entire line that applies to their Household Size, understanding they must be at, or below, the income level indicated to be eligible for program benefits.

Total Household Income (based on 185% of Poverty)				
Household Size				
Circle One	Annual	Monthly	Weekly	
1	\$ 28,953	\$ 2,413	\$ 557	
2	\$ 39,128	\$ 3,261	\$ 753	
3	\$ 49,303	\$ 4,109	\$ 949	
4	\$ 59,478	\$ 4,957	\$ 1,144	
5	\$ 69,653	\$ 5,805	\$ 1,340	
6	\$ 79,828	\$ 6,653	\$ 1,536	
7	\$ 90,003	\$ 7,501	\$ 1,731	
8	\$ 100,178	\$ 8,349	\$ 1,927	
For each additional family member add:	\$ 10,175	\$ 848	\$ 196	

By signing below, I declare that my income from all sources does not exceed the income listed above for households with the same number of people as my household. I also certify that, as of today, my household lives in the area served by Pennsylvania in The Emergency Food Assistance Program. This certification form is being completed in connection with the receipt of Federal assistance. I understand that these records will be held in confidence at this distribution site but may be released to the Pennsylvania Department of Agriculture or the United State Department of Agriculture for review upon their request.

Recipient Signature _____ Date _____



Return completed form to your designated county agency. If you are unsure of the correct agency, please call the Bureau at 1-800-468-2433.

THIS FORM IS NOT TO BE ALTERED OR CHANGED IN ANY WAY.

PLEASE REFER TO THE REVERSE SIDE OF THIS DOCUMENT FOR AN IMPORTANT USDA NON-DISCRIMINATION STATEMENT

USDA Nondiscrimination Statement

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, audiotape, 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.

The Emergency Food Assistance Program Pennsylvania TEFAP Proxy Form	
Date _____	
I _____ hereby authorize _____ to pick up my TEFAP Food Package and deliver it to me.	
Client Signature _____	Proxy Signature _____
Pantry Representative _____	☐ Proxy ID Verified



Pennsylvania
Department of Agriculture

Oficina de Distribución de Alimentos

El Programa de Asistencia Alimenticia de Emergencia (TEFAP)

"Declaración Personal de Necesidad"

Efectivo desde el 1 de julio del 2025 al 30 de junio del 2026

Niños (0-17) _____
Adultos (18-59) _____
Ancianos (60 o más) _____

Nombre del receptor

Firma de Representante de la Agencia Fecha

Condado de residencia del receptor

Nombre del Lugar de Distribución Numero de agencia

Código postal del receptor

Localización del Lugar de distribución

El Programa de Asistencia Alimenticia de Emergencia es operado de acuerdo a las normas del Departamento de Agricultura de los Estados Unidos (USDA), que prohíbe la discriminación a base de raza, color, origen nacional, sexo, edad o incapacidad. Elegibilidad es basada según la tasa de ingreso a continuación. El recipiente circulara la línea entera que aplica a su Tamaño de Familia, entendiendo que deben de estar en o por debajo del nivel del ingreso para ser elegible para el programa.

Ingreso total del Hogar (basado en un 185% de pobreza)				
Tamaño de familia (circule uno)		Anual	Mensual	Semanal
1	\$	28,953	\$ 2,413	\$ 557
2	\$	39,128	\$ 3,261	\$ 753
3	\$	49,303	\$ 4,109	\$ 949
4	\$	59,478	\$ 4,957	\$ 1,144
5	\$	69,653	\$ 5,805	\$ 1,340
6	\$	79,828	\$ 6,653	\$ 1,536
7	\$	90,003	\$ 7,501	\$ 1,731
8	\$	100,178	\$ 8,349	\$ 1,927
Por cada miembro de familia adicional anade:		\$ 10,175	\$ 848	\$ 196

Al firmar a continuación, declaro que mis ingresos procedentes de todas las fuentes no superan los ingresos indicados anteriormente para hogares con el mismo número de personas que el mío. También certifico que, a fecha de hoy, mi hogar se encuentra en la zona atendida por Pensilvania en el Programa de Asistencia Alimentaria de Emergencia. Este formulario de certificación se completa en relación con la recepción de asistencia federal. Entiendo que estos registros se mantendrán de forma confidencial en este sitio de distribución, pero pueden ser entregados al Departamento de Agricultura de Pensilvania o al Departamento de Agricultura de los Estados Unidos para su revisión a petición suya.

Firma del Recipiente

Fecha

 Devuelva el formulario a su agencia Condado designado. Si no esta seguro de la Agencia correcta, por favor llame la oficina al 1-800-468-2433.

ESTE FORMULARIO NO DEBE SER ALTERADO O MODIFICADO DE NINGUNA MANERA.

USDA Nondiscrimination Statement

De conformidad con la Ley Federal de Derechos Civiles y los reglamentos y políticas de derechos civiles del Departamento de Agricultura de los EE. UU. (USDA, por sus siglas en inglés), se prohíbe que el USDA, sus agencias, oficinas, empleados e instituciones que participan o administran programas del USDA discriminen sobre la base de raza, color, nacionalidad, sexo, discapacidad, edad, o en represalia o venganza por actividades previas de derechos civiles en algún programa o actividad realizados o financiados por el USDA.

Las personas con discapacidades que necesiten medios alternativos para la comunicación de la información del programa (por ejemplo, sistema Braille, letras grandes, cintas de audio, lenguaje de señas americano, etc.), deben ponerse en contacto con la agencia (estatal o local) en la que solicitaron los beneficios. Las personas sordas, con dificultades de audición o discapacidades del habla pueden comunicarse con el USDA por medio del Federal Relay Service [Servicio Federal de Retransmisión] al (800) 877-8339. Además, la información del programa se puede proporcionar en otros idiomas.

Para presentar una denuncia de discriminación, complete el Formulario de Denuncia de Discriminación del Programa del USDA, (AD-3027) que está disponible en línea en: http://www.ascr.usda.gov/complaint_filing_cust.html y en cualquier oficina del USDA, o bien escriba una carta dirigida al USDA e incluya en la carta toda la información solicitada en el formulario. Para solicitar una copia del formulario de denuncia, llame al (866) 632-9992. Haga llegar su formulario lleno o carta al USDA por:

(1) correo: 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; o

(3) correo electrónico: program.intake@usda.gov.

USDA es un proveedor, empleador y entidad crediticia que ofrece igualdad de oportunidades.

El Programa de Asistencia Alimenticia de Emergencia Autorizacion Proxy para el programa TEFAP de Pennsylvania		Forma de
		Fecha _____
Yo _____ autorizo a, _____ para recoger mi paquete del alimento TEFAP para ser entregado a mí.		
Firma del cliente _____	☐	Firma de proxy autorizado _____
Representante de la Despensa _____		☐ Identificación del proxy verifica _____

[illegible]

Report for the month/year _____

PARTNER AGENCY MONTHLY DATA REPORT- DUE BY THE 5TH OF EVERY MONTH

To keep our files up to date, please complete the entire sheet.

Agency Name: _____

How frequently do you distribute? _____

Agency ID _____

Address: _____

City/State/Zip: _____

County: _____

Mobile Pantries & Children's Produce Markets Only: Due 3 days after distribution

Next Month's Distribution date _____ How many families to send for _____

Completed by: _____ Contact number _____ Date _____

Food Pantry, Mobile Pantry or Children's Produce Market

Any program that distributes groceries (non-prepared foods) and other basic supplies for off-site use.

Returning families served this month (Duplicated)				
	Households	Children	Adults	Elderly
TOTAL				

NEW families served this month for the first time (Unduplicated)				
	Households	Children	Adults	Elderly
TOTAL				

TOTAL (Duplicated + Unduplicated)				
--------------------------------------	--	--	--	--

MEAL PROGRAM

Any agency that serves meals in its facility, such as soup kitchens, day care or after school programs, shelters, or other residential or day programs.

Total number served this month				
	Breakfast	Lunch	Dinner	Snack
TOTAL				

Number of volunteer hours recorded for the month: _____

Please return to (agencies@ceopeoplehelpingpeople.org) NO later than the 5th of each month.

Any questions please call: 570-908-2222 EXT 302

Report for the month/year _____



BACKPACK PROGRAM MONTHLY DATA REPORT*
DUE BY THE 5TH OF EVERY MONTH

*If you collect TEFAP Self-Declaration of Need forms and therefore have household data available, please use the standard Monthly Data Report form for your backpack program.

To keep our files up to date, please complete the entire sheet.

Agency Name: _____

How frequently do you distribute? _____

Agency ID _____

Address: _____

City/State/Zip: _____

County: _____

Date of Distribution	Total Number of Backpacks Distributed

Are there any new/unduplicated children this month? *(New this school year; or since July 1, if operating summer programming)*

New Children Served

Completed by: _____ Contact number _____ Date _____

Please submit reports by the 5th of each month for the prior month via email to:
agencies@ceopeoplehelpingpeople.org

Partner Agency Corrective Action Process

Compliance deficiencies are initially indicated by a complaint (internal or external) or identified during an Observation/Site Visit or reporting review.

When a complaint (internal or external) is received, Food Bank staff will document the complaint and respond as follows:

Area of Concern	Response
Anything that occurred during a food distribution. Including Signage not being posted.	Unannounced Observation during the partner's next distribution or within 1 week if the partner is open multiple times per week.
Food storage or facility issue	Announced Site Visit within 2 weeks or prior to the next distribution.
Discrimination or denied service	Phone call (immediately, same day as the complaint) and Unannounced Observation during the partner's next distribution or within 1 week if the partner is open multiple times per week.
Incorrect Reporting	Phone call to explain correct reporting protocol. Announced Observation and retraining on record keeping and reporting during the partner's next distribution or within 2 weeks if the partner is open multiple times per week. Repeat incorrect reporting (consecutive or non-consecutive, within 12 months, under the same leadership) results in product hold until announced Site Visit and retraining on record keeping and reporting is complete; for data reporting: onboard to Service Insights before coming off product hold.
Late Reporting	Warning the first time with explanation of importance and consequences for a second late report. Second (consecutive) late poundage reporting results in product hold until announced Site Visit and retraining on record keeping and reporting is complete; second late data reporting results in onboard to Service Insights before coming off product hold & site visit or observation, if due. Three late reports (non-consecutive) within a 12-month period – same response as second consecutive late report.

When a deficiency is noted during an Observation/Site Visit or a complaint is validated during an Observation/Site Visit:

Staff will notify (in writing) the partner (Person In Charge and Authorized Signer) of findings and the required corrective action. Notification made via email with read receipt and request for receipt confirmation. If no response within 1 business day, a call will be made to confirm receipt. Partner will have up to 7 days to respond (in writing) in agreement with our proposed corrective action plan. Staff

will follow up in a timely manner (see Corrective Action Plan template for timeframes) after the correction plan has been accepted to verify that compliance requirements have been met.

1. If partner does not respond within 7 days or complete the required corrective actions, they will be placed on product hold until corrective action is completed, and an announced Site Visit or unannounced Observation confirms the necessary actions have taken.
2. If corrective action has not been implemented at follow-up (timeframe noted below) or if a second complaint or deficiency for the same issue is noted, partner will be placed on product hold until a complete Site Visit is completed and retraining with a team approach to leadership and/or a leadership transition.
 - a. Should leadership change, prior deficiencies will not be considered or counted.
3. If a period of 3 months has lapsed with product hold and awaiting response to or completion of proposed corrective action plan, the partners file will be closed, and the partner will be notified in writing of their termination. They will also be notified if they still choose to return as a partner they will need to start over by filling out an inquiry form on the website to start the process.

If the partner has 3 or more separate compliance issues/corrective action plans in a 12-month period, termination of the partnership will result.

INTERNAL ONLY - All documentation and communication with the partner, including complaint forms and Observation/Site Visit forms will be scanned and saved in the partner file on SharePoint and a hard copy placed in their file.

Corrective Action Plan Template

Compliance Deficiency	Corrective Action with Timeframe for compliance
Missing required signage/documents - o Justice For All - o Notice of Beneficiary Rights - o Food Provided By or In Partnership With - o Discrimination Complain Form - o Food Safety training for PIC	Signage has been provided by CEO Weinberg Food Bank staff and will be displayed by the partner during food distributions and/or meal service. Signage must be on display during unannounced follow-up Observation visit within 60 days and all subsequent Observations.
Expired or missing training or agreements - o Civil Rights (due annually by July 1) - o Food Safety Training – 2 year certificate for pantries, 5 year ServSafe Manager certificate for prepared meals - o TEFAP agreement - o SFPP agreement - o Partner agreement (with current person in charge and valid authorized signer)	Training resources or agreements have been provided by CEO Weinberg Food Bank staff. Training or agreements must be completed <u>prior to next order</u> from the Food Bank. Partner is responsible for maintaining valid training on an ongoing basis. Changes in leadership must be reported to the Food Bank so that agreements can be reissued for signature.

Missing documentation ○ Civil Rights complaint form ○ Signature logs ○ TEFAP forms ○ Order documentation ○ Pest control documentation ○ Temperature logs ○ Sub-distribution log ○ Food Safety training for PIC	Documentation templates have been provided by CEO Weinberg Food Bank staff and must be implemented by the partner and actively used and kept on file during subsequent Observation/Site Visit. For TEFAP forms and Signature logs, must be onboarded to Service Insights <u>prior to next order</u> from the Food Bank. Unannounced Observation or announced Site Visit completed as follow up within 30 days or at/before the next distribution when >30 days lapses between scheduled distributions. Documentation must be available during this and all subsequent Observations or Site Visits.
Unsafe storage of food ○ Not 6" off the floor and away from walls and ceiling ○ Not protected from weather/temperature extremes and pests ○ Refrigerator temperature out of safe range	Guidelines for safe storage have been provided by CEO Weinberg Food Bank staff and must be implemented by the partner and actively used during subsequent Observation/Site Visit. Unannounced Observation or Announced Site Visit completed as follow up within 30 days or at/before the next distribution when >30 days lapses between scheduled distributions. Safe storage practices must be followed during this and all subsequent Observations or Site Visits.
Excessive or improper storage of food ○ Food is stored on-site in excess of what is needed for 1 month of service ○ Food items not rotated using first in, first out	Guidelines for proper food storage have been provided by CEO Weinberg Food Bank staff and must be implemented by the partner and actively used during subsequent Observation/Site Visit. Unannounced Observation or Announced Site Visit completed as follow up within 30 days or at/before the next distribution when >30 days lapses between scheduled distributions. Proper storage practices must be followed during this and all subsequent Observations or Site Visits.
Use of food for program purposes or locations not included in the signed agreement	Agreements for revision have been provided by CEO Weinberg Food Bank staff. Upon receipt of the revised Agreement, CEO Weinberg Food Bank staff will provide any additional training requirements or reporting templates necessary based on the new program or location. Agreements, any additional training, reporting templates or Site Visits must be completed <u>prior to next order</u> from the Food Bank. Changes in program operation or location must be reported to the Food Bank so that agreements can be reissued for signature and necessary training and reporting procedures can be provided.
Use of donated products for purposes not permitted under tax-exempt regulations ○ Use of product for meetings, fundraisers or events ○ Consumption of products by volunteers or staff	Copy of signed Agreement and explanation/review of the Agreement has been provided by CEO Weinberg Food Bank staff to both the Person in Charge and the Authorized Signer. <u>Prior to next order</u>, partner must restate in writing, their intent to use donated products for only permitted tax-exempt purposes.

○ Use of product as compensation or incentive ○ Use of product for upkeep or operations of the program	Unannounced Observation or Announced Site Visit completed as follow up within 30 days or at/before the next distribution when >30 days lapses between scheduled distributions. Allowable use of donated products must be followed at this and all subsequent Observations and Site Visits.
Engaged in unacceptable activities during food distribution or meal service ○ Religious activities ○ Political activities ○ Fundraising activities/ Requesting directly or indirectly for donations ○ Sale of food at the same time/place	Copy of signed Agreement and explanation/review of the Agreement has been provided by CEO Weinberg Food Bank staff to both the Person in Charge and the Authorized Signer. <u>Prior to next order</u>, partner must state in writing, their intent to cease unacceptable activities during food distribution or meal service. Unannounced Observation completed as follow up within 30 days or at/before the next distribution when >30 days lapses between scheduled distributions. Guidance regarding unacceptable activities must be followed at this and all subsequent Observations and Site Visits.
Incorrect Sub-distribution of food ○ No sub-distribution addendum ○ Product transferred to an ineligible entity	Copy of signed Agreement, outlining limitations on use and distribution of food, and the addendum for sub-distribution (if appropriate) have been provided by CEO Weinberg Food Bank staff. <u>Prior to next order</u>, partner must either sign the Sub-Distribution Addendum and name the eligible entity they will sub-distribute to -or- state in writing, their intent to cease sub-distribution. Unannounced Observation completed as follow up within 30 days or at/before the next distribution when >30 days lapses between scheduled distributions. Correct sub-distribution practices must be followed at this and all subsequent Observations and Site Visits.

What to expect at a site visit

Kim Grzesek, Food Bank Partnership Manager

kgrzesek@ceopeoplehelpingpeople.org 570-908-2222 x306

Pantries, Mobile Pantries & Children's Produce Markets

When I am coming for a site visit the following items I will need to see:

1. Service Insights or Self-Declaration of Need **"TEFAP"** forms for the current year
2. Service Insights or Last few months of **Client Service Logs** (this will help with answering a few questions on the site visit forms)
3. **Food Safety** Food Safety for Food Banking course certificate (This must be current/valid)
4. Signed **Civil Rights** training for all leader(s) and volunteers that interact with consumers

While at the site visit a few things I will be looking for/observing:

1. **Temperature logs**- making sure the current month is posted and being filled out.
2. **Thermometers** are in all food storage areas
3. **Storage area** for food meets safety guidelines – clean, off the floor and away from the wall, no cleaning supplies or chemicals stored in the same space, no signs of rodent infestation
4. Checking to make sure you have the following posters visible: **Justice for all, Beneficiary of Rights, Food provided by: CEO Weinberg Food Bank**
5. Checking to see if Department of Agriculture **Discrimination Complaint Forms** are available to recipients

If food distribution is not actively occurring during the visit, a follow-up observation of the food distribution activity must be scheduled. At that time, in addition to items noted above, I will be looking for/observing:

1. Equitable distribution of food to all recipients
2. Volunteers or staff receiving food distribution meet the same eligibility requirements and receive the same food.
3. Confidentiality, dignity and non-discrimination
4. Active temperature control for perishable food (refrigeration, coolers or freezer blankets)
5. At least one on-site volunteer that has a current/completed Food Safety for Food Banking training is always present during the distribution
6. No religious or political activities co-occurring with food distribution activity.
7. Financial contributions are not solicited from food recipients.

Soup Kitchens, Community Meals, Day and Residential Programs serving Meals

When I am coming for a site visit the following items I will need to see:

1. **Food Safety** course certificate (at least one person in charge must have ServSafe Managers training & certification. This must be current/valid.
2. Signed **Civil Rights** for all leader(s) and volunteers that interact with consumers

While at the site visit a few things I will be looking for/observing:

1. **Temperature logs**- making sure the current month is posted and being filled out.
2. **Thermometers** are in all food storage areas
3. **Storage area** for food meets safety guidelines – clean, off the floor and away from the wall, no cleaning supplies or chemicals stored in the same space, no signs of rodent infestation.
4. Checking to make sure you have the following posters visible: **Justice for all, Beneficiary of Rights, Food provided by: CEO Weinberg Food Bank**
5. Checking to see if Department of Agriculture **Discrimination Complaint Forms** are available to recipients
6. **Pest Control** logs or vendor invoices
7. **Handwashing sink**, accessible with signage, hot water & appropriate supplies
8. **Three-bay ware washing sink** with hot water & appropriate supplies

If meal preparation & service is not actively occurring during the visit, a follow-up observation of the meal preparation & service must be scheduled. At that time, in addition to items noted above, I will be looking for/observing:

1. Equitable distribution of food to all recipients
2. Meal service supports dignity and non-discrimination
3. Active temperature monitoring and/or control for hot and cold TCS foods during service
4. Good personal hygiene practices of food handlers
5. Food handling to avoid cross contamination
6. Appropriate handwashing and ware washing spaces and practices
7. Appropriate cleaning and sanitizing practices in storage, preparation, and service areas.
8. ServSafe Manager is on-site during food preparation and service
9. Staff or volunteer consumption of food (only permitted if/when meal is consumed with the target audience/intended recipient)
10. No religious or political activities co-occurring with meal service.
11. Financial contributions are not solicited from meal recipients.
12. Temperature control of food is maintained at all times

Food Safety Questions?

Contact Mary Kay D'Elia mdelia@ceopeoplehelpingpeople.org 570-826-0510 x215

What is Service Insights??

Service Insights on MealConnect is a no-cost, intake software available to all our partners. Service Insights electronically and securely stores data about the neighbors you serve on a shared network. This means we can use a single, unified database of information – while keeping visit data private to each partner agency.

Better data on who, how often and where we are serving local families means we can gain a better understanding of food insecurity in Northeastern Pennsylvania. The more we learn about our neighbors and where they travel for food, the better we can meet their needs.

Data collection helps us:

- Advocate for more resources
- Apply for grant funding
- Measure success
- Improve services

And for you, no more paper TEFAP forms, signature logs, file boxes or clipboards, and no more monthly data reports!

Use of Service Insights is not currently required, but will eventually be required for all pantries, mobile pantries, and Children's Produce Markets.

Want to get started? The first thing to do is to join a virtual demo and bring all your questions! They are hosted (almost) every Friday at 11am on Google Meet. Reach out to Gretchen to RSVP for an upcoming Service Insights Demo and Q&A Session or book another time if Fridays at 11am won't work for you. There is a training site for you to practice and learn to navigate the system. Log-in information will be shared when you RSVP for the Demo.



Gretchen Hunt, RDN
Director of Nutrition Programs and Resource Development
Commission on Economic Opportunity
165 Amber Ln, Wilkes Barre, PA 18702
570-826-0510 x275
www.ceopeoplehelpingpeople.org





YOUR DATA YOUR RIGHTS

This pantry is switching to an electronic system to do its intake process. This means that all information that was previously collected on paper will now be saved electronically. This is a big change for this pantry, for the CEO Weinberg Food Bank, and most importantly for you! We understand you may have some questions and we have tried to answer them for you below. If you want to know more, you are encouraged to talk with the staff at your local pantry.

WHY THE CHANGE?

The CEO Weinberg Regional Food Bank is pleased to collaborate with this local pantry to modernize the intake process. By taking part in this new process and answering a few questions, you will help us reduce wait times for return visits to this pantry and help us make smarter decisions on how to serve your community.

SO WHAT'S THE NEW SYSTEM?

The system is called Service Insights. It is an electronic information tool provided that makes it easier for pantries to manage information about the community they serve while fulfill reporting requirements.

DO I HAVE TO PROVIDE MY INFORMATION?

In order to receive USDA/TEFAP (The Emergency Food Assistance Program), we will need to know the following information:

- ✓ First and last name
- ✓ Zip code
- ✓ Number of people in your household
- ✓ Your monthly income

We will also ask additional address and demographic questions as well as the names and dates of birth of your household members. You are not required to answer these questions to receive food, but we do hope that you will choose to answer them.

WILL I HAVE TO DO THIS EVERY TIME?

No. Using Service Insights allows us to store your information electronically and make future visits quicker. We will just ask you to verify and update your information from time to time.

Together we can solve hunger



YOUR DATA YOUR RIGHTS

OUR DATA PROMISE

We will treat you and your information with dignity and respect.

If you do not want to provide your information or you feel uncomfortable answering any questions, we respect that choice. We will trust your answers and will always provide our best service no matter what.

We will keep your information safe and secure.

We will guard the information that you provide us to the best of our ability. We will not share your personal, individual information with anyone outside of this partner network. Service Insights has very high security standards, and volunteers can only see the information that they need to see. Recording information in this way is much safer than recording it on paper. Only certain people can log into the system.

We will only use this information to provide better services for you.

By providing your information to us, you help us to tailor our services to community needs as best as we can. We will not use this information to monitor your individual activity or limit services to you. Anyone accessing your information will only do so to log services provided or update your profile. Your pantry and the Food Bank can run reports to look for trends and learn more about the community, but the reports will not identify any specific individual's information.

Together we can solve hunger



SUS DATOS SUS DERECHOS

Esta despesa está migrando a un sistema electrónico para el proceso de admisión. Esto significa que toda la información que antes se recopilaba en papel ahora se guardará electrónicamente. Este es un gran cambio para esta despesa, para el Banco de Alimentos CEO Weinberg y, sobre todo, para usted. Entendemos que pueda tener algunas preguntas y hemos intentado responderlas a continuación. Si desea obtener más información, le recomendamos hablar con el personal de su despesa local.

POR QUÉ EL ¿CAMBIAR?

El Banco Regional de Alimentos CEO Weinberg se complace en colaborar con esta despesa local para modernizar el proceso de admisión. Al participar en este nuevo proceso y responder algunas preguntas, nos ayudará a reducir los tiempos de espera para las visitas posteriores a la despesa y a tomar decisiones más inteligentes sobre cómo servir a su comunidad.

ENTONCES QUÉ EL NUEVO ¿SISTEMA?

El sistema se llama Service Insights. Es una herramienta de información electrónica que facilita a las despesas la gestión de la información sobre la comunidad a la que sirven, a la vez que cumplen con los requisitos de presentación de informes.

HACER I TENER A PROPORCIONAR MI ¿INFORMACIÓN?

Para recibir USDA/TEFAP (Programa de Asistencia Alimentaria de Emergencia), necesitaremos saber la siguiente información:

- ✓ Nombre y apellido
- ✓ Código postal
- ✓ Número de personas en su hogar
- ✓ Tus ingresos mensuales

También le haremos preguntas adicionales sobre su dirección y datos demográficos, así como los nombres y fechas de nacimiento de los miembros de su hogar. No es obligatorio responder estas preguntas para recibir alimentos, pero esperamos que decida hacerlo.

VOLUNTAD I TENER A HACER ESTE CADA ¿TIEMPO?

No. Usar Service Insights nos permite almacenar su información electrónicamente y agilizar futuras visitas. Solo le pediremos que verifique y actualice su información periódicamente.

Together we can solve hunger



SUS DATOS SUS DERECHOS

NUESTRO DATOS PROMESA

Trataremos a usted y su información con dignidad y respeto.

Si no desea proporcionar su información o no se siente cómodo respondiendo alguna pregunta, respetamos su decisión. Confiaremos en sus respuestas y siempre le brindaremos el mejor servicio, pase lo que pase.

Mantendremos su información segura y protegida.

Protegeremos la información que nos proporcione lo mejor posible. No compartiremos su información personal con nadie fuera de nuestra red de socios. Service Insights cuenta con estándares de seguridad muy altos, y los voluntarios solo pueden ver la información que necesitan. Registrar la información de esta manera es mucho más seguro que hacerlo en papel. Solo ciertas personas pueden acceder al sistema.

Sólo utilizaremos esta información para brindarle mejores servicios.

Al proporcionarnos su información, nos ayuda a adaptar nuestros servicios a las necesidades de la comunidad lo mejor posible. No utilizaremos esta información para monitorear su actividad individual ni para limitar sus servicios. Cualquier persona que acceda a su información solo lo hará para registrar los servicios prestados o actualizar su perfil. Su despensa y el Banco de Alimentos pueden generar informes para identificar tendencias y conocer mejor a la comunidad, pero estos informes no identificarán a ninguna persona en particular.

Together we can solve hunger

5. Temperature Logs

Records of temperatures for all food storage spaces must be kept – including dry storage as well as refrigerated and frozen storage units. Thermometers are available from the Food Bank.

Temperatures should be recorded each day of operation. Filled log pages should be kept in this section for historical reference and review during site visits. Records should be kept on file for a minimum of the prior 12 months.

Temperature logs must also be kept for food that is picked up a local donor and food that is sub-distributed. Temperatures must be taken and recorded at the point of pick-up or departure and at the point of arrival or delivery for a sampling of refrigerated product.

Need help with Temperature Logs?

Temperature log templates are available online at www.ceopeoplehelpingpeople.org/agencytraining

If you need thermometers, please contact agencies@ceopeoplehelpingpeople.org to request them.



TEMPERATURE LOG

MONTH _____

33-41 DEGREES

0-30 DEGREES

50-70°

[illegible]

APPENDIX 3

COMBINED FOOD BANK/AGENCY PICKUP AND DELIVERY TEMPERATURE LOG

Donor name and location _____ Date _____

PRODUCT At Pick-up at Donor (Take refrigerated product temperatures only)	Temp. @ pickup (<41F)	Temp. @ delivery (<41F)	Temp. Taken by	PRODUCTS NOT PICKED UP a) Temperature over 41F. b) No label, ingredient list, allergen declaration. c) Packaging damaged. d) Product did not look or smell good. e) Other (Explain)

- 1) Take product temperatures at random, not all products need to have their temperature taken.
- 2) Use an Infrared thermometer or place a digital thermometer probe between 2 packages;
- 3) Do not insert the thermometer probe into the product.
- 4) "Temp. Taken by" use the initials of the person taking the temperatures.
- 5) Use codes **a, b, c, d** for products you do not accept; if using **e** then give an explanation.
- 6) Agency needs to relay all product conditions back to the donor; not the "Out of temperature" concerns as that is an Agency transportation issue.
- 7) Separate sheet should be used for each donor.
- 8) Keep these records for 2 years.

SUB-DISTRIBUTION TEMPERATURE LOG

Date of Sub-Distribution	Product for Sub-Distribution (Take refrigerated product temperatures only)	Temp. @ departure (<41F)	Temp. @ arrival (<41F)	Temp. Taken by (initials)

- 1) Take product temperatures at random, not all products need to have their temperature taken. Take temperature of same items at departure from your location and again at arrival at the sub-distribution partner location.
- 2) Use an Infrared thermometer or place a digital thermometer probe between 2 packages; do not insert thermometer probe into the product.
- 3) "Temp. Taken by" use the initials of the person taking the temperatures.

6. Pest Control Logs

Records of pest control checks for the food storage and distribution space must be kept. You can rely on a Pest Control company/vendor to meet this requirement or you can complete these checks yourself.

If you choose to work with a Pest Control company, you must have copies of the most recent invoice and date of the most recent visit available for review during site visits. If there is a log or record that the vendor completes and leaves on site, that should be available as well.

If you choose to conduct your own pest control checks, they must be completed at least once per month. Keep the logs in this section for easy reference. Logs should be kept for the current and prior year.

Need help with Pest Control Logs?

*Pest Control Log template is available online at
www.ceopeoplehelpingpeople.org/agencytraining*



Pest Control Log

Agency Name: _____

Year: _____

Traps	Rodent Evidence or Sighting		Insect(s)	
		Action Taken		
Traps Checked (date)	Location of Evidence (date)	Evidence Cleaned Up (date)	Location of Insect(s) (date)	Type of Insect (name)
				Additional Comments
January	_____	_____	_____	_____
February	_____	_____	_____	_____
March	_____	_____	_____	_____
April	_____	_____	_____	_____
May	_____	_____	_____	_____
June	_____	_____	_____	_____
July	_____	_____	_____	_____
August	_____	_____	_____	_____
September	_____	_____	_____	_____
October	_____	_____	_____	_____
November	_____	_____	_____	_____
December	_____	_____	_____	_____

7. Food Donations

Enabled Donation Pick Up - Feeding America or CEO Weinberg Food Bank Donors with donations pick-ups delegated to partner agencies.

- Requires addendum to the Partner Agreement
- Food Bank staff coordinate donation pickups by partner agencies and manage the donation receipt process.
 - Partner agencies have assigned days/locations
 - Multiple partners may be assigned to one donor location on different days of the week
 - Coordination and receipts are the responsibility of the Food Bank
 - All donations must be reported to the Food Bank on the Monthly Poundage Report* to facilitate the receipt process.
 - All individuals transporting food must have food safety training.

Food Rescue - Donations from local restaurants, grocery stores, food distributors or farmers.

- If your food program is not a 501c3 non-profit or church, you must report all donations on the Monthly Poundage Report.*
- If the donation was solicited using the CEO Weinberg Food Bank name, donations must be reported on the Monthly Poundage Report.*
- If the donor wants a charitable donation receipt, complete the Monthly Poundage Report.*
- All individuals transporting food must have food safety training.

Food Drives - Community food collections

- If the Food Drive is promoted using the CEO Weinberg Food Bank name or logo, collection totals must be reported on the Monthly Poundage Report.*

***The Monthly Poundage Report is due the 5th of each month.**

Need help with Food Donations?

Monthly Poundage Report template is available online at
www.ceopeoplehelpingpeople.org/agencytraining

Contact agencies@ceopeoplehelpingpeople.org for assistance!



abrueckler@ceopeoplehelpingpeople.org

Partner Agency Info

Agency Accepting Food Donations

Pick Up or Delivery?

Frequency/Schedule details:

Agency Point of Contact for this Food Donor Relationship

Phone Number (Texting ok? ☐ Yes ☐ No)

Email Address

Yes, I understand:

- ☐ Donations must be reported on the Monthly Poundage Report.
- ☐ The CEO Weinberg Regional Food Bank will provide Charitable Donation receipts to this donor, based on the Monthly Poundage Report.
- ☐ If we can no longer pick up donations, we will notify the Weinberg Food Bank so another agency can begin picking up donations.
- ☐ The purpose of this arrangement is to ensure proper receipting and support a consistent, long-term relationship for the purpose of increasing available food donations for our community.

Send completed forms and questions to:

agencies@ceopeoplehelpingpeople.org or 570-760-4392

Food Donor Info Sheet

Food Donor Company Name

Type of Entity:

- ☐ Farmer/Grower
- ☐ Grocery Store
- ☐ Convenient Store
- ☐ Restaurant

- ☐ Institutional Food Service
- ☐ Food Manufacturing/Packaging
- ☐ Food Distributor
- ☐ Other _____

Physical Address (where food pick-ups take place)

Food Pick-up Point of Contact

Phone Number (Texting ok? ☐ Yes ☐ No)

Email Address

Mailing Address for Donation Receipts

Corporate or Tax Accounting Point of Contact for Receipts (name)

Phone Number

Email Address

8. Sub-Distribution

Sub-distribution is transferring donated product received from the Food Bank or from a Food Bank enabled donation to another agency or entity other than the end-user.

Sub-distribution is only permitted in the following circumstances:

- Product is in excess of what Partner is able to distribute through its own programs, and
- Product needs to be sub-distributed to maintain quality or safety for human consumption
- Product is transferred to an active partner of the Food Bank
- Partner conducting sub-distribution has a signed agreement with the Food Bank that includes the Sub-Distribution Addendum.

A record of sub-distributed product must be kept on file with the Partner Agency; it does not need to be submitted to the Food Bank unless requested. A log sheet is provided in this section.

Need help with Sub-Distribution?

Sub-Distribution Log template is available online at www.ceopeoplehelpingpeople.org/agencytraining



Contact agencies@ceopeoplehelpingpeople.org for assistance identifying an active partner to transfer product to or to report a change in where you will transfer your sub-distributed product to.

Need to sign the Sub-Distribution addendum? See section 1 for instructions.

(page intentionally left blank)

include in this section: Sub-Distribution: g template in page protector

Sub-Distribution Log

[illegible]

9. Orders

Partners have the following options when it comes to placing/receiving orders from the Food Bank

Schedule & Frequency	Recurring - (deliveries can be once or twice per month; pick up orders can also be weekly)	As needed; request pick-ups at least 2 days in advance and deliveries a week in advance
Order Placement	By the Food Bank	By the Partner
Receiving Method	Delivery to the Partner	Pick-up at the Food Bank

Limitations apply based on agency type and distribution method.

Understanding the Delivery Schedule

Recurring schedules:

- Monthly – are determined by the day and week – for example 2nd Tuesday of every month – we do not schedule for “last” day of a month, as this can vary from 4th or 5th week.
- Twice monthly (previously called bi-weekly) - for example the 1st and 3rd Monday. When there is a 5th day of that month it is an optional day for delivery. The delivery calendar resets with the 1st of each new month – the deliveries are not every other week.

Here’s how this can play out on a real calendar – for a 1st and 3rd Wednesday delivery with the 5th Wednesday as optional:

SEPTEMBER							OCTOBER							NOVEMBER						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6				1	2	3	4				5	6	7	8
7	8	9	10	11	12	13	5	6	7	8	9	10	11	2	3	4	5	6	7	8
14	15	16	17	18	19	20	12	13	14	15	16	17	18	9	10	11	12	13	14	15
21	22	23	24	25	26	27	19	20	21	22	23	24	25	16	17	18	19	20	21	22
28	29	30					26	27	28	29	30	31		23	24	25	26	27	28	29
														30						

Need help with Orders?

If you have a question about your recurring schedule or need to schedule a new order delivery or pick up, please call 570-760-4392.

If you need to edit the email address or add additional email addresses to receive order confirmations, please send the request to:

agencies@ceopeoplehelpingpeople.org

Primarius



Primarius is the online inventory and ordering system.

It can be accessed at: <https://weinberg.primarius.app/pww>

Important Reminders about placing orders!

- When placing your order on Primarius you must call /text the food bank at 570-760-4392 to confirm a pickup time or delivery date.
- Order Entry Life is 72 hours– This is the time allowed after entry begins and before the order must be placed; otherwise, it is automatically canceled.
- Order Pickup/Delivery Lead Time is 2 *business* days - The number of days in advance that an order must be placed before pick-up or delivery. Cut-off time is 7 am.
- You can only place one order at a time for your agency, that order must be confirmed by the Food Bank in Primarius before you can enter a new order.

Example:

Want order on:	Place order on:
Monday	Thursday before 7 am – <i>this allows two working days to process your order (Thursday and Friday)</i>
Wednesday	Monday before 7 am - <i>this allows two working days to process your order (Monday and Tuesday)</i>

For Delivery Orders: Please keep your total delivery order weight between 500 and 5,000 pounds. Larger order deliveries can be requested; please discuss this when calling for a delivery date.

Wholesale - All items that start with the word "Wholesale" are available at cost to all agencies. You will be invoiced for the product. Please only add them to your order if you can pay for them. You must have a signed Wholesale Product Addendum before placing orders – the Addendum is the payment agreement.

Other items without the word "Wholesale" may show up with a cost, but the cost will be covered by a grant; costs will not be passed through to your agency.

Need Help with Primarius?

If you forgot your username or password, send an email to agencies@ceopeoplehelpingpeople.org to request a reset.

If you have a question about an order or an item, call 570-760-4392.

Need to sign the Sub-Distribution addendum? See section 1 for instructions.

Understanding Invoices

The final cost to the partner will not be shown until the final invoice is created. Do not use your order confirmation to pay invoices; grants may be applied to reduce the balance during processing.

In this example, items show up on the order screen and on the invoice with a price:

Product	Storage	Qty	UOM	Unit Wgt	Wgt Ext	Price	Price Ext	Service Fee	Service Fee Ext	Total
PASS										
828231HO PASS Apples (12-3lb.)	Refrigerati	10	CASE	36.00	360.00	\$28.746	\$287.46	\$0.000	\$0.00	\$287.46
Packaging: 12-3lb.										
95231LF PASS Cherry/Grape Tomatoes (12-1pt.)	Refrigerati	16	CASE	12.00	192.00	\$24.000	\$384.00	\$0.000	\$0.00	\$384.00
Packaging: 12-1pt.										
PASS105p PASS Potatoes (10-5lb.)	Refrigerati	7	BAG	50.00	350.00	\$7.375	\$51.63	\$0.000	\$0.00	\$51.63
Packaging: 10-5lb.										

There was a total charge of \$723.09 which was covered by a grant for a final balance due of \$0.00

Product	Storage	Qty	UOM	Unit Wgt	Wgt Ext	Price	Price Ext	Service Fee	Service Fee Ext	Total
Totals										
		365			5062.00		\$723.09		\$0.00	\$723.09

Applied Grants

Reference	Name	Amount
PASS	PASS	\$723.09
		\$723.09

Order Summary

Product Charges	Misc. Charges	Total Charges	Applied Grants	Applied Payments	Total Due
\$723.08	\$0.00	\$723.08	\$723.08	\$0.00	\$0.00

Need help with Invoices or Statements?

If you need add or change an email to receive invoices or want to request a statement of your account showing total amount due for multiple invoices, please send the request to: agencies@ceopeoplehelpingpeople.org

On Primarius, you can find your Order History -

Shop	Statistics	Order History	Grants	Other Agency Info	My Documents	Reports
------	------------	---------------	--------	-------------------	--------------	---------

Order History

ORDER HISTORY

Orders

Active

Complete

Order Ref Status Released Picked Confirmed Delivery/Pic... Delivery/Pickup Location Order Warehouse Pickup Warehouse

You can also find all Invoices under your Documents -

Shop	Statistics	Order History	Grants	Other Agency Info	My Documents	Reports
------	------------	---------------	--------	-------------------	--------------	---------

My Documents

MY DOCUMENTS

Name	Description	Effective Date
Download Invoice-394156.pdf	Invoice-394156.pdf	1/11/2024

You can run a report showing how many total pounds of food received from the Food Bank during a timeframe you determine -

Shop	Statistics	Order History	Grants	Other Agency Info	My Documents	Reports
------	------------	---------------	--------	-------------------	--------------	---------

Reports

REPORTS

Name

Description

Tags

Run

Order Weight Summary

TEFAP Inventory Log

Complete this inventory after each food distribution event or before each Food Bank order. File with your invoice.

[illegible]

10. Best Practices

In this section you will find the following:

- Food Package Dates & food items we should not accept
- Managing temperatures during transport & food distributions
- Volunteer sign-in sheet samples
- Find a food pantry referral flyer
- Nutrition guidelines for food distributions
- Succession Planning Worksheet

Add your own best practices and resources to the binder!

Guidelines on Food Product Dating

Provided by CEO Weinberg Northeast Regional Food Bank



Baked goods and breads, can be consumed 1-3 weeks after date on package. *Discard if signs of mold appear.*



Soups, tomato sauces, and canned fruits can be consumed within 12 to 18 months after the date on the package. *Discard if the can is dented, rusted, or missing a label.*



Beans, Vegetables, Canned proteins can be consumed within 2 -5 years after the date on the package. *Discard if the can is dented, rusted, or missing label.*



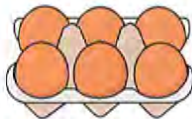
Dry pasta, sugar, flour, peanut butter can be consumed 1-2 years after the date on the package. *Discard if packaging is damaged.*



Produce can be consumed within 3 days, while heartier vegetables may last up to 3 months. *Discard any items showing mold or emitting a strong odor.*



Milk can be safely consumed up to 10 days past the printed date. Other dairy products are typically good for 1-3 weeks beyond their date. *Discard any items with a sour or unpleasant smell, unusual color, or a chunky texture.*



Eggs can be safely consumed for 3-5 weeks after the date on the package. *Discard any eggs with cracked or broken shells.*



Frozen products if frozen by best by date, it is safe indefinitely. Once thawed use within 7 days. *Discard if package is ripped or unpleasant smell.*

Directrices sobre la datación de productos alimenticios

Proporcionado por el director ejecutivo del Banco de Alimentos Regional del Noreste, Weinberg



Los productos horneados y panes se pueden consumir de 1 a 3 semanas después de la fecha indicada en el envase. Deséchelos si aparecen signos de moho.



Las sopas, salsas de tomate y frutas enlatadas se pueden consumir entre 12 y 18 meses después de la fecha de caducidad del envase. Deséchelas si la lata está abollada, oxidada o le falta la etiqueta.



Los frijoles, las verduras y las proteínas enlatadas se pueden consumir de 2 a 5 años después de la fecha de caducidad del envase. Deséchelas si la lata está abollada, oxidada o le falta la etiqueta.



La pasta seca, el azúcar, la harina y la mantequilla de cacahuete se pueden consumir entre uno y dos años después de la fecha de caducidad indicada en el envase. Deséchelos si el envase está dañado.

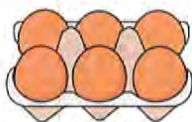


Los productos pueden consumirse en 3 días, mientras que las verduras más sustanciosas pueden durar hasta 3 meses.

Deseche cualquier artículo que presente moho o emita un olor fuerte.



La leche se puede consumir sin problemas hasta 10 días después de la fecha de caducidad. Otros productos lácteos suelen conservarse en buen estado entre 1 y 3 semanas después de su fecha de caducidad. Deseche cualquier producto con olor agrio o desagradable, color inusual o textura grumosa.



Los huevos se pueden consumir sin problemas durante 3 a 5 semanas después de la fecha indicada en el envase. Deseche los huevos con cáscaras rotas o agrietadas.



Los productos congelados, si se congelan antes de la fecha de caducidad, son seguros indefinidamente. Una vez descongelados, consumir en un plazo de 7 días. Deséchelos si el envase está roto o presenta un olor desagradable.

Best By, Used By, Freeze By , Sell By Dates



Best By /Used By Dates

'Best-before' dates give you an idea of how long foods will last before they lose quality. Most products will last beyond their 'best-before' date if they are stored properly.



Best By /Used By Dates

A "Best if Used By/Before" date indicates when a product will be of best flavor or quality. It is not a purchase or safety date.



Freeze By Dates

A "Freeze-By" date indicates when a product should be frozen to maintain peak quality. It is not a purchase or safety date.



Sell by Date

A "Sell-By" date tells the store how long to display the product for sale for inventory management. It is not a safety date.



The USDA requires infant formula to have a "Use-By" date, which is the last date recommended for consuming the formula while it's at its best quality.

Additionally, the CDC recommends using infant formulas within one month of opening the container.

This information is a guide for food packaging dates, provided by CEO Weinberg Northeast Regional Food Bank and is based on guidance from the USDA's Food Safety and Inspection Service.

Always use your best judgement when preparing and consuming food.

Consumir preferentemente antes del, Consumir preferentemente antes del, Congelar antes del, Fechas de venta



Fechas de consumo preferente/consumo preferente

Las fechas de caducidad dan una idea de cuánto tiempo se conservan los alimentos antes de perder su calidad. La mayoría de los productos duran más allá de su fecha de caducidad si se almacenan correctamente.



Fechas de consumo preferente/consumo preferente

La fecha de caducidad indica cuándo un producto alcanzará su mejor sabor o calidad. No es una fecha de compra ni de seguridad.



Congelar por fechas

La fecha de caducidad indica cuándo se debe congelar un producto para mantener su óptima calidad. No es una fecha de compra ni de seguridad.



Fecha de caducidad

Una fecha de caducidad indica a la tienda cuánto tiempo debe exhibir el producto para la gestión del inventario. No es una fecha de seguridad.



El USDA requiere que la fórmula infantil tenga una fecha de "consumir preferentemente antes del", que es la última fecha recomendada para consumir la fórmula mientras está en su mejor calidad. Además, los CDC recomiendan utilizar las fórmulas infantiles dentro del mes posterior a la apertura del envase.

Esta información es una guía para las fechas de envasado de alimentos, proporcionada por el CEO Weinberg Northeast Regional Food Bank y se basa en la orientación del Servicio de Inspección y Seguridad Alimentaria del USDA.

Utilice siempre su mejor criterio al preparar y consumir alimentos.

Checked for Food Safety



It is important to understand that the dates applied to food are for quality and not for safety.

Food products are safe to consume past the date on the label, and regardless of the date, consumers should evaluate the quality of the food product prior to its consumption.

Source: USDA Food Safety and Inspection Service

Have questions?

- Call the USDA Meat & Poultry Hotline toll-free at 1-888-MPHotline (1-888-674-6854)
- The Hotline is open year-round and can be reached from 10 a.m. to 6 p.m. (Eastern Time) Monday through Friday.
- E-mail questions to MPHotline@usda.gov.
- Consumers with food safety questions can also "AskUSDA," the FSIS virtual representative. Available 24/7 at AskUSDA.gov.

Comprobado para la seguridad alimentaria



Es importante entender que

Las fechas que se aplican a los alimentos son por calidad y no por seguridad.

Los productos alimenticios son seguros para consumir después de la fecha indicada en la etiqueta, e independientemente de la fecha, los consumidores deben evaluar la calidad del producto alimenticio antes de consumirlo.

Fuente: Servicio de Inspección y Seguridad Alimentaria del USDA

¿Tienes preguntas?

- Llame a la línea directa gratuita de carnes y aves de corral del USDA al 1-888-MPHotline (1-888-674-6854)
- La línea directa está abierta todo el año y se puede contactar con ella de 10 a. m. a 6 p. m. (hora del Este) de lunes a viernes.
- Envíe sus preguntas por correo electrónico a MPHotline@usda.gov.
- Los consumidores con preguntas sobre seguridad alimentaria también pueden contactar a "AskUSDA", el representante virtual del FSIS. Disponible 24/7 en AskUSDA.gov.

Temperature Control During Mobile Food Distributions

TCS Food – TCS food, which stands for Time/Temperature Control for Safety food, refers to foods that require specific time and temperature controls to prevent the growth of harmful bacteria and the formation of toxins. These foods are also sometimes referred to as potentially hazardous foods (PHFs) because they become hazardous if not handled properly.

- **Animal Products:** Meats (beef, pork, lamb), poultry, fish, shellfish, and dairy products like milk and cheese.
- **Cut Fruits and Vegetables:** Sliced melons, cut tomatoes, and cut leafy greens.
- **Heat-Treated Plant Foods:** Cooked rice, baked potatoes, and soy products like tofu.

Cold Food –

Hold cold foods at 41 degrees Fahrenheit or less and check the temperature every four hours. If the temperature of the food at four hours is greater than 41 degrees Fahrenheit, the food must be discarded.

It is permissible to hold cold food without temperature controls for up to four hours if the following conditions are met:

- Frozen food must be frozen solid and refrigerated food must be held at 41 degrees Fahrenheit or less before the food is removed from the temperature control.
- Label the food upon receipt with the time it must be discarded. The discard time is four hours after the food has been removed from the temperature control.
- Make sure the food temperature does not exceed 70 degrees; throw out any food that exceeds this temperature.
- After the four-hour time limit, the food must have been served, consumed, or thrown away.

How to keep cold food cold and when to throw them out -

- Use freezer blankets & keep all cold foods together under one blanket
- Limit exposure to high temperatures (indoor vs outdoor, in shade, etc)
- Keep cold foods in cardboard boxes as long as possible

Goal is to keep cold food at 41 degrees or lower until the point of distribution & have distribution take place within 2 hours so that consumers have time to get the food home and put in their home refrigerator.

- Watch the clock and the temperature!
 - At 1 hour – check food temperatures – are they below 70 degrees?
 - Yes – good, keep going
 - No – not good! Throw out all TCS foods
 - At 2 hours – check food temperatures – still below 70? Will there be leftovers?
 - Yes - distribute all product or move into cold storage immediately
 - No – not good! Throw out all TCS foods

Remember! Shelf-life is affected by the temperature during distribution!

Requirements:

- ✓ Use freezer, cooler, or freezer blankets to control food temperature
- ✓ Person in charge must have current/valid food safety training

Recommendations:

- ☐ Use an Infrared thermometer to check and record temperatures during food distribution

Control de temperatura durante la distribución móvil de alimentos

Alimentos TCS: Los alimentos TCS, acrónimo de Alimentos que Requieren Control de Tiempo y Temperatura para su Seguridad, son aquellos que necesitan un control preciso de tiempo y temperatura para prevenir el crecimiento de bacterias dañinas y la formación de toxinas. A estos alimentos también se les conoce como alimentos potencialmente peligrosos (APH) porque pueden resultar peligrosos si no se manipulan adecuadamente.

- **Productos de origen animal:** Carnes (vacuno, cerdo, cordero), aves de corral, pescado, mariscos y productos lácteos como leche y queso.
- **Frutas y verduras cortadas:** melones en rodajas, tomates cortados y verduras de hoja verde cortadas.
- **Alimentos vegetales sometidos a tratamiento térmico:** arroz cocido, patatas asadas y productos de soja como el tofu.

Comida fría –

Mantenga los alimentos fríos a 5 grados Celsius (41 grados Fahrenheit) o menos y compruebe la temperatura cada cuatro horas. Si la temperatura del alimento a las cuatro horas supera los 5 grados Celsius (41 grados Fahrenheit), deberá desecharse.

Se permite mantener alimentos fríos sin controles de temperatura durante un máximo de cuatro horas si se cumplen las siguientes condiciones:

- Los alimentos congelados deben estar completamente congelados y los alimentos refrigerados deben mantenerse a 41 grados Fahrenheit o menos antes de retirarlos del control de temperatura.
- Al recibir los alimentos, indíqueles la hora límite para desecharlos. El plazo para desecharlos es de cuatro horas después de haberlos retirado del control de temperatura.
- Asegúrese de que la temperatura de los alimentos no supere los 70 grados; deseche cualquier alimento que supere esta temperatura.
- Transcurridas las cuatro horas, la comida debe haber sido servida, consumida o desechada.

Cómo conservar los alimentos fríos y cuándo desecharlos.

- Utilice mantas para congelar y mantenga todos los alimentos fríos juntos bajo una manta.
- Limitar la exposición a altas temperaturas (en interiores o exteriores, a la sombra, etc.).
- Conserva los alimentos refrigerados en cajas de cartón el mayor tiempo posible.

El objetivo es mantener los alimentos refrigerados a 41 grados o menos hasta el punto de distribución y que esta se realice en un plazo de 2 horas para que los consumidores tengan tiempo de llevar los alimentos a casa y guardarlos en su refrigerador.

- ¡Vigila el reloj y la temperatura!
 - Después de 1 hora, compruebe la temperatura de los alimentos: ¿está por debajo de los 70 grados?
 - Sí, bien, continúa.
 - No, ¡no es bueno! Desecha todos los alimentos TCS.
 - A las 2 horas, compruebe la temperatura de los alimentos: ¿sigue por debajo de 70? ¿Habrá sobras?
 - Sí, distribuya todo el producto o trasládalo inmediatamente a una cámara frigorífica.
 - No, ¡no es bueno! Desecha todos los alimentos TCS.

¡Recuerda! ¡La vida útil se ve afectada por la temperatura durante la distribución!

Requisitos:

- ✓ Utilice congeladores, refrigeradores o mantas térmicas para congelar para controlar la temperatura de los alimentos.
- ✓ La persona a cargo debe tener una formación vigente en seguridad alimentaria.

Recomendaciones:

- ☐ Utilice un termómetro infrarrojo para comprobar y registrar las temperaturas durante la distribución de alimentos.

Loading and Transporting Food Safely

Keep food at safe temperatures in unrefrigerated vehicles.



Cover cold food with thermal blankets or use coolers with ice packs



Keep drive times to 30 minutes or less



Check food temperatures after arriving at the destination

Prevent contamination:



DON'T store raw food over ready-to-eat food



DON'T store allergens over other products



DON'T store chemicals with food products



Carga y transporte seguro de alimentos

Mantenga los alimentos a temperaturas seguras en vehículos sin refrigeración.



Cubra los alimentos fríos con mantas térmicas o utilice neveras portátiles con acumuladores de frío.



Mantenga los tiempos de viaje en 30 minutos o menos.



Compruebe la temperatura de los alimentos al llegar al destino.

Prevenir la contaminación:



NO guarde alimentos crudos encima de alimentos listos para consumir.



NO almacene alérgenos encima de otros productos.



NO guarde productos químicos junto con alimentos.



ARE YOU OR YOUR FAMILY
IN NEED OF FOOD?

PLEASE SCAN THIS QR CODE.

SELECT THE COUNTY YOU LIVE IN
TO FIND THE CLOSEST PANTRY NEAR YOU.



THE FOOD BANK SERVES
FOUR COUNTIES IN
NORTHEAST PENNSYLVANIA:
LACKAWANNA, LUZERNE,
SUSQUEHANNA, AND WYOMING.

CEO
Commission on Economic Opportunity

People Helping People.


THE WEINBERG
NORTHEAST REGIONAL FOOD BANK

or call 570-826-0510

MEMBER OF
**FEEDING
AMERICA**



**¿Usted o su familia NECESITAN
ALIMENTOS?**

POR FAVOR ESCANEE ESTE CÓDIGO QR.

SELECCIONE EL CONDADO EN EL QUE VIVE
PARA ENCONTRAR LA DESPENSA MÁS
CERCANA A USTED.



El Banco de Alimentos atiende a cuatro
condados del noreste de Pensilvania:
Lackawanna, Luzerne, Susquehanna, y
Wyoming.

CEO
Commission on Economic Opportunity

People Helping People.


THE WEINBERG
NORTHEAST REGIONAL FOOD BANK

PARTNER
FOOD BANK OF


FEEDING
AMERICA

570-826-0510

Nutrition Recommendations for Food Distributions

Dear Volunteer,

Thank you for taking the time to help your food pantry make packages for your neighbors! The following sheets are meant to serve as a guide for how much food to provide a household. Here are some things to keep in mind:

- These are estimated amounts of food to provide based on estimated daily nutritional needs
- Never split packages of food items, provide the full package instead
- If the household size is the larger number in the ranges provided, give the higher amount of food
- Individual needs will vary - if you know a household has a greater need, provide more food

Some Unit Conversions that may be helpful:

- 1 gallon = 4 quarts = 16 cups
- 1 cup = 8 ounces (oz)
- 1 pound (lb) = 16 ounces (oz)



Choose **MyPlate**.gov



food policy
COUNCIL



Nutrition Recommendations for Food Distributions

How much food to provide for one day of food based on household size:

Household size	Daily Fruit	Daily Veggie	Daily Protein	Daily Grain	Daily Dairy
1	1 can or 2 pieces fresh	2 cans or 1/2 pound fresh	1/2 pound meat/ fish or 6 eggs or 1 can beans	4 ounces total of cereal, bread, rice, pasta, oatmeal	1 quart milk or 3 cups yogurt or 3-4.5oz cheese
2-3	2-3 cans or 4-6 pieces fresh or 3/4-1 pound fresh	4-6 cans or 1 pound fresh	1-1.5 pounds meat/ fish or 12-18 eggs or 2-3 cans beans	8-12 ounces total	1/2 gallon milk or 6-9 cups yogurt or 6-12oz cheese
4-5	4-5 cans or 1.5-2 pounds fresh	8-10 cans or 2 pounds of fresh	2-2.5 pound meat/ fish or 2 dozen eggs or 4-5 cans beans	16-20 ounces total	1 gallon milk or 12-15 cups yogurt or 12-24oz cheese
6+	6 cans or 2-3 pounds of fresh	12 cans or 3 pounds fresh	3 pounds meat/ fish or 3 dozen eggs or 6 cans beans	24 ounces total	1 gallon milk or 18 cups yogurt
How many days of food would you like to provide?	Multiply the household amounts by how many days of food you'd like to provide!				

Fruit Options

1 can = 2 servings
 1 lb dried fruit = 10-16 servings
 32 oz 100% fruit juice = 10 servings
 1 piece of fresh fruit = 1 serving
 1 pound fresh fruit = 4-6 servings

Veggie Options

1 can = 2 servings vegetables
 12-16 oz leafy greens = 4 servings
 12-16 oz frozen veggies = 4 servings
 1 lb carrots = 4 servings
 5 lbs potatoes = 20 servings

Protein Options

How many servings?
 1 lb boneless meat = 4
 1.5 lb bone-in meat = 4
 1 can beans = 2
 1 lb bag dry beans = 8-12
 1 dozen eggs = 6
 16 oz peanut butter = 8
 8 oz nuts or seeds = 8
 8 oz deli meat = 4
 5 oz canned fish = 2

Grain Options

Bread, crackers, cereal or popcorn, 1 oz = 1 serving
 Pasta, rice, or tortillas - corn or flour, 2 oz = 1 serving

Dairy Options

1/2 gallon milk or milk alternative = 8 servings
 Cheese - sliced, shredded or grated, 1 oz = 1 serving
 16 oz cottage or ricotta cheese = 4 servings

Considerations for individuals without a kitchen:

Look for options that are "heat and eat" with minimal cooking. Opt for small package sizes to avoid leftovers. Ask about refrigeration before offering fresh meat or dairy products.

Considerations for those who may be homeless or transient:

Select easy-open packaging and food items that can be eaten cold and without cooking. In a hotel? food items that can be made with hot water vs. cooking may be a good choice (i.e. oatmeal, instant noodles) combined with easy-open canned fruit/veggies/protein.

For individuals who do not eat meat:

Provide extra plant-based protein options such as beans, lentils, peas, nuts, seeds, and nut butters.

What about soups and pasta entrees like spaghetti and ravioli?

Count them as the main ingredients:

Chicken Noodle Soup = Grain + Protein

Ravioli = Grain + Vegetable

Spaghetti = Grain + Vegetable

Chili = Protein + Vegetable

Vegetable Soup = Vegetable

Vegetable Beef Soup = Vegetable + Protein

Cream soup = Dairy

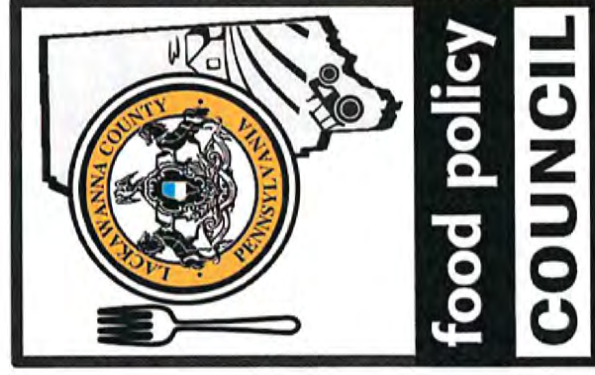
Mac & Cheese = Grain + Dairy

For example, one can of chicken & rice soup = 1 serving grain + 1 serving protein

Operating a mobile pantry or distribution where family size isn't taken into account?

Food for three days for a medium size family (4-5 people):

Fruit	Veggie	Protein	Grain	Dairy
4-5 cans and 4 pounds fresh	8-10 cans and 5 pounds of fresh	2-2.5 pound meat/ fish and 2 dozen eggs and 4-5 cans beans or 2 lbs dry beans	60 ounces total, for example: 16 oz pasta, 16 oz rice, 15 oz cereal, & 16 oz loaf of bread	1 gallon milk and 12-15 cups yogurt and 12-24oz cheese (yogurt or cheese can be substituted with another gallon of milk)



*These Nutrition Recommendations
are endorsed by the Lackawanna
Food Policy Council and created by
CEO's Weinberg Northeast Regional
Food Bank's Nutrition team.*



Group Volunteer Sign In

Group Name: _____

<u>Name</u>	<u>COMPLETE</u> Mailing or Email Address	Date	Time In	Time Out	# of Hours

Please print legibly and remember to sign out!

Individual Volunteer Sign In Sheet

Month/Year: _____

Name: _____ City: _____ State: _____ Zip: _____

Address: _____

Group Affiliation: _____ Monthly Total _____

[illegible]

Name: _____
Address: _____
City: _____
State: _____ Zip: _____
Group Affiliation: _____
Monthly Total _____

[illegible]

Name: _____
Address: _____
City: _____ State: _____ Zip: _____
Group Affiliation: _____
Monthly Total _____

[illegible]

Name: _____
Address: _____
City: _____
State: _____ Zip: _____
Group Affiliation: _____
Monthly Total _____

[illegible]

Succession Planning Worksheet for Volunteer-Run Food Programs

Use this template to identify key roles, backups, and next steps.

1. Program Information

- Program Name: _____
- Date Completed: _____
- Completed By: _____

2. Critical Roles & Responsibilities

List the most important volunteer roles for Program operations.

Role	Current Volunteer	Backup/Shadow Volunteer	Notes (skills needed, time commitment)
Program Coordinator	_____	_____	_____
Inventory Manager (Orders)	_____	_____	_____
Volunteer Scheduler	_____	_____	_____
Client Registration /Check-In	_____	_____	_____
Donor/Community Liaison (Outreach)	_____	_____	_____
Other:	_____	_____	_____

3. Process Documentation

Check off what is already written down.

- ☐ Program schedule and hours
- ☐ Food ordering process (suppliers, food bank, grocery partners)
- ☐ Volunteer scheduling procedure
- ☐ Client registration process
- ☐ Food safety procedures
- ☐ Contact list for partners and vendors
- ☐ Reporting requirements (grants, donors, food bank)
- ☐ Emergency procedures

Notes on what still needs documenting:

4. Cross-Training & Mentoring

- Which roles are currently cross-trained? _____

- Which volunteers are ready to mentor new leaders? _____

- What areas need immediate cross-training? _____

5. Recruitment & Leadership Pipeline

- New volunteer sources to reach out to: _____

- Community partners for recruitment: _____

- Leadership opportunities for current volunteers: _____

6. Emergency Backup Plan

- If the Program Coordinator steps down tomorrow, who steps in?

- If two or more key volunteers are unavailable, how will tasks be covered?

7. Review & Next Steps

- Date of next review: _____
- Immediate actions to take: _____

Reminder: Review and update this worksheet at least once a year to keep your program sustainable and ready for smooth leadership transitions.