**KY TEFAP Q&A – FY24**

***Q:*** *When should we report a food loss? We have heard that we should report a food loss if the total equals one case and if the total food loss amounts to $100. Which is the cutoff to send in a report Example: an outlet has reported a loss of 2 cases. Dare to Care calculates the cases are valued at $54. Do we need to report this to the state?*

**A:** Food loss only needs to be reported to the state for $100 or more. **Partners MUST report a loss of a case or more to Dare to Care, because the single case may be a higher value product.** Once Dare to Care calculates the total monetary value, we will alert the partner if a Food Loss report needs to be completed and when the food can be discarded. If the food loss totals to $100 or more, Dare to Care will complete the Food Loss Report and send it to you (for your records), and the state. Food losses that are valued at less than $100 do not need to have an official Food Loss Report to send to the state; however, partners should still alert Dare to Care of any TEFAP food loss and make comments in inventory.

***Q:*** *Currently, the manual states that partners can allow 1 person to act as a proxy for up to 5 people. Is it possible someone can be a proxy for more than 5 people? Example: A partner serves a large number of residents from a senior living facility. Most do not have transportation or enough mobility to access the pantry. Can there be exceptions to allow someone to be a proxy for more than 5 people?*

**A:** If it is a senior living facility, and a manager is doing the pick-up, then it can be more than 5 people. If it is just a resident picking up for other residents, then it needs to stay at the cap of 5 pick-ups for 1 proxy.

***Q*:** *What is the protocol for a first-time proxy visit if the proxy didn’t bring a form or a note? Can the pantry call the neighbor and get verbal confirmation of a proxy pick up on the phone, then send a form to be completed for future visits?*

**A:** If a proxy comes for the first time to pick up on behalf of a neighbor without any proxy paperwork (proxy statement or note) the partner should try to get verbal confirmation from the neighbor via phone call. The proxy can still receive food on behalf of the neighbor. Provide the proxy with a blank copy of the needed form and brief them on the use of signed notes for future visits.

***Q:*** *The Neighbor/Client Application Register is set up for neighbors visiting once a month based on the KY State Plan; however, the federal guidelines state that people can be served on a first come, first serve basis (and more than once per month). Which guidance should partners follow?*

**A:** The KY State Plan states that neighbors can visit one time per month to receive TEFAP. This guidance is in place to prevent people from accessing the pantry repeatedly in close succession (I.e., neighbor comes the first distribution day, the third distribution day, etc). Neighbors are allowed to visit more than once a month (if partners have the capacity to do so), but partners need to be aware of neighbors who are coming in for TEFAP repeatedly in a short period of time, and have a plan in place for serving them (e.g., providing them non-TEFAP foods, letting them know when they are eligible for their next visit if you pantry doesn’t have the capacity to serve more than once a month).

***Q:*** *If the pantry only has the capacity to serve households TEFAP only once a month, what options are available to verify that the "Neighbor #1” is who they say they are, and that they won’t “take” someone else’s TEFAP product by claiming to be "Neighbor #2”?*

**A:** A piece of mail can help with the verification of identity. IDs cannot be required for people to receive food.

***Q:*** *Partners are seeing more situations of multiple families living in the same house requesting food. Does each family get served for their family size (I.e., Smith family of 5 and Jones family of 7)? Or can one member pick up on behalf of a household with 12 people (combined with multiple families)?*

**A:** Serve the family units as if they lived in separate households. For instance, the Smiths may have 5 people in their family, but live with the Jones who have 7 people in their family. Partners can serve the Smiths as a family of 5, and do not have to serve the family as if they were a household of 12.

**Q:** How can partners denote multiple families with same addresses on intake sheets to minimize confusion?

**A:** It’s hard to track that multiple families living in the same household are in fact multiple families. There isn’t really a way to do this, and it won’t create a corrective action at a partner site if the state or Dare to Care sees this while conducting a monitoring visit.