



April 26, 2017

TO: EFAP Participating Agency Representatives

FROM: Elizabeth Cervantes, Director of Agency Relations & Product Acquisitions

SUBJECT: IMPORTANT - EFAP Program Requirements

During recent visits to of our EFAP participating agencies, we noticed that several of the program policies are not being followed. Below find a list of EFAP policies that must be kept during EVERY EFAP distribution in order for your agency to remain in the program.

- 1) Agencies are required to submit an EFAP Household Participation and Inventory report by the 5th business day of each month to the Food Bank for the previous month. The Food Bank must enter all reports into the EFAP reporting website by the 30th day of each month. **The Food Bank will no longer be able to enter reports after the 30th day for the previous month, thus, if your agency does not send in reports by the due date your agency will be considered noncompliant.**
- 2) CURRENT 2016 EFAP Income guidelines must be posted near the EFAP sign-in sheet. The 2017 guidelines will be sent out shortly.
- 3) EFAP sign-in sheet must be used. Alterations to the form are not permitted. Clients must sign their own name; agency volunteers cannot sign in for clients.
- 4) EFAP sign-in sheets and monthly EFAP reports must be kept at distribution site for review by Food Bank staff and EFAP program representatives.
- 5) Justice for All poster must be posted for clients to view. Color version only.
- 6) No selling poster must be posted for clients to view.
- 7) Notice to Public sign must be completed and posted during all EFAP distributions. This sign advises persons in need of your food distribution schedule.
- 8) **If your agency requests/requires clients to complete an application** in order to receive your program's entire food allocation, the No Application Necessary poster must be posted for clients to view. All clients must be given the option to receive EFAP food items only. Clients receiving EFAP only must self-certify that they fall within the income guidelines and sign the EFAP sign-in sheet.
- 9) **If your agency is religious in nature**, your agency must post the EFAP Written Notice of Beneficiary Rights during every EFAP distribution.
- 10) Agencies must keep their storage area clean. Food must be stored off the floor and away from the walls at all times. EFAP items/shelving must be labeled in the storage room.

- 11) **Agencies must check the temperature of their freezers and refrigerators on their food distribution day(s) and on the day(s) they pick up from the Food Bank. The temperature must be logged on a temperature log for review by Food Bank staff and EFAP program representatives.**
- 12) Agencies must distribute according to their established food distribution schedule which is listed on their EFAP agreement. Changes to the schedule must be submitted to the Food Bank by completing a new EFAP agreement prior to change.

All EFAP signs and forms can be found at

<https://www.lafoodbank.org/agency-resources/agency-forms/>

Failure to maintain EFAP policies at your distribution will result in immediate EFAP program suspension or termination.

Please contact the Agency Relations department with any questions or concerns.