



The Emergency Food Assistance Program

This training presentation is for agencies currently participating in USDA / TEFAP.

What is The Emergency Food Assistance Program?

The Emergency Food Assistance Program (TEFAP) is a federal program that helps supplement the diets of low-income Americans by providing them with emergency food assistance at no cost.

USDA provides 100% American-grown USDA Foods and administrative funds to states to operate TEFAP.





How does TEFAP help participants?

Partner agency staff and volunteers at our food pantries and on-site feeding programs provide their neighbors with emergency food and nutrition assistance at no cost.

Who is involved in administering TEFAP?



Food and Nutrition
Services (USDA)

South Carolina Department of
Agriculture

Harvest Hope
Food Bank



Lowcountry Food
Bank



Golden Harvest
Food Bank



Second Harvest
Food Bank



second
harvest
food bank
of metrolina

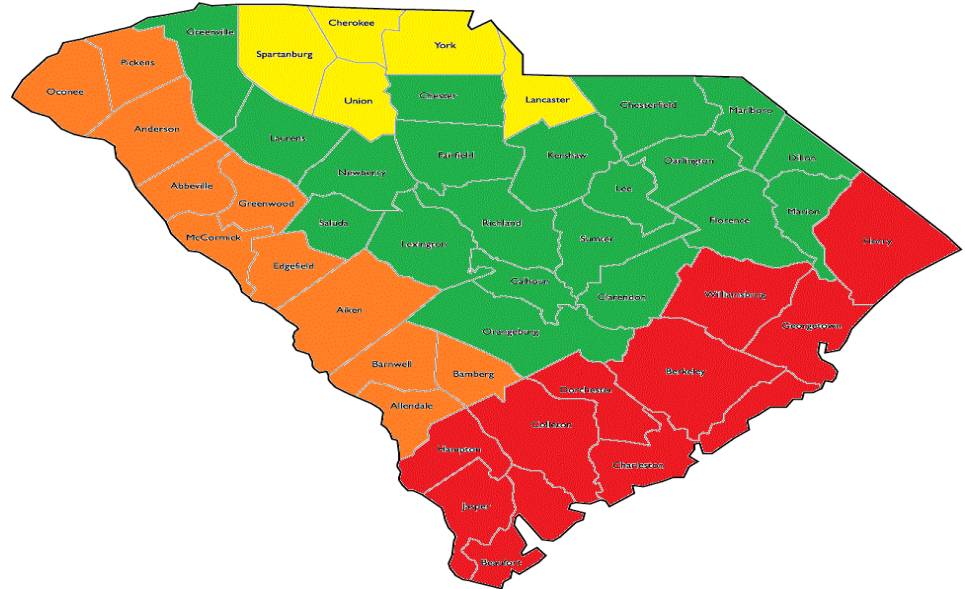
What is an ERA?

Eligible Recipient Agencies (ERA) are public or nonprofit organizations that distribute TEFAP commodities as meals or for household consumption. ERAs work in partnership with food banks and must have:

- ✓ Experience in feeding programs
- ✓ Adequate storage
- ✓ Regular hours of operation
- ✓ Open to the public
- ✓ Utilize USDA and Non-USDA foods

USDA Priority System

- 1st Priority – Emergency Feeding Organizations (EFO)
- 2nd Priority – Non EFOs



Posters and Visuals to Publicly Display at Your Agency

If your agency is serving drive-thru style, these posters **MUST** be visible to those in their vehicles.



Days/Hours of Operation



Food Safety Certificate



Income Eligibility Guidelines



And Justice For All Poster



Interpretive Services Poster



Notice of Beneficiary Rights Flyer (for faith-based organizations)

Income Guidelines

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LOWCOUNTRY
FOOD BANK

lowcountryfoodbank.org

**The Emergency Food Assistance Program
(TEFAP) Income Eligibility Guidelines /**
Las Guías de Elegibilidad de Ingresos del Programa de
Asistencia Alimentaria de Emergencia (TEFAP)

Effective February 10, 2026 / Efectivo febrero 10, 2026

Household Size / Tamaño de Hogar	Per Year / Por Año	Per Month / Por Mes	Per Week / Por Semana
1	\$31,920	\$2,660	\$614
2	\$43,280	\$3,607	\$832
3	\$54,640	\$4,553	\$1,051

Neighbors must be able to see this information displayed at your pantry.

"A household" is a group of people who buy and prepare food together.

USDA United States Department of Agriculture

FNS USE ONLY SOLO PARA FNS

AND JUSTICE FOR ALL

In accordance with Federal 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), age, disability, and 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 for program information (e.g., Braille, large print, audiotope, and American Sign Language) should contact the responsible State or local Agency that administers the program or USDA's TARGET Center at (202) 726-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-4339.

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/ad-3027.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:

mail:
U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410; or

fax:
(833) 256-1665 or (202) 696-7442; or

email:
program.intake@usda.gov

This institution is an equal opportunity provider.

Conforme a la ley federal y las políticas y regulaciones de derechos civiles del Departamento de Agricultura de los Estados Unidos (USDA), esta institución tiene prohibido discriminar por motivos de raza, color, origen nacional, sexo (incluyendo identidad de género y orientación de sexual), edad, discapacidad, venganza o represalia por actividades realizadas en el pasado relacionadas con los derechos civiles.

La información del programa puede estar disponible en otros idiomas además del inglés. Las personas con discapacidades que requieren medios de comunicación alternativos para obtener información sobre el programa (por ejemplo, Braille, letra agrandada, grabación de audio y lenguaje de señas americano) deben comunicarse con la agencia estatal o local responsable que administra el programa o con el TARGET Center del USDA al (202) 726-2600 (voz y TTY) o comunicarse con el USDA a través del Servicio Federal de Transmisión de Información al (800) 877-4339.

Para presentar una queja por discriminación en el programa, el reclamante debe completar un formulario AD-3027, Formulario de queja por discriminación del programa del USDA, que se puede obtener en línea, en <https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>, en cualquier oficina del USDA, llamando al (866) 632-9992, o escribiendo una carta dirigida al USDA. La carta debe contener el nombre, la dirección y el número de teléfono del reclamante, y una descripción escrita de la supuesta acción discriminatoria con suficiente detalle para informar al Subsecretario de Derechos Civiles (ASCR, por sus siglas en inglés) sobre la naturaleza y la fecha de la presunta violación de los derechos civiles. La carta o el formulario AD-3027 completado debe enviarse al USDA por medio de:

correo postal:
U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410; o

fax:
(833) 256-1665 o (202) 696-7442; o

email:
program.intake@usda.gov

Esta oficina provee igualdad de oportunidades.

Form AD-3027 - Standard Poster (Revised May 2022)

The ***And Justice For All*** poster must be displayed in view of neighbors and volunteers.

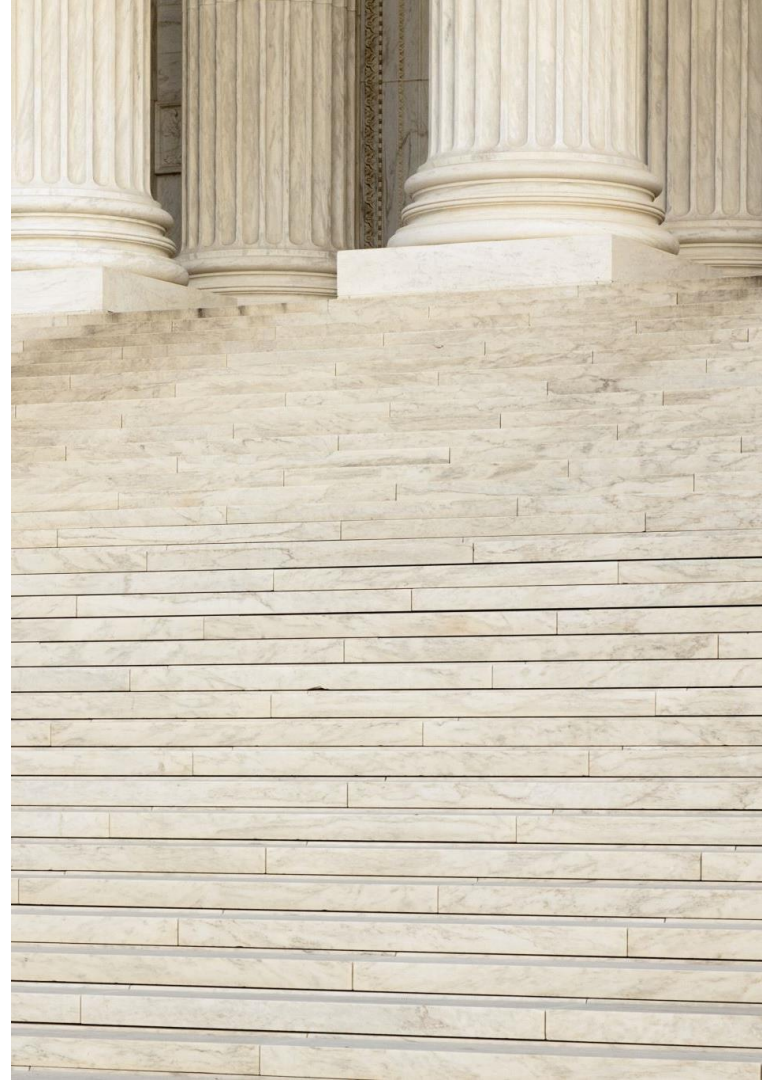
This poster explains the nondiscrimination policy of the USDA program and includes instructions for handling a discrimination complaint.

Make sure you are using the May 2022 version.

USDA Partner Agencies are required to complete civil rights training at a minimum of once a year.

Ensure that your new volunteers or staff review the information in the training presentation as they join your team.

If there is a concern that any volunteer cannot understand and/or abide by the training and Civil Rights requirements, then that individual should not interact in any way with program applicants and participants or handle personal information.



Partner Agency
Civil Rights
training document
is available on the
Lowcountry Food
Bank website.

Partner Agency Civil Rights Training

Last update: September 2024

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Civil Rights Training

Training must include the following:

How to assist participants with language barriers? We must be prepared to help those who are deaf or hard of hearing, visually impaired, or speak other languages. Please use the information found on the Interpretive Services Poster. Phone interpreter line, Deaf/hard of hearing, Visually impaired, etc. Failure to provide meaningful access can be considered discrimination.

How to assist individuals with disabilities? Volunteer assistance, wheelchair ramp, etc. Failure to provide reasonable accommodations may subject agency to discrimination claim.

How to differentiate between program complaints and Civil Rights complaints? Different treatment due to protected classes versus dissatisfaction with program rules.

Conflict resolution – Identification of the issue and calmly communicate with participants on program guidelines

Noncompliance resolution – Corrective actions made to address findings

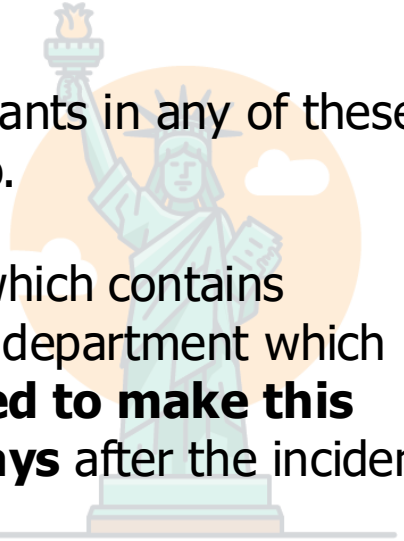
Customer service expectations – Friendly staff, offering assistance in other areas, develop good listening skills, identify stressors, etc.



Civil Rights Training

What do you do if you receive a Civil Rights complaint?

- All staff and volunteers must know how to assist participants in any of these matters and/or whom to refer questions and concerns to.
- Refer the complainant to the *And Justice for All* poster, which contains instructions and contact information for the government department which investigates discrimination complaints. **We are obligated to make this info available.** Inform the client that they have **180 days** after the incident to file a complaint.



Racial/Ethnic Data must be collected at the point of application and reported to determine the effectiveness of the program; however, it does not affect eligibility.

Volunteers/staff must sign the **Civil Rights Training Log** to show they have undergone training. This log must be kept in your agency files.

[illegible]

Interpretive Services

This must be posted so that individuals that need a language interpreter know how to obtain this service.

Instruction Card: Telephone Interpreting Services

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

NEED AN INTERPRETER?

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

Recommendations for Using a Telephone Interpreter

For Outbound Calls:

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

For Inbound Calls:

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



Notice of Beneficiary Rights Flyer must be posted at faith-based agencies' distributions.

Written Notice of Beneficiary Rights for CSFP and TEFAP

Written Notice of Beneficiary Rights

Name of Organization: _____

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

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

The USDA Hunger Hotline:

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

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

This written notice must be given to you before you enroll in the program or receive services from the program, unless the nature of the service provided or exigent circumstances make it impracticable to 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.

Religious Activities at Agencies

Explicitly Religious Activities: Examples

<i>It is acceptable to...</i>	<i>It is unacceptable to...</i>
Having cross hanging on a wall at the food distribution facility.	Require participants to stand by the cross and recite a prayer prior to receiving USDA Foods.
Have a menorah on a table at the food distribution facility during the holiday season.	Refuse USDA Foods to participants who do not practice the Jewish faith.
Have a display stand at the front/back of the facility that contains faith-based pamphlets for anyone interested.	Insert faith-based pamphlets in bags or boxes when distributing USDA Foods.
Have a pastor or other religious official assist with the distribution of USDA Foods.	Force or encourage participants to have a religious conversation with the pastor or official prior to receiving USDA Foods.



Forms of Public Notification



NEWSPAPER



RADIO



FLYERS



WEBSITE



SOCIAL
MEDIA

Public Notification

Each agency is required to provide some form of public notification at least once each year. **The full nondiscrimination statement must be included on all public notification materials.** Public notification should include agency name, address, contact information, and days and times of operation.



USDA NONDISCRIMINATION STATEMENT UPDATED 2022

All information materials used to inform the public about Food and Nutrition Service programs must contain a non-discrimination statement. This includes, but is not limited to, brochures, pamphlets, flyers, social media, websites, television and newspaper, announcements, etc.

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

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

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at <https://www.usda.gov/sites/default/files/documents/ad-3027.pdf> and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992.

Submit your completed form or letter to USDA by:

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

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

What Does A Public Notification Look Like in a Newspaper?

Newspaper

FOOD DISTRIBUTION

**There will be a free food distribution at the
Jones Community Center on Main Street
beginning the first Saturday of each month
from 10 am until noon.**

Contact Elizabeth Jenkins at 843-555-1234.

The Jones Community Center is an equal opportunity provider.

Must include: "This institution is an equal opportunity provider."

Retain a copy of the publication as proof of your notification for your records.

What Does A Public Notification Look Like on a Flyer?

Post off-site in a public place such as a local library, grocery store, or community center

After posting it:

Make a copy of your completed flyer

Keep a log on the back of the flyer of when and where it was posted

Organization:

Address:

Phone Number:



FOOD WILL BE DISTRIBUTED ON

FREQUENCY

DAY

TIME

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What Does A Public Notification Look Like on Social Media or A Website?

Facebook – “About” Section

Saturdays (every week)
9:30am—11:30am

Drive-Up Food Distribution

James Island Outreach is an
equal opportunity provider.



Website

nce/

Food Distribution Schedule

- Saturdays 9:30 am-11:30 am – Drive-through distribution for pre-packed groceries.
- Tuesdays and Thursdays 9:30 am – 11:30 am – Client-choice pantry. COVID safety measures in effect including temperature/COVID screening and masks for all clients and volunteers.
- Beginning January 2, 2021, distributions will be limited to residents of James Island or Folly Beach who qualify for assistance under the USDA guidelines.
- Call 843-762-3653 or email joutreachinfo@gmail.com with any questions.

Helpful Resources

- [Bank of America](#) has partnered with Khan Academy to bring you free educational resources for strengthening your money habits. Topics include saving & budgeting, taxes, reducing debt, and building good credit. Visit [Better Money Habits](#) for more information.

JIO is an Equal Opportunity Provider

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Storage & Pest Control

- Storage facilities must be sanitary and free from rodent, insect, and other animal infestation which is best achieved by contracting with a professional service for effective pest control. If pest control is done in-house, a log should be kept to keep track of frequency.
- Safeguards must be in place to prevent theft, spoilage, and other loss.
- Follow First Expired, First Out (FEFO) principles.
- Commodities must be stored off the floor and/or elevated staging/storage areas.
- When possible, store food away from walls.

USDA commodities must be stored separately from other foods in your pantry and labeled as USDA food.





Refrigerators/freezers/cold storage units must be checked at least twice a week.

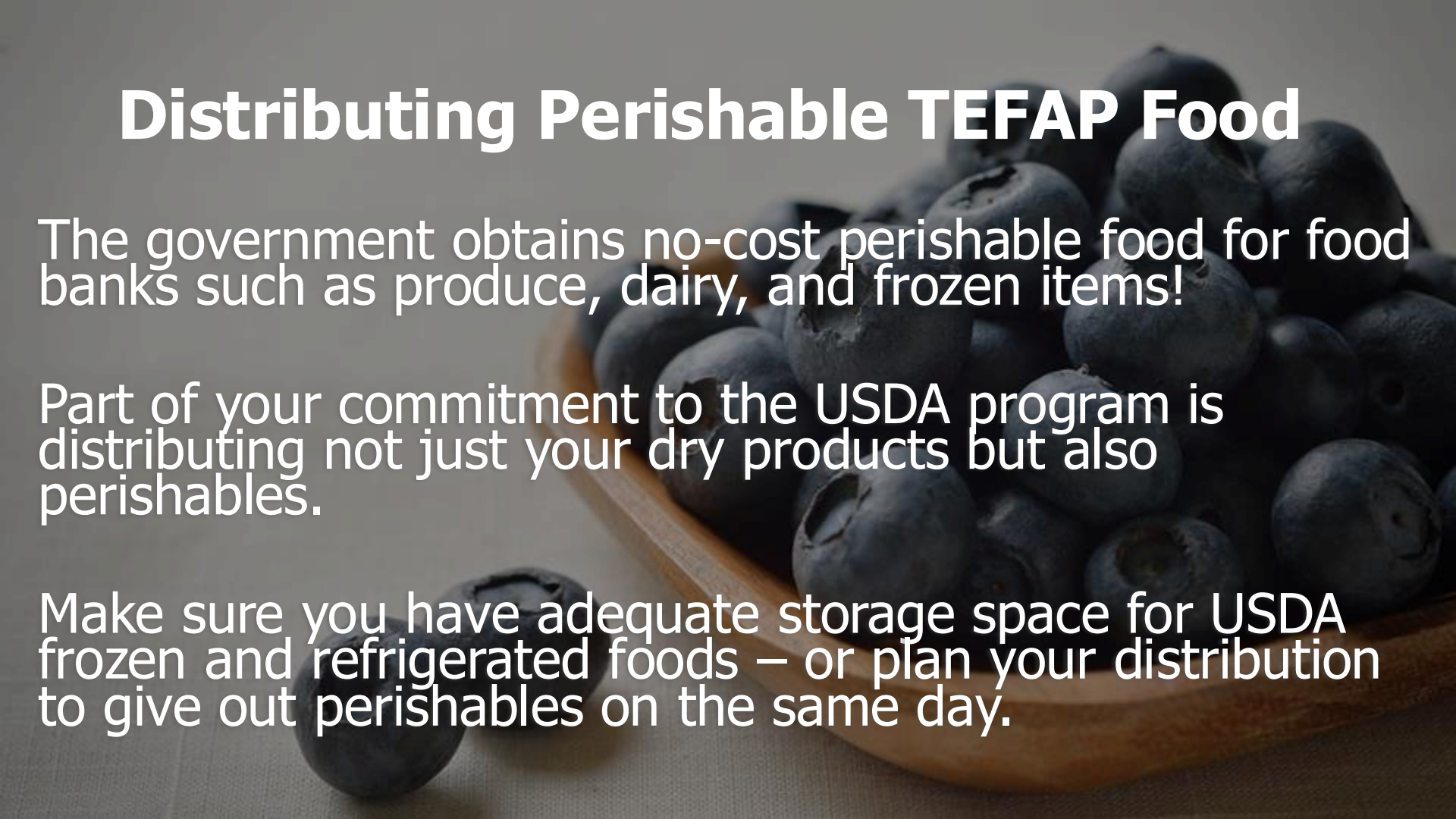
Maintain foods at safe temperatures.

Utilize appropriate dry storage, freezer, and refrigerator thermometers.

Recommended temperature levels are:

- 50° to 70° F for dry storage areas
- 35° to 40° F for refrigerated storage areas
- -10° to 0° F for frozen storage areas

Distributing Perishable TEFAP Food



The government obtains no-cost perishable food for food banks such as produce, dairy, and frozen items!

Part of your commitment to the USDA program is distributing not just your dry products but also perishables.

Make sure you have adequate storage space for USDA frozen and refrigerated foods – or plan your distribution to give out perishables on the same day.

What will SCDA and LCFB look for during a site visit?

SCDA conducts reviews to ensure agencies are compliant with federal and state regulations. The reviewer will review paperwork, storage area, and may discuss some requirements and recommendations for program operation. Following the review, agency managers should expect to receive a Review Letter detailing any findings, instructions for corrective actions, additional requests, and/or recommendations for more efficient operation.

A response to corrective actions is due within 30 days of receiving the Review Letter. Failure to respond may result in suspension from the program. Unless otherwise noted, all corrective actions must be addressed.

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2026 USDA Agency Site Visit Requirements

During the walk through of your agency, we will look for the following:

- Hours of operation posted in a place visible to the public
- Cleanliness of all dry and cold storage areas
- Functional thermometers must be present in all compartments of cold storage units
- Refrigerator/Freezer Temperature Logs – The temperature on all compartments of freezers and refrigerators must be checked a minimum of twice a week and as soon as safely possible after any power outages. If a compartment of the fridge/freezer is empty and/or not in use, note this on the unit's temperature log.
- Labeling and separation of USDA products

The following posters must be visible to neighbors, even when distributing drive-thru style:

- Civil Rights Poster (Revised May 2022 and is GREEN with a picture of the Dept. of Agriculture)
- Current TEFAP income eligibility guidelines (Effective February 10, 2026)
- Interpretive Services Flyer
- Notice of Beneficiary Rights Poster
- Current Food Safety Certificate

The following materials must be organized and available during your review:

- Evidence of ongoing Link2Feed usage
- Current and past civil rights training logs
- Current and past invoices from the Lowcountry Food Bank
- Proof of annual public notification that includes the 2022 USDA non-discrimination statement
- 2025 TEFAP Operations Manual
- Pest control logs or copies of professional pest control invoices
- A copy of your most recent agency membership renewal which includes the current LCFB and TEFAP Agreement
 - Your agency must retain all the above paperwork for three years, plus the current year.

Additionally, those agencies that cook on-site also need:

- Current Manager ServSafe Certificate visible to the public
- Current and past menu logs available

LCFB staff will research the agency's shopping history to determine whether it is utilizing the LCFB at least monthly.

Please visit our website below to find any of these materials:

<https://lowcountryfoodbank.org/about-us/partner-agencies/agency-forms/>

Revised February 2026

Charleston Regional Food Center
2864 Azalea Drive
Charleston, SC 29405
843.747.8146
Fax 843.747.8147

Myrtle Beach Regional Food Center
4716 Northgate Blvd
Myrtle Beach, SC 29577
843.446.0341
Fax 843.446.0481

Early Branch Regional Food Center
495 Commerce Parkway
Early Branch, SC 29916
843.589.4118
Fax 843.589.4228



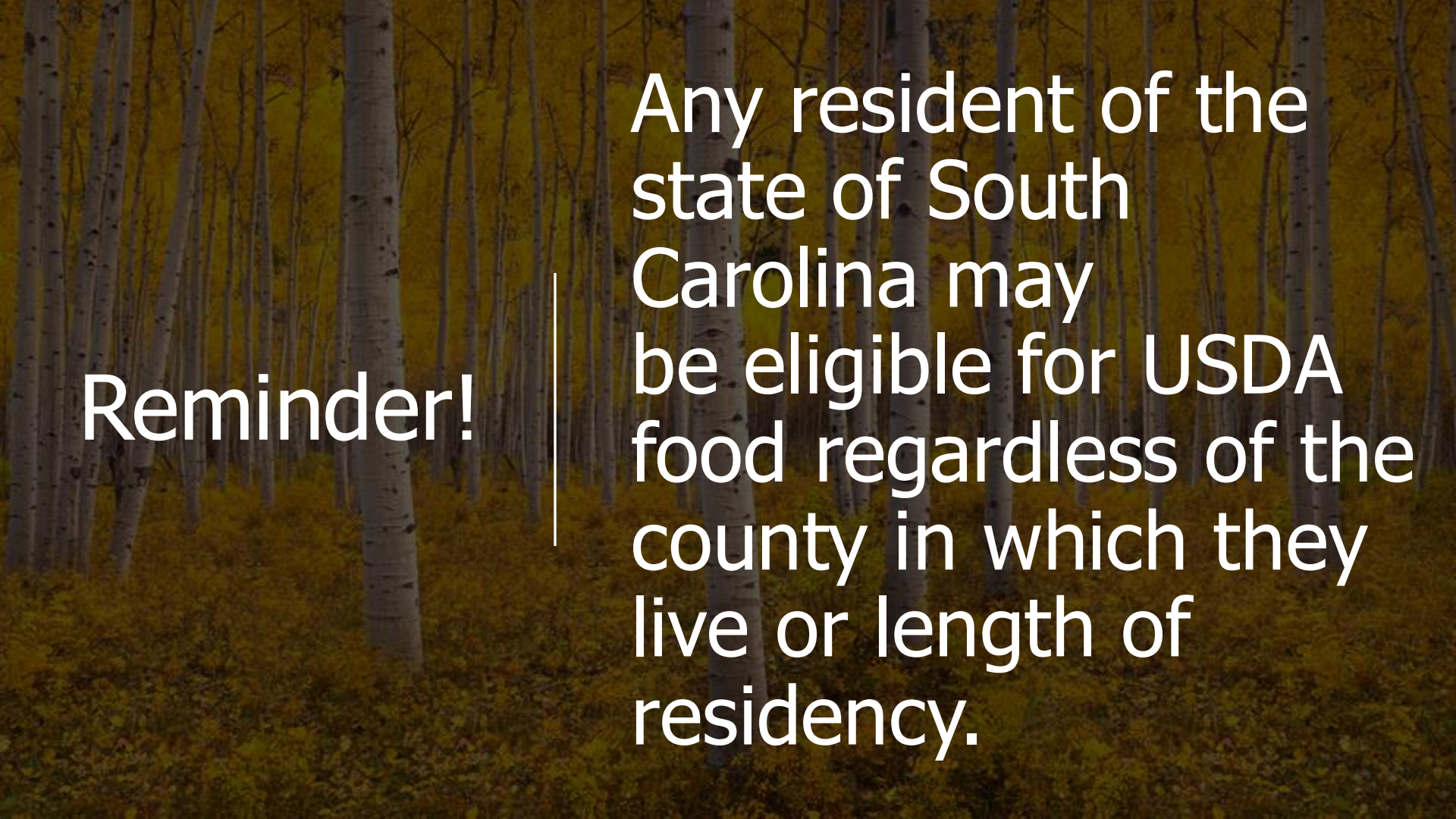
Distributing TEFAP food drive-thru style

Do I need to show posters at my drive-thru distribution?

YES. All required posters must be publicly displayed. You may post them on a portable bulletin board during your distribution.

Can I use paper applications and/or a commodity log for people receiving TEFAP?

NO. Link2Feed has replaced the need to have paper applications and commodity logs. Everyone receiving TEFAP food must have a profile in Link2Feed and have their visits recorded each time they receive food. To move things along, you might consider having a separate line for people who have a Link2Feed profile created already versus those who have not yet.



Reminder!

Any resident of the state of South Carolina may be eligible for USDA food regardless of the county in which they live or length of residency.

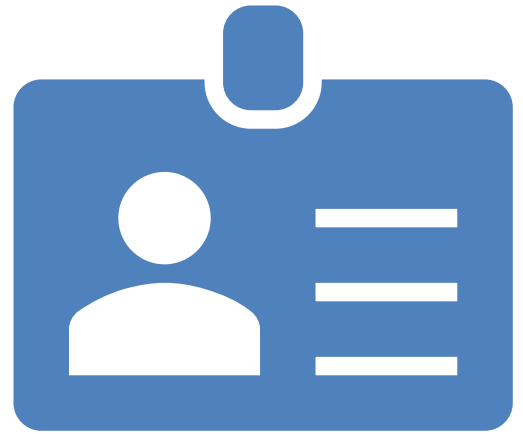
Reminder!

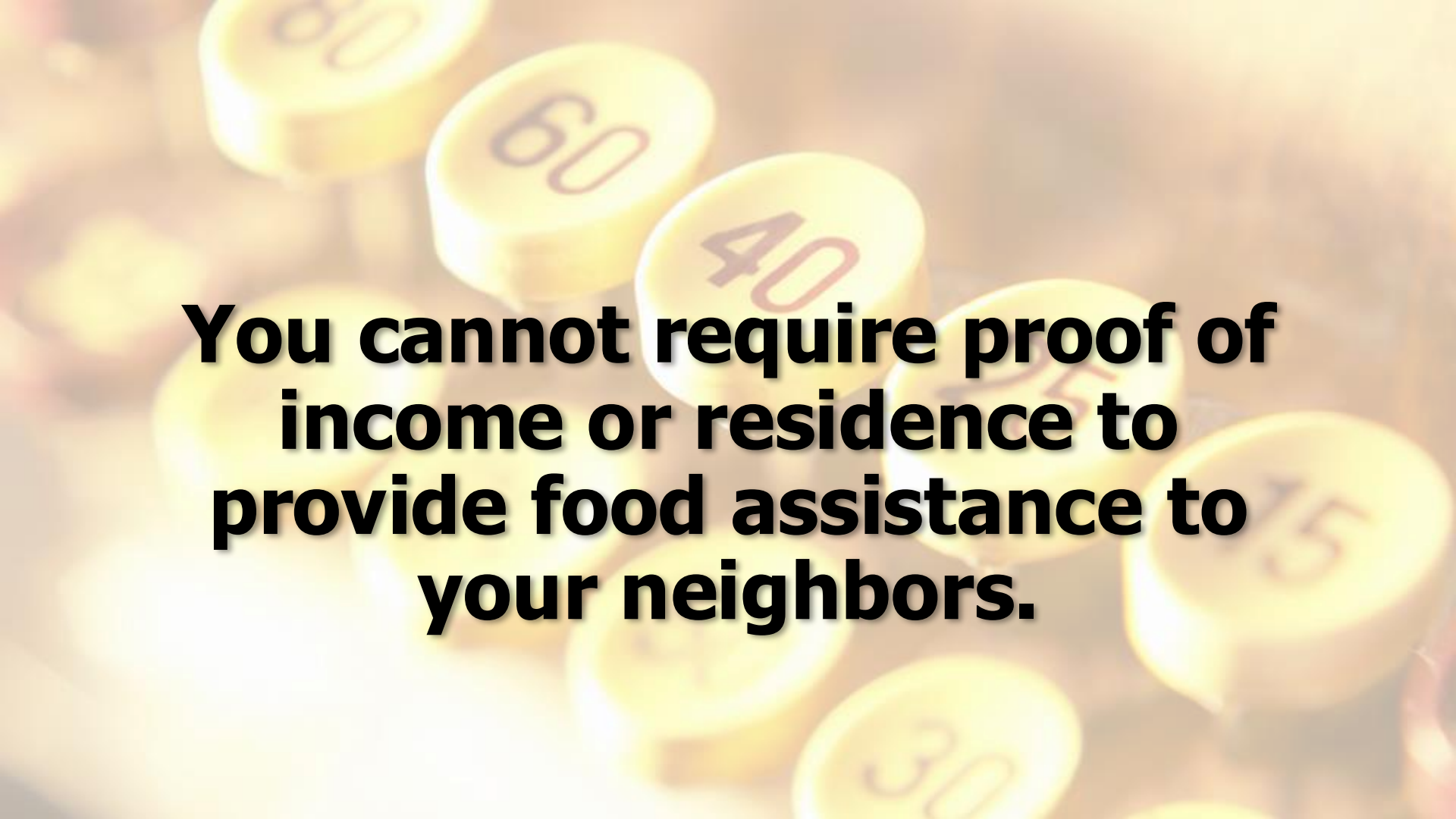
Photo ID Encouraged

It is no longer a requirement that a neighbor present a driver's license or other identification in order to receive TEFAP food.

It is strongly encouraged that you request some form of identification so that you can be reassured you are spelling the person's name correctly when entering them into Link2Feed as well as getting an accurate date of birth.

Do not make photocopies of identification.



The background of the image consists of several yellow coins scattered across the frame. Each coin has a number printed on its face in a reddish-brown color. The numbers visible include 80, 60, 40, 25, 15, and 30. The coins are slightly out of focus, creating a bokeh effect.

**You cannot require proof of
income or residence to
provide food assistance to
your neighbors.**

Bilingual TEFAP Application Available

If your agency is backdating information into Link2Feed, please ensure you use the newest form.

We encourage you to enter neighbors into the system at the time of service, but some agencies don't have appropriate WiFi to support this.

LOWCOUNTRY FOOD BANK
PANTRY CLIENT INTAKE
Información Del Cliente De La Despensa De Alimentos

GENERAL INFORMATION / INFORMACION GENERAL

Name / Nombre _____

Date of Birth / Fecha de Nacimiento _____ Age / Edad _____

Gender / Sexo _____

Address / Dirección _____

City / Ciudad _____ State / Estado _____ Zip Code / Código Postal _____

Home Phone / Teléfono _____ Cell Phone/ Celular _____

INCOME / INGRESOS

Monthly Income / Ingreso Mensual \$ _____ Source(s) of Income / Fuente de Ingreso _____

LANGUAGE(S) SPOKEN ☐ English / Inglés ☐ Spanish / Español
☐ Other / Otra Idioma _____

RACE/ETHNICITY (Choose all that apply) / RAZA / ETHNICIDAD (Elige todo lo que corresponda)

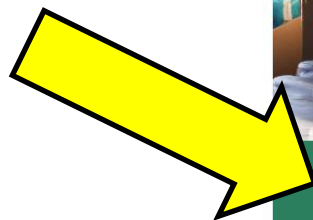
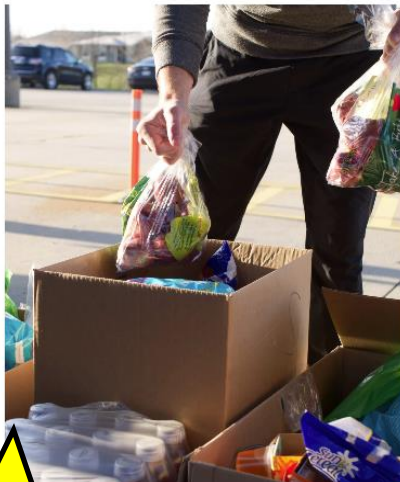
☐ White / Anglo / Blanco	☐ Black / African American / Negro	☐ Hispanic / Latino / Hispánico	☐ Asian / Asiático
☐ Pacific Islander / Isleño Del Pacífico	☐ American Indian/Native American / Indio Americano	☐ Alaska Native/Aleut/Eskimo / Nativo de Alaska	☐ Pacific Islander / Isleño del Pacífico
☐ Middle Eastern/North African / Medio-Oriental / Norte de África	☐ Undisclosed / No Revelado	☐ Other / Otro	☐ None / Ningún

SELF IDENTIFIES AS / SE IDENTIFICA COMO

☐ Active Military / Servicio Militarío Activo	☐ Veteran / Veterano	☐ College Student / Estudiante Universitario
☐ Other / Otro	☐ Undisclosed / No Revelado	☐ None / Ningún

You can download all USDA forms and more from our website:

<https://lowcountryfoodbank.org/about-us/partner-agencies/agency-forms/>



**Partner Agency Site
Visit Forms,
Documents, and
Communications**



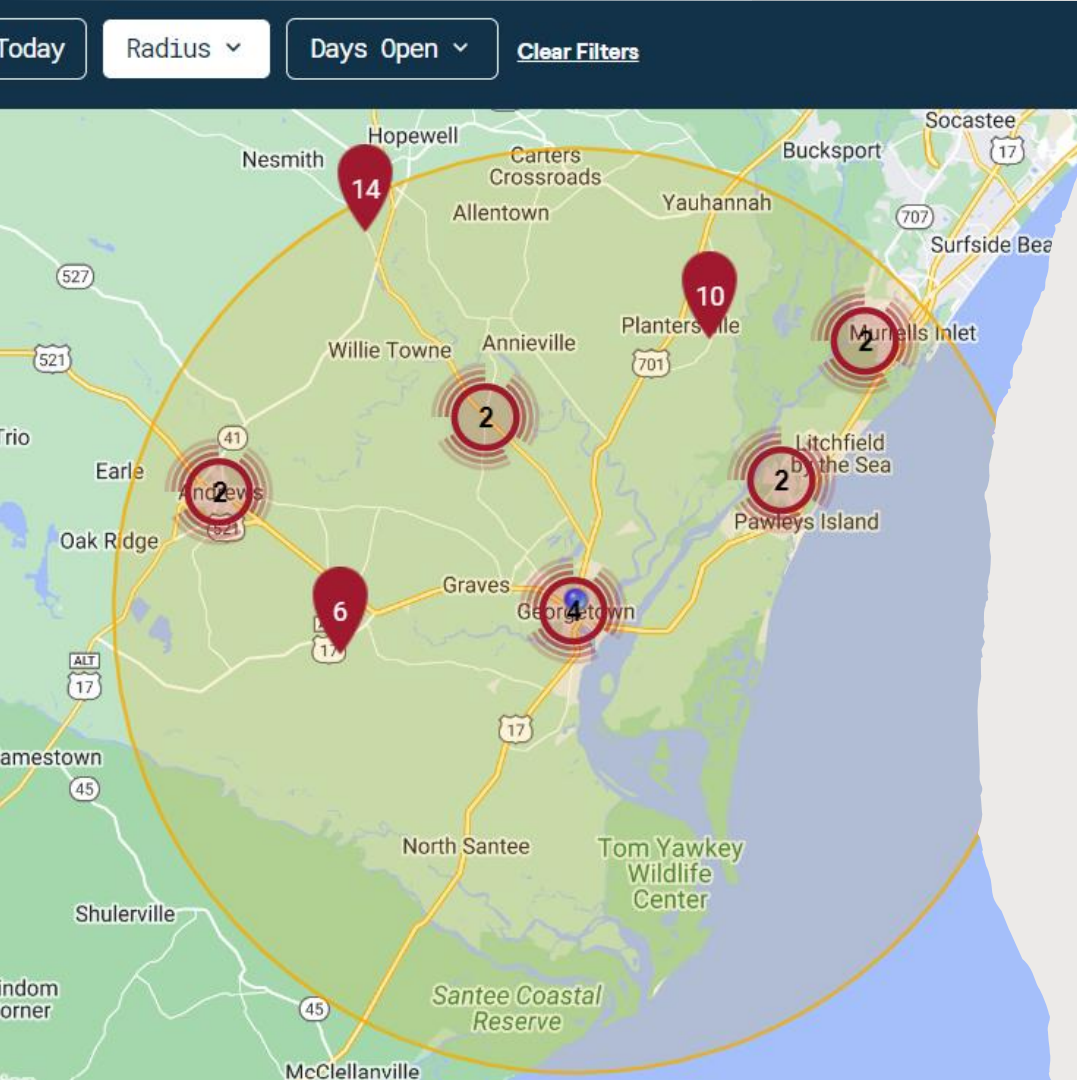
**Partner Agency
Resources**

Additional agency resources for topics such as food safety, volunteer training, and agency operations are also on our website.



Training

Agency trainings such as Food Safety, Vivery, and Disaster Preparedness are in the Training section of the Agency Relations portion of the website.

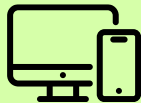


Find Food Pantry Locator

<https://lowcountryfoodbank.org/find-food/pantry/>

Make sure your hours and location are correct on our website!

How to Claim your Organization on Vivery



Claiming & updating your Vivery profile can easily be done on a computer or mobile phone

1

Check your email for your unique claim link

Please note that this is a link for your organization only. You may share it with others within your organization, but it will not work for others outside of your organization.

2

Click the link or copy/paste it into your browser to get started

3

Sign up for your Vivery account

4

Confirm that you are being connected to the right organization
If the organization shown on your claim screen is incorrect, please contact support@vivery.org

Once you've claimed your account, you can log into Vivery at <https://manager.vivery.org/>



The Vivery Map offers an information-rich web & mobile-friendly experience that helps people easily find and access food assistance and support programs in their community.

The screenshot shows a 'Filter Results' panel on a map. It includes a 'Reset Filters' link at the top right. The panel is divided into four sections: 'Food Program Category' with buttons for 'Food Distribution', 'Hot/Cold Meal Program', 'Pop-Up/Mobile Resource', and 'Shelter'; 'Food Program Features' with buttons for 'Curbside Pickup / Drive Through', 'Grocery/Client Choice', 'Home Delivery Service', and 'Indoor Service'; 'Items Offered' with buttons for 'Dairy', 'Diapers', 'Eggs', 'Fruits & Vegetables', 'Household Products', and 'Meat'; and 'Dietary Options Available' with buttons for 'Gluten Free', 'Ground or Pureed', 'Halal', 'Kosher', 'Vegan', and 'Vegetarian'. Each section has a 'Show all' link with a dropdown arrow. At the bottom are 'Cancel' and 'Apply' buttons.

Details & Filters

Filters can be turned on as agencies complete the key sections of their profiles. Filter make it possible for neighbors to find the programs best suited to their needs

Target Filters

Location Features

Air Conditioning Near Public Transit Parking Available Restrooms Available Safe Space

Seating in Waiting Area Wheelchair Accessible Wi-Fi Available

Food Program Features

Accepts Walk-Ins CSFP Program Curbside Pickup/Drive Through Grocery/Client Choice

Home Delivery Service Indoor Service Lifting/Carrying Assistance Online Ordering

Outdoor Service Pre-Packed Boxes/Bags Reservations TEFAP Program

Transportation Assistance

Show less Food Program Features ^

Items Offered

Dairy Diapers Eggs Fruits & Vegetables Household Products Meat

Pet Food/Supplies Prepared Food/Grab and Go Shelf Stable/Non-Perishable Goods

Sit Down Meals Toiletries/Hygiene Products

Key profile sections to complete

Location

Location Hours

Location Features

Images

Programs

Food Program Features

Items Offered

Program Hours

Completing these sections only takes a few minutes and gives neighbors the key details they need to participate—helping them find the right locations and programs for their needs without having to make a phone call.

Enhancing **your profile** takes minutes and provides valuable information for your neighbors

The screenshot shows a web interface for editing a food pantry profile. The top navigation bar includes a logo, the name 'Food Bank of Northwest Indiana', and user initials 'KE'. The main header shows 'My Food Pantry' with a checkmark and a 'Preview My Profile' button. The 'Location Details' tab is active. The 'Location Features' section is highlighted, showing a list of features with checkboxes. Below this, there are sections for 'Location Description' and 'Location Announcements'.

Location Features
The Location Features section allows you to identify offerings and special accommodations available at your location. Select any features available at your location to help people better prepare for their visit. Selected features will be displayed on your...

[Show More](#)

☐ Air Conditioning	☒ Near Public Transit	☒ Parking Available
☒ Restrooms Available	☐ Safe Space	☐ Seating in Waiting Area
☒ Wheelchair Accessible	☐ Wi-Fi Available	

[Cancel](#) [Save Changes](#)

Location Description
Network Affiliation Logo: [Add Logo](#)
Shown:

Location Headline
No headline entered

Location Announcements
Please note our building is under construction. Please use the side entrance upon arrival.

A completed profile helps:

- Neighbors **find and participate** in programs with dignity
- Neighbors **understand** how your program(s) work and how they can participate
- Your food bank **enable more filters**, helping neighbors search for locations and programs that fit their needs

Information Neighbors can trust



Freshness Badge

Confidence in accurate information

Expiration: 120 days

How it works:

Stay fresh with updates:

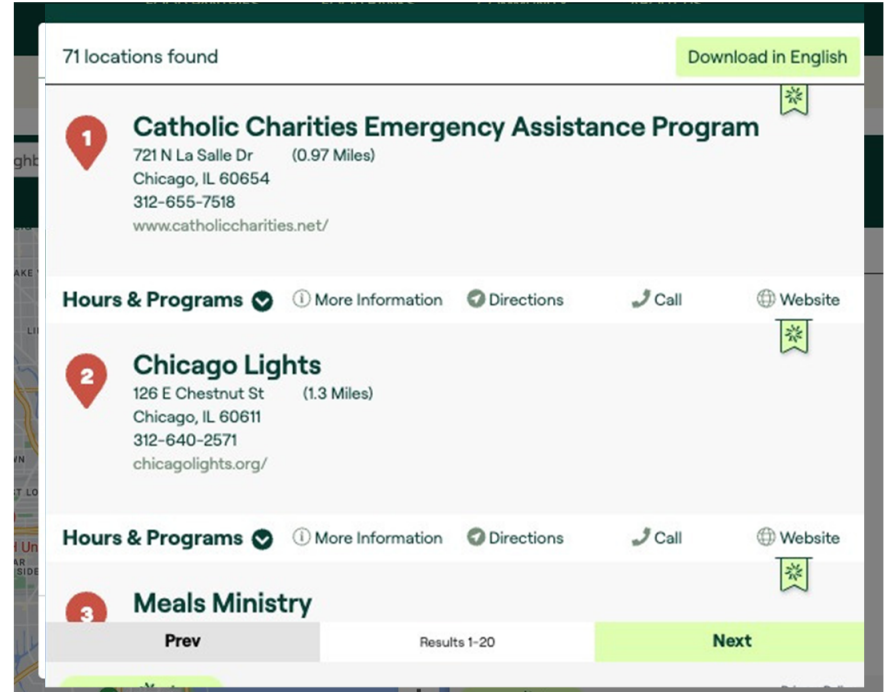
- Any time you update your profile the 120 day clock restarts.

Staying fresh without updates:

- After 120 days Vivory will send you an email that lets you review and verify your details.

Lost your badge?

- Just log in and open any section of your profile and click “save”.



A Free Automated Website can make your services more accessible



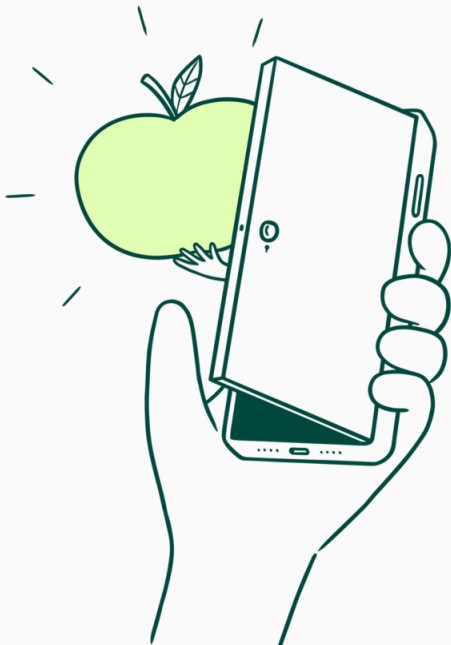
Key Benefits

- Increase visibility to neighbors searching online for food assistance
- Stay current automatically—your site updates whenever your Vivory profile does
- Share key program details with one easy-to-use link



Its free and only takes 2 clicks to activate

Stay Connected in Real Time with **Free Text Message Alerts**



Fast, Simple Communication

Vivory's free text alerts let you easily send important updates to neighbors and volunteers.

Use it for:

- Emergency closures
- Weather-related changes
- Special item availability
- Volunteer communication



Pro Tip: Start building your contact list now—so when you need to send an alert, you're ready.



Link2Feed and TEFAP

Your TEFAP allocation is partly based on the numbers you report in Link2Feed.

Accurate reporting is important to ensure you do not lose access to TEFAP food and that you receive the appropriate amount of TEFAP food.



Link2Feed Usage

We make routine checks of agency data entry

Continued periods of inactivity may result in USDA suspensions

Suspensions will last three months or longer

Purpose of collecting ethnicity and race data

To determine how effectively FNS programs are reaching potentially eligible persons and beneficiaries

To monitor Civil Rights compliance, state agencies must establish a system for the collection of ethnicity data for each person applying for and participating in FNS programs.



Ethnicity and Race Data Collection Requirements

Inform applicants that providing ethnicity data is **requested** solely for the purpose of determining compliance with federal civil rights laws and has no effect on eligibility.

Agencies should select “Prefer Not to Answer” in Link2Feed if the applicant declines to self-identify. Agencies should not visibly assume a person’s ethnicity.

Do not survey children.



You may select only one ethnicity in Link2Feed.

- Hispanic or Latino
- Non-Hispanic or Non-Latino

Do not visibly assume a person's ethnicity.

You must get verbal or written determination from the neighbor.



Inform applicants that they may choose one or more races (as shown in Link2Feed)

Race (*may select one or more of the following*)

- American Indian / Native American
- Alaska Native / Aleut / Eskimo
- Asian
- Black / African American
- Pacific Islander
- Hispanic / Latino
- Middle Eastern / North-African
- White / Anglo

Link2Feed: Best Practices

**Ensure
you
are:**

Searching for neighbors by name or date of birth before creating new profile to avoid duplications or by using the barcoding feature

- **If searching by name, double check by birth date**

Recording visits as TEFAP OR Pantry- never both at same time. Best practice for Quick Click is to only have TEFAP "ON".

Entering neighbors into the system Live vs Backdating

Completing entire profile – do not skip required questions (stop selecting didn't ask!)

Entering the address provided by the neighbor - not always what's on their license

Link2Feed: Data Cleanup

- Please be thorough when completing profile reviews!
- Profile reviews are an opportunity to ensure a clean database.
- Neighbors may not recall what all was put on their profile when it was created. Ask them if what shows in Link2Feed is still their current address and whether household members listed on the profile still live in the home, for example.
- We reduced the number of required questions to help speed up the check-in and review processes.
- If you see something wrong, fix it!



Link2Feed Helpful Tips

Update the address all the way. Do not stop at just the street address.

Be sure the city, state, zip, and county are updated as well.

County name only, please!
For example, **Charleston**

Do not use abbreviations or add the word county.

Double check to be sure the zip code is correct.



Keep your account balances up to date.

Monthly statements typically emailed first week of the month. No more mailed statements.

LCFB can add up to two emails to receive statements.

Failure to pay bills in a timely manner could result in a temporary suspension of your USDA and shopping access.



noreply@lcfbank.org is used to
send invoices and monthly
statements.

Please do not email this account.
The account is not actively
monitored, and you are unlikely
to receive a response from the
account.

If you have questions about your
orders, contact your respective
shopping floor.

If you have questions about
your bill, contact the finance
office.



Closed for holidays, vacations, or volunteer breaks?

Let us know immediately of any prolonged closures, and please update your Vivory profiles.

We will inform the agency shopping floors and delivery teams.

For any potential disruption to retail pickups, agencies must notify and work with Mark to develop a store coverage plan during the agency's temporary closure.

Setting appointments with food bank staff

If you have questions about food bank operations that might require investigations, such as with billing or invoices, please contact the Agency Relations department to set up an appointment with staff that might have additional information to answer your questions.

We want to save you a drive to our office for a drop-in visit and run the risk of the appropriate staff not being available or fully prepared to answer your questions at that time.



2026 Agency Membership renewals
will be emailed soon.

One response per agency.

Responses are due **Wednesday,
September 30!**

Agencies not responding by the
deadline will be placed on a
shopping pause.

South Carolina Department of Agriculture Staff

Chris Doyle

803-734-0328

cdoyle@scda.sc.gov

agriculture.sc.gov/tefap-csfp

PO Box 11280, Columbia, SC 29211





Thanks for attending
and your hard work
serving your neighbors!