

## West Ohio Food Bank, FFY 2023 Regional Plan for Local Distributors

### Definitions

For purposes of this plan, West Ohio Food Bank (WOFB) defines our terms as follows:

**Regional Agent:** (RA): An organization which contracts with the Ohio Department of Job & Family Services (ODJFS) to receive commodities directly from the United States Department of Agriculture (USDA); to distribute TEFAP commodities to Sub-Regional Agents (SRA) or Local Distributor (LD) in the RA's defined service region; and to administer the Emergency Food Assistance Program (EFAP) according to this regional plan and the Ohio Food Programs Manual.

**Sub Regional Agent (SRA):** A 501(c)3 non-profit organization which has a defined service territory no smaller than a county; receives, warehouses and redistributes to LDs its allocation of TEFAP commodities from the RA. SRA will contract with the RA for receipt, warehousing, and redistribution of commodities to either LDs or the eligible population, according to OAC 5101: 4-50, the TEFAP Programs Manual and this Regional Plan.

**Local Distributor (LD):** A private or public 501(c)3 organization which contracts with an RA or SubRA to receive and distribute commodities to eligible persons, such as a food pantry, soup kitchen or shelter.

**Food Pantry:** A part of a food bank network that distributes food and grocery products to low-income households, including food from sources other than USDA, to relieve situations of emergency distress. It is housed in a standing facility that distributes commodities, among other food and grocery products, on a regular basis.

**Choice Pantry:** A food pantry that allows clients a choice in determining the groceries received at the food pantry. The method of allowing client choice may vary based on product availability and/or limited physical space at the pantry.

**Full Service:** Client has access to all foods available from the LD at least once per month.

**Households:** A single person or group of related or non-related individuals living as one economic unit who buy and cook food together.

**Households With Minor Children:** A group of related or non-related individuals living as one economic unit, with children aged 0-17 years old, who buy and cook food together.

**Households Without Minor Children:** A single person or group of related or non-related individuals, with no one under the age of 18, living as one economic unit who buy and cook food together.

**Homeless Shelter:** A facility that is part of a food bank network providing temporary or transitional shelter for homeless individuals and families in general or for specific group populations (i.e. battered women, run-away youth).

**Partial Service:** Only produce, bakery, excess inventory or difficult to move products are available to clients as often as the LD allows.

**Soup Kitchen:** A facility that is part of a food bank network that is a clean, secure environment that offers prepared meals free of charge to predominantly needy people. Soup Kitchens serve nutritious meals in a congregate setting or take-home meals without charge, for homeless persons, transient persons and/or others in need.

### Acronyms:

**TEFAP:** The Emergency Food Assistance Program which provides USDA commodities for distribution to LD's providing food to eligible program participants.

**OFF:** Ohio Food Purchase which provides food commodities purchased through a state funded program to LD's providing food to eligible program participants.

**ACP:** Agricultural Clearance Program which provides fresh produce purchased through a state funded program to LD's providing food to eligible program participants.

**VCM:** Virtual Case Manager which is a web-based central registration and referral software program LD's may use for the electronically keeping the required client records of TEFAP, OFF, and ACP.

**Pantry Track:** A web based central registration software program LD's may use for the electronically keeping the required client records of TEFAP, OFF and ACP.

## The Plan

### *Allocations*

WOFB may receive up to 16% of the TEFAP commodities allocated to the State of Ohio. In order to ensure equitable distribution of those commodities, we have developed an allocation system using the same formula ODJFS uses to allocate commodities to this region, based on the population living at or below 200% of the Federal Poverty level.

### West Ohio Food Bank Region's County Share:

County	Poverty	Percent
ALLEN	12,387	27%
AUGLAIZE	2,637	6%
HANCOCK	6,868	15%
HARDIN	4,448	10%
MERCER	2,240	5%
PAULDING	1,727	4%
PUTNAM	2,174	5%
SENECA	5,449	12%
SHELBY	4,417	9%
VAN WERT	2,045	4%
WYANDOT	1,500	3%

TEFAP and OFP commodities will be allocated to LDs. WOFB has developed an allocation formula for each LD in the counties WOFB serves based on that LD's percentage of service in the county in which the LD resides, which designates each LD as extra small, small, medium, large, or extra-large.

#### *LD Contractor Eligibility*

All LD's, served by the RA must meet the following contractor eligibility:

*Food Pantries:* TEFAP & OFP commodities are to be incorporated into the food pantry inventory and provided to all eligible persons as part of the food package. **TEFAP & OFP commodities are not to be the singular source of food supply at a pantry.** Other sources of food may include food banks, donated food, food drives, or food purchase programs. All Food Pantries are encouraged to establish a client choice model of distribution.

Food Pantries receiving TEFAP & OFP commodities must allow clients to access to all food available, at a minimum of once a month to be counted as a full service, or until such time the client no longer needs to visit a food pantry. **A once-a-month give-away of only TEFAP & OFP commodities is prohibited.** *A once-a-month food give-away that includes TEFAP & OFP commodities as part of the food package is discouraged.* Pantries should establish regular hours of operation (at least one day each week) and set procedures for referral and/or on-call access. **Pantries should prominently post at the entrance their days and hours of operation, what information the client is required to provide and what geographic area the pantry serves.** This policy will help to eliminate confusion and maintain a statewide minimum level of service.

*Soup Kitchens/Shelters:* These LD's must provide regularly scheduled on-site or home-delivered meals which may use TEFAP & OFP commodities in the meal preparation. **TEFAP & OFP commodities must not be the singular source of food supply at a meal site.** Other sources may include food banks, donated food, food drives or food purchase programs. Soup Kitchens may be open to the general public or be located in a shelter that provides meals to only sheltered individuals or families. They may provide up to three regularly scheduled meals and a snack each day but must provide at least one complete meal each day they are open. **Soup Kitchens and Shelters should prominently post at the entrance their days and hours of operation or intake for sheltering.**

LD's may choose to provide distributions of produce, bakery or other surplus items to clients as often as their inventory allows. This is considered a partial service. **This partial service must be tracked separately on the Eligibility to Take Food Home Form and reported separately on the monthly statistical report.**

#### *Civil Rights Training*

The RA must conduct annual civil rights training for all LD's front-line staff and volunteers who have contact with the general public. Pursuant to this, WOFB has developed a training module that will conduct 'Train the Trainer' sessions at the annual agency conference conducted in the fall. This 'Train the Trainer' session will provide the necessary materials and information to train

other staff and volunteers at the LD. **The LD is required to document staff and volunteer participation in and completion of the training by completing the Civil Rights Training Checklist.** Each agency must retain a copy of the signed checklist for the LD record and send a copy of the checklist(s) no later than October 31, 2023 to the Program Director – Dena Hedrick via email: [dena.hedrick@wofb.org](mailto:dena.hedrick@wofb.org) or, mail West Ohio Food Bank, 1380 E. Kibby St., Lima, OH 45804.

### *Transportation*

WOFB has developed an annual delivery calendar, which establishes at least one delivery each month for each county WOFB serves. There will be a delivery fee assessed to your agency depending upon distance from WOFB's distribution center to your agency's location. All delivery changes must be scheduled through Jeremy Wittkamp, Warehouse Manager at 419-222-7946 ext. 209 or [jeremy.wittkamp@wofb.org](mailto:jeremy.wittkamp@wofb.org). Delivery changes are subject to availability and cannot be guaranteed.

### *Notices of Allocations*

Each LD will see their allocations for both TEFAP and OFP commodities on their order page in Primarius. WOFB receives commodities in the abundance of 1-4 months. LDs may order their allocations each month. Current allocations will update on the order page immediately upon submission of each order. Commodities will not be available until the 1<sup>st</sup> of each month and orders must be submitted by the 10<sup>th</sup> of each month. The LD is not required to order all of the allocations each month but cannot order more than what is allocated.

From 12:00 a.m. on the first day of the month through the 10<sup>th</sup> of the month (up to 2 days prior to pick up or delivery), the LD can confirm allocations online while placing their regular order by going to [www.wofb.org](http://www.wofb.org), select Agency Information at the bottom of the home page, click the online ordering Primarius icon and enter your login information to access the ordering system. Login information has been sent to the main person in charge of ordering. If you lose your login information, please contact Jeremy Wittkamp, Warehouse Manager via email: [jeremy.wittkamp@wofb.org](mailto:jeremy.wittkamp@wofb.org) or by phone: 419-222-7946 ext. 209.

On the top right-hand side of the home page, click Order Entry and then follow the onscreen directions. The number to the right of the data input field shows the LD's TEFAP & OFP allocations. Input the number of cases of each type of product, and follow instructions on the screen at the bottom to continue.

Due to the highly perishable nature of ACP produce, ACP will not be allocated to LDs. WOFB may from time to time call LDs to offer produce to them. The LD will be responsible for transporting ACP produce they may want from WOFB within 24 hours of acceptance. ACP can also be added onto an LD's delivery with their regular order but must be ordered at least 24 hours in advance. The LD can call WOFB at 419-222-7946 after 8:00 a.m. at least 24 hours before their scheduled pick up or delivery. LDs may also visit WOFB during normal business hours to pick up produce only. Please note, you may be subject to waiting if an agency is being loaded.

## *TEFAP & OFP Commodity Receipt and Storage*

*Receipting:* LD will check commodities for damage at time of receipt. LD will count commodities at time of receipt and verify the amount shown on the RA's invoice. If a discrepancy is found, LD will notify RA within 48 hours of receipt of the product.

*Storage:* When physical delivery of TEFAP & OFP food product is taken, the LD assumes responsibility for the safekeeping of product. Premature deterioration of food products is often the result of improper storage containers and practices.

**LD's should make every effort to distribute allocated TEFAP & OFP commodities in a timely fashion. LD's should be able to distribute each month's allocation of food before the end of the period that allocations have been set. However, allocations must be distributed no more than 30 days after the allocation period ends.**

Every effort must be made to reduce loss due to spoilage, pest infestation and theft by following accepted warehousing and storage methods.

**Temperature logs should be maintained for all storage areas, including freezer, cooler, and dry.** The log should document the date and time, the registered temperature, signature or initials of person checking the temperatures and any actions taken if temperatures are found to be out of range. **Temperatures for all storage areas should be checked and documented daily if you are there, but not less than twice per week.** This log is an important document to support the ongoing maintenance of proper storage conditions.

LD must maintain a good pest control system with a qualified person on staff or contract with a licensed firm to handle pest control management.

To assure the quality and freshness of TEFAP & OFP food products, the inventory practice of First In/First Out (FIFO) must be followed. Food must be stored so cases with the oldest pack dates are used first. All TEFAP food products have the pack date on the cases.

LD may date the cases of product based on their receipt date as an easy way to keep track of the FIFO inventory requirements.

Commodities must be stored pursuant to all federal, state and local health codes. In addition:

Dry food products must be stored:

- At 50-70 degrees F.
- Away from direct sunlight.
- A minimum of 4" off the floor.
- At least 4" away from walls.
- Stacked on shelving or pallets.
- Non-Food is to be stored separately from food, or at the minimum, stored below food products on shelving or in cabinets.
- Storage area must be clean, secure and inspected regularly.
- Stacked or shelved away from potential damage by heat, steam or water.
- Thermometers must be visible and functional.

Refrigerated Food products must be:

- Refrigerated at temperatures of 35-40 degrees F.
- Stored to allow for proper air circulation.
- In a refrigerator that is clean and inspected on a regular basis.
- Thermometers must be visible and functional.

Frozen Food products must be:

- Stored in freezer that can maintain a temperature at 0 degrees F or below.
- Stored to allow for proper air circulation.
- Stored in a freezer unit that is clean, secure and regularly inspected.
- Thermometer must be visible and functional.

### *Shared Maintenance Contribution*

All TEFAP commodities WOFB distributes directly to LDs will carry a Shared Maintenance Fee (SMF) of \$0.00 to \$0.10 per pound. The fees will be detailed on the website as LD's confirm their orders on the invoice at time of receipt. OFP commodities and ACP produce will be distributed at no fee.

### *Client Eligibility*

Eligibility for receipt of a food package containing TEFAP & OFP commodities or distribution of ACP produce is established at 200% of the current federal poverty level as formulated by the United States Department of Health and Human Services. **No proof of income is required.** Clients must provide a picture ID and show proof of residency. Clients must sign an Eligibility to Take Food Home Form. (See VCM or PantryTrak section for electronic requirements). LD is not liable for ineligible clients who receive a federal food benefit improperly self-declaring eligibility. **These guidelines change from year to year, so the LD should check the effective dates on the forms to be sure they are using the current form.**

*A program to conceal the home address of an Ohioan who fears for their safety was implemented by the Ohio Secretary of State. Substitute House Bill 359 created an address confidentiality program called "Safe at Home" that allows victims of domestic violence, stalking, human trafficking, rape or sexual battery to apply to the Secretary of State for a temporary address to serve as their mailing address. When an individual shows a copy of their Safe at Home Participant Card to substantiate their residency, the LD must use the address designated by the Secretary of State as the program participant's mailing address and accept self-attestation as to the individual's residency within the service area; no other information regarding that person's address or residency may be required. For more information about this program, please contact Tommie Harner at 419-222-7946 ext. 202.*

In documenting household size or composition, LDs should remind clients that the entire (single or multiple family) household income must be considered when the client certifies household income eligibility. **Proof of family size or household composition is prohibited.**

Clients do not have to **prove** their income eligibility, with any type of documentation **or provide their social security number.** They can review the income eligibility guidelines and "self-

declare” their eligibility as long as they sign the Eligibility to Take Food Home Form. **Clients must sign the Eligibility to Take Food Home Form each time they receive either federal or state funded food which includes TEFAP, OFP, and ACP.** LDs must retain these records for 5 years.

### *Eligibility to Take Food Home Form*

ALL pantries distributing TEFAP and/or state program food (OFP or ACP), must use the exact “Eligibility to Take Food Home” form as provided with this Regional Plan. If additional information is required for other programs or funders, a separate form should be used IN ADDITION to our form.

LDs are encouraged to utilize the desk guide provided by the RA to insure proper completion of the Eligibility to Take Food Home form.

If LD uses the same form month to month, the information recorded on the form must be verified. If any information for the client’s household has changed, a new Eligibility to Take Food Home form must be started. **Do not make changes on the current form.** File the form no longer being used with the client records.

If the LD is a soup kitchen or a shelter and uses TEFAP & OFP commodities or ACP produce in the meals served, clients do not have to sign for their meals but may at the LD’s request, nor does this type of LD have to maintain any type of records on self-declaration of income. However, Soup Kitchens and Shelters must track the number of meals served and the number of people served at each meal.

Additionally, clients do not have to live in a community for a given period of time before they can receive TEFAP & OFP commodities or ACP Produce. Homeless persons or people who have just arrived in the area may not be able to provide an address and cannot be refused TEFAP & OFP commodities or ACP Produce because they have no address.

If a client cannot sign their name on the Eligibility to Take Food Home form because of a disability, the client can place an X on the form in the signature line as long as a pantry staff or volunteer initial and date the form.

If the client is unable to pick up their own food due to a disability, they may appoint a proxy by providing a letter identifying the person they authorize as their proxy. **The proxy must provide a picture ID for themselves and the client as well as proof of residency for the client for whom they are picking up food.** The proxy can sign their name and write the word proxy after it. Be sure the proxy dates the form.

LD must maintain completed Eligibility to Take Food Home forms for a period of 5 years and develop a process for destroying these forms older than 5 years in a safe way to protect program participants information contained on the form.

All LD’s must display the ‘And Justice for All’ posters in their lobby or waiting area. Additionally, pantries must display the income guideline fliers in all three languages in their lobby or waiting area.

Any LDs that are religious organizations must also display 'The Emergency Food Assistance Program (TEFAP) – Written Notice of Applicant and Recipient Rights' in their lobby or waiting area.

### *Virtual Case Manager & Pantry Trak*

If an LD chooses to utilize the Virtual Case Manager (VCM) or PantryTrak to maintain client records, services and referrals, and opts to add the web cam, scanner and electronic signature capability for the Eligibility to Take Food Home Form, the following waivers have been granted by ODJFS and the Ohio Association of Foodbanks:

**Waiver 1:** The requirement for a program participant to show picture identification each time they receive TEFAP, OFP or ACP foods. This requirement can only be waived if the LD utilizes the option to upload an image of the client into the electronic record.

**Waiver 2:** The regulation to allow client self-declaration of being under the income limit. The LD is permitted to ask for actual income amounts to be input into the electronic record, however, no proof of income will be required.

**Waiver 3:** Electronic signatures to the Eligibility to Take Food Home form are allowed when LD's use the electronic signature pad available in the VCM or PantryTrak system.

The LD may issue bar-coded ID cards to each head of household registered in the VCM or PantryTrak system. This card (like an EBT card) is the client's pantry access card, presented and scanned when they requested food, which brings up their electronic record.

Once all the information in the record is complete or verified, a food basket is provided. The VCM or PantryTrak auto populates all of the required information on the Eligibility to Take Food Home form based on the head of household in the system, and auto generates the date next to the client's signature line.

**The client reviews a laminated copy of the Eligibility to Take Food Home form itself.** The Eligibility to Take Food Home signature box appears on the computer screen and the client signs the signature pad or initials the signature line. Each form can be signed 12 times.

However, if any information about the client has changed (like address or if a household member has aged into another age category) a new form will be generated, and the old form with all previous signatures will be e-archived in the client's record and the newly populated form is used for signatures until information has changed again – or all 12 lines have been completed or the form itself changes.

Any adult household member that is part of a participating household receiving TEFAP, OFP, or ACP foods can sign their own name to the Eligibility to Take Food Home form provided they also list the relationship to the head of household (like spouse, brother, aunt...) because they are part of the client record which can be verified by looking at the record in VCM or PantryTrak.

The TEFAP, OFP, or ACP participant unable to pick up their own food commodities may designate a proxy to pick up their food for them. The proxy must present the clients bar-coded pantry access card and a signed note authorizing the proxy to pick up food for them. The proxy authorization note can be scanned into the client's record and proxy signs their own name to the



Eligibility to Take Food Home form and writes the word 'proxy' after their signature. The proxy must present a picture ID to verify they are the person identified in the client's authorization note. This proxy signature can be verified by the authorization note which is now part of the client's electronic record.

**It is the LD's responsibility to verify client record information and/or complete the record in VCM or PantryTrak each time the client requests services.** The electronic Eligibility to Take Food Home form is part of the client record, not an individual agency record. Therefore, when the client visits any LD that uses VCM or PantryTrak they will be electronically signing the form that is part of their record. When the RA audits the Electronic Eligibility to Take Food Home forms for a particular LD, any mistakes on the form for the time period being audited will be the responsibility of the LD that is being audited regardless of which LD instituted the original electronic record.

**If at any time VCM or PantryTrak is not fully functional, the LD must switch to using the current paper Eligibility to Take Food Home forms and must follow all requirements as detailed in section of regional plan titled: *Eligibility to Take Food Home Form*.**

#### *Distribution Guidelines*

LDs are not required to track how many cans, boxes or bags of TEFAP & OFP commodities or ACP produce given to each client since the commodities are part of a bag of groceries provided. There are no TEFAP, OFP, commodity or ACP produce distribution guidelines, the LD may give as much or as little as deemed necessary to meet the client's need. Additionally, LDs may give TEFAP & OFP commodities or ACP produce as many times as deemed necessary in a given month to the same person or family. The philosophy is to try to give the needy person or family as much as the LD reasonably can, to help them through the crisis that landed them in the LD's office in the first place.

#### *Loss or Damage of Commodities*

All instances of loss or damage of commodities in excess of two cases must be reported to the RA by telephone upon the discovery of the loss.

If the loss is due to spoilage, contamination or tampering and is 10% or more of the total commodities received that month:

- a. The product must be inspected by the local health department to determine if it is fit for human consumption. LD must submit the health department's report with a report of loss or damage.
- b. If disposal of the product is required, the LD will return all product found out of condition to the Regional Agent at the LD's expense.
- c. If the loss is due to theft, the LD will report the theft to the local police and submit a copy of the police report to the Regional Agent.
- d. If losses by the LD exceed 10% of the number of commodities received within the month during which the loss occurred, and if the LD is at fault for the loss or damage, the RA may request reimbursement or replacement in-kind equivalent to the value of the lost or damaged commodities.

If any instance, the LD must provide the following information when reporting loss or damage of USDA commodities:

- Organization name, address, contact person and phone number.
- Product name, Sales Order Number and quantity affected. (The Sales Order Number will look like this: 50000XXXX. The 5 X's will be the numerical digits that identify the commodity and can be found on the invoice).
- Date damage/loss discovered.
- Explanation of damage/loss.
- Disposition of product.

### *Statistical Reporting*

All LDs are required to submit statistical reports listing the number of **households with minor children, detailing the number of adults 60+ years, adults 18-59 years, children 0-17 years and total people; and households without minor children detailing the number of adults 60+ years, adults 18-59 years and total people** served in pantries. A separate report is required for Full Service and Partial Service. Soup Kitchens and Shelters report the number of **people and meals** served.

**These reports are due by the 10<sup>th</sup> of the month following the month to which the report pertains. All reports will be required to be completed online through Primarius.**

If LD MUST utilize the VCM or PantryTrak to maintain client records, services, and referrals, the electronically generated combo report or Household Statistical Report (found on the VCM or PantryTrak site) can be used to complete the statistical report available in Primarius.

If the LD chooses to provide Partial Services in addition to Full Services, each can be set up in the VCM and PantryTrak to be electronically tracked separately by adding the service in the Agency Services section in the Administration Tools. The LD can then select which service is being provided to clients and can select which service to run a combo report on.

**LDs that do not file their statistical reports on time will be put on product hold until reports are up to date.** WOFB does not want to take punitive measures (like holding allocated product) against those LDs not submitting statistical reports in a timely fashion. However, the importance of reporting accurate numbers cannot be stressed enough. **To save this program for future years we must be able to prove its viability. This can only be done with the statistics of people and meals provided by this program.** You will be notified if you are falling behind in your statistics.

### *Ceasing Operations*

If an LD plans to cease operation for any reason they are required to notify WOFB in writing 30 days prior to closing. Written notifications should include:

- a. Name of Organization
- b. Date of closure

- c. Plan to return unused TEFAP, OFF, and/or ACP commodities to WOFB including an inventory count and date of delivery or plan to transfer to another USDA contracted LD approved by RA with receipt signed by both parties.
- d. Plan to turn over five years of signed Eligibility to Take Food Home forms and the date of delivery.
- e. Upon the satisfactory completion of a-d listed above, the RA may reimburse the LD for the portion of inventory for which the LD had previously paid shared maintenance contributions if products returned to RA.

### *Terminating Contract*

In certain instances, the RA may decide to immediately terminate the TEFAP contract. Those instances would include:

- a. RA discovers any illegal conduct by the LD
- b. LD has violated any provision of section's 2a. & b., 6, 8, 11 or 15 of the TEFAP contract.

If the RA terminates the TEFAP contract, a termination letter will be delivered at the time the RA appears at the LD to recover any TEFAP, OFF, or ACP inventory and five years of records relating to the distribution of TEFAP, OFF or ACP commodities.

### *Monitoring*

WOFB will conduct an annual site review of 1/10<sup>th</sup> or 20 (whichever is fewer) of all LDs contracting directly with WOFB.

Monitoring will include a review of inventory and storage, policies and guidelines, cleanliness, proper posting of required information, availability of current food programs manual, an audit of Eligibility to Take Food Home Forms, pest and fire control, a review of temperature logs, civil rights training verification and other such items as may be required by USDA, ODJFS, the Ohio Association of Foodbanks or Feeding America.

### *Prohibited Activities*

**Recipients may not be charged fees for commodities, nor may they be asked for donations of any type.**

**LDs will not display any type of donation canister in the area where clients are being served; nor distribute voluntary donation envelopes at meals sites or pantries.**

Recipients will not be required to be a member of any organization or participate in any religious services or prayers as a condition for distribution or receipt of commodities.

Recipients will not be required to have a referral from any other entity as a condition for distribution or receipt of commodities.

LDs may not sell, exchange, use for personal gain or in any fraudulent manner any TEFAP, OFF or ACP commodities received by the RA.

LDs acknowledge that in accordance with Federal laws and USDA policy, they are prohibited from discriminating on the basis of race, color, national origin, age, sex, and disability.

To file a complaint alleging discrimination, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html) , or 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:

Mail:

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

Fax:

(202) 690-7442; or

Email:

[Program.intake@usda.gov](mailto:Program.intake@usda.gov).

USDA is an equal opportunity provider and employer.

**Unless the LD is a soup kitchen or shelter, COMMODITIES MAY NOT BE OPENED OR ALTERED by any LD.**

### *Complaints*

USDA and RA make every effort to ensure that commodities provided through TEFAP, OFP or ACP produce are nutritious and of the highest quality. However, as in the food business, if there are concerns with the quality or safety of any commodity food, recipients may file a complaint.

ODJFS has developed a process (found in the Food Programs Manual) which is to be used by the LDs when filing a complaint or receiving a commodity complaint by a program recipient. The complaint is to be submitted to RA, who will then forward the complaint to ODJFS. **If replacement product is being sought, you must keep the product until you have been notified what to do with it.**

The information needed to file the complaint is the:

- Sales Order Number
- Contract number (may be stenciled on the outer carton)
- A description of the problem
- Date the product was received
- Location of the product
- Quantity of product involved

The Sales Order number will be on the invoice you received with the commodity, or you can contact the RA to obtain it. USDA needs the Sales Order number to determine which vendor produced the product and to resolve the complaint. The Sales Order number will look like this: 50000XXXXX. The 5 X's will be the numerical digits that identify the commodity in question.

*Authority*

WOFB is granted authority to develop this plan by the State of Ohio, through the Ohio Department of Job & Family Services Food Programs Manual.

Copies of all forms are available from West Ohio Food Bank. For copies, please visit our website at [www.wofb.org](http://www.wofb.org) and find them all under Agency Information.

