

Alternative Distribution Models

CTFB Partner Agencies have alternative options for serving clients outside of their typical distribution models. Those options include offering direct delivery and providing a proxy pick-up model. Below are detailed descriptions of those options and the requirements that apply to each.

Temporary Guidance regarding intake forms during COVID-19, through April 30, 2020:

To assist with supporting a “no contact” distribution model, signatures are temporarily NOT required from TEFAP participants/proxies. Site Coordinators must still obtain federally required intake criteria to properly determine and document eligibility. A sample temporary intake sheet has been provided for your reference and can be found on the CTFB website here: centraltexasfoodbank.org/agencies

Direct Delivery

In the Direct Delivery model, your organization’s staff or volunteers are directly distributing food to the home of your client(s).

To offer delivery your organization must have a written process in place that:

1. Explains the circumstances under which your organization will offer delivery, outlines how you will fulfill delivery and how you will ensure you will apply it fairly and consistently to all participants.
2. Acknowledges that food will only be handed directly to the client or the client’s proxy. *(For example, you cannot leave it on a doorstep or in a ‘community room’ or give it to any other individual.)*

Training: The individuals fulfilling the deliveries must have the same training required of your regular pantry staff and volunteers that interact with clients, including Civil Rights training.

Proxy Pick-Up

Proxies are people designated by a client to act on their behalf during every step of the process to receive food assistance. This includes providing a signature on forms and attending regularly scheduled distributions on their behalf.

A proxy must provide proof of identification prior to picking up the food to distribute to the client. Your organization must collect the following information regarding proxies:

- Client’s name
- Name of site
- Authorization including proxy’s name
- Client’s signature
- Duration of proxy

If you are utilizing the CTFB branded pantry intake form, as recommended, designating a proxy is already a part of that form.

In the event your organization’s inventory begins to run low and you need additional opportunities to pick-up food, we will work with you on a case-by-case basis to schedule pick-up appointments outside of your standard ordering window as our schedule allows.