



Partner Agency Documents Overview

Documents to Display - Post in a prominent location that is visible to clients, staff, and volunteers.		
"Justice for All" poster	Informs clients of their civil rights protections. The current poster is green.	Contact your Agency Relations representative for a poster.
TEFAP Written Notice of Beneficiary Rights (only applicable to faith based organizations)	Informs client of their rights regarding participation in religious activities.	TEFAP Written Notice of Beneficiary Rights
Central Texas Food Bank Guidelines for Perishable & Non-Perishable Food Items poster	Informs clients, staff, and volunteers of proper food safety guidelines when handling common foods.	Contact your Agency Relations representative for a poster; Food Items Guidelines
Limited Civil Rights Training document	Volunteers who do not handle clients' personal information or frequently interact with clients must review this document each time they volunteer. We recommend creating a sign-in sheet to verify volunteers have reviewed the document.	Limited Civil Rights Training (English) ; Limited Civil Rights Training (Spanish)
USDA Nondiscrimination Statement	Informs clients that the institution is an equal opportunity provider. Must be included in all applications and program related material.	
Client Records - Store securely on site for at least 3 years. Provide to CTFB, TDA, USDA, or Feeding America when requested.		
Sign in Sheets or Agency Specific Intake Forms	Agencies must track and report the number of people served.	Client Sign In Sheet
Pantry Intake Form: Household Application for USDA Foods	Determines client eligibility to receive USDA TEFAP food. Must be completed during initial application and recertified annually (or 6 months, if crisis need instead of categorical eligibility). The Alternate Intake Form may also be used at the discretion of agencies. Must be signed by client and intake staff. Intake requirements do not apply to onsite partners (OS) serving congregate meals.	Pantry Intake Form (English) ; Pantry Intake Form (Spanish) ; Alternate Pantry Intake Form (English + Spanish)
TEFAP Participant Rights and Responsibilities	Presented to clients during the application and recertification process.	TEFAP Participant Rights and Responsibilities
TEFAP Beneficiary Referral Request (only applicable to faith based organizations)	Used by staff and volunteers to document reasonable efforts to refer a client to an	TEFAP Beneficiary Referral Request

	alternative site if they object to the religious character of your site.	
Civil Rights Complaint Log	Used by staff and volunteers to document any civil rights complaints or concerns - allows agencies to recall issues or incidents should there be a complaint filed. Note: Filling out the log is not the same as formally filing a complaint with CTFB or USDA.	
Staff and Volunteer Records - Store onsite and provide to CTFB, TDA, USDA, or Feeding America when requested.		
Civil Rights Training Certificates	Staff and volunteers who handle clients' personal information or regularly interact with clients must complete an annual, online Civil Rights training and maintain a copy of their certificate on file. All other volunteers must review the Limited Civil Rights Training document each time they volunteer.	Civil Rights Training Link (English) ; Civil Rights Training Link (Spanish)
Food Handler/Food Manager Certificate	At least one staff member must be a Certified Food Handler (applies to pantries) or Food Manager (applies to onsite partners).	Food Handler Course Link ; Food Safety Manager Course Link
Operational Records - Store onsite and provide to CTFB, TDA, USDA, or Feeding America when requested.		
Pest Control Records	Maintain copies of professional or self-pest control reports, including documentation of products and chemicals used, for one year. CTFB recommends prevention and treatment quarterly or as needed.	
Order Invoices	Maintain copies of partner agency invoices for 3 years. Must be signed and dated.	
Temperature Logs	Maintain copies of temperature logs for 3 years. Temperatures must be recorded at least every other day.	Temperature Record Log
Health Inspection (only applicable to onsite partners)	All onsite feeding programs require a current city, county, or state Health Department inspection.	

Written Procedures	Partner Agencies must maintain written procedures for the application process, referral process, and for reporting fraud, negligence, and misuse of foods.	Written Procedure Example
Charitable Feeding Organization (CFO) Permit (Only applicable to partners within the City of Austin)	Partner Agencies in the City of Austin must register and/or obtain a CFO Permit through Austin Public Health.	City of Austin website
Agency Administration Records – Store onsite and provide to CTFB, TDA, USDA, and Feeding America when requested.		
Evidence of Non-Profit 501(c)(3) or Faith Based Status	Current documentation as a federally exempt 501(c)(3) organization, affiliation with a 501(c)(3), or 501(c)(3) equivalent (church).	
Tax Form 990	Must be filed with IRS annually in order to maintain nonprofit status.	
External Audit (only applicable if agency receives more than 275,000 lbs from the Central Texas Food Bank each fiscal year)	Proof of federal compliance audit in compliance with the Single Audit Act.	
Board of Directors List	Current list and contact information for directors, board members, or equivalent.	
Partner Agency Agreement	Outlines the partner agency’s adherence to CTFB policies, procedures, and qualifications. Renewed annually.	
TEFAP Agreement	Outlines the partner agency and CTFB’s adherence to TEFAP terms and conditions. Renewed annually.	
Other CTFB Related Agreements, if applicable	Other applicable agreements may include: Food Hub Pick-Up Agreement, Perishable Food Transportation Agreement, Service Insights/Data sharing Agreement, other CTFB program specific agreements.	