



## Partner Agency Documents Overview

<b>Documents to Display - Post in a prominent location that is visible to clients, staff, and volunteers.</b>		
"Justice for All" poster	Informs clients of their civil rights protections. The current poster is green.	Contact your Agency Relations representative for a poster.
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; <a href="#">Food Items Guidelines</a>
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.	<a href="#">Limited Civil Rights Training (English)</a> ; <a href="#">Limited Civil Rights Training (Spanish)</a>
USDA Nondiscrimination Statement	Informs clients that the institution is an equal opportunity provider. Must be included in all applications and program-related material.	
Agency and Client Bill of Rights	Agencies must post a Client Bill of Rights and Agency Bill of Rights in a clearly visible area so clients are aware of their rights.	Agency Bill of Rights ( <a href="#">English</a> ) ( <a href="#">Spanish</a> ); Client Bill of Rights ( <a href="#">English</a> ) ( <a href="#">Spanish</a> )
<b>Client Records - Store securely on site for at least 3 years. Provide to CTFB, TDA, USDA, or Feeding America when requested.</b>		
Sign in Sheets or Agency Specific Intake Forms	Agencies must track and report the number of people served.	<a href="#">Client Sign-In Sheet</a>
Pantry Intake Form: Household Application for USDA Foods	Determines client eligibility to receive USDA food. Must be completed during initial application and recertified annually (or 6 months, if crisis eligibility). The Alternate Intake Form may also be used at the discretion of agencies. The certification section must be signed by intake staff. Intake requirements do not apply to onsite partners (OS) serving congregaete meals.	<a href="#">Pantry Intake Form (English)</a> ; <a href="#">Pantry Intake Form (Spanish)</a> ; <a href="#">Alternate Pantry Intake Form (English)</a> ; <a href="#">Alternate Pantry Intake Form (Spanish)</a>
TEFAP Participant Rights and Responsibilities	Presented to clients during the application and recertification process.	<a href="#">TEFAP Participant Rights and Responsibilities</a>

Grievance Forms	The agency is required to provide a grievance form to any client, agency staff, and volunteers who request it. Civil rights complaints can be filed directly with the Texas Dept. of Agriculture, USDA or with CTFB. Program complaints are filed directly with CTFB.	Civil Rights Complaint Form ( <a href="#">English</a> , <a href="#">Spanish</a> ) Programmatic Complaint Form ( <a href="#">English</a> , <a href="#">Spanish</a> )
<b>Staff and Volunteer Records - Store onsite and provide to CTFB, TDA, USDA, or Feeding America when requested.</b>		
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.	<a href="#">Civil Rights Training Link (English)</a> ; <a href="#">Civil Rights Training Link (Spanish)</a> ; <a href="#">CTFB Civil Rights Training Course Quiz</a> ; <a href="#">CTFB Training Instructions</a>
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).	<a href="#">Food Handler Course Link</a> ; <a href="#">Food Safety Manager Course Link</a>
Oasis Insight User Confidentiality Training	Oasis Users must complete a confidentiality training and user confidentiality form.	<a href="#">Oasis User Confidentiality Training Materials</a>
<b>Operational Records - Store onsite and provide to CTFB, TDA, USDA, or Feeding America when requested.</b>		
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.	<a href="#">Temperature Record Log</a>
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.	<a href="#">Written Procedure Example</a>
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.	<a href="#">City of Austin website</a>
<b>Agency Administration Records – Store onsite and provide to CTFB, TDA, USDA, and Feeding America when requested.</b>		
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.	