



**FOOD PANTRY OBSERVATION FORM**

Findings     No Findings

**A. Foodbank Affiliation:** \_\_\_\_\_

1. Food Pantry Name: \_\_\_\_\_
2. Food Pantry Address: \_\_\_\_\_
3. City: \_\_\_\_\_
4. Person Interviewed: \_\_\_\_\_
5. DHS Observer's Name: \_\_\_\_\_ Date: \_\_\_\_\_
6. Observer's arrival time: \_\_\_\_\_ Departure time: \_\_\_\_\_

**B. General Information:**

1. At what times and on which days is this Food Pantry open?

	Days	Hours
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		
Saturday		
Sunday		

2. How many individuals are served each month by this food pantry? \_\_\_\_\_
3. Does this pantry operate under the rural exemption?.....  Yes     No
4. What is the service area of this food pantry? \_\_\_\_\_
5. Did the Foodbank establish the service area?.....  Yes     No
6. Do you serve customers outside this service area?.....  Yes     No
7. If yes, how many and from where do the customers travel? \_\_\_\_\_
8. Do you have the EFP Site Manual accessible to pantry staff?  Yes     No

**C. Food Receipt and Storage:**

1. Is food kept 6 inches off the floor and stored on pallets or shelves? .....  Yes     No
2. Is food kept far enough away from walls and the floor to permit good air circulation and to allow for pest control?  Yes     No
3. Are non-food items kept separate from food? Are toxic items (e.g., soap, bleach, cleaning supplies) kept away from food items?.....  Yes     No
4. Are floors, pallets and shelving clean? .....  Yes     No
5. Are doors, windows and roofs well sealed to prevent pest entry and water damage? .....  Yes     No
6. Is a good pest control system maintained by a qualified person on staff or are they contracted with a licensed firm to handle pest control management? .....  Yes     No



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**C. Food Receipt and Storage: (continued)**

- 7. Is the equipment well maintained? .....  Yes  No
- 8. Are the proper temperatures for dry food storage maintained? .....  Yes  No
- 9. Are refrigerated items kept at temperatures between 35 and 40 degrees Fahrenheit? .....  Yes  No
- 10. Are frozen food items maintained at a temperature below 0 (zero) degrees? .....  Yes  No
- 11. Is the food stored in a secure location with adequate space? .....  Yes  No

If no, explain: \_\_\_\_\_

12. Does the site pick up donated food from the Foodbank or does the Foodbank deliver it? \_\_\_\_\_

13. What is the number of pickups or deliveries per month? \_\_\_\_\_

**D. Pantry Inventory:**

- 1. How many cases of food are currently in inventory? \_\_\_\_\_
- 2. Does the inventory seem appropriate? .....  Yes  No
- 3. Does the pantry have other foods to distribute with government commodities? .....  Yes  No

**E. Commodity Information:**

- 1. Does this food pantry also operate a Soup Kitchen? .....  Yes  No
- 2. If yes, is the food properly separated and tracked for the two programs? .....  Yes  No

**F. Public Awareness:**

1. What types of public outreach and networking does the pantry use to make individuals aware of their services? (Does not apply to homeless shelters) \_\_\_\_\_

2. Are signs posted appropriately announcing the days and hours of operation and are signs clearly visible to the general public? .....  Yes  No

3. Are Income Eligibility, Notice to Program Participants and Prohibited Activities posters accessible to customers?  Yes  No

4. Is the "and Justice for All" poster accessible to the customers? .....  Yes  No

**G. Signature Documents:**

1. Are DHS signature documents used? .....  Yes  No

2. Does the recipient sign his/her name upon receipt? .....  Yes  No

3. Is the address recorded upon receipt? .....  Yes  No

4. Is the household size recorded upon receipt? .....  Yes  No

5. Does the pantry have the customer sign the Signature Sheet even if only privately donated food is received?  Yes  No

6. Are original Signature Sheets submitted to the Foodbank monthly? .....  Yes  No



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**G. Signature Documents: (continued)**

Complete Questions 6 - 8 if Proxy Forms are used.

- 6. Does the Proxy Form contain the original signature of the recipient? .....  Yes  No
- 7. Does the designated proxy sign the Proxy Form while in the presence of pantry personnel? .....  Yes  No
- 8. Do pantry personnel sign the Proxy Form at the time of distribution to the designated proxy? .....  Yes  No

Complete Questions 9 - 10 if TANF products are being distributed.

- 9. Do customers complete the required TANF information on the sheet? .....  Yes  No
- 10. Are customers without children in the household completing the TANF information? .....  Yes  No

**H. Program Integrity:**

- 1. Are fees/donation/memberships required of the customers? .....  Yes  No
- 2. Are activities conducted that might be interpreted as requiring fees/donations/memberships? .....  Yes  No
- 3. Are other activities unrelated to TEFAP disrupting food distribution? .....  Yes  No
- 4. Do all distribution activities appear to be appropriate? .....  Yes  No

Comments: \_\_\_\_\_  
 \_\_\_\_\_

**I. Program Procedures:**

- 1. Does the pantry require any documentation from customers? .....  Yes  No  
 (Pantries are prohibited from asking for social security cards, pay stubs and income data). Describe the types of documentation requested: \_\_\_\_\_
- 2. Describe the purpose for requesting documentation: (only allowed to verify residency and identity). \_\_\_\_\_  
 \_\_\_\_\_
- 3. How often can a household receive food from the pantry? \_\_\_\_\_
- 4. Does the pantry allow households to receive food at least once every 30 days? .....  Yes  No
- 5. Does the pantry require that customers obtain referral from an outside agency in order to receive food? .....  Yes  No
- 6. Are customers required to have an appointment to receive food? .....  Yes  No
- 7. Are customers allowed to choose among available food items? .....  Yes  No

Comments: \_\_\_\_\_  
 \_\_\_\_\_



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**J. Complaints and Problems:**

- 1. Have there been any discrimination complaints at the Food Pantry in the past year? .....  Yes  No
- 2. Do you know what to do if there is a discrimination complaint? .....  Yes  No
- 3. If there have been any discrimination complaints, have they been forwarded to the Foodbank? .....  Yes  No
- 4. If you have questions or problems, what is the name and phone number of your Foodbank contact person?

**K. Volunteers:**

How does the distribution site recruit volunteers?

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**L. Distribution Site Staff Comments:**

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**M. DHS Comments:**

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