

Pantry Policies and Procedures

[Income eligibility and Reporting](#)

Five County Association of Governments uses a third of its annual CSBG budget for emergency food operations. This done through subcontracts and through direct operations Hurricane Valley Food Pantry operations. However, without the support of the Utah Food Bank, the donations of community members, and contributions from counties, none of these pantries would have enough food to serve families.

[QEFAF Eligibility](#)

In late 2017, Utah Department of Workforce Services modified some of the rules relating to the Quality Emergency Food Assistance Fund (QEFAF). In the past, the fund served those at 125% poverty guideline or lower (same as the Community Services Block Grant [CSBG]). As part of the FY 18 QEFAF contract, each organization must set forth policy on what constitutes “low-income”. For the Hurricane Valley Food Pantry, Beaver County Food Network, Garfield County Care and Share, and Kane County Care and Share, this definition will be extended to households at or below the 200% poverty guideline to better coordinate with TANF-assistance through the Utah Department of Workforce Services.

The Five County eligibility only applies to organizations for which Five County is an intermediary of QEFAF funds.

[Eligibility for Food Pantries with multiple eligibility definitions from funders:](#)

There are different funding eligibilities used to serve pantry clients. Five County employees must add clients to the correct DBA FacsPro group and use the appropriate colored files. This is done to ensure that CSBG IS Report data is accurate. The categories are as follows.

- CSBG – 125% Poverty Level / Declarations of No-income [reviewed every 6 months] (Yellow Folders)
- EFN / USDA – 150% Poverty Level (Red Folders)
- QEFAF – 151-200% Poverty Level (Green Folders – as needed)
- Utah Food Bank / Feed America / Community Donations / County Contributions – No eligibility / refused income (Manilla Folders)

Because of the requirements of Utah Food Bank, clients are not to be turned away on their first visit because of lack of identification, referral, or income verification. If a client falls into this category, the client must be placed into a manila folder.

While clients should receive an emergency food box, they should not be reported as a CSBG client in CAP60 or receive other emergency services (case management, emergency car repair, bus passes, deposit assistance, and other services funding through CSBG) until intake and income verification are complete.

[Move-in Boxes](#)

Move-in boxes do not have a specific program eligibility aside from being eligible for housing assistance in some way or another (rapid re-housing or deposit assistance). This can include other housing

programs offered outside of Five County AOG (such as TANF at Switchpoint, Section 8 voucher through a housing authority, etc.).

However, documentation of program participation is required.

Move-in Boxes are also only provided one time for each new unit moved into. If additional food boxes are needed, Five County staff should refer to community pantries. If additional non-food items are needed outside of the move-in box, Five County staff may issue DI Vouchers.