**Written Intake Procedures**

The intake process can be as brief or as in-depth as necessary.   
Basically, it just looks like step-by-step instructions for your intake process –   
as if you were training a new employee/volunteer.

Your agency’s written intake process needs to include a statement of your agency’s procedure for accommodation of disability, (how an elderly/disabled person is assisted).

Examples:

* Partners can make programs accessible to persons with disabilities by taking the following steps:
* Providing Curbside pickup or home deliveries
* Assigning aides to assist participants.
* Redesigning equipment o Rearranging furniture
* Volunteers can offer to fill out the form for the client and then have the client sign the form.
* Your agency’s written intake process also must include a statement of how someone who has limited English proficiency would be assisted.

Examples:

* Volunteers who speak Spanish
* Using an app to assist with language barriers.

This is just a rough guideline of what we need for your file. Please tailor this to your exact intake process. So that if someone were just looking at these instructions, they would know how to properly serve a client. Below is the TEFAP list of guidelines that this is based on.

**TEFAP Intake Procedures Guidelines**

Limited English Proficiency

CEs must take “reasonable steps” to ensure meaningful access to their programs by participating persons with disabilities and for persons with Limited English Proficiency (LEP). People with LEP are those who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English.

CEs must reduce language barriers that can prevent meaningful access by LEP persons to important benefits, programs, information, and services of the TEFAP. CEs that fail to take reasonable steps may be discriminating based on national origin. Reasonable steps to ensure meaningful access is contingent on several factors, including:

• The number or proportion of LEP persons eligible to be served or likely to be encountered by TEFAP;

• The frequency with which LEP individuals come in contact with TEFAP;

• The nature and importance of TEFAP to people's lives; and

• The resources available to the CE and costs.

Program Accessibility

TEFAP, when viewed in its entirety, must be accessible to and usable by persons with one or more disabilities, including persons with impaired vision or hearing. CEs, subdistributing agencies, and distribution sites are not required to make every part of existing facilities physically accessible to differently-abled persons but must ensure that programs at those facilities are accessible. Each facility must offer the most integrated setting possible to enable persons with disabilities to fully benefit from TEFAP.

CEs, subdistributing agencies, and distribution sites can make programs accessible to persons with disabilities by taking the following steps:

• Delivering food packages at the curb

• Moving to accessible buildings

• Assigning aides to assist participants

• Delivering services at alternate accessible facilities (for facilities with 15 or fewer employees)

• Redesigning equipment

• Rearranging furniture

• Changing the schedule of service hours

• Altering existing facilities

• Constructing new, accessible facilities

CEs, subdistributing agencies, and distribution sites should develop a transition plan to ensure TEFAP accessibility if structural changes to buildings are necessary.

If a CE, subdistributing agency, or distribution site cannot provide services to a person with disabilities because a part of a facility where services are provided is not accessible, they must:

• Inform the person with disabilities of alternate facilities where they can receive services.

• Pay all or part of any additional cost the person with disabilities incurs as a result of being transported to the alternate facility. (There are some circumstances when CEs, subdistributing agencies, and distribution sites are not required to pay these costs. Contact your USDA Foods Specialist2 for additional information.)

**See the next page for example of layout.**

**Name of Organization:**

**Date:**

**Intake Procedures**

Example:

1.            Clients are served on a first-come, first-serve basis

2.            Clients are interviewed

3.            Clients fill out x documentation

4.            Clients are provided the same amount of food no matter the size of household (*or*)

amount of food varies depending on household size.

5. Elderly/Disabled clients will be provided space to sit if they cannot sit for long periods of time.

6. We have Spanish Translator Volunteers and/or a Translation App