

**TEFAP ASSESSMENT SURVEY OF STATE AGENCY SERVICES**

The Commodity Distribution Reform Act of 1987 requires the Food Distribution Division to assess the adequacy of its service to recipient agencies. By completing this survey, you will assist our office in this assessment. Please return the survey by February 4, 2011.

INSTRUCTIONS: Please check one for each question.

**COMMUNICATION AND ADMINISTRATION**

A. When contacting the Food Distribution Administrative Office or warehouse, either in writing or by telephone, either to request information or register complaints, the response is:

AC. Courteous:

1. \_\_\_\_\_ always
2. \_\_\_\_\_ most of the time
3. \_\_\_\_\_ seldom
4. \_\_\_\_\_ never

AI. Informative:

1. \_\_\_\_\_ always
2. \_\_\_\_\_ most of the time
3. \_\_\_\_\_ seldom
4. \_\_\_\_\_ never

AH. Helps resolve problems:

1. \_\_\_\_\_ always
2. \_\_\_\_\_ most of the time
3. \_\_\_\_\_ seldom
4. \_\_\_\_\_ never

**DISTRIBUTION AND DELIVERY**

B. Commodities received (dry, cool/frozen) are delivered at the proper temperatures:

1. \_\_\_\_\_ always
2. \_\_\_\_\_ seldom
3. \_\_\_\_\_ never

C. In shipments received:

CS Do shortages occur?

1. \_\_\_\_\_ always
2. \_\_\_\_\_ seldom
3. \_\_\_\_\_ never

CO Is there overage(s)?

1. \_\_\_\_\_ always
2. \_\_\_\_\_ seldom
3. \_\_\_\_\_ never

CD Is there damage(s)?

1. \_\_\_\_\_ always
2. \_\_\_\_\_ seldom
3. \_\_\_\_\_ never

D. Drivers are courteous and helpful:

1. \_\_\_\_\_ always
2. \_\_\_\_\_ most of the time
3. \_\_\_\_\_ seldom
4. \_\_\_\_\_ never

E. If a delivery cannot be made on time, does the warehouse notify you in advance?

1. \_\_\_\_\_ always
2. \_\_\_\_\_ most of the time
3. \_\_\_\_\_ seldom
4. \_\_\_\_\_ never

F. If you have other concerns or recommendations in regard to the delivery of the USDA donated foods, please list:

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#### **INTRODUCTION**

G. When contacting your Field Representative either in person or by phone, the response is:

GP. Prompt:

1. \_\_\_\_\_ excellent
2. \_\_\_\_\_ good
3. \_\_\_\_\_ satisfactory
4. \_\_\_\_\_ poor

GC. Courteous:

1. \_\_\_\_\_ excellent
2. \_\_\_\_\_ good
3. \_\_\_\_\_ satisfactory
4. \_\_\_\_\_ poor

GP. Professional:

1. \_\_\_\_\_ excellent
2. \_\_\_\_\_ good
3. \_\_\_\_\_ satisfactory
4. \_\_\_\_\_ poor

GH. Helpful:

1. \_\_\_\_\_ excellent
2. \_\_\_\_\_ good
3. \_\_\_\_\_ satisfactory
4. \_\_\_\_\_ poor

GI. Informative:

1. \_\_\_\_\_ excellent
2. \_\_\_\_\_ good
3. \_\_\_\_\_ satisfactory
4. \_\_\_\_\_ poor

H. Do Field Representatives notify you of appointment changes?

- 1. \_\_\_\_\_ Yes
- 2. \_\_\_\_\_ No

I. Do Field Representatives provide the necessary workshops on commodities?

- 1. \_\_\_\_\_ Yes
- 2. \_\_\_\_\_ No

J. Do you have any problems contacting your Field Representative?

- 1. \_\_\_\_\_ Yes
- 2. \_\_\_\_\_ No

K. Are you satisfied with Food Distribution's services? Rate our level of service to you:

- 1. \_\_\_\_\_ excellent
- 2. \_\_\_\_\_ good
- 3. \_\_\_\_\_ satisfactory
- 4. \_\_\_\_\_ poor

L. Comments:

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M. Does the TEFAP Program in North Carolina meet the need of its recipients?

- 1. \_\_\_\_\_ Yes
- 2. \_\_\_\_\_ No

If answer is no, please list some possible solutions to improve this program:

N. Is there a need for NCDAs staff to conduct a regional workshop on issues concerning the program?

- 1. \_\_\_\_\_ Yes
- 2. \_\_\_\_\_ No

Please return this completed form to:

Food Distribution Division  
 N.C. Department of Agriculture & Consumer Services  
 P. O. Box 659  
 Butner, NC 27509-0659

Results of the Assessment Survey of the Food Distribution Division will be made available to interested parties upon written request.

## ASSESSMENT SURVEY RESULTS - 2010-2011 TEFAP

1. Never happened
2. The program is a wonderful program, but sometimes we don't get enough food to serve every household in need of service.
3. The demand is more; therefore there are more shortages.
4. One time the driver left wooden pallets at the site that the food was packed on. These should have been taken back w/the driver. It caused a problem for the site & the volunteers.
5. We receive notification in advance of delivery – we always try to be here on time to receive. Drivers are always very flexible in working with our situation-no concerns. We appreciate all that they do to assist us.
6. On several occasions we have had the need to request additional training for TEFAP agencies – our Field Rep & warehouse reps from Butner have always come through with scheduling and coming for training appointments to improve our program.
7. Communication & information regarding ARRA funding for the TEFAP program has been poor!
8. We have been told there have been shortages in the numbers of drivers available for delivery of TEFAP product. When shipments are delayed or scattered throughout a month the Food Banks distribution of the food becomes inefficient.
9. NCDAs has handled the increased amount of TEFAP product well. It would be most helpful if clear, precise instructions & guidance could be given from NCDAs regarding new program reporting requirements.
10. TEFAP product certainly helps assist in the fight against hunger; however, the program can't provide enough food to end hunger. Add'l funding for more food is needed. TEFAP products should be packaged for individual/family usage. Ten pounds of "frozen-together" chicken isn't usable as it is packaged.
11. Due to the fact that the economy is so bad and more people are unemployed & eligible for TEFAP, we need more food to serve our needy families in Warren Co.
12. Usually some, but never major.
13. You do a great job.
14. Again, you do a great job.
15. I found the one in Hickory helpful.
16. Agencies ask for more food as more people appear at their site.
17. It would be very helpful if what we are allocated was closer to matching what we actually received. Also, while frozen product is great please be aware of frozen storage capacity limitations at your agencies.