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## Best Practices for Accepting Proxies at Food Pantries

### For USDA Food Distributions

1. **Pre-authorized alternates** or “proxies” should be named at the time that the household is certified.
  - i. During certification, be sure to ask your guest, “Would you like to authorize a proxy to pick up USDA food on your behalf? Who would you like to authorize?”
  - ii. Click “Add Proxy Signatory” and type in the name and phone # of up to three people.
2. Proxies may be added to household accounts, with permission from the guest, after certification.
  - i. You do not need to wait for recertification to add a proxy.
  - ii. While checking in with guests during pantry visits, be sure to ask if they’d like to add, remove, or change the individuals listed as proxies on their account.
3. In the case of an unforeseen situation where a guest cannot visit the pantry in person, your guests may authorize a proxy with a note or phone call on a **one-time basis**.
  - i. Keep this note on file.
  - ii. The next time your guest visits, ask them to add a proxy to their household account for USDA foods.
  - iii. **Important: this note cannot be used to certify eligibility.**
4. Provide food service to the authorized proxy and log the guests’ visit on Link2Feed as usual.
  - i. You can develop your own system for verifying the identification of a proxy, including asking for an ID.
  - ii. Important – use the guests’ household account to log the visit (not the proxy’s account).
5. There is not a USDA limit on the number of guests for which a person may act as a pre-authorized alternate.
  - i. Caseworkers and other service providers may be listed as proxies **with the permission of guests**.



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- ii. Pantry guests must give permission – **caseworkers cannot receive pantry guest data or request to be proxies for households.**
- iii. Pantry volunteers may be listed as proxies, with the permission of guests.

**For non-USDA Food Distributions**

1. During initial Link2Feed registration, or during the guest’s first visit, ask them if they would like to document a proxy to pick up food on their behalf.
  - i. **List the proxy’s name and phone number as a note on the household account.**
  - ii. Choose, “Mark this note as an alert” so that it appears on the top of the household account.
  - iii. Choose, “Mark this note as private (show to my organization only)” so that it only appears when the guest visits your organization. Other organizations they visit may have different proxy procedures.
2. During routine check-ins with your guest, ask them if anything has changed in their household and whether they’d like to note a proxy on their account.
3. Allow your guests to authorize a proxy by note or phone call on a one-time basis. Contact your guest or ask them during the next visit if they’d like to note a proxy on their account going forward.
4. Provide food service to the authorized proxy and log the guests’ visit on Link2Feed as “New Pantry Visit”.
  - i. Important – use the guests’ household account to log the visit (not the proxy’s account).
5. There is not a BRAFB limit on the number of guests for which a person may act as a pre-authorized alternate.
  - i. Caseworkers and other service providers may be listed as proxies **with the permission of guests.**
  - ii. Pantry guests must give permission – caseworkers cannot receive pantry guest data or request to be proxies for households.
  - iii. Pantry volunteers may be listed as proxies, with the permission of guests.



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