



# TIER UPGRADE REQUEST FORM-PANTRY

**CLOSE THE GAP**  
50 Million Meals By 2011.

Request Date: \_\_\_\_\_

To request an evaluation of your feeding program(s) in order to attain an upgrade in tier level, please complete this form and fax to the attention of Isaac Burren 214-331-4104 or e-mail to [arteam@ntfb.org](mailto:arteam@ntfb.org).

Agency Name \_\_\_\_\_ Agency Number \_\_\_\_\_

Contact Name \_\_\_\_\_ Contact Number \_\_\_\_\_

Current Tier Level \_\_\_\_\_ Desired Tier Level \_\_\_\_\_

Select the status you are requesting to obtain and check each box to confirm you meet the criteria:

**Tier 3 Status**

**Your Agency:**

- Achieved a minimum Capacity Building Review(CBR) score of 18
- Provides emergency food assistance to clients at least 4 times per year
  - Is open a minimum of once per month in **non-urban areas**

**-Or-**

- Is open a minimum of 3 hours per week in **urban areas**
- Has at least 1 person Food Handler certified
- Participated in at least 2 Agency University sessions, which are sections of a course, within the previous 12 months

**Tier 2 Status**

**Your Agency has met all Tier 3 requirements and:**

- Provides ongoing service to clients at a minimum of once per month
  - Is open a minimum of twice per month in **non-urban areas**

**-Or-**

- Is open a minimum of 6 hours per week in **urban areas**
- Provides 4 days of food (15.36lbs) per individual in the household
- Increased distribution of shared maintenance fee items by 5-15% over previous year
- Participated in Food Stamp Outreach (FSO) efforts by surveying clients at least once per year
- Provides multiple services to clients or has a referral system in place
- Completed one Agency University course within the previous 12 months

**Tier 1 Status**

**Your Agency has met all Tier 2 requirements and:**

- Provides 7 days of food (26.88lbs) per individual in the household
- Is open or accepts appointments a minimum of once per week during evenings or weekends
- Increased distribution of shared maintenance fee items by 30% over previous year
- Actively uses a shared client database that is capable of being shared
- Completed an additional Agency University course within the previous 12 months

Your request will be processed at the end of each Agency University semester. You can find the date on the AU calendar at [http://www.ntfb.org/ma\\_calendar\\_agency\\_university.cfm](http://www.ntfb.org/ma_calendar_agency_university.cfm). If a Capacity Building Review or other documentation is required, you will be contacted by the Agency Relations Department at that time.