

Feed University

New Partner Agency Orientation

Part 1: Basic Requirements


Your organization's feeding program must provide food to serve the needy, ill, or infants

Needy: A needy person is a person who lacks the necessities of life, involving physical, mental, or emotional well-being, as a result of poverty or temporary distress. Examples include a person who is financially impoverished, meets the federal poverty guidelines or is identified as "working poor"

Your organization must qualify as 501
(C) 3 and provide IRS documentation

OR

- Be affiliated with a church with a group ruling and provide documentation – complete provide church qualifier
- Your organization must be well established and maintain written records that demonstrate at least 3-6 months in operation
- Organization facility must be zoned commercial and non-residential to be a partner agency.



-Your organization may not discriminate on the basis of race, sex, age, color, national origin, disability, sexual orientation, or religion in any programs or activities. You must have established non-discrimination policies and procedures

-Your organization may not exchange food for attending church services, proselytize, or distribute food immediately before or after church services

- Selling, exchanging, bartering, transferring, or charging fees for items received from the Food Bank are prohibited
- Giving food or other products from the Food Bank to staff or volunteers for personal use or sharing them with other agencies is prohibited
- Serving food from the Food Bank for general organizational use or fundraising events is prohibited
- Volunteers who are also clients may not be given preferential access to food

- Your organization must be able to use the Food Bank's computerized food ordering system and monthly reporting process
- Your organization must obtain food safety (more on this subject further into handout) certification and have appropriate food storage areas (kept at proper temperatures and proper distance from floor and wall)

Part 2: What Partners Receive

- Access to the warehouse supply and inventory of foods available at the Food Bank
- Assurance of nutritionally sound foods, food safety, and proper food inspection
- Opportunities to order food supplies in advance from the daily product inventory list online
- Training opportunities to build capacity, grant writing guidance, food drives, etc.



— Pick up and/or delivery (for outlying areas) of sorted and boxed foods specific to your needs



— No Delivery charge - \$100 invoice amount for delivery



— Technical assistance, advice, and support in all aspects of the operations of a food relief program



— Access to events such as Networking Meetings, an annual Partner Conference, and other training opportunities



Where the Food Comes From

- Feeding America
- USDA (agencies must meet qualifications)
- Local (businesses such as Albertsons, Wal-Mart, Food drives, and individuals, etc.)
- Retail pickup at local stores
- Food Purchases (Purchase program) optional participation

Product Categories

— Generally, food items can be identified in the following categories

- Dry Product (rice, beans, crackers, cereals, etc.)
- Entrées (prepared meals, frozen meals, meals ready to eat)
- Meat/Protein (fresh poultry, beef, pork, etc.)
- Dairy (cheese, milk, yogurt, etc.)
- Produce (apples, lettuce, zucchini, peppers, tomato, etc.)
- Non-food (items requested must be relevant to your program)


- ***You agree to accept everything as is***

Part 3: What We Need From You

- Copy of 501 (C) 3. Does not apply if organization is utilizing a church qualifier.
- Pest Control: Minimum quarterly, but recommend monthly service. Pest control must be provided by licensed professional. Provide copy of contract and service receipt.
- Accurate monthly record keeping: Food pantries record # of individuals and age group (children, adults, seniors); Meal providers record # of meals or snacks served
- All agencies must keep invoices from WTFB
- Shared Maintenance Fees: covers the Food Bank's costs for receiving, storing, and handling donated items

- Notify the Food Bank in writing of any changes of name, address, phone number, type of service, stated purpose, or contact person within 15 days of change
- Immediately notify WTFB if the agency key contact person/pantry operator has changed or will change. New person must receive new partner training.
- Permit periodic on-site inspections by the Food Bank's representatives
- Prompt payment of invoices (within 30 days). Past due accounts will placed on cash basis for orders (money order/cashier's check) with additional 10 % due and payable towards past due balance at time of order pick-up/delivery.

- Return banana boxes that belong to WTFB to our warehouse or your delivery driver
- Personnel to load and unload your order, our staff is not permitted to assist. No one under the age of 16 years old allowed in the warehouse
- Participation in Food Bank activities such as Meetings, Trainings, and the annual Partner Conference
- Reply to WTFB email correspondence within 2-3 days of receipt, including confirmation of receipt for requests to complete or provide information to WTFB, related surveys and/or programs



— Food Handler certified. Certificate copy must be provided to WTFB during the initial pre-approval site inspection, and after being notified of application approval for partnership.

Please be advised food pantries and meal providers require different certifications, inquire with WTFB for further clarification.

Part 4: Food Storage

- Clean, dry safe shelves at least six inches above the floor and two inches from the wall
- Food storage temperatures: no warmer than 70 degrees for most dry goods (canned goods)
- Refrigerated foods – Must be between 35 degrees and 40 degrees or lower
- Freezer temperatures between 0 degrees and minus 10 degrees
- Temperatures MUST BE recorded daily and temperature log maintained

- Many products are safe to use past the date stamped on the box. Specific time frames depend on the type of date used and the category of food.
When in doubt, throw it out!
- Recommended to date stamp food cases when received.
- Practice First In, First Out (FIFO) and label inventory properly.
- **Treat the food as if it was yours**

Part 5: Next Steps

- Contact us with any questions
- When all requirements are met and you are ready for the initial pre-approval inspection, contact Linda Hinojos, Partner Relations Specialist, 432-580-6333 x201, 432-288-4951 cell, or lhinojos@feedingamerica.org