

# Central Illinois Foodbank



Partner Agency Manual FY 2019

Welcome Agency Partners,

Central Illinois Foodbank, a member of Feeding America, is pleased to have your agency as a partner in working to end hunger in central Illinois.

In fiscal year 2017, Central Illinois Foodbank distributed over 12 million pounds of food in our 21 counties including: Adams, Bond, Brown, Cass, Christian, Effingham, Fayette, Greene, Jefferson, Logan, Macon, Macoupin, Marion, Menard, Montgomery, Morgan, Pike, Sangamon, Schuyler, Scott and Shelby. This was made possible with the help of our partner agencies, just like yours!

Together we join thousands of food programs throughout the nation to address the problem of hunger. We have committed ourselves to eliminating hunger locally, regionally and nationally. We want to ensure that each of our neighbors has a place at the table.

Central Illinois Foodbank's staff is available to answer any questions you may have about our work and receive feedback from you. We encourage you to call our office. We also encourage you to come for a tour of the Foodbank. Our normal business hours are Monday through Friday 7:30am-4:30pm.

Pam Molitoris  
Executive Director

Kristy Gilmore  
Agency and Food Resources Director

## Central Illinois Foodbank Staff

Pam Molitoris

*Executive Director*

Jane Kiel

*Finance Director*

Kristy Gilmore

*Agency and Food Resources Director*

Kevin Mackiney

*Operations Director*

Ashley Earnest

*Public Relations Manager*

Darren Farley

*Sort Room Supervisor*

Heather Austwick

*Executive Assistant*

Virginia Ferguson

*Program Coordinator*

Gayla Stone

*Operations Assistant*

Elaina Feuerbach

*Community Resources Coordinator*

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## **What is Central Illinois Foodbank?**

### **Mission**

Central Illinois Foodbank was established in 1982 by a coalition of churches and non-profit organizations concerned about hunger and poverty. Central Illinois Foodbank is an affiliate of Feeding America, the nation's largest hunger-relief organization. The purpose of the Foodbank is to collect donated food and grocery items from growers, manufacturers, processors, wholesalers and retailers for distribution to charitable agencies serving people in need.

### **Feeding America**

The mission of Feeding America is to feed hungry people by soliciting and distributing food and grocery products through a nation-wide network of certified affiliate food banks and food-rescue organizations to educate the public about the nature of and solutions to the problem of hunger in America. Feeding America works with more than 500 national grocery and food service companies (food growers, processors, manufacturers, distributors, and retailers) to secure surplus food and grocery products.

### **Agency Partnership**

The Foodbank's main responsibility is to collect donated food to then distribute to partnering agencies consisting of food pantries, soup kitchens, residential programs and children's feeding programs. Companies enjoy the convenience and efficiency of donating product to one organization while many organizations benefit.

### **Food Resources**

The Foodbank receives food from a number of sources. A portion of the product is received through our partnership with Feeding America. The Foodbank has this product shipped in from all over the country using contract trucking companies. Approximately half of the product is received from local and regional donors. The remaining product is received through USDA commodities and other governmental grants.

### **Fresh Produce**

The Foodbank regularly receives shipments of fresh produce. Over 70% of individuals who visit feeding programs have health conditions that necessitate eating healthy, fresh foods, but often they are not able to access fresh items. We encourage our partner agencies to meet this need by partaking in the distribution of fresh produce.

### **Food Distribution**

All donated product received by the Foodbank is inventoried and relayed to our partnering agencies via the foodlist, which reflects products in inventory and available at the time the

list is generated. Products are available on a first come first serve basis, so it is important to make the foodlist a priority each week. Items must be picked up or delivered within 14 business days of initially placing an order; this allows us to open up space in the warehouse for new product, and ensures your clients are getting fresh product.

## **Key Requirements**

In order to continue the application process, prospective member agencies must fulfill the following basic requirements.

Organization must maintain 501(c) 3 status as determined by the IRS, or meet the 14 point criteria of a church (which must be demonstrated):

- a. A distinct legal existence
- b. A recognized creed and form of worship
- c. A definite and distinct ecclesiastical government
- d. A formal code of doctrine and discipline
- e. A distinct religious history
- f. A membership not associated with any (other) church or denomination
- g. A complete organization of ordained ministers ministering to their congregations
- h. Ordained ministers elected after completing prescribed courses of study
- i. A literature of its own
- j. Established place of worship
- k. Regular congregations
- l. Regular religious services
- m. Sunday schools for religious instruction for the young
- n. Schools for the preparation of its ministries

If an organization has a 501(c)3, they must file a 990 annually or they could have their 501(c)3 revoked by the IRS. Once an agency's non-profit status is revoked, the partnership with Central Illinois Foodbank will be inactivated and they no longer have access to product.

Operate a feeding program that serves the needy, ill, infants/children or elderly through a meal program (pantry or meal) without regard to race, color, citizenship, religion, sex, national origin, ancestry, age, marital status, disability, sexual orientation including gender identity, unfavorable discharge from the military or status as a protected veteran.

## Starting a New Feeding Program

Before you decide on starting a new program in your area, it is vital that you carefully assess the real need in your community and explore the best ways to meet that need. Carefully consider whether your community really needs a new feeding program, or whether it would be more beneficial to team up with and strengthen an existing program. The hard truth is that it's not always feasible or wise to start a brand-new feeding program.

Before starting a new feeding program, visit the existing programs in your area; these can be found on our website at [www.centralilfoodbank.org](http://www.centralilfoodbank.org) under the "Get Help" link. Talk to their leaders and other volunteers and ask the following questions:

- What days and hours do they operate?
- Do they serve a particular group of people?
- Do they have enough food for their program?
- Where do they get their food, funds and friends (volunteers)?
- Are they physically accessible to people with disabilities?
- Do they think there is need for another feeding program in the community?

Starting your own, brand-new program can be difficult. A great alternative is forming a partnership with an existing feeding program to expand the number of people being served and the quality of services offered. For example:

- Help an agency obtain more money, food and volunteers.
- Help the agency expand hours of operation to be open evenings and/or weekends to address the needs of working families.

Before you start a new program, it is vital to answer honestly to all of the following questions:

- Will the program manager and customers have access to a clean, safe, accessible physical facility which can be used on a regular basis at either no cost or a very small cost?
- Will both the leadership and regular supporters give your program consistent, long-term support, even if the "going gets tough" and there are complaints about a drain on time and resources?
- Will you be able to have enough staff/volunteers to run the program at set regular times each week? It is important to remember that the job duties required at a feeding program can be physically intense and require the ability to lift 50 pounds at one time.
- Will you be able to raise enough money to meet your operating expenses? (Shared contribution fees, utilities, purchase of cold storage units, shelving and other basic expenses.)

- Do you have access to cold storage to ensure you can provide healthy food such as fresh produce?

## **Best Practices**

As you have probably discovered, helping the hungry is no simple task. Charitable organizations are a vital part of the solution. In a recent study, “Map the Missing Meal Gap”, we know 31% of food insecure households in Illinois are over 185% of the federal poverty, therefore do not qualify for any governmental assistance. The only resources available are non-profit organizations like you. However difficult the task of feeding the hungry, it can be done! But to do it well requires sharing resources and learning from experienced EFPs that have accumulated decade’s worth of experiences.

### **Bill Emerson Good Samaritan Act**

Good Samaritan law protects businesses, volunteers and non-profit organizations from civil or criminal liability in the course of donating apparently fit and wholesome food or grocery products for distribution to needy people. The federal Good Samaritan Act is designed to encourage donations of food and grocery products by providing a uniform, national standard of liability for donations. In order to maintain compliance with this act, please contact the Foodbank immediately if food does not appear wholesome or fit for consumption because of age, freshness or insect infestation. Please respect our partnership and do not contact the food manufacturers directly.

### **Putting People First by Serving Those in Need**

Asking for help is hard, especially when it is for something as basic and personal as feeding one’s family. When that person comes to you for food assistance he or she will almost certainly be frightened, frustrated and humiliated. The last thing you want to do is make them feel even worse.

For the poor shall never cease out of the land: therefore I command thee, saying, Thou shalt open thine hand wide unto thy brother, to thy poor, and to thy needy, in thy land. – Deuteronomy 15:11

Most of the world’s great religious texts have a lot to say on the topics of hunger, helping and charity. If your feeding program is affiliated with a church or other religious group, you may wish to consult the teaching of your faith for answers to the following questions:

1. How often should you provide help to someone who asks for it? Once a month? Three times a year? As often as they need it?
2. What attitude are you called to have in your dealings with the needy? Are you to be their master or their servant? (That is, do you enforce rules on them that they have



no choice but to submit to in order to get help, or do you invite them to receive help with respect and kindness?)

3. What procedures and criteria are you supposed to use in either approving or disapproving a request for help? Are you to make them “prove” their need and worthiness, or are you to help them just because they asked?
4. How much food should you give those in need? Some set amount? As much as you think they need? Or as much as they need?
5. What types of food should you offer the needy? What you think people like them should eat, or a free choice of whatever is available?
6. What expectations should you place on obtaining subsequent or ongoing aid? Does Scripture mandate that your clients must be looking for a job? Or that they must attend certain religious services? Or that they should be required to participate in cooking or budgeting classes?

Please review what your faith says about helping the needy and revise your pantry’s policies and procedures as needed. When you are doing God’s work, you really need to do it God’s way!

### **Hours**

Take your customers’ lives into account when planning the hours in which you distribute food. We know from Hunger in America that 32% of those families served by Central Illinois Foodbank’s partner agencies are employed. To serve this group you will need to plan some distribution times outside the normal workday. Weekends and evenings are poorly under-utilized in many communities – if this is the case in your community, fill the gap.

Central Illinois Foodbank strongly encourages food pantries to be open at least 2 hours per week and soup kitchens to serve at least one meal each day. Programs should have at least one regular weekend or evening distribution time slot per week.

### **Referral or no Referral...that is the question**

To try to serve the people with the greatest need, many pantries require people seeking food assistance to have a written referral. The idea is that another group will have done the job of establishing that the person really needs help. Unfortunately, it does not always work this way.

Stop and consider the customer; it is hard to ask for help. Trust that people who come to you for food are in great need. Central Illinois Foodbank strongly discourages requiring a referral from another social service agency to receive food assistance. Note: USDA TEFAP sites are forbidden from requiring referrals.

## **Distribution**

There are basically two models of food distribution at a food pantry:

### Pre-Package Pantry

As the name suggests, a pre-packaged standardized food box pantry prepares standardized packages of food to give to clients. The main strengths of this model is its “fairness” – every customer receives more or less the same thing, and the pantries’ ability to control the nutritional balance of the food package a customer receives.

Unfortunately, customers and their families aren’t standardized. Giving out a jar of peanut butter to go with a loaf of bread makes sense...unless the family in question contains someone with peanut allergies. Giving a family a can of pork-and-beans makes sense...unless they happen to be vegetarians or believe in a religious prohibition against eating pork. Between food allergies, religious and other dietary restrictions, special needs (as a result of diabetes, etc.), and certain people (young children particularly) loathing certain foods, as much as half the food distributed by a pre-packed box pantry may go to waste, effectively doubling how much food must be acquired and distributed to meet the need. That is not an efficient use of resources.

In light of this, it is not surprising that pre-packaged pantries across the country are increasingly adopting elements of the other major model, the client-choice pantry. Central Illinois Foodbank currently only has a few remaining pantries who operate under this model. As we strive to better serve those in need, oncoming partner agencies of Central Illinois Foodbank are required to be a client-choice pantry.

### Client-Choice Pantry

This model is built on the idea of allowing clients to choose their own food. Many client-choice pantries resemble small grocery stores, with product arranged on the shelves and in coolers/freezers, from which clients can fill boxes or bags. Others produce a list of the food they have available, and then prepare individual packages based on clients’ selections. Client-choice pantries tend to be very space-flexible, some have been successfully run out of closets, and still others thrive without using a building at all.

Choosing their own food gives clients a sense of control rather than the helplessness of being told, in essence, that “this is what you get”; and since clients tend not to take food they won’t use, relatively little of what a client-choice pantry distributes goes to waste.

The diverse and shifting inventories of the Foodbank are well-suited to providing client-choice pantries with a wide array of products to offer their customers. All told, a client

choice pantry can generally offer the needy in its community many times more help than a pre-packaging pantry with the same resources.

### **Frequency**

According to Hunger in America 2014, only 58% of those served by Central Illinois Foodbank receive SNAP benefits, which last an average of 2.5 weeks. This leaves 42% of those served by our agencies relying solely on food pantries and soup kitchens to help feed their families.

The frequency in which our agencies serve a household varies from “as often as needed” to “once every 90 days”. Central Illinois Foodbank encourages food pantries to allow the customers to determine when and how often they need assistance.

### **Requirements**

Central Illinois Foodbank requires agencies to collect the number of households and the number of individuals served by your organization (the exception lies with USDA commodity sites; please see USDA Commodity requirement in this manual for details). Verifying income, residency and other requirements takes time and energy. Collecting social security numbers can be dangerous, both for your agency and the client. Stop and consider how volunteers can make a better use of their time and resources connecting with customers on a personal level. Have the volunteers walk with the customer while they are selecting their items from your client-choice pantry.

## **Stewardship**

### **Donations - Money, food and friends**

Here are some tried-and-true strategies for fundraising and food drives. You may not be able to try all of them, but choose the ones that are more appropriate to your community.

- Access the Foodbank!
- Using the Foodbank will allow your food programs to acquire and distribute at least five to ten times as much food as you could through any other means. To develop a food supply adequate to meet the need in your community in a cost-effective manner, you should acquire at least three-fourths of your food through the Foodbank.
- Ask for money as well as (or instead of) food. You can do more with it.
- Designate the funds from your congregation’s collection plate for your organization once a month.
- Include a blurb, article or letter about your organization in your congregation’s newsletter.
- Start a newsletter
- Staff a table with your volunteers at a local fair or event.

- Write a letter asking for donations and send it to members of your organization, congregation and other groups and individuals.
- Organize a phone-a-thon staffed by volunteers, customers and staff. Call all your contacts.
- Start a community garden.
- Organize a fundraising event, such as a trivia night.
- Collaborate! Establish relationships with other congregations.
- Use testimonials from customers. They may have great stories of how you've touched their lives.
- Think outside the box! Sometimes, other organizations that are not necessarily food-related have similar goals: to help those in need, or to build strong, healthy communities. Think of how you can work together!

## **Volunteers**

Before you begin recruiting people to help, be sure you know what you want them to do. Ask yourselves some questions: How many people do you need and how long will you need them? Do you need people for one-time jobs or will you need to schedule volunteers on an ongoing basis? What special skills are required? How many volunteers are needed to do the heavy lifting involved with unloading trucks or stocking shelves? Work to secure volunteers of all ages, as this will ensure sustainability of your agency many years into the future.

Where to look for volunteers is the million dollar question, however, they can be found throughout your community; the first rule is to ask!

- FFA or 4H groups
- Business and professional organizations
- Chamber of Commerce
- Churches and other religious groups
- Family and Friends
- Job-training programs in food service
- Military Units and retired military personnel
- Retired executives and teachers associations
- Schools and Colleges
- Civic groups

Some of the key points to always remember when seeking and maintaining volunteers:

- Opening on weekends and evenings will increase chances of getting volunteers.
- Seek diversity
- Recruitment is a year-round responsibility
- Keep good records
- Make volunteers comfortable

## **Food Storage**

The Foodbank has great products that you could be missing out on if you do not have appropriate equipment. It is vital to your organization that you have coolers, freezers and shelves or pallets. It is recommended that agencies have a minimum of two coolers and three freezers. As the dynamic of food banking continues to change, we are receiving more and more perishable items such as milk, yogurt, cheese and fresh produce. These items are high in nutrition and a great value to food pantries and soup kitchens. In addition, the Foodbank has been receiving meat on a regular basis over the past year. You do not want to miss out on these great products simply because you do not have adequate storage space. Please remember, all cold storage units must have a thermometer – it is a good idea to record and maintain a log of the temperature for food safety purposes.

## **Stock Piling**

It is important for agencies to distribute product in a timely manner. USDA commodity sites should distribute 80% of the food received before you receive your next delivery. Central Illinois Foodbank strongly encourages donated products to be distributed in the same fashion.

## **Repacking Bulk Food**

In order to repack any type of bulk food, your site is required to have at least one person certified in food service sanitation. Classes are offered monthly by the Department of Public Health and cost approximately \$100 Note: USDA foods cannot be repackaged.

## **Food Storage and Safety Handling Guidelines**

Storage areas must provide protection from weather, fire, theft and pests. Aisles between pallets must be wide enough to provide easy access for inspection, inventory and pulling of product. Those practices include, but are not limited to:

- Store food and other products 6” off the floor (or a pallet) and 4” away from the wall.
- Store food and other products 2” from the ceiling.
- Non-food items such as cleaning and maintenance supplies must be stored separately from food.
- Clean floors, pallets and shelving regularly.
- Utilize the first in, first out practice. Food must be stored and distributed so that cases with the oldest receiving date are used first. It is a good idea to date product as you receive it. This way, you will know what needs to be distributed first.
- Keep doors, windows and roofs well-sealed to prevent pest entry and water damage.
- No smoking or eating in food preparation areas.

- Maintain pest control systems; have a contract with a licensed pest control firm.
- Maintain equipment regularly; check freezer and refrigeration units for leaks and malfunctions.
- On-site Feeding Programs: Maintain temperature logs; check and record temperatures of food before it is served.
- On-site feeding programs and agencies re-packaging bulk food: At least one person on staff/volunteer must maintain an up to date Food Service Sanitation Certificate.
- Maintain proper temperatures in all storage areas; keep thermometers in all cold storage units:
  - Refrigeration must be maintained at 40 degrees or below
  - Freezers must be maintained at 0 degrees or below
- Non-service pets are not allowed within the agency.

### **Food Safety Guide**

- *Expiration or "Use by" date:* Last day the product should be eaten or used for assured quality. Phrase most often used: "Do not use after (date), unless it is frozen meat – freezing the product extends the life of the product.
- *Freshness or "Sell by" date:* Last recommended date of sale that allows ample home storage time. Includes milk, yogurt, and eggs.
- *"Best if Used by" date:* Date after which a product is not likely to be at peak quality or flavor. Includes prepared packaged foods, and most dry goods.

## **When to Discard Products**

### **CANNED FOODS:**

#### **Discard...**

- All home canned foods.
- All rusted cans.
- Cans with any severe dent(s).
- Cans with dents(s) on the seams or on the rim.
- Cans with bulging or puffed ends.
- Leaking cans.
- Cans with spills or stains from an unknown source.
- Cans with missing food labels.

### **DRY PACKAGED FOODS:**

#### **Discard...**

- Dry foods with opened, punctured or torn inner packages.
- Punctured, torn, opened or otherwise damaged containers of dry foods.
- Packages with rodent droppings, bugs or insects.
- Packages with rodent gnaw (teeth) markings.
- Packages with missing food labels.
- Packages with spills or stains from an unknown source.

### **BABY FORMULA PAST THE EXPIRATION DATE!**

#### **Discard...**

- All baby foods and formula 1 month **BEFORE** the expiration date.
- All baby foods with opened jars or evidence of tampering.
- Baby cereal with opened, punctured or torn packages.

### **OTHER:**

#### **Discard...**

- All home prepared foods.
- All repackaged foods.
- All moldy and opened packages of bread, cheese, fruits and vegetables.
- All goods with questionable color, odor or texture.
- All food packaged in garbage liners.

### **WHEN IN DOUBT, THROW IT OUT!**

## Warehouse Safety Guidelines

Central Illinois Foodbank wants to ensure that our facility is organized, efficient and safe. It is fully expected that all employees, agency partners, volunteers and visitors comply with these safety rules.

- Check in at the main office and wait to be announced.
- You will be issued a badge. Please wear this at all times while at the Foodbank.
- Children and special needs adults must stay in main office or in vehicle and under supervision while you are in the warehouse.
- Eating and drinking are limited to the break room and front office.
- We are a smoke free environment and smoking is not permitted.
- Closed-toe shoes are required in the warehouse.
- All warehouse equipment is to be used by qualified warehouse staff only.
- Climbing on equipment, machinery, rack, shelves, pallet stacks, and in totes is prohibited.
- Good housekeeping is essential to prevent accidents. Alert staff immediately to any spills.
- Report all unsafe conditions or practices to staff.

## Ordering, Pick-up and Delivery

Central Illinois Foodbank will distribute an updated foodlist twice a week, typically on Monday and Wednesday, via email from [foodlist@centralilfoodbank.org](mailto:foodlist@centralilfoodbank.org).

### When and how to place an Order:

- Orders may be placed between 9:00am and 3:00pm, Monday –Friday via email or phone.
- Orders must be placed at least 2 business days before pickup or delivery, but no more than 14 days. For example: if you have an appointment to shop and pickup Wednesday at 10AM, you must have your order in by the end of the business day Monday.
- Provide agency number when ordering.
- Review the food list prior to placing the call.
- Once an agency has placed an order, **you are obligated to take the product.** Please consider space and other limitations prior to placing an order.
- All products are accepted “as is.” Products cannot be returned and credits will not be issued.
- Agencies must order a minimum of once a month. We want to see the food leave our facility and feed people!



### **Picking up product:**

- Please keep all scheduled appointments. If you are unable to keep your scheduled appointment, please notify the Foodbank 48 hours prior to your scheduled appointment time. If an agency does not notify the Foodbank regarding a scheduled appointment time, your product may be placed back in inventory.
- Standing appointments may be arranged but you must notify the Foodbank within 48 hours to cancel or reschedule. Failure to notify the Foodbank may result in the loss of your standing appointment time.
- Agencies are allowed only in designated areas and must be accompanied by Foodbank staff at all times.
- Please be on time for appointments.
- Please bring an adequate size vehicle to pick up your order.
- Come to the office and sign in. Your agency will be announced and warehouse staff will assist with loading your vehicle.
- Ask about freezer and cooler product! You can always add this product to your order.
- An agency representative must sign invoices at point of receipt. This signature is an acknowledgment that all product listed was received in full. Credits will not be issued.

### **Product Delivery**

- Delivery is not guaranteed and is arranged based on our current delivery schedule.
- Please provide a detailed map to the delivery site including a contact name and phone number.
- Please ensure all product is unloaded from truck first, before you begin stocking your shelves. It is vital the driver to maintain his delivery schedule.
- Please provide sufficient volunteers at the time of delivery. **The Foodbank's responsibility is to deliver the product to the curb.** Volunteers are responsible for bringing the food into the building.
- Items cannot be refused by the agency at time of delivery.
- There is a \$25 delivery fee.
- To receive a delivery, the order must have a minimum weight of 500 pounds.
- An agency representative must sign invoices at point of receipt. This signature is an acknowledgment that all product listed was received in full. Credits will not be issued.

## **Shopping**

Agencies have an opportunity to shop product in our sort room that is not on the foodlist. Shopping is scheduled on Monday-Friday between 8:00am and 3:00pm.

- Please keep all scheduled shopping appointments.

- Agencies are allowed only in designated areas and must be accompanied by Foodbank staff at all times.
- Please be on time for appointments. If you are not on time, you may not be awarded the full time limit to shop. If you arrive early, please wait in the front office until your personal shopper is ready.
- Please bring an adequate size vehicle.
- Come to the office and sign in. Your agency will be announced and warehouse staff will assist you while shopping.
- You will make selections off the pallets and warehouse staff will build your pallet.
- Limit 3 people per agency.
- Agencies can pick up an order and shop at the same appointment. Be sure to clarify picking up and/or shopping when making your appointment. Line items from the foodlist must be pre-ordered at least 48 hours in advance, so plan ahead.
- Agencies have 5 days to pick up your shopping products after your shopping appointment or it may be added to a scheduled agency delivery.
- Sign the shopping form before leaving.
- All product is accepted “as is.” Product may not be returned and credits will not be issued.

## **Partner Agency Accounts**

### **Shared Contribution**

The Foodbank, in accordance with Feeding America guidelines, requests that participating agencies support the Foodbank’s food distribution program through a shared contribution of 19 cents a pound or less for all donated food. **The shared contribution does not represent a sale.** It does represent a cooperative method for agencies to help with the substantial costs associated with operating the Foodbank, such as transportation, equipment maintenance and repair, safety and sanitation, inventory management and personnel. Also, the shared contribution helps ensure that, through the Foodbank, there is a steady and reliable supply of food for people in need.

### **Credit Limit**

The credit limit by account is established based on monthly average shared contribution activity levels. They are monitored and adjusted on a regular and as-needed basis. The purpose is to avoid unjustified, high credit balances and to keep credit in line with activity. Credit limits do not “cut off” any agencies ability to access food as long as payment processes are maintained in a timely manner.

## **Account Policy**

Our Partner Agency Contract states “The agency agrees to pay all account balances within 30 days of the statement date.” In order to help all our agency partners assist the most people, we must insist on compliance with this guideline. The Foodbank sends a monthly statement via email summarizing any outstanding invoices. If invoices for the month have been paid in full, they will not be included in the statement. Please keep in mind if your statement balance has a negative amount, that is a credit balance and payment is not due. When making payments, agencies should include the agency number and a copy of the statement or invoice with the payment, or write the invoice number on the check remittance. The Foodbank accepts business account checks, money orders, or cashier checks with business account name, address, and phone number as forms of payment. Based on account activity and payment history, the Foodbank may require some agencies to pay at the time product is received and may also adjust an agency’s credit limit. Agencies that do not keep their account current may be placed on an order restriction or be inactivated.

All questions related to financial arrangements regarding an agency’s account should be directed to the Foodbank’s Finance Director.

## **Agency Relations**

### **Monitoring Visits**

Monitoring visits occur prior to acceptance as a partner agency and annually thereafter. Monitoring visits will consist of inspection of storage areas, required records and organizational and financial stability of the agency. Please cooperate completely with the Foodbank for these monitoring visits by having a representative with access to all storage areas and required documentation.

### **Required Records**

The following records should remain at the location of distribution and available for review upon request:

- Central Illinois Foodbank Agency Participation Manual
- Central Illinois Foodbank Invoices (keep for one fiscal year)\*
- Monthly Distribution Report (keep for one fiscal year)
- On-Site Feeding Programs – A copy of Food Service Sanitation Certificate
- Pest Control documentation

\*Please note: invoices and statements are emailed.

## **Reports**

All agencies are responsible for submitting Monthly Distribution Reports by the 10<sup>th</sup> of the month and reporting numbers for the previous month, even in the event no orders were placed or received during any given month. Please notify Central Illinois Foodbank in advance of any changes affecting the food distribution program, including:

- Contact name and information, including email address
- Authorized personnel
- Mailing address and distribution location
- Distribution dates and hours

## **Agency Conference**

Central Illinois Foodbank hosts the Annual Agency Conference. The conference provides the opportunity to meet your other partners, share information and acquire important knowledge that can bring your agency to the next level. As you meet each other, you will find that we are a diverse group with the same goal...fighting hunger. Together we will learn how to better address the issue of hunger in our communities.

## **Order Restriction and Inactivation Policy**

Any agency may be placed on order restrictions or be inactivated for violations that include the following:

1. Exchanging food or other products for money, property or services.
2. Using food or other products for private use.
3. Distributing food or other products out of a home residence or buildings on your property.
4. Contacting a food manufacturer directly with questions relating to product received from the Foodbank.
5. Failure to comply with all criteria and agency responsibility listed in the agency contract.
6. Found in violation of discrimination on basis of race, color, citizenship, religion, sex, national origin, ancestry, age, marital status, disability, sexual orientation including gender identity, or unfavorable discharge from the military or status as a protected veteran.
7. Not accessing product from the Foodbank at least once every month.
8. Provide bags of food or other supplies to volunteers or staff as a gift for their labor.

### **Agency Order Restrictions**

When placed on order restriction, an agency will receive written documentation from the Foodbank outlining the reasons the agency has been placed on order restriction. Agencies that are placed on order restrictions will have 10 days upon the receipt of the letter to submit a plan of corrective action. If agencies are not successful in completing a plan of action and the agency is found to be non-compliant, the agency may be inactivated.

### **Agency Inactivation**

Central Illinois Foodbank may inactivate an agency that has violated policies listed above. Upon inactivation an agency may no longer receive product from Central Illinois Foodbank. After being inactivated, an agency may reactivate their partnership with the Foodbank by reapplying to become a partner agency.

### **Appeals**

Agencies may appeal order restrictions or inactivation status in writing to the Foodbank's Executive Director. Appeals must be made within 30 days after the notice of order restrictions or inactivation, and must address the violations outlined in the Foodbank's written documentation. Central Illinois Foodbank's Executive Director will respond to appeals within 30 days of receipt.

### **Complaints**

Agencies may file complaints in writing to the Foodbank's Executive Director. Central Illinois Foodbank's Executive Director will respond to complaints within 30 days of receipt. If customers wish to file a complaint against your organization, you must provide them with contact information for Central Illinois Foodbank. All complaints by customers should be addressed to the Agency Resources Director in writing to 1937 E Cook St, Springfield, IL 62703. The Foodbank will follow up directly with the agency to investigate the complaint.

## **USDA Commodities**

The Foodbank serves as an Emergency Feeding Organization for **The Emergency Food Assistance Program** (TEFAP) for the Illinois Department of Human Services. Through TEFAP, the Foodbank distributes USDA commodities to food pantries and soup kitchens in central Illinois. Additionally, the Foodbank provides emergency food for food programs in Sangamon County through the **Emergency Food and Shelter Program** (EFSP) program.

USDA and TANF products are allocated to each county based on poverty statistics and unemployment rates for the county. Each site's distribution is then based on the number of individuals served in the previous quarter. All other grant-related products are based on

average number of individuals served for the year. Provisions outlined in the USDA Agreement must be met when receiving, handling and distributing USDA commodities.

### **USDA Distribution Guidelines for Pantries:**

1. An individual **cannot** be required to sit through a religious service in order to receive commodities.
2. In accordance with Federal law and United States Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age or disability. To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, 1400 Independence Avenue, SW, Washington DC 20250-9410 or call 800.795.3272 or 202.720.6382 (TTY). USDA is an equal opportunity provider and employer. In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA. Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.
3. Commodities **cannot** be sold, used as barter for services or materials, nor shall voluntary contribution be solicited in connection with the receipt of donated foods.
4. Agencies **may not** discriminate on the basis of race, religion, national origin, marital status, gender, sexual orientation, age or disability, or unfavorable discharge from the military or status as a protected veteran.
5. Commodities are for distribution to individuals and/or families only, and not for schools or other institutions..
6. Agencies are responsible for reporting to Central Illinois Foodbank any misuse of commodities or any other pertinent information.
7. The distributing agency is required to complete and submit to Central Illinois Foodbank a monthly report, due by the 10<sup>th</sup> of the following month. The report includes the number of households, number of individuals served, number of households receiving food stamps and number of SNAP application referrals given during the month. Forms are available at the Foodbank.
8. Agencies may ask for ID from individuals seeking food assistance; however, **you are not required to do so, nor is it a practice the Foodbank encourages.**
9. EFP sites must be open 2 hours per week, unless an authorized rural exemption site.

10. If more detailed information is needed concerning distribution guidelines or regulations, please contact the Foodbank or refer to the EFP Manual. Contact Foodbank for a copy.
11. Requiring referrals is not permissible.

**USDA Distribution Guidelines for Soup Kitchens and Shelters:**

1. Provide meals to needy and/or homeless individuals on a regular basis in a congregate setting as an integral part of normal activities.
2. An individual cannot be made to sit through a religious service in order to receive commodities.
3. Agencies **may not** discriminate on the basis of race, religion, national origin, marital status, gender, sexual orientation, age or disability, or unfavorable discharge from the military or status as a protected veteran.
4. In accordance with Federal law and United States Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, 1400 Independence Avenue, SW, Washington DC 20250-9410 or call 800.795.3272 or 202.720.6382 (TTY). USDA is an equal opportunity provider and employer.
5. Commodities cannot be sold, used as barter for services or materials, nor shall voluntary contribution be solicited in connection with the receipt of donated foods.
6. Commodities are for congregate feeding sites only and cannot be given to participants to take from the premises.
7. Agencies are responsible for reporting to Central Illinois Foodbank any misuse of commodities or any other pertinent information.
8. The distributing agency is required to complete and submit to the Foodbank a monthly report, due by the 10<sup>th</sup> of the following month. The report includes the number of persons and meals served during the month. Forms are available at the Foodbank.
9. EFP sites must be open 2 hours per week, absent an authorized rural exemption.
10. If more detailed information is needed concerning distribution guidelines or regulations, please contact the Foodbank or refer to the EFP Manual. Contact the Foodbank for a copy.

## **Other Feeding Programs**

### **Healthy Foods Distributions**

Our Healthy Foods Distribution program is a great way to feed a community fresh foods, and you do not need to be a partner agency to help us with these events. We work with sponsors and host sites to coordinate an event on a mutually-agreed upon weekend or evening. If you find that operating a year-round program is not the best option, consider other avenues such as this. Please see Appendix C for more information.

### **Bolstering Other Feeding Programs**

If your agency finds it may be limited by lack of storage, volunteers, or other potential obstacles, we encourage you to visit our website ([www.centralilfoodbank.org](http://www.centralilfoodbank.org)), and go to the “Get Help” → “Food Locator” to review our existing partner agencies. These agencies may welcome the help you can offer. You may be able to help them expand the volume of food they provide, or extend their hours of operations, or other improvements that could better serve your community.



## Appendix A: Best Practices Evaluation

**What percentage of the pantry’s food supply is acquired at the Foodbank?**

- More than 66% (5)
- 33%-66% (3)
- Less than 33% (0)

**Score** \_\_\_\_\_

**Client Screening**

- We ask at most name, address, and number in household (5)
- We require proof of identity and address (3)
- We require proof of identity, address and income (0)

**Score** \_\_\_\_\_

**Participation in Central Illinois Foodbank’s Agency Conference**

- Yes, had more than one attendee (5)
- New Agency (5)
- Yes, one person attended (3)
- No, did not attend (0)

**Score** \_\_\_\_\_

**Agency collaborates with other local agencies**

- Yes, agency collaborates with other agencies that meet on a regular basis to address the needs in the community (5)
- Yes, agency collaborates with other agencies that meet on an as need basis to address the needs in the community (3)
- Yes, agency will contact other local agencies if a certain need arises (1)
- No, agency does not work with other agencies (0)

**Score** \_\_\_\_\_

**Agency requires referral**

- No, agency does not require referral (5)
- Yes, agency requires referral (0)

**Score** \_\_\_\_\_

**Frequency of Assistance Provided**

- Individuals may come as often as needed or Residential (5)
- Individuals may come once every 30 days (3)
- Individuals may come once every 60 days or more (0)

**Score** \_\_\_\_\_

**Food Distribution**

- Pantry full client choice (5)
- Pantry is client choice with limits (4)
- Pantry with combination of client choice and pre-packed bags (3)
- Pantry only pre-packaging (0)
- Served meals that meet all the recommended requirements (5)
- Served meals that meet at least the recommended requirements (3)
- Served meals not meeting recommended requirements (0)

**Score** \_\_\_\_\_

**Quantity of Food Given**

- Individuals are able to take as much as they feel they need (5)
- Meals: Quantity is recommended serving size (3)
- Pantry: Quantity is determined by size of family (3)
- Pantry: Standardized amounts are given to everyone (0)

**Score** \_\_\_\_\_

**Hours of Operation**

- Site is open non-traditional hours every week or Residential (5)
- Site is open weekly and one non-traditional hour (4)
- Rural exemption site that operates non-traditional once a month (4)
- Site is open at least 2 hours per week, weekdays only (3)
- Site is open non-traditional hours, once a month (2)
- Site is open only once per month, weekday only (1)

**Score** \_\_\_\_\_

**Produce**

- Site regularly offers fresh produce to clients each time the program is open (5)
- Site provides fresh produce about half of the distributions times (3)
- Site seldom or never provides fresh produce (0)

**Score** \_\_\_\_\_

## Appendix B: Cold Storage Log

<b>Date</b>	<b>Time</b>	<b>Temp</b>	<b>Initials</b>		<b>Date</b>	<b>Time</b>	<b>Temp</b>	<b>Initials</b>

## **Appendix C: Healthy Foods Distribution**

### **How do we prepare for a Healthy Foods Distribution?**

#### **Determine the sponsorship level:**

##### **Option 1 - \$3200**

Fresh Produce - Varies based on availability

Milk – 2% white milk in gallons

Eggs – Large Eggs – in one dozen cartons

Whole Grains Bread and/or healthy snacks - Varies based on availability

Protein option – Varies based on availability

##### **Option 2 - \$1500**

Fresh Produce - Varies based on availability

Milk – 2% white milk in gallons

Whole Grains Bread and/or healthy snacks - Varies based on availability

##### **Option 3 – HFD - \$1700**

Fresh Produce - Varies based on availability

Milk – 2% white milk in gallons

Eggs – Large Eggs – in one dozen cartons

Whole Grains Bread and/or healthy snacks - Varies based on availability

##### **Option 4 – HFD for Special Populations (i.e. Kids, Senior, Veterans) \$1000**

Fresh Produce - Varies based on availability

Milk – 2% white milk in gallons

Eggs – Large Eggs – in one dozen cartons

Whole Grain Bread and/or healthy snacks - Varies based on availability

#### **Al la Carte:**

Mobile Kitchen Cart - \$40

Generator - \$10

**Nominate a coordinator.** The coordinator will act as a liaison between sponsor/host and the Foodbank. This person will provide direction to volunteers during the time of set up, distribution and clean up as well. The Foodbank will meet with the coordinator prior to the HFD to provide training and instruction.

**Determine a location and time to hold your Healthy Foods Distribution (HFD).**

In conjunction with Central Illinois Foodbank staff set a date for your event. Take into account the availability of facilities and volunteers, as well as potential clients' needs— weekends or evenings are the most common days to hold HFD. You will need 1 hour for setup, 1 hour for distribution, and up to an hour for cleanup, so plan for 2-3 hours of total time.

**Site Requirements for HFD:**

- The site should be at least 1000 square feet.
- Separate parking for customers (volunteers and customers cannot not park in the same location where the truck and product will be located. Therefore, you will need a separate lot or street parking).
- If you select the mobile kitchen cart, you will need someone who loves to cook to run the cart. You will work with the Foodbank to determine what recipe you will teach people how to cook. This is a hands on cooking class for customers.
- Parking for volunteers.
- A forklift, tractor with forks or a bobcat with forks and operator to unload the truck.
- The parking lot must be paved.
- Distributions may **not** take place in the street.
- Open line of vision.
- Access to Restrooms for volunteers.
- If indoors: Dock door or ground level overhead door.
- If indoors: Fire capacity for 200.
- If indoors: A safe place for volunteers to store belongings.
- If indoors: ADA compliant building

**Advertise your event.** Once the details of the HFD (date and location) are determined, Central Illinois Foodbank will email sponsor/host site a flyer (sample attached) advertising the event. Please copy and post it in and around your community so that all eligible persons are aware of the opportunity. If you choose to create your own flyer, it must be approved by the Foodbank prior to disseminating.

**Sign up your volunteers.** Sponsor/Host organizations are required to provide an adequate amount of volunteers. You will need 25+ volunteers for a successful HFD. The more volunteers the easier the distribution and the quicker the cleanup! Volunteers need to sign in to record hours donated (sample attached).

- Distribution Helpers – Stand at the pallet(s) of food and ask customers if they would like the item and how many.
- People to help carry groceries to cars.
- Sign-in/Greeters – While a line is discouraged, it is understood that multiple lines are necessary until customers are signed in. Having the greeters arrive earlier than other volunteers so people can sign in and then sit down or walk around and enjoy conversation.
- You might consider inviting other nonprofit organizations and various community organization to attend, and have a booth for customers to visit while waiting for the distribution to begin. For example – local health centers taking blood pressures, pharmacies giving flu shots, etc.
- Clean up crew – having volunteers breaking down cardboard throughout the distribution makes clean up more efficient.

### **Collect your supplies.**

- 20 carts or wagons– Sponsor/Host site needs to secure from grocery store or have volunteers bring wagons.
- Signature sheets for customers and volunteers – provided by the Foodbank in advance via email.
- Clipboard and pens – Sponsor/host sites to provide.
- 4 or more box cutters – Sponsor/host sites to provide.
- Bags – you can secure donations from grocery stores or purchase from Sam’s Club. Must be clear or white bags.

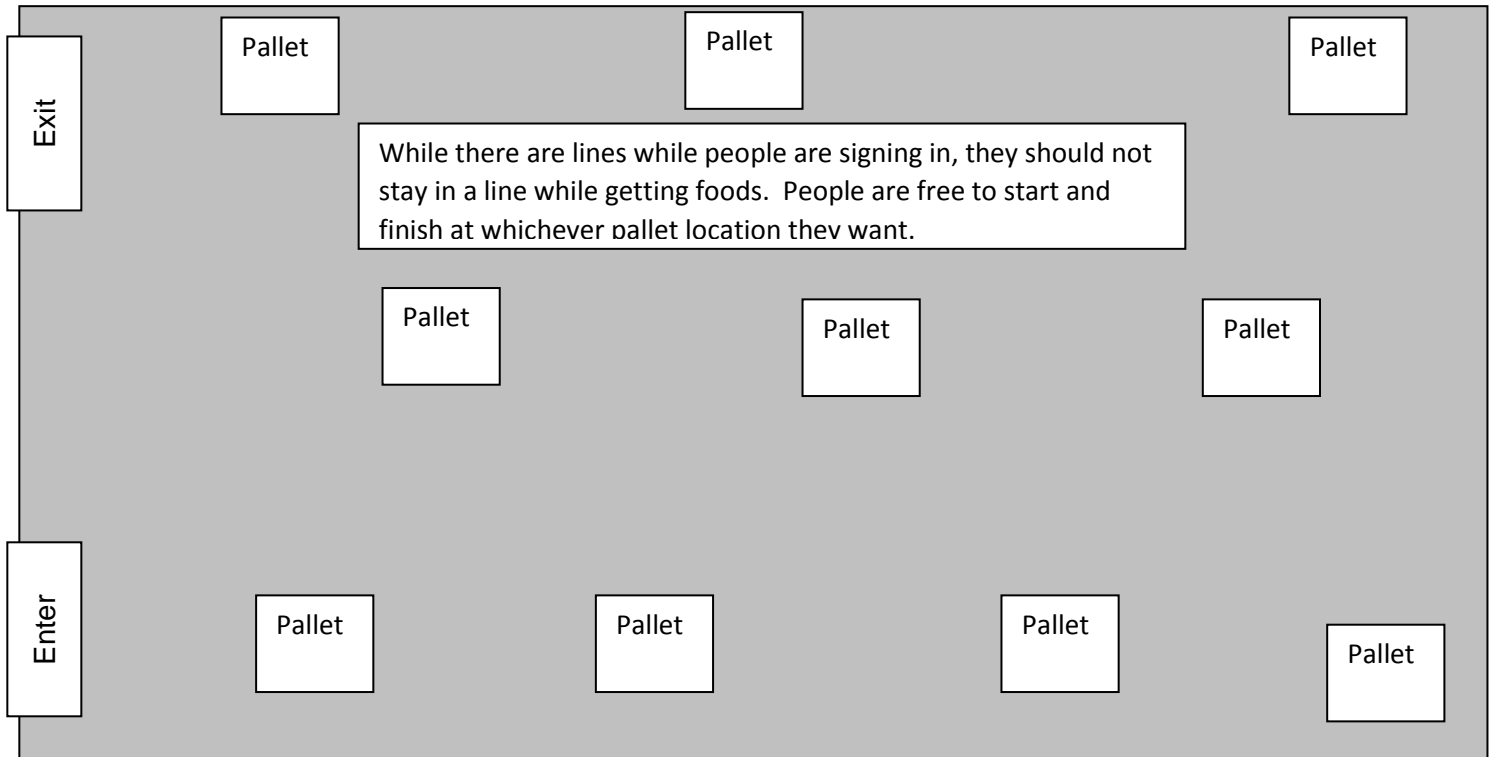
### **How does it work on the day of the event?**

**Designate an area for the truck to unload.** Please be aware individuals will begin arriving several hours before the truck arrives, depending on the size of the parking lot, you may need to barricade the parking lot to accommodate the truck. You may need to designate a separate parking lot or area for folks to park.

**Set out products.** Generally speaking each HFD will bring 10 pallets of product. The Foodbank has set a goal to have all healthy items such as: fresh produce, dairy and/or protein products.

Once the truck arrives, volunteers will direct the forklift driver on where to place the pallets. There is a sample below – keep in mind, the idea is to be set up like a

Farmer's Market. The pallets should be spread out and allow for space. Other volunteers will need to break open cases and potentially bag produce.



**Sign people in.** Make sure to say “Good morning and welcome to this Healthy Foods Distribution!” It is important to create a warm and friendly atmosphere. The only purpose of the sign-in sheet is to determine the total number of families, individuals and children served by the HFD. **Please do not ask for proof of income— if people are in line, we assume they are in need of food, no question.** The greeters/sign-in volunteers will begin greeting folks and walk down the line with a clipboard and ask people to sign in, this will happen while the truck is being unloaded (sample attached).

**Putting People First!** Most importantly, be friendly! Keep in mind this is a difficult process for many people. Take a moment and place yourself in their situation and imagine what would make you feel good.

Once the truck has been unloaded and sign-in is complete, distribution will begin. Each pallet will need at least one volunteer to distribute the product. **How much food can people have?** This will be full choice distribution, meaning clients can

choose what items they want and the amount their family needs. Volunteers will be needed to **assist your customers** to their cars. In most instances, families will receive at least 50 pounds of food.

After the distribution is complete the **distribution report** (sample attached) must be completed. This indicates the number of households, individuals and children that were served at the distribution. The Foodbank will provide this form.

**Additional Tips and Considerations for a successful distribution:**

- Always have a friendly, welcoming smile.
- You may consider name tags for volunteers. You may even consider group t-shirts.
- Will you provide water for your volunteers?
- Customers will often line up for a distribution 1-2 hours before it is scheduled to start. It is okay, just let them know your start time.
- We do **not** recommend having customers help set up.
- Always encourage customers to bring boxes, laundry baskets, and/or bags. If they have wagons these are very helpful!
- You may need a volunteer to help direct parking.
- Clearly define your space for things like parking, lining up, etc. Having orange cones on hand to direct people to line up for sign-in can be very useful.
- If a couple of volunteers can spend time “rescuing” usable boxes as the product is uncased, you can give the boxes out.