

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 2016, Central Illinois Foodbank distributed over 11 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.

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Central Illinois Foodbank Staff

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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.

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. At times, when products are limited in quantity, the Foodbank will place a limit on the product to provide all agencies opportunities to access the product. Products are available on a first come first serve basis, so it is important to make the foodlist a priority each week.

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 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.)

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

Reports

All agencies are responsible for submitting Monthly Distribution Reports by the 10th 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
- Authorized personnel
- Mailing address and distribution location
- Distribution dates and hours

Best Practices Evaluation

Central Illinois Foodbank utilizes a Best Practices Evaluation during your monitoring visit. This tool assesses good stewardship, food distribution, methods and efficiency, quantity of food provided, frequency of assistance, service with dignity, and community awareness.

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.

Central Illinois Foodbank FY2017 Agency Manual

Is there any evidence of rodents/insects? Y or N

Who completes your pest control (attach a copy of latest pest control inspection or contract)? _____

Is the food stored in secured/locked areas? Y or N

Are cleaning supplies stored away from food? Y or N

Is there any evidence of stock piling? Y or N

If yes, please note, the Foodbank recommends that all product are distributed

Within 2 months of receipt. _____ (Initials)

Is food stored in a way that allows inventory? Y or N

Are there thermometers in all cold storage units? Y or N

Are doors, windows, roofs sealed to prevent pest entry or water damage? Y or N

Is there food stored at any other site? Y or N

If yes, where: _____ (This site must be monitored as well)

Do you repack bulk food? Y or N

If yes, please explain the process: _____

Does someone have a food service sanitation certification? Y or N Obtained a copy: Y or N

Name and Date of expiration: _____

Cold Storage Units

Temps: Refrigerators -Top: _____

Refrigerators - Bottom: _____

Freezers: _____

Coolers: _____

Program Information

Food Pantry/ Backpack Program

Day and time of distribution: _____

Are your hours of distribution posted in view to the public? Y or N

The Foodbank recommends that sites are open at least two hours per week with at least two of those hours being in the evening or weekend to accommodate to working families. ____

Average number of families served per month: _____

Average number of individuals served per month: _____

How often may an individual receive food: _____

The Foodbank recommends that sites allow customers to visit the pantry as often as they feel they need to but at least once every 30 days. _____

Central Illinois Foodbank FY2017 Agency Manual

What type of distribution method is utilized?

Choice (without limits) _____ Choice (with limits) _____

Pre-packed _____ Combination _____

Choice Distribution: May an individual choose the amount of food they receive? _____

Is the amount distributed based on how many are in the family? _____

Estimated supply of food provided per family in days? _____

Give an example of what a family would receive. (Describe a food basket): _____

Do you require an ID? Y or N

Do you require initial paperwork to receive service (attach a copy)? Y or N

What type of information do you collect at each instance of service? (Attach sign-in sheet)

What is your service boundary? _____

On Site Feeding Programs/ Snack Program

Does someone have a food service sanitation certification? Y or N Obtained a copy: Y or N

Name and Date of expiration: _____

Are sinks clean and maintained? Y or N

Is stove (s) clean and maintained? Y or N

Is the microwave clean? Y or N

Are temperature guidelines posted? Y or N

Do you take temperatures of all food before it is served? Y or N

Do you maintain temperature log on food before it is served? Y or N

Is the dining area clean (tables, floor, etc.)? Y or N

Do you use plastic gloves when serving the food? Y or N

Day (s) and hours of operation? _____

How many meals are served each month? Breakfast _____ Lunch _____ Dinner _____ Snack _____

How is the count determined? Plate _____ Sign-in _____ Other _____

What type of distribution method is utilized?

Full service (without limits) _____ Recommended serving size _____ Less than serving size _____

Funding and Resources

How many paid staff operates this program? _____

How many volunteers does this program have? _____

How many of the above volunteers use these services? _____

What is your estimated monthly food budget? _____

Central Illinois Foodbank FY2017 Agency Manual

Please list sources of funding? _____

Are your services limited by any of the following?

Storage Space _____ Money _____ Transportation _____ Volunteers _____

Are there any client fees associated with receiving food? _____

Do you have the resources to transport cold/frozen foods safely? What method? _____

Does your agency 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?

Y or N If yes, explain: _____

Outreach, Collaboration and Education Information

Do you provide nutrition education (ex. Recipes, cooking demos, samples)? Y or N

Do you require referrals? Y or N

Do you provide referrals for other services? Y or N

How does your agency collaborate with other agencies in your county? (Ex. distribution hours, coordinating pickups/shopping) _____

How the public is made aware of your program? _____

Do you offer assistance with completing Food Stamp applications? Y or N

Usage of Foodbank

What items would you like to see Central Illinois Foodbank offer? _____

How often does your agency order product from Central Illinois Foodbank? _____

It is a requirement of the Foodbank to place an order at least once every three months to remain an active partner agency of the Foodbank. _____

Are you accessing fresh produce from the Foodbank? Y or N

If no, what are the barriers: _____

Where do you get your product?

Central Illinois Foodbank: _____% Donated directly to your agency _____%

Purchased from grocery store _____% Other Foodbank(s) _____%

What products are you purchasing and where?

What are your barriers to accessing more food from Central Illinois Foodbank?

Did you attend the Central Illinois Foodbank annual Partner Agency Conference? Y or N

If no, what are the barriers to attending? _____

Commodities Information

Administration

Does this agency have a copy of the commodities procedure manual and commodities contract? Y or N

Does this agency provide other food with commodities every time the agency is open? Y or N

The Foodbank recommends that sites provide at least 50% of other food along with commodities.

_____ (Initial)

Commodity Product Inventory

Product: _____ Cases: _____ Product: _____ Cases: _____

Commodities Eligibility Certification

Are recipients required to sign the commodities signature sheets determining eligibility? Y or N

Are current income guidelines/sign in sheets being used? Y or N

Does agency require identification? Y or N

Are recipients required to complete other paperwork or sign in sheets? Y or N

Are recipients required to show proof of income? Y or N

Do volunteers receive food? Y or N

Do volunteers complete the eligibility certification of commodities? Y or N

Do any eligible volunteers receive an amount that exceeds that issued to other participants?

Y or N

Are the justice poster, income guidelines, notice to program participants posted? Y or N

Is the food pantry and soup kitchen hours of operation posted on the door? Y or N

Is the agency using the correct DHS signature sheets and proxy statements? Y or N

Does agency provide a religious service to participants? Y or N

If yes, when is the service offered? _____

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 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!

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.

When and how to place an Order:

- Orders may be placed between 9:00am and 4:00pm, Monday –Friday via email or phone.
- 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.

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.
- 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.

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.

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.
- Please be on time for appointments. If you are not on time, you may not be awarded the full time limit to shop.
- 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 2 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.
- Agencies have 5 days to pick up your shopping products after your shopping appointment or it may be added to a scheduled agency delivery.

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.

- Enter the warehouse through the agency entrance and check in at the main office.
- Children and special needs adults must stay in main office or in vehicle and under supervision while in 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 and pallet stacks is prohibited.
- Good housekeeping is essential to prevent accidents. Alert staff immediately to any spills.
- Report all unsafe conditions or practices to staff.

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 three months.
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.

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 summarizing all invoices and payments. When making payments, agencies should include the agency number, a copy of the statement or invoice with the payment. 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.

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.
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 home distribution only.
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. The report includes the number of households, number of individuals served, number of households receiving food stamps and number of food stamps distributed 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.

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. 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.

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.

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 39% of food insecure households 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.

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 ask for 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 on their terms?)

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 think 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, try to 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.

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. 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.

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.
- If you ask for food, be specific. People are more inclined to donate if they know exactly what to purchase.
- 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.
- Collaborate! Establish relationships with other congregations.

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?

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

- 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
- Civic groups

Some of the key points to always remember when seeking and maintaining 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 safety. Classes are offered monthly by the Department of Public Health and cost approximately \$100 plus the cost of the certificate, which is \$35. Note: USDA foods cannot be repackaged.

Best Practice Evaluation

Agency Name:	Date:
Agency Number:	Score:

<p>What percentage of the pantry’s food supply is acquired at the Foodbank?</p> <ul style="list-style-type: none"> <input type="checkbox"/> More than 66% (5) <input type="checkbox"/> 33%-66% (3) <input type="checkbox"/> Less than 33% (0) <p>Client Screening</p> <ul style="list-style-type: none"> <input type="checkbox"/> We ask name and address (5) <input type="checkbox"/> We require proof of identity and address (3) <input type="checkbox"/> We require proof of identity, address and income (0) <p>Participation in Central Illinois Foodbank’s Agency Conference</p> <ul style="list-style-type: none"> <input type="checkbox"/> Yes, had more than one attendee (5) <input type="checkbox"/> New Agency (5) <input type="checkbox"/> Yes, one person attended (3) <input type="checkbox"/> No, did not attend (0) <p>Agency collaborates with other local agencies</p> <ul style="list-style-type: none"> <input type="checkbox"/> Yes, agency collaborates with other agencies that meet on a regular basis to address the needs in the community (5) <input type="checkbox"/> Yes, agency collaborates with other agencies that meet on an as need basis to address the needs in the community (3) <input type="checkbox"/> Yes, agency will contact other local agencies if a certain need arises (1) <input type="checkbox"/> No, agency does not work with other agencies (0) <p>Agency requires referral</p> <ul style="list-style-type: none"> <input type="checkbox"/> No, agency does not require referral (5) <input type="checkbox"/> Yes, agency requires referral (0) <p>Frequency of Assistance Provided</p> <ul style="list-style-type: none"> <input type="checkbox"/> Individuals may come as often as needed (5) <input type="checkbox"/> Individuals may come once every 30 days (3) <input type="checkbox"/> Individuals may come once every 60 days or more (0) 	<p>Does the agency provide nutritional education?</p> <ul style="list-style-type: none"> <input type="checkbox"/> Yes, agency provides nutritional education on a regular basis (5) <input type="checkbox"/> Yes, agency provides nutritional education occasionally (3) <input type="checkbox"/> No, agency does not provide nutritional education (0) <p>Food Distribution</p> <ul style="list-style-type: none"> <input type="checkbox"/> Pantry full client choice (5) <input type="checkbox"/> Pantry with combination of client choice and pre-packed bags (3) <input type="checkbox"/> Pantry only pre-packaging (0) <input type="checkbox"/> Served meals that meet all the recommended requirements (5) <input type="checkbox"/> Served meals that meet at least the recommended requirements (3) <input type="checkbox"/> Served meals not meeting recommended requirements (0) <p>Quantity of Food Given</p> <ul style="list-style-type: none"> <input type="checkbox"/> Individuals are able to take as much as they feel they need (5) <input type="checkbox"/> Meals: Quantity is recommended serving size (3) <input type="checkbox"/> Pantry: Quantity is determined by size of family (3) <input type="checkbox"/> Pantry: Standardized amounts are given to everyone (0) <p>Hours of Operation</p> <ul style="list-style-type: none"> <input type="checkbox"/> Site is open non-traditional hours every week (5) <input type="checkbox"/> Site is open weekly and one non-traditional hour (4) <input type="checkbox"/> Rural exemption site that operates non-traditional once a month (4) <input type="checkbox"/> Site is open at least 2 hours per week, weekdays only (3) <input type="checkbox"/> Site is open non-traditional hours, once a month (2) <input type="checkbox"/> Site is open only once per month, weekday only (1)
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**Central Illinois Foodbank
Agency Manual Receipt Confirmation**

I have read and understand all of the information in this manual. I agree as an agency representative of (name of your agency) _____ that we are required to adhere to the guidelines of a partner agency of Central Illinois Foodbank.

Signature of Authorized Agency Representative

Date