Training Agenda

- Agency vs. Program
  - Program Types - EFPs/NFPs
- Types of Program Contacts
  - Difference between Admin/Primary Contact
  - What on earth is “POL Contact?”
- Points of Contact @ The Food Bank – Who to contact & when
- Maintaining membership
- Food types, fees & costs
- Ordering Deadlines & Closures
- Statements and invoices
- Monitoring Visits
- Food safety
- Distribution Policies
- Sharing Food
- Religious Activity
- Misconceptions
- Eligibility & Verification Requirements – IMPORTANT
- Extras
- Communication
Things we won’t be covering today...

...So review your Essentials Guide!
• “Expiration” dates and labels
• Fees
• Pick up process

There are separate trainings for:
• USDA requirements and regulation
• In-depth online ordering explanations
• Statistics

When in doubt, give us a call or send us an email at agencyrelations@foodbankwma.org
Agency vs. Program

Programs
physical locations of food distribution

Types:

**Emergency Feeding Programs (EFPs)**
Programs open to the public with a primary purpose of feeding neighbors in need or providing short-term emergency shelter

- Pantries
- Meal Programs
- Shelters (with a stay of 6 months or less)
- NEW: Campus Pantries

**Non-Emergency Feeding Programs (NFPs)**
Public or private programs that are organized for a separate purpose, but provide free food to members/clients/guests

- Adult (Day) Care
- Childcare
- Drug Rehabilitation
- Internal Pantry
- Residential

The Food Bank is currently only accepting new EFPs **EXCEPT** medical offices/hospitals (internal pantries)
Program Contacts

Admin
Sponsoring *agency’s* Executive Director (or similar position)
*Same person for all programs across an agency*
*Signs Basic Membership Agreement (read: annual contract)*

Primary Contact
Primary Food Bank contact at *each program*
ONLY ONE PERSON for each program
 Receives all Food Bank communications
*Must actively maintain & check email!*
Authorized to make program changes (ex. hours, adding/removing other contacts)
Program Contacts (Continued)

POL ("Primarius Online") Contact
Orders food online, receives order confirmation emails

Pick Up ("Authorized")
Allowed to sign for pick up/delivery orders

*If no authorized Pick Up Contact present, we can refuse to release your order!*

Food Safety
Must have at least one Food Safety contact on file for each program
Person must have correct type of certification for your program
Must send Food Bank a copy of this person’s food safety certificate

MSR ("Monthly Service Report")
Completes your program’s monthly statistics
Agency Relations

Agency Relations Manager
Michelle Geoffroy
Contracts & Essentials Guide • Compliance & Capacity-Building Oversight
• Oasis Insight • Stats & Sizes • Statements

Agency Relations Coordinator
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Monitoring visits • USDA Compliance • Statistics

Agency Resource Coordinator
Naomi Desilets
Capacity Grants • ACE points • Program Goals & Networking Meetings •
Capacity Building • Agency Trainings

Agency Recruitment Coordinator
Kate Pousont Scarborough
Identifying prospective new members • Applications • Initial Inspections •
Onboarding

For the following you can contact agencyrelations@foodbankwma.org:
General Questions & Concerns • Program Changes
• Order & Food Quality Questions/Concerns

Food Operations

Warehouse Supervisor
Tom Leporati
Pickup schedule changes/cancellations

Food Distribution Supervisor
Antonio Acevedo
Delivery questions/concerns

Food Procurement Coordinator
Brandie Taggart
Retail pick up

Finance

Director of Finance & Administration
Jacob Hough
Financial arrears •
Invoice/Statement financial questions • Grant questions
When to Contact FBWM...

You MUST Contact The Food Bank when...

Cannot make scheduled shopping or delivery appointment

*(Failure to cancel/reschedule may result in restocking fees!)*

There are certain changes at your **AGENCY:**
- Executive director change
- Billing contact change
- Organization Name/Address change
- Change/loss of 501c3 status

There are certain changes at your **PROGRAM:**
- Location (including storage or food prep spaces) – REQUIRES INSPECTION
- Hours
- Phone number
- Primary contact change
- Food safety certification change
Tips to Maintain your Membership

Keep your federal and state taxes up to date!

If not up to date, or if your 501(c)3 status changes, your agency, and all programs under it, will lose nonprofit status. Loss of nonprofit/charitable status means loss of Food Bank membership!

Place an order at least once every six months

If your program doesn’t order at least once/year, we will not send a renewal contract

Current & accurate stats are a must!

If missing multiple months or submit multiple months with errors, will trigger suspension
For EFPs – stats determine program size. Program size determines MEFAP & USDA case limits

Maintain current food safety certificates

Will be required to obtain certification within 60 days of a staff/volunteer change; failure to do so will result in suspension
Food Types

Which types of Programs can Access which Types of food?

**Buy-In**

Available to ALL Programs

- Product bought by The Food Bank, available at wholesale prices
- These are the only products that have a “cost” at The Food Bank

**Donated Product**

Available to all programs EXCEPT Campus Pantries

- Candy and some beverages (free)
- Non-frozen Perishables (generally free)
- Salvage, by the case, & frozen perishables
  - 19¢/lb non-Hampden county
  - 10¢/lb Hampden County
Food Types (Continued)

Fresh Produce (free)
- Donated Produce – Available to all programs EXCEPT Campus Pantries
- MEFAP Produce – Available to ALL programs

MEFAP
Available to Emergency Feeding Programs (including Campus Pantries)
- Free State-funded food.
- Case limits apply, based on program size.
- See p. 45 in Essentials guide for details.

USDA
Available to new Emergency Feeding Programs after 6 months (EXCEPT Campus Pantries)
- Free federally-funded food.
- Additional paperwork and regulations apply.
- Case limits apply, based on program size.
- See p. 45 in Essentials guide for details.
Most food at The Food Bank is **totally free to you**.

Some products, however, do have a **cost** or a **fee**.

A **fee** (shared maintenance fee, membership fee, etc.) is a charge which allows Food Banks to share the associated costs of distributing donated food.

For example, while a truckload of donated chicken might be “free,” there are still significant costs to transport, store, and distribute it.

**Costs** are charges for the food itself and is only charged on “Buy-In” product at The Food Bank. This is product we purchase and sell at a very small mark-up, comparable to what you’d pay at BJ’s or Costco.
When we talk to the public, it is critical for all of us that we accurately portray the relationship between the agencies and The Food Bank.

We advise agencies not to discuss cost, fees, or “prices” with media, or to say they “purchase” or “buy” food from The Food Bank because:...

- The emergency food system is complex and nuanced!...
- ...Even if you accurately describe “shared maintenance fees,” media may not portray it that way...
- ...And donors may not perceive it that way. They may perceive “fees” as “selling food,” which can result in decreased donations (this has actually happened!)

By maintaining consistent messaging across the network, we prevent inaccuracies & misconceptions that undermine the public’s trust in The Food Bank & our agency network, which can negatively impact the work we ALL do.
Ordering Deadlines

In general...

- You can OPEN your order up to 4 business days before your pick up/delivery date.
- You must SUBMIT your order at LEAST two business days before pick up/delivery.
- Orders cannot be placed during weekend for Tuesday pick up/delivery (need to receive order by Friday).

Holiday & Inventory Closings change the ordering schedule!

- The Food Bank offices & warehouse are closed for 10 major holidays.
- The warehouse and online ordering closes 4x a year for inventory. These are the last two business days of every quarter (end of December, March, June and September), with extended closings between Christmas/New Year and June 29 – July 5th.

Difference between online ordering, warehouse and office closures.

- Online ordering close – means ordering is not accessible
- Warehouse closed – means the warehouse is closed, no shopping or appointments available. Online Ordering may still be available!
- Offices closed – means all office operations are closed, online ordering still available (unless noted otherwise)
Unexpected Closures

Essentials Guide p. 28

Usually weather-related
Will be posted on our outgoing phone message and the following websites:

https://www.foodbankwma.org/
https://www.wwlp.com/
https://www.westernmassnews.com/

Pick up appointments will be rescheduled
Delivery appointments will be rescheduled as pick ups
Invoices

- You will receive 3 copies of your invoice
  - You sign one copy and leave it with Food Bank staff
  - Have the other 2 copies cosigned by someone else at the program
  - Keep one copy on site, forward the other to your treasurer/billing department

- We check invoices during monitoring visits
  - Keep a copy of all physically signed (and cosigned!) invoices on site at your program.
  - You may keep electronic copies of these physically signed invoices.
  - You do NOT need paper copies of invoices that were signed electronically from 2020-2022

Statements are available online at the end of each month

- Lists all financial activity for your program for the month, including all invoices with outstanding balances or credits, and any payments applied during the month
- You’ll only receive a statement if your program ends the month with a balance due.
- If you have grants available on your account, the current balance will be listed at the bottom of your statement – these are automatically applied to your orders until funds are depleted!

Payment:

- Please include 5-digit program number with payment!
- Please pay amount shown in “Total Due” box on monthly statement, OR include invoice number with payment
- Cannot pay with credit card or personal check
Monitoring Visits

Must be completed every 2 years

Time Commitment:
- NFPs: 30-60 minutes
- Non-USDA EFPs: 1-2 hours
- USDA programs: 3-4 hours
- Virtual visits: 1 hour, plus pre-visit paperwork

What we look at:
- Pre-visit: file review, current tax-exempt documents, monthly statistics
- Food Bank invoices for last 3 fiscal years plus the current fiscal year
- Eligibility requirements, intake procedures & record keeping
- Food safety inspection
- Review program contacts
- For USDA programs: sign in sheets, inventories, signage
Who: Any program that does not prepare any food*

What: ServSafe Food Handler Certificate (or equivalent)

How often: every 3 years

Basic/Food Handler: Available online thru ServSafe website. Course & exam cost $15.

Required that at least one person who is regularly overseeing distribution has this certification and copy on file at The Food Bank

* i.e. pantry, internal pantry, etc.

Who: Any and All programs where Food is prepared and served^ 

What: ServSafe Manager Certificate (or equivalent)

How often: every 5 years

Highest level of food safety. Available online thru ServSafe website. Course/exam package prices vary. Can also search for a course/exam near you.

Required that at least one person who is regularly on hand during food prep have this certification and copy on file at The Food Bank

^ i.e. Youth programs, meal sites, rehabs, etc. Where staff prepare sandwiches, microwave meals, etc.
Food Safety Certificate Examples

The Food Bank needs a physical copy of the certificate.

ServSafe Food Handler for Food Banking

Certificate of Completion

This certificate is awarded to

ServSafe Food Handler
Training for Food Banking

Date: March 13, 2015

ServSafe Manager Certificate

EXAM FORM NO. 5001
CERTIFICATE NO. 11664752

ServSafe

CERTIFICATION

for successfully completing the standards set forth for the ServSafe Food Protection Manager Certification Examination, which is accredited by the American National Standards Institute (ANSI) Conference for Food Protection (CFP).

DATE OF ISSUE: 10/24/2022

DATE OF EXPIRATION: 10/24/2026

Certification is not valid for recertification requirements.

[Signed]

Certified to work under the provisions of 77 F.R. 82601, 802.14(b)(2)(iv).
Need to Knows – Food Safety

Cannot repackage meat products

Cannot repackage grains, pastas, baked goods, etc.

Can **ONLY** repackage fresh produce

If a can is severely dented (cracked), dented at seam, rusted, or “bubbling” at top, throw it out

If has no label, throw out (except fresh produce)

When transporting perishable and frozen foods, always have a freezer blanket or cooler on hand large enough to cover all the product.

  Our staff may refuse to release cold storage product if the person picking up doesn’t have equipment to maintain cold chain.

  Frozen foods must remain frozen from the time they leave the Food Bank to the time they reach the program.

Make sure fridge/freezer are at proper temperatures to keep food from spoiling. *If they are at improper temps during a monitoring visit, food will be discarded*
Food should be transported directly from Food Bank/retail donor to your program.

Check food temps when picking up food and when it arrives at your program:

Retail pickup: required to keep temperature logs!
For programs that do not use a refrigerated vehicle, freezer blankets or coolers are now required.

Storage:
At least 6 in. off floor and 2 in. from wall
Don’t store raw meat over ready-to-eat food
Don’t store chemicals or hygiene products over food! Store UNDER food, or preferably in a separate storage area entirely.

Dates on many products are NOT related to food safety!

See p. 19-20 in the Essentials Guide, or...
“Keep or Toss” in the “Notable Links” section on the Online Ordering landing page.
Sharing Food

Essentials Guide p. 11

Straight forward parts:
Food may not be sold, traded or provided in exchange for services.

Things you may not realize:
Food Bank food cannot be shared with other programs/agencies.

*This includes between programs that are under the same agency umbrella. (e.g. a pantry sharing with its mealsite)

Food Bank food for preferential treatment (including special distribution times, shopping or pick up)

may not be given in return for:
Volunteering, participation in religious ceremony
Religious Activity

Food may not be provided in exchange for participation in religious activity

All religious activity must occur at a separate time or location than the food distribution. This includes distribution of religious materials.

Praying with or holding religious activities with people are waiting in line for food is not permitted. (Even if voluntary, must take place at separate location or time.)

Special distributions/deliveries for church members are not allowed.

*A very quick, voluntary prayer is allowed before meals.
Common Misconceptions

Is there an income limit for people to receive food?
Nope! Except for USDA food, there are NO income restrictions on food from The Food Bank or any of our retail partners. In fact, **EFPs MUST serve everyone, regardless of income.**

How often can a program get food from The Food Bank?
As often as your program needs and is able

How often can guests come to our program?
As often as your program has the capacity to distribute. (**includes USDA!**)

How much food can we give to people?
As much as you are able to provide.

Can guests pick up for another household?
Yes! As long as they provide the information you need for your monthly stats, a neighbor or friend can pick up for another household. Some programs ask the other household to complete a form giving that person permission to pick up for them, but this is not required. However, unless the other household has completed a USDA eligibility declaration, a neighbor CANNOT pick up USDA food for them.
Do we need to ask for ID?
You can REQUEST ID, but you cannot require it. MEFAP AND USDA both prohibit photo ID and SSN requirements. There is no requirement that any program ask for ID or ANY verifications, including for USDA. It is prohibited to deny food to TEFAP/MEFAP participants if they refuse to reveal any information that is not a requirement of TEFAP/MEFAP.

Can guests come to my pantry if they go to another?
Yes. TFB encourages people to use as many services as they need to achieve food security.

Can we serve people from another town? What about another state?
With the exception of USDA product, Food Bank food (and food from our retail partners) has no residency restrictions. EFPs may have a defined service area, but cannot refuse service to guests who reside elsewhere. For guests residing outside the program’s service area, programs may provide limited service and refer to local resources.
Extras for All Programs

- SNAP
  - Outreach Events
  - Telephone referrals
  - Applications Assistance
  - Case management
  - Staff & Volunteer Training

- Advocacy
  - We work with state & federal legislators on policy priorities including:
    - SNAP
    - MEFAP
    - TEFAP (USDA)
  - Advocacy Alerts let our network & supporters know when they can take action

Nutrition
- General Wellness and Nutrition Basics
- Smart Shopping on a Budget
- Healthy Eating in Recovery
- Diabetes Prevention and Management
- Cooking Demonstrations
- Food Sampling Events
- Recipes
  - Can help programs with “nutritional nudges”

Agency Training Institute
- Trainings for agencies specific to topics and themes requested each year.
Extras for EFPs

Oasis Insight

Online client data tool, allows programs to gather demographic information and track multiple types of assistance

Reporting features allow you to create monthly Food Bank reports and organize information for other grant funders

Contact Agency Relations Manager for details

Retail Pickup

Pair with a local retailer to pick up food; additional reporting requirements apply

Contact Food Procurement Coordinator for details (see Essentials Guide p. 54)

Delivery


- Disaster plans – strongly encouraged!

- Annual Program Goals

- Capacity Grants

- ACE Points

- Networking Meetings
Communication & Open Dialog

NewsBites
Weekly newsletter, sent to online ordering & primary program contacts
Information for programs and clients
Recipes
Recalls & new product information
Early close dates and policy change information

Phone
- EFPs need to provide a phone number for public listing
- Outgoing message must include location, hours & ability to leave msg
- Messages from Food Bank and guests must be returned within 2 business days

Email
- Primary communication method!
- Agencies required to maintain active email address
- Must have at least one other email address on record, in case we can’t reach anyone at the primary address
- For general communications, send to agencyrelations@foodbankwma.org

Food Bank website:
- Nutrition information & recipes
- Member Agency Locator
- Training announcements, past training materials
- Network Call notes
- Password: F00dBank
Communication & Open Dialog

Network Calls and Area Meetings (Zoom)
- 2nd Thursday at 2pm
- 4th Wednesday at 3pm
- Monthly Hilltown Pantries call
- Monthly Berkshire call with agencies and local partners
- Quarterly calls for Hampshire, Hampden, and Franklin Counties

Talking with the media
- Wording when engaging with media that sustains donor and community confidence & cuts down on confusion
- Partnership with FBWM & leveraging resources
- Abundance rather than scarcity
- “Food Bank” vs. “food pantry”

Open dialog, concerns/complaints and partnership
- Food quality issues, missing items
- Food needs/likes/dislikes
- How can we better help you?
A few final things...

Upcoming Events:

- **Network Call 10/25/22 at 3pm**
  Link will be sent to Primary & Alt Contacts for all programs

Contact [naomid@foodbankwma.org](mailto:naomid@foodbankwma.org) to sign up for:
- **Online Ordering Training 11/1/22 at 10am**

(All trainings will be recorded & posted to Training Resources page on our website)
Contact Information

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michelleg@foodbankwma.org
413-247-9738