Dear Member Agency,

Welcome to the Facing Hunger network. We are pleased to have your agency join us in working to alleviate hunger in the Tri-State area. The mission of Facing Hunger is to provide nutritious food through our pantry/agency network.

In 2023, Facing Hunger distributed more than 10.5 million pounds of food in our Seventeen county Tri-State service area. This was made possible with the help of our member agencies’ pantries and food programs—just like yours!

Cyndi Kirkhart  
Chief Executive Officer

Facing Hunger staff are available to answer any questions and receive feedback from you about our work and the work you do. We encourage you to call our office. Facing Hunger is committed to providing the best service to you and your agency. Our normal business hours are Monday through Friday 8:00 a.m. – 4:30 p.m. closing for lunch from 12:00 p.m. – 12:45 p.m.

We look forward to working with you and your agency in helping to solve hunger issues in your community!
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ABOUT US

WHO WE ARE

Facing Hunger is a 501(c) (3) non-profit organization affiliated with Feeding America, the largest hunger relief agency in the United States. Through this partnership, Facing Hunger has access to thousands of pounds of food and non-food items.

Facing Hunger serves as a catalyst to get nutritious food to people in need of food assistance by centralizing the solicitation and collection of food and then redistributing it. Facing Hunger is the hub in a network of food donors and more than 275 partner agencies that serve hungry people in 17 counties in West Virginia, eastern Kentucky, and southeastern Ohio. Facing Hunger is governed by a board of directors. Daily operations are delegated to the Chief Executive Officer.

Facing Hunger’s mission is to help feed hungry people by distributing nutritious food and grocery products through our pantry/agency network. Facing Hunger envisions a future where no person in the Tri-State service area goes hungry. Food is free to the families who need it and shared with our partner agencies at low cost or no cost.

WHO WE HELP

Facing Hunger provides products to food pantries, soup kitchens, emergency shelters, senior citizen programs, youth programs, and residential programs that know and directly serve the needs of hungry people. Member agencies must be non-profit organizations recognized by the IRS as exempt under section 501 (c) (3) under the Internal Revenue Code.

Sadly, hunger remains a serious problem. Currently, Facing Hunger helps feed almost 130,000 people each month. These people are kids, moms, dads, and grandparents that struggle to meet their basic needs. Many of the families served by the food bank are the “working poor” – people who work hard and still must choose between eating and paying for other necessities such as medicine and housing.

HOW WE HELP

Food donations come from local, regional, and national sources. Facing Hunger affiliation with Feeding America helps give access to food donations from national producers and manufacturers. Provided that funds are available, Facing Hunger semi-annually receives financial aid from the Federal Emergency Management Agency (FEMA) for certain counties. The aid is used to buy items that are in demand but rarely donated, such as meats, fruits, and vegetables. Facing Hunger has a contract with the U.S. Department of Agriculture (USDA) to receive and distribute government commodities in WV and KY.
REQUIREMENTS FOR MEMBERSHIP

PROGRAM REQUIREMENTS

Each Member Agency and its representatives are responsible for the material contained in this manual and all other manuals used by your agency (TEFAP Manual). Training on this material will be offered to new agencies and will be reviewed as needed in Annual Agency Meetings. It is expected that all agency staff and volunteers will be trained in this material, and that changes in staff and volunteers will be reported to Facing Hunger. Once you have read through this manual and have a basic understanding of how the Food Bank works, you can begin the actual application process.

There is a non-refundable $50.00 application/membership fee required of all agencies and organizations applying to become a Member Agency. A shared maintenance fee of 19 cents per pound is charged on all food and non-food items unless specifically stated otherwise, and a 5-cent per pound delivery fee for delivered orders. There are no charges whatsoever, for delivery of WV USDA Commodities. There is a .03 charge for all KY USDA Deliveries.
501 (C)(3)
SKIP THIS SECTION IF YOU ALREADY HAVE A 501(C)3 FOR YOUR ORGANIZATION

If you do not know what a 501(c) (3) is, you probably do not have one, and will need this to become a Member Agency. Facing Hunger is legally allowed to serve only agencies with 501(c) (3) status. Religious organizations without this documentation may fill out the enclosed 501(c) (3) Alternative located in the Member Agency application.

501(c) (3) Letter Defined
A 501(c) (3) letter comes from the Internal Revenue Service. It states that your organization is a non-profit private charitable organization as defined in Section 501(c) (3) of the Tax Code. This status means the agency does not pay taxes on its income, and others may deduct contributions from their own taxes. A 501(c) (3) letter is one of the most important documents a charitable organization has and is mandatory in obtaining Food Bank membership. Do not confuse a 501(c) (3) letter with the sales tax exemption number or employer ID that the State of West Virginia/State of Kentucky issues. They are not the same.

501(c) (3) Alternative for Denominational Churches
Your national or regional church organization, if they will assume financial and legal responsibility for your Agency operation, can send their 501(c) (3) letter to establish you as a member agency. The proper official of your national church office should also send Facing Hunger a letter stating that they accept legal and financial responsibility for your agency. Also, photocopy to us:

- The title page or cover of your denomination’s current national directory.
- The page on which your congregation is listed.
- Agency must meet a minimum of 9 out of 14 requirements.

If none of the above options are possible:

You will have to apply to the IRS. Please be aware that this will delay approval of your application for at least several months. 501(c) (3) approval is a long process, often costing several hundred dollars in fees and requiring an attorney and/or accountant. To get started, call your local IRS service office and request Package 1023 and Publication 557.
ALL MEMBER AGENCY PERSONNEL MUST BE MADE AWARE OF THE FOLLOWING GUIDELINES:

1. Agencies may not sell, barter or trade products received from Facing Hunger.

2. Agencies may not repackage any product received from Facing Hunger Food Bank under any circumstances.

3. Agencies may decide for themselves client eligibility guidelines. Primary service should be provided to the ill, needy or infants. When using USDA Commodities, guidelines must be strictly adhered to and enforced, income verification is faith-based and may not be requested from recipients.

4. Facing Hunger product must be available to all eligible ill, needy or infants without regard to race, sex, national origin, handicaps or religious preference. Food recipients are not to be required to listen to preaching or profess a certain faith and cannot be denied service or receive inequitable treatment based on their religious orientation.

5. Agencies located in the same service area must take steps to prevent duplication. Duplication of donated product and/or USDA Commodities can result in probation, suspension, and/or legal action.

6. Donated products may not be used for the purpose of fundraising, either as prepared food (dinners and bake sales) or as “prizes” for games or contests.

7. An Agency that serves both needy and non-needy clients must ensure that a majority (51%) of its clients is low-income, and/or receive service at below market rates on the basis of subsidized/sliding scale fees or at no charge.

8. Agencies that serve congregate meals where “some” ineligible persons may consume some of the product must confirm that eligible, needy persons are consuming “most” of the food.

9. Agencies that provide a comprehensive care service with food being part of that service may charge a fee for their services. The Agency may not charge separately for food provided.

10. Agencies may not “thank” volunteers with donated product. Doing so is in violation of both tax and labor laws. Volunteers receiving USDA commodities must complete the MEANS test and receive an equal number of commodities distributed to recipients.
ALL MEMBER AGENCY PERSONNEL MUST BE MADE AWARE OF THE FOLLOWING GUIDELINES (CONT.)

11. Home-based service programs such as foster care homes or family-based day care, are excluded from Facing Hunger membership, unless the service is provided under auspices of 501(c)(3).

12. Entities operated directly by a branch of government (local, state or federal) are municipalities, not 501(c)(3) agencies, and therefore not eligible to receive donated product through Facing Hunger.

13. Member Food Bank Agencies may not distribute donated products outside their service territory except in cases of special Feeding America approved circumstances. Contact Facing Hunger if you have questions concerning this.

14. Neither Facing Hunger nor any of its Member Agencies may provide donated products to jails, prisons, hospitals, schools, etc., which are entities of a municipality.

15. Staff or volunteers in need must meet the same standards of need as all other people coming to the agency for assistance and must follow the same by designated people within the agency and must be handled discreetly to preserve client confidentiality.

16. Agencies may use non-food items (hand soap, toilet paper, cleaning supplies) provided by Facing Hunger for use in agency upkeep or in support of the agency’s food distribution program. Use of these items by the agency must be controlled by designated persons within it and will be documented, monitored and periodically evaluated.

17. During disasters, agencies may distribute to volunteers who may not be ill or in need.

18. Agencies may provide services to persons involved in labor disputes if the agency’s normal standards of determining need are followed. Need-based verification tests should go beyond the fact of the person’s being temporarily without income from their normal job and a member of a union involved in a dispute. Having a working spouse, receiving strike pay, or working at a temporary job would likely serve as a basis for declaring a client ineligible for food assistance.

19. Agencies are required to distribute no less than 10,000 lbs. annually to maintain membership with FHFB.

PROGRAM CERTIFICATION AND MONITORING

Organizations, churches and other not-for-profit corporations can apply for agency certification by completing the application process. After the application has been submitted and reviewed, an on-site visit will determine that the agency meets the qualifications for certification. Once approved, agency representatives will have on-site monitoring visits and orientation.
Each Member Agency will be monitored a minimum of once every two years. Those participating in on-site feedings and/or USDA programs will be monitored annually. However, Facing Hunger reserves the right to monitor each Member Agency at will. There will be three main parts of the visit, the physical inspection, view of records, and collecting some general information. During the monitoring visit, you should have all records available including; client records, distribution records, inventory records, and any records that pertain to your account at the food bank (receipts, invoices, TEFAP book).

You should also be ready to discuss how your agency operates, including how you get your funding, eligibility requirements of your clients, frequency of distribution, and the number of clients served monthly (among other things).

The purpose for on-site visits includes:
- To ensure high sanitation and safety standards. We are committed to uphold throughout the network, from the point of donation to the time the gift is placed in the hands of the individual who will use it.
- To increase communication between Facing Hunger and Member Agency staff.
- To provide the unique perspective a new pair of eyes may bring to the program.
- To give Member Agency staff a chance to showcase their program.
- To provide the occasion to brainstorm and fine-tune the program as professionals in an increasingly complicated field.

SERVICE INSIGHTS

Service insights refer to the collection of basic, administrative data from the people we serve during intake at a food program, also known as electronic client data collection. Collecting this data electronically using cloud-based solutions enables network members to collect data securely and view it in real time – reflecting a significant shift in the network’s reporting capabilities.

To produce unduplicated or unique data across a service area, agencies in that area use the same system and access a protected, shared intake database to log individual and household visits each time they are served. Using a common software system across agencies helps standardize the data that is collected during intake as well as the process by which individuals are counted across agencies – thus achieving a truly unduplicated, unique view of the people we serve.

By collecting information from the people we serve, we can gain valuable insights about their needs and interests. These insights will help us improve our services and better meet the needs of our communities. Starting June 2024, new agencies will be required to use Service Insights. If you have any questions or issues, please don't hesitate to contact the Director of Network and Member Relations.

ANNUAL MEETINGS AND TRAINING SESSIONS

Attendance and participation in meetings and training sessions are required annually of all agency partners excluding Backpack only agencies/schools. These include: Agency Meetings, TEFAP Training, and other meetings and training sessions as necessary to meet particular needs. Generally, TEFAP training is incorporated into the Annual Agency Meeting. Members unable to attend any annual meeting will have a hold placed on their member status for one year.
Agency segmentation, also referred to as member tiering, is heavily utilized in the Feeding America network to improve the capacity and distribution of agencies and partners who are current members of a local food bank. This will provide FHFB a better understanding of each member agency’s capacity to reach those in need. It will additionally aid in correcting or preventing product shortages, allowing products resourced by the foodbank to be distributed to member agencies more equitably.

In 2021, Facing Hunger Foodbank initiated the Member Segmentation process, tiering the existing 252-member agencies into three tiers.

**Community Partners**

*Characteristics:*
- Distribute less than 19,000 lbs. per year, but no less than 10,000
- Operate at least one program: FP, SK, CSFP, Backpack
- Operate to distribute at least once per month
- Be willing to partner in additional capacities backpack, summer feeding, senior programs, direct deliveries

*Benefits:*
- Donated Food Box Limit = 10 dry, 10 meat (original)
- Shared Maintenance Fee = $.19/lb. (original fee rate)
- Delivery Fee = $.09/lb. (original fee)
- Eligible for Deliveries at Central Drop Point

**Humanitarians**

*Characteristics:*
- Distribute between 20,000–49,999 lbs per year
- Be willing to partner in additional capacities - backpack, summer feeding, senior programs, direct deliveries

*Benefits:*
- Donated Food Box Limit = 20 dry, 15 meat
- Shared Maintenance Fee = $.15/lb. (discount of $.04)
- Delivery Fee = $.05/lb. (discount of $.04)
- Consideration for Mobile Pantries
- Consideration for Direct Retail Attachments, if open at least 2 days per month
- Consideration for Capacity and Grant Opportunities
Visionaries

Characteristics
- Distribute a minimum of 50,000 pounds per year
- Member in multiple capacities, three or more: Food Pantry, Soup Kitchen, Backpack, CSFP, TEFAP, FA
- Open multiple times throughout the month, (at least two or more)
- Open during evening or weekend hours at least once per month
- Serving one or more vulnerable populations, seniors, rural community

Benefits:
- Donated Food Box Limit = 40 dry, 30 meat
- Shared Maintenance Fee = $.10/lb. (discount of $.09)
- Flat Rate Delivery Fee of $30
- Every 4th Walmart Day per month free of charge
- Priority for Mobile Pantries
- Priority on Direct Retail Attachment
- Priority on Capacity and Grant Opportunities
- Direct Delivers if available based on location layout

To clarify, the information listed are the facts about your agency that qualified you for that tier. They are part of a rubric used in the tiering process. Some factors are weighed heavier than others, and you do not have to satisfy all of them to be sorted into that tier. The three most important factors considered are annual pounds distributed, programs offered, and prompt statistical reporting.
BENEFITS AND WHAT THEY MEAN

- **Donated Food Boxes**
The original limit of 10 boxes of dry and 10 boxes of meat will be adjusted depending on the tier.

- **Shared Maintenance Fee**
The original fee of $.19/lb. will be lowering for the Humanitarian and Visionary tiers.

- **Delivery Fee**
The original delivery fee of $.09/lb. will be lowered for the Humanitarian and Visionary tiers.

- **Direct Retail Attachments**
Availability or consideration of the participation in our Direct Retail program.

- **Capacity and Grant Opportunities**
Grants FHFB may receive that are to be distributed to partnering agencies will be dispersed based on tier.

- **Mobile Pantries**
Consideration of hosting a mobile pantry will be based on tier.

- **Deliveries at Central Drop Point**
Similar to current deliveries at drop points.

- **Direct Deliveries**
Deliveries directly to the agency.

GOING FORWARD

Member segmentation is a form of reorganization, so onboarding new agencies can now be simplified as our goals and requirements are laid out between the three tiers.

Those agencies tiered into the Community Partner tier may notice the fees and donated box limits are staying the same as they were before the member segmentation process. This is because it is the entry tier.

To receive discounted fees and heighted donated box limits, please revisit the qualifications of the Humanitarian and Visionary tiers.

The plan is to implement this process into the annual Monitoring Visits and our year-end inventory programming.
MEMBER ACCOUNT POLICY

Our Member Agency Agreement, signed by the Director of the partnering agency when the Facing Hunger states that 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.

When an agency’s balance reaches the 30-day old mark, the agency will be put on “product hold”. “Product hold” means that the agency is not able to receive any food from the Facing Hunger.

If a balance reaches the 90-day-old mark, agencies are made inactive until the account is current.
Our Member Agency Agreement, signed by the Director of the partnering agency when the Facing Hunger account is opened, states that the agency agrees to submit monthly reports by the 15th of each month. The information in the reports is used as data to substantiate the need in funding proposals/reports and for allocations for The Emergency Food Assistance Program (TEFAP). To help all our agency partners obtain as much food as possible, we must insist on compliance with this guideline. Only fill out the box that pertains to your agency type. For example:

- If you’re a food pantry fill out box A.
- If you’re a food pantry that also receives USDA Commodities (TEFAP) fill out box A & B.
- If you’re a daycare or child’s program that serves meals or snacks on site fill out box C.
- If you are a soup kitchen or feeding site, fill out box D.

We need the number of unduplicated children/persons reported. This is a requirement for all agencies except on-site feeding centers that are not targeted towards children (example: City Mission).

Unduplicated means, only count a person once during that month’s service. If you’re only open once a month then the unduplicated number and the total number will be the same. If you are open twice a month and you serve basically the same people each time, then take the total number served that month and divide it in two (giving you an unduplicated number because each person came twice, and you only want to count them once!). We ask that you do your best to give the appropriate figures. We understand that these figures may not be “exact” but please give your best estimate.

Consequences of Past Due Reports
- Failure by programs receiving government commodities through TEFAP to complete and return reports each month will result in that program’s removal from the TEFAP allocation process until all reports are received.
USDA: TEFAP & CSFP GUIDELINES

TEFAP

Monthly statistical reporting is due by all member agencies on the 15th of each month.

- Members participating in TEFAP households served (for Pantries) must submit statistics by the 15th of each month.

- On-site feeding locations must submit “meals served” statistics by the 15th of each month.

*If reporting is more than two months late, it will result in a hold on TEFAP allocations.*

CSFP

Members participating in CSFP should submit their signature sheets to the CSFP Clerk no later than the close of business on the first day of the month, if this falls on a weekend, then submit by the close of the first business day of the month.
Facing Hunger Foodbank’s Child Hunger Strategy focuses on reaching children at the time when they are most in need: over weekends and school vacation.

THE BACKPACK PROGRAM

Program Summary
Serving the Tri-State since 2011, the mission Facing Hunger Foodbank Backpack Program is to meet the needs of hungry children in our service region by providing them with nutritious and easy-to-prepare food to take home on weekends and school vacations when other resources are not available. The program provides backpacks filled with food that is child-friendly, non-perishable and easily consumed. Backpacks are discreetly distributed to children on the last day before the weekend or holiday vacation.

Program Objectives
Provide nutritious, healthy food to children at-risk of hunger for preparation and consumption at their place of residence. Distribute food discreetly in easily accessible and safe environments

Program Data
With the help of our Backpack Agencies, Facing Hunger collectively sends close to 15,000 Backpacks into our service region each month. We have Backpack programs in 69 schools and throughout eleven counties. We currently operate in Cabell, Putnam, Logan, Lincoln, Mason, Mingo and Wayne Counties in West Virginia as well as Lawrence County, Ohio, Boyd, Greenup and Lawrence in Kentucky.

Our Goal
Steady growth is always a desired outcome for any program but growth for the FHFB Backpack Program means increased community awareness as well as involvement in battling food insecurities in the most vulnerable individuals - children. We hope to make sustainable partnerships with Schools and established community-oriented Agencies throughout our 17-county service region to help close the nutritional gap and meet the needs of our underserved youth population.

Need More Information?
Contact the Facing Hunger Foodbank’s Program Coordinator at (304)-523-6029
BACKPACK PROGRAM PARTNER:

Misusing Backpack Product
Using product for any endeavors other than the assigned Backpack Program. No bartering or selling the product in any way will be permitted. If misuse of the Backpack Product is suspected the Facing Hunger Food Bank reserves the right to suspend all operations of Backpack Program Partner including the suspension of ordering until issue can be resolved.

Soliciting donations from Recipients of Program
The Backpack Program is a service free to any participant and is intended to be operated in a no-strings-attached manner. It is acceptable to solicit donations from the community or an organization to help support your program, but program participants ARE NOT REQUIRED IN ANY WAY to give back for services rendered. If any form of solicitation of donations from recipients are reported or suspected of your program, Suspension of all services provided by Facing Hunger Food Bank will be in place until problem is resolved.

Sharing information about program participants
This program's mission is to provide a discreet and convenient service to any student in need. Specific information about the program recipients is not to be shared with the student body, any news or media-based organization nor should it be shared with the public. Your school contact should be the only person who knows each student who receives a backpack. It is OK to share HOW MANY BACKPACKS you send to a school or WHAT AGE GROUP you are servicing but any specific details are to be for internal program use only. If sharing specific information is suspected, all services provided by Facing Hunger Food Bank will be suspended until the situation can be resolved.

Serving a School/Location with FHFB Backpack Product without giving proper notice
If program partner incorporates/begins/changes Backpack Program or changes personnel without reporting the information to the Facing Hunger Food Bank, Services provided by FHFB will be suspended until record of services rendered to each location are recorded properly.

Note
Lack of cooperation in these matters will lead to overall termination of Partnership and service to Program Location will be resumed by Facing Hunger Food Bank until a new partnership can be made.
Food 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 6” off of Floor**  
- Keep on pallets, platforms or shelves

**Store Food 4” from the Walls**  
- For air circulation and pest control

**Store Food 2” from the Ceiling**  
- To avoid high temperatures at ceiling

**Store Non-Food Items Separately**  
- Toxic items (cleaning and maintenance supplies) must be kept away from food

**Clean Floors, Pallets and Shelving Regularly**  
- All areas should be swept regularly and mopped at least once a month  
- Clean spills immediately  
- Sanitize pallets and shelving regularly

**Keep Doors, Windows and Roofs Well Sealed**  
- To prevent pest entry and water damage

**Maintain a Pest Control System**  
- Have a contract with a licensed pest control form  
- Poison must not be used; traps and glue board are recommended  
- If maintained by self, chemical/pest control logs must be maintained.

**Maintain Equipment Regularly**  
- Check freezer and refrigeration units for leaks

**Maintain Proper Temperatures in all Storage Areas**  
- Thermometers must be kept in freezers, refrigerators and dry storage areas
Maintain Temperature Logs
- Check and record temperatures frequently, at least every 72 hours or twice a week
- Temperature logs and thermometers must be kept.
- Thermometers are to be located in a convenient place in all refrigerators and freezers.
- The temperatures of all cooling units should be recorded frequently (daily if possible or at least once a week). A temperature log should be kept and placed in a convenient location (on units or clip board close by). By logging your temperatures, you’ll be able to tell if your unit is working properly and if the food is staying at the proper safe temperatures as well. The goal is to ensure that we are taking appropriate steps to distribute safe food.

These items will be checked during monitoring visits, if for some reason they are not being followed, a follow-up will be done and beyond that, non-compliant agencies will not be able to order until the requirement is met. If you are not storing any food bank food or any food at all during a visit, a current temperature log is not required at that time. You should mark it on the log.

Dry Food Storage

Dry or canned goods must be stored as outlined previously and:
- In a cool area kept between 35- and 75-degrees Fahrenheit
- Away from direct sunlight

Cold Food Storage
Product requiring refrigeration or freezing must be kept as outlined previously and:
- In a refrigeration unit kept at 35 to 40 degrees Fahrenheit
- In a freezer unit kept at or below 0 degrees Fahrenheit
- With space to allow for good air circulation
- In a clean and well-maintained unit

Stacking Product
Basic Rules for Stacking Product are:
- Limit the Height of the Stack
To protect food on the bottom layers from being crushed
- Cross-Stack Cases on Pallets
To ensure the stack will be sturdy and solid to avoid tipping when moved
- Shrink Wrap the Stack for Stability
- Discard any cans too damaged to stack

Stock Rotation
To help assure the quality and freshness of Facing Hunger product, the First In – First Out (FIFO) practice must be followed. Food must be stored and distributed so that cases with the oldest received date are used first. It is a good idea to date each case of product you receive as it comes in, this way you will know what needs to be used first.

Damaged Product
Product received from Facing Hunger that is contaminated, deteriorated, spoiled, infested or contains latent defects, such as bulging cans or cans with sharp dents and rust on the seams, must be immediately reported to us. Contact our Warehouse Director at 304-523-6029 ext. 34 within 24 hours of receipt of goods. There are no exceptions.
PERSONAL CLEANLINESS GUIDELINES

Washing Hands
*Basic Rules for Hand Washing Include:*

- Use soap and hot water
- Wash for at least 20 seconds
  (about how long it takes to sing Happy Birthday)
- Wash between fingers and under nails
- Dry with a single-use towel
- Use a single-use towel to turn off faucets

What to Wash
- Hands
- Countertops, Shelves and Pallets
- Towels and Cleaning Cloths

When to Wash
*Before:*
- Handling Food
- Preparing Food
- Serving Food

*After*
- Using the bathroom
- Preparing Food
- Serving Food
- Handling Raw Meat
- Handling Dirty Dishes or Utensils
- Handling Garbage
- Eating, Drinking or Smoking
- Touching Other Parts of your Body:
  - Nose, Mouth, Hair and Skin

FOOD SAFETY TRAINING

All agencies are required by Feeding America to have at least one person trained in food safety. Even if your city/state does not require food safety training, it is a requirement of Feeding America. Member agencies must maintain a current food handler’s card or certificate of food safety training and must send us a copy of it to have on file. If your agency is unsure if we have your current card, go ahead and send it anyway. It is better that we have two copies than none. Food Handlers courses are offered at most local health departments or online at [www.statefoodsafty.com](http://www.statefoodsafty.com).
ORDER, PICK-UP & DELIVERY PROCEDURES

In order to serve you more effectively, we ask for your cooperation when placing and picking up orders. The tips listed below are helpful to both the Facing Hunger and all member agencies.

- Orders are taken and are scheduled for pickup during the weekdays:
  - Monday - Friday: 9:00 a.m – 12:00 p.m & 1:30 p.m – 3:00 p.m.

- Orders may be placed online by establishing a name and password. By placing orders online, agencies can have up-to-date inventory lists, the ease of placing orders any day or time, and an electronic confirmation including order and verified pick-up date & time. This is the suggested method. If an order is not fully confirmed the order will not be placed in the system. Please ensure you’re completing all steps. See the last pages of manual for ordering instructions.

- When an order is placed, a pick-up date and time will be established. It is encouraged to call prior to the pick-up date and check on the order. If necessary, call before the given time to reschedule the pick-up. If arriving more than 15 minutes late for an appointment, we cannot guarantee your place in line, and you may have to reschedule.

- After a pick-up is rescheduled, it will be held for a maximum of one week. If an order is not picked up within one week, the items will be returned to stock unless other arrangements are made.

- Orders will be brought to the Facing Hunger loading dock by warehouse staff; however, due to liability issues, the agency is responsible for loading it in their vehicle(s). If assistance is needed, please plan to arrive with help. If you still need assistance, ask to speak to the Warehouse Director.

- Members must be accompanied by a Facing Hunger staff member inside the warehouse due to safety precautions.

- Delivery dates are noted on the monthly calendars and online. It is the agency’s responsibility to meet the truck on delivery day. If an agency cannot meet on that day for any reason, please let the office know before the day of the scheduled delivery. We work diligently to schedule with members to meet their needs, but changes to the schedule due to holidays or weather may be unavailable.

- Facing Hunger needs 72 hours to process your purchased order. No orders may be placed during the last day of the month due to inventory processing.
DIRECT RETAIL AGENCY PROCEDURES

PARTNER AGENCY RESPONSIBILITIES

- The partner agency agrees that all food obtained from the store donation program will be handled and distributed in accordance with their signed agreement with FHFB and as designated by the policies and procedures of the FHFB Retail Pick-up Agreement, Safe Food Handling and Distribution Guidelines and the Store Donation Guide.

- The partner agency will provide a point of contact for FHFB and/or store management to call for pickup, scheduling or other needs. Partner agencies are responsible for notifying FHFB when their contact information changes.

- Frozen and refrigerated products must be transported using approved devices to maintain safe food temperatures. These devices include temperature-controlled coolers, thermal blankets, or active temperature devices (i.e. refrigerated truck/unit). Partner agencies are required to document the temperatures on frozen and refrigerated products at the time of pickup and again at delivery to the storage agency. Product that falls outside of temperature guidelines must be destroyed.

- The partner agency will pick up all food that is available during the designated pick-up time. If there is a greater supply of food than the agency can use or distribute, they will contact FHFB. Under no circumstances is it appropriate to solicit the store for more donations. Unless otherwise specified, all food is available for member pick up when the food bank does not make direct pick-ups at the retailer. For stores in which the food bank picks up meat, the available items will be bread, bakery, produce and dairy as available and applicable.

- The partner agency must have their FHFB Direct Retail agreement at the time of pick up and present it if requested.

- The partner agency will be responsible for documenting the weight of each direct pick up and reporting this activity through MealConnect no later than 3 days after they have received the food. You may also submit your poundage to the Director of Food Sourcing no later than 3 days after you have received the food. FHFB will use the reporting to further compile the poundage for reporting to the donor partner. Agencies are held accountable to submit corrections to previously submitted reports within 3 days of the submission. FHFB will terminate the program participation and evaluate partnership status after a 3rd offense of missing a pick up, failing to report the poundage, or any other misuse of the retail relationship that is recorded.
PARTNER AGENCY RESPONSIBILITIES (CONT)

- The partner agency should contact the FHFB regarding any issues that arise with the retail partner—this would include issues related to the volume of product decreasing dramatically, issues with the pickup or store personnel, or other issues as identified.

- The partner agency will pick up on the days and at the times agreed upon. Partner agencies may not change pickup days and times without FHFB approval. If a regularly scheduled pickup is missed for any reason (holidays, volunteers calling in sick, etc.) it is the partner agency’s responsibility to communicate to the store and notify the food bank.

- The partner agency agrees to work in partnership with FHFB and any other approved partner agencies assigned to same store (if applicable).

- Failure to abide by the terms and conditions in the partner agency contract can lead to the relationship with the retailer and FHFB.

- Partner agencies that agree to abide by the responsibilities outlined here should have their Executive Director complete the section below and return it to the FHFB designee.

- The Partner Agency will be representing FHFB as an agent and will be responsible for all actions.

RECORD KEEPING

The processors, manufacturers and donors of product require that we ensure that their donation of food/non-food items are being used to feed the “ill, needy and/or infants” and for no other purpose. To do this while following IRS regulations and Feeding America Directives, the Facing Hunger Foodbank has a sample intake form you may copy and use, or your agency may adapt or replace our suggested form. The information needed varies by nature of your service. These records will be reviewed at your agency’s annual monitoring visit.

Agencies operating emergency food box programs, including those using Commodity foods, must keep records including:

- The signature, name and address of each client that is served over the age of 18.
- The total monthly household income (self-declared by client) or you may ask for proof of income (except USDA programs which income is self-declared by the client).
- Total number of clients served per household, including children and infants.
- Dates of food box service and whether Commodities were included.
RECORD KEEPING (CONT)

Agencies operating on-site feeding or supplemental food programs must record the total meals and snacks served every month. These programs do not need to keep individual information or signatures. However, these programs must be able to independently prove that the clients they serve are mostly low-income.

Agencies receiving USDA Commodities must also submit an inventory report to Facing Hunger as determined by their state regulations. (WV – monthly, KY - monthly)

Other reasons member agencies must keep records of service are:

- To serve as written proof concerning the number of products purchased, and the kinds of services the agency provides.

- In the unlikely event of a product recall, to determine whom they have served.

Failure to maintain records and accountability will result in suspension of a member agency’s food bank privileges.

GRIEVANCE POLICY

All conflicts, problems, and concerns should be brought to the attention of your Director of Member Relations contact person. If an issue cannot be resolved with the contact person, you may register a “formal grievance.” A “formal grievance” must be made to your Director of Member Relations contact person in writing.

The Director of Member Relations contact person then brings the grievance to the Chief Executive Officer. The Chief Executive Officer will discuss the problem with the Director of Member Relations contact person and generate a written response within ten working days. This time period allows the Director of Member Relations contact person to conduct further research into the issue.

If you are not satisfied with the response, you may write a letter to the Facing Hunger Board of Directors. They will discuss the problem at its regularly scheduled meeting and generate a written response within ten working days of the meeting.

The complaint will then be settled between the Board of Directors and your agency.
MealConnect is a revolutionary platform designed to facilitate food rescue and redistribution, connecting surplus food from donors to partner agencies, such as shelters, food banks, and community organizations. As a partner agency, you play a vital role in the process of ensuring that surplus food reaches those in need efficiently and effectively. Here’s a comprehensive overview of MealConnect and how it benefits partner agencies:

**Introduction to MealConnect**
- MealConnect is a digital platform developed to streamline the process of food donation and distribution.
- It serves as a bridge between food donors, such as restaurants, grocery stores, and catering companies, and partner agencies like yours.
- MealConnect offers support and resources to help partner agencies maximize their impact, including training materials, best practices, guides, and dedicated customer support.

**Benefits for Partner Agencies:**
- Access to Surplus Food: Partner agencies gain access to a wide range of surplus food items from various donors, allowing them to diversify their food offerings and better meet the needs of their communities.
- Cost Savings: By acquiring surplus food through MealConnect, partner agencies can significantly reduce their food acquisition costs, enabling them to allocate resources to other essential services.
- Efficiency and Convenience: The digital platform streamlines the process of food redistribution, making it easier and more convenient for partner agencies to source surplus food and manage logistics.
- Reduced Food Waste: By participating in MealConnect, partner agencies contribute to the reduction of food waste by rescuing surplus food that would otherwise be discarded.
MEALCONNECT AGENCY: FREQUENTLY ASKED QUESTIONS

Platform Usage

Q: How do I log in?
A: (After the initial registration process) Go to https://mealconnect.org/login and select from the login options. If you are using an email address to log in, it’s likely you will use the “E-Mail Address” option. If your partner food bank gave you a username that begins with “FA\”, you will use the Feeding America Network option.

Q: How do I submit a receipt?
A: (A complete walkthrough can be found in the Help Resources section of your account)
1. Select New Receipt from the list on the left side of the page
2. Select the pickup date from the drop-down or type it in
3. Select your donor from the dropdown
4. Select the category from the drop-down
5. Select the storage requirement
6. Enter a product description for the line item (this may be a required field in your account)
7. Enter the poundage for the line item
8. Hit “Add”
9. (If applicable) Hit “Add New Line Item” and repeat steps 4 – 8 until all line items/categories are accounted for
10. Hit “Add Receipt”
11. (If applicable) Hit “Add New Receipt” and enter additional receipts for the time period
12. Hit “Submit Receipts”

Q: How do I correct a mistake on a submitted receipt?
A: Go to Previous Receipts. If the receipt is still within the edit period your food bank has set, the Status will show as “Submitted” and an Edit button will show in the action column for that receipt. If the receipt is not within the edit period, the Status will show as “Locked” and no Edit button will be available. In this case, you will need to reach out to your food bank.

Q: Can I look at the info I’ve submitted after a receipt is locked?
A: Yes. You can go to the Reports tab and run a variety of reports on the receipts you have submitted into MealConnect.
MEALCONNECT AGENCY:
FREQUENTLY ASKED QUESTIONS

Q: I’d like to see the site displayed in a different language.
A: (These instructions are specific to Google Chrome)
1. Open the More Options Menu (the button in the top right corner)
2. Select “Settings”
3. Select “Show Advanced Settings”
4. Select Under “Languages”, select “Language and input settings…”
5. Select “Add”
6. From the drop-down, select your desired language
7. Under “Languages”, ensure that your desired language is in the list and highlighted
8. Select “Display Google Chrome in this language”
9. Select “Done”
10. Close and relaunch Google Chrome for the changes to take effect
11. Now Chrome will ask you if it should translate webpages and you can set them to display in whatever language you’d like

MEALCONNECT AGENCY:
TECHNICAL CONCERNS

Q: I don’t see all the options/buttons or the buttons are not working.
A: This is usually caused by an out-of-date internet browser or a poor internet connection. Please see below for links to download the most recent versions of our supported browsers:

Google Chrome:
Desktop: https://www.google.com/chrome/browser/desktop/
Mobile: https://www.google.com/chrome/browser/mobile/index.html

Internet Explorer:

Firefox:

Safari:
Desktop: https://support.apple.com/en-us/HT201541
Mobile: https://support.apple.com/en-us/HT204204

Q: Misc. problems with unresponsive drop-downs/buttons/pages
A: Please try pressing Shift and Refresh. This clears the cache for the page and reloads. (This works on all websites, not just MealConnect).

Also:
Ctrl + Shift + R (Windows)
Ctrl + F5 (Windows)
Cmd + Shift + R (Mac)
MEALCONNECT AGENCY: TECHNICAL CONCERNS

Q: I can’t add a new line item/submit a receipt.
A: It’s important to remember that most/all fields are required. Leaving certain fields blank may prevent you from adding a line item and/or submitting a receipt.

Q: I’m still having an issue with using the website
A: Please go to http://www.whoishostingthis.com/tools/user-agent/ and copy the following:

Please then send this information along with a detailed description of the issue and a full-screen screenshot of the problem (even a cell-phone picture of the screen is helpful) to your partner food bank.
Facing Hunger will conduct an on-site visit of each applicant agency before membership approval. Once approved, each Member Agency is monitored a minimum of once every two years. Those participating in on-site feedings and USDA programs will be monitored annually. However, Facing Hunger, at its own discretion, reserves the right to monitor each Member Agency more frequently. Monitoring may be done by on-site visits and/or oral or written communication.

Violations:
- Exchanging donated food or other products for money, property or services.
- Removal of donated food or other products from an on-site program for private use.
- Using donated products in a manner that is not related to the exclusive purposes of the Food Bank.
- Delinquent in reimbursement of shared-maintenance contributions.
- Donated food or other products are improperly stored, refrigerated, or transported.
- Donated food or other products are improperly stockpiled.
- Member agency is in violation of any federal, state or local statute, ordinance, code or regulation.
- Member agency otherwise violated the basic agreement between itself and Facing Hunger.
- Agency operator exhibiting uncooperative or disrespectful behavior towards Facing Hunger policy and/or employees.
**PROBATION & SUSPENSION POLICY (CONT.)**

**Probation:**

A Member Agency may be placed on probation for a period not to exceed three months if found in violation of the above noted events. Notification will be in writing. Upon notification by the Director of Member Relations representative or other reliable source, the Chief Executive Officer has the authority to place member agencies on probation. In any event, the Director of Member Relations representative, the Chief Executive Officer and the Board of Directors shall be informed when a Member Agency is placed on probation. The Member Agency may appeal its probationary status to the Board of Directors by delivering such an appeal in writing to the Director of Member Relations representative or Chief Executive Officer.

The purpose of the probationary period is to place a Member Agency on notice that it must bring its program into compliance, or it will be suspended. During the probationary period, the Member Agency retains all rights and privileges. If the violation is not corrected by the end of the probationary period, the Director of Member Relations representative and/or Chief Executive Officer shall have the authority to extend the probationary period or to recommend suspension of the Member Agency. The Member Agency may appeal this decision as previously outlined. A Member Agency’s probationary status terminates when the following occurs:

- The Member Agency corrects the violation to the satisfaction of the Director of Member and Network Relations and/or Chief Executive Officer.

**Suspension:**

A Member Agency may be suspended without first being placed on probation if found in violation of 1, 2, 3, or 9. All other violations must be preceded by a probationary period for the violation in question unless the violation has been determined to be egregious in nature. Only the Chief Executive Officer has the authority to suspend Member Agencies. The Director of Member Relations representative or the Chief Executive Officer may request a suspension by notifying the Chief Executive Officer in writing. The suspension shall not exceed six months. Upon suspension, an agency loses all the rights and privileges of a Member Agency and its status. If, by the end of the six-month period, the agency has not corrected the cited violations, an agency may submit an application package and go through the steps to become a Member Agency of the Food Bank. A Member Agency’s suspension status terminates when the following occurs:

- The Member Agency corrects the violation to the satisfaction of the Director of Member Relations Representative and/or Chief Executive Officer.
FREQUENTLY ASKED QUESTIONS

Q: How do I submit my monthly report?

A: All agencies are required to submit a report of activity each month. Reports are due by the 15th of each month. Reports may be submitted in one of the following ways:

- Online using your Login Id/Password (Agency Express)
- Scan/emailed to the Director of Member Relations tfuller@facinghunger.org or taldrige@facinghunger.org
- Faxed
- Submitted in person at the foodbank
- USPS Mail

Additional monthly report forms are available on our website.

*Signature list for USDA CSFP is excluded from this and must be submitted at the conclusion of each month’s distribution, no later than the close of business on the first day of the month.

Q: How do I need to report the pounds of food I receive?

A: When reporting, you must break the pounds down by food type. For example: produce, dairy, meat, bread, dry goods, etc., and then report the approximate pounds for that item type. This does not need completion for items purchased by your pantry. Poundage must be reported to all Direct Retail Pick Up member agencies no later than 3 days after you have received the food. Any Corrections must be brought to the attention of the Director of Food Sourcing Operations.

Q: What happens if my monthly reports are late?

A: Reports are very important and a requirement for partnership. We are responsible for reporting accurate numbers to Feeding America and different grant opportunities each year. Any agency failing to submit reports on time for two months will be unable to receive food from FHFB until reporting is made current. To become an agency in good standing, all current and past-due monthly reports must be submitted.
FREQUENTLY ASKED QUESTIONS (CONT.)

Q: What food sources are available to my agency?

A: For Boone, Jackson, Kanawha, McDowell, and Wyoming County agencies: FHFB is only authorized to distribute USDA Commodities.

For Lawrence County, Ohio agencies: FHFB is only authorized to distribute donated and purchased products.

For all other counties: eligible for USDA Commodities, access to FHFB donated and purchased foods, and weekly perishable food distribution.

Q: When are the perishable food distributions?

A: Days and times are subject to change and do not take place on holidays and may not take place inventory day (the last day of the month). Any cancellations will be communicated as soon as possible. We recommend arriving early due to parking limitations.

Mondays: Walmart 2:30pm
Wednesdays: Walmart 2:30pm
Fridays: Walmart 2:30pm

Q: Where do I go when picking up an order?

A: If picking up at FHFB: When your scheduled order pick-up dates arrive, you should come to FHFB’s warehouse at the time you’ve secured with your appointment. Please arrive at your scheduled time and sign in with the front office. If you arrive early, you will be asked to wait until it reaches your time. The warehouse staff will then bring your order to the dock.

Always be mindful of acceptable parking spaces when coming to the Foodbank.

If picking up at a drop-point or delivery: Agencies are required to pre-arrange and confirm delivery dates and times with FHFB. The driver will offload the product to the curb only. He/she will not be able to move the product to the storage area or vehicles. Items cannot be refused by the agency at the time of delivery unless damaged or clearly unusable.

Q: Can the FHFB staff or volunteers help me load my vehicle?

A: We would love to provide assistance, but we cannot risk responsibility for possible damage to your vehicle, etc. If you are having trouble, please let one of our staff or Chief Executive Officer know.
FREQUENTLY ASKED QUESTIONS (CONT.)

Q: Can I pick up my order early or late, say fifteen minutes before or after my appointment time?

A: We understand that things happen that may cause a delay or that you need to come early. We schedule pick-ups every fifteen minutes, and one person being several minutes late can disrupt everyone else’s pick up time. We have job assignments for everyone, and obligations to retailers and deliveries on the same days as orders are being picked up. We strongly recommend that if there is a conflict with your scheduled pick-up time, please call and let us know as soon as possible and we can assist you in either rescheduling or making other arrangements.

Q: What happens if I miss my appointment/delivery?

A: Unless we hear from you within 7 business days, all orders that have not been picked up will be returned to stock, and any agency that has an order returned to stock will be assessed a restocking fee of $40.00 or 10% of the total invoice, whichever is greater. If delivery appointments are continuously missed, Facing Hunger Foodbank reserves the right to exclude a Member Agency from delivery and require pick up on-site at the food bank.

Q: Why don’t I get enough USDA commodities?

A: The Emergency Food Assistance Program (TEFAP) is a Federal program that helps supplement the diets of low-income Americans, including elderly people, by providing them with emergency food assistance at no cost. This is a SUPPLEMENTAL PROGRAM provided by the WV & KY Department of Agriculture to help agencies complement their OTHER food sources. FHFB receives a certain number of commodities and must equitably distribute them to all our agencies. The allocation process is weighted heavily on the number of households reported monthly (Part B1 of your monthly report). It frequently occurs members report the individuals and skip this portion - affecting the amount allocated to your site.
FREQUENTLY ASKED QUESTIONS (CONT.)

Q: When is the food bank going to get more food? You never have very much listed online.

A: As you know, the food bank receives food from Feeding America partner retailers such as Kroger, Walmart, etc. When possible, we purchase food in order to provide you with more opportunities. Through our Director of Member Relations, the Program Coordinator and our Chief Executive Officer, we will be working with you to get your feedback on what you would like to see us purchase, which you, in turn, will buy and will be of greatest use for you and the people you serve. We work very hard to secure prices that are significantly less than you would find at retail as we can purchase by the pallet, and this provides significant savings. We also can access Kellogg and Mondelez/Nabisco items through Feeding America, and those items are provided through shared maintenance costs per pound associated with your tiering group. New agencies will have a $.19 a pound maintenance cost.

It is recommended to routinely check the website for available items as they are frequently ordered a short time after appearing online.

The food bank is committed to providing as much food as possible to as many people as possible. We are committed to purchasing the following items and keeping a ready inventory of them as part of our purchased food program. These include:

- Hamburger
- Peanut Butter
- Mac & Cheese or other ‘meal extenders’
- Canned vegetables, soups or entrees
- Backpack protein and entrée items

Q: How do I order/report my monthly statistics online?

A: Log into your Member Agency account at our website using the credentials supplied to you by the Director of Member Relations.

www.facinghunger.org --> Agency Tools --> Online Ordering --> Click here to place your order or report monthly statistics.
Agency Express Ordering

Once you log-in, you will be directed to the page below. You will then go to the “Order Options” tab and select: Scheduler. You must select the Scheduler before you attempt to order.
FREQUENTLY ASKED QUESTIONS (CONT.)

Agency Express Ordering

The scheduler is where you will pick your pickup method and date/time of the pickup. You simply select “Pickup” from the drop-down box then the date and time you wish to schedule and hit reserve. Again, this must be done before ordering.

You will then go back to the “Order Options” tab and select “Shopping List”
FREQUENTLY ASKED QUESTIONS (CONT.)

Agency Express Ordering

Now you will see what items we have available for purchase. Enter the quantity of each item you would like and click “Add to Cart” and select “Check Out” when you have selected everything you would like to purchase.
Agency Express Ordering

Checking out requires you to confirm your appointment “pickup date and time”. Once you have reviewed your cart and everything is correct you will click “Submit Cart” and you’re done. An invoice will be emailed to you for confirmation.
FREQUENTLY ASKED QUESTIONS (CONT.)

Agency Express Monthly Reporting

To enter your monthly reporting (TEFAP agencies only) you will click on “Report” the select “Survey Management” as seen below.

From there you will click the underlined “Submit” button beside the date range you are entering as shown with the arrow.
FREQUENTLY ASKED QUESTIONS (CONT.)

Agency Express Monthly Reporting

Once you have clicked “Submit” you will be directed to this page where you will enter your numbers and click the yellow “Submit” at the bottom and you’re done. This system will not allow you to submit if any of the lines are empty so you will need to put a figure in each line.

#togetherwearefacinghunger
VALUES

Integrity

Team Work

Honesty
THE RIGHTS AND OBLIGATIONS
EXPECT
ACKNOWLEDGEMENT
<table>
<thead>
<tr>
<th>Name</th>
<th>Position / Description</th>
<th>Contact</th>
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<tbody>
<tr>
<td>Rufus Stewart</td>
<td>General Manager</td>
<td>+123-456-7890</td>
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<tr>
<td>Harper Russo</td>
<td>HRD</td>
<td>+123-456-7890</td>
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<td>Isabel Mercado</td>
<td>Marketing</td>
<td>+123-456-7890</td>
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<td>Helene Paquet</td>
<td>Sales Manager</td>
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</tr>
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<td>Kim Chun Hei</td>
<td>Secretary</td>
<td>+123-456-7890</td>
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</table>
LET'S GROW