



Partner Agency Handbook

Guidelines and Procedures for partner agencies of the Food Bank of Iowa.

Rev. 9/12/2018



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ABOUT US

VISION AND MISSION

Our Vision

A hunger free Iowa

Our Mission

We provide food for Iowa children, families, and seniors to lead full and active lives, strengthening the communities where they live.

WHAT WE DO

Food Bank of Iowa is a private, not-for-profit organization committed to its mission of providing food to Iowa children, families and seniors to lead full and active lives, strengthening the communities where they live. Food Bank of Iowa distributes donated food and grocery products through Iowa's largest network of emergency food providers, consisting of about 500 partner agencies in 55 counties. Last year, Food Bank of Iowa distributed 11,059,646 meals through its network of partners and direct service programs. Food Bank of Iowa operates distribution centers in Des Moines and Ottumwa.

The Flow of Food:



OUR PARTNER AGENCIES

- **Emergency Providers** = Pantries, Soup Kitchens, Shelters, Multi-Service Agencies, and Senior Feeding sites
 - Pantry = Groceries go home with clients, report metrics are HH & IND
 - Meal sites = food consumed in a prepared meal, report metrics are in MEALS
 - Multi-Service = host both a meal and a pantry at their location
- **Non-Emergency Feeders** = Daycares, Rehab agencies, Residential agencies, and Youth Programs

PROGRAMS

BackPack Program™: When children come to school hungry, they struggle to learn and develop properly. Food Bank of Iowa's BackPack Program™ helps children come to school ready to go by providing a sack of food each Friday to tide them over through the weekend. Each BackPack sack contains nutritionally balanced, kid-friendly food that does not require a stove or oven to prepare. Examples of BackPack foods include pop-top meals, soups, 100% juice, single-serve cereal, fruit cups, peanut butter, and shelf-stable milk. Food Bank of Iowa works with schools to identify children in need, then provides BackPack sacks entirely free of charge.

Mobile Pantries: Many communities do not have adequate permanent food resources, lacking enough food pantries and congregant meal sites or enough open hours at those that do exist. One way that Food Bank of Iowa works to ensure that food insecure Iowans living in these areas are able to access enough food is through the mobile pantry program. A mobile pantry is a farmer's market style distribution located in a "pop-up" location. Most mobile pantries are monthly, but we also operate semi-monthly and quarterly mobile pantries.

Before each distribution, a Food Bank of Iowa truck delivers a large order of grocery products, fresh produce, meat, and/or dairy items built to fit that community's needs. Clients arrive for the mobile pantry distribution, where they check in and complete a USDA TEFAP form. After all food is distributed (or leftover food is transported to a nearby partner agency), the mobile pantry is packed away until the next distribution. Because of this pop-up model, mobile pantries take place in a wide variety of locations, from churches to gymnasiums to community centers and more. One side benefit of a mobile pantry is that it can serve as a "proof of concept" to a local community, showing that community's level of need and the way that Food Bank of Iowa can support a partner agency. Many mobile pantries have transformed over time into permanent partnerships.

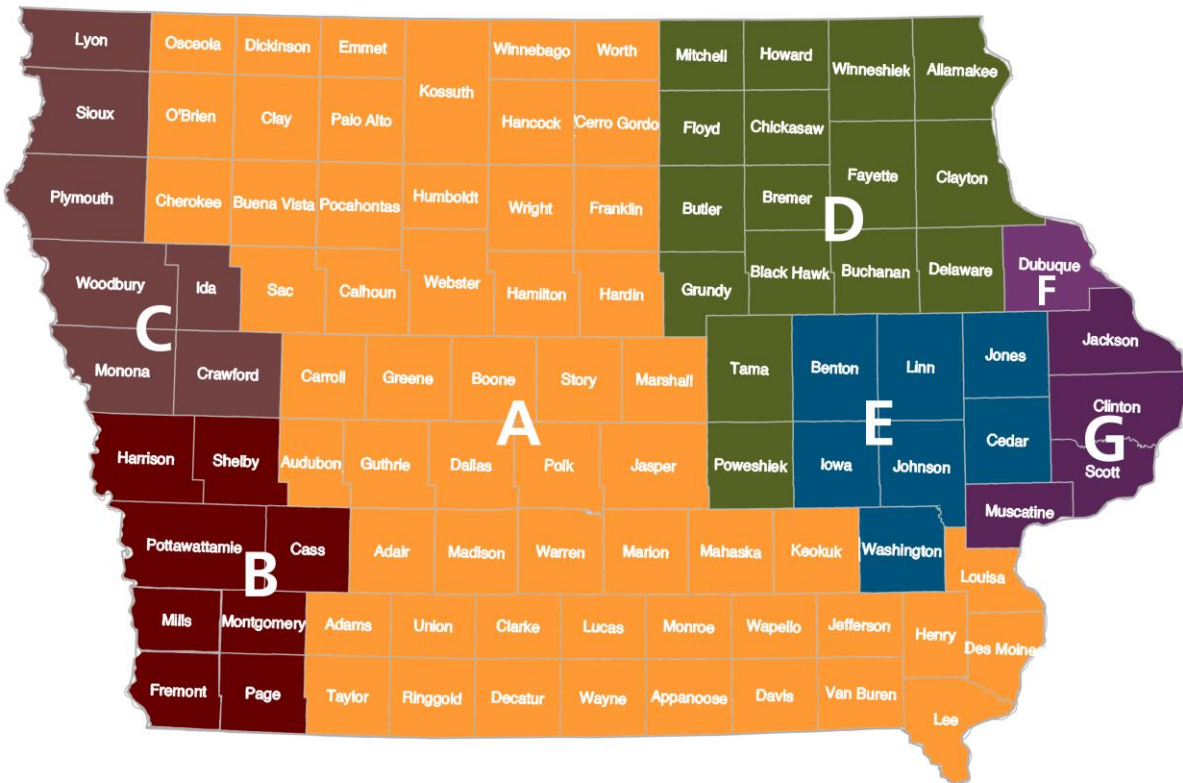
School Pantries: A school pantry is designed to help alleviate hunger by distributing emergency food to children and families at school. School based pantries are located on the grounds of a school with the intention to provide a more readily accessible source of food assistance to low-income students and their families.

In many communities, the school is the main hub of activity and a resource center for families. Because of the close relationship between students and faculty, school personnel frequently become aware of challenges within the family while dealing with student issues. A school pantry becomes a safe, supportive way to help students and their families through a crisis, which in turn helps the child become more successful in school. Food is provided in appropriate sizes for middle and high-schoolers, as compared to the backpack sacks which contain small serving sizes meant for elementary aged children. There is no cost to the school or the student and their family. Students and their families can visit the pantry as needed.

Summer Food Service Program: During the school year, many children receive free and reduced-price breakfast and lunch through the School Breakfast and National School Lunch Programs. When school lets out for the summer, many of these children are at risk of hunger. The Summer Food Service Program (SFSP) is a federally funded, state-administered program. In Iowa, the Department of Education administers the program. SFSP reimburses providers who serve healthy meals to children and teens in low-income areas at no charge, primarily during the summer months when school is not in session.

FOOD BANK OF IOWA SERVICE AREA

- (A) Food Bank of Iowa
- (B) Food Bank of Siouxland
- (C) Food Bank of the Heartland
- (D) Northeast Iowa Food Bank
- (E) Hawkeye Area Community Action Program (HACAP)
- (F) St. Stephens Food Bank
- (G) River Bend Food Bank



FEEDING AMERICA

The Food Bank of Iowa is a member of Feeding America, the nation's largest domestic hunger-relief charity, with more than 200 member food banks serving all 50 states, the District of Columbia, and Puerto Rico.



To learn more about Feeding America, please visit www.feedingamerica.org

IOWA HUNGER COALITION

The Food Bank of Iowa is a member of The Iowa Hunger Coalition, an association of organizations and individuals committed to ending hunger in Iowa. Members come from food banks, food pantries, food rescue organizations, and community partnerships. The coalition works to use a collaborative voice to educate and advocate on behalf of Iowans struggling with hunger.

In the winter of 2016, representatives of more than a dozen different anti-hunger organizations gathered to create a more effective voice for anti-hunger advocacy in Iowa. These hunger fighters worked together to create a coalition of like-minded organizations and individuals who will work for effective policies and help educate Iowans on the causes, effects, and solutions of food insecurity and hunger in Iowa.

The Iowa Hunger Coalition is a registered 501(c)(4) non-profit.

BEING A PARTNER AGENCY

RESTRICTIONS ON FOOD DISTRIBUTION

- Must be a 501(c)3 non-profit organization or an IRS qualified church located in the Food Bank of Iowa's 55 county service area. Please ensure your status is continuously current and showing on the IRS website. If something happens to your status, your Regional Partnership Coordinator must be contacted.
- Must provide food to 51%+ financially needy clients. Donated product should be distributed only as related to your agency's purpose of serving the ill, needy or infants (minor children 0-18) as defined in [IRS Code section 170\(e\)3](#). Distributing foods for regular events that are not intended to serve those in need, is not allowed.
- Donated products cannot be exchanged for money, property, services, attendance at classes, or a church service. In some cases a particular donor of a specific product may put restrictions on the distribution of that product. The Food Bank of Iowa will inform you of any restrictions and your agency must uphold them. (This is very rare).
- Must ensure clients receive food free of charge with absolutely no conditions levied, implied, or exchanged. If your agency has a fee for programming, food must be included meaning the fee is comprehensive.
- Donated products may not be used for the purpose of fundraising either as prepared food (such as spaghetti dinners or bake sales) or as "prizes."
- Partner agencies, regardless of the method of how they receive donated product may ONLY distribute donated products to clients. This refers to all methods including if the product was picked up at the Food Bank warehouse or delivered or if the product is from a retailer such as Wal-Mart or Hy-Vee.
- Partner agencies may provide take-home donated products to volunteers and/or staff whose income leaves them legitimately "needy". Any such distribution should not precede or follow volunteer service and volunteers should be treated in the same manner as clients.
- Partner agencies may not provide volunteers with donated product in exchange for service rendered on behalf of an agency.
- *Listed below are basic guidelines for safe receiving, transportation, product evaluation, rotation and storage of food products.*

PROPER PRODUCT STORAGE

Listed below are basic guidelines for safe receiving, transportation, product evaluation, rotation and storage of food products.

Dry Storage

- Store all food products in a cool, dry environment where there is air circulation.
- Temperatures should be maintained between 50 and 70 degrees – higher temperatures will spoil food more rapidly.
- Food products should be stored in a locked area or cabinet designated only for use in the Food Bank of Iowa eligible program.
- Keep product at least six inches off of the floor and away from moisture and pests. Shelves should also be placed so they are away from the wall six inches. Pallets can be used to store food off of the floor.
- Surplus boxes cannot be stored on the floor. We recommend storing extra boxes on top of a pallet (wood pallets are available for free at the Food Bank of Iowa warehouse for agency use).

Dry Storage (Continued)

- Store and distribute your stock using the First in, First out (FIFO) system. Distribute food with the oldest closest dates first.
- Keep food and paper products on separate shelves or pallets.
- Chemicals such as bleach, floor cleaner, shampoo, or laundry detergent should be stored in a separate room or on a separate shelving unit to protect food from cross contamination, and should never be stored above food products.
- If repackaging dry foods (frozen and perishable should never be repackaged unless in a USDA inspected kitchen) please include the following information:
 - Identify the product using its common or usual name.
 - Include the name and place of business of the product manufacturer, packer, or distributor.
 - Provide the net quantity of contents using commonly understood units of measure.
 - List each ingredient by its common or usual name in descending order of prominence.
 - The presence of allergens.

Refrigerated and Freezer Storage

- The safe temperature range at which refrigerated units should be set and maintained is 35-40 degrees. The appropriate range for a freezer unit is -10 to 0 degrees.
- Cooked food should be packaged in clean, labeled containers in the refrigerator.
- When stocking product into the refrigerator or freezer, leave space between cases and packages to allow cold air to circulate.
- Each refrigerator and freezer should contain an internal thermometer.
- Check freezers and refrigerators for proper temperatures on a daily basis or every day your agency is open. These should be logged. (See appendix for a sample temperature log.)

Transporting Frozen or Refrigerated Food

Partner agencies picking up refrigerated and/or frozen items such as meat, produce, dairy, and deli products are required to use coolers or insulated blankets to ensure food products are safely stored and transported. Insulated blankets are available for purchase on inventory, #8014. This is a year-round requirement and applies to deliveries and regular pick-ups. If such precautions are not taken, you will not be allowed to take the refrigerated and/or frozen products.

When arriving at your agency, cold products should have temperatures checked again to ensure food has not reached an unsafe temperature, and is still able to be consumed by your clients. Please refer back to your food safety training for more details.

Receiving Donations

Food and other items donated directly to an agency should be checked to ensure quality and safety of the products before shelving.

Cans of food product must have their inner packaging intact. If the inner package is punctured, discard the product. Food stored in glass jars should show no evidence of rust around the lid, and the top of the lid should not be bulging. You should not be able to push in the pop top button. If either of these conditions exist, discard the product. When you dispose of spoiled food, be sure that it cannot be retrieved and eaten. We recommend you use a locking trash container. Never accept home canned foods or accept food that comes from suspicious containers or appears to be spoiled.

Recalls

The Food Bank of Iowa will sign up one agency staff member or volunteer to receive USDA product recall alerts. If a recalled product moves through the FBOI warehouse, you will be contacted directly.

Pest Control

Partner agencies must take reasonable precautions to protect against pest infestation. Pest prevention and control programs may be maintained by partner agency staff, volunteers, or a contracted source- whichever is determined as most appropriate by your organization.

Food Dating

Except for infant formula and some baby food, product dating is generally required by federal regulations. In fact, there is no uniform or universally accepted system used for food dating in the United States. Baby food and formula should not be distributed after the expiration date. Dates are determined by the manufacturer of the product. *See below for types of dates on food products.*

- “Sell-by” dates tell the store how long to display the product for sale. You should buy the product before the listed date.
- “Best if used by (or before)” dates are recommendations for best flavor or quality. It is not a purchase by or safety date.
- “Use by” dates are the last date recommended for the use of the product while at peak quality. The date has been determined by the manufacturer of the product.
- Closed or coded dates are packing numbers for use by the manufacturer. These appear as a series of letters and/or numbers which might refer to the date or time of manufacture, but are not meant for the consumer to interpret.

Use the following steps to review products that are stamped with a date that has passed. First, review the typed of date as described above. Except for use by dates, products dates don’t always refer to use after purchase. Even if the date expires during agency storage, a product should be safe, wholesome and of good quality if handled and kept a proper temperatures. Freezing products before the date on the package extends the length of time a product may be used. Trust your good sense – when in doubt, throw it out!

See the appendix for the Food Keeper for storage requirements of perishable food and storage length of shelf stable food items.

For more information about food dating, you can also visit:

http://www.fsis.usda.gov/Fact_Sheets/Food_Product_Dating/

THE EMERGENCY FOOD ASSISTANCE PROGRAM (TEFAP)

Program Guidelines

- Must adhere to operate the program in accordance with Part 251 and, as applicable, Part 250 of federal regulations; [USDA Title 7, Chapter 2](#).
- Pantries may not require additional information for participants to receive TEFAP foods. For example: If a pantry requires ID verification to utilize all pantry food, households who choose not (or who are unable) to provide ID must still be provided TEFAP foods if they have self-declared as eligible.
- The TEFAP eligibility form MUST be used by all food pantries distributing TEFAP foods, and transitional housing or shelter programs that offer TEFAP foods for residents that prepare their own meals. (see TEFAP form in the appendix)
- Must have all frontline staff, as well as volunteers whom interact with clients, complete Civil Rights annually, and post the 11x21 color “Justice for All” poster in the area that food is being served.
- Must adhere to food safety guidelines and complete Food Safety Training. Including:
 - a. TEFAP foods may not be distributed beyond their BIUB date.
 - b. Food storage requirements and temperatures, including climate control.
 - c. TEFAP foods may not be repackaged.
- The statement below should be included on all materials used to publicize TEFAP programs, if the statement below will not fit on promotional materials, simply put “This institution is an equal opportunity provider.” In addition, if your agency has a website or facebook page the following link to the full statement should be posted: <https://www.fns.usda.gov/fns-nondiscrimination-statement>

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](#), (AD-3027) found online at: [How to File a Complaint](#), and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

**(1) mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;**

(2)fax: (202) 690-7442; or

(3)email: program.intake@usda.gov.

This institution is an equal opportunity provider.

Program Guidelines Continued

- Per USDA guidelines, the solicitation of voluntary contributions during the distribution of TEFAP is prohibited at both food pantries and meal sites. This includes the use (or presence) of a donation jar.
- Will not sell, transfer, barter, or offer for sale TEFAP product supplied by the Food Bank of Iowa in exchange for money, property, or services.

USDA Commodities (TEFAP)

The Food Bank of Iowa works with the USDA through the Iowa Department of Human Services to distribute USDA Commodities. The State of Iowa sets the criteria for determining which households are eligible to receive USDA commodities (TEFAP) for home consumption. The criterion for the distribution of TEFAP or The Emergency Food Assistance Program, in Iowa is at or below 185% of the federal poverty level. A sample eligibility form is available in the appendix of this handbook. Pantry clients need to sign that they meet the income guidelines. There is no requirement for the agency to verify income. Partner agencies which serve meals and/or snacks on-site do not need to have clients declare their USDA product eligibility.

USDA/TEFAP Allocation

Each agency is provided with an allocation that is based on a priority system with emergency food providers being the highest priority. The total number of meals or individuals served is a second factor considered in determining the USDA allocations. If an agency's allocation is five, the agency may order five of each available USDA item every month. You may request a review of your USDA allocation in writing if the allocation is not meeting your current need.

Beneficiary Protections

Beneficiary Protections: Written Notice

In accordance with 7 CFR Part 16.4(f), faith-based or religious organizations that receive USDA Foods or administrative funds for TEFAP or CSFP must give written notice in the manner prescribed by this policy memorandum to all beneficiaries and prospective beneficiaries of the right to be referred to an alternate provider when available. The written notice must state that:

- (i) The organization may not discriminate against beneficiaries on the basis of religion or religious belief, a refusal to hold a religious belief, or a refusal to attend or participate in a religious practice;
- (ii) The organization may not require beneficiaries to attend or participate in any explicitly religious activities that are offered by the organization, and any participation by beneficiaries in such activities must be purely voluntary;
- (iii) The organization must separate in time or location any privately funded explicitly religious activities from activities supported by direct Federal financial assistance;
- (iv) If a beneficiary objects to the religious character of the organization, the organization will undertake reasonable efforts to identify and refer the Food Distribution National Policy Memorandum United States Department of Agriculture Food and Nutrition Service 3101 Park Center Drive Alexandria, VA 22302-1500 Policy Memorandum No. FD-138 Page 2 USDA IS AN EQUAL OPPORTUNITY PROVIDER AND EMPLOYER beneficiary to an alternate provider to which the prospective beneficiary has no objection; the organization may not be able to guarantee, however, that in every instance, an alternate provider will be available; and
- (v) Beneficiaries may report violations of these protections (including denials of services or benefits) by an organization to the State agency (<http://www.fns.usda.gov/fdd/fooddistribution-contacts>). The State agency will respond to the complaint and report the alleged violations to their respective USDA FNS Regional Office (<http://www.fns.usda.gov/fns-regional-offices>).

Organizations, inclusive of all recipient agencies and local agencies certifying potential beneficiaries and providing TEFAP and CSFP benefits to participants, must provide the written notice, per the program specific requirements described below, to applicants prior to the time they enroll in the program or receive services from such programs. (Written Notice in appendix)

CHANGES TO YOUR PROGRAMMING

- Food Bank of Iowa must be notified of any program changes involving Food Bank of Iowa product.
- You must notify the Food Bank of Iowa in order to have additional services approved.
- Anytime an agency wants to use Food Bank product for any service other than approved services a request letter must be sent. Letters can be mailed to your Regional Partnership Coordinator.
- Letters need to detail the program specifics and how the food will be used and stored.
- All new staff should attend Food Bank of Iowa Partner Agency Orientation.

BILLING AND REPORTING

HANDLING FEES

A handling fee from \$.00 to \$0.14 per pound is applied for most inventory items. The total handling fee for a particular product can be found on the online shopping list in the “price” column. Note that if a product comes in a case, the fee shown will be for the total product weight, not as a per pound cost. Food drive boxes, fresh produce, bread/bakery and shopping ticket items have no handling fee, unless otherwise noted.

The handling fee is not the cost of the food; it is a shared maintenance cost associated with acquiring, storing, and transporting the product.

While we are committed to avoiding having a handling fee on food drive boxes, the expense to acquire new boxes for these products has become cost prohibitive. If we were to reinstate a handling fee at \$0.14/lb., that would put the average handling fee for a food drive box at about \$3.50. Instead, a VAP (value added processing) fee to cover the cost of a purchased box will allow us to provide food drive boxes for under \$1.

We have added the VAP fee in order to cover box purchase costs, but only when a purchased box is needed to pack the product.

PAYING YOUR BILL

The Food Bank of Iowa expects payments to be made upon receipt of the invoice or statement. All invoices and statements are available online. Invoices are available at the end of the day a pick up is made. To view your invoices or statements, login to online ordering system and locate the “My Docs” tab at the top of the page. Both invoices and statements will be available here.

Payments may only be made via check drawn on a partner agency 501(c)3 account. No personal checks, online payments, or credit cards will be accepted. If your agency falls under a larger entity or parent organization, the check must come from them. ****Please write your agency reference number or agency name on the check to help ensure the payment is applied to the correct account.**

Partner agencies with past due accounts should contact the Food Bank of Iowa to discuss payment arrangements. Please note that failure to make timely payments or arrange an agreed upon payment schedule will result in your agency being placed on “hold” or “cash and carry” status.

A “cash and carry” status means that your payment must be paid in full at the time of your scheduled pick up.

HOW REPORTING WORKS

Monthly Statistics (Agency Reports)

Each agency is required to submit statistics online by the tenth day of the following month. Statistics are to be submitted monthly whether or not the agency places an order for the month. The Food Bank of Iowa is required to submit quarterly reports of these statistics to Feeding America, the Department of Human Services and USDA. These statistics are also used to help determine the allocation for USDA products. Failure to report these numbers accurately and on –time could result in the food bank losing access or having decreased access to TEFAP products.

Monthly Statistics (Agency Reports) Continued

Food pantries report the number of households served and total number of individuals in those households. On-site feeding programs report the number of meals and/or snacks that are served and consumed on-site.

If your agency has both on-site meals and a food pantry program, please complete both sections. The agency's membership with the Food Bank of Iowa will be placed "on hold" if statistics are not reported for any three months over the last twelve months. "On hold" status means the agency will not be able to place orders or pick up miscellaneous or cooler items until all outstanding statistics have been submitted.

Entering Statistics (Agency Reports)

All monthly statistics must be submitted through the online ordering system – this is the only reporting option available. Once logged-in to the system, the "Statistics" tab is where you will submit your reports. Statistics are required to be up to date. The online system will direct you to enter any outstanding statistics in the previous 60 days during a rolling 12 month period. You will not be allowed to place an order until the outstanding statistics are submitted.

***NOTE:** For specific, detailed online reporting instructions please reference the Online Ordering Training Manual on the Food Bank of Iowa website, or call your Regional Partnership Coordinator.*

Retail Donation Reporting

If your agency has been connected with a retailer through Food Bank of Iowa, there are additional reporting requirements. You will be required to enter all pounds of donated product through the same system you use to place agency orders and submit agency statistics. Any questions about retail reporting should be directed to the retail donation coordinator.

ORDERING AND HANDLING FOOD

KNOWING WHAT AND HOW MUCH YOU NEED

Determining the amount of food to provide to an individual or family is up to the partner agency. In general, on-site feeding programs serve one meal per person with second helpings available as resources allow. Food pantries typically base the amount of food provided on household size and the frequency with which clients are allowed to visit the pantry. For example, food pantries that restrict service to once per month will generally provide more groceries for each household than a pantry that allows clients to receive service once every two weeks. Household size impacts the amount of groceries given, as a family of four will consume more than a family of two. Most partners generally offer between a 3-7 day supply of food depending on the frequency clients can visit and access to available food.

To insure the integrity of the food distributed and the well-being of clients served, agencies should take the resources of their clients into consideration when distributing product. For example, if serving a primarily homeless or transient population, it would be best to provide them with items like ready to eat meals rather than frozen or refrigerated items.

ONLINE ORDERING

Partner agencies must order from the Food Bank of Iowa at least once in a 6-month period to maintain their active status. All orders must be placed via our online ordering system. USDA commodities may be ordered up to the partner agency's allowed allocation each month. To access the online ordering portal follow the steps below:

- Go to www.foodbankiowa.org
- Hover over *Partners and Programs* in the *Menu* section
- Click on *Place Orders & Submit Data*
- Enter your Agency Reference, Username, and Password. If you do not have these numbers, please contact your Regional Partnership Coordinator.
- USDA commodities may be ordered up to the partner agency's allowed allocation each month.

NOTE: *For specific, detailed online ordering instructions please reference the Online Ordering Training Manual or Online Ordering Training Videos at:*
<https://www.foodbankiowa.org/primarius-training>

All partner agency orders MUST be submitted through Primarius by 11:30am (M-Th) for next day pickup. Friday orders must be submitted by 9:30am for Monday pick up. Orders may be placed into the online system up to 5 business days ahead of your scheduled pick-up.

Food Bank of Iowa distribution centers are closed for pickups and deliveries on holidays. Our holidays include: Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the day following Thanksgiving. We also close each year for the week between Christmas and New Year's; the specific dates for this closure change each year.

We are also closed for one day at the end of each month for warehouse inventory and occasionally for other staff and community events. Please check our website or the homepage on your ordering portal for the most recent information regarding closures.

Inclement Weather

In the case the Food Bank of Iowa is closed for inclement weather, agencies with scheduled pickups for that day will be notified by phone of the closure and their pick-up or delivery will be rescheduled.

TYPES OF FOOD AVAILABLE

Sources of Donated Product

The Food Bank of Iowa receives donations of products from growers, packers, processors, manufacturers, wholesalers, brokers, retailers, USDA and individuals. Most of the product donated to the Food Bank of Iowa is in its original case. While some products are sized for commercial use, most are packaged for use in a household setting. Dry, refrigerated and frozen items are available. Items on the inventory are in case lots only. The “Packing” column on the inventory shopping list indicates the case configuration. The number before the backslash shows the number of packages in the case and the number after the backslash indicates the size of each package. For example, Quaker Instant Oatmeal “12/13 oz.” means there are 12 packages that are 13 ounces each. The word “count” indicates the number of individual items in a case. “Bulk” indicates there is no additional packaging in the case.

NOTE: The following packing items should be returned to the Food Bank of Iowa after the donated product is distributed: milk or dairy crates, soda pop crates, produce crates, and watermelon bins.

USDA Commodities (TEFAP)

Commodities received through the Federal Program. Each agency is given an allocation/limit for TEFAP/USDA products on a priority system based on whether they are an emergency provider and the number of clients they serve.

Donated/Purchased Product

Each year, a portion of our budget is dedicated to purchasing hard to come by products for our inventory. Items include such things as dry goods, dairy, produce, canned meats, and various other products. We are always looking for feedback, and suggestions are always welcome.

Food Drive Boxes

Food Bank of Iowa volunteers sort and package food donated from community food drives into categories. The item code numbers for these items are in the 1400 range and are packaged as Condiments/sauces, Breakfast, Snacks, Protein, Soup, Baking/Dry Mixes/Spices, Fruit, Packaged Meals, Vegetables, Side Dish, Beverages, 100% Fruit Juice, and Dry Pasta. Items received in food drive boxes should be checked prior to distribution to clients.

Frozen/Refrigerated Items

Frozen and refrigerated items can be ordered off the shopping list. If you are picking up or transporting these items in any way they MUST be insulated with a freezer blanket or coolers to maintain food safety year-round. Insulated blankets are available on inventory. If you see frozen product referred to as Bulk on inventory, please note that it is one large item and not individually packaged. Frozen items can never be repackaged unless in a USDA inspected kitchen. The entire case needs to be distributed to a family if through a food pantry. Bulk items are best for agencies that prepare meals.

Field to Food Bank Programs

Food Bank of Iowa’s food sources include far more than just manufacturers and retailers. We take advantage of our state’s abundance of food through our Field to Food Bank programs. Partnerships with local gardeners and farmers keep us well stocked throughout the summer months with fresh produce from sweet peppers to sweet corn. The State of Iowa’s Help Us Stop Hunger (HUSH) program provides a significant source of ground venison. Participating hunters deliver harvested deer to local, USDA-inspected meat lockers, which process the deer into 2 lb. servings of nutritious, lean protein.

MONITORING AND NON-COMPLIANCE

ON SITE VISITS

The Food Bank is required to make an on-site visit to each partner agency at least once every two years. These visits are to ensure that product is being handled properly, and for its intended purpose, and that the agency is in compliance with all partnership guidelines. These visits are also a time for agencies to highlight best practices, share exciting community partnerships, offer feedback, and learn about new opportunities that may exist for the organization.

In addition, the Department of Human Services (DHS) selects around a dozen Food Bank of Iowa agencies to visit at random and ensure compliance with USDA/TEFAP guidelines. You will be notified if selected.

Updating Agency Information

Having the proper contacts for your agency is critical to ensure you are receiving all pertinent Food Bank information. Notify your regional partnership coordinator if there are changes in service hours, days of operation, contact information or changes in administration. Each partner agency has one main contact and two authorized shoppers. This information can be viewed by accessing the “My Agency” option on the online system. Please check these contacts periodically to ensure we have the correct contact information. Changes to these contacts can only be made by the Food Bank of Iowa. You can find the contact update form in the appendix.

MEMBERSHIP TERMS AND CONDITIONS

Please see the Food Bank of Iowa Terms and Agreement in the Appendix. Everything contained in this handbook is considered part of the terms for partnership, and all frontline staff should be familiar with both documents.

Non-Compliance

- If an agency does not comply with the Membership Terms and Conditions and the contents of this handbook, Food Bank of Iowa may interrupt service to the agency temporarily or suspend the agency entirely, depending upon the severity of the violation. We recognize that these consequences may adversely impact your clients. While our goal is to ensure that clients have access to the food they need, we must maintain the integrity of our network in order to ensure its long-term viability. Any actions taken to suspend or remove an agency from membership will receive written notification. Food Bank of Iowa reserves the right to immediately suspend or terminate any participating program/agency due to complaints of questionable activity or procedures.

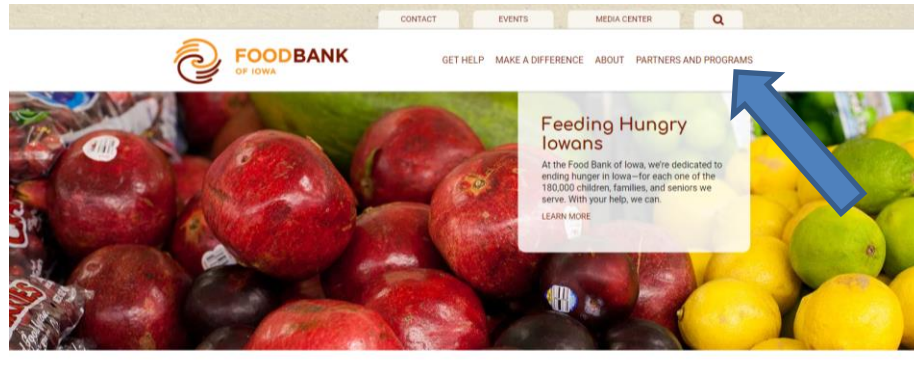
The following list provides examples of a range of violations:

- Donated food or other products are exchanged for money, property, or services.
- Donated food is used in a manner that is not consistent with membership guidelines.
- Donated food or other products are removed from the program site for private use by program staff or volunteers
- Donated food or other products are improperly stored, refrigerated, or transported
- Required reporting is not being done correctly or on-time
- Agency is delinquent in payment of their handling fees
- Agency has multiple “no-shows” for scheduled pick-ups
- Proper records are not being maintained at the program site

ADDITIONAL FOOD BANK OF IOWA RESOURCES

There are other resources available to you as a partner agency of the Food Bank of Iowa beyond access to food products. Our website offers you many resources, some include:

- USDA/TEFAP income eligibility and
- Record keeping ideas
- Recipe resources and recall notices.
- These can all be accessed under the *Partners and Programs* tab on the website.

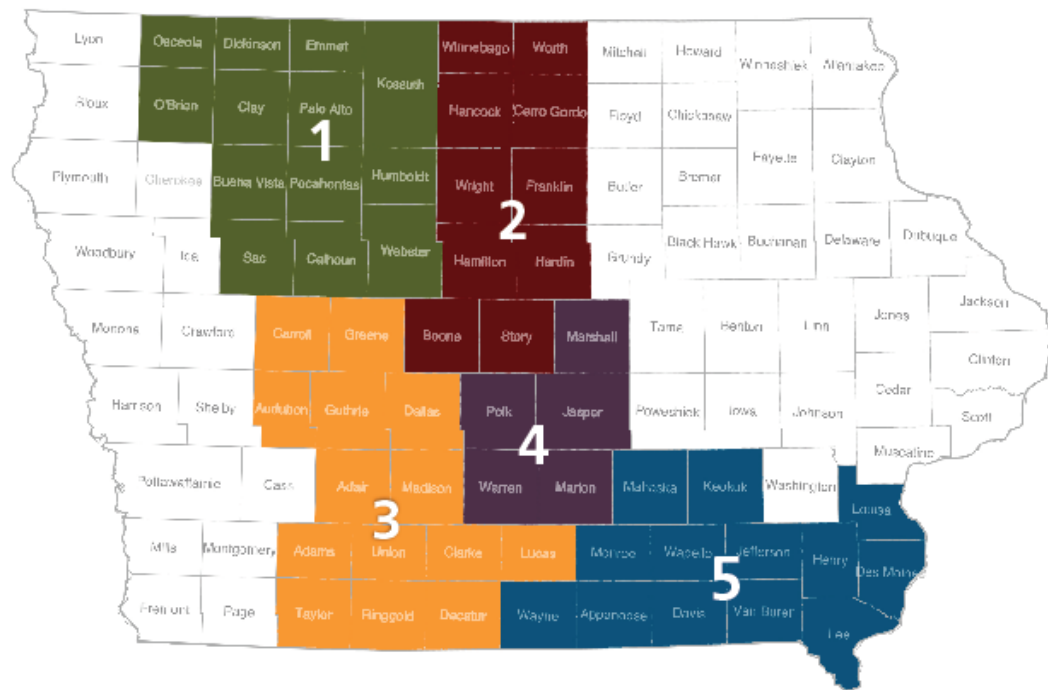


As a partner of the Food Bank of Iowa your agency has access to:

- Order deliveries
- Retail partner connections
- HUSH program locker connections
- A monthly newsletter
- Tips on how to use available products
- Opportunities to share best practices and learn from other partner agencies
- Attend the Food Bank of Iowa annual partner agency conference each Spring and learn from speakers and take back new ideas to implement at your organization.

The Food Bank of Iowa Staff are dedicated to helping you serve your community. Reach out to your regional partnership coordinator with any questions, concerns, or to let us know how we can better serve you and the community.

Regional Service Delivery



- 1: Sonja LeSher, slesher@foodbankiowa.org**
- 2: Tami Nielsen, tnielsen@foodbankiowa.org**
- 3: Abbi Neighbour, aneighbour@foodbankiowa.org**
- 4: Lexi Prigge, lprigge@foodbankiowa.org**
- 5: Christina Smith, csmith@foodbankiowa.org**

Have a question about an order? Get in touch with our Operations Coordinator, Alyssa Bear at abear@foodbankiowa.org or 515-867-2896.

**The Emergency Food Assistance Program (TEFAP) –
Written Notice of Beneficiary Rights**

Name of Organization:

Contact Information for Program Staff: Name
Phone Number
Email Address

Because TEFAP is supported in whole or in part by financial assistance from the Federal Government, we are required to let you know that—

- We may not discriminate against you on the basis of religion or religious belief, a refusal to hold a religious belief, or a refusal to attend or participate in a religious practice;
- We may not require you to attend or participate in any explicitly religious activities that are offered by us, and any participation by you in these activities must be purely voluntary;
- We must separate in time or location any privately funded explicitly religious activities from activities supported with USDA direct assistance;
- If you object to the religious character of our organization, we must make reasonable efforts to identify and refer you to an alternate provider to which you have no objection. We cannot guarantee, however, that in every instance, an alternate provider will be available; and
- You may report violations of these protections (including denials of services or benefits) by an organization to the State agency at shase@dhs.state.ia.us. The State agency will respond to the complaint and report the alleged violations to their respective USDA FNS Regional Office (<http://www.fns.usda.gov/fns-regional-offices>).

We must provide you with this written notice before you enroll in TEFAP or receive services from TEFAP, as required by 7 CFR part 16. **Alternate Service Location(s) or Food Bank Contact Information:**

Name of Organization and Contact Person
Phone Number
Email Address

Temperature Log

Refrigerated storage areas should be kept at or below 40° F

Frozen storage areas should be kept between 0° F and -10° F

[illegible]

PARTNER AGENCY TERMS AND AGREEMENT



Date:

EIN#:

Agency Partner #:

Partner Agency Name:

Contact Name:

Mailing Address:

Distribution Address:

This document is an agreement between _____ (referred to as "agency") and the Food Bank of Iowa (referred to as FBOI).

Terms and Conditions of Membership

The agency agrees to all of the following terms and conditions of this agreement to gain and maintain membership in the Food Bank of Iowa network. These terms and conditions are designed to protect the interests of those who donate to our network and ensure the integrity of the Food Bank of Iowa food distribution network partners.

All information contained in the Partner Agency Handbook is part of the Food Bank of Iowa's expectation for Terms and Conditions of Membership.

The following items are the criteria for being a Partner Agency of the Food Bank of Iowa. The Agency:

- Must be a 501(c)3 non-profit organization or an IRS qualified church located in the Food Bank of Iowa's 55 county service area.
- Must have been in operation a minimum of 90 days with an ongoing food program.
- Must provide food to 51%+ financially needy clients.
- Must use the donated product only as related to your agency's purpose of serving the ill, needy or infants (minor children 0-18) as defined in [IRS Code section 170\(e\)3](#).
- Will not sell, transfer, barter, or offer for sale the items supplied by the Food Bank of Iowa in exchange for money, property, or services.
- Must have and maintain adequate physical storage/preparation/distribution space and not located in a personal residence. [Authorized by the Food Bank of Iowa.]
- Must operate regularly scheduled hours for distribution/meals a minimum of twice per month for a minimum of two hours per distribution/meal.
- Must ensure your clients receive food free of charge with absolutely no conditions levied, implied, or exchanged.

PARTNER AGENCY TERMS AND AGREEMENT



- Must not engage in discrimination, in the provision of service, against any person because of 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.
- Must have personnel who are accountable for record keeping, inventory control and a system for keeping track of individuals served.
- Must agree to submit monthly reports for food distribution due by the 10th of each month for the prior month's activity.
- Must keep records of food from the Food Bank of Iowa at the site of distribution for a period of at least one year.
- Must agree to make its books and records (including but not limited to those which track the receipt and distribution of products obtained from Food Bank of Iowa and financial record keeping books) available to the Food Bank of Iowa, with or without notice.
- Must have the ability and willingness to access and submit information via the internet and retrieve information via internet.
- Must be willing to pay handling fees listed on the product inventory.
- Must utilize the Food Bank of Iowa at least every six months. Must also order and distribute a minimum of 2,000 lbs. per calendar year (FYI, according to USDA, 1 meal = 1.2 lbs. of food).
- Must pass a site inspection prior to membership and allow for appropriate on-going site monitoring by Food Bank of Iowa representatives.
- Must provide its own transportation to pick up food and other products at the Food Bank of Iowa warehouse and/or delivery site unless notified otherwise.
- Must agree that it will only receive food from the Food Bank of Iowa and no other Feeding America Member Food Bank. Additionally, the agency is not allowed to redistribute donated product to any organization, agency, partner, or entity other than a qualifying client.
- Must prominently display Food Bank of Iowa partnership poster in public area, next to USDA nondiscrimination poster if possible. [Poster provided by FBOI]
- Must list Food Bank of Iowa on website and Facebook page, if agency has one or both, using the following language: "Proud partner of Food Bank of Iowa"

PARTNER AGENCY TERMS AND AGREEMENT



TEFAP Requirements for agencies that distribute USDA products

- Must adhere to operate the program in accordance with Part 251 and, as applicable, Part 250 of federal regulations; [USDA Title 7, Chapter 2](#).
- Must have all frontline staff, as well as volunteers whom interact with clients, complete Civil Rights annually, and post the 11x21 color "Justice for All" poster in the area that food is being served.
- Must adhere to food safety guidelines and complete Food Safety Training. Including:
 - a. USDA foods may not be distributed beyond their BIUB date.
 - b. Food storage requirements and temperatures, including climate control.
 - c. USDA foods may not be repackaged.
- The statement below should be included on all materials used to publicize TEFAP programs, if the statement below will not fit on promotional materials, simply put "This institution is an equal opportunity provider." In addition, if your agency has a website or facebook page the following link to the full statement should be posted: <https://www.fns.usda.gov/fns-nondiscrimination-statement>
In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866)632-9992. Submit your completed or letter to USDA by:

- (1) Mail: U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington D.C. 20250-9410;
- (2) Fax: (202) 690-7442; or
- (3) Email: program.intake@usda.gov

This institution is an equal opportunity provider.



PARTNER AGENCY TERMS AND AGREEMENT

- Per USDA guidelines, the solicitation of voluntary contributions during the distribution of TEFAP is prohibited. This includes the use (or presence) of a donation jar.
- Will not sell, transfer, barter, or offer for sale TEFAP product supplied by the Food Bank of Iowa in exchange for money, property, or services.

Agreement of Indemnity

- Food Bank of Iowa, Feeding America and the original donor have specifically disclaimed any warranties or representations, expressed or implied, as to the purity of fitness for consumption of any or all donated items.
- Agency agrees to accept all items in “as is” condition and to adhere to any donor stipulations placed on donated products.
- Agency hereby releases the original donor, Food Bank of Iowa and Feeding America and all its personnel from any liability resulting from the donated food/products pursuant to the inspection requirements as specified in the Code of Iowa and holds them harmless from any and all liabilities, claims, losses, causes of action, suites of law or iniquity, or any obligations in regard to the agency partner or the donated goods.

Non-Compliance

If an agency does not comply with the Membership Terms and Conditions and the contents of the Agency Manual, Food Bank of Iowa may suspend service to the agency temporarily or terminate this agreement entirely, depending upon the severity of the violation. We recognize that these consequences may adversely impact your clients. While our goal is to ensure that clients have access to the food they need, we must maintain the integrity of our network in order to ensure its long-term viability. Any actions taken to suspend or remove an agency from membership will receive written notification. Food Bank of Iowa reserves the right to immediately suspend or terminate any participating program/agency due to complaints of questionable activity or procedures.

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- Donated food or other products are removed from the program site for private use by program staff or volunteers

PARTNER AGENCY TERMS AND AGREEMENT



- Agency is delinquent in payment of their handling fees
- Agency has multiple “no-shows” for scheduled pick-ups
- Agency is delinquent in payment of their handling fees
- Required reporting is not being done correctly or on-time
- Proper records are not being maintained at the program site

This agreement is good for a term of two years and open to renewal. This agreement may be modified as deemed necessary by Food Bank of Iowa and may be terminated for any reason by either party upon 30 days written notice. Your agency’s authorized representative’s signature below confirms the agency’s acceptance to abide by all terms of this agreement.

Authorized Agency Representative, Print Name and Title

Date

Authorized Agency Representative, Signature

Food Bank of Iowa Authorized Signature and Title:

Date

Food Bank of Iowa will provide a complete copy of this agreement for your agency records.