



FOODBANK
OF IOWA

Partner Handbook

Rev. 03.13.2023

MEMBER OF
FEEDING
AMERICA

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ABOUT US

VISION AND MISSION

Our Vision

A hunger-free Iowa

Our Mission

We provide food for Iowa children, families, seniors and veterans 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 (one of 200 in Feeding America's nationwide network) committed to its mission of providing food for Iowa children, families, seniors and veterans 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 over 700 partner agencies in 55 counties. Food Bank of Iowa operates distribution centers in Des Moines and Ottumwa.

The Flow of Food



OUR PARTNER AGENCIES

Emergency Providers

Pantries, Meal Sites, Shelters, and Multi-Service Providers

- Pantry = Groceries go home with clients
- Meal sites = Prepared meals are served
- Multi-Service = Sites offering meals and a pantry, as well as other services

Non-Emergency Feeders

Daycares, Rehabilitation Facilities, Residential Shelters, 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 elementary school children come to school ready to learn by providing a sack of food each Friday to tide them over through the weekend.

Each BackPack sack contains nutritionally balanced, ready-to-eat, kid-friendly food. School staff identify students who need of this type of support. Food Bank of Iowa delivers BackPack sacks of food to the school ahead of Friday distribution, entirely free of charge.

Mobile Pantries: Some communities do not have adequate, permanent food assistance programs. They may lack food pantries and congregate meal sites, or their resources may not be open enough hours to serve those in need. Food Bank of Iowa works to ensure that Iowans facing food insecurity, particularly those in resource deserts, can access adequate nutrition through the mobile pantry program. A mobile pantry provides farmers market-style distribution in a “pop-up” location. Mobile pantries may be offered monthly, semi-monthly, quarterly, or in response to a disaster – depending on community need.

For each mobile distribution, Food Bank of Iowa works with a local organization to provide a location, volunteers and advertising. Food Bank of Iowa personnel place the food order, which generally includes grocery products, fresh produce, meat, eggs and dairy items. Food is completely distributed; any remaining food is transported to a nearby Food Bank of Iowa partner pantry.

Mobile pantries are held in a variety of locations including churches, gymnasiums, community centers and empty storefronts. A mobile pantry can serve as a “proof of concept” to a local community, demonstrating the community’s level of need and support available through Food Bank of Iowa. Many mobile pantries have transformed over time into permanent pantry partnerships.

School Pantries: School pantries distribute food to households with school-age children and are designed to be easily accessible for 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 is a safe, supportive way to help students succeed.

Food is provided in appropriate amounts to serve an entire household, as compared to the BackPack sacks which contain individual serving sizes for an elementary-age child. There is no cost to schools, students, or families. They may visit the pantry as needed.

FOOD BANKS FEEDING IOWA



KNOW WHERE YOUR FOOD BANK SERVICE AREA
Network of more than 1,100 partner agencies across Iowa.



Food Bank of Siouxland
1313 11th Street,
Sioux City, IA 51105
(712) 255-9741
www.siouxlandfoodbank.org



Food Bank for the Heartland
10525 J Street,
Omaha, NE 68127
(402) 331-1213
www.foodbankheartland.org

Northeast Iowa Food Bank
1605 Lafayette Street,
PO Box 2397, Waterloo, IA 50704
(319) 235-0507
www.northeastiowafoodbank.org



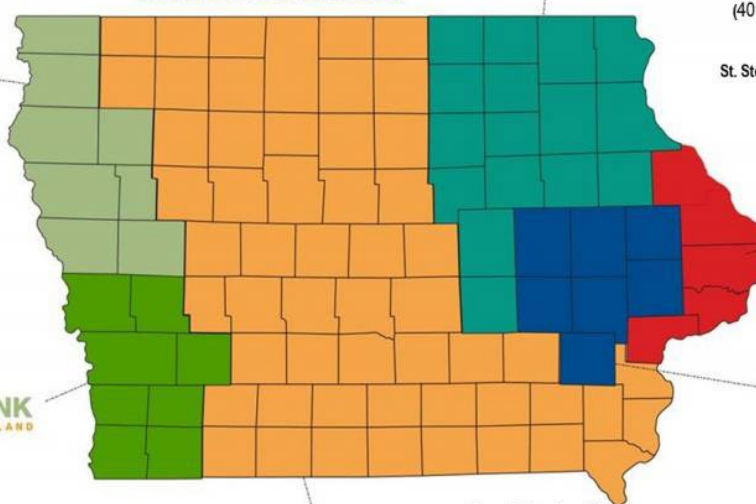
River Bend Food Bank
4010 Kimmel Drive, Davenport, IA 52802
Phone: (563) 345-6490
St. Stephen's, -A branch of River Bend Foodbank
Dubuque, IA 52003
www.riverbendfoodbank.org



HACAP Food Reservoir
1515 Hiawatha Drive,
Hiawatha, IA 52233
(319) 393-7811
www.hacap.org



Food Bank of Iowa
2220 E 17th Street,
Des Moines, IA 50316
Mailing: PO Box 1517,
Des Moines, IA 50306
(515) 564-0330
www.foodbankiowa.org



FEEDING AMERICA

Food Bank of Iowa is a member of Feeding America, the nation's largest domestic hunger-relief charity with 200 food banks serving all 50 states, the District of Columbia and Puerto Rico. To maximize resources while making certain no Iowan goes to bed hungry, the Feeding America food banks serving Iowa formed the Iowa Food Bank Association.

Together, this network provides food to more than 1,400 nonprofit organizations serving children, adults, veterans, and seniors. These organizations include food pantries, meal sites, emergency shelters and other sites that provide nutrition to the people they serve. The association coordinates hunger-relief efforts by supporting Feeding America food banks serving Iowa.

BEING A PARTNER AGENCY

FOOD DISTRIBUTION

- Partners must be a 501(c)(3) nonprofit or an IRS qualified church located in Food Bank of Iowa's 55-county service area. Status must be current per the IRS website. Should your status change, contact your regional partnership coordinator immediately.
- Partners are required to 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 food in a manner which does not serve those in need is not allowed.
- Partners must order from FBOI inventory a minimum of once every 6 months and 2,000 pounds must be ordered annually.
- Food must be distributed 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 and the food is a bonus with no cost.
- Donated products cannot be sold or exchanged for any purpose. In rare situations, a particular donor of a specific product may put restrictions on the distribution of that product. Food Bank of Iowa will inform you of any restrictions and your organization must comply.
- 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."
- Donated product must be distributed to qualifying clients regardless of donation method. Whether delivered to your door, picked up at the Food Bank distribution center, or retrieved from a producer, processor, retailer or wholesaler – the product must be distributed to a qualifying client.
- Partners may provide donated products to a volunteer or staff member who qualifies as a client. 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.

PROPER PRODUCT STORAGE

Listed below are basic guidelines for safe receiving, transportation, product evaluation, rotation and storage of food products. Refer to food safety training for more information.

- **Dry Storage**
- Store food in a cool, dry, ventilated environment at a temperature between 50 and 70 degrees.
- Store food in a locked room or cabinet designated solely for your Food Bank program.
- Store food on shelves or pallets at least six inches off the floor and six inches away from walls, and away from moisture and pests.
- Surplus boxes of food must be stored in the same manner as noted above.
- Distribute food using the First In, First Out system, distributing food with oldest dates first.
- Separate the storage of food from and other home goods or hygiene products.
- Substances containing harmful chemicals (such as bleach and household cleaners) must be stored in a separate room to protect food from contamination.
- When repackaging dry foods, adhere a label to each package with 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.
- Note the presence of possible allergens.

Refrigerated and Freezer Storage

- Refrigerator temperatures must be maintained between 35- and 40-degrees F.
- Freezer temperatures must be maintained between -10 and 0 degrees F.
- Each refrigerator and freezer must contain an internal thermometer.
- Leave space between cases and packages in refrigerators and freezers to allow cold air to circulate.
- Check and log freezer and refrigerator temperatures at least once a week.

Transporting Frozen or Refrigerated Food

Partners must maintain food at proper temperatures when transporting food from the food bank or a donor to their service location. Items such as meat, produce, dairy and deli products must be in coolers or covered with insulated blankets to ensure food products are safely stored and transported. This is a year-round requirement – one which is not dependent on outdoor temperatures.

When providing their own transportation, upon arrival at their service location, cold product temperatures must be checked to ensure food is within safe temperature zones. If the food is not within safe temperature zones, it is not safe for consumption and must be discarded. Food Bank of Iowa must be notified immediately.

Receiving Donations

Food and other items donated directly to a partner should be checked to ensure quality and safety of the products before shelving. Cans and boxes must be intact with proper labeling. If an individual item 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.

Carefully inspect food offered for donation. Do not accept home canned foods, food in suspicious containers or that which appears to be spoiled.

When disposing of spoiled food, be sure that it cannot be retrieved and eaten. Use a locked trash container when possible.

Recalls

If you have received product from Food Bank of Iowa which later has a recall notification, one of our team members will contact you as quickly as possible.

Pest Control

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

Food Dating

Baby food and formula should never be distributed after the expiration date.

There is no uniform or universally accepted system used for food dating in the United States. Dates are determined solely by the product manufacturer. The various dating definitions can be confusing:

- “Sell-by” dates tell the store how long to display the product for sale.

- “Best-by” dates are recommendations for best flavor or quality.
- “Use-by” dates are the last date recommended for the use of the product while at peak quality.

You may notice coded dates at the bottom of a box or can. These are packing numbers applied by the manufacturer which appear as a series of letters and/or numbers which might refer to the date or time of manufacture. They are not intended to be interpreted by the consumer.

Reference **Food Keeper** <https://www.foodsafety.gov/keep-food-safe/foodkeeper-app> for safe consumption dates for perishable and shelf stable food items.

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

<https://www.fsis.usda.gov/wps/portal/fsis/topics>

THE EMERGENCY FOOD ASSISTANCE PROGRAM (TEFAP)

USDA Commodities (TEFAP)

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 partner to verify income. Partners which serve meals and/or snacks on-site do not need to have clients declare their USDA product eligibility.

USDA/TEFAP Allocation

Each partner is provided with an allocation 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 a partner’s allocation is five, the partner may order five of each available USDA item every month. Request a review of your USDA allocation if the allocation is not meeting your current need.

Program Guidelines

- Must 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 who prepare their own meals (see TEFAP form in the appendix).
- Must have all frontline staff, as well as volunteers who interact with clients, complete Civil Rights training annually, and post the 11x21 color “Justice for All” poster in the area where food is being served or distributed.
- 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 Food Bank of Iowa in exchange for money, property or services.

- Must adhere to food safety guidelines and complete food safety training.
- TEFAP foods may not be distributed beyond their BIUB date.
- 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 include the phrase, “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/civil-rights/usda-nondiscrimination-statement-other-fns-programs>

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.

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:

- 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;
- 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>).
- vi. 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)

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 the following:

- 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

CHANGES TO YOUR PROGRAMMING

Report changes of staff immediately and update contact information with Food Bank of Iowa

Immediately report changes of staff listed as contacts on your FBOI account. To ensure the continued success of programming during a time of staff transition, training and orientation is required for interim personnel and again when permanent staff is hired.

Interim personnel must meet with the responsible RPC in person or via a virtual meeting for training and orientation within five days of a change in partner personnel.

Permanent personnel must meet with the responsible RPC in person or via a virtual meeting for training and orientation within 30 days of a personnel change.

Partners who are unable to meet the above requirements will have their account suspended until full orientation and training is completed.

All staff will undergo the following training:

- a. Eligibility and distribution criteria for TEFAP
- b. Civil rights training
- c. Food safety training
- d. Understanding the difference between USDA and other foods
- e. Systems training and orientation

Program Changes

- Your organization must have a FBOI-approved emergency distribution plan in place should an unforeseen circumstance threaten to disrupt normal service (COVID-19, natural disaster, etc.).
- Food Bank of Iowa must be notified immediately of any program changes.
- Food Bank of Iowa must approve services added to food assistance programs.
- If your organization wants to use Food Bank product for any service other than approved, a request in writing must be sent to your regional partnership coordinator detailing the program specifics, how the food will be used and stored.
- All staff who support food distribution programs must attend Food Bank of Iowa partner orientation.

BILLING AND REPORTING

HANDLING FEES

A nominal handling fee of up to 19 cents per pound may be applied for inventory items. The handling fee is not the cost of the food; it is a shared maintenance cost associated with acquiring, storing, and transporting the product. There is a \$1 fee to cover box purchase costs when a purchased box is needed to pack product.

The handling fee for a particular product can be found on the online shopping list in the “price” column. The handling fee for product which comes by the case will be shown 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.

PAYING YOUR BILL

Payment is due upon receipt of statement. All invoices and statements are available online. Invoices are available at the end of the day of delivery or pick up. To view invoices and statements, log in to the online ordering system and click on the “My Docs” tab at the top of the page.

Payments must be made via check drawn on the bank account which corresponds with the 501(c)(3) entity responsible for the food distribution program. No personal checks, online payments or credit cards will be accepted. ****Please reference your FBOI number and organization name on the check to ensure payment is applied correctly.**

Partners with past due accounts should contact Food Bank of Iowa to make payment arrangements. Failure to make timely payments or arrange a payment schedule will result in your account being placed on “hold” or “cash and carry” status. A “cash and carry” status means the invoice must be paid in full at the time of delivery or pick up.

HOW REPORTING WORKS

Monthly Statistics

Each partner is required to submit statistics online by the 10th day of the following month. Statistics are to be submitted monthly whether the agency places an order for the month. Food Bank of Iowa is required to submit statistics to Feeding America, the Department of Human Services and USDA. These statistics are also used to help determine allocation of USDA products.

Food pantries must report the number of households served and individuals per household as well as the ages of household members. Meal sites and feeding programs must report the number of meals and/or snacks served. If your organization provides on-site meals and a food pantry, statistics for both must be submitted.

Failure to Report

Failure to report accurately and on time could result in the food bank network losing or having decreased Access to TEFAP. Partner membership will be placed “on hold” if statistics are not reported on time for any three of the last 12 months. A partner placed “on hold” will not be able to place an order.

Entering Statistics

Statistics are required to be submitted monthly. You will not be allowed to place an order if statistics are not up to date. Statistics must be submitted through the online ordering system – this is the only reporting option available. Once logged in to the system, go to the “Statistics” tab to submit your information.

Retail Donation Reporting

If you pick up donated food from a Feeding America participating food donor you must report these pounds to Food Bank of Iowa monthly via the same system used to place orders and report service statistics.

***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.*

ORDERING AND HANDLING FOOD

KNOWING WHAT AND HOW MUCH YOU NEED

Minimum Distribution Requirement

Each individual organization partnered with FBOI with the intent of distributing food to neighbors in need must provide a complete pantry visit including one, three-day supply of nutritious food for every client seeking services within their designated service area at a minimum of once per month.

Determining the amount of food to provide to an individual or family is up to the partner once minimum distribution standards are met. Food pantries typically base the amount of food provided on household size and the frequency in 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 quantity 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 ensure 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

Partners must order from Food Bank of Iowa at least once in a six-month period to maintain active status. All orders must be placed via our online ordering system. To access the online ordering portal follow the steps below:

- Go to www.foodbankiowa.org
- Click on *Partner Resources* in the upper right-hand corner of the homepage (also available in the bottom gray bar)
- Click on *PLACE AN ORDER*
- Enter your Partner Reference, Username and Password. If you do not have these, please contact your regional partnership coordinator.
- USDA commodities and purchased food may be ordered up to the partner's allowed allocation each month.

Inventory items 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: 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 orders must be submitted through Primarius by noon (Monday-Thursday) for next day pickup. Friday orders must be submitted by 9:30am for Monday pickup. Orders may be placed in the online system up to five business days ahead of your scheduled pickup.

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 distribution center 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

If Food Bank of Iowa is closed for inclement weather, partners with scheduled pickups for that day will be notified by phone of the closure and their pickup or delivery will be rescheduled.

TYPES OF FOOD AVAILABLE

Donated Product

Food Bank of Iowa receives product donations from growers, packers, processors, manufacturers, wholesalers, brokers, retailers, USDA and individuals. Most of the product donated to Food Bank of Iowa is provided in its original case. While some products are sized for commercial use, most are packaged for use in a household setting. All food has been properly inspected and labeled before being placed on inventory.

Food Drive Boxes

Food Bank of Iowa volunteers inspect, sort and box food from community food drives which are then added to inventory as mixed boxes for partners to order. Like items are boxed together according to the following categories: condiments/sauces, breakfast, snacks, protein, soup, baking/dry mixes/spices, fruit, packaged meals, vegetables, side dishes, beverages, 100% fruit juice and dry pasta.

USDA Commodities

These are foods procured by the USDA and allocated to Food Bank of Iowa via a federal government program to support agriculture and help provide food for people living in poverty. This program is The Emergency Food Assistance Program (TEFAP). TEFAP food must be distributed equitably across our entire service area. Each partner is given an allocation of TEFAP products based on their status as an emergency provider and the number of clients they serve.

Purchased Product

Each year, a portion of our budget is dedicated to purchasing less readily available products for our inventory. These include, but aren't limited to, dry goods, dairy, produce, canned meats and various other products. We purchase in bulk to get the best price on food and freight, keeping the needs of all our partners in mind as we determine what to purchase. Limits may be placed on the amount of purchased food a partner may order depending on product availability.

Frozen/Refrigerated Items

Frozen and refrigerated items may 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 partners 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 two-pound servings of nutritious, lean protein.

MONITORING AND NON-COMPLIANCE

SITE VISITS

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

In addition, the Department of Human Services (DHS) annually selects several Food Bank of Iowa partners to inspect to review compliance with USDA/TEFAP guidelines. You will be notified by Food Bank of Iowa if selected.

Updating Agency Information

Having accurate contact and program information on file is critical to ensuring you receive accurate and timely information from Food Bank of Iowa. Notify your regional partnership coordinator if there are changes in service hours, days of operation, contact information or changes in administration.

Each partner is allowed one main contact and two authorized shoppers. This information may 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 Food Bank of Iowa.

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.

Terms of Engagement

Positive communication and behavior on the part of all involved are essential to our success. It is imperative that all parties embrace the core values of integrity, trust and mutual respect. Food Bank of Iowa will provide a defined protocol for release of significant changes, settlement of disagreements and expectations regarding ethics and civility within the partnership agreement.

Food Bank of Iowa will hold partners accountable to the following terms of engagement as a requirement for membership in our network. Food Bank of Iowa partners will commit to the following:

- We will operate in an ethical manner in all that we do.
- We will co-brand successes accomplished together.

- We will jointly and privately address any challenges which may arise in our working relationship.
- We will publicly support one another and will not publicly disparage one another.
- We will share responsibility for successes and failures and collaborate to create solutions.
- We will proudly display Food Bank of Iowa partnership in our facilities.

Non-Compliance

If a partner does not comply with the terms put forth in Eligibility Standards, Partnership Terms and Conditions, and Partner Handbook, Food Bank of Iowa may interrupt service temporarily or suspend the account 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 the network to ensure its long-term viability. Actions taken to suspend or terminate partnership will be communicated in writing.

The following list provides examples of a range of violations:

- Public disparaging of Food Bank of Iowa or another member of the Food Bank of Iowa network.
- 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.
- Partner is delinquent in payment of handling fees.
- Partner has multiple “no-shows” for scheduled pickups.
- Current contact and program information is not maintained at the program site.
- Partner has key staff who have not completed required training and orientation.

ADDITIONAL FOOD BANK OF IOWA RESOURCES

There are other resources available to you as a Food Bank of Iowa partner under the *Partner Resources* tab on the website, including:

- USDA/TEFAP income eligibility
- Record keeping ideas
- Recipe resources and recall notices

As a Food Bank of Iowa partner you have access to:

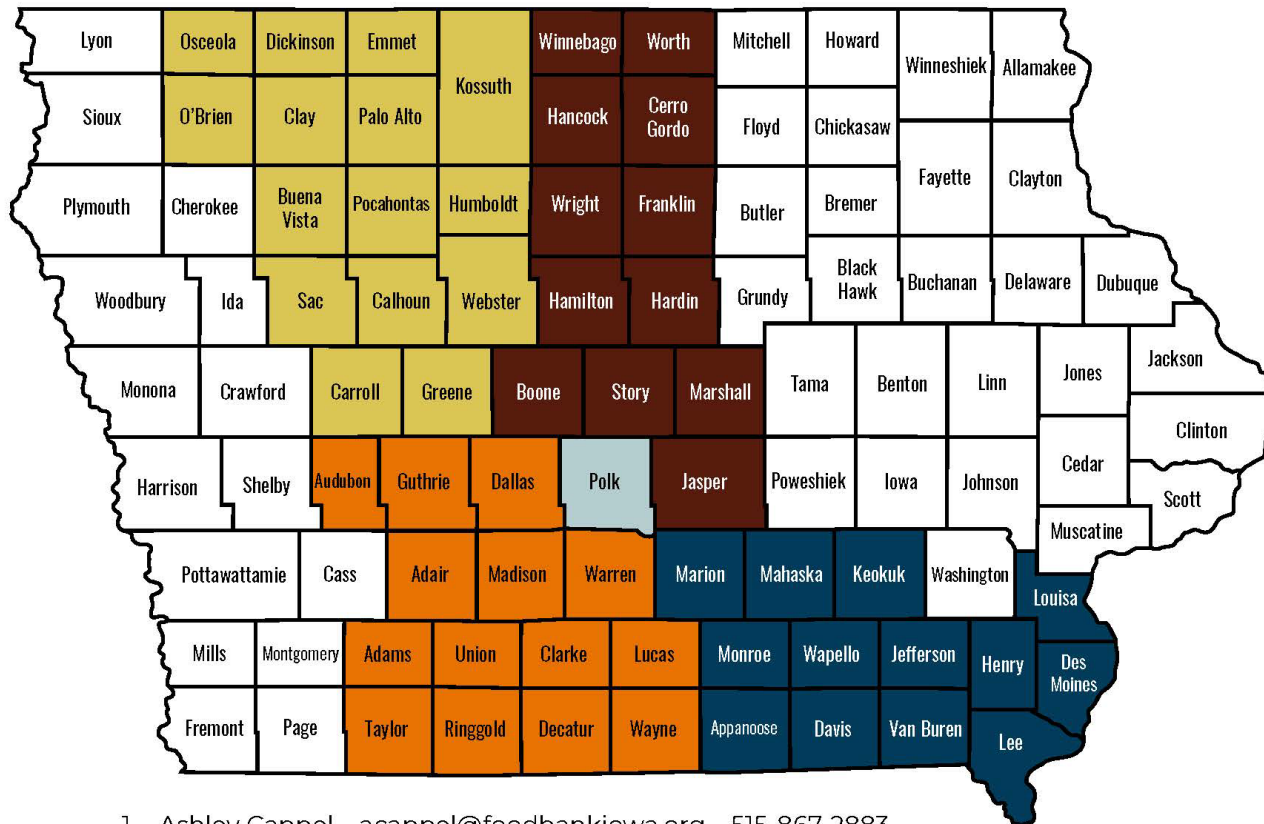
- Retail partner connections
- A monthly newsletter
- Tips on how to use available products
- Annual Food Bank of Iowa partner conference

Regional Partnership Coordinator

The Food Bank of Iowa team is 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. Ashley Cappel – acappel@foodbankiowa.org – 515-867-2883
2. Ty Harris – tyharris@foodbankiowa.org – 515-867-2887
3. Betsy Armington – barmington@foodbankiowa.org – 515-867-2891
4. Marie Peterson – mpeterson@foodbankiowa.org – 515-867-2884
5. Neil Rosenberg – nrosenberg@foodbankiowa.org – 515-867-2882

Operations Manager: Alyssa Bear – abear@foodbankiowa.org – 515-867-2896

Retail Programs Manager: Sonja LeSher – slesher@foodbankiowa.org – 515-867-2890