



ARKANSAS
FOOD
BANK

MEMBER AGENCY
HANDBOOK

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MEMBER AGENCY HANDBOOK

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Welcome!



We are thrilled you are considering becoming a member agency of Arkansas Foodbank. We believe that when we are united together to fight hunger our neighbors will be fed and through our partnership we can work to change our communities for the better. While our mission at the Foodbank is to be the foundation in the fight against hunger, we see our agencies as the hands and feet of our work.

The purpose of Arkansas Foodbank is to acquire and distribute, through local and national partnerships, large quantities of food and other resources to hungry people. AF is a nonprofit organization that distributes food to food pantries, soup kitchens, and other feeding programs to over 300 nonprofit agencies and churches throughout central and southern Arkansas. These partnerships make it possible to get food directly into the hands of the people who need it across 33 Arkansas counties. Member programs include pantries, emergency shelters, soup kitchens, day care centers, low-income senior meal programs, and multi-service neighborhood programs and shelters.

Arkansas Foodbank is a founding member of Arkansas Hunger Relief Alliance. Through the Alliance, AF and other members work together to increase food donations, collect information about the needs of hungry Arkansans and how these needs are being met, and raise funds and other resources to support the work of six hunger relief partners in Arkansas and their member agencies.

In order to be a member agency of Arkansas Foodbank, your organization must be an established nonprofit as defined by the Internal Revenue Service. This means your organization must be designated by the IRS as a 501(c)(3) tax-exempt organization, be wholly owned by an organization with this designation, be sponsored by a 501(c)(3) organization, or qualify for the IRS equivalent for religious organizations. Non 501(c)(3) religious organizations must meet nine (9) of the 14 IRS eligibility requirements. A form describing these requirements is included in this packet.

Please take the time to carefully read the information in this packet and follow the instructions provided.

AF has a wonderful team of talented staff in the program services department who are available to assist you in your efforts to help feed your community. If you have questions about meeting the nonprofit requirement or about the application process, please contact our Agency Relations Director at 501-569-4326.

Thank you for your partnership,

A handwritten signature in blue ink that reads "Connie Bledsoe".

Connie Bledsoe
Agency Relations Director
Arkansas Foodbank

ARKANSAS FOODBANK MEMBERSHIP AGREEMENT

The following criteria must be agreed to and complied with for your agency to become and remain a member in good standing of Arkansas Foodbank (AF). An official representative of your agency is required to complete and sign this agreement annually signifying that the following criteria are understood and will be faithfully met. Placing a check mark by the item indicates that you understand and agree to comply with the criteria. ***If the item does not apply to your organization, indicate this by putting N/A in the space beside it.***

_____ agrees to adhere to the following membership criteria.

_____ Our organization qualifies under section 501(c)(3) of the Internal Revenue Service code or meets the definitional requirements of the IRS code to qualify as a church.

In operating our food program, we agree that we will:

_____ Not discriminate in the provision of service, against any person because of race, color, citizenship, religion, gender, national origin, ancestry, age, marital status, disability, sexual orientation including gender identity or expression, unfavorable discharge from the military or status as a protected veteran.

_____ Never charge clients for food or require clients to pray, donate, or work to eat or receive products. Not sell, transfer, barter, nor offer for sale, the items supplied by AF in exchange for money, property, goods, or services, or otherwise allow items to re-enter commercial channels, and will not use donated products for fundraising.

_____ Use all items drawn from AF only in activities included in the member's tax-exempt purposes and solely for feeding people who are ill, in need, or infants.

_____ Abide by the AF's policies, procedures and record keeping requirements.

_____ Safely and properly handle donated product in accordance with all local, state and federal regulations, including appropriate transportation of all product. ***This includes covering with a tarp any food transported in open pickup trucks or trailers.***

_____ Ensure that at least one person on staff has successfully completed a food safety course. (If meals are prepared and served on site, at least one staff member must commercial food safety certification.) Accept food in "as is" condition.

_____ Follow AF recall guidelines.

_____ Notify AF when any claim of liability with respect to food is received.

_____ Discard any unfit food received from AF, and immediately notify AF staff.

_____ Allow regular monitoring by AF representatives to verify compliance with these criteria and the information provided on the agency's application and monthly reports.

ARKANSAS FOODBANK MEMBERSHIP AGREEMENT

- _____ Support the operation of AF by paying a handling fee on a per pound basis for applicable products. Pay an annual membership fee of \$75.00 or \$100, if more than one site.
- _____ Accept that the original donor, AF and Feeding America offer no express warranties in relation to the product.
- _____ Hold harmless from any claims or obligations in regard to your organization or the donated product, the original donor, AF and Feeding America.
- _____ Release the original donor, AF and Feeding America from any liabilities resulting from the donated product.
- _____ Adhere to any use of product restrictions placed on items by the AF and any additional donor stipulations.
- _____ Submit by the 15th of each month a report on the previous month's service activity. Order from AF a minimum of six times per year, unless special arrangements have been made with AF staff.
- _____ Hold regular distributions at least once a month, display distribution dates and times outside the pantry, and notify AF immediately of any changes in distribution dates and times.

Arkansas Foodbank Representative Signature

Please Print Name

Date _____

Agency Representative Signature

Please Print Name

Date _____

Recordkeeping and Reporting

Recordkeeping

All member agencies must keep a copy of the following on hand at all times:

1. Membership Agreement between your agency and the Arkansas Foodbank
2. Membership Application, including all attachments
3. Member Agency Handbook
4. Paperwork indicating non-profit or church designation status
5. Annual pest inspection reports
6. Health inspection licenses, if applicable

The following information must be collected and records maintained for ***at least one year***. These documents will be examined during monitoring visits.

1. Documents of transactions between your agency and the Arkansas Foodbank
2. Monthly and inventory reports
3. Documents of transactions with USDA, if applicable
4. A documented method for non-discriminatory distribution to people in need
5. Documentation on Arkansas Foodbank products used for the maintenance of your program, including list of products, amounts used, and how used

For assistance in developing a method of counting and recordkeeping, please contact the AF Agency Relations Director at 501-565-8121.

Reporting

Agencies are responsible for submitting a Monthly Report ***even if no orders were placed or received during any given month***. A sample of this report is included in your Orientation Packet. The report is due the 15th of each month and covers the previous calendar month. For example, the report for January is due by February 15.

These reports are very important to the Foodbank's ability to accurately report people and families served. Failure to complete and submit the reports will affect your membership with the Arkansas Foodbank. Submitting reports each month is a requirement for receiving grants and other services from the Foodbank. Makeup reports i.e. sending in six months of reports in order to meet grant application requirements, is not acceptable.

The monthly report has a place to report any changes in the following:

- *authorized personnel*
- *contact person's name*
- *storage or distribution location*
- *equipment changes*
- *mailing address*
- *phone numbers*
- *days and hours of operation*
- *services and/or programs*

Monitoring Visits

The safety of the products we distribute and efficient and respectful service to those we serve are of utmost importance to Feeding America and the Arkansas Hunger Relief Alliance. As such, the **Arkansas Foodbank is required to monitor member agencies every 18 to 24 months to ensure compliance with all membership requirements.** The Foodbank's goal is to conduct annual monitoring visits. This inspection has a two-fold purpose: to provide an opportunity for interaction at your agency instead of at the Arkansas Foodbank, and to identify any potential problems and assist in solving them. The visit also enables the Arkansas Foodbank staff to assure donors that we have a sound system of protecting, accounting for, and distributing their donated products. The monitoring visit is also the time to renew your Memorandum of Agreement.

The process for a monitoring visit is the membership month of your agency anniversary date you will be sent an email requesting a date and time for an inspection. If there is no response to the email a follow-up phone call will be made to request a date and time for the inspection. If there is no response by the end of the month, your agency will be made inactive until the inspection is completed.

Your agency's practices regarding the hunger relief services you provide will be reviewed during the monitoring visit. Other items that will be checked include:

1. Sanitizing processes
2. The cleanliness of the areas where food is stored and handled
3. The cleanliness of all appliances and equipment involved
4. The availability and condition of hand washing stations and restrooms
5. Records described in Section II of this handbook
6. Storage and garbage disposal to ensure standards are being met
7. Pest control
8. Temperature control in storage areas
9. Refrigerators and freezers
10. Vehicles used to transport food and grocery products
11. Customer service standards
12. Exit signs and fire extinguishers must be in place

A sample Monitoring Report is included in your Orientation Packet.

Once the report is completed, a representative from your agency will be asked to review and sign the report. A copy of the completed and signed report will be provided to your agency.

Feedback from our agencies is also very important to us, so we sincerely appreciate all of your suggestions, needs, or concerns, whether during this monitoring visit or throughout the year.

Types and Uses of Products

Types of Products

A variety of food and no-food products is available through the Arkansas Foodbank, including fresh and frozen foods, canned goods, paper products, cereal, beverages, cleaning supplies, and USDA commodities. Availability depends on what is donated or otherwise procured; therefore, inventory may vary greatly from week to week.

If you have questions about what is available at the Arkansas Foodbank and how your program might be supported, please contact the AF's Agency Relations Director at 501-565-8121.

Donated Food: Donated food may be ordered by all member agencies. There is no cost for the products, however, a handling fee of 18 cents per pound is charged. This fee helps to cover the costs of collecting, sorting, storing, and distributing donated products to member agencies. This is not a charge for the product.

Purchased Food: The Arkansas Foodbank often supplements the AF inventory by purchasing high quality food at reduced rates. Our goal is to insure that the items AF members depend upon are always available at lower than regular market prices.

USDA Commodities: Eligibility for distribution of USDA commodities is by contract only. Once approved to receive USDA commodities, an agency must comply with all regulations set forth by the Arkansas Department of Health and Human Services. Commodities are free of charge.

Agencies ineligible to receive USDA commodities are:

1. Snack only programs
2. Institutions of learning, schools, and day care centers
3. Agencies that participate in the Parent/Child Nutrition program
4. Boy and Girl Scout organizations.
5. Any organization that does not have a 501(c)(3) from the IRS

For more information about the TEFAP Program, contact the AF Agency Relations Director at 501-565-8121.

A \$10 fee will be charged to any member that fails to keep an order pick up appointment at the Arkansas Foodbank warehouse in Little Rock and does not call 24 hours before the appointment to cancel.

Uses of Products

Arkansas Foodbank products may be used to feed on-site feeding facility employees or volunteers only when meals are primarily prepared for people in need. No products may be ordered solely for the employees and volunteers, and all food ordered must be appropriate for the ages and needs of the people served. Agencies may use cleaning and paper products from the Foodbank for the up-keep of the facilities in which the feeding programs are located.

Arkansas Foodbank products can never be:

1. Sold, bartered, or traded
2. Used as compensation or gifts for volunteers or employees
3. Used at an agency function or party (*unless it primarily benefits needy clients*)
4. Used at church suppers, board meetings, fundraisers, or any events that are not to feed people in need
5. Used for any purpose other than to further an agency's services to people in need

Product Inventory and Shopping Procedures

Before Getting Products from the Arkansas Foodbank:

Each agency must have on record at the Arkansas Foodbank a list of people authorized to select products at the Arkansas Foodbank. (See form in attachments.) Anyone who will pick up your order at the Foodbank must be listed on this form. Each member agency receives one blue ID card at the orientation session. **THIS CARD MUST BE BROUGHT TO THE FOODBANK EACH TIME AN ORDER IS PICKED UP.** Those who will most frequently pick up the order should be listed on this ID card; their names and all others you want to be authorized shoppers must be listed in the Foodbank's database. Keeping this information accurate and up-to-date is important to ensure that your agency is always able to select and receive products from the Foodbank.

Follow These Steps

Agency Express is our online ordering system available through any Internet connection – laptop, desktop, tablet or smart phone. The shopping list is updated every 15 minutes or so. All new AF members are required to use Agency Express for ordering

1

Make an appointment to pick up your order, or check the delivery schedule that is emailed to those who receive deliveries.

Pick up at Little Rock Warehouse – Call 501-565-8121, ext. 4310 to make an appointment. Two appointments are made at 30 minute intervals from 8 am to 11 am and from 1 pm to 2:30 pm. The last appointment for the day is at 2:30 pm.

Pick up at Warren Branch – Call 870-226-4266 to make an appointment.

If your order is delivered to you, you will receive a delivery schedule the first of each month via email. Please check the schedule for the day your order will be delivered. If your agency's name is not listed, please call the AF Program Service Assistant at 501-565-8121. *Deliveries are scheduled according to the availability of Arkansas Foodbank trucks and drivers.*

2

Complete the Inventory (Shopping) List

Please read the shopping list carefully and pay close attention to sizes and fees. How to complete the shopping list is covered extensively in new member/new shopper orientation sessions. If you have questions about completing the shopping list, please contact AF's Agency Relations Director.

Product Inventory and Shopping Procedures

Agency Express orders are completed online AND submitted online. You do not have to use a fax machine or send an e-mail to submit your order. A 1.5-hour training session is required before you can use Agency Express.

If your order is delivered, your completed order must be submitted at least 48 hours prior to the scheduled delivery.

If you pick up your order at the Warren Branch, your completed shopping order must be submitted at least 48 hours prior to the delivery at the Branch.

If you pick up your order at the Little Rock Warehouse, your completed shopping order must be submitted at least 24 hours prior to your pick up appointment.

3

Pick Up Your Order or Meet the Delivery Truck

The following guidelines have been developed by the staff of the Arkansas Foodbank to help make your shopping experience as pleasant and efficient as possible. Please read this list carefully.

If you pick up your order at the Little Rock Warehouse:

1. Please be on time for your appointment. If you are going to be late, call 501-565-8121. The appointment schedule is full almost every day. If at all possible, you will be accommodated by working your pick up into the schedule that day. If this is not possible, you will be asked to reschedule your appointment. If you do not call and do not show up for your appointment, your agency will be charged a \$10 fee.
2. Agency shoppers MUST check in at the accounts receivable desk in the lobby.
3. Agency ID cards (blue shopper cards) are required and must be presented upon request.
4. Agency representatives are not allowed in the warehouse unless accompanied by a Warehouse staff member. This is to ensure your safety since forklifts are always in motion throughout the warehouse.
5. You are responsible for loading your own vehicle. When time permits, assistance may be available. Please request assistance, if needed.
6. Before you leave, you are responsible for making sure that all products ordered are received. Your signature on the invoice confirms that all products were checked and received.
7. Since most products are donated, they are distributed "AS IS." No refunds or exchanges.
8. Shopping is complete when your list is turned in to the accounts receivable office. Please do not get additional items.

Product Inventory and Shopping Procedures

If you pick up your order at the Warren Branch:

1. Please be on time for your appointment. If you are going to be late, call 870-226-4266 so other agencies can be served in a timely manner.
2. Check in at the front desk.
3. Agency representatives are not allowed in the warehouse unless accompanied by a Warehouse staff member. This is to ensure your safety since forklifts are always in motion throughout the warehouse.
4. You are responsible for loading your own vehicle. When time permits, assistance may be available. Please request assistance, if needed.
5. Before you leave, you are responsible for making sure that all products ordered are received. Your signature on the invoice confirms that all products were checked and received.
6. Since most products are donated, they are distributed "AS IS." Sorry, no refunds or exchanges.

If your order is delivered:

1. Please provide a telephone number at which you can be reached AND the street address for your agency.
2. Please be available to meet the truck. The Foodbank's delivery schedule is very tight, and in order to accommodate you and everyone else on the schedule the drivers need to be sure of the location and that someone will meet them when they arrive.

4

Paying for your Order

Your order must be paid for when it is picked up or delivered. Payment can only be by agency check; personal checks or cash are not accepted.

Credit is extended to an agency with prior approval ONLY. If you are interested in opening a credit account with the Arkansas Foodbank, please contact the AF Chief Financial Officer at 501-565-8121. The credit approval process takes about a month. This is not a revolving credit account. Bills must be paid within 30 days, but you won't have to bring a check and pay upon pick up or delivery.

We appreciate your cooperation in helping us serve all agencies in a timely and efficient manner. If you have any questions, comments, or suggestions about shopping at the Arkansas Foodbank, please contact the AF Agency Relations Director at 501-565-8121.

Fees and Payment Information

Fees

Each member agency is required to pay an annual membership fee and may be required to pay handling, delivery or other fees.

Membership

The annual membership fee is \$75 for organizations with one site and \$100 for members with more than one site.

These fees help cover the costs of membership services, including educational opportunities, monitoring, mini-grants, and other costs associated with meeting Feeding America standards of safe food handling.

Handling

The handling fee (\$0.18 cents per pound) is an apportioned assessment of member agencies that helps cover the costs of collecting, sorting, storing, and distributing donated products to member agencies. This is not a charge for the products.

Missed Pick Up Appointments at the Little Rock Warehouse

A \$10 fee will be charged to any member that fails to keep an order pick up appointment at the Arkansas Foodbank warehouse in Little Rock and does not call 24 hours before the appointment to cancel.

Payment Information

All fees and invoices must be paid with a check from your agency. Personal checks and cash are not accepted.

Fees are due upon receipt of the order, unless an agency has established a line of credit with the Arkansas Foodbank. An invoice is past due after 30 days and renders the agency subject to suspension of membership until payment is received or arrangements for payment are made.

If your agency is experiencing difficulty with payment, an agency representative should contact the Arkansas Foodbank Finance Department immediately at 501-565-8121.

Debtors are subject to payment plans or suspension. The agency may ask to be removed from the payment plan once the balance is paid. At the discretion of the Arkansas Foodbank, an agency may remain on a payment plan indefinitely. Failure to adhere to the payment plan may be cause for suspension. In the event of perceived discrimination regarding repayment, an agency may appeal the payment plan or suspension before the Chief Executive Officer (CEO), Rhonda Sanders.

Food Safety Information

Please follow these guidelines for any products that are of questionable quality. Discard all products with any of the following package conditions, see list below.

FOR CANS:

- rust that cannot be buffed off
- rust around the rim
- a dent that comes to a point or sharp crease
- a dent on the seam of the can
- a dent of the rim of the can
- “puffed” cans where internal pressure has deformed the cans
- products with no labeling

FOR BAGS AND BOXES:

- any signs of infestation or contamination
- any puncture or tear that has broken the innermost seal
- any exposed items that have been taped or repackaged into a bag or box
- products with no labeling

FOR JARS AND BOTTLES:

- any containers that have been opened or if the protective seal is broken
- any sign of contamination or grime around the rim
- products with no labeling

FOR NON-FOOD ITEMS:

- personal care items that are taped or resealed
- items with missing manufacturer’s seals broken or missing
- cleaners and paper goods that are taped or resealed with visible contamination



**WHEN IN DOUBT, THROW IT OUT
(IN THE GARBAGE).**

Food Safety Information



Shelf-Life Determination Table

Rules of Thumb for Products That Have Passed "Use By" Date*

Item	Time Past "Use By" Date
Low acid jars and bottles	6 months
High acid jars and bottles	1 year
Canned goods	2 years
Sealed dry goods (beans, rice, pasta, etc.)	1 year
Candy, cakes and cookies	6 months
Crackers and cereals	1 year
Fresh bread and rolls	2 weeks
Refrigerated dairy products	3 weeks
Refrigerated juices	4 weeks
Frozen baked goods	3 months
Frozen pasta and dough	6 months
Frozen vegetables	6 months
Frozen meat	1 year

*Based on information from "The Food Keeper – A Consumer Guide to Food Quality & Safe Handling." To download a copy, please visit the Arkansas Hunger Alliance Relief website at www.ARhungeralliance.org or call 501.399.9999 for more information.

Storage Requirements

The following storage requirements must be strictly adhered to in order to maintain product quality and safety. Each of the following items will be examined during a monitoring visit. **See attached sample monitoring report form.**

1. The food storage facility should be temperature controlled with adequate ventilation.
2. The structure should be secure, with locks in good working order.
3. Pest control inspection, and treatment if necessary, should be performed regularly. Where evidence of infestation occurs, a commercial pest control company must be engaged.
4. Storage space is adequate.
5. Inventory is rotated.

FOR DRY STORAGE:

1. All food is stored off the floor. If supply exceeds shelving space, excess can be stored on pallets, but must be at least one (1) inch from all walls and four (4) inches off the floor.

Food Safety Information

2. All containers are properly sealed.
3. No food is stored in bathrooms.
4. Thermometers must be present in all dry storage areas.
5. All non-food products must be stored separately from food products. At a minimum, all non-food products should be stored on lower shelves and never above food products.

FOR REFRIGERATED AND FROZEN STORAGE:

1. Refrigerators should be maintained at temperatures not exceeding 40 degrees Fahrenheit.
2. Freezers should be maintained at temperatures below freezing, from 0 (zero) degrees to -10 degrees Fahrenheit.
3. Thermometers should be present in all refrigerators and freezers.
4. All refrigerators and freezers should be defrosted and cleaned with a USDA-approved disinfectant at least two times per year, or as needed.

Recommended storage temperatures (Fahrenheit)

Item	Storage Temperature
Produce	40 degrees or below
Dairy, Eggs	40 degrees or below
Meat and Poultry	36 degrees or below
Seafood	32 degrees or below
Bakery	70 degrees or below
Candy	70 degrees or below

Storage Requirements

Product received from the Arkansas Foodbank is received in “as is” condition. It is the agency’s responsibility to inspect product at the time of pick up or delivery, whichever is the case. At that time, notify the warehouse personnel if you think something you have received is unusable.

If you encounter unusable product during distribution to your clients, contact the Arkansas Foodbank immediately and speak to the Arkansas Foodbank Chief Operation Officer or Warehouse Manager. Based on the information you provide, you will receive instructions for use or disposal of the product in question. Please have the following information available when you call:

1. Type of product as it is listed on your order form or invoice.
2. Date product received from the Arkansas Foodbank as listed on the order form/invoice.
3. Code dates from the product itself.
4. Reasons you question the product.

Suspension and Termination

Our member agencies are the cornerstone of direct service to those in need in our state, thus, we strive for service excellence and harmony in achieving our mission. However, situations do occur that require evaluation, investigation, and action. We will attempt in every way to work with an agency that falls into non-compliance of standards and will do so in an amicable and professional manner, including utilizing the services of the Arkansas Hunger Relief Alliance to resolve concerns that cannot be resolved by the agency and the Foodbank. Although this type of communication and resolution is preferred, there are guidelines and obligations that, if breached, are cause for suspension or loss of membership.

The following are violations that will result in the suspension or termination of your Arkansas Foodbank membership. Please make sure everyone in your agency is aware of these violations.

- 1. Providing false information on your agency's membership application or monthly reports.**
- 2. Failure to comply with any of the membership criteria.**
- 3. Exchanging Arkansas Foodbank products for money, property, services, or other products.**
- 4. Storing Arkansas Foodbank products in a residence or unapproved facility.**
- 5. Taking Arkansas Foodbank products for your own personal use.**
- 6. Using Arkansas Foodbank products in any manner not related to the tax-exempt purposes of the program.**
- 7. Stockpiling Arkansas Foodbank products in amounts not commensurate with your level of distribution.**
- 8. Transporting, refrigerating, or storing Arkansas Foodbank products improperly.**
- 9. Violating any federal, state, or local statute, ordinance, code, regulation, or law.**
- 10. Breaking the agreement between your agency and the Arkansas Foodbank.**
- 11. Failing to pay fees and invoices in a timely manner.**
- 12. Failure to complete required safe food handling training.**

An agency may be suspended from participation in Arkansas Foodbank programs if found to be in violation of any of the above. Suspension may be 30, 60, or 90 days in duration. Suspension may completely exclude the member agency from accessing supplies or may limit the types and amounts of supplies that the affected agency may access. A suspended agency will be notified in writing of the reasons for suspension, and the details of how the agency may successfully restore their agency status.

An agency's membership in the Arkansas Foodbank may be terminated if the agency is found to be in violation of any of the above. An agency so affected will be notified in writing of the reasons for termination. The agency will not be eligible for membership reinstatement.

If representatives of a suspended or terminated agency believe the agency has been unjustly treated, they may appeal the decision to the Arkansas Foodbank Chief Executive Officer. If the issue is not resolved to the satisfaction of the agency, a written review request may be submitted to the AF Board committee designated to review appeals within ten (10) working days of the date of the notice of suspension or termination. If a terminated agency's circumstances change, the agency may re-apply for membership. Please contact the Agency Relations Director at 501-569-4326 with any questions about this process.

Suspension and Termination

Cancellation of Membership by Agency

Agencies may terminate Foodbank membership by writing a letter to the Foodbank, Attn: Agency Relations Director stating the reason(s) for cancelling membership. In addition:

1. Please submit your monthly report for the last month of activity with the Foodbank, including a report for USDA commodities distribution, if applicable.
2. Return any unopened cases of USDA product to the Arkansas Foodbank
3. Pay all outstanding invoices.
4. The disposition of any equipment received from the Arkansas Foodbank will be determined on a case-by-case basis.