



**Harry Chapin Food Bank**  
**OF SOUTHWEST FLORIDA**

MEMBER OF  
**FEEDING**  
**AMERICA**

# Agency Partner

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M A N U A L





# Harry Chapin Food Bank

## OF SOUTHWEST FLORIDA

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**Harry Chapin Food Bank**  
**OF SOUTHWEST FLORIDA**

## ABOUT US

### MISSION

**Our mission is to lead our community in the fight to end hunger.**

### VISION

**Our vision is that no one has to go hungry in our community.**

### WHO WE ARE

**HCFB is the largest hunger-relief nonprofit and the only Feeding America member in Southwest Florida, serving Charlotte, Collier, Glades, Hendry, and Lee counties.**

**We rescue and distribute donated food and other grocery products through our food distribution programs, feeding more than a quarter of a million people who are hungry each month.**





## **Harry Chapin Food Bank** **OF SOUTHWEST FLORIDA**

### Fort Myers Distribution Center

HCFB is open Monday-Friday from 8:00 a.m.-4:30 p.m.

The warehouse is closed from noon-1:00 p.m. for lunch.

Receptionist hours are Monday-Friday, 8:00 a.m.-4:30 p.m.

Telephone number: (239) 334-7007.

### Collier County Center

The Naples location is open Monday-Friday 8:00 a.m.-4:30 p.m.

for produce and packing events only.

Telephone number: (239) 334-7007.

### Holiday Schedule

The food bank observes the following holidays:

**Martin Luther King Jr. Day**

**Memorial Day**

**Juneteenth**

**Independence Day**

**Labor Day**

**Thanksgiving Day**

**Day after Thanksgiving**

**Christmas Eve**

**Christmas Day**

**New Year's Eve**

**New Year's Day**



## Harry Chapin Food Bank OF SOUTHWEST FLORIDA

### INVENTORY

During the month of June, the warehouse at HCFB closes to perform an inventory audit. During this time, there will not be any agency partner pick ups, nor will there be any HCFB deliveries. Official inventory dates and information about warehouse closures and delivery adjustments will be sent out by email as well as available on Agency Express.

### INCLEMENT WEATHER AND EMERGENCY CONDITIONS POLICY

In the event of inclement weather and/or emergency conditions, all deliveries, pick ups, fulfill mobile pantries, tours and volunteer events will be canceled. The HCFB will communicate closures and services to agency partners through established forms of communication.

### SERVICE AREA

As the leading hunger-relief organization in Southwest Florida, the HCFB distributes food to more than 175 nonprofit agency partners in Charlotte, Collier, Glades, Hendry, and Lee Counties. Our agency partner program serves over 250,000 neighbors each month. Collectively, our network of food bank programs serves approximately 300,000 neighbors each month!



## Harry Chapin Food Bank OF SOUTHWEST FLORIDA

Dear Agency Partners,

Thank you for your unwavering dedication to serving our community. We take great pride in the legacy we've built together and the profound impact our network has made on countless lives. Your contributions have been instrumental in establishing the largest hunger-relief network in Southwest Florida, and we deeply appreciate the work you do every day to support so many in need. Together, we serve over 300,000 neighbors each month who might otherwise lack access to food. Last year, we collectively distributed nearly 40 million pounds of food, offering vital assistance to families in our community struggling to put food on the table. Without the support of our network, these families would face significant hardship.

As partners in hunger relief, you understand the immense effort and coordination required to fulfill our mission. The demands of our work necessitate meticulous planning, attention to detail, and consistent support for our daily operations. Each day presents new challenges and opportunities, and we are immensely proud of the collaboration, hard work, and practical problem-solving demonstrated across our network.

This manual is our best effort to equip our partners (YOU) with the essential processes, guidelines, and commitments that enable us to work together effectively in achieving our mission. We hope you find it to be a valuable resource.

Once again, thank you for your collaboration in leading our community's fight against hunger.

With Gratitude,

Danielle Paez

Director of Community Impact



## WHAT IS Agency Partner?

Our Agency Partner Program, a multi-faceted food distribution program, helps feed children, families, seniors and our neighbors who are hungry throughout Southwest Florida. Our Agency Partners, strategically located in areas of high need throughout our five-county footprint, help identify and serve our neighbors where they live. Our vetted agency partners include social service agencies, faith-based congregations, nonprofits, and community organizations.

HCFB regularly receives requests for partnership which are reviewed on a quarterly basis. We prioritize new partnerships with established programs that provide services at multiple times and hours, and work in an area where there are few food access points. Whenever possible, we encourage collaboration with established programs to enhance services already available in the community. HCFB does not establish agency partner relationships with organizations for events or special occasions, such as one-time distributions, special dinners, or fairs. HCFB focuses on partnerships with organizations that provide regular and long-term service to the community. Food distributed by HCFB is intended for people in need.

## Agency Partner AGREEMENT

All Agency Partners agree to directly serve anyone who is in need of food.

All Agency Partners must have a signed Agency Partner Agreement on file. By signing, the agencies agree to abide by Harry Chapin Food Bank policies and procedures. This section outlines details of the partnership agreement as they relate to food distribution and food program operations. Payments and reporting are discussed separately.

Volunteers and staff who are also program recipients are allowed to receive food as long as they fit the required criteria, and it is not in exchange for services to the agency. Staff or volunteers may not receive preferential treatment, such as allowing them to shop before neighbors.

Agencies are expected to utilize Service Insights on MealConnect (SIMC) at each distribution they conduct to ensure the collection of demographic information from their neighbors.



## WHAT IS THE WAIVER OF LIABILITY?

HCFB makes donated and purchased products available to its agencies. In order to receive donated product, HCFB must sign waivers with Feeding America® and/or donors of food that release those donors from any liabilities resulting from consumption of the donated product. In turn, HCFB requires each agency partner– through the Agency Partner Agreement – to agree to a similar liability release. By signing the Agency Partner Agreement, agencies take responsibility from the time they receive the product from HCFB to the time they distribute it to the client.

Both HCFB and Agency Partners are responsible for subscribing to processes and protocols that ensure food safety. Safe transportation of product, inspection of product before storing and again before distributing, ensuring food packaging has stayed intact, safe consumption dates have been reviewed, regular documentation of cold storage temperatures, and regular inspection for pests are all important steps to keeping food safe for each neighbor.

As stated in the Agency Partner Agreement, the Agency Partner hereby agrees that the food will be duly inspected by the authorized representative upon pick up or delivery, and also at the time of distribution, to ascertain that it is fit for human consumption. An agency must ensure that their staff and volunteers have food safety training to safely handle food products.

It is acknowledged and further agreed to by and between HCFB and Agency Partners that the food is accepted “as is” and may not be returned once the items are taken or delivered from HCFB. HCFB, Feeding America®, and the original donor expressly disclaim any implied warranties of fitness of the product and the Agency Partner agrees to this disclaimer.

The Agency Partner releases HCFB, its directors, officers, employees, volunteers, Feeding America®, and the original donor from any and all claims and liability resulting from the receipt of the food, the condition of the food, and the process of obtaining the food. The agency partner further agrees to indemnify, defend, and hold HCFB, its directors, officers, employees, and volunteers, Feeding America®, and the original donor free and harmless from and against any and all liabilities, damages, losses, claims, causes of action, lawsuits, or any obligation whatsoever. All costs and expenses, including attorney’s fees, arising out of or attributed to any action of the Agency Partner in connection with storage and/or use of, including distribution of, the food, will be at the expense of the Agency Partner.



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## COMMUNITY OUTREACH PROGRAMS

Agency Partners may qualify for one or more of the programs HCFB offers.

### FULLFILL MOBILE PANTRY PROGRAM-FEEDING FAMILIES

Our Fulfill Mobile Pantry Program directly serves people who are hungry and in areas of high need in order to supplement our other hunger-relief programs in Charlotte, Collier, Glades, Hendry and Lee counties. Through our fulfill mobile pantries, a truckload of food is distributed to our neighbors facing hunger through a farmer's market-style distribution, which allows neighbors to choose to take what products they want and need. Our fulfill mobile pantries distribute several different items such as fresh produce, canned and dry goods, and frozen meats when available. Some of our fulfill mobile pantries provide drive-through distributions to areas that may not be able to accommodate a walk-up mobile pantry.

The fulfill mobile pantry program allows HCFB to make food more accessible in underserved communities throughout our five-county footprint, where people with limited financial resources and transportation may not be able to access food through traditional grocery stores. Please contact our fulfill mobile pantry team at [mobilepantryteam@hcfb.org](mailto:mobilepantryteam@hcfb.org) to obtain further information.

### IN-SCHOOL PANTRY PROGRAM-FEEDING CHILDREN

Harry Chapin Food Bank's In-School Pantry Program follows an evidence-based system that alleviates child hunger through food distribution at carefully selected schools. This nationally acclaimed food distribution model, taken from Feeding America®, is designed to provide an accessible source of food assistance to students and their families in need. By locating pantries inside schools, students and their families feel more comfortable acquiring food assistance due to their familiarity with the site locations.

HCFB stocks the in-school pantries with shelf-stable foods such as canned vegetables and meat, cereal, dry pasta, boxed macaroni and cheese, soup, peanut butter, jelly, rice and beans. In addition, the In-School Pantry Program can be supplemented with fresh and frozen items when they are available and the partnering school is ready to accept them.

HCFB currently works with over 45 In-School Pantry Program distribution sites that target underserved communities throughout Charlotte, Collier, Glades, Hendry and Lee counties. Please contact a child impact coordinator at [childprograms@hcfb.org](mailto:childprograms@hcfb.org) to learn more.



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## HARRY'S HELPINGS PROGRAM-FEEDING CHILDREN

Harry's Helpings is an innovative feeding program that provides supplemental food kits for families at childcare, early childhood education, and after-school programming centers where traditional food pantry distribution models are not feasible due to space constraints, lack of adequate staffing or other barriers. Harry's Helpings kits are filled with nutritious, shelf-stable food such as canned vegetables and meat, cereal, dry pasta, boxed macaroni and cheese, soups and stews, peanut butter, jelly, rice and beans. In addition, Harry's Helpings can be supplemented with fresh and frozen items when they are available and the partnering site is ready to accept them.

Harry's Helpings also reaches families and their children who attend community centers, family health centers, or after-school programming centers where traditional feeding programs are not feasible due to space constraints. Please contact a child impact coordinator at [childprograms@hcfb.org](mailto:childprograms@hcfb.org) to learn more.

## MOBILE GROCERY EXPERIENCE MARKET-FEEDING FAMILIES

Our "Fresh Force" Mobile Grocery Experience directly serves those who are food insecure in areas of high need. The mobile market is a one-aisle grocery store, designed to provide healthy, fresh food through a dignified "shopping" experience for families and individuals in need.

Our mobile market consists of several different items such as fresh produce, canned and dry goods, frozen meat, bread, grains, dairy, and other food items. Through our "Fresh Force" Mobile Grocery Experience, HCFB transports healthy foods to our neighbors at no cost who live in designated "food deserts" and low-income areas. We are able to eliminate transportation as a barrier to accessing food by bringing the mobile market directly to families who are hungry.

This setup makes it much easier to bring fresh food to additional areas that are not included in our normal Fulfill Mobile Pantry Program routes or served through our other food distribution programs. The market consists of a hybrid of donated and purchased food. Please contact a mobile market team member at [mobilepantryteam@hcfb.org](mailto:mobilepantryteam@hcfb.org) to learn more.



## HEALTH AND NUTRITION EDUCATION PROGRAM

**Agency Partners may qualify for one or more of the programs HCFB offers.**

### **Florida Nutrition Education**

HCFB offers Florida Nutrition Education programming in person and virtually. These courses are designed to help individuals and families make healthy food choices, as well as maximize SNAP (Supplemental Nutrition Assistance Program) dollars. Participants learn how to make healthy meals, stretch their dollars at the grocery store, and make informed decisions about what they eat.

### **Nudges**

Nutrition nudges are a simple and effective way to encourage individuals to adopt healthier eating habits without limiting their choices or autonomy. They focus on subtle modifications to the food environment, making it easier and more appealing for people to make healthier choices. They can be used in various settings, such as food pantries, schools, workplaces, restaurants, and grocery stores. Please reach out to a health and nutrition team member at [nutritioneducation@hcfb.org](mailto:nutritioneducation@hcfb.org) to learn more.

## COMMUNITY ENGAGEMENT PROGRAMS

### **Care & Share: Senior Feeding Program**

HCFB Care and Share Senior Feeding Program is an application-only program that aims to supplement the diets of a caseload of seniors with low incomes with food that meets their nutritional needs in Charlotte, Collier and Lee counties. We work with selected Agency Partners and senior housing sites to not only identify participants but also to serve as distribution centers for the Care and Share Senior Feeding Program. Monthly, these seniors are provided food kits that contain easy-to-prepare foods, cheese, shelf-stable fruits and vegetables, proteins, and grains. When possible, we supplement the food kits with fresh produce and perishable foods.

Our Care and Share Senior Feeding Program serves individuals over the age of 55 years with a gross income at or below 130% of the federal poverty line in Charlotte, Collier and Lee Counties. The program serves approximately 2,600 seniors monthly. Please contact [HCFBseniorprograms@hcfb.org](mailto:HCFBseniorprograms@hcfb.org) to learn more.



## COMMUNITY ENGAGEMENT PROGRAMS, cont.

### **Commodity Supplemental Food Program (CSFP): Senior Feeding Program**

This program provides nutritious food to eligible low-income seniors ages 60 and older. Food boxes are distributed once a month in Glades and Hendry counties. The CSFP program is administered by the state agriculture department and operated in Southwest Florida by the HCFB. Monthly, these seniors are provided food kits that contain easy-to-prepare foods, cheese, shelf-stable fruits and vegetables, proteins, and grains. When possible, we supplement the food kits with fresh produce and perishable foods. Please contact [HCFBseniorprograms@hcfb.org](mailto:HCFBseniorprograms@hcfb.org) to learn more.

### **Select Choice**

The Select Choice Program is a relatively new program designed to provide Agency Partners with the option of supplementing the food bank's standard products with enhanced shelf-stable offerings. Agency partners that participate in this program are charged a nominal fee associated with the cost of their order. The select choice program is meant to empower Agency Partners to better meet the distinctive needs of their communities, while enhancing the impact of our collective efforts to alleviate hunger. Please reach out to your partner engagement coordinator to learn more.

Agency Partners are still able to receive donated products, produce, and TEFAP products free of charge if they wish to do so. The Select Choice Program is meant to be an additional option for Agency Partners to participate in.

### **Retail Enablement Program**

The Retail Enablement Program is a partnership between Feeding America® and various retailers such as Walmart, Publix, Target, Winn Dixie, Sprouts, Dollar General, and Aldi. Through this partnership, food and non-food items are donated to the food bank and some of the Agency Partners that it serves. We currently have more than 50 Agency Partners that pick-up retail donations at retail stores across our service area. Please contact one of our retail donor coordinators at [retailrescue@hcfb.org](mailto:retailrescue@hcfb.org) or your partner engagement coordinator if you are interested in the program.



## Harry Chapin Food Bank OF SOUTHWEST FLORIDA

### COMMUNITY ENGAGEMENT PROGRAMS, cont.

#### **USDA/The Emergency Food Assistance Program (TEFAP)**

The U.S. Department of Agriculture and the Florida Department of Agriculture and Consumer Services (FDACS) contract with the food bank to distribute government commodities throughout Southwest Florida. The Temporary Food Assistance Program (TEFAP) supplements the diets of low-income individuals by providing them with emergency food. TEFAP enables our Agency Partners to supplement their food programs with canned fruits and vegetables, juice, cereal, frozen meat, and fresh produce. TEFAP carries additional responsibilities. Agencies are required to ensure that each participant qualifies for food; to store TEFAP food separately from non-TEFAP commodities; and to provide civil rights training annually. Enrollment in this program also requires more frequent monitoring/oversight from both HCFB and FDACS. Agencies operating a food pantry, soup kitchen, and/or shelter are eligible to participate in the program. Please contact your partner engagement coordinator to learn more.

### PROHIBITED ACTIVITIES

Agencies may not require contributions from, nor charge a membership fee, that is related to the food program. If neighbors want to make a donation to the program, they should be encouraged to utilize their resources to care for their own needs. An agency should not accept financial donations from neighbors during distribution. Neighbors cannot be required to fulfill certain conditions in order to obtain food, including but not limited to making a donation for food, volunteering as a requirement for receiving food, attending and/or participating in a religious service or activity in order to receive food.

Agencies cannot place donation jars in a location while food is being distributed or a meal is being served.

Agencies cannot allow volunteers and/or staff members preferential treatment or access to food by reserving food exclusively for volunteers or staff. Agencies may also not allow volunteers or staff a larger quantity of food than neighbors with the same or similar circumstances.

Under no circumstance should donated products be sold in thrift stores or flea markets, or traded, bartered, transferred, or exchanged for any other goods, services, or property. HCFB food items may not be stored in someone's home, or a shed meant to store garden tools.



## Harry Chapin Food Bank OF SOUTHWEST FLORIDA

### PROHIBITED ACTIVITIES, cont.

Many of HCFB's partners are members of faith-based organizations. As a condition of receipt of commodities, agencies cannot proselytize. Agencies are not allowed to require program users to attend church, other religious services, or complete applications unrelated to the food program in order to receive food or other products. Neither will the agency distribute food immediately prior to or immediately after services that are deemed as religious or proselytize during the distribution.

### MISUSE OF HCFB PRODUCT

All food and non-food products received from HCFB can only be used for programs described in the agency application. Agencies are not allowed to order food for other agencies or use product for other purposes, charitable or otherwise, unless first approved by HCFB.

There should be no redistribution of HCFB product to nonprofit organizations, pantries or meal providers. No exceptions are allowed regardless of if they are part of the HCFB network of Agency Partners, without a written agreement signed by the Agency Partner and HCFB.

Agencies wanting to expand their program by beginning a new program must go through an additional application process, including a site visit and orientation. All products received through HCFB are to be used for the approved program only, not for other purposes.

Using HCFB donated food and non-food items for fundraisers, staff parties or board meetings, or making use of cleaning products and blankets to help offset operation costs, is prohibited. Product received by HCFB cannot be given as thank you gifts to volunteers or others affiliated with the agency, sold or used for fundraising (including as ingredients for public suppers that raise funds or ask for donations), or for non-program-related activities (funerals, carnivals, birthday parties, or community social events).

#### **Agency Partners Sub-Distributing Food to other Agencies**

Agency Partners are NOT allowed to sub-distribute unless there is a written agreement signed by HCFB to do so. An agency must maintain a record of each item, the date and quantity. This is required in case of a product recall. Food that is sub-distributed must be edible and safe to transport from one location to the next.



## Anti-Discrimination Policy

Agency Partners agree not to discriminate against any person in all its programs and services on the basis of race, color, citizenship, religion, sex, national origin, ancestry, age, marital status, disability, or sexual orientation, including gender identity, as well as unfavorable discharge from the military, or status as a protected veteran.

Each Agency Partner participating in the CSFP and TEFAP must display a "Justice for All" poster. Staff and volunteers that have direct contact with program users must receive civil rights training annually.

\*Violation of this policy will result in immediate termination.

### **Reporting Food Loss**

Any loss of product by fire, theft, robbery, or other disaster must be reported to HCFB as soon as possible. In addition, the agency must contact the police, obtain a copy of the police report, and submit the report to the food bank.

### **Filing a Discrimination Complaint**

All Agency Partners must maintain a non-discrimination policy and related set of operating procedures. If any of the organization's neighbors feel they have been discriminated against, they will be provided with appropriate forms and contacts and, if needed, will be assisted in completing forms in accordance with this agreement.

Any complaint alleging discrimination must contain specific information, such as the full name and address of the person making the complaint, along with the full name and address of the entity the complaint is being made against. The basis of the alleged discrimination must include the grounds of the complaint, i.e. race, color, religion, national origin, disability, age, or gender.

A statement will need to include the facts that define the alleged discrimination and the date(s) of the occurrence(s). An agency receiving USDA commodities may contact USDA directly with its complaint. All other agencies should forward their information to the Community Engagement Manager.



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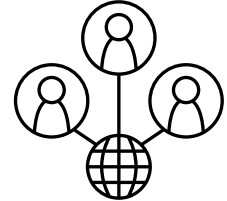
### Communicating to the Public and Suspension

HCFB requires Agency Partners to acknowledge their partnership with HCFB by prominently displaying the HCFB decal and using best efforts to acknowledge HCFB on any printed materials and media outlets when referencing the feeding program.

Each agency is provided a poster or decal at the time of new member orientation. Upon termination of this agreement by either party, the partner agency must return the decal and immediately cease to represent itself as a partner of HCFB.

#### Communicating to Harry Chapin Food Bank

If an agency moves, discontinues the program, or undergoes any significant program changes, such as change of main contact person, operation days and hours, location, and agency contact information, the agency must notify HCFB within 10 days of the change. Agencies are encouraged to make any changes by completing the Change of Information Form. The form must be completed by the person in charge of the agency or church, such as the director and/or pastor. Otherwise, no change will be made.



#### Suspension

The HCFB reserves the right to suspend an Agency Partner's account for up to six (6) months for noncompliance. During the suspension period, an agency will not be allowed to order, shop, or receive bread and produce; however, when a suspension is due to non-payment, the agency will be allowed to receive bread and produce only, as available. When the agency becomes compliant, the suspension will be lifted with no further action. If the agency does not return to good standing, the account may be inactivated, and the agency must wait one (1) year from the date of the inactivation to re-apply.

#### Possible reasons for suspension are:

- Significantly delinquent in payment
- An agency does not comply with recordkeeping and reporting requirements, including reporting pounds collected through store rescue. This includes any administrative records pertaining to TEFAP and CSFP.



## Inactivation/Termination and Right to Appeal

- An agency is closed to the general public but distributes donated products to unqualified recipients or exclusive groups, such as clubs and members of the congregation.
- HCFB is unable to perform a scheduled site visit.
- An agency relocates or changes days/hours of service without informing HCFB.
- Food safety violations
- Any other reason found by HCFB staff that violates HCFB and USDA policies and procedures.

### **Inactivation/Termination**

An Agency Partner may be inactivated without having first been put on suspension for serious infractions of the partnership agreement, USDA contract, or any other HCFB regulations outlined in this manual. When an agency has been placed on suspension twice at any given time during the partnership for a recurring issue, HCFB reserves the right to terminate the agency for its third infraction.

Inactivation is determined jointly by the Partner Engagement Coordinator and the Community Engagement Manager. The agency partner will receive a letter outlining the status of its account if it is suspended or terminated

An Agency Partner will be terminated immediately for any of the following reasons:

- Loss of an IRS 501(c)(3) or church exemption
- Unlawful discrimination
- Selling food
- Charging clients a fee for food and non-food items

Once inactivated, an agency will lose the privileges that come with partnership and must reapply to be reinstated as an Agency Partner.

### **Right to Appeal**

The Agency Partner has the right to appeal to the Chief Operations Officer of HCFB by delivering such appeal in writing within 30 days of receipt of notice of inactivation. The agency will receive a written response from the President/CEO within 15 business days. The decision to reinstate an Agency Partner will be determined by the Chief Operations Officer and Director of Community Impact and Partnerships. An Agency Partner that is not reinstated may reapply by submitting an application one year after the termination date.



## Site Visits

Feeding America® requires HCFB to visit agency partner sites at least once every two years. However, the Florida Department of Agriculture and Consumer Services requires annual site visits to agencies participating in the TEFAP and CSFP programs. These visits are required to remain an active Agency Partner in the network. Site visits are mostly performed during times of food distribution or a mutually agreed upon time. The agency will receive notification by phone or email at least one week prior to the upcoming site visit. HCFB will email a site visit checklist to help the agency partner to prepare for the visit after the appointment has been confirmed. If scheduling a site visit is unsuccessful after three attempts, the agency's account will be suspended.



### **The Purpose of the Site Visit is to:**

- Collaborate together to address community needs
- Ensure food safety standards are being upheld
- Maintain continuous open dialogue between HCFB and the agency partner
- Explore and discuss capacity building opportunities
- Gives the agency partner a chance to showcase their amazing work fighting hunger.

The site visit also provides an opportunity for the participating agency to ask questions, discuss concerns, and make suggestions about the program.

Our goal is to make the monitoring visit as helpful and informative as possible.



## Site Visits

### Site Visit Preparation Checklist

Administrative Records - Please have copies of the following documents for review:

- The organization's 501(c)(3) (but not a private foundation) determination letter; or proof of a church, or church organization affiliated with a specific church, which meets the requirements for a church under IRS 501(c)(3)
- A list of board of directors with their contact information
- Current pesticide information, either a bill or pest control log.



Food storage and handling areas including:

- Food storage practices
- Proper sanitation and safety
- Pest control
- Current thermometers and temperature log
- Food storage area and cold boxes maintained at the appropriate temperatures.

Food program records including:

- Record keeping system, such as signature sheets, spreadsheets, eligibility forms
- Food safety certificate for the individual involved in day-to-day operations
- One year of signed invoices
- Process for handling non-discrimination complaints
- Proof of USDA training for staff and/or volunteers (if applicable).

### What to Expect During a Site Visit

During the visit, the agency facility and administrative records are reviewed. It is very important that the main contact and/or program director be present during the site visit. Reviewing the checklist and ensuring the required documentation is on hand at the time of monitoring is extremely important. This will help to ensure a successful site visit. It is important to remember that a site visit cannot be officially completed and closed out until all required documentation is turned in to the partner engagement coordinator. Documentation for the current year must be kept on site and ready for review during a site visit by HCFB, a government agency, and/or donor. An agency is required to maintain the following documentation for four years: USDA/TEFAP forms, non-discrimination and civil rights training (USDA distributing agencies only), outreach materials, temperature logs, most recent pesticide schedule, participants' signature sheets, pest control records, food safety certification, and invoices.



## Site Visits, cont.

Food safety practices and interaction between volunteers and neighbors are observed. After the site visit is complete, the agency will be asked to sign the Agency Partner Monitoring Form. A follow-up letter will be emailed to the agency outlining the results of the site visit.

### **Concerns found at Site Visit**

In the event an agency is found not meeting the standards and policies of HCFB during a site visit and the issue does or could adversely affect food safety, product integrity, donor relations, neighbors' access to services, or the reputation of HCFB, a follow-up site visit will be performed at a minimum of every six (6) months until the issue is corrected. Documentation of the corrective actions is maintained in the agency's file. HCFB will follow up within \_\_\_\_ to ensure the situation is being rectified. If a partner does not take corrective action within 60 days, the agency may be suspended.

### **Agency Complaints**

Complaints are taken very seriously. HCFB will follow up on all complaints, concerns, or questions about an Agency Partner that receives food from the food bank. A staff member will contact the agency to discuss the nature of the complaint and a resolution. Many complaints are program complaints, such as neighbors perceiving they are receiving less food than another. In that case, the resolution may involve informing neighbors of the agency food distribution policy. For complaints that infringe on a person's civil rights or violate any section of the Agency Partner Agreement, the agency may receive an unannounced site visit. Records of complaints are noted in the agency's file.

### **Orientations**

Before partnership is granted, a new Agency Partner must attend an orientation. Existing agency partners are encouraged to invite volunteers and/or staff members associated with the feeding program to attend an orientation as a way of ensuring continuity in the event of staff or volunteer turnover. Orientations cover the Agency Partner Agreement as well as the benefits of food bank partnership, warehouse rules, food safety and storage, ordering and receiving product, reporting requirements, and an overview of all food bank programs. Participants will also receive a tour of the food bank warehouse. All new agencies will receive a copy of the Agency Partner Manual and Partnership Agreement which the executive or director of the program must sign. Orientations are scheduled on a quarterly basis.



## Site Visits, cont.

### **Annual Agency Summit**

The Agency Summit is typically held in October; however, it may be held at any time throughout the year. The Agency Summit offers agency partners a forum to learn from experts in a variety of fields, including fundraising, community health and nutrition, and advocacy, as well as best practices. Agency Partners are encouraged to attend and enjoy a day of appreciation for all the hard work and effort they have contributed throughout the year.

### **Mandatory Meetings**

As stated in the Agency Partner Agreement, every Agency Partner is required to attend a mandatory meeting. County quarterly meetings are held to discuss changes in HCFB policies, new program initiatives, best practices, and more. This is also a great time to get questions answered and to network with other Agency Partners.

### **Service Insights on MealConnect**

Service Insights on MealConnect (SIMC) is a free, web-based application used to collect basic demographic data from the neighbors we serve at our food distributions. The insights that we obtain from this new information will improve the way HCFB collectively makes decisions with our partner network and fights hunger across SWFL.

SIMC utilizes neighbor intake forms that are filled out during food distributions. Using the information collected on these intake forms, SIMC offers a vast array of interactive reporting visuals and data exports, which can be used by agency administrators to easily find the numbers they are required to report in Agency Express at the end of each month.

### **Receiving Product from HCFB**

Agencies request products through our online system called Agency Express. Agencies receive food from HCFB in two ways: direct delivery and/or picking up (shopping) at one of our distribution centers.



## Ordering

There is one way to order food: online through Agency Express.

### **Agency Express**

Ordering is done online 24 hours/7 days a week through the Agency Express System. To access the system, the agency must have a username/password and program code.

The username is always the agency number assigned to the program at the time of partnership. The program code is always 0280p and the username

To place an order online, an agency must have access to a computer with Internet Explorer and/or Safari. The online ordering system is operational 24 hours/7 days a week. An order must be placed five to seven days before delivery.

### **Direct Delivery**

HCFB is able to provide delivery to many Agency Partners directly. Partners receiving delivery must have staff and/or volunteers available for unloading items and preparing them for distribution or storage. Delivery locations must be large enough and safe enough for our trucks to deliver to. If a parking lot does not meet our requirements (e.g. ample room for the truck to move), the agency partner will need to make other arrangements to receive the product. HCFB must abide by all local laws and ordinances regarding the operation of our trucks and deliveries. Agency Partners that order less than 500lbs are not eligible for consideration of direct delivery.

### **Delivery Fees**

HCFB does not charge a delivery fee. The HCFB reserves the right to charge delivery fees at any time.





## **DELIVERY POLICY & PROCEDURES**

HCFB drivers will make every effort to deliver items to the location on record at the scheduled date and time. It is imperative that an agency have someone available for at least three hours on the day of delivery. Deliveries are scheduled for a morning window (8:00 am -12:00 pm) or an afternoon window (1:00pm – 2:00 pm).

Upon delivery, an agency representative must verify that the order is correct and sign the invoice before the driver leaves the premises. If you discover an item(s) is missing from your order, please contact the Partner Engagement Coordinator immediately to remove charges from your account, if any.

Drivers will deliver food to the door of the agency. Drivers are not allowed to bring food beyond that point nor to assist with putting food away. An agency is expected to have adequate food storage and enough help to stock food.

### **Missed or Canceled Deliveries**

If you miss your scheduled delivery, immediately contact a Partner Engagement Coordinator. We will do our best to assist you in making arrangements to pick up your items or reschedule your delivery, but it is not guaranteed.

To cancel a delivery and return an order to stock, please call a Partner Engagement Coordinator at least 72 hours prior to your delivery. Agencies may be subjected to a \$25 restocking fee at the discretion of the food bank.

### **Pallets and Banana Boxes**

Agencies are expected to return pallets and banana boxes to HCFB. It is very important that these be returned, as they are an essential part of HCFB operations. HCFB uses banana boxes to store, sort, and carry food.

Drivers will pick up the pallets and boxes when they return to deliver a new order to the agency or at a mutually agreed upon time. Agencies that pick up their orders are required to return the pallets and boxes on or before their next scheduled pick up.

Pallets and boxes are to be kept clean and dry. Drivers will not accept pallets and boxes that are damaged due to the weather or agency neglect. Agencies may incur the cost of unreturned and damaged vessels.



## Safety Guidelines

### **Safety Guidelines for Loading Vehicles at HCFB Agency Dock**

Purpose:

To ensure the safety of all Agency Partner volunteers by reducing the risk of falls during vehicle loading at the dock, especially when vehicles are not at dock level.

#### **Key Safety Procedures**

##### **1. Prohibit Unsafe Dock Usage for Non-Dock-Height Vehicles**

Do NOT load vehicles from the dock if the vehicle bed/trunk is significantly lower than the dock level.

#### **Approved Loading Methods**

##### **2. Use Ground-Level Loading Areas When Needed**

Vehicles not at dock level must be loaded at ground level.

Volunteers should park in the Agency Dock parking area, and items must be brought to the vehicle for safe loading.

##### **3. Request Staff Assistance**

Volunteers needing help determining the proper loading area or assistance with loading must alert warehouse staff assigned to the Agency Dock.

HCFB Staff are trained to help assess vehicle height and direct volunteers to the safest loading method.  
Physical Barriers and Signage

##### **4. Temporary Barriers/Chains at Dock Edge**

When the dock is not in use, chains or physical barriers will be placed across the dock edge to prevent access.

##### **5. Clear Warning Signs**

Signage at the dock entrance:

"STOP: For your safety, do not load vehicles from the dock if your vehicle is not at the same level as the dock. Use ground-level loading."



## Safety Guidelines, cont.

### **Volunteer Training & Communication**

#### **6. Notification for all Agency Partners who “Shop” at the Agency Dock**

HCFB Partner Engagement Coordinators will email a copy of the Safety Guidelines for Loading Vehicles at HCFB Agency Dock to all Agency Partners that “Shop” at the Agency Dock.

Agency Partner Volunteers must be given a quick safety briefing upon arrival on proper loading areas and the prohibition of unsafe dock use.

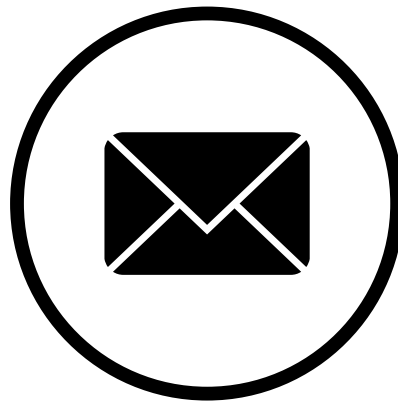
### **Incident Reporting**

#### **7. Report All Near-Misses and Unsafe Conditions**

HCFB warehouse associates assigned to the Agency Dock must report any falls or near-misses to the Safety Coordinator immediately.

### **Contacts**

For questions or to report concerns, contact:  
**Your Partner Engagement Coordinator**





## Shopping Donated Product

### Pickup/Shopping

Our goal is to provide a pleasant, clean and safe “shopping” experience for everyone who visits HCFB. All people on the warehouse floor must be at least 16 years of age and closed-toe shoes are required for safety. Agency Partners are able to pick up at our distribution centers based on appointments scheduled online. Agency Partner pickup appointments are scheduled to take approximately 15 minutes. If you need to reschedule a pickup appointment, you must notify a Partner Engagement Coordinator prior to your scheduled pickup time. We will be happy to reschedule your pickup.

Once you arrive for pickup, please check in with the Food Distribution Supervisor. Enter through the entrance marked “Agency Check-In”. You will be asked to provide the name of your organization and agency number.

Parking is available directly across from the loading dock closest to Fowler Street. Do not park in areas designated for other businesses. The HCFB will not be responsible if your vehicle is towed.

Agencies are expected to retrieve items ordered through Agency Express on the scheduled date and time. An agency representative should arrive on time or at most 10 minutes early if the representative would like to shop. Tardiness causes delays. If an agency is late, the representative may have to wait until all other agency partners have picked up at their scheduled time before receiving the order or may not be allowed to pick up at all. Agencies that are chronically late without cause may be suspended from picking up for a period of 60 days.

Donated non-perishable food items are available for shopping. If an agency representative is picking up an order placed online and wants to shop as well, the representative may do so at the time of pickup. An agency may shop even if an order was not placed online. In this case, the agency must call a Partner Engagement Coordinator to schedule an appointment.



## Harry Chapin Food Bank OF SOUTHWEST FLORIDA

### Shopping Donated Product, cont.

Keep in mind the following guidelines:

- Appointments are made 30 minutes apart and you are allowed 15 minutes to shop
- No entry will be permitted on site prior to 9:00am or after 2:00pm
- Please be on time so we may better serve you, and in consideration of others waiting behind you
- Please be mindful of other agency partners and do not clear the shelves
- Agencies are responsible for checking orders before leaving the premises. Report any issues or discrepancies with your order. No changes will be permitted once you leave the food bank.

### Liability

Due to insurance regulations, our staff is not permitted to assist in loading orders into your vehicle. Please bring adequate help with you (at least two people needed) when picking up food.

Please stay clear of the dock and all equipment. All warehouse areas other than the shopping area are off limits.



HCFB is not responsible for loading vehicles. While staff is prohibited from listing items, the warehouse staff will gladly load items on a box truck using a pallet jack or forklift. Agencies are encouraged to bring their own equipment to assist with loading products inside their vehicles.

Orders will be brought to the loading dock at scheduled appointment times. Please do not back into the dock until you are asked to do so.



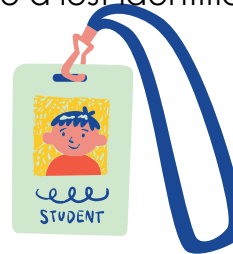
## Identification Cards

Agency representatives must wear their name badge to pick up food and other products, when interfacing with food bank staff, and while on food bank property. Agency representatives who do not wear their name badge may be turned away and must make arrangements with their Partner Engagement Coordinator to retrieve their order.

Each Agency Partner is issued two cards during orientation. If there is a program change, the agency is responsible for contacting the food bank within 10 days of the change so that new cards can be issued.

### Replacement Identification Cards

Your program may be subjected to a fee of \$5 to replace a lost identification card.



### Missed or Canceled Appointments

If you miss your scheduled appointment, immediately contact a partner engagement coordinator. We will do our best to assist you in making arrangements to pick up your items, however, this is not guaranteed.

To cancel an appointment and return an order to stock, please call a Partner Engagement Coordinator at least 72 hours prior to your pickup or delivery. Agencies may be subjected to a \$25 restocking fee at the discretion of the food bank.

### Returned Checks Policy

If an agency's check is returned by the bank for any reason, the HCFB has the right to assess a charge. Thereafter, the food bank has the right to no longer accept payments by check from the agency for six (6) months for the first infraction and twelve (12) months for the second infraction. Agencies that have two returned checks within a 12-month period or five (5) returned checks at any time during their partnership account may be suspended.



## Past Due Balances and Returned Orders

### Past Due Balances

Agencies are expected to pay their balance within 30 days of being invoiced. Agencies with balances that are 60 days in arrears will receive a warning letter. After 90 days, an account may be suspended or inactivated, or the agency may be required to pick up its orders. Agency accounts that are inactivated or suspended will have to pay the entire balance before shopping privileges and other services are restored.

Note: An Agency Partner with a balance in arrears over 90 days will be reviewed for inactivation. If inactivated, the agency will have to start the process from the beginning, and the program may or may not be approved.

### Returned Orders

Orders returned to stock because of a no-show or cancellation outside of a 48-hour time period may be subjected to a \$25 restocking fee, which must be paid before an agency can place another order. To cancel an order, an agency must contact their partner engagement coordinator within 72 hours of the designated time of pick up or delivery.

### Statements

Statements are mailed to the address on record during the first week of each month. Invoices that have not been paid will be shown on the statement. Statements provide invoice numbers with corresponding dates of orders an agency has received. If there is a discrepancy on the statement, please contact the finance department to follow up.

### Invoices

Invoices are generated for every order and identify each product on the order. Agencies are provided with an invoice at the time of pick up or delivery. All invoices should be given to the agency representative in charge of the organization's finances for processing purposes. Copies of each invoice can be provided at an agency's request. It is required that agencies maintain records of their invoices for four years, one year current on site and three years previous off-site.



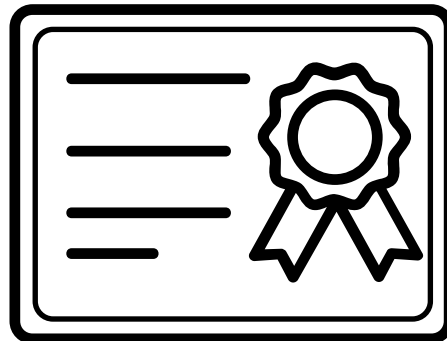
## Food Safety and Certification

### Food Safety

Food must be kept safe at all times, from the time of pick up/delivery to distribution. It is of paramount importance to follow the food safety guidelines to prevent food-borne illness. Agencies that store in one location and distribute from another, and/or pick up food from HCFB to deliver it to their site, whether from a permanent site or a mobile pantry, must adhere to the rules of Food Safety Training.

### Food Safety Training and Certification

Each Agency Partner must have at least one program representative who is certified in food safety and must maintain food safety certification during the duration of the partnership. This will ensure that proper food safety knowledge and practices are being implemented throughout our network. In the event the agency representative with food safety training departs the organization, HCFB should be notified, and another representative will need to be trained as soon as possible. An agency representative is required to attend regular food safety training.



### Food Storage

All storage facilities for food and non-food items must be approved by HCFB personnel and located within HCFB service areas: Charlotte, Collier, Glades, Hendry, and Lee counties. Private residences may not be used for storage and/or distribution of food from HCFB. This includes, but is not limited to, TEFAP, CSFP, donated food, and food drive food. Typically, storage facilities are located in the same building as food distribution. If an agency stores food in a location separate from the food distribution, that site must be pre-approved by HCFB personnel. Food must be stored in a space that is climate-controlled. Spaces such as sheds and closets meant for the use of garden tools are not allowed. An agency is subject to inspections, announced or unannounced, to ensure these rules are followed.



## Food Storage

### **Storage Space**

An agency must have adequate storage space to provide proper air circulation. Food should be stored on clean and dry shelves and/or pallets that are at least six inches off the ground and two inches away from walls and ceiling. Non-food items such as poisonous material, including pesticides, soaps, and detergents, must be stored away from food.

Food storage temperatures should be no warmer than 80 degrees for most dry goods, such as canned goods. Special dry goods such as rice, beans, grains, and powdered milk must be stored at temperatures between 50 and 70 degrees. Refrigerated food temperatures must be held between 35 and 41 degrees and freezer temperatures between 0 and -10 degrees. Agencies are required to maintain a temperature log to record temperatures of the cold box and dry storage area. Temperatures should be recorded daily or when on-site.

### **First-In, First-Out Rotation Method (FIFO)**

The HCFB recommends Agency Partners implement the First-In, First-Out (FIFO) rotation method to avoid waste. Food should not be stored longer than three months. Date each case of product as soon as it is received. Older dates on stock should be placed up front and used before product with newer dates.

### **Transporting Food**

The Agency Partner is responsible for safely loading and transporting food to ensure the integrity of the food and to reduce accidents. Safe loading includes bringing a vehicle that can hold product safely and be secured against shifting by utilizing proper load securement, including load bars, tie-downs, blocking, or other approved systems. When requesting product for pickup, the Agency Partner must consider the capacity of the vehicle to be used for transport and should either limit the amount to the size and pound capacity of the vehicle (per the vehicle's manual) or plan to bring multiple vehicles.



## Food Storage, cont.

### **Food Transportation**

Food transportation best practices include:

- Clean the inside of vehicles at least once per week or as often as necessary, making sure, vehicles are pest and debris free.
- Never transport food in vehicles used to haul garbage.
- Keep items such as oil, antifreeze, or wiper fluid separate from food (for example; in a plastic tote with tight-fitting lid).
- Lock the vehicle when not being loaded or unloaded.
- Keep refrigerated foods at or below 40° F and keep frozen foods frozen.
- When transit times are less than 30 minutes, use passive cooling devices such as coolers, ice packs and/or thermal blankets for perishable products; active cooling should be used for longer transport.
- Log the temperatures of cold storage product upon arriving at agency and before putting away for distribution.

### **Refreezing**

Once food is thawed in the refrigerator, it is safe to refreeze it without cooking; however, there may be a loss of quality due to moisture lost through thawing. After cooking raw foods that were previously frozen, it is safe to freeze the cooked foods. If previously cooked foods are thawed in the refrigerator, an agency may refreeze the unused portion. Freeze leftovers within three to four days. Do not refreeze any food left outside the refrigerator for longer than two hours, or one hour in temperatures above 90 degrees.

### **Return Policy for Damaged Products**

Occasionally, HCFB may receive products that are damaged. While each product is inspected closely by HCFB personnel, from time-to-time products may come to an agency that is damaged. An agency has 24 hours after the product has been received to contact the community engagement team in writing with any available pictures attached. HCFB will not accept returned items that were ordered in error. Agencies are encouraged to contact the food bank with questions about any product.



## Product Recall

### Product Recall

The HCFB receives notification from Feeding America, the United States Department of Agriculture, the Food and Drug Administration, and local news sources to keep updated on food recalls. The food bank reviews all specifications to determine whether the recalled product is on its inventory list, or if the product has been distributed throughout the service area. Partners will be notified and asked to locate the recalled item by the manufacturer's name or brand, packing size, serial and/or lot numbers. When necessary, a credit or refund will be issued to qualifying agencies.

If the recalled item is in the warehouse, HCFB will remove any remaining product from the shopping list and shopping area to prevent further ordering and distribution. If an agency has an existing order for a recalled item, the item will be removed from its order. In addition, the precautions listed below should be taken.



HCFB and Agency Partners will use the following steps for recalled products:

- HCFB will notify Agency Partners within 24 hours and include any important instructions.
- Agency Partners will comply with the manufacturer's disposal instructions immediately. Quarantine, isolate, and label any affected product to maintain safety.
- Promptly and efficiently provide food recall or advisory information to any neighbors who may have received the recalled products.
- Inform HFCB of the course of action taken by your agency.
- HCFB recommends agency partners keep track of food recall notices for 12 months. We recommend posting recall notices and pictures of labels for 30 days.

Agencies interested in receiving notification directly can do so by signing up for emails at [foodsafety.gov](https://foodsafety.gov).



## Best Practices

### Hand Washing

Always wash your hands before, during, and after handling food. Bacteria can easily be spread by unclean hands. Wash your hands after using the restroom, touching your mouth, face or hair, sneezing, or if you have a cut.

If an agency prepares food, your location should be equipped with a hand-washing sink, a hand-washing sign posted above or near the sink, and soap and paper towel dispensers.

### Sanitation

Maintain equipment and work surfaces. They should be clean and free of bacteria. This is critical for food safety. Cleaning and sanitizing practices should be utilized. Agencies are encouraged to implement a cleaning schedule to ensure cleaning practices are upheld. All sinks used for hand washing must have a hand washing poster posted above the sink or nearby. Clean spills immediately to prevent accidents.

### Pest Control

Agency Partners must take reasonable precautions to protect against pests. Agencies are required by HCFB to have regular visits from a licensed exterminator. Agencies cannot use pest control methods that use poison and glue traps, as they can pose the possibility of cross contamination with food and would make food unfit for human consumption. Agencies must maintain a list of the dates of pest control services rendered and a copy of the pest control contract or current invoices.

## Interpreting Dates

Many food products are safe to eat beyond the date printed on the package, but manufacturers' policies dictate that these foods be removed from retail stores. HCFB is still able to distribute many of these items. HCFB actively works to ensure the quality of donated products; however, agencies should always inspect products as they come into their facility.



## Interpreting Dates, cont.

Items such as medicine and baby food, including baby formula, must be discarded. These items cannot be distributed past their expiration date. The websites listed near the end of this page are the definitive sources for food safety. The following provides some guidance but should not be considered a substitute for the information on those websites. Also, the commonsense rule of “When in doubt, throw it out” always applies.

Food Expiration date	Description of Code
Expiration Date/Use By	Last day the product should be eaten or used for assured quality. Phrase most often used: Do not use after (date), Includes baby formula and baby foods.
Sell by or Freshness	Last recommended date of sale allows ample home storage time. Phrase most often used: “Sell by (date).” Includes milk, yogurt, and eggs
Best if Used By	Date after which a product is not likely to be at peak quality or flavor. Includes prepared packaged foods, rice/Soy Dream soymilk, and most dry goods.
Use by/before	This is the last date for use of the product at peak quality. This date has been determined by the manufacturer of the product.
Production/Pack Date	Indicates when the product was produced. It does not indicate anything about the quality or safety of the product, and it does not indicate anything about shelf life. Production dates are used to track products. They are not meant for the consumer.
Code Date	A series of letters/numbers used by manufacturers to track food across state lines in the event of a recall.



## Glossary

**Agency Express:** Agency Express is a web-based tool sponsored by Feeding America and TechBridge that allows agencies to shop for available food items from the food bank, view item details, submit orders, and view the status of orders through this system.

**Agency Partner:** A 501(c)(3) charitable or social service organization that partners with HCFB to help end hunger in Southwest Florida through the distribution of food supplied by HCFB and other sources.

**Care & Share:** Senior food program operated by HCFB to provide supplemental food for eligible low-income seniors living in Charlotte, Collier, and Lee Counties.

**Commodities:** Food donated by the USDA for distribution through CSFP and TEFAP programs.

**Commodity Supplemental Food Program (CSFP):** Federal nutrition assistance program targeting eligible seniors ages 60 and older.

**Discrimination:** Treatment or consideration of, or making a distinction in favor of or against, a person or thing based on the group, class, or category to which that person or thing belongs, rather than on individual merit.

**Duplicated:** This is the number of “duplicated” neighbors served monthly. If the same family or household comes in more than one time during this period, count the household, number of adults, seniors and number of children EVERY TIME. However, this number would be a duplicated count.

**Food Bank:** A nonprofit organization that operates as a clearinghouse and distribution center, receiving donated food and non-food products and channeling them through various community agencies to people in need.

**Food Drive:** A food drive is an organized effort to collect food for distribution to individuals/families who are food insecure.

**Food Pantry:** An agency that distributes food for home use directly to individuals and families that meet established eligibility requirements.

**Grievance:** A formal process used to resolve a complaint.



## Glossary, cont.

**Household:** A group of related or non-related individuals living as one economic unit who buy and cook food together. It can also mean a single individual living alone.

**Meal Program:** A program that provides prepared meals or snacks to clients at the program site or in their homes. Meal programs include all congregate meal programs, as well as (soup) kitchens, shelters, group homes, rehabilitation programs and transitional housing programs.

**Mobile Food Pantry:** The mobile pantry program, called Fulfill Mobile Food Pantry Program, provides supplemental food to neighbors in underserved areas of the community.

**Neighbor:** An individual or a household member who receives food through one of Harry Chapin Food Bank's programs or agency partners.

**Neighbor Choice Pantry:** This food pantry model helps provide a dignified shopping experience by allowing neighbors to choose specific items they want and need for their families.

**Proselytize:** Convert or attempt to convert (someone) from one religion, belief, or opinion to another.

**Retail Enablement Program:** A program that allows agency partners to pick up a collection of food that would otherwise go to waste from wholesale and retail sources.

**Service Insights on MealConnect (SIMC):** A web-based application used to collect consistent administrative data from the neighbors who visit food distributions. SIMC is provided to all agency partners for free through HCFB's partnership with Feeding America.

**Soup Kitchen:** A soup kitchen is an establishment that offers meals to people in need. In many instances, visitors to a soup kitchen do not need to meet any eligibility requirements, with meals being offered to all without question.

**Unduplicated:** The number of unique individuals who receive food assistance through agency partners or other programs during a given period of time.



## Amendments/Revisions

### Amendments/Revisions to the Policy Manual

The Food Bank reserves the right to modify this manual from time to time without advance notice to Agency Partners. After receipt of any amendments/ revisions, an Agency Partner may withdraw its membership within 30 days.

## Appendix

### Process for Completing Your Monthly Reports

Monthly reports are required for each month of service and due by the 10th of the following month. This report is a mandatory requirement in accordance with the agency's partnership agreement. Reports must be up-to-date in order to access inventory from the food bank. Following the steps below will help agencies accurately complete their reports online and remain in good administrative standing with the food bank.

1. Select agency portal from the HCFB website or visit [Agencyexpress3org](http://Agencyexpress3org).
2. Select Agency Express from the left-hand side of the screen.
3. Enter the agency log-in information. Passwords are case sensitive. The agency will then be logged into Agency Express.
4. Select report tab from the top middle section of the screen.
5. Select survey management from the options in the dropdown. This will open the data options page with the monthly reports:
  - a. Search: Allows the agency to search for previous reports.
  - b. My Surveys: Will only show reports for the months that are missing within the search period. This is where agencies enter data for the months being reported on.
  - c. My Responses: Shows reports for months that have been completed.





## Appendix, cont.

### My Surveys

1. Select survey tab for the month in which the agency wants to complete the statistics.
2. Complete the information that is applicable to the agency's program. If the agency didn't serve food that month, enter a "0".
3. Select submit.

### Just a Few Reminders

1. Stats must be input by the 10th day of each month.
2. Even if the agency does not serve anyone that month or doesn't order from the food bank, stats still need to be inputted.
3. If stats are not turned in on time, the agency's account will be placed on hold until they are up to date. The agency will not be able to order food.
4. If there are multiple agency numbers, input stats for each one separately.

### Placing Your Order Online

#### Step 1:

Visit the food bank's website at [harrychapinfoodbank.org](http://harrychapinfoodbank.org) or [agencyexpress3.org](http://agencyexpress3.org).

#### Step 2:

Select Agency Portal from the navigation bar located at the top of your screen. This will bring you to the Harry Chapin Food Bank Agency Portal page.

#### Step 3:

Select the Agency Express button located on the left-hand side of the screen.

#### Step 4:

Enter username (agency ID#), password, and program code (0280p and ID#) then select the yellow log-in icon.

(The username, password, and program code are assigned to the agency upon approval of the agency.)

#### Step 5:

Select order options from the menu bar at the top of the page and click on scheduler. Select the normal date and time for delivery/pick up, then click reserve.



## Appendix, cont.

### Placing Your Order Online, cont.

#### Step 6:

After the appointment has been scheduled, access the shopping list to place the order and submit cart.

#### Step 7:

Go to checkout and enter the exact same information entered in the scheduler.

#### Step 8:

Select the update and submit cart icon located on the right-hand side of the shopping list. Once the cart is submitted, wait for the confirmation.

### Key Points to Remember:

- Orders can be made seven days prior to your delivery date.
- Orders can be edited to add additional items to the cart, using the pencil icon located next to the order confirmation on the Agency Express page. However, if the order is edited, the agency risks losing some of the items that were already added to the cart, as they are now available for other agencies to order as well. This is very similar to when you have something in the cart in an Amazon order but don't hit submit and it is no longer available the next day.
- Orders are pulled from inventory three days before the agency's delivery date. No changes can be made afterwards.



The Harry Chapin Food Bank of Southwest Florida, Inc. is an equal opportunity employer and provider.



# Harry Chapin Food Bank

## OF SOUTHWEST FLORIDA

### Contact Us

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