Dear Partner Agency,

Welcome to the North Texas Food Bank (NTFB)! We are excited to partner with you in the fight against hunger in the North Texas community.

Founded in 1982, NTFB is a nonprofit hunger-relief organization that distributes donated, purchased, and prepared foods through a network of more than 200 Partner Agencies in 13 counties. As a member of Feeding America, we support the nutritional needs of children, families and seniors through education, advocacy and strategic partnerships. In FY 2015, NTFB provided access to 63.4 million nutritious meals.

In an effort to develop and maintain a successful relationship with our Partner Agencies (PAs), we have created the Partner Agency Guidebook, which contains information you and your Agency need to know about how to navigate your partnership with NTFB. The information in this guidebook clearly illustrates our policies and best practices of food distribution. We also hope it shows why communication and working together is so vital to the success of our mission of passionately pursuing a hunger-free community.

Please take the time to carefully read through this guidebook. If you have any questions, do not hesitate to contact a Community Partner Relations team member; we are here for you!

Thank you for the work you are doing to help those in need.

With Gratitude,

Trisha Cunningham
President and CEO
North Texas Food Bank
A Brief History of the North Texas Food Bank

The North Texas Food Bank (NTFB) is a nonprofit hunger-relief organization that distributes donated, purchased, and prepared foods through a network of Partner Agencies and feeding and education programs in 13 North Texas counties. NTFB supports the nutritional needs of children, families, and seniors through research, education, advocacy, and strategic partnerships.

In 1982, the North Texas Food Bank was established by Jo Curtis, Kathryn Hall, Lorraine Griffin Kircher, and Liz Minyard. They decided to address the critical issue of hunger in our community by distributing donations of surplus food and grocery products through a network of charitable organizations.

Today, NTFB continues the fight against hunger as a certified member of the Feeding America Food Bank Network. Feeding America, the nation’s largest domestic hunger relief organization, solicits food and grocery products from national suppliers, distributes them through more than 200 food banks and provides food banks with operational support. It also educates the public and government officials about the ongoing problem of hunger.
How to Use this Guidebook

This guidebook offers information on how to best utilize the food bank. The guidebook details policies that are implemented by NTFB and its agencies as outlined by the United States Department of Agriculture, Texas Department of Agriculture, Feeding America and Feeding Texas.

As a member of Feeding America, NTFB is accountable for policies and procedures that ensure food is distributed in a safe manner in accordance with the State, IRS, and Federal laws. NTFB expects each Partner Agency to follow these policies and procedures as outlined, not only in this handbook, but with any signed agreements.
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About North Texas Food Bank

Hours of Operation & Inventory Dates

<table>
<thead>
<tr>
<th>Food Bank Days &amp; Hours of Operation</th>
<th>Front Desk 214-330-1396</th>
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</thead>
<tbody>
<tr>
<td>Monday thru Friday 8:30 to 4:30</td>
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</tbody>
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<table>
<thead>
<tr>
<th>Agency Distribution Service Hours</th>
<th>Monday thru Friday 7:00 to 11:30 am and 1:00 to 3:30 pm. Closed Saturday and Sunday</th>
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</table>

<table>
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<tr>
<th>Holiday Schedule</th>
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<tbody>
<tr>
<td>The Food Bank’s online ordering system, Agency Express, is available during all holidays observed by the Food Bank. Pick-ups and deliveries will resume the next business day, unless otherwise stated. The Food Bank is closed on the following holidays:</td>
</tr>
<tr>
<td>• New Year’s Day</td>
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<tr>
<td>• Memorial Day</td>
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<tr>
<td>• Independence Day</td>
</tr>
<tr>
<td>• Labor Day</td>
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<tr>
<td>• Thanksgiving Day and the following Friday</td>
</tr>
<tr>
<td>• Christmas Day</td>
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</tbody>
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<table>
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<tr>
<th>Inventory System</th>
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</thead>
<tbody>
<tr>
<td>In the past, NTFB performed an annual inventory audit of items in the warehouse. The dates to complete this task usually fell in the month of June. The Food Bank has moved to a perpetual inventory system, in which inventory accounts are updated continuously. Thus, there is no need for closing Agency Express and denying orders. Deliveries and pick-ups can be processed as usual. We feel that this perpetual inventory system is most beneficial to our Partner Agencies, and simplifies our internal processes.</td>
</tr>
</tbody>
</table>
Inclement Weather Policy

Snow or Ice
Monday - Friday
If your agency has a delivery scheduled or an order to be picked up at the warehouse on that day, please see NTFB’s main webpage (www.ntfb.org), NTFB’s Facebook page, or call NTFB’s regular business number at 214-330-1396 after 6:00 a.m. There will be a message stating whether the Food Bank will be open, closed, or delayed from normal business hours. There will also be an alert on the online shopping homepage.

Delayed Opening
When NTFB experiences an early closing, a sign will be placed on the warehouse doors acknowledging the closing.

- If we have a delayed opening and you are scheduled to pick up, please contact your region representative to determine if your pick up will occur as planned or if there is a need to reschedule
- If you have a scheduled delivery on a delayed opening day, please expect a delay or a need to reschedule the delivery. To get further information, please contact your region representative to make those arrangements.

Closed
If you have an order to pick up on the day of the closure, then your order will be available on the next business day unless your agency contacts your region representative to schedule an alternate day.

If your scheduled delivery occurs on one of these snow days, the Transportation team will make a determination about whether to reschedule or cancel the delivery. Affected Partner Agencies will be notified within a reasonable timeframe.

*NOTE* If we are unable to reschedule the delivery, NTFB is not able to guarantee the space to “double-up” your next scheduled delivery. That will be a real-time decision based on truck space.

For further information or to make alternate arrangements and requests, please contact your region representative and we will do our best to accommodate your needs. Be sure to include your agency name, number, and purchase order number when available.
If NTFB is closed more than one business day
If the food bank is closed or there is a delayed opening for more than one consecutive business day, we are unable to guarantee your order will be processed and ready as previously scheduled. NTFB processes orders two business days ahead of the distribution date (delivery or pick up) and if consecutive delays in operating hours occur, the picking process of orders will be delayed. NTFB will work to alert all delivery sites of their delivery status on the next open business day. If you have a pick up scheduled, please feel free to call and clarify if your order is ready.

Staff Contacts

For a full list of staff please see download a document for up to date listing.
https://www.ntfb.org/document.doc?id=137
Feeding America is a nationwide network of 200 food banks and 60,000 food pantries and meal programs that provides food and services to people each year. Together, we are the nation’s leading domestic hunger-relief organization. The Feeding America network serves virtually every community in all 50 states, Washington D.C., and Puerto Rico.

The process of getting food to hungry Americans requires a dynamic infrastructure and sophisticated management. Feeding America secures donations from national food and grocery manufacturers, retailers, shippers, packers, and growers, and from government agencies and other organizations. Feeding America then moves donated food and grocery product to member food banks.

The food banks in turn distribute food and grocery items through food pantries and meal programs that serve families, children, seniors, and others at risk of hunger. *Last year alone, the Feeding America network distributed more than 3 billion meals to people in need.*

Feeding America nationwide network of food banks also supports programs that improve food security among the people we serve; educates the public about the problem of hunger; and advocates for legislation that protects people from going hungry. Individuals, charities, businesses, and government all have a role in ending hunger.
Feeding Texas, formerly known as the Texas Food Bank Network, is a statewide, 501c3 nonprofit organization. Their mission is to lead a unified effort for a hunger-free Texas. Feeding Texas moves millions of hungry Texans toward food security through a statewide network of food banks; strengthens the collective response of hunger through collaborations and scaling success; and leads the public conversation to solve hunger in Texas.
Our Partners

NTFB works closely with more than 200 food pantries, soup kitchens, shelters, and other facilities to ensure that we get nutritious food to those who need it. These strategic partnerships are critical to fighting hunger in North Texas. In 2015, 84% of the food NTFB distributed was through Partner Agencies.

In addition to providing food to those critical partners, we also work with these organizations to provide complementary nutrition-related programs including SNAP benefits, outreach services and nutrition-education workshops and courses. All partners must maintain IRS 501(c) (3) non-profit status, or incorporated institution affiliated with a recognized tax-exempt faith-based organization.
Our Programs

Feeding programs are to directly serve the needy, the ill, and infants as defined by the NTFB Partner Agency Agreement. Each NTFB Partner Agency has agreed to established procedures for distribution of food items. These procedures must be transparent and should not conflict with Feeding America or TDA. It is important that agencies determine any state, city, or county food service licenses required to run the program, and must obtain and maintain any such license as necessary.

BACKPACK PROGRAM
Elementary school children on the free and reduced-price school meal program often face hunger when meals are not available on weekends. Working with educators to identify chronically hungry kids, the Food 4 Kids program provides backpacks full of nutritious, nonperishable, kid-friendly food to take home each Friday afternoon during the school year. The program spans 10 North Texas counties, operating in approximately 330 schools, serving 11,000 chronically hungry children each week.

BRIGHTER BITES
In 2014, NTFB joined forces with Brighter Bites to expand distribution of fresh produce in North Texas. Brighter Bites delivers fresh fruits and vegetables directly to kids, while also teaching them how to make healthier food choices. Each week during the 8-week program, qualified students take home 30 pounds of fresh produce from school, along with a healthy helping of in-class lessons and parent educational materials to get the whole family involved in healthier eating habits. There are currently 9 schools and 1,800 families enrolled in the program within the NTFB service area.
SNAP ASSISTANCE
NTFB coordinators answer questions about the application process and help clients complete and submit applications. NTFB’s outreach team also assists with applications for CHIP (Children’s Health Insurance Program), TANF (Temporary Assistance for Needy Families) and Medicaid. Our assistance is free to applicants. In 2015, NTFB provided access to 10 million meals through the SNAP program. Contact snap@ntfb.org for more information.

COMMODITIES SUPPLEMENTAL FOOD PROGRAM (ALSO KNOWN AS PEOPLE AND NUTRITION or PAN)
In 2000, NTFB became the first Commodities Supplemental Food Program (known locally as People and Nutrition, or PAN) distributor in Texas. The program provides monthly food packages to low-income senior citizens. Each month, 8,500 participants receive an estimated 28 pounds of USDA commodities at more than 100 PAN distribution sites in Dallas, Collin, Denton, Ellis, Kaufman, and Fannin counties. PAN is a partnership of the U.S. Department of Agriculture, Texas Department of Agriculture.

NOURISHING NEIGHBORS
Nourishing Neighbors is a new NTFB program to address the ‘Silver Tsunami’ – America’s growing aging population who are hungry. Nourishing Neighbors is a nutritionally-focused supplemental food program that provides a variety of staple items and fresh produce and is delivered by a volunteer every two weeks. The program targets qualified individuals age 50 and over who have challenges leaving their home. The goal of Nourishing Neighbors is to foster independence for the homebound, and minimize choosing between medical care and buying food, while building caring relationships between volunteers and seniors. For more information about enrolling in Nourishing Neighbors, call 214-367-3122 or email nnteam@ntfb.org
PRODUCE DISTRIBUTION
Since 1994, NTFB has worked to distribute fresh produce to food insecure children, seniors, and families in North Texas. The Food Bank works to source fresh produce from local and national growers and also rescues unsold produce from more than 170 grocery store retailers. Produce is distributed through a variety of sites and programs including NTFB Partner Agencies, Nourishing Neighbors, the School Pantry program, and Brighter Bites. The work of distributing these delicate products requires refrigerated warehouse space, refrigerated trucks, and an investment in manual labor to get the products out quickly. NTFB is deeply committed to providing more nutritious choices, especially given the health benefits of fresh produce.

COMMUNITY GARDENS
NTFB partners with 20+ community partner gardens to grow and connect fresh produce to those in need. Partner gardens donated 10 percent of their yield to a local Partner Agency, while NTFB provides volunteers to help with planting, harvesting, and weeding the garden. More than 40,000 pounds of garden-fresh produce was donated through our partner gardens last year.

MOBILE PANTRY
Like a market on wheels, the North Texas Food Bank’s Mobile Pantry program is a traveling pantry that delivers fresh produce and refrigerated items directly to communities with high need. A minimum of 3,000 pounds of food from NTFB’s warehouse is loaded onto a truck and delivered to a host site to feed 100-300 families. NTFB staff and host site volunteers unload, set up, and distribute food directly to clients in an outdoor setting, like a farmer’s market, or in a large indoor space, such as gymnasium or community center.
Donation Liability

THE GOOD FAITH DONOR ACT – TEXAS LAW
On June 10, 1981 the Texas State Legislature passed legislation, commonly referred to as the Good Faith Donor Act, to address liability for damages resulting from the condition of donated items. The state law reads as follows: A person who donates apparently wholesome food to a nonprofit organization for distribution to the needy is not subject to civil or criminal liability that arises from the condition of the food, unless an injury or death results from an act or omission of the person that constitutes gross negligence, recklessness, or intentional misconduct. A nonprofit organization that distributes apparently wholesome food to the needy at no charge and that substantially complies with the applicable local, county, state, and federal laws and rules regarding the storage and handling of food for distribution to the public is not subject to civil or criminal liability that arises from the condition of the food, unless an injury or death results from an act or omission of the organization that constitutes gross negligence, recklessness, or intentional misconduct.

THE EMERSON GOOD SAMARITAN FOOD ACT – FEDERAL LAW
On October 1, 1996 the Emerson Good Samaritan Food Donation Act (Emerson Act) was enacted. The Emerson Act is a federal law that provides national standards regarding food donations so that donors have consistent liability information for interstate donations. The law addresses the liability concerns of donors who contribute food in good faith and states the following: To encourage the donation of food and grocery products to nonprofit organizations for distribution to needy individuals by giving the Model Good Samaritan Food Donation Act the full force and effect of law. A person or gleaner shall not be subject to civil or criminal liability arising from the nature, age, packaging, or condition of apparently wholesome food or an apparently fit grocery product that the person or gleaner donates in good faith to a nonprofit organization for ultimate distribution to needy individuals, except that this paragraph shall not apply to an injury to or death of an ultimate user or recipient of the food or grocery product that results from an act or omission of the donor constituting gross negligence or intentional misconduct. The term “apparently wholesome food” means food that meets all quality and labeling standards imposed by Federal, State, and local laws and regulations even though the food may not be readily marketable due to appearance, age, freshness, grade, size, surplus, or other conditions.
Partner Agencies
Partner Agency Agreement

There are regulations set by Feeding America, USDA, TDA and Feeding Texas that must be followed to maintain a contract.

Each Agency must have a signed Partner Agency Agreement and TEFAP Agreement on record. Each agency receives a Compliance Audit; the NTFB representative will ask the Executive Director to sign a new Partner Agency Agreement and TEFAP Agreement. This will ensure a signed agreement by current Agency Executive Directors.

All Partner Agencies are expected to abide by the rules and regulations specified in the agreement. The key people in your organization should be familiar with both the contract and the requirements.

SUSPENSION
A Partner Agency may be placed on probation or suspended for using donated food or other products in a manner that is not approved by the Food Bank. Failure to comply with Food Bank requirements may result in loss of Food Bank partnership.

VOLUNTARY TERMINATION OF PARTNERSHIP
Either the Agency or NTFB may voluntarily terminate its partnership, for any reason, in writing by the highest authorized person of the program, at any time. If terminated by the Agency, the Agency will be responsible for immediately paying NTFB any outstanding/owed handling fees or other fees for products received prior to its termination.

INVOLUNTARY TERMINATION OF PARTNERSHIP
If any of the terms or conditions of partnership are violated by the Agency, then NTFB has the right to terminate the partnership. Alternatively, NTFB may suspend the Agency’s active status and implement a plan of corrections that will require full compliance prior to removal of the Agency’s suspension. The decision to terminate or suspend an Agency shall be governed exclusively by the decisions of NTFB.

Possible violations include, but are not limited to:
- Paperwork discrepancies
- Procedural misconduct
- Civil Rights violation
- Legal infractions
- Over limit/Account arrearage

See Download a Document for a copy of the Partner Agency Agreement and the requirements for partners.
Partner Agency Accounts

As a Partner Agency of the North Texas Food Bank, you will receive an account that is tracked by an assigned ID number. The account contains all the relevant information such as your program director, mailing address, physical address, county, fax number, phone number, and e-mail address. We provide two blue ID cards to each Agency to use when picking up an order at the Food Bank.

MULTIPLE PROGRAMS
If an Agency has multiple programs, each account will be treated as a separate entity. Each program must order and submit monthly reports separately.

CHANGES TO ACCOUNTS
Please notify the Partner Agency Resources Team of any changes within your organization by submitting updates at Update Agency Info
- Staff Changes: Mailing address, phone number, fax number, administrative contact, food contact or billing contact
- Organization Changes: Agency name, location, hours of operation, type of services provided, or status of any licenses or permits
PAYMENT TERMS
• All payments must be submitted within 30 days from the invoice date. Monthly statements are emailed to the Agency and should be used as reconciliation of invoices.
• Payments made after 30 days are considered late and the account could be placed on hold.
• Please contact NTFB if your agency has difficulty meeting its financial obligations.

PAYMENT PENALTIES
The Food Bank expects timely payment of your bill. It is important that all accounts be kept up to date.
• If an Agency account has invoices 61 – 90 days past due, the Agency will be contacted by email and a request for payment will be made.
• If an Agency account has invoices over 90 days past due, the Agency will be placed on ACCOUNTING HOLD and will be unable to order food or receive produce until the account is brought current.
• If the Food Bank receives a returned check, the Agency will be contacted. Repayment should be in the form of a money order or cashier’s check. A $25.00 returned check fee will be applied to the account.

CREDIT LIMITS
All accounts have a credit limit established by NTFB based on your Agency’s budget. If your Agency reaches the credit limit, you will not be able to place an online order. Once a payment history has been established with NTFB, your Agency can request a credit limit increase by completing the form located in the Agency Service Desk section of the Agency Zone on our website.

VOLUNTEER CREDITS
Partner Agencies may receive credits to their account for volunteer service with the North Texas Food Bank. Agencies will receive $1.80 for every hour of volunteer service provided. Agency volunteers cannot exceed 50 hours, or $90.00, of credit for an Agency each month. The hours accumulated for Agencies will be totaled at the end of every month.

In order to volunteer, you must go online to submit a request. To find out about volunteer opportunities, go to ‘The Volunteer Experience’ page on our website at https://www.ntfb.org/volunteer
Agency Policies and Compliance

As a partner of NTFB, your Agency has agreed to adhere to and maintain certain standards by signing the NTFB Partnership Agreement. Failure to comply with the Partnership Agreement and the associated responsibilities could lead to the inactivation, or even suspension of your Agency’s account with the Food Bank.

SITE VISITS
NTFB’s Partnership Agreement states that all Partner Agencies are to permit Food Bank personnel to monitor the program, including the authority to check records and inspect the facility. These monitoring visits are conducted every 2 years with a PAR team member.

Agency site visits are conducted in order to:
- Ensure the highest sanitation and food safety standards are being upheld
- Review agency record keeping practices, inventory processes, and storage conditions
- Improve and increase communications between the Food Bank and our Partner Agencies
- Seek feedback on how we can better serve our partners and build capacity

A Partner Agency Resource representative will contact the Partner Agency to schedule site visits. Upon completion of a site visit, the PAR representative will email the Partner Agency with any non-compliance issues, which must be followed up within 30 days. If a Partner Agency fails to resolve an issue within the 30-day timeframe, or has failed to respond to follow up inquiries, the agency will be placed on administrative hold and cannot place orders until the issue has been resolved.
## Agency Site Visit Checklist

<table>
<thead>
<tr>
<th>Category</th>
<th>Requirements</th>
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<tbody>
<tr>
<td>Temperature Logs</td>
<td>Logs should be updated every day that your feeding program is operating or a minimum of every other day, immediately after a power loss is suspected or known, and late each Friday afternoon and early Monday morning. All refrigeration units should have a thermometer placed within them. Temperatures should be 34°-40° refrigerated and -10°-0° frozen.</td>
</tr>
<tr>
<td>Food Storage Area</td>
<td>All food must be stored a minimum of 4 - 6 inches above the floor, and a minimum of 1 inch away from the wall. Products should be consistently rotated to prevent food from spoiling. The pantry and kitchen areas should be neat and clean. The food storage area should have the ability to be secured if necessary. Do not mix food and chemicals.</td>
</tr>
<tr>
<td>Packaging</td>
<td>Heavily rimmed or seam-dented canned foods or packaged foods without the manufacturer’s complete labeling should not be distributed or made available to clients.</td>
</tr>
<tr>
<td>Food Handler Certification</td>
<td>This certification is required for at least one representative for all Pantries and Supplemental Agencies and is good for 2 years. One certification can be obtained through the Food Bank using an online training system that is free of charge. You can also take this class at your local community college or city/county offices.</td>
</tr>
<tr>
<td>Food Manager Certification</td>
<td>This certification is required for at least one representative for all On-site Agencies and is good for 5 years. This certification can be obtained through your local community college or city/county offices.</td>
</tr>
<tr>
<td>Health Inspection</td>
<td>A copy of this inspection is necessary for all on-site feeding programs that prepare meals. There are a few exceptions; please contact a member of the Partner Agency Resource Team for more details.</td>
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<tr>
<td>Pest Control</td>
<td>Ensure that a licensed pest control company treats all program sites at least twice a year, and more frequently if there are signs of infestation.</td>
</tr>
<tr>
<td>Qualifying Clients by TEFAP Guidelines</td>
<td>(The Emergency Food Assistance Program) These guidelines are provided annually by the State of Texas and used to qualify clients to receive products and produce. Intake forms should be used to gather income information from clients to determine their eligibility.</td>
</tr>
<tr>
<td>Non-discrimination statement</td>
<td>This disclaimer should be printed on your application, sign-in sheet, pamphlet or flyer.</td>
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<tr>
<td>Civil Rights Poster</td>
<td>This poster must be displayed in an area that is clearly visible to the clients. The Partner Agency Resource team can supply you with a copy if your Agency does not have one.</td>
</tr>
<tr>
<td>Civil Rights Training</td>
<td>This training is required annually for all key staff and volunteers interacting with applicants. Your Agency is responsible for documenting the training by obtaining signatures on a training log. The agency must retain the logs from the previous 2 years for review at the Compliance Audit (CA) visit.</td>
</tr>
<tr>
<td>Posted Hours of Operation</td>
<td>The days and hours must be visible to someone walking by the building. Pantries must distribute food on a regularly scheduled basis a minimum of once per week in urban areas for a total of at least three hours a week, and a minimum of once per month in rural areas for a total of at least three hours per month.</td>
</tr>
<tr>
<td>Board of Directors</td>
<td>Provide a current copy of your board members with contact information.</td>
</tr>
<tr>
<td>Annual or Monthly Budget</td>
<td>Provide a current copy of your food budget or yearly spending average.</td>
</tr>
<tr>
<td>Invoices</td>
<td>Must be signed by two different individuals and kept for at least 3 years.</td>
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Agency Compliance

CLIENT CERTIFICATION

• The Agency must keep accurate records and screen clients annually to assure that eligibility requirements are met.
• Client information must be current and confidential. Records should be stored in a locked cabinet.
• Client must meet TEFAP income guidelines, which are 185% below the federal poverty level. This guideline is to be used by all staff/volunteers that conduct the intake process. This guideline is updated annually by the state of Texas.
• If the client does not meet the income eligibility guidelines, he/she can be served on an emergency basis. The Agency is required to record the reason for the client’s emergency.

ACCEPTABLE PRACTICES

• Place signs and pamphlets of a religious or secular nature in clear view of clients.
• Restrict a client who is abusive or disruptive to your program or Agency. You should document all of these occurrences (see the NTFB Grievance Policy in the Download a Document section of our website).
• Distribute food received from other sources, provided that it is treated exactly like food received from NTFB.

UNACCEPTABLE PRACTICES

• Discriminate against a client in any way in accordance with the Civil Rights of the client.
• Require a client to provide a social security card or any other documentation related to citizenship in order to receive food from your Agency.
• Have a separate standard for handling, storing or distributing NTFB product from food product procured from other sources.
• Make stops of any sort after picking up product from NTFB or a delivery site for the safety of all product.
• Sell or barter NTFB products for goods and services from a third party.
• Take any NTFB products for personal use.
• Share any items received from NTFB with another organization (exceptions include bakery and produce, with prior approval from NTFB staff).
• Require clients to participate in a religious activity (i.e. pray, read, listen, etc.) as a precondition to receive food.
• Be inconsistent with your days and hours of operation.
• Operate other feeding programs involving cost at the same time or place as NTFB distribution.
• Accept monetary donations at the time of distribution.
• Charge a client a fee for any food service.
• Use donated products for the purpose of fundraising. Ex: spaghetti dinners and bake sales.

ADDITIONAL AGENCY STANDARDS
• If your agency has volunteers who are also clients, they should be served on a different day than when they volunteer. Client volunteers should not receive special treatment; they should go through the intake process, should not receive more food than non-volunteers, and should not serve themselves. Volunteers must be eligible to receive food by meeting the TEFAP income guidelines and not shown favoritism.

• You do not “buy” food from the Food Bank, but pay a “handling fee.” Internal Revenue Service regulations prohibit the re-selling of donated food. While International Revenue Service (IRS) regulations prohibit the re-selling of donated food, they specifically permit food banks (and only food banks) to charge a small fee to help offset the costs associated with handling donated food. This is what the North Texas Food Bank calls the handling fee. As a Partner Agency you are not “purchasing” food from NTFB, but being assessed this handling fee. This fee represents less than half of all costs associated with making donated food available to Partner Agencies by NTFB.

• When discussing your partnership with NTFB with the public through your newsletters, appeal letters, grants, websites, or media interviews, please do not make any reference to “buying” food from the Food Bank. It generates an inaccurate impression and could jeopardize the ability of individuals and businesses to receive tax deductions for their product donations.

• Each program is required to order Food Bank products separately according to the planned use: on-site or pantry. If the Agency has more than one program at the same location, products should be stored separately and used only for the specific program in question.

• If your Agency or program is expanding, the new entity must undergo the same process of application approval and a site visit must be conducted.

The only exception to an Agency using Food Bank or donated product to support its program needs is to use non-food items, such as cleaning supplies, to reduce operational expenses.
RIGHT TO REFUSE SERVICE

In order to maintain a high standard of service and provide a safe work environment for your employees, volunteers, and client families, NTFB Partner Agencies have the right to refuse or discontinue service to unruly clients. Services may only be denied to a client who acts inappropriately by disrupting the normal provisions of services, or if a client’s behavior or environment threatens the safety of the agency’s employees, volunteers, or clients.

Inappropriate behavior includes, but is not limited to the following:

- Unreasonable demands for services
- Threatening or erratic behavior
- Misrepresentation for the need of services
- Personally threatening or offensive language

If your Agency refuses any service, document all parties involved and describe the incident in full with dates.
Civil Rights

USDA and state guidelines define civil rights as the non-political rights and freedoms protecting individuals from unwarranted action by government, private organizations, and individuals. Civil rights ensure one’s ability to participate in the civil and political life of the state without discrimination or repression.

Under federal law, any agency or organization receiving federal financial assistance is prohibited from discrimination based on race, color, citizenship, religion, sex, national origin, ancestry, age, marital status, disability, and sexual orientation including gender identity.

Every Partner Agency receiving USDA products must post the "And Justice for All” poster in a noticeable place to illustrate to clients that your Agency conforms to all current civil rights laws.

CIVIL RIGHTS TRAINING
As a requirement of TDA/USDA, all volunteers and staff assisting with food and nutrition service programs will need Civil Rights training annually. Signed documentation acknowledging an understanding of the outline policies and procedures are to be kept on file for 2 years for all staff and volunteers that come into direct contact with clients receiving assistance. Failure to comply with this standard may result in an Agency account being placed on hold.

CIVIL RIGHTS DISCLAIMER
Non-discrimination statement - This disclaimer should be printed on your application, sign-in sheet, pamphlet, or flyer in its entirety. You may place this statement in English and in Spanish. This statement declares that your Agency doesn’t discriminate against any client.

USDA NONDISCRIMINATION STATEMENT
In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.
Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

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

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

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

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

This institution is an equal opportunity provider.
How to Build Capacity

Community capacity building is defined as the “process of developing and strengthening the skills, instincts, abilities, processes, and resources that organizations and communities need to survive, adapt, and thrive in the fast-changing world.” By doing these few things within your organization it will help build your Agency’s capacity.

SNAP (FOOD STAMPS) OUTREACH
NTFB has partnered with the Texas Health and Human Services Commission to assist clients with completing the Supplemental Nutrition Assistance Program (SNAP) application, conducting the interview, and submitting the required documentation to the state to process and determine eligibility. Encouraging clients to sign up for SNAP has many benefits such as:
• Dollars into your community
• More food on client tables
• Reduced cost of Agency program

Agencies have different opportunities available to participate in SNAP Outreach. These include training in application assistance and program benefits or potentially having a SNAP Coordinator assigned to your site to conduct one-on-one consultations with clients. For more information, please contact the SNAP team via email at SNAPteam@ntfb.org.

EXPAND HOURS OF OPERATIONS
• Be open evening hours or weekends
• Offer serving hours when surrounding social service organizations are typically not available

AGENCY UNIVERSITY
Agency University (AU) is an online education program designed for Partner Agencies to increase their knowledge in critical areas of Food Banking. Current courses include orientation, civil rights training, Food Safety for Food Banking and updated USDA/TDA/TEFAP information. Additional training on issues critical to our Partners is being developed.
Warehouse Policies

In an effort to support an organized, safe warehouse environment, the North Texas Food Bank reserves the right to enforce safety policies and procedures, rules and regulations; this applies to all employees, Partner Agencies, volunteers, and visitors. These standards also ensure that all agencies receive efficient service while complying with OSHA requirements.

Please adhere to all Food Bank facility requirements while in the warehouse, as listed below:

- No eating or drinking is permitted in the warehouse; spills can pose serious safety hazards
- Closed-toe shoes are required for anyone entering the warehouse
- Cell phones cannot be used in the warehouse
- Please stay within the designated areas of the warehouse. Agencies are not permitted near shipping dock or throughout the general warehouse without supervision.
- Partner Agency’s representatives must sign invoice for food received before leaving
- No additional product will be given without NTFB Specialist or Manager approval; for example: Product that is available for order online cannot be added to an order on the day-of pick up.

Please follow any other safety instructions given by a Food Bank staff member and notify any personnel of potential safety hazards.
Agency Distribution

Agencies pick up their orders on the date and time scheduled through the online system and are on a first come, first serve basis. Orders will not be ready for distribution until the date that was scheduled in the ordering system. Once you receive your order, all products must go directly to previously approved locations, and products requiring refrigeration that are not immediately distributed must be properly stored.

| Pick Up | Pick up is defined as an Agency coming to the Food Bank to retrieve products. Agencies picking up have the option of utilizing the add-on list  
| • Add-on List: Items such as produce and bakery  
| • Produce: Items in bulk |

Pick-Up Information

- Pick ups take place at NTFB’s Perot Family Campus, located at 3677 Mapleshade Lane in Plano, 75075.
- Enter at the entrance. There are two lanes for traffic: one for outside delivery trucks (on the right) and one for agencies (on the left). We will have signs with this information at Dan Morton.
- Partner Agencies are to park in any available numbered spot.
- All non-loading vehicles need to be parked along the west fence, opposite of the building in a space marked for parking.
- Please park nose in so product can be loaded properly. This includes bob tail trucks.
- Partner Agencies are responsible for bringing their own pallet jacks for bob tail trucks. NTFB does not furnish pallet jacks.
- If there are no parking spots available, please wait for a space to open. A driver will need to remain in all vehicles not parked in a numbered spot or on the fence.

Once parked in a numbered spot, walk in the agency entrance to check in with the Agency Services team. It is the second entrance from the north and will be marked.
### Delivery

Delivery is defined as an Agency receiving products in a Food Bank truck. We may deliver directly to an Agency or to a centralized location where a number of Agencies will meet the truck and take their products back to their facilities.

We ask that you give the truck 60 minutes past the set time, just in case driving conditions or cargo loading causes late arrival. If the truck is over 30 minutes late, contact the Logistics Department at 214-330-1396.

### Pallet Blanket for Refrigerated Products

All Partner Agency representatives receiving refrigerated products either from NTFB or group delivery sites will be REQUIRED to use the pallet blankets to transport the goods. Once your pallet blankets are issued, you will not be allowed to receive your order with refrigerated items without it.

- There is a $70.95 non-refundable replacement fee for all lost or forgotten pallet blankets.
- It is the agency’s responsibility to secure the blanket with items such as bungee cords, straps, or nets.
Product Return Policy

NTFB is committed to providing Partner Agencies and clients with safe food. All items are inspected upon arrival at the Food Bank. Partner Agencies are responsible for inspecting all orders for purity and fitness for consumption. Please check for accuracy and ensure that all products are in good condition. If you notice any issues, please contact the Inventory Team immediately. This policy applies to pick-ups and deliveries.

Possible order discrepancies:

- Missing items
- Incorrect items
- Excessively damaged goods

*Please keep in mind that when you receive assorted items, approximately 10% or more of items will be unusable. This will not be credited and will need to be discarded by your agency.

To receive a credit for an item due to discrepancy, please complete the Credit Request Form within 3 business days from which the product was received. You must include your agency name, order or invoice number and the item number that is in question. The product must be returned in the condition in which it was received. Products distributed in cases must be returned as a full case, no exception.

If you receive an incorrect item in your order, and you wish to keep it, you will be charged for the price of the item received.
Product Recall

If the Food Bank receives notification of a product recall on an item that we provided, your Agency will be contacted immediately based on our list of Agencies that received that particular product. However, we rely on your Agency to communicate this information to clients. If there was a handling fee for the product, your Agency account will be credited the correct amount. NTFB will also provide instructions regarding how to destroy recalled products.

If your agency receives recalled items, please take the following action:

• Check any donations that you receive for the applicable product
• Quarantine the product and wait for additional instructions from NTFB
• Promptly and efficiently provide food recall or advisory information to any of your clients who may have received some of the recalled products through flyers, posters, or informing clients in person

The Recalled Product list can be found on the Download a Document section of our website. Partner Agencies may visit www.foodsafety.gov or https://www.ntfb.org/agency-zone/recalls for additional information.

NTFB is committed to offering food that is safe to consume. We diligently inspect our inventory to remove any product that meets the specifications of any recalled product.
Food Safety & Safe Handling

In effort to maintain the integrity of the food distributed by NTFB, while ensuring it remains healthy and safe for consumption, agencies must be trained in proper food storage and safe handling practices. Each agency agrees to observe safe food handling practices in transportation, storage, handling, and distribution of food.

REQUIRED FOOD SAFETY TRAINING
One representative from each agency must undergo food safety training to remain compliant with NTFB’s policy. 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 from the organization, notify the Food Bank as another representative will need to be trained within 30 days.

<table>
<thead>
<tr>
<th>Food Safety in Food Banking (2 yr certification)</th>
<th>Food Handler (2 yr certification)</th>
<th>Food Manager (5 yr certification)</th>
<th>After School Snack Food Safety (2 yr certification)</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Food pantries</td>
<td>• Food pantries</td>
<td>• All on-sites</td>
<td>• After school snack sites</td>
</tr>
<tr>
<td>• Produce only distribution</td>
<td>• On-sites that do not serve meals</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
FOOD STORAGE: HANDLING AND SAFETY PRACTICES

Safe food storage practices are an essential part of maintaining a good food program, pantry, or onsite.

- Food should be stored in a room or area which will prevent the entry and harboring of pests such as roaches and rodents. Check walls, ceilings and shelving, windows, doors and frames, and seal or repair as necessary.
- If the room cannot be locked, make sure it is clearly marked for the food program. If you must use shared space, such as a part of a church kitchen, make sure your designated storage area is clearly marked for your specific program’s food storage ONLY and that everyone with access to the storage area understands this.
- Store food properly, keeping all food, including bulk bags, off floors. If necessary, you may use pallets to store food in a pantry as long as they can be easily moved for cleaning and inspection. Packaged pest-prone products such as rice and beans may need to be kept in tightly-lidded, flexible plastic containers. Shelves should be far enough off the floor (at least four to six inches) so they can be easily cleaned and checked for signs of food leakage or pests.
- Check food stock regularly for quality. Check incoming food to make sure it is free from spoilage or contamination. Rotate stock: first expired, first out. While checking food stock, discard any bloated or rusty cans, containers without a label, open containers, out of date baby food or formula, and containers which show signs of tampering. Leave room on the shelves so that food can be easily moved around for inspection of stock and shelves.
- Discard anything you have doubts about. Contact your local health department for more information about sorting and storing food, and for information about their requirements for agencies that store and distribute food.
- Store unsorted product away from food that is ready for distribution.
- Store non-food items separately from food. Some common non-food items such as soaps and cleaning products can be hazardous. Never store non-food items above or directly with food.
- Occasionally, meats may be frozen prior to their expiration date. You may distribute this to clients if that product is distributed frozen within 6 months and clients are told to prepare the entire product immediately after thawing. Previously frozen foods should never be thawed and then re-frozen.
CLEAN STORAGE AREAS REGULARLY
Keep food storage areas clean. Trash containers must be covered, isolated, and emptied daily. All food storage areas should be checked and cleaned at least once per week, including refrigerators, freezers, and floors. Specific cleaning chores should be assigned with attention paid to detail. While cleaning, check for soundness of food (open containers or packages), leaks, and signs of pests. If signs of pests are found, immediately discard any food with possible contamination, find where the pests are coming in, and seal entrances. Sanitize the pantry with a solution of one tablespoon bleach to one gallon of water.

Check the Date and Inspect the Product
Some foods may last beyond the “sell by” or “best when used by” date. The quality and freshness may be compromised, but they are still considered safe to eat. Discard foods that are bottled or jarred past the expiration date or if liquids appear cloudy or discolored. Always inspect your product upon receiving. Refer to the ‘Distribution Guidelines’ document located in the Download a Document section of the website.

WHEN IN DOUBT, THROW IT OUT!
The North Texas Food Bank’s policy is to discard bulging, rusted, or severely dented cans with metal touching metal, opened or leaking packages, and broken seals. If you notice items with these flaws when you unpack them at your facility, do not distribute them or cook with them. Refer to the ‘Sorting 101’ document located in the Download a Document section of the website.

KEEP COLD FOODS COLD AND HOT FOODS HOT
Frozen and refrigerated product should be maintained in cold temperatures during transport if possible. It should also be delivered and stored as quickly as possible. Food that is exposed to the temperature danger zone between 41-135 degrees Fahrenheit for more than 4 hours may become unsafe to eat.

TEMPERATURE CONTROL
Be sure to monitor your coolers and freezers for maintaining the proper and safe temperatures. Functional thermometers must be present and visible in all storage areas. Temperature logs can show discrepancies in climate over a period of time. Fluctuating temperatures can be a sign of malfunctioning equipment which may need to be repaired or replace.
• Store non-perishable foods at safe temperatures. Non-perishable food should be kept in a cool, dry area with proper ventilation. A small air conditioner may be necessary to maintain a moderate temperature (75 to 78 degrees) to protect food from extreme heat and humidity.
• Store perishable food at safe temperatures. Keep temperature gauges in each refrigerator and freezer compartment. Average safe temperature in refrigerators is between 34 and 40 degrees Fahrenheit; freezers should be between 0 and -15 degrees Fahrenheit. Check readings frequently.

<table>
<thead>
<tr>
<th>Storage Area</th>
<th>Proper Temperature</th>
</tr>
</thead>
<tbody>
<tr>
<td>Refrigerators</td>
<td>33°F – 40°F</td>
</tr>
<tr>
<td>Freezers</td>
<td>0°F or below</td>
</tr>
<tr>
<td>Dry Storage</td>
<td>50°F – 75°F</td>
</tr>
</tbody>
</table>
Food Ordering

Food Sourcing

Where does NTFB get its products?

- Local Donations: Local food companies, wholesalers, distributors, retailers, community members, faith groups, and businesses
- Feeding America: The national nonprofit organization that solicits donated food and grocery products from national suppliers for distribution through the Food Bank network
- USDA: The United States Department of Agriculture provides food through The Emergency Food Assistance Program (TEFAP)
- NTFB Purchased Food: We purchase a variety of staple items from outside vendors to help ensure a reliable supply of nutritious foods to our feeding programs. Our core inventory items include rice, beans, ground meats, pasta, fresh and canned fruits and vegetables, peanut butter, tuna, milk, and eggs.

NTFB BY THE NUMBERS
ADDITIONAL SOURCES OF PRODUCT
The Agency should not rely exclusively on NTFB for its food and grocery products. Agencies should make an effort to obtain other sources of food by seeking donations, working with sponsors, and, if necessary, by purchasing from a wholesale or retail store.

FOOD FORECAST
The NTFB publishes a Food Forecast monthly that lists USDA and purchased products we expect to have available. This allows an Agency to plan their ordering schedule around the products available in the Download a Document section of our website.

AVAILABLE PRODUCTS:
• **Handling Fee (HF) Items**: Items that are costly to source, store, and distribute have a shared handling fee. Current HF items are $0.14 cents (USDA & local donations) and $0.28 cents (NTFB purchased food) per pound and may be revised at the discretion of the NTFB Board of Directors. Examples include most canned goods, meats, and dairy.
• **Non-HF Items**: Items available at zero HF to the Agency; available on the shopping list and as an add-on when picking up from NTFB directly. Examples include produce, bakery items, and most beverages.
• **Co-Op Items**: These items are available to the agency at a fixed price that is set with the distributor and NTFB at the time of purchase. The cost of that Co-Op price can vary.

| Pantry | • All products |
|        | • No: #2 cans or Bulk meat |
| Onsite | • All products |
| Snack  | • Cereal, juices, snacks, milk, fresh and canned fruit, peanut butter, bread, paper products, cleaning products, hygiene products |
|        | • No: meats, grains, canned/frozen vegetables, seasoning, non-food items; house accessories, etc. |
ORDERING DEADLINES
Agency orders can be processed in 48 hours and we are able to process multiple orders marked for the same delivery and/or pick up date. Please see the chart below for order deadlines.

<table>
<thead>
<tr>
<th>Need order by:</th>
<th>Order due by Close of Business</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>Wednesday of the previous week</td>
</tr>
<tr>
<td>Tuesday</td>
<td>Thursday of the previous week</td>
</tr>
<tr>
<td>Wednesday</td>
<td>Friday of the previous week</td>
</tr>
<tr>
<td>Thursday</td>
<td>Monday</td>
</tr>
<tr>
<td>Friday</td>
<td>Tuesday</td>
</tr>
</tbody>
</table>

SUBMITTING ORDERS
It is the responsibility of the Agency to ensure that orders are submitted properly. If the process is not followed completely, the Food Bank may not receive the request and the order may be cancelled or postponed to the next available pick-up or delivery date.

- Agencies are requested to place one order per pick up or delivery date. When you find additional product you wish to add to the same order, simply edit the order to add the extra product.
- Agencies cannot place orders more than 2 weeks in advance of pick up/delivery date.
- Agencies with monthly deliveries can place weekly orders choosing the correct delivery date. If the calendar is not open with dates, the Agency can choose the date closest to their delivery date, email aeorders@ntfb.org and request that NTFB Operations change to the correct delivery date.
- There is a $.02 per pound restocking fee for orders cancelled after they have been processed and pulled.
INCOMPLETE ORDERS
If an Agency receives their order and finds there are missing items, they MUST notify the Food Bank within 3 business days. We advise Agencies to check the order prior to signing the invoice.

NAVIGATING AGENCY EXPRESS
To receive food and grocery items from NTFB, agencies must place orders through Agency Express online ordering system. Inventory items change frequently; it is recommended that agencies check the inventory as early as possible and as often as necessary. Agency Express updates daily and new items are added throughout the day.

Agency Express can be found on the Agency Zone of the home page. Bookmarking the page as your "Favorite" setting will allow for quick and easy access.
How to Order Online

LOGGING INTO AGENCY EXPRESS

To access Agency Express, you will need a login ID, password and a program code that is assigned to each agency by a PAR Representative.

If you are a new agency or staff, please request one from the PAR team.

Go to www.ntfb.org/home Click Agency Zone, then click Online Shopping from the Agency Tool Box. You will be taken to a separate website called Agency Express.

1. Enter User ID: (First letter of first name followed by last name (ex: jharding)
2. Enter Password: change12 (all lowercase, one word)
3. Enter Program Code: 0024p followed by Agency ID # (ex: 0024p001111p)

Click Order Options, then choose Shopping List
Select an option for searching:

a) Show All- This will bring up all the available items in stock. This is the fastest way to view all items!
b) Item Code - Search by item code
c) Item Name/Item Description - Search by description

Enter desired quantity by cases then click “add to cart”

When selecting product, pay close attention to the packaging information.

TIP: click on item number and will give you additional information about packaging.

TIP: pay attention to available quantity to ensure you get what you need.
HOW TO ORDER ONLINE

You have the option of deleting an item, changing the quantity of an item or continuing to shop from this page.

- Pay attention to the total weight of your order and available credit limit.

Before submitting your cart, you must choose a pick up method and pick up/delivery date and time.

Click “Submit Cart” to place order

MY APPOINTMENT

- You must select a method of receiving your product pick up or delivery. Please note that all deliveries must be pre-approved by NTFB before choosing this method.

When placing an order, you can choose:

Pick Ups: Monday – Friday 7 a.m. or 9 a.m.

Deliveries: Available upon approval. When choosing the delivery date, please confirm the date via our online calendar located on Agency Zone here: https://www.ntfb.org/ma_calendar.cfm
Agency Express Tips

**Shopping Cart Summary**: The agency’s available credit limit reflects the outstanding balance plus the current order being placed. If you exceed that amount, the online ordering system will block you from placing your order.

**PO Number**: A PO number is established once an item is added to the shopping cart. This does not mean your order is complete. Once your order has been processed, the PO number converts to an AI number (Agency Invoice invoice).

**Order Management**: Once your order is placed, you will be re-directed to Order Management, where it lists current and past orders.

Order Status Explanation:

- **New Order**: Status appears once an order is submitted.
- **Sent to Food Bank**: The order has been sent from Agency Express to the Food Bank system.
- **Acknowledged**: The order has been received from Agency Express and is being processed.
- **Released**: The order has been completely processed and is ready for pick up. No changes/cancellations can be made through Agency Express from this point.

- **Invoiced**: Once the order is fulfilled and received by the Agency, it is invoiced. Please note: The item quantity and the total amount due on the PO may not reflect the same amounts on your invoice.
- **Cancelled**: When cancelling an order, make sure the process has been completed by checking the status in order management, which should state “Cancelled”. Once that is complete, please email aeorders@ntfb.org and inform them that the order has been cancelled.

**Online order updates**: The online inventory system is updated every 3 to 5 minutes. This will update available quantities and add additional items received throughout the day. Remember, items are on a first-come first-served basis. Depending on the number of orders, some items may be out of stock by the time an Agency’s order is validated.
Monthly Reporting

All Agencies are required to submit a monthly report, to provide NTFB with data of the families, individuals, meals, etc. that your agency serves.

- Reports are due at the 1st of each month and are considered late after the 5th. Your agency’s account may be placed on hold if it is not received by this date.

All agencies are required to submit monthly totals:

- If your program did not serve that current month, the report will simply need to reflect zeros.
- If your program did not receive product from the Food Bank, your Agency should still submit a report of the number of people and/or meals served.

MULTIPLE PROGRAMS

If your Agency has multiple programs, separate reports are required. Each program will have a separate login. You have to completely log out of one account in order to log in to the next account. To do this, go to Agency Zone F Agency Tool Box F Update my Account. There will be a “Logout” link on the top left corner.

UNDUPLICATED VS DUPLICATED DATA

It is extremely important that your agency reports unduplicated data. If a client is seen multiple times, you only count that individual once per month.

- Unduplicated reporting means reporting how many individuals visit per month, even if an individual visited multiple times that month. For example, 1 client with 4 pantry visits in a month = 1 unduplicated client served
- Duplicated reporting means reporting an individual EACH time they are served in a month. For example, 1 client with 4 pantry visits = 4 duplicated clients served/month

CONFIRMATIONS

Confirmations of the reports are sent electronically to the email address you provide at the bottom of the report. If you do not receive a confirmation of the report, the most common reason is because of a typo. Please make sure to verify the email address prior to submitting an order to receive the report confirmation.
3 TYPES OF AGENCIES

NTFB categorizes each program by a program type. The type of report you will submit monthly depends on the type of program you have.

**Pantry**
- Provides emergency food to clients in need that is prepared/eaten off-site.
- Pantries are encouraged to provide a three to seven-day supply of food for an individual or family (14-25 pounds per person).
- Example: food pantries

**Onsite Feeding**
- Provides a full meal that is prepared/eaten on-site.
- Example: soup kitchens, homeless shelters, day care facilities, after-school programs, senior nutrition sites, battered women’s shelters, residential treatment centers and family shelters

**Supplemental Feeding**
- Serves snacks on-site that does not require cooking.
- Example: Boys and Girls Clubs, YMCA’s and after-school programs

HOW TO REPORT

There are 2 different reports; one for Pantries and one for On-Site feeding or Supplemental programs. Your daily logs will provide the information you need for reporting the number of persons and/or meals served.

1. Go to [www.ntfb.org/](http://www.ntfb.org/)
2. Click Agency Zone, then click ‘Submit A Report’ in the Agency Tool Box

The easiest way to keep up with your monthly report is to mark your calendar “MONTHLY REPORT DUE” at the end of each month.
• You have until the 5th of the following month to turn your report in. After the 5th the report is considered late, and your Agency may be placed on HOLD.

• If your Agency account is place on hold, it may take up to 24 hours to reactivate once the report is received.

• Reports should be kept on file either as electronic or hard copy for a minimum of 1 year.

PANTRY REPORTING TIPS

This report will ask how many families, children, adults, and seniors were served.

Family: Each intake form is considered to be one family. If you have served 150 families, you should have 150 intake forms.
Children: This information should be retrieved from each intake form
Adults: This information should be retrieved from each intake form
Seniors: This information should be retrieved from each intake form

*The family count should not equal the number of children, adults and seniors.

  – Example of incorrect report:
    Families: 150 Children: 50 Adults: 50 Seniors 50
  – Example of correct report:
    Families: 581 Children: 854 Adults: 833 Seniors: 131

This correct report reflects 581 different families were served. Within those 581 families, there were 854 children, 833 adults and 131 seniors.

PANTRY REPORTING INSTRUCTION

This report asks how many unduplicated families, children, adults, and seniors were served in the month.
Total number of families:
This number is based on the number of families served during the month. You count that family only once, no matter how many times they came in that month.

Total number of your clients:
The total count is then broken down into these age categories.

What percentage of food comes from NTFB?
This number is the percentage of food that you received from the Food Bank in comparison to the total amount of food used by your Agency during the month.
ONSITE & SUPPLEMENTAL REPORTING TIPS

This report will ask the meal count for breakfast, lunch, dinner and snacks. It will also ask the number of children, adults, and seniors served.

Meal Count: This number is retrieved by multiplying the amount of people served by how many times that meal was served.

Example: 30 children in an after-school program were served snacks 5 days per week (20 days in one month); multiply 30 X 20 = 600. Snack count equals 600 and the children count equals 30.

This report will ask the meal count for breakfast, lunch, dinner and snacks. It will also ask the amount of children, adults, and seniors served.

There are three frequent mistakes on-site programs make in their reporting:

Mistake #1: The meal count reflects the amount of days in the month instead of the amount of meals served
Example of incorrect report: Breakfast: 30   Lunch: 30   Dinner: 30   Children: 100

Mistake #2: The amount of individuals matches the amount of meals served
Example of incorrect report: Breakfast: 100   Adults: 100

Mistake #3: Report averages instead of exact meal counts.
Example of incorrect reporting:

<table>
<thead>
<tr>
<th>300</th>
<th>300</th>
<th>300</th>
<th>100 children</th>
</tr>
</thead>
<tbody>
<tr>
<td>278</td>
<td>281</td>
<td>297</td>
<td>100 children</td>
</tr>
</tbody>
</table>
ONSITE & SUPPLEMENTAL REPORTING INSTRUCTIONS
For reporting, only count meals that were served that month:
1. This number is based on the total number of breakfasts served.
2. This number is based on the total number of lunches served.
3. This number is based on the total number of dinners served.
4. If you serve multiple snacks to the same individuals, you must count all snacks served.
5. This number is derived from the total number of clients you served. It breaks down into 3 groups, and you only count that individual once per month no matter how many times they come in that month. Most agencies retrieve this data from their sign in sheets.
Appendix

AGENCY/FOOD BANK GRIEVANCE

If your Agency has a complaint or experiences a problem with the North Texas Food Bank (NTFB), please contact the Sr. Manager of Partner Agency Resources with details of the grievance and every effort will be made to resolve the matter. If unable to resolve the grievance to mutual satisfaction, the Sr. Manager of Partner Agency Resources will present the matter to the Chief Operations Officer and/or the Chief Executive Officer as an appeal on behalf of the Agency. In such cases, one of the following outcomes may result:

1. The COO/CEO will issue a decision and then notify the Partner Agency’s Executive Director of the decision.

2. The COO/CEO will call a meeting of NTFB’s Executive Committee where they will make a decision and then notify the Partner Agency’s Executive Director.

All grievances made against the Food Bank will be placed on file for at least 3 years and 90 days.

The decision of the CEO or the Executive Committee of NTFB is the final word on the disposition of the grievance by an Agency.

CLIENT /PARTNER AGENCY GRIEVANCE

If a client in your service area has a grievance with your Agency, the client has the opportunity and right to contact the governing board of your Agency to appeal the decision.

If the client is not satisfied with the decision of the governing board of the Agency, the client can contact the NTFB’s Partner Agency Resources Team and file a complaint. Partner Agency Resources will then record the complainant’s information and contact the Partner Agency to gather additional information. The objective and obligation of the NTFB is to ensure that proper procedures are followed, civil rights are not violated, and equitable treatment is afforded to all. The Grievance Procedure will be implemented as follows:

1. After a reasonable deliberation, the Food Bank will contact your Agency notifying you of the complaint and of any information compiled during NTFB’s investigation.

2. If no wrongdoing is found with your Agency, the Food Bank will contact the complainant and explain the investigation by NTFB, as well as the decision.
3. If wrongdoing on the part of the Agency is found, the Agency will receive a written response from NTFB citing the outcome of the investigation and will stipulate the corrective action(s) that must be taken by the Agency.

4. All client grievances against an Agency should be documented and remain on file at the Agency for at least 3 years and 90 days.

5. All client grievances reported to the NTFB will be kept in the Agency’s permanent file.

*There will be no retaliation by any parties during the grievance process.

**ETHICS AND REPORT FRAUD AND MISUSE OF USDA FOODS**

In an effort to be more authentic and transparent, the North Texas Food Bank has selected Ethics Point to provide Partner Agencies, clients, volunteers and NTFB employees a simple way to anonymously and confidentially report activities that may involve violations of the Food Bank’s Code of Conduct, misuse of USDA Foods to TDA, criminal conduct or other unethical behavior by the Food Bank or its Partner Agencies. Include information on the amount of USDA foods involved, location of the incident, suspected parties, and other details and facts. The Texas Department of Agriculture may be contacted at the Dallas/Ft. Worth community Operations Office. Ethics Point is an independent, third-party provider, and operates 24 hours a day, 7 days a week.

To file a report/complaint to Ethics Point follow these directions:

**Over the Phone**
Call toll-free reporting number:
877-237-8219

**Via the Web**
Select “Make a Report” at the following address: www.ethicspoint.com

**The decision of the NTFB is the final word on the disposition of the grievance by a client.**

**PARTNER AGENCY/CLIENT GRIEVANCE**

If your Agency has a grievance against a client, then a record of the incident should be kept at the Agency for at least 3 years. NTFB will ask to see this record in the instance that the client seeks to issue a complaint with NTFB against that Agency. NTFB advises completing a form for instances including but not limited to:

1. Physical and/or verbal confrontations
2. Removing someone from the premises
3. Refusing service to a client either temporarily or permanently

*Under each category listed above, there is an opportunity to appeal any decision onetime only.
Please note: This does not replace contacting the Food Bank to raise any issues or complaints, but is an additional tool to ensure that all issues are addressed.
Frequently Asked Questions

ONLINE ORDERING

1. How do I get set up as a user?
   Your Agency will receive online ordering access information before or immediately after your Orientation. If you would like to add users, please email cprteam@ntfb.org with the name of the user including the email address, Agency name and number.

2. Who should be set up as a user?
   We recommend that your Agency Director, Pantry Manager or Food Contact person, and your Cook (if applicable) be set up as users. There is currently no limit on number of users per Agency.

3. Can I add something to my order after I have submitted my cart?
   Do not add to your original order. You can simply place an additional order as long as it is 2 business days prior to the pick up or delivery time of your previously submitted order. Submitting multiple orders for the same delivery/pick up date and time is perfectly acceptable. We do ask that you be conscientious when placing multiple orders and limit them. We recommend that you do not use the pencil icon to edit your order. Doing so may result in you losing some items.

4. When will I be notified of my order status?
   After ordering through the online shopping system, you will be emailed an acknowledgement letting you know that your order request has been received by the Food Bank. Approximately 24-36 hours before your pick up or delivery date, you should receive another email stating that your order has been processed. At that time, you may check the order management component of the shopping system for your order status that will say “Released.” If you have any questions, you may contact Order Services at aeorders@ntfb.org.

5. What are handling fee items (HF)?
   Handling Fees are fees that an Agency pays to share in the cost of shipping, handling and storing items. Items with a handling fee of .14 cents a pound come from sources like the USDA, Feeding America, and local product donors. Items listed at .28 cents per pound are purchased by the Food Bank at retail value.

6. When is my order due?
   Your order is due 2 business days before your scheduled delivery time or your chosen pick up date. Example: I normally receive/pick up my order on Monday, so my order must be submitted by close of business on
Wednesday, allowing Thursday and Friday for my order to be processed.

7. What if I didn’t place my order in time?
Unfortunately, you will not receive an order due to the policy in place to ensure prompt and accurate orders for every Agency. No exceptions can be made to this policy.

8. How often is the shopping list updated?
The shopping list is represented in real-time, so items and quantities can change as often as every 3 minutes. You must refresh the online page in order to see the real-time status of a product. Remember, items are on a first-come, first-served basis. Depending on the number of orders, some items may be out of stock by the time an Agency’s order is processed.

DISTRIBUTION
1. Do I pick up my order by appointment or walk in?
All orders are processed according to the appointment schedule set in the online shopping system from 7 a.m. to 11:30 a.m., Monday through Friday and is selected by the Agency at the time of placing their order. Produce, bakery and Add-On items will also be available during those dates and times if available.

2. Can I add something from this week’s shopping list to last week’s order?
Do not add to your original order. You may place an additional order as long as it falls into the 48-hour timeframe. Example: If an order was placed on Thursday to pick up on Tuesday and there are items that you would like to add then you can place an additional order before the 2 business days, deadline which would be Thursday close of business.

3. What are add on’s? Is there a cost for these items?
Add-ons are handling fee items of limited quantity that are available only at Dan Morton warehouse and are not on the online shopping list. You must fill out an add-on form before shopping in pick and weigh to receive these items.

4. Do I need my Partner Agency ID card when picking up my order?
Yes, you must present your NTFB issued ID. If you need a replacement ID, please contact the Partner Agency Resource Team at cprrteam@ntfb.org.

5. Is it appropriate to tip NTFB staff for their help or support of our agencies?
Although we greatly appreciate your sentiments, it is not appropriate to tip individual staff members for their assistance and support. In fact, personally accepting
a gift is against company policy and we ask that employees not be put in a position of having to choose whether or not to accept a personal gift. Tipping a NTFB staff member can jeopardize the recipient’s job and be grounds for loss of Agency membership with NTFB. If you would like to give a donation or contribute in some general way to the Food Bank, please contact the philanthropy department, and they will inform you of any needs and ways in which to donate.

6. Is it appropriate to give gift cards to NTFB staff to show appreciation?
NTFB staff is not allowed to accept personal gifts or gift cards from partner agencies or their staff. If an Agency wishes to give a personal gift or gift cards, the donation will be immediately given to the Human Resources Director to make the gifts available to all staff through a raffle drawing.

7. Can I bring food and snacks to share with NTFB staff?
It is acceptable to do so if the items are not intended for one particular staff member and will be made available for all NTFB staff.

8. Do I need to keep my invoices?
Yes, it is a requirement to keep all NTFB invoices with two signatures for three years.

9. What if my invoice is incorrect?
You will need to mark the corrections directly on the invoice and return it to the person at the Agency Distribution desk for verification in the Agency Distribution area. If you are receiving your order via delivery, mark the corrections on the invoice and have the driver verify and initial the changes. The driver will return the invoice to the orders department of your behalf for correction. You will be issued a credit for those items not received as long as we receive a corrected and signed invoice. You have 3 business days to notify Order Services of any discrepancies by email to aeorders@ntfb.org.

DELIVERY
1. What should I do if the driver is late?
We ask that you give the truck 30 minutes past the set time, in case driving conditions or cargo loading causes late arrival. If the truck is over 30 minutes late, contact NTFB Logistic or Supply Chain at 214.330.1396 and we will provide you with an estimated time of arrival.

2. How should the produce be divided between the Agencies?
In general, any produce sent in bulk should be dispersed EVENLY between the partners. If a partner needs more or less of the produce, that should be discussed and agreed upon by the partners and not solely decided upon by the Site Coordinator. If you receive produce in bulk to share, NTFB invoices on an agency rotation to evenly distribute weight for the agencies so no one agency gets credit for all produce pounds. If any questions of fairness arise, contact the Partner Agency Resource Team at cprrteam@ntfb.org
3. **Do I need to have my pallet cover when picking up?**

All Partner Agency representatives receiving refrigerated products either from the NTFB or group delivery sites will be **REQUIRED** to use the pallet blanket(s) to transport the goods. Every Partner will receive one blanket at no charge, any additional blankets needed there is a cost associated. If your agency needs a replacement or additional blankets please email **cprteam@ntfb.org** for those.

**COMPLIANCE AUDIT**

1. **Do I have to complete Civil Rights Training every year?**

Yes, you must have any staff and volunteers who regularly interact with clients trained on civil rights standards, per USDA guidelines. This training must be conducted yearly and the time of training is the discretion of the agency. A training log must be signed for all that attended training and that log must be kept for 2 years. The training video is available on the Agency Zone Webpage.

2. **How long does a Food Handler and Food Safety Manager Certification last?**

Food Handler Certification is good for two years; Food Safety Manager Certification is good for 5 years. The Food Handler Certification is a requirement for all pantries and Supplemental Programs and the Food Safety Manager Certification is required for all on-site feeding programs (meaning they prepare and serve food at the Agency).

3. **When do I need a health inspection from the city?**

Whenever you are cooking food for others, your kitchen must be inspected by the city or state and must meet their local health regulations. These inspections times may vary, check with your county or city to get inspection policy. This includes daycares, senior centers, soup kitchens, shelters and any other program that prepares and serves hot meals.

4. **What do I do if our location changes?**

Inform a member of the Partner Agency Resource Team immediately for a site evaluation and approval, and request an address change from the IRS so they can update your 501(c)3. We will need a copy of their confirmation for our records.

5. **Can I give food to anyone who looks like they need it?**

Food provided by the Food Bank can only be given to clients that meet financial eligibility; those levels are provided by the state, to us and our member network. In case of one time emergencies, you may provide food to anyone who states they have a need. Upon a return visit by this person, you will need to gather their household income and compare with the states TEFAP income guidelines.
6. Can we fundraise by using food provided by NTFB?
Food provided by the Food Bank may never be given in return for currency, merchandise, volunteer efforts or any other in-kind payment system. Any of the above mentioned activities may be grounds for loss of membership with the NTFB.

7. How many times must I update the temperature logs?
Logs must be updated every time your program is in operation or a minimum of twice per week, whichever is more. Logs must be taken on all freezers and refrigerators.

8. Can we pray or have clients attend a religious service before giving out food?
Religious programming cannot be required for receiving food assistance. Signs and literature can be present and made available at the site, as well as invitations to participate in activities after food is provided to clients provided it is made absolutely clear that participation is not mandatory.

9. What if we want to change our distribution times to clients?
Inform the Food Bank immediately if you change distribution times. Remember, NTFB Partner Agency pantries must be open to the public a minimum of once per week for at least three hours in urban areas and minimum of once per month in rural areas for a total of at least three hours per month as stated in your Partner Agency Agreement.

10. What do I do if I want to begin an additional feeding program?
Please inform the Food Bank of your desire to add a program, and we will inform you of the process of receiving permission and changing your member status. DO NOT use Food Bank product in a program that has not been properly approved by the Food Bank.

MONTHLY REPORTING

1. When is my monthly report due? What if I fail to turn in my report?
Reports are due by the 5th of each month, for the previous month. If you fail to submit your reports your account can be placed on hold and you will not be able to place any new orders or receive produce or add-ons.

2. Why is the purpose of monthly reports?
NTFB uses these numbers to report to Texas Department of Human Services to determine future allocations of USDA commodities. These numbers are also provided to Feeding America to use as hunger facts when procuring food products and lobbying for more funds allocated through Congress.

3. How do I know that I have correctly submitted my monthly report?
Once you have submitted the report, you should receive an email confirmation to the email address you have entered.
4. Should I keep a hard copy of my monthly reports and for how long?
You should keep an electronic copy or a hard copy for at least 1 year.

5. What should I do if I am having technical issues with my computer, and cannot transmit my monthly report?
Contact the Partner Agency Resource Team via email at cprteam@ntfb.org or by phone at 214-330-1396, letting them know of the issues. Since the monthly reports are submitted via our website, you can enter your reports from any computer (Ex: Library, home or someone else’s computer).

6. What questions should I put on my client intake forms to make the monthly reporting process easier?
Pantry programs intake forms can include names and age breakdown of each household member receiving assistance On-site feeding programs can gather their numbers based on a sign-in sheet or an intake forms.

7. What do I do if I forget my Agency Zone password?
Contact the Partner Agency Resource Team at cprteam@ntfb.org to retrieve your login.

8. What if I don’t get my monthly report submitted by the 5th of the month?
Your Agency could get placed on hold until that report is received and entered. If your agency is placed on hold, please allow up to 24 hours after you have submitted your report for the hold to be removed. That means you will not be able to receive an order or pick up any produce.

ACCOUNTING
1. If I cannot locate my copy of an invoice, who do I contact for a reprint?
Please be careful to file your invoices so that this is not a recurring event. If you do happen to misplace an invoice, you can e-mail your request to the NTFB Accounting Department at acctrec@ntfb.org. Please include your Agency name, phone number and the invoice number that you are requesting copies of.

2. When I make a payment, how do I know that it has been received?
Currently, we do not have a feature that will allow you to see your payment that is received during the month in which you paid. Look at the following month’s statement and see if the invoices that you paid previously are listed as outstanding. For further information on those invoices, open please email acctrec@ntfb.org.

3. When should I expect my statement?
Usually, they are mailed by the 5th of each month. If you do not receive your statement by the 18th, please contact the Accounting Team at acctrec@ntfb.org.

4. What happens if I am past due?
If your Agency account has invoices 61-90 days past due, the Agency will be contacted
notified by email. If your Agency account has invoices over 90 days past due, the Agency will be placed on accounting hold and will be unable to order or receive food until the account is brought current.

5. Can I pay in cash?
We do not accept cash or personal checks. You must pay using a company check, cashier’s check or money order.

6. Can I view my balance online?
Not at this time.
Food & Nutrition Information

1. **How should you handle nutrition requests from special needs clients?**
   Many of your clients may be facing health problems such as diabetes, heart disease, hypertension, and obesity. Others may have food allergies, cultural preferences, and cooking limitations. All of these factors may affect the appropriateness of the foods your pantry or feeding program provides.

   The first step is to know your population. Do your best to know what issues your clients are facing and concerned with. While you don’t need to cater to everyone individually, simply getting a collective idea of what your clients’ needs are will be extremely helpful.

   Overall, as a NTFB Partner Agency, you should try to offer the best variety of nutritious foods available, regardless of health needs. If you are doing your best to provide staple items that are low in fat, sodium, and sugar and those that are high in fiber, vitamins, and minerals, then you are likely meeting the needs of a majority of your clients and contributing to their better health.

   Unhealthy foods are inevitably available, but try to limit the frequency and amount offered to clients. All foods can be part of a healthy diet in moderation. It’s important to balance out your grocery and menu items with more nutritious options whenever possible.

2. **How do you build a healthy package of groceries for a family?**
   A nutritious grocery package should include components from different food groups, including grains, fruits, vegetables, protein, and dairy. Refer to the samples of food pantry guidelines in the appendix of this guidebook. These guidelines are personalized based on the MyPlate recommendations on gender, age, and activity level. Calorie levels are listed for each individual and converted to family packages. This takes the guesswork out of knowing whether you are giving too little or too much food and ensures that your clients are getting the nutritious food they need to nourish their families. Once you know what items to stock your pantry with, it’s easier to make the appropriate decisions when ordering online from NTFB or purchasing additional groceries from another source.
3. If you are an on-site feeding program, what components should be included to create a well-balanced meal?

Use Choose My Plate (www.choosemyplate.gov) to plan your on-site meals. Ideally, each meal should include a grain, protein such as meat or beans, two kinds of fruits and vegetables, and milk. You might decide to serve all the items separately or to combine some of them in a casserole. For example, you could serve a chicken drumstick with some rice, broccoli, carrots, and a glass of milk, or you could serve spaghetti with meat sauce along with salad and a glass of milk. In the first meal, all the components are served separately. In the second meal, there are three components in the spaghetti (pasta, tomato sauce, and ground meat) and the other components are served on the side.

Meal planning can be a fun and creative activity. If you run out of ideas, try searching recipe sites like www.whatscooking.fns.usda.gov or http://allrecipes.com/ for inspiration. Many sites let you search by ingredient.

4. Why is it important to partner with NTFB to provide nutrition education for your clients?

Eliminating hunger takes more than just providing a quick fix meal. Eliminating hunger requires both short and long term solutions including food AND education. Providing nutrition education to low-income clients makes a tremendous difference in the quality of their lives. They learn the life skills needed to cook, shop, and make better food choices, allowing them to feed their families nutritious meals on a budget. NTFB is making an effort to provide quality, nutritious food to those you serve. We also provide ongoing nutrition education classes, workshops, and materials upon request. For our Food Resources Management Courses (Cooking Matters) and for additional workshops or materials, contact the Nutrition Services Team (nutrition@ntfb.org).

For more resources and updates, check the Food and Nutrition areas on the North Texas Food Bank’s website.
7-DAY SUPPLY GUIDELINES

How much food does a family need for 7 days? The chart below shows approximately how many pounds of food from each food group an average adult needs for seven days. This is only meant to serve as a general guideline and does not guarantee all nutrient needs will be met. Individual needs vary by height, age, activity level, gender and various other factors. Totals have been rounded to the nearest 1/2 pound.

Examples of Foods Weighing approximately 1 pound:
# FOOD PANTRY MEAL GUIDELINES

**ADULT:** Healthy males and females ages 19 - 64, based on a 2,000 calorie/day diet.

<table>
<thead>
<tr>
<th>TYPE</th>
<th>AMOUNT TO PLACE IN BOX</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Grains</strong></td>
<td></td>
</tr>
<tr>
<td>6 oz. /day</td>
<td></td>
</tr>
<tr>
<td>42 oz. /week</td>
<td></td>
</tr>
<tr>
<td>Rice</td>
<td>1 small bag/box</td>
</tr>
<tr>
<td>Pasta</td>
<td>2 small or 1 large bag/box</td>
</tr>
<tr>
<td>Crackers</td>
<td>1 small box</td>
</tr>
<tr>
<td>Cereal (breakfast cereal/oatmeal)</td>
<td>1 small bag/box</td>
</tr>
<tr>
<td><strong>Vegetables</strong></td>
<td></td>
</tr>
<tr>
<td>2 ½ cups/day</td>
<td></td>
</tr>
<tr>
<td>17 ½ cups/week</td>
<td></td>
</tr>
<tr>
<td>Tomatoes</td>
<td>2 cans</td>
</tr>
<tr>
<td>Corn</td>
<td>1 can</td>
</tr>
<tr>
<td>Green Vegetables</td>
<td>1 can</td>
</tr>
<tr>
<td>Juice</td>
<td>1 can (48 oz.)</td>
</tr>
<tr>
<td>Misc. Vegetables</td>
<td>1 can</td>
</tr>
<tr>
<td>Beans</td>
<td>1 can</td>
</tr>
<tr>
<td><strong>Fruits</strong></td>
<td></td>
</tr>
<tr>
<td>2 cups/day</td>
<td></td>
</tr>
<tr>
<td>14 cups/week</td>
<td></td>
</tr>
<tr>
<td>Juice (100% fruit juice)</td>
<td>1 can (48 oz.)</td>
</tr>
<tr>
<td>Canned Citrus Fruit</td>
<td>2 cans</td>
</tr>
<tr>
<td>Canned Peaches, Pears, Apple Sauce</td>
<td>1 can</td>
</tr>
<tr>
<td>Fruit Cocktail, Pineapple</td>
<td>1 can</td>
</tr>
<tr>
<td><strong>Milk</strong></td>
<td></td>
</tr>
<tr>
<td>3 cups/day</td>
<td></td>
</tr>
<tr>
<td>21 cups/week</td>
<td></td>
</tr>
<tr>
<td>Powdered non-fat dry milk</td>
<td>1 25.6 oz. box</td>
</tr>
<tr>
<td>Evaporated skim milk</td>
<td></td>
</tr>
<tr>
<td><strong>Meat and Beans</strong></td>
<td></td>
</tr>
<tr>
<td>5 ½ oz. /day</td>
<td></td>
</tr>
<tr>
<td>38.5 oz. /week</td>
<td></td>
</tr>
<tr>
<td>Beans (any type canned or dried)</td>
<td>1 bag dried, or 2 cans</td>
</tr>
<tr>
<td>Canned Tuna or Chicken</td>
<td>1 6 oz. can</td>
</tr>
<tr>
<td>Peanut Butter</td>
<td>1 jar</td>
</tr>
<tr>
<td>Eggs (keep chilled)</td>
<td>1 dozen</td>
</tr>
</tbody>
</table>
## FOOD PANTRY MEAL GUIDELINES

**SENIOR ADULT:** Healthy males and females ages 65 and up, based on an 1,800 calorie/day diet.

<table>
<thead>
<tr>
<th>TYPE</th>
<th>AMOUNT TO PLACE IN BOX</th>
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<tbody>
<tr>
<td><strong>Grains</strong></td>
<td></td>
</tr>
<tr>
<td>Rice</td>
<td>1 small bag/box</td>
</tr>
<tr>
<td>Pasta</td>
<td>2 small or 1 large bag/box</td>
</tr>
<tr>
<td>Crackers</td>
<td>1 small box</td>
</tr>
<tr>
<td>Cereal (breakfast cereal/oatmeal)</td>
<td>1 small bag/box</td>
</tr>
<tr>
<td><strong>Vegetables</strong></td>
<td></td>
</tr>
<tr>
<td>Tomatoes</td>
<td>2 cans</td>
</tr>
<tr>
<td>Corn</td>
<td>1 can</td>
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<tr>
<td>Green Vegetables</td>
<td>1 can</td>
</tr>
<tr>
<td>Juice</td>
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<td>Misc. Vegetables</td>
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<tr>
<td>Beans</td>
<td>1 can</td>
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<tr>
<td><strong>Fruits</strong></td>
<td></td>
</tr>
<tr>
<td>Juice (100% fruit juice)</td>
<td>1 can (48 oz.)</td>
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<tr>
<td>Canned Citrus Fruit</td>
<td>1 cans</td>
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<tr>
<td>Canned Peaches, Pears, Apple Sauce</td>
<td>1 can</td>
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<tr>
<td>Fruit Cocktail, Pineapple</td>
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</tr>
<tr>
<td><strong>Milk</strong></td>
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</tr>
<tr>
<td>Powdered non-fat dry milk</td>
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<tr>
<td>Evaporated skim milk</td>
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</tr>
<tr>
<td><strong>Meat and Beans</strong></td>
<td></td>
</tr>
<tr>
<td>Beans (any type canned or dried)</td>
<td>1 can</td>
</tr>
<tr>
<td>Canned Tuna or Chicken</td>
<td>1 6 oz. can</td>
</tr>
<tr>
<td>Peanut Butter</td>
<td>1 jar</td>
</tr>
<tr>
<td>Eggs (keep chilled)</td>
<td>1 dozen</td>
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</tbody>
</table>
FOOD PANTRY MEAL GUIDELINES

**CHILDREN:** Healthy males and females ages 2 – 3.

<table>
<thead>
<tr>
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<tbody>
<tr>
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<td>Rice</td>
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<td>Pasta</td>
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<tr>
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<tr>
<td><strong>Vegetables</strong></td>
<td></td>
</tr>
<tr>
<td>Tomatoes</td>
<td>1 cans</td>
</tr>
<tr>
<td>Corn</td>
<td>1 can</td>
</tr>
<tr>
<td>Green Vegetables</td>
<td>1 can</td>
</tr>
<tr>
<td>Juice</td>
<td></td>
</tr>
<tr>
<td>Misc. Vegetables</td>
<td>1 can</td>
</tr>
<tr>
<td>Beans</td>
<td></td>
</tr>
<tr>
<td><strong>Fruits</strong></td>
<td></td>
</tr>
<tr>
<td>Juice (100% fruit juice)</td>
<td>1 can</td>
</tr>
<tr>
<td>Canned Citrus Fruit</td>
<td></td>
</tr>
<tr>
<td>Canned Peaches, Pears, Apple Sauce</td>
<td>2 cans</td>
</tr>
<tr>
<td>Fruit Cocktail, Pineapple</td>
<td>1 can</td>
</tr>
<tr>
<td><strong>Milk</strong></td>
<td></td>
</tr>
<tr>
<td>Powdered non-fat dry milk</td>
<td>1 9.5 oz. box</td>
</tr>
<tr>
<td>Evaporated skim milk</td>
<td>2 12 fl. oz. cans</td>
</tr>
<tr>
<td><strong>Meat and Beans</strong></td>
<td></td>
</tr>
<tr>
<td>Beans (any type canned or dried)</td>
<td>1 jar</td>
</tr>
<tr>
<td>Canned Tuna or Chicken</td>
<td></td>
</tr>
<tr>
<td>Peanut Butter</td>
<td></td>
</tr>
<tr>
<td>Eggs (keep chilled)</td>
<td></td>
</tr>
</tbody>
</table>
# FOOD PANTRY MEAL GUIDELINES

**CHILDREN:** Healthy males and females ages 4 – 8.

<table>
<thead>
<tr>
<th>TYPE</th>
<th>AMOUNT TO PLACE IN BOX</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Grains</strong></td>
<td></td>
</tr>
<tr>
<td>4 - 5 oz. /day</td>
<td>1 small bag/box</td>
</tr>
<tr>
<td>28 - 35 oz. /week</td>
<td>1 small bag/box</td>
</tr>
<tr>
<td>Rice</td>
<td>1 small bag/box</td>
</tr>
<tr>
<td>Pasta</td>
<td>1 small bag/box</td>
</tr>
<tr>
<td>Crackers</td>
<td>1 small bag/box</td>
</tr>
<tr>
<td>Cereal (breakfast cereal/oatmeal)</td>
<td>1 small bag/box</td>
</tr>
<tr>
<td><strong>Vegetables</strong></td>
<td></td>
</tr>
<tr>
<td>1 ½ cups/day</td>
<td>2 cans</td>
</tr>
<tr>
<td>10 ½ cups/week</td>
<td>1 can</td>
</tr>
<tr>
<td>Tomatoes</td>
<td>1 can</td>
</tr>
<tr>
<td>Corn</td>
<td>1 can</td>
</tr>
<tr>
<td>Green Vegetables</td>
<td>1 can</td>
</tr>
<tr>
<td>Juice</td>
<td>1 can</td>
</tr>
<tr>
<td>Misc. Vegetables</td>
<td>1 can</td>
</tr>
<tr>
<td>Beans</td>
<td>1 can</td>
</tr>
<tr>
<td><strong>Fruits</strong></td>
<td></td>
</tr>
<tr>
<td>1 ½ cups/day</td>
<td>1 48 oz. can</td>
</tr>
<tr>
<td>10 ½ cups/week</td>
<td>1 can</td>
</tr>
<tr>
<td>Juice (100% fruit juice)</td>
<td>1 can</td>
</tr>
<tr>
<td>Canned Citrus Fruit</td>
<td>1 can</td>
</tr>
<tr>
<td>Canned Peaches, Pears, Apple Sauce</td>
<td>1 can</td>
</tr>
<tr>
<td>Fruit Cocktail, Pineapple</td>
<td>1 can</td>
</tr>
<tr>
<td><strong>Milk</strong></td>
<td></td>
</tr>
<tr>
<td>2 cups/day</td>
<td>1 9.5 oz. box</td>
</tr>
<tr>
<td>14 cups/week</td>
<td>2 12 fl. oz. cans</td>
</tr>
<tr>
<td>Powdered non-fat dry milk</td>
<td>1 9.5 oz. box</td>
</tr>
<tr>
<td>Evaporated skim milk</td>
<td>2 12 fl. oz. cans</td>
</tr>
<tr>
<td><strong>Meat and Beans</strong></td>
<td></td>
</tr>
<tr>
<td>3 - 4 oz. /day</td>
<td>1 jar</td>
</tr>
<tr>
<td>21 - 28 oz. /week</td>
<td>1 dozen</td>
</tr>
<tr>
<td>Beans (any type canned or dried)</td>
<td>1 jar</td>
</tr>
<tr>
<td>Canned Tuna or Chicken</td>
<td>1 dozen</td>
</tr>
<tr>
<td>Peanut Butter</td>
<td>1 jar</td>
</tr>
<tr>
<td>Eggs (keep chilled)</td>
<td>1 dozen</td>
</tr>
</tbody>
</table>
# FOOD PANTRY MEAL GUIDELINES

**CHILDREN:** Healthy females ages 9 – 13.

<table>
<thead>
<tr>
<th>TYPE</th>
<th>AMOUNT TO PLACE IN BOX</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Grains</strong></td>
<td></td>
</tr>
<tr>
<td>Rice</td>
<td>1 small bag/box</td>
</tr>
<tr>
<td>Pasta</td>
<td>1 small bag/box</td>
</tr>
<tr>
<td>Crackers</td>
<td>1 small bag/box</td>
</tr>
<tr>
<td>Cereal (breakfast cereal/oatmeal)</td>
<td>1 small bag/box</td>
</tr>
<tr>
<td><strong>Vegetables</strong></td>
<td></td>
</tr>
<tr>
<td>Tomatoes</td>
<td>2 cans</td>
</tr>
<tr>
<td>Corn</td>
<td>1 can</td>
</tr>
<tr>
<td>Green Vegetables</td>
<td>1 can</td>
</tr>
<tr>
<td>Juice</td>
<td>148 oz. can</td>
</tr>
<tr>
<td>Misc. Vegetables</td>
<td>1 can</td>
</tr>
<tr>
<td>Beans</td>
<td>1 can</td>
</tr>
<tr>
<td><strong>Fruits</strong></td>
<td></td>
</tr>
<tr>
<td>Juice (100% fruit juice)</td>
<td>148 oz. can</td>
</tr>
<tr>
<td>Canned Citrus Fruit</td>
<td>1 can</td>
</tr>
<tr>
<td>Canned Peaches, Pears, Apple Sauce</td>
<td>1 can</td>
</tr>
<tr>
<td>Fruit Cocktail, Pineapple</td>
<td>1 can</td>
</tr>
<tr>
<td><strong>Milk</strong></td>
<td></td>
</tr>
<tr>
<td>Powdered non-fat dry milk</td>
<td>1 25.6 oz. box</td>
</tr>
<tr>
<td>Evaporated skim milk</td>
<td>1 can</td>
</tr>
<tr>
<td><strong>Meat and Beans</strong></td>
<td></td>
</tr>
<tr>
<td>Beans (any type canned or dried)</td>
<td>1 6 oz. can</td>
</tr>
<tr>
<td>Canned Tuna or Chicken</td>
<td>1 jar</td>
</tr>
<tr>
<td>Peanut Butter</td>
<td>1 dozen</td>
</tr>
<tr>
<td>Eggs (keep chilled)</td>
<td></td>
</tr>
</tbody>
</table>
**FOOD PANTRY MEAL GUIDELINES**

**CHILDREN:** Healthy males ages 9 – 13.

<table>
<thead>
<tr>
<th>TYPE</th>
<th>AMOUNT TO PLACE IN BOX</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Grains</strong></td>
<td></td>
</tr>
<tr>
<td>6 oz. /day</td>
<td></td>
</tr>
<tr>
<td>42 oz. /week</td>
<td></td>
</tr>
<tr>
<td>Rice</td>
<td>2 small bag/box</td>
</tr>
<tr>
<td>Pasta</td>
<td>1 small bag/box</td>
</tr>
<tr>
<td>Crackers</td>
<td>1 small bag/box</td>
</tr>
<tr>
<td>Cereal (breakfast cereal/oatmeal)</td>
<td>1 small bag/box</td>
</tr>
<tr>
<td><strong>Vegetables</strong></td>
<td></td>
</tr>
<tr>
<td>2 ½ cups/day</td>
<td></td>
</tr>
<tr>
<td>17 ½ cups/week</td>
<td></td>
</tr>
<tr>
<td>Tomatoes</td>
<td>2 cans</td>
</tr>
<tr>
<td>Corn</td>
<td>1 can</td>
</tr>
<tr>
<td>Green Vegetables</td>
<td>1 can</td>
</tr>
<tr>
<td>Juice</td>
<td>1 48 oz. can</td>
</tr>
<tr>
<td>Misc. Vegetables</td>
<td>1 can</td>
</tr>
<tr>
<td>Beans</td>
<td>1 can</td>
</tr>
<tr>
<td><strong>Fruits</strong></td>
<td></td>
</tr>
<tr>
<td>1 ½ cups/day</td>
<td></td>
</tr>
<tr>
<td>10 ½ cups/week</td>
<td></td>
</tr>
<tr>
<td>Juice (100% fruit juice)</td>
<td>1 48 oz. can</td>
</tr>
<tr>
<td>Canned Citrus Fruit</td>
<td>1 can</td>
</tr>
<tr>
<td>Canned Peaches, Pears, Apple Sauce</td>
<td>1 can</td>
</tr>
<tr>
<td>Fruit Cocktail, Pineapple</td>
<td>1 can</td>
</tr>
<tr>
<td><strong>Milk</strong></td>
<td></td>
</tr>
<tr>
<td>3 cups/day</td>
<td></td>
</tr>
<tr>
<td>21 cups/week</td>
<td></td>
</tr>
<tr>
<td>Powdered non-fat dry milk</td>
<td>1 25.6 oz. box</td>
</tr>
<tr>
<td>Evaporated skim milk</td>
<td></td>
</tr>
<tr>
<td><strong>Meat and Beans</strong></td>
<td></td>
</tr>
<tr>
<td>5 oz. /day</td>
<td></td>
</tr>
<tr>
<td>35 oz. /week</td>
<td></td>
</tr>
<tr>
<td>Beans (any type canned or dried)</td>
<td>1 bag or 2 cans</td>
</tr>
<tr>
<td>Canned Tuna or Chicken</td>
<td></td>
</tr>
<tr>
<td>Peanut Butter</td>
<td>1 jar</td>
</tr>
<tr>
<td>Eggs (keep chilled)</td>
<td>1 dozen</td>
</tr>
</tbody>
</table>
FOOD PANTRY MEAL GUIDELINES

**CHILDREN:** Healthy females ages 14 – 18.

<table>
<thead>
<tr>
<th>TYPE</th>
<th>AMOUNT TO PLACE IN BOX</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Grains</strong></td>
<td></td>
</tr>
<tr>
<td>Grains</td>
<td>6 oz. /day</td>
</tr>
<tr>
<td></td>
<td>42 oz. /week</td>
</tr>
<tr>
<td>Rice</td>
<td>2 small bag/box</td>
</tr>
<tr>
<td>Pasta</td>
<td>1 small bag/box</td>
</tr>
<tr>
<td>Crackers</td>
<td>1 small bag/box</td>
</tr>
<tr>
<td>Cereal (breakfast cereal/oatmeal)</td>
<td>1 small bag/box</td>
</tr>
<tr>
<td><strong>Vegetables</strong></td>
<td></td>
</tr>
<tr>
<td>Vegetables</td>
<td>2 ½ cups/day</td>
</tr>
<tr>
<td></td>
<td>17 ½ cups/week</td>
</tr>
<tr>
<td>Tomatoes</td>
<td>2 cans</td>
</tr>
<tr>
<td>Corn</td>
<td>1 can</td>
</tr>
<tr>
<td>Green Vegetables</td>
<td>1 can</td>
</tr>
<tr>
<td>Juice</td>
<td>1 48 oz. can</td>
</tr>
<tr>
<td>Misc. Vegetables</td>
<td>1 can</td>
</tr>
<tr>
<td>Beans</td>
<td>1 can</td>
</tr>
<tr>
<td><strong>Fruits</strong></td>
<td></td>
</tr>
<tr>
<td>Fruits</td>
<td>1 ½ cups/day</td>
</tr>
<tr>
<td></td>
<td>10 ½ cups/week</td>
</tr>
<tr>
<td>Juice (100% fruit juice)</td>
<td>1 48 oz. can</td>
</tr>
<tr>
<td>Canned Citrus Fruit</td>
<td>1 can</td>
</tr>
<tr>
<td>Canned Peaches, Pears, Apple Sauce</td>
<td>1 can</td>
</tr>
<tr>
<td>Fruit Cocktail, Pineapple</td>
<td>1 can</td>
</tr>
<tr>
<td><strong>Milk</strong></td>
<td></td>
</tr>
<tr>
<td>Milk</td>
<td>3 cups/day</td>
</tr>
<tr>
<td></td>
<td>21 cups/week</td>
</tr>
<tr>
<td>Powdered non-fat dry milk</td>
<td>1 25.6 oz. box</td>
</tr>
<tr>
<td>Evaporated skim milk</td>
<td></td>
</tr>
<tr>
<td><strong>Meat and Beans</strong></td>
<td></td>
</tr>
<tr>
<td>Meat and Beans</td>
<td>5 oz. /day</td>
</tr>
<tr>
<td></td>
<td>35 oz. /week</td>
</tr>
<tr>
<td>Beans (any type canned or dried)</td>
<td>1 bag or 2 cans</td>
</tr>
<tr>
<td>Canned Tuna or Chicken</td>
<td></td>
</tr>
<tr>
<td>Peanut Butter</td>
<td>1 jar</td>
</tr>
<tr>
<td>Eggs (keep chilled)</td>
<td>1 dozen</td>
</tr>
</tbody>
</table>
FOOD PANTRY MEAL GUIDELINES

**CHILDREN:** Healthy males ages 14 – 18.

<table>
<thead>
<tr>
<th>TYPE</th>
<th>AMOUNT TO PLACE IN BOX</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Grains</strong></td>
<td></td>
</tr>
<tr>
<td>Rice</td>
<td>2 small bag/box</td>
</tr>
<tr>
<td>Pasta</td>
<td>2 small bag/box</td>
</tr>
<tr>
<td>Crackers</td>
<td>1 small bag/box</td>
</tr>
<tr>
<td>Cereal (breakfast cereal/oatmeal)</td>
<td>1 small bag/box</td>
</tr>
<tr>
<td><strong>Vegetables</strong></td>
<td></td>
</tr>
<tr>
<td>Tomatoes</td>
<td>2 cans</td>
</tr>
<tr>
<td>Corn</td>
<td>1 can</td>
</tr>
<tr>
<td>Green Vegetables</td>
<td>2 cans</td>
</tr>
<tr>
<td>Juice</td>
<td>1 48 oz. can</td>
</tr>
<tr>
<td>Misc. Vegetables</td>
<td>1 can</td>
</tr>
<tr>
<td>Beans</td>
<td>2 cans</td>
</tr>
<tr>
<td><strong>Fruits</strong></td>
<td></td>
</tr>
<tr>
<td>Juice (100% fruit juice)</td>
<td>1 48 oz. can</td>
</tr>
<tr>
<td>Canned Citrus Fruit</td>
<td>1 can</td>
</tr>
<tr>
<td>Canned Peaches, Pears, Apple Sauce</td>
<td>2 cans</td>
</tr>
<tr>
<td>Fruit Cocktail, Pineapple</td>
<td>1 can</td>
</tr>
<tr>
<td><strong>Milk</strong></td>
<td></td>
</tr>
<tr>
<td>Powdered non-fat dry milk</td>
<td>1 25.6 oz. box</td>
</tr>
<tr>
<td>Evaporated skim milk</td>
<td></td>
</tr>
<tr>
<td><strong>Meat and Beans</strong></td>
<td></td>
</tr>
<tr>
<td>Beans (any type canned or dried)</td>
<td>1 can</td>
</tr>
<tr>
<td>Canned Tuna or Chicken</td>
<td>2 6 oz. cans</td>
</tr>
<tr>
<td>Peanut Butter</td>
<td>1 jar</td>
</tr>
<tr>
<td>Eggs (keep chilled)</td>
<td>1 dozen</td>
</tr>
<tr>
<td>7 oz. /day</td>
<td></td>
</tr>
<tr>
<td>49 oz. /week</td>
<td></td>
</tr>
<tr>
<td>3 cups/day</td>
<td></td>
</tr>
<tr>
<td>21 cups/week</td>
<td></td>
</tr>
<tr>
<td>6 oz. /day</td>
<td></td>
</tr>
<tr>
<td>42 oz. /week</td>
<td></td>
</tr>
</tbody>
</table>
ON-SITE MEAL GUIDELINES
The Plate Method is one way to visualize portion sizes for the food groups. (Children will utilize a smaller plate.) This method is similar to the MyPlate visual, which is another valid model to use. To find more nutrition information and healthy eating advice visit: www.myplate.gov.
Glossary

- **Agency University (AU)** - An NTFB education program that provides continuing education for all Partners.

- **Best Practices** - A method consistently showing results superior to those achieved through other means; the process of developing and following a standard way of doing things which can be utilized by various organizations.

- **Billing Statements** - Usually, they are mailed by the 5th or 6th business day of every month. If you do not receive your statement by the 18th, please contact Accounting at acctrec@ntfb.org.

- **Child and Adult Care Food Program (CACFP)** - Plays a vital role in improving the quality of daycare for children and elderly adults by making care prepared meals available during care hours.

- **Community Kitchen (CK)** - Offers Food Bank’s Partner Agencies nutritious, fully prepared frozen meals to heat and serve to the hungry while providing culinary job skills training to disadvantaged individuals with an interest in a food-service career.

- **Capacity Building Review (CBR)** - Partner Agency monitoring visit conducted every two years by a member of NTFB’s Partner Agency Resource Team.

- **Commodity Supplemental Food Program (CSFP)** - Provides commodity food packages for low-income pregnant and breastfeeding women, other new mothers up to one year postpartum, infants, children up to their sixth birthday, and elderly persons at least 60 years of age who meet income eligibility requirements.

- **FDA (Food and Drug Administration)** - Protects the public health by assuring that foods are safe, wholesome, sanitary and properly labeled and that drugs, and vaccines and other biological products and medical devices intended for human use are safe and effective.

- **Food Forecast** - A quarterly publication of core items that will be available through NTFB over the next three months in order to meet the needs of your Agency.

- **Grievance** - A formal process of identifying and resolving a complaint or unjust act.

- **Poverty Guidelines** - Established by the United States Department of Health
and Human Services as an indicator of poverty based on income and utilized in establishing income based eligibility for program participants. The guidelines are updated annually.

- **Handling Fee (HF)** – Fee that is paid by the Partner Agency when ordering from the Food Bank to cover shipping, handling and delivery costs.

- **Inclement Weather** – The existence of severe climate conditions resulting in excessive weather circumstances which inhibit normal productivity.

- **Map the Meal Gap** – Feeding America’s publication on food insecurity rates in counties throughout the U.S. Visit feedingamerica.org/mapthegap to learn more.

- **On-Site Program** – Type of Partner Agency program that prepares and/or serves food to be consumed at any type of shelter, residential or soup kitchen.

- **Pantry** – Provides groceries for families to take home and prepare.

- **SNAP (Food Stamp)** – SNAP offers nutrition assistance to millions of eligible, low-income individuals and families and provides economic benefits to communities. SNAP is the largest program in the domestic hunger safety net.

- **Supplemental Program** – Serves snacks in an afterschool setting similar to a Boys & Girls Club or YMCA.

- **Emergency Food Assistance Program (TEFAP)** – A Federal program that helps supplement the diets of low-income Americans, including elderly people, by providing them with emergency food and nutrition assistance at no cost. It provides food and administrative funds to States to supplement the diets of these group.

- **USDA (United States Department of Agriculture)** – Cabinet level agency responsible for federal programs related to agriculture.
IN EXCHANGE FOR THE RIGHT TO BE A PARTNER AGENCY OF THE NORTH TEXAS FOOD BANK ("NTFB") AND THEREBY RECEIVE PRODUCTS AND SERVICES FROM NTFB, THE ABOVE NAMED AGENCY AGREES TO COMPLY WITH CERTAIN REQUIREMENTS. THE PARTNER AGENCY WILL:

**Eligibility**
1. Have 501(c) 3 federal tax-exempt status as determined and documented by the Internal Revenue Service. If the agency falls under the governance of another organization, a letter must be provided from the parent organization stating the name and address of the active program site. In some cases, NTFB will accept a current listing of participating organizations in place of the letter.

2. Complete an initial orientation meeting prior to receiving products and services and ensure all new staff and leadership complete NTFB orientation.

3. Not require attendance at a religious service as a requisite to obtain food or other items. For shelter programs only: meeting attendance may be a requirement for participation in a discipleship program after a three-day grace period; at which time a client has the option to leave the program. Such a requirement may not make unreasonable demands on clients.

4. Contract a licensed pest control company to treat all program sites at least twice per year, and more frequently if there are signs of infestation.

5. Distribute food on a regularly scheduled basis:
   a) Urban Areas-no less than once per week, for a total of at least 3 hours per week
   b) Rural Areas-once per month for a total of at least three hours per month

**Terms**
6. Pay a handling fee as determined by NTFB in its sole discretion.

7. Pay NTFB invoices in full within 30 days of invoice date. Agency will not allow any NTFB account to become past due without having made prior arrangement for payment.

8. Pay restocking fees in an amount to be determined by NTFB on all orders that are not cancelled prior to processing.

**Service Requirements**
9. Distribute the food received from NTFB to low income individuals, as defined by the TEFAP guidelines of 185% of federal poverty levels.
10. Distribute food in accordance with the U.S. Department of Agriculture and Texas Health and Human Services Commission non-discrimination statement included at the end of this agreement.

11. Notify NTFB immediately in case of damage, loss, or theft of product.

12. Ensure that food and non-food products received from NTFB will not be: sold, bartered, exchanged for monetary donations, fundraising, volunteer services, property, or votes for political interest, used for personal use or community events, transferred out of NTFB service area, or allowed to re-enter commercial channels.

13. Ensure that eligible clients are not refused food assistance for failure to make a donation, pay administrative fees, co-pays, or condition of attendance at agency events or programs. If a client wishes to make a donation, donations must be anonymous and truly voluntary. Agency also agrees that it will comply with the restrictions on the use and transfer of donated property, as described in IRS Tax Code Section 170(e) (3) and any amendments to the Code (See the Federal Register/Vol. 47, No. 21/Monday, February 1982/Rules and Regulations, pp.4509-4512).

14. Show a Partner Agency identification card provided by NTFB when picking up or receiving delivery of food or non-food products from the NTFB.

15. Agree to accept all food and other items received from or through NTFB “as is,” and agree to adhere to additional donor stipulations, as requested.

16. Affirm that the original donor, North Texas Food Bank, and Feeding America are:
   a. Released by the Partner Agency from any liabilities resulting from the donated product;
   b. Held harmless from any claims or obligations in regard to the Partner Agency or the donated product;
   c. Offering no express warranties in relation to the product

17. Sign invoices prior to leaving NTFB or before departing from the delivery location to ensure that all items have been received, and have a second person inspect the order upon arrival at the agency and sign the invoice, verifying that all product has been received at the approved destination.

18. Abide by Food Storage Handling and Safety Practices that are in conformance with local, state and federal regulations, and ensure that employees and volunteers are provided training or have sufficient experience to safeguard the quality and safety of food distributed or served to needy individuals. (See Appendix in the Partner Agency Handbook for additional information.)

19. Not require a client to provide a social security card or any other documentation related to citizenship in order to receive food from the Agency.

20. Ensure that each staff person and volunteer interacting with program applicants and participants is trained in Civil Rights and Customer Service according to the Texas Department of Agriculture and knows how to respond to a request to file a civil rights complaint. This training will be done before they begin to work and on an annual basis. The signatures of those participating in the training must
be maintained on a training log and provided to NTFB during monitoring reviews.

21. Agree to make NTFB its sole partner for SNAP, Medicaid, and TANF outreach, education, and enrollment, in an effort to avoid confusion and processing delays for the clients we serve (effective July 1, 2015).

   a. Exceptions to this agreement will be made on a case by case basis at the sole discretion of NTFB Social Services Assistance Management.
   b. Agencies must include screening for SNAP into the program whenever possible.

**Reporting and Notices**

22. Agree to only receive and store product from NTFB at multiple locations if:
   a) All locations individually meet the requirements of this agreement;
   b) Have been inspected;
   c) Approved by NTFB prior to receiving and distributing food. The agency is not allowed to re-distribute donated product to any organization, agency, partner, or entity other than a qualifying client, unless the agency has been authorized and designated as an official NTFB re-distribution partner.

23. Inform NTFB of any changes in contact names, addresses, phone numbers, and/or services provided and provide any other relevant information by using our online update tool at www.ntfb.org.

24. If Partner Agency is relocating, request prior approval from NTFB for the new distribution site that will be storing and distributing NTFB product.

25. Submit a monthly report to NTFB within five (5) calendar days after the end of each month, using NTFB’s online monthly reporting system, regardless of whether product has been received from NTFB or the agency has provided food during that month. The reporting system can be accessed at www.ntfb.org.

**Monitoring and Compliance**

26. Allow an authorized representative of NTFB to conduct monitoring reviews every one to two years during regular business hours and comply with all requests, either verbal or written, resulting from any visit.

27. Grant clients the right to contact the agency governing board, NTFB and the USDA if they have a grievance against your agency. You may reference the Grievance Policy that is found in the Partner Agency Handbook.

28. Recognize that this agreement is valid for two years from the date of signature. New agreements will be presented for signature following periodic monitoring reviews.

**EITHER PARTY MAY TERMINATE THIS AGREEMENT, WITH OR WITHOUT CASE, UPON 30 DAYS WRITTEN NOTICE.**

**FAILURE TO COMPLY WITH ANY OF THE PROVISIONS ABOVE OR INCLUDED IN THE PARTNER AGENCY HANDBOOK, WHICH IS INCORPORATED HEREIN BY REFERENCE, CAN RESULT IN ACTIONS UP TO AND INCLUDING SUSPENSION OR TERMINATION.**
ADDITIONAL AGREEMENTS (Check all that apply)

☐ Brighter Bites  ☐ CACFP  ☐ Cooking Matters  ☐ CSFP  ☐ Delivery
☐ F4K  ☐ F4K Co-Op  ☐ Nourishing Neighbors  ☐ Nutrition Services
☐ Retail  ☐ School Pantry  ☐ SFSP  ☐ SNAP  ☐ Other

I have read and understand all requirements listed above and agree to adhere to them completely.

On Behalf of the Partner Agency

____________________________
Signature
____________________________
Printed Name
____________________________
Title
____________________________
Date

On Behalf of the North Texas Food Bank

____________________________
Signature
____________________________
Printed Name
____________________________
Title
____________________________
Date

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

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

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

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

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

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

This institution is an equal opportunity provider.
Documents Available on the NTFB Website

Credit Limit Increase Request Form: This form is to be completed by an Agency that would like to request an increase to their online shopping credit limit.

https://form.jotform.com/83464622972161

Food Forerestcast: This forecast is designed to help your agency to know what items NTFB is expecting from USDA. This is updated on a quarterly basis for the upcoming quarter.

Recalled Product List: This list is to identify any product that has been received by the food bank and directs agencies on how to discard product appropriately.

https://www.ntfb.org/Agency-Zone/recalls

Download a document: This is a complete list of available documents in printable form.

https://www.ntfb.org/agency-zone/documents
SORTING 101

North Texas Food Bank Guide to Safe Food Sorting

This guide is used as a reference for volunteers and Partner Agencies to determine what to keep and what to throw out when sorting through canned food items according to both product dates and quality in packaging.
Seals

Ensure that tamper-proof seals are intact

Discard the item if the seal is pierced, not adhered to the edge of the container, or if there is visual evidence of product contamination.

Look for plastic or metal caps on bottles attached by small links to a ring fastened around the bottle neck. If these connecting links are broken, discard the item.

If shrink-wrap around bottles is completely broken, discard the item. If the seal is slightly damaged but shows no tampering was possible, retain the product.

A paper seal may be glued around the cap and neck of a bottle. If this paper is torn, discard the item.
Cans

Look for these red-flag indicators of a “bad can”

<table>
<thead>
<tr>
<th>Dispose of cans with sharp dents on the squeezed lid seams, if the dent extends below the lid’s seam and into the side of the can, or if the dent peels back the lid seam or bottom. Accept cans with a long and flat dent on a seam, unless the dent is tipped inward.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dispose of cans with dents that cause sharp corners or sharp creases. If a fingernail applied to the edge of the crease can suspend the can, discard it.</td>
</tr>
<tr>
<td>Discard cans with side dents causing points at the ends of the crease and cans that when the crease is so deep it also deforms an end of the can, causing it to wobble. Also dispose of severely crushed cans with the sides folded in on itself.</td>
</tr>
<tr>
<td>Dispose of swollen cans. You can detect a slight amount of swelling by pressing on the end. If the end can be pushed in, contamination is present. Discard even if the end springs back after it is released.</td>
</tr>
<tr>
<td>Rust that remains after wiping may indicate rust pitting that is deep enough to allow contamination. Discard the can.</td>
</tr>
</tbody>
</table>
Glass & Plastic

What to look for in a “good” jar.

Check for a vacuum that makes the jar airtight. An inward dished lid (usually marked with a printed pop-up indicator) shows the jar has a vacuum and is airtight.

If a container is not vacuum-sealed, a screw-cap and seal protect the contents from tampering and physical contamination. Discard the item if there is visual evidence of contamination or if the seal is broken.

What to look for in a “bad” jar.

Discard jars with a raised center that may or may not spring back after being depressed. Note: An item may have both a pop-up seal indicator and a tamper-proof band. If the band is broken and the pop-up seal is intact, the item is acceptable.

Discard glass jars with dents on the lids. This indicates that glass chips may be in the food.
Labels

What to look for in a label.

The U.S. Fair Packaging and Labeling Act prohibits the distribution of any food item (except fresh fruit and vegetables) without a label. Labels shall contain:

- Common name of the product, for example, apple sauce
- Name and address of manufacturer, packer or distributor
- Quantity of the contents, for example, 10 oz.
- Common name of each ingredient, for example, salt or sugar

Products with torn labels are acceptable when all the above information is legible and complete.

If ingredients are missing, as shown here, you must dispose of the product.

Many people are on restricted or specialized diets while others may be allergic to individual foods. The ingredients list helps them avoid products which may cause allergic reactions or are life threatening.

SAFE DISPOSAL OF UNSAFE PRODUCTS

NTFB recommends that unsafe items should be disposed of in a lockable dumpster. If this is not available, open and pour out product or place in black trash bags to ensure the food is not available for consumption.