



UNITED FOOD BANK
A Member of Feeding America

Agency Partner Handbook

2023-2024



AGENCY PARTNER HANDBOOK

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Welcome & Introduction

Welcome! Each year, I reflect on the past year and give it a catchy title or phrase. As we embark together on FY 2023 - 2024, I can't help but do the same in anticipation of what the upcoming year will hold. The same word keeps coming to mind.

SHIFT

Technically, we have moved out of the pandemic. Because of this, the food we receive and distribute to our agency partners looks different. Inflation continues to impact our neighbors and each of us. We have new leadership at United Food Bank, AzFBN, and two of the three other regional food banks we work with to serve the great state of Arizona. We are consciously updating our language to reflect best practices and the neighbors that we serve. A quick guide can be found at the bottom of this note. United Food Bank has purchased a new property and is actively determining what an expansion of services could look like. We aim to increase access to nutritious food AND build solutions that create pathways out of hunger.

It's an exciting time.

We are so glad to have you join us as an agency partner of United Food Bank. As an agency partner, you are part of a team dedicated to **uniting communities to alleviate hunger**. You are vital, and we commend you for your efforts as we work together to serve those who need us. We hope your experience as an agency partner will be rewarding and meaningful.

To ensure our agency partner's success in accomplishing the mission to safely feed those in need with dignity, this handbook has been prepared to provide a basic understanding of United Food Bank's mission, vision, policies, and responsibilities as an agency partner. This handbook includes a guide for the Code of Federal Regulations (CFR), Federal and Nutrition Service (FNS) policies pertaining to The Emergency Food Assistance Program (TEFAP), the Commodity Supplemental Food Program (CSFP), as well as outline discretionary state policies and procedures for program implementation by agency distribution sites. It was prepared to make you aware of what you can expect from United Food Bank – and what United Food Bank expects from you.

Please feel free to contact any member of the United Food Bank staff to help address your questions and concerns. We are here to support our agency partners and our community.

Sincerely,

A handwritten signature in black ink, appearing to read "Chariti Stern".

Chariti Stern, MSW
Chief Program Officer



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Key Term Updates

New Term	Previous Term
Agency partner	Partner agency
Neighbor	Client
Cultural foods or culturally preferred	Culturally appropriate
Neighbors facing hunger, people experiencing food insecurity	Needy people, hungry people, poor people

United Food Bank Overview

United Food Bank Contact Information

Main Address: 245 South Nina Drive
Mesa, AZ 85210

Volunteer Center Address: 358 East Javelina Avenue
Mesa, AZ 85210

Main Number: 480-926-4897

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Agency & Programs Team Contact Information

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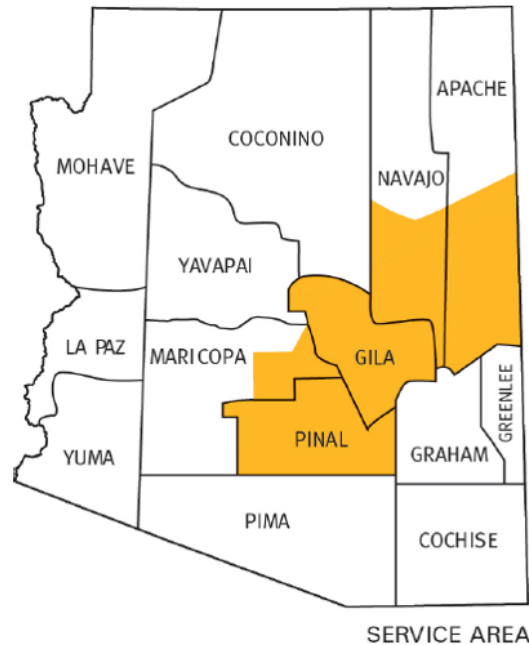
Who is United Food Bank?

United Food Bank’s history is deeply rooted in the East Valley and dates back to July 1983, when it began operations as United Food Distribution Center, Inc. United Food Bank was started as a nonprofit joint venture among East Valley cities and their respective United Ways to gather and distribute food to East Valley organizations that were helping feed those in need. The food bank assisted 28 community partners that first year; some are still partnering today, like Superstition Community Food Bank and AZCEND. In 1985, United Food Bank’s service geography expanded to its current area of Gila, Pinal, and southern Apache and Navajo Counties, along with the original service area in the East Valley of Maricopa County.

The food bank has grown to meet the increased need of people in our service area. United Food Bank’s service area of 19,500 square miles includes some of the state’s most remote regions.

United Food Bank’s mission is to unite communities to alleviate hunger. To focus on addressing food insecurity, United Food Bank collaborates with 150 agency partners that operate more than 250 separate programs helping feed families, children, and seniors.

In 2022, United Food Bank distributed over 21.6 million pounds, an average of 50,000 meals per day, serving nutritious food to over 2 million Arizonans.



United Food Bank depends on thousands of volunteer hours annually and our agency partners to accomplish this work. Please find out more about us at unitedfoodbank.org or on social media @unitedfoodbank.

What is an Agency Partner?

Agency partners may include but are not limited to emergency food pantries, congregate meal sites, schools, churches, community centers, and domestic violence shelters. An agency partner must have a 501c3 designation from the IRS and be in good standing or operate under the sponsorship of another designated 501c3 organization. United Food Bank provides access to food so agency partners can focus on serving their neighbors.

Agency Partner Expectations

All the documentation of eligibility requirements needed to become a member of United Food Bank is kept on file as part of the organization's permanent record. United Food Bank will respond to all communication within **1-2 business days**—and as a courtesy, we appreciate the same from our agency partners.

- Must be a tax-exempt charity under section 501c3 of the IRS Code and not a private foundation
- 501c3 status must be current and in good standing*
- Must be incorporated for the purpose of serving the ill, needy, or infants/children
- Must distribute donated products free of charge for use by the ill, needy, or infants/children
- Must not sell or use donated products in exchange for money, other property, or services
- Must agree to complete all annual contracts and agreements, which may include state and federal forms, if applicable
- Must not store or distribute the product in a manner inconsistent with the annual contract-- redistribution to other agency partners is not permitted
- Must immediately notify United Food Bank of change in leadership, days, hours of operation, or location (storage or distribution) for prior inspection and approval
- Must have all staff and volunteers sign the Volunteer Confidentiality Agreement
- Must have new key staff members and/or volunteers attend Agency Partner Orientation
- Show proof of completing food safety training and ensure food is stored and distributed safely
- Must receive or conduct an Annual Civil Rights Training for all staff and volunteers
- Must be active on Link2Feed if receiving TEFAP or CSFP and active on MealConnect if receiving grocery rescue food
- Must agree to keep all paperwork on-site, including temperature logs, sign-in sheets, monthly reports, volunteer confidentiality agreements, civil rights training agreements, and United Food Bank invoices for at least five years after the year the forms were in use
- Must submit a monthly report on time and correctly
- Must agree to on-site visits and scheduled & unscheduled annual audits by United Food Bank, DES, and USDA
- Must attend the annual agency partner conference
- Work in collaboration to resolve issues and limitations for neighbors, including access to food, transportation, language, capacity, and nutritional needs
- Be kind and treat all with respect and dignity

*Good standing- 990 ez filed regularly, and the EIN has not been placed on the IRS revocation list

How to Become an Agency Partner

United Food Bank's Agency and Programs team reviews applications regularly. United Food Bank realizes that not all feeding programs are exactly the same, so please do not hesitate to contact United Food Bank if there are any questions. Applications can be found on United Food Bank's website under [Get Involved](#). Completion of the application does not guarantee partnership. United Food Bank reserves the right to refuse partnership to applicants not meeting the necessary criteria. An application may be denied or waitlisted if there are no partnership openings in the geographical area at the time of application.

Once United Food Bank receives an application from a potential agency partner, the application will be objectively evaluated for key features related to being a sustainable, successful partner. The Agency and Programs team will review potential food program options with the applicant to determine which program(s) might be the best fit.

Approved applications will then proceed to the interview process, site inspections, trainings, and final onboarding steps. All key agency partner staff or volunteers must have a food handlers card and take the necessary compliance training.

Bill Emerson Good Samaritan Act

Agency partners that accept and distribute food donations must be familiar with the [Bill Emerson Good Samaritan Act](#). The Bill Emerson Good Samaritan Act encourages donating food and grocery products to 501c3 non-profit organizations for distribution to needy individuals. The law protects all food and grocery donors who donate apparently wholesome food in good faith from civil and criminal liability.

More information about the requirements, recommended equipment, store donation sheets, and Bill Emerson Good Samaritan Food Donation Act can be found on the Agency Resources webpage.

Annual Contracts

All agency partners must read, understand, and sign United Food Bank's Agency Agreement & Release and Indemnification that outlines the terms and conditions of the partnership. In addition, any agency partner receiving TEFAP or CSFP commodities must read and sign the HRP-1040A Annual USDA Commodity Food Service Application and Agreement Between Sub-Distribution and Recipient Agencies.

Required contracts and agreements will be sent out via DocuSign at the start of the fiscal year/mid-summer, covering the fiscal year. United Food Bank's fiscal year is from July - June. An outline of all potential contracts and agreements are listed below. Each agency partner will only be sent the contracts/agreements that apply individually based on program participation.

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Contracts & Agreements	Description
Agency Partner Handbook	All agency partners that wish to remain a partner of United Food Bank must read, understand, and acknowledge responsibility for the expectations outlined in this handbook.
Agency Agreement: <i>“United Food Bank FY 2023-2024 Agency Agreement & Release and Indemnification”</i>	All agency partners that wish to remain a partner of United Food Bank must sign this annual agreement, which includes the Release and Indemnification, as well as an outline of agency distribution hours and contact information. This agreement applies to all agency partners.
Current 501c3 Letter <i>or</i> Sponsorship Agreement	Proof of tax-exempt status, either 501C3 determination letter or letter of affirmation. Approved agency partners who are unable to operate under an independent 501c3 must complete a 501c3 Sponsorship Agreement. Sponsorships are not guaranteed and are only awarded under special or unique circumstances. This applies to all agency partners .
Board of Directors	A current listing with contact information of the agency’s Board of Directors must be provided annually. This applies to all agency partners .
Form W-9	IRS Form that includes organization name, address, and EIN for United Food Bank to prepare the annual IRS 1099 form and award grants or other financial support, as available. Find help with a W-9 here . This applies to all agency partners .
HRP-1040A; TEFAP/CSFP Contract: <i>“Annual USDA Commodity Food Service Application and Agreement Between Regional Food Bank and Distribution Site- FFY 2023-2024”</i>	Agency partners who receive and distribute TEFAP and/or CSFP must sign this supplementary agreement. This agreement only applies to agency partners that distribute government commodity foods .
Enabled Agency Agreement	Agreement and outline of specific policies for agency partners participating in Grocery Rescue. This agreement only applies to enabled agencies .
Kids Cafe Agreement	Agreement and outline of specific policies for agency partners participating in Kids Cafe. This agreement only applies to specific Kids Cafe agencies .
BackPack Agreement	Agreement and outline of specific policies for agency partners participating in the Backpack program. This agreement only applies to specific BackPack agencies .
School Market Agreement	Agreement and outline of specific policies for agency partners participating in a School Market. This agreement only applies to specific school sites .

Required Trainings and Certifications

Agency Partner Orientation

New agency partners must attend an orientation session with United Food Bank before receiving food. Orientation will go over the expectations of the partnership, delivery or order pick-up procedures, and proper steps for reporting. It also includes a tour of United Food Bank and an introduction to the Agency and Programs team.

New key staff members or volunteers at existing agency partners must complete orientation, obtain a food handlers card, and take the other required trainings for the associated food program. Agency partners should contact the Agency and Programs team to schedule an agency partner orientation for new key staff or volunteers or those who want a refresher course.

Annual Civil Rights Training

Civil rights laws and regulations are in place to ensure that people are not discriminated against while participating in **any programs** offered by United Food Bank and our partners. All new and existing staff and frontline volunteers involved with food distributions must participate in an Annual Civil Rights Training. The form [HRP-1015A Annual Civil Rights Training](#) must be filled out by all individuals who attended the training, kept on file for five years, and sent to the Agency and Programs team. United Food Bank has streamlined the Civil Rights training by hosting a live virtual training twice a year as well as access to training recordings on our YouTube page [@United Food Bank Agency Training](#).

The schedule is as follows:

Civil Rights Trainings
February (Live Training)
August (Live Training)
<u>Civil Rights Training on YouTube</u>

Forms for the agency partner’s listed primary and secondary contacts must be sent to United Food Bank to signify completion of this annual training. When primary and secondary contacts are updated, new contacts must complete the training within 30 days. Copies of this form for all volunteers and staff must be kept on file at the agency for five years.

Civil Rights Grievances

In the event a neighbor makes a discrimination complaint, please make every effort to resolve the issue at the agency level. Neighbors have the right to file a Civil Rights Complaint / Grievance form, which is provided to all agency partners and available online. The neighbor may also use the contact information printed on the *And Justice For All* poster that is required to be posted and available at the distribution site at the time of food distribution.

If a complaint is ongoing or escalates to an official grievance, United Food Bank will help resolve the issue and/or escalate the issue to the Coordinated Hunger Relief Program representatives at the

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Department of Economic Security. All Civil Rights Complaints / Grievances will be provided to the local United States Department of Agriculture office for review and follow-up.

If United Food Bank receives a complaint directly from a neighbor, United Food Bank will follow the necessary steps to resolve the issue at the lowest level possible. All complaints are recorded and placed in the agency partners' file, and it is recommended that all neighbor complaints are also shared with United Food Bank. All agency partners must maintain a **complaint/grievance log** that tracks all issues occurring, contact information of those involved as applicable, and stated resolutions. See the Agency Resources webpage to download a copy.

Neighbors also have the right to provide the complaints over the phone, verbally in person, or in another written format other than the Civil Rights Complaint / Grievance form, and can be anonymous. Anyone can complete Civil Rights Complaints / Grievance forms. This includes neighbors receiving the services or individuals who are not receiving services but witness Civil Rights violations.

Many civil rights complaints aren't caused by agency discrimination but are instead related to a person's perception of the customer service they receive. To avoid having poor customer service be the cause of civil rights complaints, be sure to coach staff and volunteers on providing excellent customer service.

Volunteer Confidentiality

USDA Food and Nutrition Services (FNS) requires that all people involved in administrative levels of programs that receive Federal financial assistance maintain strict participant data confidentiality. It is also a requirement of the Coordinated Hunger Relief Program (CHRP).

The HRP-1016A form is specific to staff and volunteers involved in United Food Bank programs. Confidentiality forms for the agency's listed primary and secondary contacts must be sent to United Food Bank to signify completion of this requirement. When primary and secondary contacts are updated, new contacts must complete the form within 30 days. Copies of this form for all volunteers and staff must be kept on file at the agency for five years.

Link2Feed Training

Link2Feed is the statewide reporting and data tracking network that the Department of Economic Security has mandated as a requirement in order to receive and distribute government commodity foods. All agency partners wishing to participate in The Emergency Food Assistance Program (TEFAP) or the Commodity Supplemental Food Program (CSFP) must participate in Link2Feed training before receiving any deliveries or beginning distributions.

United Food Bank offers one-on-one, group, or [prerecorded training videos](#) to educate agency partner staff or volunteers on Link2Feed. Agency partners can request supplemental training sessions from United Food Bank to strengthen their understanding of Link2Feed as needed, but are ultimately responsible for the following:

- Understanding the required steps for creating neighbors' profiles, recording visits, and running reports for TEFAP and/or CSFP, as applicable

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- Ensuring that all data is completely entered within 24 hours of distribution and *no later than* the last day of each month
- Sharing knowledge and resources with other Link2Feed users onsite (staff, volunteers, etc.)

Food Safety Certifications

Food Handlers Cards

All responsible parties of food distribution and food inventory management are required to acquire a food handlers card. To acquire the card, staff, and volunteers can go online to www.azfoodhandlers.com and take the 1-hour training course, then take the exam. The average cost of the food handlers card is around \$8.00-\$10.00. The online study materials and exams are available in both English and Spanish. The study course will provide the agency partner with all the information to pass the exam. However, the exam can be taken as many times as needed to pass. The food handlers card is valid for three years; at the end of the three years, it is required to retake the course and pass the exam. Email all food handlers' cards to the Agency and Programs team to store with the agency partner's files. Each year, United Food Bank will check the dates on food handlers' cards to ensure that all cards are still valid.

Certifications for the agency's listed primary and secondary contacts must be sent to United Food Bank to signify completion of this requirement. New contacts must complete the training within 30 days when primary and secondary contacts are updated. Copies of certifications for all volunteers and staff must be kept on file at the agency.

Please note: For Apache County agency partners: Apache County offers a free in-person training course that will certify agency partner staff or volunteers and provide a food handlers certification. Please reach out to the Agency and Programs team for more information.

ServSafe Certifications

ServSafe Certifications are required for all agency managers that utilize a commercial kitchen in their facility and serve food from United Food Bank. Email all ServSafe Certifications to the Agency and Programs team to store with the agency partner's file. Each year, United Food Bank checks the dates on ServSafe Certifications to ensure that all certificates are valid.

Certifications for the agency's listed primary or secondary contacts must be sent to United Food Bank to signify completion of this requirement. New contacts must complete the training within 30 days when primary and secondary contacts are updated. Copies of certifications for all volunteers and staff must be kept on file at the agency.

Federal Commodity Programs

United Food Bank operates on food donations from national, regional, and local companies that donate excess products to United Food Bank. In addition to donated products, United Food Bank also distributes food products from the United States Department of Agriculture (USDA). The regulations for this program are set forth by United Food Bank, the Arizona Department of Economic Security (DES), and the United States Department of Agriculture (USDA).

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Agency partner staff and volunteers must request ID from the household member or proxy who is providing the signature for the receipt of the federal commodities. Agency partners distributing USDA foods cannot require neighbors to provide social security numbers.

For example, if a neighbor comes to a food pantry and doesn't have utility bills or other documentation that may typically be requested, that neighbor must still be served USDA foods, at a minimum, if they meet the USDA eligibility requirements and have a valid ID.

The Emergency Food Assistance Program (TEFAP)

The Emergency Food Assistance Program (TEFAP) is a federal commodity food program that helps supplement the diets of low-income Americans, including older adults, by providing them with emergency food assistance at no cost. Through TEFAP, the USDA purchases a variety of nutritious, high-quality foods and makes those foods available to state-distributing agency partners. TEFAP participants cannot be pressured or influenced to support any religious, social, or political point of view in association with the receipt of USDA commodities.

United Food Bank is allocated a line of credit to obtain this food per our defined area based on the income and unemployment statistics of the area/zip code. This is a fixed allocation and one that is shared among the existing food banks in each county. When accepting TEFAP, the agency partner accepts federal and state requirements to track distribution data on Link2Feed within 24 hours of the distribution.

TEFAP Requirements

All agency partners accepting TEFAP are required to complete an annual agreement for TEFAP in addition to United Food Bank's Agency Contract. All TEFAP agency partners must:

- Use Link2Feed and follow the data management procedures
- Complete monthly reporting forms from the Department of Economic Security Hunger Relief Program (DES/HRP)
- Distribute TEFAP commodities to the public at least one time per month
- Display all required signage
- Be open to scheduled and unscheduled visits by USDA, DES, and United Food Bank

TEFAP Neighbor Eligibility

TEFAP has criteria for determining what households are eligible to receive USDA food for home consumption. Neighbors are eligible if they can:

- Self-declare their income: If their income falls at or below the rates on the Income Eligibility Guidelines, they are eligible to receive TEFAP food. **Proof of income is not required; however,** verbal, written, or typed consent must be made by the neighbor. As a reminder, the Income Eligibility Guidelines must be posted near the distribution check-in area.
- Ensure neighbors have read and understood the self-declaration disclosure.

TEFAP food is distributed based on household size. If four members of a household come to the pantry together, only one person enters their information into Link2Feed and then adds the three other individuals as household members. If two households live under the same roof, and maintain separate household expenses, then each household can get their own TEFAP food. For household definition criteria, follow these guidelines:

1. An individual living alone
2. An individual living with others but customarily purchasing food and preparing meals for home consumption separate from others
3. A group of individuals living together who customarily purchase and prepare meals in common for home consumption

Recipients of prepared meals at congregate meal sites are considered to be needy and are automatically eligible to receive prepared meals from the congregate meal site. There is no formal eligibility requirement to receive a meal from a congregate meal site. An individual only needs to go to the site and say that they are in need.

TEFAP Allocations

For agency partners receiving monthly TEFAP commodities, they will receive an email from the Agency and Programs team stating the types of food that may be available for that particular month. Each food type is not guaranteed for each agency partner and will be based on availability. United Food Bank focuses on providing an option for all five food groups in our monthly TEFAP menu—fruits, vegetables, grains, protein foods, and dairy to offer the nutrients our communities need. United Food Bank uses a system to allocate food to agency partners using the income and unemployment statistics of the area/zip code. United Food Bank is required to provide a specific percentage of the available commodities to each county based on the requirements set by the Department of Economic Security. With this process, each agency partner will receive a portion of the TEFAP commodity allocation among the existing food banks in each county.

For agency partners that are receiving too much or too little TEFAP, contact the Agency and Programs team to adjust the allocation. Changing the amount of only one single item type on the TEFAP order is not permitted. For agency partners who are requesting an increase in their TEFAP order, the Agency and Programs team will use the agency's monthly reports to assess the number of households and individuals served to determine an allocation change.

Please note: Any changes to the TEFAP order must be communicated to the Agency and Programs team at least 72 hours before delivery to ensure accuracy. Changes made less than 72 hours or three business days before delivery may not be fulfilled until the next delivery.

Agency partners that follow a choice model must follow the same TEFAP allocation procedures. Therefore, if a choice pantry wants less of one certain item, then they would have to make a cut across the board. A reduction or removal of one specific item is not permitted.

Emergency food bags (EFBs), also known as emergency food boxes, are pre-built food bags using food that United Food Bank receives from The Emergency Food Assistance Program (TEFAP). EFBs are easier to distribute and reduce the amount of time that agency partners need to prepare for each

distribution. The EFBs are built using a thick plastic bag that is strong enough to hold around 10-13 pounds of food. Frozen products, juice, and meat will not be stored in the EFB. At the State and regional food bank-level, a core box has been determined to ensure consistency in the minimum amount of food distributed by a food bank.

The prepackaged EFBs are counted and inventoried at United Food Bank before they are sent to agency partners. Since the EFBs are delivered to the agency partners prepackaged, this is the number that United Food Bank has inventoried on record for each agency partner. Any food boxes or bags that are built by an agency partner are not an official EFB. This is important to note for the Monthly Participation and Inventory Report that is due monthly for all agency partners that participate in TEFAP.



Commodity Senior Food Program (CSFP)

The Commodity Senior Food Program, also referred to as the Commodity Supplemental Food Program (CSFP), is a federal commodity food program that helps supplement the diets of low-income older adults, 60 years or older, by providing them with emergency food assistance at no cost. Similar to TEFAP, the USDA purchases a variety of nutritious, high-quality foods and makes those foods available to state-distributing agency partners in the form of CSFP boxes that should be picked up every month by program participants. CSFP participants cannot be pressured or influenced to support any religious, social, or political point of view in association with the receipt of USDA commodities.

CSFP Requirements

All agency partners accepting CSFP are required to complete an agreement for CSFP in addition to United Food Bank's Agency Contract. All CSFP agency partners must:

- Use Link2Feed and follow data management procedures
- Complete monthly reporting forms from the Department of Economic Security Hunger Relief Program (DES/HRP)
- Distribute CSFP commodities to all CSFP enrolled participants once per month
- Display required signage
- Be open to scheduled and unscheduled visits by USDA, DES, and United Food Bank.

CSFP Neighbor Eligibility

For a neighbor to be eligible to enroll in CSFP, the neighbor must:

- be at least 60 years or older
- be a resident of Arizona
- show proof of identity during enrollment that includes the date of birth and a photo
- self-disclose that total household income does not exceed 130% of the federal poverty level

CSFP Notifications

CSFP requires that a variety of notifications be made to program participants for the purpose of determining and maintaining eligibility, assuring fair and equitable distribution of CSFP commodities, and maximizing the number of CSFP boxes served to eligible seniors throughout the state. All required notifications for CSFP are available in both English and Spanish. Best practices for meeting program notification requirements are as follows:

- CSFP Participant Rights & Obligations (HRP-1039A/S): This form should be handed to new CSFP applicants when they complete the application for benefits and during the annual recertification.
- Notice of Beneficiary Protections (HRP-1034A/S): This form is applicable solely to faith-based organizations and should be handed to new CSFP applicants at the time of application for benefits.
- CSFP Notice of Action (HRP-1052A/S): This form serves several notification purposes, and the timeframe for notifications includes:
 - Application Denial: Utilized if the applicant does not meet CSFP eligibility guidelines. This notification can be given to the individual at the time of application or emailed within ten days after determining that the individual is ineligible.
 - Waiting List: When a CSFP box is unavailable to enroll a new applicant due to the agency's caseload limitations, this notification signifies to the applicant that they have been added to the Agency's waiting list (in Link2Feed). This notification should occur as soon as possible, yet within ten days following the application for CSFP benefits. When a CSFP box can be assigned to the applicant, the agency will contact the applicant via the Waiting List Notice form (HRP-1041A).
 - Disqualification: To be used if a CSFP neighbor has been found in violation of CSFP guidelines, such as selling/trading CSFP products or disobeying the Agency's posted Code of Conduct. This notification should be emailed or mailed at least 15 calendar days before the effective date of disqualification.
 - Discontinuance: For those neighbors that have not claimed their CSFP box for two consecutive months or recertified their eligibility for CSFP, this notification is to alert the neighbor that their CSFP participation will be suspended. This notification should be sent at least 15 calendar days prior to the date of discontinuance via email or mail. A best practice is to call neighbors after they fail to claim their CSFP box to arrange for them to come to claim their box or as a reminder that not claiming their box for a second consecutive month will result in their removal from CSFP. Additionally, if a neighbor chooses to no longer participate in the program, this form should be sent to the neighbor as verification.
- Recertification Notice (HRP-1037A/S): This form is utilized to notify existing CSFP neighbors that their annual recertification is required. A best practice would be to complete the recertification when the neighbor picks up their CSFP box or if agency partners call neighbors in advance of distributions as a reminder. Check Link2Feed in advance of distribution to identify those neighbors that need to be recertified. If unable to recertify a neighbor at a CSFP distribution, this form should be sent via e-mail or postal service at least 15 calendar days prior to certification expiration.

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- **Waiting List Notice (HRP-1041A):** Use this form to notify neighbors from agency partner's waiting list (in Link2Feed) when a CSFP food box has been allocated to them from the agency's caseload. Eligible waitlist individuals should be contacted by the date of application on a first-come, first-serve basis. Send notification via email or postal mail as soon as the caseload is available for the neighbor, or contact the neighbor via telephone.

CSFP Caseload and Allocation

The CSFP box includes a variety of foods, such as nonfat dry and ultra-high temperature fluid milk, juice, farina, oats, ready-to-eat cereal, rice, pasta, peanut butter, dry beans, canned meat, poultry or fish, and canned fruits and vegetables. A 2-pound loaf of cheddar cheese is available to participants each month that their CSFP box is collected. Cold storage is required for the cheese; the cheese may not be placed in the freezer. CSFP food packages do not provide a complete diet but are a good source of the nutrients that may be lacking in the diets of older adults.

Each CSFP box is numbered based on the date it was created and the shelf life of the contents inside. When a menu item is switched to a similar item, the number is required to change in order to maintain tracking for recall purposes. CSFP boxes are tracked and distributed based on using the lowest box number first. Agency partners will monitor the CSFP box numbers with the Monthly Inventory Reports that are due monthly.

An agency partner that participates in CSFP is given a designated caseload, which is the total number of active CSFP participants that should be served every month. Agency partners will be provided with enough CSFP products to accommodate their caseload, one box and one cheese per participant. The monthly CSFP delivery is based on the agency partner's caseload amount. United Food Bank will adjust the orders monthly to ensure that the caseload amount is met each month. For the allocation process to be successful, reports need to be turned in within two days of the last distribution and no later than the 27th of the month.

The best practice to maintain a full caseload is to distribute the full caseload at least once each calendar quarter. Creating an active and accurate Waiting List in Link2Feed is the best means for addressing an agency partner's ability to serve additional senior neighbors. The caseload is adjusted periodically based on the agency partner's ability to meet its allocation quarterly and/or when caseload is available.

Pantry +

The Pantry+ program is similar to a "wish list" for donated food items and Grocery Rescue products. Items included on the Pantry+ form are considered to be miscellaneous perishables and non-perishables, also known as MNP. Items on the Pantry+ form must be ordered in a quantity that can be appropriately stored and distributed in a timely manner. Any changes to the Pantry+ order must be communicated to the Agency and Programs team at least 72 hours before delivery to ensure accuracy. Changes made less than 72 hours or three business days before delivery may not be fulfilled until the next delivery.

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Most items on the Pantry+ form will have an associated shared maintenance fee of 19 cents per pound. This is a handling fee paid to United Food Bank in return for services provided (warehousing and distribution of donated food and grocery products).

Please note: The Pantry+ orders are filled based on available inventory and donations, therefore, agency partners may not receive all products that are requested.

Grocery Rescue

United Food Bank offers an alternative food source program called Grocery Rescue. Through local and national contracts with the Feeding America Grocery Rescue program, participating grocery retailers (retail partners) have agreed to set aside and donate excess food deemed no longer sellable but still safe for human consumption.

Agency Enablement

An Enabled Agency is an agency partner of United Food Bank authorized to pick up designated donations directly from grocery stores and other retailers on behalf of United Food Bank and Feeding America. Agency partners are allowed to participate in this program in addition to TEFAP, CSFP, or Pantry+. After reporting pickup weights via MealConnect, the Enabled Agency can distribute the donated food and/or items directly to people we serve in the community, eliminating the middleman. Food that would otherwise be thrown away is saved and used to feed those in need. Enabled agency partners must commit to picking up donations at least two days per week at assigned stores, on designated days, during designated time frames.

A short list of the requirements to become an Enabled Agency are:

- A vehicle large enough to safely transport donations (refrigerated vehicle recommended)
- Food-safe storage areas
- Food handlers cards for the driver or staff picking up the food

United Food Bank currently provides the following equipment to help support agency partners in becoming Enabled.

- Thermal blankets
- Infrared laser thermometer
- Digital scale
- iPad for recording pounds via MealConnect should the volume of stores be appropriate

Student Hunger Programs

United Food Bank operates three different programs that target student hunger in partnership with local school districts, colleges, universities, and school-age care programs.

BackPack Program / Weekend Meals

The BackPack Program allows sites to provide nutritious, non-perishable, easy-to-prepare food for students to take home on weekends and school vacations. Students struggling with chronic hunger can

be identified by parents or faculty and can take advantage of the resource when school meals aren't readily available. BackPacks are usually distributed to students in a school setting.

Kids Cafe

Kids Cafe sites provide nutritious snacks to children during after-school hours and over the summer in a congregate setting. These programs also provide a safe environment for children through enrichment activities such as recreation or tutoring. Kids Cafe sites are usually school-age care programs like Boys & Girls Clubs.

School Markets

School Markets provide nutritious food to students and their families in a convenient, familiar, and safe location. If the agency partner has sufficient storage capacity, the market may operate as a permanent pantry set up, or food can be brought to the site and immediately distributed that same day as a mobile distribution or some combination of the two. Sites must be consistently in the same location, have set distribution schedules, and offer ongoing food assistance services. Food from this program is prepared and consumed at the student's place of residence. School Markets are typically operated by schools, colleges, or universities.

Deliveries and Order Pickups

Schedule

The Agency and Programs and Transportation teams will coordinate with the agency partner to establish a schedule and timeframe for food to be delivered to the distribution site or for the agency to pick it up from United Food Bank. Any changes that must be made due to holidays, closures, or other reasons must be communicated with United Food Bank at least three business days before the change. Changes to a delivery schedule require more advanced notification to ensure an updated delivery date that works for both United Food Bank's transportation team as well as the agency partner.

There is a two-hour timeframe for when the delivery driver will arrive at the agency partner. The two-hour timeframe is a customary transportation process to give our drivers flexibility in case they run into common delays like weather, traffic, mechanical problems, etc. If delays cause the truck to miss the two-hour timeframe, United Food Bank will call the agency partner to inform them of this delay and/or set up an alternative time to deliver the food. Agency partners are required to have a primary contact who is responsible for answering delivery questions or concerns on the day of the delivery.

Expectations

United Food Bank drivers are responsible for delivering the food to the agency and unloading the food from the truck. Agency partners are responsible for handling the food from that point forward. An agency partner staff or volunteer must have a valid food handlers card to accept a delivery, and there should be adequate staff or volunteers onsite at the time of delivery to immediately move food from the delivery location to the appropriate storage facility. Agency partners must also:

- Determine a designated delivery drop area, distinguished with a sign, tape, etc., that can be recognizable and consistent between different drivers

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- Ensure that all volunteers, staff, and neighbors must be safely out of the way until the food is fully unloaded
- Acknowledge that pallets, equipment, and food must be able to safely and fully fit through doorways without risk of damage to the equipment or door frame in order for food to be taken inside
- Neatly stack and store empty pallets so that they can be easily returned to United Food Bank

Confirming Invoices

All items on the invoice should be confirmed by looking over the physical items onsite and verifying the quantities delivered to match the invoice. All invoices need to be signed and returned to the United Food Bank driver.

If the items delivered do not match the invoice, the agency partner should make a note on the invoice **and** contact the Agency and Programs team. For products in unacceptable condition, the agency has the right to refuse the item with the driver. The driver will adjust the invoice, have the agency representative sign to acknowledge the change, and then the driver will return the adjusted invoice to United Food Bank.

Food Safety & Storage

All food received from United Food Bank must comply with all food storage, labeling, and distribution protocols. Once United Food Bank has delivered the food to an agency partner, the food should not be relocated, donated to another organization, or distributed to neighbors outside the approved distribution area.

If an agency partner decides to move storage locations or the distribution site, United Food Bank must be notified prior to any changes and repeat the site approval process to ensure safe food storage and distribution. Preceding United Food Bank's approval, agency partners cannot move the food to new locations.

Food Storage & Labeling

Once a product is received by the agency partner, it is typically stored for a period of time before it is distributed to the neighbors. All products must be stored in a clean storage area, free of dirt, bacteria, pests, chemicals, and other contaminants. The storage area should be orderly and organized in a manner conducive to efficient distribution and product rotation.

Storage of food in private homes or garages is prohibited. If food must be stored at an off-site facility that meets the standards of the food safety guidelines, it must be approved and reported to the Agency and Programs team before movement to ensure the facility meets food storage and safety standards. Once the Agency and Programs team confirms food safety standards, the off-site storage must be recorded on the appropriate reporting forms.

All TEFAP and CSFP commodities must be kept separated from non-federal food and clearly marked. All food must be labeled with the date it was received to display that the first-in, first-out (FIFO) model visibly is being followed. Label each box, case of food, or pallet using markers to date, color coding

months or labels to ensure that all staff, volunteers, and United Food Bank or DES staff understand when the food was received.

Dry Storage

All dry storage must be kept on non-porous shelving that can be cleaned of spills. Foods in a pantry must be stored at least 6 inches off the floor and 4 inches away from walls. These shelves must be labeled as either TEFAP or CSFP, along with the date it was received. For example, canned green beans from a Pantry+ order must be stored separately from TEFAP green beans. Both items should be labeled with the date they were received to ensure that the first in, first out best practice is followed. CSFP boxes must be stored by box number to ensure that the lowest box number is distributed first.

Please note: TEFAP and CSFP food products must be kept on shelves separate from other food pantry foods and/or in a clearly defined space within the storage area.

Refrigeration and Freezer Storage

To properly handle perishable and frozen food items, agency partners must have adequate refrigeration equipment and utilize thermometers in each unit to ensure temperatures remain consistent. Refrigerators must be kept between 32 and 40 degrees Fahrenheit. Freezer temperatures must be at 0 (zero) degrees Fahrenheit or below.

Temperature logs are required for all refrigerator and freezer storage areas. Temperatures must be checked and recorded for each refrigerator and freezer each day an agency partner is in service. Temperature logs must be kept on file on premises for five years. Temperature logs will be monitored and documented during the agency partner's annual audit. Temperature logs do not need to be submitted monthly unless otherwise noted by United Food Bank for audit requests or audit compliance follow-up.

Inventory Management

All food that is received through a program of United Food Bank must be managed according to the program requirements. For Pantry+ food and grocery rescue, store the food in a first-in and first-out model (FIFO) to ensure that the products are used promptly and to avoid waste.

TEFAP Inventory Management

Use a first-in/first-out (FIFO) plan to distribute the oldest foods first. TEFAP food should be distributed within 30 to 60 days of receiving them. United Food Bank will allocate how much TEFAP food that will get delivered based on the current and historical data of each agency partner. Agency partners may not stockpile large amounts of TEFAP food for use over several months.

CSFP Inventory Management

CSFP boxes are labeled with a box number. Each CSFP box's number represents the contents inside of the box and can be used to track products if there were ever a recall. Agency partners must distribute the lowest box number first, regardless of delivery dates. United Food Bank will allocate how many CSFP boxes are needed based on the agency partner's caseload and remaining inventory. All CSFP boxes should be distributed monthly to meet the caseload, but if inventory is carried over month to month, it must be reported on the Monthly Inventory Report (MIR).

In Case of Food Loss or Spoilage

TEFAP and CSFP Loss or Spoilage

Any losses in TEFAP, CSFP boxes, or cheese loaves must be reported to the Agency and Programs team immediately. Cold storage is required for the cheese; the cheese may not be placed in the freezer. The Agency and Programs team will inquire about details about the loss and determine the cause and next steps. Prior to any disposal, United Food Bank needs to seek approval from DES and submit the appropriate paperwork. Regardless of the amount, all food losses must be reported on the HRP – 1005A TEFAP Monthly Inventory and Participation Report (MIPR) or CSFP Monthly Inventory Report (MIR). TEFAP or CSFP food **must not** be disposed of without United Food Bank's and the USDA's approval.

If there is a loss of more than five cases of USDA food, notify United Food Bank staff and provide the following details: date of loss, USDA food item(s), number of cases, and details of the incident. Losses may occur due to a long power outage, breaking freezer, leaking cans, etc. United Food Bank will follow up with an HRP-1001A USDA Commodity Loss Report (CLR) to the USDA if the loss meets a certain dollar threshold. Before disposal of food exceeding five cases, United Food Bank will provide a Commodity Disposal Report (CDR) to DES, which will then be sent to the USDA.

When there is a loss of USDA commodities due to improper storage, improper distribution and/or use, neglect, or damage at the fault of the agency partner, United Food Bank may hold the agency partner responsible for the full replacement of either food of similar type or quality or cash payment to cover the cost of product lost.

Amount of Loss/Spoilage	Action(s)
1 can – 4 cases	Report loss on HRP-1005A TEFAP Monthly Inventory and Participation Report (MIPR) or CSFP Monthly Inventory Report (MIR)
≥5 cases	Report loss HRP-1005A TEFAP Monthly Inventory and Participation Report (MIPR) or CSFP Monthly Inventory Report (MIR) and United Food Bank will report on HRP-1001A USDA Commodity Loss Report (CLR) and submit to DES

Pantry+ Loss or Spoilage

Any Pantry+ order items that are delivered and are not appropriate for distribution should be reported to the Agency and Programs team. The Pantry+ items are inspected and sorted by volunteers when they arrive at United Food Bank. Due to the nature of the donated items and the timeline from receiving to agency distribution, there are times when the product spoils by the time an agency partner receives the delivery. In the event of spoilage, the Agency and Programs team will review the invoice and determine if the item was associated with a shared maintenance fee and take the necessary actions.

Food Recalls

United Food Bank will notify all agency partners if there is a recalled product in the State or regional area. To ensure food safety, United Food Bank and the agency partner will use the following process for recalled products:

Feeding America Recall Notices

1. When United Food Bank receives notification of a product recall from Feeding America, it will remove that product from the shelves within 24 hours.
2. United Food Bank will notify (via email) agency partners of the recalled product within one business day.
3. Agency partners will remove the recalled item from their shelves and dispose of the recalled products within one business day of the recall notice and notify food recipients, to the best of their ability, to make them aware of the recalled product.
4. Recall notices must be posted for at least 30 days. After that, the notices are not required to be kept.

USDA Product Recall

A recall may be a response by a food manufacturer or distributor to a formal request by a regulatory agency as an alternative for the detention or seizure action to remove or otherwise correct volatile, distributed products. A request by a regulatory agency or the USDA to recall a product is reserved for urgent situations and is to be directed by the regulatory agency to a food manufacturer or distributor.

Mock Recall of USDA Product

United Food Bank will participate in at least two (2) mock recalls per year to practice the full recall protocol. As part of the recall, agency partners are expected to follow the procedure of a recall, show proof to United Food Bank, and communicate promptly. The mock recalls are required to be an agency partner, and participation, and responses are expected.

Health Inspections

Agency partners must follow county requirements and acquire the necessary health inspections and permits. All food establishments are expected to follow the AZ Food Code and FDA Food Code. For additional information on Health Inspections per county, please contact an Agency and Programs team member to get connected with a county official. United Food Bank's service area includes Maricopa, Pinal, Gila, Apache, & Navajo counties.

Pest Control

Agency partners must take reasonable precautions to protect against pest infestation. Pest prevention and control programs can be maintained by staff, volunteers, and/or a contracted source and must be completed and logged at least once every two months. A log must be kept for proof of application or professional pest control treatments. This will need to be kept on file for five years.

Agency partners with a recent or continuous history of pest infestations must contract with a licensed pest control company to inspect and treat the site for three months and have documented proof from the company that all pests have been removed/ terminated. Agency partners must send documented

proof to the Agency and Programs team each month that signs of pests have been removed. Documentation will be saved in the agency partner file and must be kept on-site for five years.

Distributions

United Food Bank encourages agency partners to determine distribution days and times that best suit the community's needs, volunteers, and the overall capacity of the site. Any changes in distribution days or times must be reported to the Agency and Programs team. It is prohibited to hold a religious service or proselytize as a prerequisite to receiving food or during active food distributions. During distributions, volunteers and staff must be served last, and food cannot be set aside for volunteers or staff. If a volunteer or staff is in immediate need of food, it is recommended that they refrain from volunteering/work during the distribution in order to get in line and receive services. Regular intake procedures (such as confirming eligibility and identification, obtaining a signature, and accessing food boxes during open times) must be followed for volunteers if they receive services.

TEFAP Distributions

ADES/HRP requires that all TEFAP distribution sites must distribute *at least* once per month. Agency partners may use individual discretion to increase or decrease the number of monthly TEFAP distributions as long as the minimum is met. Changes in TEFAP distribution days or times must be reported to the Agency and Programs team. Distributions must meet the following criteria:

- Eligible recipients must have equal access to receiving equitable amounts of TEFAP food at each distribution.
- TEFAP food must be distributed in equitable proportions per household size, meaning larger families receive more food. The equitable proportions are as follows:
 - Household of 1-4 people = 1 Emergency Food Bag (EFB)
 - Household of 5-8 people = 2 EFBs
 - Household of 9+people = 3 EFBs
- TEFAP participants must register and check in via Link2Feed. If Link2Feed entry at the time of service is not possible, the DES sign-in sheets must be used to collect data and retroactively entered into Link2Feed within 24 hours and no later than the last day of the distribution month. The equitable TEFAP proportions listed above should be reflected in the Link2Feed visits.
 - If the hardcopy sign-in sheets are used, they must be kept on file for five years and are auditable documents that may be requested during an official DES audit.

CSFP Distributions

ADES/HRP requires that all CSFP distribution sites must distribute *at least* once per month and aim to distribute a CSFP box to each “active” status participant. Changes in CSFP distribution days or times must be reported to the Agency and Programs team. Distributions must meet the following criteria:

- New, eligible participants must receive expectations of the program and a CSFP Identification Card (yellow card). Enrollment details should be recorded in Link2Feed.
 - Agency partners can request more yellow cards from United Food Bank as needed.

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- Participants are eligible to receive one CSFP box and one cheese per month. Participants must show their yellow card and ID at the time of CSFP distribution.
 - CSFP products should be distributed using a FIFO inventory system to ensure product integrity (lowest box number first to highest box number)
 - In a scenario where participants do not want all of the commodities, a donation table is suggested to be set up near the exit so participants can donate back the items they do not want. All commodities placed on that table can either be made available for other food recipients as desired or be received back to the food pantry as a “donated product.”
 - Cheese that is donated back does not go back into CSFP inventory. Occasionally, a participant might request only the cheese and not the box. For those participants where it is a common occurrence, they are recommended to be removed from the program and provided with other services. Milk is only issued during the following months: January, March, May, July, September, and November. Any milk not distributed should be kept in a safe location until the following distribution month.
- CSFP participants must register and check in via Link2Feed. Link2Feed entry at the time of service or prior to the first distribution is highly recommended to prevent errors and avoid duplication. Distribution of cheese must be specifically indicated in the Link2Feed visit.

Pantry+ and Grocery Rescue Distributions

Distributions that involve Pantry+ or Grocery Rescue products must also follow an equitable distribution model and have the proper signage posted for neighbors to review. Participants must be signed in using sign-in sheets. Any change in distribution days or times must be reported to the Agency and Programs team before the change occurs.

Choice Pantry Distributions

Agency partners using a choice pantry distribution model to distribute TEFAP must follow the guidelines stated in the HRP-1040A contract. Choice pantries must keep TEFAP food separated on the shelves from non-TEFAP and donated foods. All foods must remain labeled and dated to ensure food is used following the “FIFO” procedures. TEFAP foods must still be distributed within the 30-60 day requirement. Choice pantries can get creative on distributing less popular items by increasing the quantities, sharing recipes, or making certain items a requirement. To distribute food fairly, choice pantries must supply quantity amounts per family size. Due to the number of options and the free flow of choice pantries, an increase in volunteers may be needed to select the correct quantity of a product due to size, questions about a product, and language assistance.

For implementing a Choice Pantry distribution model, United Food Bank recommends reviewing the ideas in *Reinventing Food Banks and Pantries: New Tools to End Hunger* by Katie S. Martin. Please contact the Agency and Programs team to receive a copy of this book.

Proxy Letters

If a neighbor cannot attend the distribution but needs food, they can designate a proxy to obtain food on their behalf. A proxy must present their own ID, the neighbor’s ID, and a written permission letter from the neighbor (or a proxy form) to receive food for the neighbor who is not present. A proxy letter

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example is available online at United Food Bank’s website under Agency Resources. Proxy forms are valid for one year before renewal is required, and proxy information must also be entered into Link2Feed if distributing TEFAP or CSFP.

Posted Guidelines

Signage

United Food Bank requires that all agency partners post the required signage according to program participation. The signage informs participants of their rights, eligibility guidelines, food safety, and the agency partner’s specific code of conduct.

Please note: Agency partners of United Food Bank are required to display the appropriate “**And Justice for All**” poster in their facilities where participants can view it. “And Justice for All” posters must be displayed in a specific size: 11” width x 17” height. The Agency and Program team can provide additional copies of the full-sized poster when needed.

All agency partners are also required to post and display the following informational signs at the point of distribution, where participants can easily view and access the information:

- Americans with Disabilities Act (ADA/504 Notice)
- Income Eligibility Guidelines (program-specific)
- Hours of Operation
- Civil Rights Complaint/Grievance Form
- Allergen Warning (Grocery Rescue)
- Written Notice of Beneficiary Rights (faith-based agency partners only)
- Code of Conduct (Created by the Agency)
- Delivery Drop Zone signs

Any agency partner missing signage can contact United Food Bank to receive the required signage or check United Food Bank’s website under Agency Resources + Documents. Agency partners open to the public are required to post all current distribution guidelines in writing and have these available for review. For example, days, hours of service, contact information, service area limitations, code of conduct, and any other requirements to obtain services need to be visible to neighbors seeking services.

Nondiscrimination Statement

All materials and sources that inform the public about TEFAP or CSFP programs must contain the nondiscrimination statement. The [full, authorized nondiscrimination statement](#) is about 1,600 characters and is required to be used for the following:

Websites	The statement can be placed on the program information page directly or linked. The statement does not need to go on every website page—just on the program home page.
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Large materials like pamphlets, brochures, or booklets	When drafting these materials, use the full, authorized nondiscrimination statement.
Smaller materials like one-sheet flyers, door hangers, etc.	USDA allows the use of the short nondiscrimination statement. <i>“This institution is an equal opportunity provider.”</i>

Monthly Reporting

All agency partners are required to submit monthly reports. Reports record the number of households, individuals, and food boxes served. Reporting helps United Food Bank not only manage food allocations per county but helps the review progress toward meeting the needs of hunger in our community. This data makes a difference as Arizona food banks work together to solve hunger. It is preferred for reports to be completed and submitted after the last distribution of the month. A report is due each month an agency is an active partner with United Food Bank even if no distribution occurred. Each report must be sent to monthlyreports@unitedfoodbank.org and must be kept on file by the agency for up to five years.

Link2Feed

Link2Feed is a data tracking network that is required statewide by DES to receive and distribute TEFAP and CSFP commodities. The goal of Link2Feed is for every food bank visitor to have a profile in the network, which is shared statewide by all food banks and applicable food pantries in Arizona. All visits should be recorded through individual profiles at every visit, and visits automatically tally households, individuals, and the number of food boxes distributed into a Statistics Report—numbers that previously were manually counted from hardcopy sign-in sheets. Link2Feed allows the food banking community to work together to serve the people who are in need. Additional training and tools for Link2Feed can be found on YouTube [@United Food Bank Agency Training](#).

TEFAP Agency Partners

Monthly Inventory & Participation Report (MIPR)

All agency partners receiving TEFAP products must complete the HRP-1005A TEFAP Monthly Inventory and Participation Report (MIPR) form. All reporting is due as soon as possible, but no later than the 5th of the following month. Agency partners will use TEFAP commodity inventory **ONLY** to complete the MIPR form. The Bulk Commodity Table tracks inventory and will allow United Food Bank to see how much food agency partners can distribute to allocate food quantities to all agency partners appropriately. This report can be used for congregate sites, household distributions, and school markets participating in TEFAP. The MIPR cannot be altered in any way. For instructions about how to fill out the report, see the TEFAP Monthly Inventory and Participation Report Instructions. Each MIPR must be kept on file by the agency for up to five years.



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CSFP Agency Partners

Monthly Inventory Report (MIR)

All agency partners who receive CSFP products must complete the Commodity Senior Food Program (CSFP) Distribution Site Monthly Inventory Report (MIR) form. The report is due two days after the final distribution or, at the latest, by the 27th of the month, whichever comes first. All distribution data must be entered into Link2Feed correctly and completed before the 27th when the MIR is turned in. For instructions on how to fill out the report, see page 2 of the MIR form. The MIR must be kept on file by the agency for five years.

Pantry+ and Enabled Agency Partners

Sign-in Sheets

If *only* receiving Pantry+ or Grocery Rescue, agency partners will use the paper sign-in sheets and manually track their distribution numbers for their monthly reports. The sign-in sheets are required to track the participant's name, address, and number of people in the household. Agency partners are advised to use the DES HRP-1013A Sign-in Sheet; however, it is not required. The sign-in sheets must be signed by an agency partner representative to confirm the information is true and verified. The sign-in sheets are due along with the Monthly Participation Report (MPR) by the 5th of the following month. The sign-in sheets are required to be kept on file for five years.

Monthly Participation Report (MPR)

All Pantry+ or Enabled agency partners receiving food from United Food Bank through Grocery Rescue or Pantry+ orders must submit a Monthly Participation Report (MPR) to record distribution numbers. The distribution numbers are gathered and totaled from the sign-in sheets. The MPR is due along with sign-in sheets by the 5th of the following month. The MPR is required to be kept on file for five years.

MealConnect

MealConnect is a web-based tool for reporting grocery rescue pounds that Enabled agency partners to pick up from our Retail Partners. When large enough volumes of donations are received by an agency partner, an iPad can be provided to allow for the recording of weight into MealConnect as the donations are weighed. Following the process of direct entry of Grocery Rescue pounds into MealConnect creates a scenario where there is no late reporting. This also eliminates the need for paper store donation receipts and their retention for three years. To be sure our Retail Partners can review information promptly, reporting into MealConnect must be completed within 72 hours of pick up.

Student Hunger Programs

BackPack Program / Weekend Meals

All Backpack programs will submit reporting as outlined above in the Monthly Inventory & Participation Report (MIPR) section.

Kids Cafe

All Kids Cafe programs submit a Kids Cafe Monthly Participation Report (KCMPR) to United Food Bank to help track partner impact. This form records the number of snacks served for the month and



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program attendance. The KCMPR is due by the 5th of the following month and must be kept on file for five years.

School Market

All School Market programs will submit reporting as outlined above in the Monthly Inventory & Participation Report (MIPR) section.

Submitting Reports

Reports are due after the agency partner’s last distribution of the month or by the due date for each program at the latest. The guide below outlines when each program report is due:

CSFP reports	Due two days after the last distribution of the month or no later than the 27 th , whichever comes first
TEFAP, Pantry+, Student Hunger Programs, and Enabled reports	Due after the last distribution or by the 5 th of the following month, at the latest

Agency partners will be put on a strategic pause in partnership if they fail to provide reports to United Food Bank on time. Email all reports to monthlyreports@unitedfoodbank.org and maintain copies of these reports for five years. For questions about reporting, contact the Agency and Programs team or refer to the Monthly Reporting Instructions.

Late and Incorrect Reports

If an agency partner repeatedly submits reports incorrectly and/or late, violations may occur. After three occurrences, the Agency and Programs team will require a re-training and meeting with the agency to ensure that partnership expectations are understood. If reports continue to be late or incorrect, United Food Bank will review the contract and may choose to terminate the delivery of all non-federal food and present a written plan to bring the agency partner back on track to receive full agency status again.

If there are emergency circumstances, notify the Agency and Programs team immediately to find a solution for reporting. Late reporting and violations are tracked and kept in the agency partner file for five years.

If agency partners need help understanding the reporting form or how to use the Link2Feed system, the Agency and Programs team has developed a series of training sessions to support agency partners in completing reports. To schedule a meeting for additional support, please get in touch with the Agency and Programs team.



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Audits & Friendly Visits

United Food Bank will conduct an annual audit for all agency partners. The audit can be either an announced or unannounced monitoring visit to observe if all regulations comply with United Food Bank and DES requirements and to complete the HRP-1027A Compliance Review form, which is posted online on United Food Bank's website under Agency Resources. After the audit is completed, United Food Bank will follow up on any tasks that need to be fixed to regain compliance within 30 days. If all comply, United Food Bank will note in the agency partner files that the agency partner is in compliance.

United Food Bank strives to provide support to all agency partners. The Agency and Programs team will occasionally stop by to make sure that there are no problems and to observe the amazing work that agency partners do every day.

If United Food Bank attempts to make a friendly visit or facilitate an audit and the agency partner is not operating during posted distribution times, the agency partner will receive a warning. If the Agency and Programs team makes multiple attempts to visit the agency partner and there is a closure without notifying United Food Bank, United Food Bank has the right to give disciplinary actions (i.e., probation, suspension, termination of partnership).

Corrective Action Plan: If, during an annual audit, any items listed in this handbook is to be found as out of compliance, United Food Bank will set a corrective action plan and timeline for the agency partner. United Food Bank will work with the agency partner through the corrective action plan and support the agency back into compliance.

Grievance Policy

Purpose and Scope

The purpose of this policy is to establish a process for a fair, coherent, and efficient resolution of concerns from persons and/or organizations that interact with United Food Bank and/or agency partners. This policy and procedure applies to all employees, agents and representatives, customers, agency partners, and community members who may have concerns with United Food Bank and/or agency partners.

United Food Bank encourages all persons and organizations that interact with United Food Bank or agency partners to use this complaint procedure without fear of prejudice or retaliation, within the limits of the review process, and with the assurance that their confidence will be respected. United Food Bank recognizes all rights and privileges granted under the federal and state Whistleblower Act. United Food Bank's Whistleblower policy has been adopted to ensure that concerns regarding unethical, unlawful, or improper conduct can be raised without fear of reprisal. The policy applies to all agency partners and employees of United Food Bank. "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 the services and programs of United Food Bank are prohibited from discriminating based on race, color, national origin, sex, disability, age



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or reprisal or retaliation for prior civil rights activity in any program or activity conducted by the organization.”

Grievances may include, but not be limited to, personnel, ordering, delivery, transportation, performance, and/or lack of adherence to policies and procedures. If the Grievant believes that United Food Bank or any of its employees, agents, and/or volunteers or agency partners has violated company policy, the process below for filing a grievance shall apply.

Any individual or organization interacting with United Food Bank has access to this process. The Grievance Complaint Form can be accessed on the United Food Bank website or by contacting the Chief Operating Officer by phone at 480-398-4440, email at rpalmer@unitedfoodbank.org, or mail to 245 S. Nina Drive, Mesa, AZ 85210.

Behavior Expectations

There is an expectation that an atmosphere of mutual respect will be part of all dealings between all United Food Bank staff and the representatives of agency partners. United Food Bank will not tolerate behavior that becomes verbally or physically abusive or deemed inappropriate in any other way towards United Food Bank staff, volunteers, participants, or other agency partners. Depending on the severity of any violation, United Food Bank may take immediate action to suspend the offending agency partner.

If inappropriate behavior occurs, United Food Bank will first issue a verbal warning to the individual and send an advisory letter to the Executive Director or key leadership of the agency partner the individual represents. A copy of this letter will be placed in the agency partner’s file.

If any future offenses occur, the agency partner’s agreement with United Food Bank will be reevaluated and could possibly be strategically paused or permanently terminated. United Food Bank will notify the agency partner’s Executive Director or key leadership of the actions in writing and store them in the agency partner file. If termination is the outcome, a collection of all outstanding account balances will be made.

Financial Obligations

Invoicing/Statement Process

United Food Bank will send a monthly statement to all agency partners with a balance due. Statements will be mailed out to agency partners within the first two weeks of the month. To receive statements and invoices via email, please get in touch with United Food Bank’s finance department. All invoices and statements must be kept on file for five years.



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Past Due Accounts

If an agency partner has an account credit, it will automatically get applied to the following statement. For credit not applied to the balance, please contact United Food Bank's finance department. All agency partners that have not paid their balance after 90 days will receive an email prompting payment. Agency partners will continue to receive their monthly statements with any past-due amounts.

Suspension or Inactivation

If an agency partner cannot pay a past-due account, United Food Bank will evaluate the situation and determine if suspension or inactivation is permissible. United Food Bank reserves the right to suspend any non-TEFAP deliveries until all balances have been paid.

Annual Conferences

United Food Bank hosts two annual conferences, one northern and one southern, to connect with agency partners and share vital information and resources. The northern and southern annual conferences are held each year in the fall, incorporating new updates, agency partner celebrations, and a chance for a Q&A with United Food Bank. Attendance for the conference is a requirement for all agency partners.

Annual Scheduled Closures

United Food Bank observes the following **holidays**:

- New Year's Day
- Martin Luther King Day
- President's Day
- Cesar Chavez Day
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Indigenous Peoples Day
- Veterans Day
- Thanksgiving Holiday
- Christmas Eve and Christmas Day
- New Year's Eve and New Year's Day

As a result, agency partner delivery schedules may be adjusted. The Agency and Programs team will coordinate with all affected agency partners to reschedule deliveries or pickups. Agency partners have an obligation to inform United Food Bank of any holiday closures that may disrupt food delivery/distribution.



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Definition of Terms and Acronyms

ADES/DES: Arizona Department of Economic Security/ Department of Economic Security

Civil Rights Statement: In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. (Not all prohibited bases apply to all programs.) To file a complaint of discrimination, write USDA, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue SW, Washington, DC 20250-9410, call (202) 720-5964 (voice and TDD), fax 202-690-7442, or e-mail program.intake@usda.gov. USDA is an equal opportunity provider and employer.

Commodities: Foods donated, or available by donation, by USDA under any of the legislation pertaining to 7 CFR, Parts 250 & 251.

CSFP: Commodity Senior/Supplemental Food Program (CSFP) is a limited participation program that aims to improve the health of low-income, older adults by supplementing their diets with nutritious USDA foods.

Discrimination: The act of distinguishing one person or group of persons from others, either intentionally, by neglect, or by the effect of action/lack of actions based on their protected bases.

Distribution Site: Location(s) where agency partners distribute commodities to needy persons for household consumption or serve meals to needy persons.

Emergency Food Bag (EFB): A supply of emergency food that consists of USDA TEFAP commodities, private donations, and gleaned or purchased food for eligible household or individual home use.

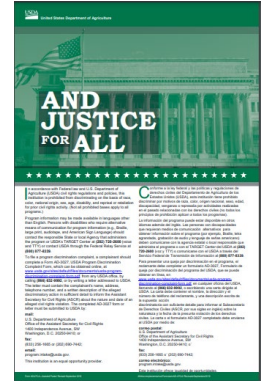
FIFO (first-in-first-out): An inventory management practice that involves distributing the oldest product first before distributing newer products.

Food Insecurity: A household-level economic and social condition of limited or uncertain access to adequate food.

Food Recall: An action to remove food products from commerce, warehouses, or storage spaces when there is reason to believe the products may be unsafe, adulterated, or mislabeled. The action is taken to protect the public from products that may cause health problems or possible death.

Household: Any of the following individuals or groups of individuals, exclusive of border or residents of an institution:

1. An individual living alone;
2. An individual living with others but customarily purchasing food and preparing meals for home consumption separate and apart from others;
3. A group of individuals living together who customarily purchase and prepare meals in common for home consumption; and





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4. Other individuals or groups of individuals, as provided in Food and Nutrition Service (FNS) regulations specific to particular food assistance programs.

Link2Feed: The statewide database to collect essential data for reporting and to trend food distribution in Arizona.

Proxy: Any person designated by a program participant to obtain supplemental foods on behalf of the participant.

Religious Liberty: Each organization that is using or distributing TEFAP or CSFP USDA foods cannot require the food recipients to participate in religious activities in order to receive their federal foods. They also cannot include religious pamphlets in food boxes. In addition, the recipients can request an alternate TEFAP or CSFP location. A 'Written Notice of Beneficiary Rights' poster provided by United Food Bank outlining these rights must be displayed in the USDA distribution area.

TEFAP: The Emergency Food Assistance Program (TEFAP) is a Federal program that helps supplement the diets of low-income needy persons by providing them with emergency food and nutrition assistance. USDA buys the food and ships it to state agencies. The amount received by Arizona depends on its low-income and unemployed population. State agencies manage the details of administration and distribution. Local organizations, including United Food Bank, distribute the food to soup kitchens and food pantries that directly serve the public. USDA foods such as TEFAP are also referred to as commodities.

USDA: The United States Department of Agriculture (USDA) is responsible for developing and executing U.S. federal government policies on farming, agriculture, and food. It aims to meet the needs of farmers and ranchers, promote agricultural trade and production, work to assure food safety, protect natural resources, foster rural communities, and end hunger in the United States and abroad.



Frequently Asked Questions

General

- **What is the difference between a food bank and a food pantry?** A food bank solicits, collects, stores, and distributes products to various non-profit food programs, including food pantries. A food pantry distributes food to those in need through emergency food bags that neighbors can take home.
- **The dates on the food appear to be passed; is the food still safe to distribute?** Yes. Common donations are products that are nearing their code date. A “code date” is not an expiration date but simply a best-by date that manufacturers put on a product to ensure people purchase it while it is at its peak freshness and flavor. Most items are still nutritious and safe to eat after their “code date.” If there are concerns about a product, please use the Food Keeper Resource Guide or call United Food Bank.
- **Am I allowed to separate the packaging of USDA food and repackage the food into smaller sizes?** No. This is strictly forbidden by the USDA. No matter how large their packaging may be, USDA food cannot be repackaged, including meat.
- **Should I check storage temperatures every day?** Yes, check and record refrigerator and freezer temperatures each day that the food bank is open or someone is at the location.
- **I have too much food; can I give it to another organization?** No. Food given to an agency partner is meant for that agency partner. Redistribution to other organizations is not permitted. To reduce the amount of food being received, contact United Food Bank.
- **Why are there so many Feeding America recall notices being emailed?** All Feeding America recall notices that involved nationwide distribution and/or Arizona distribution will be sent to all agency partners to inform them of the recall. These recall notices need to be posted for at least 30 days to be sure that food recipients and food bank staff have the opportunity to be informed of the recall notice.
- **How long do I keep my monthly reports or other food bank-related documents?** Five years. It is best practice that any document that contains a signature should also be kept on file for five years.
- **Where can I find the required signage or more agency partner information?** All information pertaining to being a United Food Bank agency partner is posted online at United Food Bank’s website under Agency Resources. The webpage can be found here: <https://www.unitedfoodbank.org/about-us/agency-resources/>
- **My food pantry wants to change distribution days and times. Do I need to tell United Food Bank?** Yes. All changes in the agency partner’s leadership, locations, distribution days, and times need to be reported to United Food Bank.



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TEFAP and CSFP

- **How much TEFAP should I order?** United Food Bank will allocate each agency partner the amount of food that reflects the number of individuals and households served each month.
- **What if I have leftover inventory after a distribution?** Any leftover USDA items should be stored until the next distribution. If there is carry over food month to month, it must be noted the quantities carried over on the MIPR for TEFAP or MIR for CSFP. See Monthly Reporting Instructions for more information.
- **Why doesn't United Food Bank have more USDA Peanut Butter (or any other particular USDA item)?** United Food Bank does not have control over which USDA items are offered. The USDA purchases food to be distributed through TEFAP and allocates certain quantities to United Food Bank.
- **Can seniors that participate in CSFP also participate in TEFAP?** Yes. Seniors receiving a monthly CSFP food box may also participate in TEFAP.
- **What identification needs to be shown to receive TEFAP or a CSFP box?** Participants must show a State or tribal-issued ID to confirm their eligibility to receive TEFAP. CSFP participants also bring their State or tribal-issued ID along with the yellow card to the distribution as it allows the agency's staff to readily identify the individual (or their proxy) as a CSFP participant.
- **If a CSFP participant does not pick up their box, can that box be provided to someone from the agency partner's waiting list?** Yes, however, clear communication with the neighbor is essential to confirm that they understand that this is a one-time approval to collect the CSFP box and cheese. A neighbor can be granted a one-time CSFP box if it is known that there is a CSFP box that will not be picked up for that specific month. If the participant does not pick up their CSFP box for two consecutive months, the participant's status will be temporarily suspended (automatically in Link2Feed), and at that point, the CSFP box can be assigned to the first individual on the Agency's waiting list in Link2Feed and distributed in the following month. (Remember that a notification should be sent to a participant that does not pick up their CSFP box indicating that they must do so to remain eligible for CSFP.)
- **Can a CSFP participant elect just to take a cheese loaf during a distribution?** No. A participant must take a CSFP food box to receive the cheese loaf.
- **Why does an agency need to distribute the lowest box numbers first for CSFP?** CSFP boxes contain mostly non-perishable food; however, some food may have expiration dates making it important to distribute the lowest numbered boxes first. Also, CSFP boxes do change some food items from time to time, and the USDA attempts to ensure that the most current product is available to CSFP participants.
- **What happens if a CSFP participant forgets to pick up a CSFP box at the agency's monthly distribution?** A CSFP participant should be encouraged to pick up their CSFP box each month. If a CSFP participant forgets to pick up (or receive) their box, the agency should notify the participant to ensure they understand that not receiving their box will result in suspension from the program. If a CSFP participant does not pick up a CSFP box for two consecutive months, the participant will be temporarily suspended from CSFP, at which point

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the agency should assign the box to the next eligible participant on the agency's Waiting List (found in Link2Feed) for the following month.

- **Can United Food Bank provide supplemental food (such as produce) with CSFP boxes?** When possible through donation or supplemental funding, United Food Bank, from time to time, may provide other food products in addition to CSFP. Agency partners are encouraged to distribute supplemental products when available.
- **Why are all the CSFP notifications required?** Since one of the program's primary goals is to increase senior food security, it is important that each CSFP box is distributed to a participant. The notifications are intended to ensure that CSFP participants are informed and reminded of their obligations/rights to maintain eligibility for the program. Notifications can be provided to CSFP applicants and participants directly (when visiting the agency), by email, and via postal service.
- **What can an agency do to serve more eligible participants through CSFP?** Agency partners should take every opportunity to provide outreach about CSFP within their community. The most effective means to address senior food security through CSFP is to maintain an accurate Waiting List in Link2Feed. Given that CSFP is limited by the caseload assigned to Arizona, DES monitors the waiting list as a means to request additional allocation of products from the USDA. While the allocation of additional CSFP boxes may not occur immediately, the Link2Feed waiting list is the best means of securing additional CSFP products for the eligible senior community.
- **If a CSFP participant moves to a different location, can they still continue to receive a CSFP box?** Agency partners must serve a CSFP participant who moves from another area into the area served by the agency and whose certification period has not expired so long as the receiving agency has caseload available. The participant must be given the opportunity to continue receiving CSFP commodities for the duration of the certification period. If the agency has a waiting list, the participant must be placed on the waiting list ahead of all other applicants.
- **What if we do not meet our monthly CSFP caseload?** Agency monthly caseloads are determined on a quarterly basis. Agency partners that are unable to distribute their current monthly CSFP caseload may have their caseload allocation reduced in the following calendar quarter. Agency partners that are meeting their monthly caseload AND have an active Waiting List in Link2Feed may be allocated additional caseloads. (A best practice is to distribute 100% of the monthly caseload allocation at least once during the calendar quarter.)
- **What if we can serve more participants than our CSFP caseload?** Should an agency have more eligible CSFP seniors than caseload, the agency should be using Link2Feed to build their Waiting List. This will be an indicator to DES that the agency has the capacity to take on additional caseloads as allocations are adjusted each calendar quarter. An agency is not permitted to serve more CSFP boxes in a given month than the agency's caseload allocation. For example, if an agency partner's monthly caseload allocation is 50 boxes, that is the maximum number of boxes that can be distributed in a month.
- **Where can I find the CSFP box number?** The box number will be either written on the box in marker or found on a sticker that is attached to the CSFP box. The box number is important

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as it ensures that agency partners are distributing CSFP boxes with the lowest number(s) first, and box numbers are needed when completing the Monthly Inventory Report (MIR).

- **How do I know when to send a notification?** CSFP requires agency partners to communicate with their participants either in person or through email or postal mail service. Each notification has a specific purpose to support CSFP guidelines. Please refer to the “CSFP Notification Forms & Suggested Best Practices” document for details regarding which forms to use for each notification purpose.
- **What happens when a neighbor is suspended from CSFP due to inactivity and wants to receive another CSFP box?** Neighbors should contact their CSFP agency (food bank/pantry), indicating their interest in receiving CSFP food. If the agency has a box available, the neighbor can be reactivated and provided with a CSFP box. If the CSFP box has been reassigned to another neighbor, the agency partner will add the individual to their Waiting List and notify the neighbor at such time that a CSFP box can be allocated.
- **How do I know how many CSFP boxes/cheese I will receive each month?** Each agency partner has a monthly CSFP caseload allocation which is communicated by United Food Bank each quarter. United Food Bank will send an agency that caseload (boxes and cheese) less any left-over inventory that the agency did not distribute in the prior month. For example, if an agency’s monthly caseload is 50 boxes and 50 cheeses; however, the agency’s MIR indicates that 10 boxes and 10 cheeses were not distributed in the prior month, then only 40 boxes and 40 cheese loaves will be sent in the subsequent month.
- **I received a damaged TEFAP or CSFP box/cheese. What should I do?** If the CSFP box or cheese is damaged during delivery from United Food Bank, the receiving agency should identify the damaged product to the United Food Bank driver and ask that they return it to United Food Bank’s warehouse. Cold storage is required for the cheese; the cheese may not be placed in the freezer. If any item within a box is damaged, the entire box is considered to be damaged. Please take pictures of the damaged product and note it on the invoice. If the damaged product is identified following the receipt of shipment, the agency should contact Karen Scoggins at United Food Bank as soon as possible. Pictures should be taken of the damaged product, and the quantity of cheese or boxes damaged must be recorded on the TEFAP Monthly Inventory and Participation Report (MIPR) or CSFP Monthly Inventory Report (MIR).



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Key Updates to Note

While everything in this Agency Partner Handbook is essential, please review the following key updates:

- Commodity Senior Food Program pg. 15-17
- Nondiscrimination Statement pg. 26
- Agency Delivery Expectations pg. 21-22

Acknowledge, Agree, & Sign

I acknowledge that I am responsible for fully reading, understanding, and abiding by the policies and procedures outlined in the 2023-2024 United Food Bank Agency Partner Handbook.

Name of Agency Partner

Printed Name of Agency Representative

Signature of Agency Representative

Date