



**Partner Agency
Policies and Procedures Manual
December 2006**

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Executive Director's Welcome

Dear Partners:

Here's a simple truth: Food Bank of Alaska needs you.

At Food Bank of Alaska (FBA), we are dedicated to eliminating hunger in Alaska. But what we actually **do** is collect, store and distribute food to our partner agencies. It is our partners—like you—who feed hungry Alaskans through your food pantries, soup kitchens, senior centers, child care programs, shelters and other programs. You eliminate hunger one Alaskan at a time.

Accordingly, we are here to serve you. We are committed to providing you more and better food, more and better training in food distribution, more and better information on hunger in Alaska.

In the process of feeding hungry Alaskans, we all have to follow some rules—rules set out by the State, by the IRS, by the national food bank network. In following the rules, we all ensure that we distribute food safely, that we meet the needs of our food donors, and that we follow the law.

That's what this manual is about—defining the rules. We have tried to keep it as simple as possible. You will and should adapt your program to best serve your clients and community, within the guidelines laid out in this manual.

We hope that you will contact us if you need clarification or training on the rules. We hope that you will contact us if you have suggestions on how we can serve you better. We hope you will contact us just to tell us how you are doing.

We honor the work that you do, and we value your partnership.



Susannah Morgan
Executive Director

Our Mission: *Food Bank of Alaska is dedicated to eliminating hunger in Alaska by obtaining and providing food to partner agencies feeding hungry people and through anti-hunger leadership.*

1. Food Bank of Alaska: The Basics

We are delighted that your organization has chosen to partner with Food Bank of Alaska (FBA) to serve hungry people in Alaska. FBA has been serving hungry Alaskans for over 25 years through its dedicated employees, partner agencies and volunteers. THANK YOU for joining the fight to eliminate hunger in Alaska.

1.1. What We Do

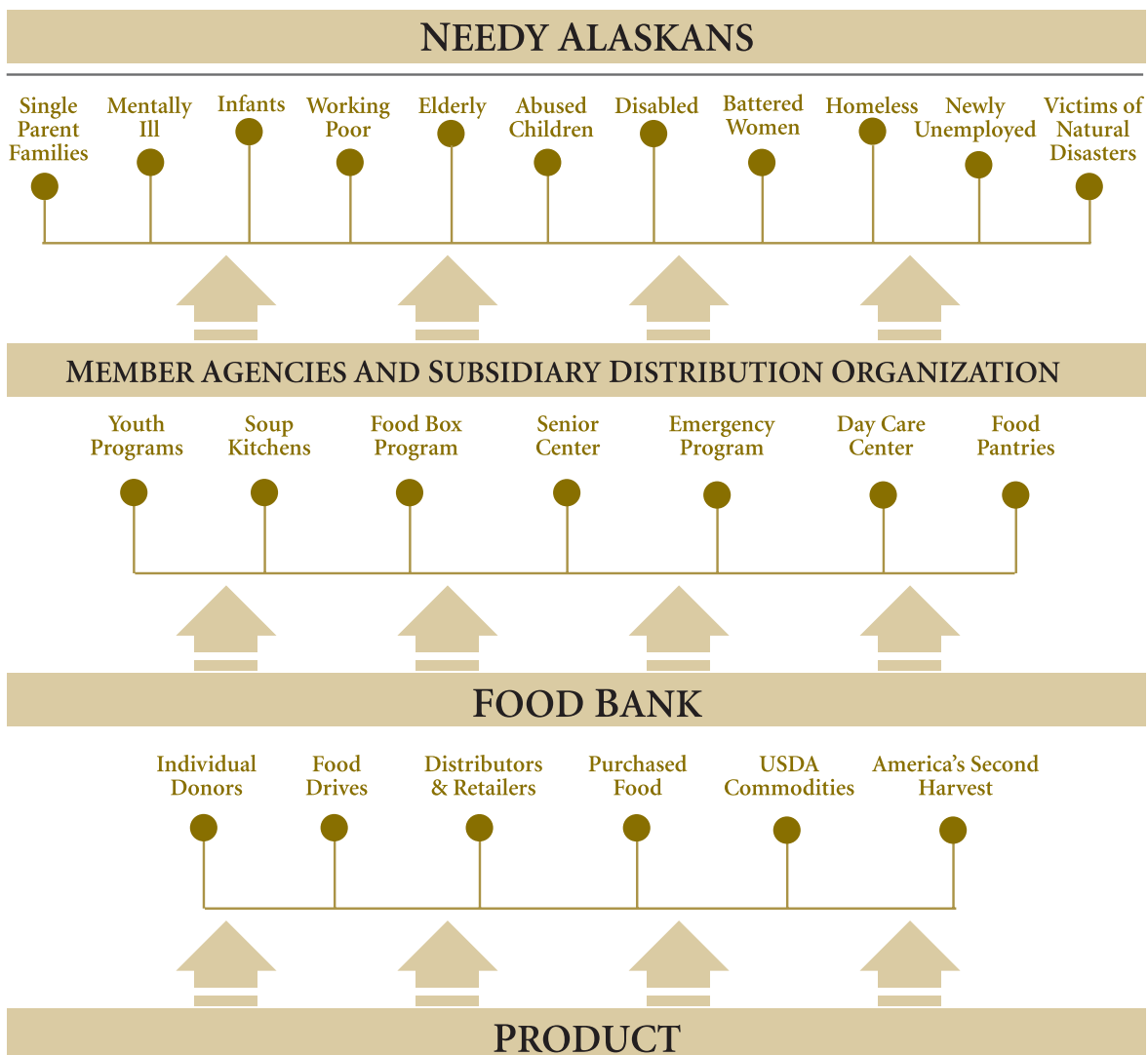
FBA collects surplus edible food from the food industry, which includes food processors, manufacturers, hunters, fishermen, farmers, retailers and the United States Department of Agriculture (USDA). FBA also collects food from the community in the form of food drives or direct donations. We then make this food available to our nonprofit partner agencies either free or with a nominal handling fee. We provide the following services for our partner agencies:

- Collection, storage, and distribution of donated and purchased products.
- Collection, storage, and distribution of food under two USDA programs, the Emergency Food Assistance Program (TEFAP) and the Commodity Supplemental Food Program (CSFP).
- Cooperative food purchase programs.
- Food safety education.
- Technical assistance in areas such as fundraising, recruiting, and retaining volunteers; converting pantries to the client choice system; and helping clients access additional nutrition benefits such as food stamps.
- Delivery and shipment of products to rural communities.
- Collaborative projects such as Thanksgiving Blessing, a project that joins with the faith-based community to provide Thanksgiving food; and a second holiday food distribution in December.
- The Mobile Food Pantry, a compartmentalized truck from which food is distributed at several sites in Anchorage each week.
- Collaborative agreements such as Bean's Café and Backpack Buddies.
- Collection and dissemination of information on hunger and poverty in Alaska.

1.2. Our Partners

FBA's partner agencies include nonprofit soup kitchens, food pantries, meal sites for seniors and children, homeless shelters, child care centers, rehab centers and tribal governments. It is our goal to provide excellent food and service to our partner agencies so that you can concentrate on what you do best—providing food to hungry Alaskans. In fiscal year 2006, FBA handled more than 5.8 million pounds of food in our Anchorage warehouse. FBA does not provide direct services to individuals.





1.3. Our Affiliations

FBA is a member of America's Second Harvest (A2H), the Nation's Food Bank Network. We receive about 20 percent of the food we distribute through this network, and in return we are required to uphold certain standards, including safe food handling practices. FBA is also partners with United Way of Anchorage and the Alaska Food Coalition.

1.4. Fee Structure

FBA is very appreciative of the financial support we receive from our partner agencies; partner agency fees cover approximately 15 percent of FBA's operating costs. We raise the rest of the funds from the community, the United Way of Anchorage, USDA, and grants. FBA asks for three types of fees from our partner agencies:

- Agency dues: An annual fee of \$100 due by July 1 each year applied to our fiscal year of July 1 through June 30. New agencies fees are pro-rated based upon their approval date.
- Handling fees: Per-pound fees for accessing food, invoiced after each trip to FBA. Food is available at a nominal handling fee of no more than \$0.18 per pound for donated food. For some items, such as bread, produce, and dairy, there is no handling fee. In certain situations, FBA may distribute a Value-Added Product (VAP) obtained from another food bank, which would entail an additional VAP fee.
- Cooperative food purchase fees: Through the normal channels of food donation, certain items, such as milk, may not be available regularly enough or in large enough quantities to meet our partner agencies' needs. Therefore, FBA purchases certain items in bulk for our agencies and makes these items available at cost. This enables agencies to obtain these items for far less than the normal retail price. Our most long-standing cooperative food purchase is milk from Matanuska Maid. For further details, please see Section 4.1.

2. New Partner Agency Procedures

2.1. New Agency Requirements

Agencies wishing to partner with FBA must be one of the following:

- A tax-exempt organization as described in Section 501(c)(3) of the IRS Code that provides food to the ill, needy or infants. In some cases, the agency may function under an incorporated “umbrella” organization’s 501(c)(3), such as a pantry that operates within a church. An agency can also operate as a branch of a larger parent organization.
- A recognized faith-based organization that wishes to provide services to the ill, needy or infants and meets the IRS standard for such an organization.

A 501(c)(3) partner agency may designate some other non-501(c)(3) group as its agent in distributing donated products obtained from FBA to eligible individuals. The 501(c)(3) partner agency will remain programmatically, fiscally, and legally responsible for the donated products and the handling, and distribution activities of the designated group. Funds used for handling fees must come from the 501(c)(3) partner agency and not from the designated group.

Partner agencies must fit into at least one of the following categories:

- Emergency Food Box/Bag Program
- Soup Kitchen/Congregate Meals
- Shelter/Residential/Comprehensive Care
- Camp/Child Care/Youth Agency/Elderly Care
- TEFAP and/or CSFP Distribution Site

If your agency meets these criteria, the next step is to apply to become a partner agency of FBA.

2.2. New Agency Application Checklist

These are the steps to becoming an FBA partner agency:

Memorandum of Agreement (MOA). A representative from your agency (pastor, executive director, president of organization, etc.) must sign the MOA (see Appendix A). The MOA outlines the responsibilities of both FBA and the partner agency.

Agency Intake Form. Complete the In-Take Form describing your program or intended program (Appendix B).

IRS/US Dept of Treasury 501(c)(3) Letter of Determination. Please provide a copy of this letter with the completed application. Neither an Employer Identification Number (EIN) nor Alaska Tax Exempt Status meets IRS criteria. Churches must include either their 501(c)(3) letter or a letter on denomination letterhead stating the church meet most of the following 14 criteria employed by the IRS in defining a church:

- A Distinct Legal Existence
- A Recognized Creed and Form of Worship
- A Definite and Distinct Ecclesiastical Government
- A formal Code of Doctrine and Discipline
- A Distinct Religious History
- A Member Not Associated with any (other) Church or Denomination
- A Complete Organization of Ordained Ministries Ministering to their Congregations
- Ordained Ministers Elected After Completing Prescribed Courses of Study
- A Literature of Its Own
- Established Places of Worship
- Regular Congregations
- Regular Religious Services
- Sunday Schools for Religious Instruction of the Young
- Schools for the Preparation of Its Ministers

Food Safety Training. Please see Section 5 for details on food safety training requirements. FBA offers food safety classes free of charge to new agency representatives in order to complete this requirement. Information on upcoming training dates will be provided to your agency.

Site Visit. An FBA staff member will also visit your site. You will be contacted to arrange a site visit to your agency. Partnership will not be finalized until a site visit has been completed. The site visit will include the following an evaluation of the

storage facilities, program accountability standards, and viability. During the visit you will be asked to:

- Show where and how the food will be stored;
- Show existing or planned record keeping system;
- Give a tour of the facilities; and
- Explain the details of the food program.

Acceptance. Based upon the visit, an FBA staff will either notify you in writing of your acceptance or details of the areas that need to be addressed before your agency may join the food distribution network.

New Agency Orientation. FBA staff will provide an orientation before your agency begins accessing food. The orientation will include a tour of the warehouse demonstrating procedures for accessing food. You will also meet with FBA's finance director to review the process for fee payment. Finally, you will receive an agency number and identification cards and may begin accessing food from the warehouse.

Agency Dues. Agencies must submit their agency dues prior to accessing food for the first time. These dues may be submitted during the new agency orientation.

Policies and Procedures Manual. Staff and volunteers who will access and/or distribute food from FBA are asked to review the policies and procedures of FBA.

FBA reserves the right to refuse acceptance of a new partner agency. In this unlikely situation, FBA will communicate with the agency in a letter stating the reasons for non-acceptance.

3. Food Access Procedures

3.1. Authorized Representatives

FBA uses identification (ID) cards to identify representatives of partner agencies who are authorized to access food. This is done for our partners' protection, since accessing food will obligate the partner agency to pay handling fees if food is accessed improperly.

Two ID cards are issued upon acceptance for each partner agency. Please bring an ID card to FBA each time you come. These ID cards are valid for the lifetime of the partner relationship. Representatives who pick up items for more than one agency will need an ID card for each agency.

Please supply FBA with a list of representatives who are authorized to access food. In the event that a representative wishes to access food but does not have the ID card, we will check their identification against the approved food access list. Please notify us when this list changes. If an agency representative is not on the food

access list, we will attempt to contact your agency to obtain approval for this person to access food. FBA reserves the right to deny access to food if we cannot verify agency approval.

For our partners' protection, please do not allow any unauthorized person to use the ID card. If the card is lost or stolen, please notify FBA immediately. We will change the agency number and issue new cards. FBA reserves the right to charge \$10.00 for replacement ID cards.

3.2. Location, Hours of Operation and Contact Information

Main Warehouse: 2121 Spar Avenue, Anchorage, AK 99501.
Direct Line: 222-3150 Fax Line: 277-7368
Monday through Saturday
9:00 a.m. to 4:00 p.m.

Administrative Offices: 2121 Spar Avenue, Anchorage, AK 99501.
Main Line: 272-3663 Fax Line: 277-7368
Monday through Friday
8:00 a.m. to 5:00 p.m.

Mat-Su Branch: 7805 E. Palmer-Wasilla Hwy., Palmer, AK 99645
Main Line: 745-3663 Fax Line: 745-3662
Monday, Wednesday, Friday
1:00 p.m. to 4:00 p.m.

Agency partners are welcome to access food as often as they like throughout the week.

3.3. Warehouse Safety

Please help us by observing the following safety rules while in FBA's warehouses:

- Children are not allowed with agency representatives in the warehouse.
- Partner agencies are asked to observe a limit of two representatives in the warehouse at a time.
- No eating, drinking or smoking allowed in the warehouse.
- Follow all other safety instructions issued by an FBA staff member.

3.4. Pick List

A "pick list" (i.e. order form) is available each day. The pick list reflects what is available by the case at FBA for that day. Partner agencies are welcome to call FBA at 272-3663 or the Mat-Su branch at 745-3663 to request a pick list via fax or e-mail. The pick list is also available at the warehouse.

Agencies are encouraged to pre-order by faxing in their order from the pick list so that FBA staff can have the order ready. Please allow 24 hours to complete an order, or call FBA to make arrangements for special circumstances. Completed orders for Anchorage can be faxed to 277-7368 and for Mat-Su to 745-3662.

3.5. Agency Room

The main warehouse has a room in which authorized individuals can select individual food items. The food found in the agency room is not listed on the pick list, and tends to be “loose” individual items collected from food drives. Agencies can order from the pick list and access food from the agency room at the same time. Food found in the agency room, except for bread, generally has a handling fee of \$0.18 per pound.

3.6. Online Ordering

FBA expects to introduce online ordering to all partner agencies in 2007. Your agency will receive information on how to order online when it becomes available.

3.7. Delivery

FBA can deliver food directly to Anchorage and Mat-Su Valley partner agencies, provided it is in large quantities (thousands of pounds). Please contact the Anchorage FBA warehouse at 222-3150 to see if it is appropriate and possible to arrange delivery. FBA may charge a delivery fee.

3.8. Change of Information

As your organization grows, expands and changes staff or volunteers, please inform FBA so that we may update our records (see Appendix C for Change of Information Sheet.). Please provide any information relevant to your food program.

In the case of a location change for your facility, FBA will visit the new site. Until the monitoring visit is completed and a new site is approved, food orders may not be submitted, picked up or delivered. Any major remodeling to your current facility must also be monitored by FBA. Please contact FBA's Program Department for further assistance.

4. Special Programs

4.1. Cooperative Food Purchase Programs

FBA presently has two cooperative food programs. Our most long-standing arrangement is with Matanuska Maid. Thanks to the generosity of Matanuska Maid, fresh milk is available for pick-up each week at a significant discount (the milk costs \$1.25 per half-gallon). Because milk spoils quickly, we ask agencies who wish to access milk sign a memorandum of understanding (Appendix D) to place a long-standing weekly order for a certain number of gallons of milk. Changes to the milk order must be made before noon on Tuesdays. The agency will be charged for milk whether the milk is picked up or not.

The second food co-op program allows FBA to purchase often-requested and non-perishable items such as canned tuna, peanut butter, rice and canned vegetables. These items are available to any partner agency who accesses donated food. Please be advised that the list of items changes frequently, and you may request a

pick list to see currently available items. Co-op items are listed under the heading of “Cooperative Purchase Program” on the pick list.

4.2. Mobile Food Pantry

FBA brings a compartmentalized truck full of food—the Mobile Food Pantry—to several locations in Anchorage each week. At each location, clients fill a box or bag with items they choose from the available food. Partner agencies who are Mobile Food Pantry (MFP) sites are responsible for providing volunteers to distribute food to clients and keeping simple records of clients served. The MFP is an especially effective way to distribute fresh produce to needy people. Partner agencies who are interested in becoming Mobile Food Pantry sites should contact the Program Department at FBA.

5. Food Safety

To meet the requirements of America's Second Harvest and municipal and state food safety authorities, Food Bank of Alaska offers free food safety training to all partner agencies. All new partner agencies must successfully complete the class and exam, and all agencies must be recertified every three (3) years. If primary responsibility for food distribution shifts to a new person at the agency, the new person must then take the class and exam, even if the previous person's certificate is still valid. The procedures differ for agencies in Anchorage and the Mat-Su Valley and agencies in the rest of Alaska:

- *In Anchorage and the Mat-Su Valley:* Agencies must take a class in person at FBA's main warehouse in Anchorage or at the Mat-Su branch. The class takes 2 ½ hours (including exam time) and is offered as often as is needed. New agencies may access food before they have gained the certificate, but they must read FBA's "Safe Food Handling Manual for Alaska Food Pantries" and sign the statement on the intake form (Appendix B), and they must take the class in person as soon as possible.
- *Outside Anchorage and the Mat-Su Valley:* Agencies must read FBA's "Safe Food Handling Manual for Alaska Food Pantries," take an exam, sign a statement at the end of the exam, and mail the exam back to FBA. The exam is "open-book," meaning that the manual may be consulted, but it must be completed without assistance from other individuals. These agencies must successfully complete the exam before they can access food from FBA.

Partner agencies are expected to comply with the food safety requirements in the manual, and FBA staff members will review food safety procedures as needed during site monitoring visits. Agencies should keep the manual for future reference. An agency that is not in compliance with FBA's training requirements or with safe food handling procedures may be placed on product hold until that agency becomes certified or has rectified their food handling procedures.

6. Food Distribution Procedures

6.1. Distribution Requirements

FBA is responsible for ensuring that food is distributed only to the ill, the needy or infants. We answer to our community, to America's Second Harvest, to our donors, and to the IRS and other governmental agencies. Accordingly, we must insist that partner agencies abide by the following policies:

- **Free of charge.** Partner agencies must distribute food or provide on-site meals directly to persons in need at no charge. Clients cannot be expected to provide a donation, or to attend a class or church in return for food.
- **Only to people in need.** Food from FBA must be distributed only to individuals in need. Groups receiving meals at congregate meal sites must be primarily the needy. At no time and under no circumstances can donated product received from FBA be:
 - ✓ Sold, traded or bartered for product or services or used for personal use by staff or volunteers.
 - ✓ Used as refreshments for committee, agency, board or other meetings.
 - ✓ Used for the purposes of fundraising either as prepared food or as "prizes."
- **Without discrimination.** Agencies must administer services without discrimination based on religion, ethnic background, race or sex.
- **Regular hours.** Pantries and on-site feeding programs must establish a regular and public schedule of hours to distribute food to those in need (e.g., Mondays and Wednesdays from 1:00-4:00 p.m.). FBA reserves the right to publish these hours in our literature or on our website, if appropriate, to better serve hungry people in need.
- **Proper disposal of unusable food.** Partner agencies may distribute unusable products (which might reasonably be expected to spoil prior to distribution) as animal feed or throw the product away in a safe manner.
- **Volunteers.** Agencies cannot use donated food as a regular way of thanking volunteers for their services.
- **No proselytizing.** Partner agencies cannot require clients to attend religious services in order to obtain FBA food. Churches can have church literature available for clients to read or take voluntarily.

- **No international distribution.** Neither FBA nor its partner agencies may distribute donated products outside the borders of the United States without prior written approval from America’s Second Harvest.

6.2. Determining Client Need

To comply with IRS Regulations, partner agencies must demonstrate to FBA that their eligible clients are **primarily** the ill, needy, or infants and that each partner agency’s primary service is to the needy. Each partner agency may develop its own set of criteria for determining and recording “need.” FBA staff will ask to review this process during site visits.

There are two exceptions to the regular determination of need:

- *Disaster Relief.* Partner agencies may distribute FBA products in disaster situations (when meeting the emergency needs of the community) which may result in some of those products being consumed by volunteers, workers, etc., who may not otherwise fit the requirement that they be ill, needy or infants.
- *Labor Disputes.* During a labor dispute partner agencies may provide products obtained from FBA to any persons rendered needy by the strike as long as the agency’s normal standards of determining need are followed.

6.3. Client Registration

At a minimum, partner agencies are to obtain the client’s name, address, phone number and the number of people in the household (see Appendix E for a sample registration form). This is particularly important if clients need to be contacted if there were a food recall. Your agency may collect additional information if required by your funding sources.

6.4. Client Choice

FBA supports the client choice model for food pantry/shelf distribution. Also known as “waste not-want not,” this model provides an opportunity for clients to pick out their own food. Giving your clients choices about their food will reduce waste and ensure that individuals and families get food that best meets their cultural and health needs. FBA Program staff will be happy to assist your agency is setting up a client choice food pantry/food shelf.

7. Partner Agency Site Monitoring

FBA monitors partner agencies on an annual or a bi-annual basis to keep faith with our food donors that food is being distributed to needy people in a safe manner and to determine how FBA can be of further assistance to each partner agency. Other visits may be scheduled as needed. FBA maintains a partner agency file for each agency. After a monitoring visit, information in the file is updated.

It is important that each agency maintain an up-to-date record keeping system available for review during the monitoring visit.

FBA staff will call in advance to set up a convenient day and time to meet with the responsible representative of your partner agency. During the monitoring visit the FBA representative will:

- Inquire as to the services provided and the communities served.
- Ensure that clients are not being charged for food.
- Tour facilities to view the food storage area to ensure that it is dry, clean and off the ground, to note other programs on-site, and to note refrigerator and freezer capacity and temperatures.
- Assess food distribution procedures, adequacy of funding, additional needs of agency (e.g., transportation, cold storage, shelving, etc.) and eligibility requirements for their program(s).
- Review record keeping system, including numbers of people served.
- Inform your agency of other programs within their area for networking and assistance; and the requirements of inspecting food before distribution to clients.
- Complete a Monitoring Report detailing all the information and data gathered during the visit. Areas needing improvement will be discussed during the visit and documented in a follow-up letter. The report will be placed in the agency file and a copy will be forwarded to your agency. If necessary, a follow-up visit will be scheduled to review improvements.

It is the partner agency's responsibility to participate in setting up a time for the monitoring visit convenient to both the agency and FBA staff. An agency may be placed on hold and unable to receive food if they cannot agree on a convenient time within a reasonable period. If an agency does not show up for a prearranged monitoring visit, they may also be placed on product hold.

8. Accounting Procedures

Handling fees from our partner agencies provide 15 percent of our operating costs and allow us to keep obtaining and distributing food. Prompt payment of handling fees is vital to FBA's continued operations.

8.1. Handling Fee Terms

Agencies are encouraged to pay their handling fees upon receipt of items from FBA. Payment by check is encouraged, as cash poses a security risk and credit card payments are a greater expense for FBA. However, agencies are permitted to keep an account of the handling fees they accrue each month. Invoices are given for every distribution of items, and handling fees are indicated on the invoices. Statements are mailed out at the end of each month to agencies that carry a balance. All handling fees are due by the last day of the month after the statement

is issued. FBA reserves the right to refuse to distribute additional product to agencies with overdue handling fees.

8.2. Check Policy

FBA charges a fee of \$25.00 for any checks returned by the bank for insufficient funds. If a check is returned, the agency will not be permitted to access additional food until the balance is paid. A second returned check will cause the agency to be put on a “cash and carry” basis, and each invoice must be paid at the time food is accessed.

8.3. Corrections to Invoices

Occasionally the invoice issued at the time of distribution will be found to have an error. When this occurs, FBA will mail a revised invoice, with a copy of the old invoice. The amount on the new invoice is what should be paid.

9. Changes in Partner Agency Status

9.1. Changes to Partner Agency’s Program

If your previously approved program changes significantly, but you still wish to access food from FBA, your agency must submit a Memorandum of Agreement and an intake form for the new program. FBA will also conduct a site visit.

9.2. Inactive Agencies

If your agency has not picked up food for one (1) year, it will be considered inactive, and FBA will send a letter of inquiry to the agency. If your agency wishes to resume accessing food and the agency’s program has not changed, the agency must submit a letter of intent to FBA and have a site visit conducted by FBA.

9.3. Conditions for Canceling Agency Privileges

FBA strives to maintain cordial and trusting relationships with all of its partners. Any concerns regarding this relationship should be addressed to the program director or executive director.

In the unlikely event of a violation against any of the policies and procedures in this manual:

- FBA has the right to immediately suspend food distribution to the agency in violation. The agency will be notified of this event as soon as possible by telephone, followed by a letter. FBA’s program director shall review the case and make a recommendation to the executive director regarding permanent removal from the network.
- Agencies who have been removed from FBA’s network can reapply after a six month interval, providing they can show improvements in the problem areas.

APPENDIX A: MEMORANDUM OF AGREEMENT

This agreement is made between Food Bank of Alaska (FBA), and _____
(Partner Agency). The responsibilities of the partnership are listed below:

Food Bank of Alaska accepts responsibility for:

1. Active solicitation and acceptance of donated food considered in good faith to be fit for human consumption.
2. Acceptance of other items considered useful and appropriate for redistribution to partner agencies.
3. The exercise of reasonable judgment in evaluating the quality and suitability of donated items and subsequent disposal of any questionable or spoiled food items.
4. Provision of appropriate freezer, cooler, and dry storage for donated items until needed by partner agencies.
5. Assurance of equitable re-distribution of donated product to all partner agencies.
6. Provision of other coordinating services useful to our partner network, such as hunger data collection.

The Partner Agency agrees to the following:

1. Distribution of product received from FBA solely to those in need. Food and other products can never be sold.
2. Storage and distribution of food in safe and healthful manner.
3. Compliance with FBA operational policies and procedures as outlined in the agency handbook.
4. Cooperation with FBA staff during periodic agency monitor visits.
5. Communication with FBA regarding needed food products or other services, so that FBA may continue to improve assistance to partner agencies.

The Partner Agency and FBA also hereby agree that, while FBA will do its utmost to procure healthful food, there have been no expressed warranties in relation to this food, and that FBA and the original donor expressly disclaim any implied warranties of merchantability or fitness for a particular use. The partner agency releases both the original donor and FBA from any liability resulting from the condition of such food and further agrees to identify and hold FBA and the original donor free and harmless against all and any liabilities; damages, losses, claims, causes of action and suits of law or in equity or any obligation whatsoever arising out of or attributed to any action of said agency or any personnel employed by said agency in connection with its storage and use of the food.

Signature of Partner Agency Representative

Title

Printed Name

Date

Susannah Morgan, Executive Director

Date



APPENDIX B: AGENCY INTAKE FORM

Date: _____

Name of Partner Agency _____

Mailing Address _____

Billing Address _____

Physical Location of Site _____

Contact Person _____ Title _____

Telephone _____ Fax _____ Email _____

Type of Service(s): Meals____ Day Care____ Residential Care____ Food Box____ Snack____

Are you an affiliate of a church or a larger organization? YES ____ NO ____

If yes, what is the name and address of this organization/church? _____

Number of clients expected to serve____ Estimate number of meals/food boxes per week____

Scheduled days/hours of operation _____

What is your mission/purpose? _____

Does your organization provide services other than food? If so, please describe below:

How will eligibility be determined? _____

What limitations will be placed on a family or individual using the food services? (Once per month or 1 bag per week?) _____

What kinds of food does your organization most need (meat, fresh fruits and vegetables, dairy products, other)? _____

Comments: _____

Food Safety Statement: to be signed by agencies in Anchorage and the Mat-Su Valley only.

I certify that I have read Food Bank of Alaska's "Safe Food Handling Manual for Alaska Food Pantries" and agree to follow the safe food handling procedures explained therein. I understand that I must complete Food Bank of Alaska's food safety class in person, and that my agency may be placed on product hold if I fail to complete the class within a reasonable period of time.

Signed _____ Date _____

APPENDIX C: AGENCY CHANGE-OF-INFORMATION FORM

Please fill in the date, agency number and agency name, and fill in any changed contact information below. If there have been any significant changes to your agency's program (e.g. a change in the type of food service provided, a change in the clients served), please inform the Program department at FBA.

Date: _____ Agency Number: _____

Name of Partner Agency _____

Mailing Address _____

Billing Address _____

Physical Location of Site _____

Contact Person _____ Title _____

Telephone _____ Fax _____ Email _____

APPENDIX D: MATANUSKA MAID MILK PROGRAM AGREEMENT

**This agreement is made between Food Bank of Alaska (FBA), and _____
(Partner Agency).**

Food Bank of Alaska accepts responsibility for:

1. Obtaining milk from Matanuska Maid, Inc. on behalf of the Partner Agency.
2. Providing milk to the Partner Agency at a steeply discounted price.
3. Appropriate storage of milk in a cooler until ready for pickup by Partner Agency and exercise of reasonable judgment regarding the disposal of milk that may be spoiled or unfit for human consumption.
4. Accurate and timely filling of Partner Agency’s milk order.

The Partner Agency agrees to the following:

1. Partner Agency will specify an original weekly order in gallons and notify FBA of changes by 12 noon of the Tuesday preceding the week the order is to be picked up.
2. Partner Agency may be billed \$5.00 per unreturned milk crate, per Mat Maid policy.
3. Milk must be picked up by 3 pm on Friday of the week for which the order was made. Agency will be charged for the milk regardless of whether it is picked up.
4. Milk must be distributed free of charge and only to persons in need. The Partner Agency will not use the milk for other agency purposes or for staff.
5. Partner agency will store milk appropriately in cold storage until ready for distribution, and will dispose of milk deemed to be spoiled or unsafe for consumption.

Signature of Partner Agency Director or Authorized Person

Date

Signature of Food Bank of Alaska Representative

Date

