Member Agency Handbook

July 1, 2019 to June 30, 2020

Guidelines and Procedures for Chester County Food Bank's Member Agencies

Chester County Food Bank | 650 Pennsylvania Drive | Exton, PA 19341
chestercountyfoodbank.org | 610.873.6000

Welcome to Chester County Food Bank!

Thank you for being part of Chester County Food Bank's network of Member Agencies and for helping us alleviate food insecurity while ensuring access to real, healthy food in Chester County. This Handbook will guide you through the procedures and processes involved in being a Chester County Food Bank (CCFB) Member Agency.

In addition to procedural information, this Handbook will be a guide to information about CCFB, CCFB's programs, other existing resources, and form templates. CCFB's staff is available to answer questions and receive feedback from you about how we may better serve your agency. <u>Please, note there are forms included in this handbook that must be returned to CCFB by August 1st, 2019 or 30 days upon receipt to ensure continued receipt of food and program support from CCFB.</u>

We look forward to growing our partnership with you and working together to mobilize our community to ensure access to real, healthy food.

Sincerely,

David Czeponis   Phoebe Kitson-Davis,
Agency Relations Coordinator   *Agency & Community Partnerships Director*
610.873.6000 ext. 119   610.873.6000 ext. 105
dczeponis@chestercountyfoodbank.org   pkitson@chestercountyfoodbank.org

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ABOUT US

Chester County Food Bank was formed in 2009 to address an escalating food insecurity problem in the county. Our primary goal was, and still is, to have a viable, sustainable organization that secures, manages, and distributes food to those in need. The Food Bank is currently housed in a 36,000-square foot facility including our 3,500-square foot commercial kitchen along with 4,250 square feet of warehouse, refrigeration and freezer space.

Chester County Food Bank serves 120 partner agencies in Chester County, PA and distributes over 2.5 million pounds of food to our neighbors with limited or uncertain access to adequate nourishment. However, the Food Bank is more than food drives that put cans on shelves. We take a steadfast approach to provide healthy food and build support in communities through educational programs, while raising awareness and engagement within the community.

OUR MISSION

We mobilize our community to ensure access to real, healthy food.

PROGRAMS

Chester County Food Bank strives to address the root causes of hunger through innovative programs and by working to strengthen the community food systems. Below you are presented with a brief description of some of our departments and programs.

<u>AGRICULTURE PROGRAM</u>

The goal of the Agriculture Program is to successfully grow culturally appropriate vegetables while engaging the community through volunteer opportunities. Volunteers participate in every step of vegetable production, from seed to harvest. The Agriculture Program is comprised of two full time CCFB farmers and is supported by the Food Bank's Warehouse Director, Volunteer and Kitchen Managers, and Kitchen Volunteers. We grow between 150,000 and 175,000 pounds of fresh produce each year at Pete's Produce, Springton Manor County Park, Sankanac Farm, and other farm partners. Fresh produce is distributed through our Partner Agencies, the Fresh2You Mobile Market, and Eat Fresh classes. Our produce is also utilized in our commercial kitchen for meal preparation or preservation.

For more information about Agricultural Program contact:
Bill Shick, Agriculture Program Director
610-873-6000 ext.108
bshick@chestercountyfoodbank.org

<u>CULINARY PROGRAMS</u>

Our 3500-square foot licensed commercial kitchen's primary function is the cooking and preparation of food for distribution to support our partner agencies who then serve individuals and families. Nearly 2000 volunteer hours are donated annually to make the work in the kitchen possible. From feeding tomatoes through a processor to make sauce, to testing butternut squash recipes for Taste It, or portioning an entrée for the Meals on Wheels program. Our kitchen is a vital ingredient to the network we serve.

Meals on Wheels

Since 2014 the Food Bank has contracted with Meals on Wheels of Chester County (MOWCC) to prepare, freeze and store meals. The Food Bank delivers cases of frozen meals to MOWCC upon their request for them to distribute to their chapters throughout the county. In addition to frozen meals, the Food Bank prepares hot meals for pick up by MOWCC volunteers to deliver on weekdays to participants in Chester County.

For more information about Meals on Wheels of Chester County call 610-430-8500.

Simple Suppers
This program is a spinoff of the Meals on Wheels program. It is a box of five frozen TV dinner style meals (containing protein, starch, fruit and vegetable) five slices of bread and butter and forty ounces of shelf stable milk. The box may be picked up at CCFB or the option to have home delivery is available. It is available to anyone who may need prepared meals. There is a donation requested for this service.

For more information about Simple Suppers contact:
Claudia Rose-Muir, Direct Distribution and Procurement Manager
610-873-6000 ext. 109
crosemuir@chestercountyfoodbank.org

FRESHStart Kitchen: Culinary Workforce Development
The FRESHStart Kitchen (FSK) Program provides students with the life skills and knife skills necessary to acquire jobs in the hospitality industry! During the program, members of CCFB FSK team will work with students one-on-one to address life challenges and empower them with the necessary tools to move towards a more stable life. Throughout the duration of the 14-week program students gain hands-on experience working in a commercial kitchen with mentor chefs, while honing their professional skills in a classroom setting. In the kitchen, students will be exposed to everything from basic culinary techniques, knife skills, and high-volume food production to more advanced concepts like recipe development, seasonality and sustainability. In preparation for internships and full-time employment with our network of restaurant and hotel industry partners, students will focus on communication skills, resume building, mock interviews, and job search techniques.

For more information about Culinary Job Training contact:
Ranney Moran, *Director of Culinary Programs*
610-873-6000 ext. 126
rmoran@chestercountyfoodbank.org

FOOD SECURITY INITIATIVES PROGRAMS

The overall goal of the *Food Security Initiatives (FSI)* Department is to nurture a healthful and inclusive food environment which empowers food insecure families to grow, cook, and eat beneficial foods and to offer opportunities for food-centered education and community engagement. With the collaboration of staff, volunteers and interns, *FSI* creates an engaging educational environment to help participants acquire skills surrounding cooking and gardening in a variety of settings.

Best Choices

The Best Choices Program encourages pantry leaders to thoughtfully rethink and redesign their environment to nudge clients to choose the best options agencies have to offer: fresh fruits, fresh vegetables, and whole grains. The Best Choices Program's strategies, such as pantry rearrangement, TasteIt food demonstrations, and resources, including recipes and educational handouts, have the potential to increase clients' self-efficacy while selecting nutritious foods at CCFB's member agencies and cooking at home.

For more information about Best Choices contact:
David Czeponis, *Agency Relations Coordinator*
610.873.6000 ext. 119
dczeponis@chestercountyfoodbank.org

EatFresh

A program of the Chester County Food Bank, empowers youth and adults at risk for insecurity to make healthy choices. Through hands-on cooking classes and group discussions, held in collaboration with local partner organizations, participants learn to prepare fresh, tasty meals on a limited budget. The classes also incorporate basic nutrition education, with an emphasis on fruits and vegetables, whole grains and other pantry staples.

EatFresh Goals:

Goal 1: Encourage, facilitate, and empower a connected food community by increasing awareness of healthy cooking and eating; community resources; and opportunities for discussion and leadership growth.

Goal 2: Increase preference for produce variety and overall consumption of fresh fruits and vegetables with education and weekly produce shares.

Goal 3: Improve skills and confidence related to healthy cooking on a limited budget.

For more information about EatFresh contact:
Wendy Gaynor, *Director of Food Security Initiatives*
610-873-6000 ext. 121
wgaynor@chestercountyfoodbank.org

Fresh2You Mobile Market
Fresh2You travels throughout Chester County carrying fresh, high-quality foods from local farmers and producers. Fresh2You accepts all forms of payment, plus purchases made with SNAP/EBT or Farmers' Market Nutrition Program (FMNP) vouchers are matched with Veggie Bucks, which can be used on future purchases of fruits and vegetables. Each market features a cooking demonstration with seasonal ingredients and easy-to-follow recipes. Fresh2You makes real, healthy food a reality in the county's most food insecure areas.

For more information about Fresh2You Mobile Market contact:
Roberta Cosentino, *Fresh2You Mobile Market Manager*
610-873-6000 ext. 113
rcosentino@chestercountyfoodbank.org

Raised Bed Gardens
The Raised Bed Garden Program aims to increase availability of fresh produce for food insecure households by supporting garden installations at partner organizations, providing community education on growing your own food and by fostering community around food and gardening. Partner gardens are located throughout Chester County at schools, food cupboards, churches and health care agencies. Partner gardens utilize the produce onsite and donate produce to their local food cupboards.

For more information about Raised Bed Gardens contact:
Raina Ainslie, *Raised Bed Garden Manager*
610-873-6000 ext. 115
rainslie@chestercountyfoodbank.org

DIRECT DISTRIBUTION PROGRAMS

The CCFB has four initiatives that provide direct support in response to a specific need in our community:

Weekend Backpack Program

The Backpack Program helps children who are part of the Free and Reduced Lunch Program in their schools in Chester County have nutritious and easy-to-prepare food on the weekends. Each zip lock bag weighs four to five pounds and contains nonperishable food items for breakfast, lunch, dinner and snack that are easy for children to prepare and enjoy.

Summer Student Food Boxes

The Summer Student Food Boxes help school age children and their families receive nutritious, easy-to-prepare non-perishable food during the summer vacation months at their participating Member Agency or Youth Center. This box of supplemental nonperishable food is designed to be kid friendly, containing items that children should be able to prepare with little to no adult supervision. The box weighs about 10 pounds and is distributed in July and August.

Emergency Response Food Box

In the event of a weather or other emergency, the Chester County Food Bank collaborates with the Community Emergency Response Team (CERT) to serve those affected in Chester County.

Senior Food Box

Senior Food Boxes meet the unique nutritional needs of seniors, focusing on fruits, vegetables, whole grains, as well as reduced sodium and sugar content. The Senior Food Box weighs approximately 20 pounds. It is distributed once a month to recipients that are 60 or over and have an income level at 150% of the poverty level or below.

For more information about Direct Distribution Programs contact:

Claudia Rose-Muir, Direct Distribution and Procurement Manager

610-873-6000 ext. 109

crosemuir@chestercountyfoodbank.org

GOVERNMENT PROGRAMS

Government nutrition assistance programs exist to help people access the nutritious food they need to feed themselves or their families. We administer two government programs to deliver food to over 30 participating agencies. Less than 30% of our food inventory is funded by government programs and available to individuals who qualify. Regardless of qualification to receive government food assistance, donated food is still available through local participating food cupboards. All government food programs are equal opportunity providers.

State Food Purchase Program (SFPP)

Pennsylvania is one of a small number of states in the nation to provide state revenues for an emergency assistance food program for its low-income citizens. Hunger relief organizations like the Chester County Food Bank, use the SFPP grant dollars to purchase nutritious food at wholesale, competitively bid prices, or better. Food is then allocated and delivered to our member agency for distribution to individuals and families that qualify, free of charge to the agency and client.

The Emergency Food Assistance Program (TEFAP)

The Emergency Food Assistance Program (TEFAP) is a federal program, designed by the United States Department of Agriculture (USDA), that helps supplement the diets of low-income Americans by providing them with emergency food and nutrition assistance at no cost. The USDA makes commodity foods available to States for distribution to low-income people through emergency food providers like the Chester County Food Bank. USDA also provides States with some funding to assist food banks with the storage and distribution costs for TEFAP commodities. The amount of food and funds a state receives is based on a formula which considers state poverty and unemployment rates. We receive retail-size frozen and dry food products through TEFAP for allocation and delivery to our agency partners for distribution to individuals and families that qualify.

Eligibility for TEFAP depends on household income and family size and completion of a Self-Declaration of Need form at your local participating food cupboard:

Total Household Income (based on 150% of Poverty)			
Household Size	Annual	Monthly	Weekly
1	$18,735	$1,561	$360
2	$25,365	$2,114	$488
3	$31,995	$2,666	$615
4	$38,625	$3,219	$743
5	$45,255	$3,771	$870
6	$51,885	$4,324	$998
7	$58,515	$4,876	$1,125
8	$65,145	$5,429	$1,253
For each additional family member add:	$6,630	$553	$128

*Numbers change every year on July 1st

For more information about Direct Distribution and Government Programs contact:
Phoebe Kitson-Davis, Director of Agency & Community Partnerships
610.873.6000 ext. 105
pkitson@chestercountyfoodbank.org

MEMBER AGENCIES

CCFB relies on its Member Agencies to distribute food directly to the food insecure population. CCFB and its 120 Member Agencies work together and maintain a positive partnership with the mission of ensuring access to real, healthy food for Chester County's food insecure community.

CCFB's network of Member Agencies ranges from pantries and shelters to community service organizations and schools. In addition to providing each Member Agency with nutritious shelf stable, frozen and fresh foods, CCFB also hosts meetings regularly for continuing education opportunities.

CCFB classifies Member Agencies according to the following:

Tier 1 – All Member Agencies receiving TEFAP, SFPP, purchased and donated food products

Tier 2 – All Member Agencies receiving <u>only</u> purchased and donated food products (pantries, schools, senior sites)

Tier 3 – Organization that receives food support on an irregular basis. Total pounds is minimal compared to other tier partners.

FOOD DISTRIBUTION

CCFB relies on food and financial donors in addition to government programs to help meet the need of food insecure individuals in the community. CCFB receives and purchases food from a range of sources including food drives, government programs (TEFAP and SFPP), farmers, retailers, and wholesalers.

CCFB also takes a fresh approach to nourishing the community struggling with food insecurity. CCFB's Agricultural Program is comprised of partnerships with local farms and we purchase at local produce auctions to provide Member Agencies with farm fresh food.

Volunteers help to inspect, sort and repackage food in preparation for distribution. Volunteers provide thousands of hours of support every year ranging from processing fresh produce in our kitchen, packing bags for the Backpack Program, sorting donated food in our warehouse, and working the fields at local farm partners.

Using our refrigerated box trucks, our staff of drivers make daily (weekday) deliveries to our cupboards and social service agencies throughout the 759 square miles of Chester County.

GOVERNMENT FOOD
Only available for people that qualify with a household income at or below 150% of the poverty level.

PURCHASED FOOD
An extremely important source, a quarter of our food is bought with donations and grant money.

DONATED FOOD
A quarter of our food comes from community donations.
Please consider running a food drive and helping increase this amount.

Ordering Food

Member Agencies receiving TEFAP and SFPP food products **must** use the Order Form to place food orders via email at orderfood@chestercountyfoodbank.org. Member Agencies **not** receiving TEFAP and SFPP food products should contact Nick Popov via phone or email to place orders.

For more information about Food Orders contact:
Nick Popov, *Director of Warehousing & Logistics*
610-873-6000 *ext. 116*
npopov@chestercountyfoodbank.org

VOLUNTEERS: Recruitment, Management and Retention

By Lauren Van Dyk, Volunteer Manager

Volunteers are an integral part of our work with the community. From individuals to corporations, each person and every volunteer hour makes an impact on our mission to alleviate food insecurity in Chester County. For this reason, building and maintaining relationships with volunteers is very important.

Volunteer Recruitment

Volunteer recruitment can be a daunting and overwhelming process. A few strategies to make it easier:

1. Identify all the work at-hand where volunteers would be beneficial.

2. Break down the work into specific categories and roles.

3. Write detailed job descriptions for the volunteers you want to recruit (ie: Assisting with filling out paperwork, tracking information, filing, assisting with food distribution, picking up donations from the community, being on your board of directors or agency committee, etc).

Volunteers like to know exactly what is expected of them and what they in turn can expect from you. Once you have a clear internal picture, recruitment becomes a more simple and straightforward process.

There are many people who care about your cause and they're excited to donate their time - they just need help finding you! Think outside of the box – some volunteers might live down the street while others are willing to travel. Consider whether you want to work with court ordered volunteers and students from local schools and universities who need community service hours. You can also submit your projects (for one-time group volunteers) and general needs to larger nonprofits like the United Way of Chester County and the CCFB.

Online resources to connect you with volunteers:

Volunteer Match - https://www.volunteermatch.org

Idealist - https://www.idealist.org

Volunteer Management

Once your volunteers are in the door it is important they know how valuable their time is. Whether it is a one-time project or an ongoing job it is best to have everything set before they arrive and give them a general plan for the shift. It is

also important to reiterate your expectations, guidelines and goals before the shift begins.

If it is their first time be sure to show them around, introduce them to other volunteers and staff and give them the history and mission of your organization.

People respond to responsibility - don't be afraid to give volunteers important jobs! It is also beneficial to meet people where they are and see if they have any interests or skills they want to share and be mindful if they have any limitations. Recognizing that every volunteer is an individual with unique talents is beneficial for everyone!

Volunteer Retention

You've recruited them, you've managed them – now the most important part is keeping them! If you have a volunteer that is a great fit make sure you do everything you can to bring them back. A few tips on keeping your volunteers:

- Collect contact information (phone, email and mailing address) and find out their preferred method of communication
- Have a template "Thank you" to send out and include the ways they can continue to be involved
- Keep projects at a consistent date and time – with a set schedule, your volunteers can better plan around it
- Value their time and keep them busy whenever they're volunteering

For more information about Volunteers contact:

Lauren Van Dyk, Volunteer Manager
610-873-6000 ext. 122
lvandyk@chestercountyfoodbank.org

MEMBER AGENCY CAPACITY BUILDING GRANT

What does your agency need to better serve your community and increase the consumption of real, healthy food? CCFB is pleased to announce the Capacity Building Grant which is a grant process that awards equipment or supplies to partner agencies, allowing for the expansion of programming and services in an effort to increase access and distribution of real, healthy food. A detailed explanation is required on how any awarded equipment or supply will be used to expand capacity and distribution of real, healthy food to be considered for this grant opportunity. The Capacity Building Grant provides an opportunity for Member Agencies to request funding to obtain capital assets (e.g. shelving, pallet jacks, coolers or freezers, etc.).

Eligible Applicants:
- Member Agency must be active and in good standing by demonstrating full compliance in all CCFB's policies and procedures, monthly reporting, food safety, and Civil Rights.

Application Information:
- Application period: ONGOING (07/01/2019 to 04/01/2020)
- An email confirmation will be provided upon receipt of application.
- Grant applications will be evaluated based on the strength of the capacity building proposal as detailed in the application and agency's needs.
- Your Program Manager must be available if the review committee has follow-up questions regarding your application or needs to schedule a site visit.

If awarded the grant, Member Agencies must adhere to the following:
- Member Agency will agree to, and comply with, the Grant Agreement.
- Member Agency will agree to submit reporting that documents the effectiveness and expansion of programs and services related to the awarded grant equipment or supplies.
- If the Grant Agreement is not received 30 days after the grant is awarded, the award will be considered unclaimed. Unclaimed awards will be given to other qualifying applicants.

How to Apply:

- Complete the Grant Application (found in the Appendix). Typed applications are preferred. Handwritten applications will be accepted if they are neat and easy to read.
- Applications may be emailed to pkitson@chestercountyfoodbank.org and dczeponis@chestercountyfoodbank.org with the completed Capacity Building Grant Application file attached and the email subject line: "Your Agency Name - Member Agency Capacity Building Grant Application"
- Grant applications also may be mailed or delivered to:

  Chester County Food Bank
  Attention: Capacity Building Grant, Phoebe Kitson-Davis
  650 Pennsylvania Dr., Exton, PA 19341.

Questions regarding this application may be directed to Phoebe Kitson-Davis or David Czeponis.

PROPER FOOD HANDLING & STORAGE

Listed below are basic guidelines for safe receiving, transportation, product evaluation, rotation, storage, and distribution of food products.

Dry storage and distribution
- Store all food products in a cool, dry environment where there is air circulation.
- Temperature should be maintained between 50 and 70 degrees – higher temperatures will spoil food more rapidly.
- Food must be stored and distributed at least 6 inches from the floor and 4 inches away from walls.
- Surplus boxes cannot be stored on the floor. We recommend storing extra boxes on top of a pallet.
- Store and distribute your stock using the First In, First Out (FIFO) system. Distribute food with the closest container dates first.
- Keep food and paper products on separate shelves or pallets.
- Chemicals such as bleach, floor cleaner, shampoo, or laundry detergent should be stored in a separate room or on a separate shelving unit to protect food from cross contamination.

Refrigerated and Freezer Storage
- The safe temperature range at which refrigerated units should be set and maintained is 35 to 40 degrees. The appropriate range for a freezer unit is 0 to -10 degrees.
- Cooked food should be packaged in clean, labeled containers in the refrigerator. Labels should contain the name of the food and the date it was prepared or packaged.
- When stocking product into the refrigerator or freezer, leave space between cases and packages to allow cold air to circulate. Store poultry and other meats on the lower shelves of your refrigerator to avoid cross contamination in case of drippings.
- Each refrigerator and freezer should contain an internal thermometer.
- Freezer and refrigeration logs must be maintained (See appendix for temperature log).
- Check freezers and refrigerators for proper temperatures daily or every day your agency is open. These should be logged.

Transporting Frozen or Refrigerated Food
- Member agencies picking up refrigerated and/or frozen items such as meat, produce, dairy, and deli products are required to use coolers or insulated

blankets to ensure food products are safely stored and transported. This is a year-round requirement. If such precautions are not taken, you will not be allowed to take the refrigerated and/or frozen products.

Receiving Donations

- Food and other items donated directly to an agency should be checked to ensure quality and safety of the products before shelving.
- Cans of foods that have dents along the top or bottom edge, the side seam, or have extreme dents at any other point should be discarded. Cans that show rust, leaks or bulges should be discarded.
- Boxes of food product must have their inner packaging intact. If the inner package is punctured, discard the product.
- Food stored in glass jars should show no evidence of rust around the lid, and the top of the lid should not be bulging. You should not be able to push in the pop top button. If either of these conditions exist, discard the product.
- When you dispose of spoiled food, be sure that it cannot be retrieved and eaten. We recommend you use a locking trash container.
- Never accept home canned foods or accept food that comes from suspicious containers or appears to be spoiled.

Produce Handling

- Inspect produce upon receiving. Eliminate any produce with serious defects.
- Handle produce with care. Avoid stacking containers very high and dropping or bruising items. Any dropped or severely bruised items should be thrown away.
- Be sure to keep produce off the ground and in a designated area that is clean.
- Clients should be notified of any storage produce items that have been refrigerated i.e. potatoes, onions, winter squash
- Be careful when handling fragile produce items like leafy greens. Mishandling these items can drastically decrease their shelf life and increase waste.
- Use gloves when handling produce that is ready-to-eat (i.e. apples).
- Keep the area where produce is stored clean. Stack away empty boxes, sweep frequently, and keep trash at a distance.
- After distribution, move perishable produce items to a refrigerated area as soon as possible.

Pest Control
- Member Agencies must take reasonable precautions to protect against pest infestation. Pest prevention and control programs must be maintained by a contracted source.
- Member Agency must ensure annual pest control inspection and service of the facility and storage areas, and maintain logs containing the name of the company contracted and date of the service.
- Logs of the latest pest control inspection and service containing the name of the company contracted and date of service must be held on file for site visit inspections.

FDA Requirements for Labeling, Date Information and Shelf Life
- Except for infant formula and baby food, product dating is generally not required by Federal regulations. In fact, there is no uniform or universally accepted system used for food dating in the United States. Baby food and formula should not be distributed after the expiration date. Dates are determined by the manufacturer of the product. See below for types of dates on food products.
- "Sell-by" dates tell the store how long to display the product for sale. You should buy the product before the listed date.
- "Best if used by (or before)" dates are recommendations for best flavor or quality. It is not a purchase by or safety date.
- "Use by" dates are the last date recommended for the use of the product while at peak quality. The date has been determined by the manufacturer of the product.
- Closed or coded dates are packing numbers for use by the manufacturer. These appear as a series of letters and/or numbers which might refer to the date or time of manufacture but are not meant for the consumer to interpret.

Use the following steps to review products that are stamped with a date that has passed. First, review the type of date as described above. Except for use by dates, product dates don't always refer to use after purchase. Even if the date expires during agency storage, a product should be safe, wholesome and of good quality if handled properly and kept at proper temperatures. Freezing a product before the date on the package extends the length of time a product may be used. <u>Trust your good senses - when in doubt, throw it out!</u> (See Compliance section for Shelf Stable Food Products Date Extension Guide)

MONITORING, REPORTING & COMPLIANCE

On-Site Visits
- The CCFB is required to make an on-site visit to each partner agency at least once every year. This on-site visit is designed for better acquaintance with the agency, ensure that products are being properly handled and used for their intended purpose, stored properly, and answer any questions that you might have.
- These visits are also a time for agencies to highlight things they are doing that work well, to spotlight best practices, share exciting community partnerships, offer feedback, demonstrate need for a capital asset (ex. Shelving, refrigeration) and learn about new opportunities that may exist for the organization.
- A Pennsylvania Department of Agriculture or USDA representative may perform site visits periodically.

Updating Agency Information
- Having the proper contacts for your agency is critical to ensure you are receiving all pertinent Food Bank information. Notify the CCFB if there are changes in service hours, days of operation, contact information or changes in administration (See appendix for Information Change Form).

Reporting and Record Keeping
- Member Agency must keep accurate records of duplicated and unduplicated individuals and households served on a quarterly basis. Food Pantries must provide the number of households and individuals served per quarter. Meal programs should report the number of meals served per quarter.
- Member Agency must complete the Quarterly Report Form found on CCFB's website: https://chestercountyfoodbank.org/community-partners/agency-zone/

- Quarterly reports are due by the 15th of the month following the end of the previous quarter (January 15, April 15, July 15, and October 15).
- A Member Agency representative must attend all "Quarterly Food Provider Meetings" at CCFB (second Wednesday of January, April, July, and October).
- If Member Agency fails to deliver report, food deliveries will be suspended for 30 days or until the reports are provided to CCFB.

Civil Rights
- The purpose of Civil Rights policies and training are to promote fairness and equality of treatment for all people served. All agencies distributing TEFAP and SFPP food must complete annual Civil Rights Training and maintain updated Civil Rights folder on-site.
- In accordance with Federal Civil Rights law, Member Agencies are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity and gender expression, sexual orientation, disability, age, marital status, family/parental status, income derived from public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by CCFB.

USDA
United States Department of Agriculture

USDA Nondiscrimination Statement

SNAP and FDPIR State or local agencies, and their subrecipients, must post the following Nondiscrimination Statement:

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

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

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

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

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

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

This institution is an equal opportunity provider.

Appendix

Member Agency Agreement
July 1st, 2019 – June 30th, 2020

In partnering with Chester County Food Bank (CCFB), the approved Member Agency then becomes part of a countywide affiliation with Chester County's only food bank. In signing this agreement, CCFB and its Member Agency agree to work together to maintain a positive partnership with the mission of ensuring access to real, healthy food.

Chester County Food Bank and the Member Agency:
_____ [Member Agency Name], agrees to the following terms and conditions by which CCFB will provide food, inspected under strict guidelines, to the above-noted member agency which, in turn, will use the food in programs serving food-insecure community members.

Organization Criteria

1. Only authorized agencies may qualify to be a Member Agency with CCFB. Authorized Member Agencies include but are not limited to churches, social service organizations, licensed non-profits, senior centers, group homes, shelters, schools, and soup kitchens.

2. Member Agency must be an organization or agency serving those in Chester County experiencing food insecurity. Feeding programs, soup kitchens, and meal sites must ensure that a majority (more than 51%) of its participants are food insecure.

3. In accordance with Federal Civil Rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA.

4. A Member Agency not participating in USDA funded programs are also prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity.

5. All agencies distributing TEFAP and SFPP food must complete annual civil rights training and maintain updated civil rights folder on-site at all times.

6. Member Agency must not require participants to attend a religious meeting nor require participants to make statements of faith, nor perform a service to receive food services.

7. Member Agency must report quarterly all people served with the CCFB food, using appropriate Quarterly Report Forms.

Member Agency Requirements
1. Member Agency (a) serves food directly to its participants as meals consumed on-site, (b) provides supplemental food, and/or (c) offers a food distribution program.

2. Member Agency must not sell, barter, or exchange food product directly or gain a profit by a charge for meals. Food must be given to participants free of charge, with absolutely no conditions levied or implied.

3. Member Agency must comply with the CCFB's guidelines included in the CCFB's "Member Agency Handbook".

4. Member Agency representative must attend all "Food Provider Quarterly Meetings" (January, April, July, and October). If lead representative is unavailable a surrogate must attend.

5. Pantries and soup kitchens must have a sign, listing days and hours of the food program operation, posted outside of the building, visible to participants and the community.

6. Member Agencies must have appropriate participant information and program guidelines posted.

7. Although CCFB does not determine the hours of operation of its Member Agencies, CCFB expects that the agency will open a minimum of once a month.

8. Member Agency must notify CCFB if the program changes physical location, main personnel or undergoes any significant changes in the nature and/or character of its services. Information must be reported using the Agency Information Change Form, found in the CCFB's "Member Agency Handbook".

9. Member Agency must prioritize the distribution of real, healthy food.

10. Member Agency must maintain current liability insurance naming "Chester County Food Bank, its officers, boards, agents, employees, and volunteers and Chester County Department of Human Services as additionally named insureds" documented through a Certificate of Insurance on file with Chester County Food Bank and Chester County Department of Human Services.

11. Member Agency agrees to indemnify and hold harmless the Lead Agency, the County Commissioners, the Chester County Food Bank, the Pennsylvania Department of Agriculture, their respective officers and agents against all suits and judgments for damages from improper distribution, personal injury, death or damage to real or tangible personal property arising out of or connected with activities performed under this agreement and caused by Agency's negligent or wrongful acts.

Reporting and Record Keeping

1. Member Agency must keep copies of food distribution sign-in sheets.

2. Member Agency must keep a copy of CCFB Member Agency Handbook and Agreement on-site at all times.

3. Member Agency must keep a copy of Grocers Against Hunger manual and agreement on-site at all times when applicable.

4. Member Agency must keep accurate records of duplicated and unduplicated individuals served on a quarterly basis. Food Pantries must provide the number of households and individuals served per quarter. Meal programs (soup kitchens and shelters) should report the number of meals served per quarter.

5. TEFAP and SFPP Quarterly reports are due by the 15th of each month following the end of a quarter (January 15th, April 15th , July 15th , and October 15th). If Member Agency fails in reporting TEFAP and SFPP people served by the 15th of each quarter, food will be withheld for 30 days or until report is delivered.

Monitoring and Inspection

1. Member Agency must allow a CCFB representative to monitor the program, check records, and inspect the facility with or without prior notification.

2. Member Agency must allow a USDA and or PDA representative to monitor the program, check records, and inspect the facility with or without prior notification.

Food Safety Guidelines

1. The Member Agency must meet safe food storage and handling standards based on CCFB recommendations and requirements of the local Health Department.

2. Member Agency must have adequate refrigeration and storage space for the service it provides.

3. Freezer and refrigeration logs must be maintained on-site at all times.

4. Food must be stored and distributed at least 6 inches from the floor and 4 inches away from walls.

5. Member Agency must agree to safe and proper handling of donated goods, which conforms to the compliance standards of CCFB, State, and Federal regulations.

6. Member Agency must be licensed as a food service establishment according to the service it provides.

7. If a meal program, the facility must be inspected by the local Health Department with a passing grade.

8. At least one person at the agency must hold a current food manager/food handler license or ServSafe Training for Food Banking certificate.

9. The area where product is stored must be free of pests and standing water.

10. Member Agency must provide CCFB with name of pest control inspection company and date of last treatment visit.

11. Member Agency representative must take and pass the ServSafe Food Handler Training for Food Banking certification or provide a current food manager/food handler license to CCFB.

Fiscal Management and Accountability

1. Member Agency must establish an Emergency Contingency Plan for operations should the agency need to close.

2. Member Agency must establish a Succession Plan of operations should the lead personnel no longer be able to fulfill their duties.

SECTION EXCLUSIVE TO FOOD PANTRY PROGRAMS

Member Agency Program Requirements

1. Member Agency is encouraged to move to a participant choice model.

2. Member Agency is encouraged to display recipes and other nutrition education materials during food distributions.

3. Member Agency is encouraged to promote and distribute more fresh produce and whole grains.

4. Member Agency is encouraged to host Taste it Food Demonstrations during food distributions to highlight real, healthy foods.

I have read, understand, and agree with the terms outlined in this agreement.

Member Agency Representative

Printed Name: _____

Signature: _____

Title: _____

Date: _____

CCFB Representative

Printed Name: _____

Signature: _____

Title: _____

Date: _____

Member Agency Information
July 1st, 2019 – June 30th, 2020

Agency Contact Information

Agency Name:

_____

Agency Contact Name:

_____

Host Site Name (if not the same):

_____

Agency Phone Number: (_____) _____-_____

Agency Physical Address:

_____

Agency Mailing Address:

_____

City: _____ Zip Code:

_____

Agency Website:

_____

Agency Email:

_____

Agency Social Media Pages:

Facebook: www.facebook.com/_ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _

Instagram: @_ _

Twitter: @_ _

Allow above information to be shared with the public? Yes _____ No _____

Food Provider Contact Information

Lead Food Provider Contact Name:

_____

Food Provider Contact Phone Number: (_____) _____-_____

Food Provider Contact Cell Phone: (_____) _____-_____

Food Provider Contact email:

_____

•••

Food Safety

Is anyone on your staff certified in safe food handling (ex: ServSafe)? Yes _____
No _____

If yes, please, list names, date certificates expire, and attach a copy of the certificates.

Name:

_____

Certificate Expiration Date: ___ /___ / ___

Name:

_____

Certificate Expiration Date: ___ /___ / ___

Is anyone on your staff certified in ServSafe for Food Banks? Yes _____ No _____

If yes, please, list name and training date

Name:

_____

Training Date: ___ /___ / ___

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Pest Control Services

Date of last service: Month_____ Day_____ Year_____

Name of Company that performed the service:
_____

Please, attach a copy of Pest Control Service receipt or invoice.

· ·

Program Operation

Please, list the names, cell phone number, and email address of individuals who can place and pick-up orders for your program

Name:

_____
_____

Cell Phone: (_____) _____-_____ Email:
_____

Name:

_____
_____

Cell Phone: (_____) _____-_____ Email:
_____

· ·

Food Distribution Sites (Pantries, Schools, Youth Programs, and Senior Sites only)

Which best describes how food is offered to people receiving services at your agency?

___ Choice Pantry   ___ Backpack

___ Pre-packed Box/Bag Pantry   ___ Summer Food Box

___ Senior Box and Produce   ___ Produce

Days and hours of distribution:

_____

_____

_____

_____

_____

Zip Codes served:

_____

Eligibility Requirements:

_____

_____

_____

_____

_____

How many days of food per household are provided at each food distribution?

_____

How often are people able to receive food or a meal from your agency?

_____

Average number of unduplicated households served each month:

_____

Average number of unduplicated individuals served each month:

_____

Average number of duplicated individuals served each month:

_____

• •

Meal Sites Only

Meals served:

___ Breakfast   ___ Dinner

___ Lunch   ___ Snack

Days and hours of meals:

_____

How often are meals offered?

_____

Average number of people served per meal:_____

Average number of people served per month:_____

• •

All Member Agencies

Please, list all the possible days and hours your program is available to receive CCFB deliveries:

Monday: *hours*

_____

Tuesday: *hours*

_____

Wednesday: *hours*

_____

Thursday: *hours*

_____

Friday: *hours*

_____

What days and time is your program available to pick up food at CCFB in Exton?

Monday: *hours*

_____

Tuesday: *hours*

_____

Wednesday: *hours*

_____

Thursday: *hours*

_____

Friday: *hours*

_____

• •

Does your Agency have a strategic plan? Yes _____ No _____

Does your Agency have a succession plan for your food provider? Yes _____ No _____

Does your Agency have access to a computer and internet connection? Yes _____ No _____

How many paid staff does your Agency have? _____

How many volunteers does your Agency have? _____

Does your agency have a healthy food policy? Yes _____ No _____

Would you like to have a healthy food policy? Yes _____ No _____

Does your Agency have enough space to display and store fresh produce? Yes _____ No _____

Does you Agency need the following:

___ Shelving   ___ Computer

___ Produce Baskets   ___ Internet Access

___ Freezer   ___ Other:

___ Refrigerator   _____

What types of additional support does your Agency offer?

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

Agency Information Change Form

Use this form in case you have change in personnel, site location or another important program information

Organization Name:

_____

Email:

_____

Mailing address:

_____

City: _____ Zip Code: _____

Agency Contact Name:

_____

Agency Contact Phone Number: (_____)_____-_____

Agency Contact Cell Phone: (_____)_____-_____

Agency Contact email:

_____

Allow above contact info to be shared with the public? Yes _____ No _____

Address for Delivery:

_____

City: _____ Zip Code: _____

Contact Name for Delivery:

_____

Phone Number: (_____)_____-_____

Delivery Contact Email Address:

_____

Program Operation

Please, list the names, phone numbers, and email address of individuals who can place and pick-up orders for your program

Name:

_____

Phone:

_____

Email:

_____

Name:

_____

Phone:

_____

Email:

_____

Capacity Building Grant Application 2019 - 2020

Agency Name:

_____

Agency Contact Name:

_____

Phone Number: (_____) _____-_____

Agency Physical Address:

_____

City: _____ Zip Code: _____

Agency Mailing Address:

_____

City: _____ Zip Code: _____

Please provide a brief explanation of why your agency is applying for the Capacity Building Grant. Specifically state the need, what equipment is being requested or repaired, how many people will benefit from the grant (number of clients served), and how the award will increase your Agency's capacity to distribute real, healthy food.

All grant applications must be signed by the Executive Director (or main volunteer) of the agency.

<u>Member Agency Representative</u>

Signature: _____

Name: _____

Title: _____

Date: _____

*Make a copy of your Agency's application for your records.

Capacity Building Grant Agreement 2019 – 2020

This Agreement and the responsibilities as outlined hereunder are not transferable without the written approval of Chester County Food Bank (CCFB). By executing this Agreement, the partner agency agrees to comply with the terms set forth below:

The Member Agency understands and agrees that the capital equipment listed above must be surrendered to CCFB if the equipment is no longer needed, or if the Partner Agency is no longer a food provider, or if CCFB requests it.

The Member Agency understands and agrees that CCFB may take physical custody of the equipment and remove it if it finds the equipment is being used for purposes other than food distribution. The CCFB may issue a written warning in lieu of taking physical custody of the equipment.

The Member Agency shall be responsible for the proper use and deployment of the Equipment.

The Member Agency agrees to use the Equipment for food distribution use only, and not for any commercial use or application.

Title to the Equipment, the subject of this Agreement, shall remain with CCFB. The Member Agency shall be responsible for the safe packaging, proper import, export, shipping, and receiving of the Equipment.

The Equipment shall be returned to:

Chester County Food Bank
650 Pennsylvania Drive | Exton, PA 19341

In witness whereof, the parties have executed this Agreement effective as of the date of the last party to sign this Agreement below.

Member Agency Representative   CCFB Representative

Signature: _____   Signature: _____

Name: _____   Name: _____

Title: _____   Title: _____

Date: _____   Date: _____

Temperature Log Chart

Agency: _____

Circle Storage Type: Freezer   Cooler

Month	Day	Temperature	Checked By

Shelf Stable Food Products Date Extension Guide

Food Group	Product	Date Extension
Grains	Rice (white, brown)	2 years
	Rice, flavored	6 months
	Pasta/noodles	2 years
	Cornmeal and cornmeal baking mixes	6 – 12 months
	Crackers	8 months
	Couscous	2 years
	Canned pasta (spaghetti, ravioli)	2 – 3 years
	Polenta	6 – 12 months
	Macaroni and cheese	1 year
	Pasta mixes (hamburger helper)	18 months
	Bread, tortilla, pita	3 months (frozen)
	Stuffing	6 months
	Popcorn (microwave)	2 years
Breakfast Items	Cold cereal	6 – 12 months
	Hot cereal (oatmeal, grits, farina)	6 months
	Pancake/waffle/biscuit mixes	6 – 9 months
Vegetables	Low-acid canned veggies (ie: potatoes, green beans, corn, carrots, spinach, peas, pumpkin, beets)	2 – 3 years
	High-acid canned veggies (ie: tomatoes, pickles, sauerkraut, food treated with vinegar based sauces)	12 – 18 months
	100% vegetable juices	12 – 18 months
	Dehydrated, dried veggies	1 year
Tomato Products	Tomatoes, canned (diced/whole/crushed)	12 – 18 months
	Tomato sauce	12 – 18 months
	Pasta sauce	12 – 18 months
	Salsa	12 – 18 months

Fruits	Canned fruits (in juice or light syrup) Dried fruits 100% fruit juices	12 – 18 months 6 months 12 – 18 months
Dairy	Dry milk packets Shelf stable milk (soy, almond, rice) Canned, evaporated or condensed Parmesan cheese	6 months Best if used by date 9 months 10 months
Protein	Beans, peas, lentils (canned) Beans, peas, lentils (dried) Peanut butter Nuts (canned, shelled) Canned meat, poultry and fish (tuna, salmon, etc) Canned ham Meat or poultry in retort pouches Hard/dry sausage Seafood in retort pouches Canned stews (chicken, beef) Dried beef (jerky) Meat substitutes/textured protein (ie: bacon bits)	2 – 3 years 12 months 9 – 12 months 4 months 2 – 3 years 2 years Consume by date on package 6 weeks 18 months 2 – 3 years 12 months 4 months
Soups	Canned (except tomato based soups) Canned tomato based soups Mixes Chili	2 years 12 – 18 months 12 months 2 – 3 years
Beverages	Coffee Tea (bags) Tea (instant) Water Hot chocolate mixes	2 years 18 months 3 years Indefinitely Indefinitely
Snacks & Desserts	Biscuit mix Brownie and cake mix Chips	15 months 9 months 2 months

	Chocolate	18 months
	Cookies	2 months
	Crackers	8 months
	Frosting	10 months
	Gelatin mixes	18 months
	Granola, cereal bars	2 months
	Pie filling	10 – 12 months
	Pudding mixes	1 year
	Toaster pastries	6 months
Condiments & Baking Items	Baking powder	6 months
	Baking soda	2 years
	Bread crumbs	9 months
	Bread mix	9 months
	Broth	2 – 3 years
	Ketchup	12 months
	Cheese sauce	9 months
	Chocolate flavored syrup	2 years
	Cornstarch	18 months
	Cornmeal	1 year
	Condensed milk	9 months
	Croutons	2 months
	Flour, white	6 – 12 months
	Flour, whole wheat	3 months
	Sauces and gravy (jar or mixes)	1 year
	Spices	2 – 3 years
	Honey	3 years
	Jam and jelly	18 months
	Pancake syrup	1 year
	Mayonnaise	2 – 3 months
	Mustard	1 year
	Olives	1 year
	Cooking oils	6 months
	Pickles	1 year
	Salad dressing	10 – 12 months
	Sauerkraut	12 – 18 months
	Shortening	8 months
	Sugar (brown)	4 months
	Sugar (granulated)	2 years
	Sugar (powdered)	18 months
	Taco kits (shells)	2 months
	Vinegar	2 years

A Quick Guide to Civil Rights

To ensure equal access to our programs, participating entities MUST:

1. **Let people know how to apply for the TEFAP/CSFP and how to file a Civil Rights Complaint:**
   - Place the "And Justice for All" poster where it can easily be seen;
   - Use the Nondiscrimination Statement on all materials and websites that mention FNS Programs;
   - Notify community groups that the program is available;
   - Provide information when an individual or group requests it;
   - Schedule hours of operation according to the needs of the community
2. **Identify and accommodate Language needs:**
   - Find out what languages are spoken in your service area;
   - Make sure that *everyone* knows what to do when a Limited English Proficient client needs help;
   - Provide translated material if there are many people who speak another language;
   - Hire bilingual staff when possible; otherwise, use certified interpreters or contract services (i.e. Language lines)
   - <u>Do not</u> ask clients to bring their own interpreters
3. **Accommodate Persons with Disabilities:**
   - Accommodate persons with disabilities by allowing them to use pre-designated proxies to pick up food packages
   - Provide client with hearing and vision impairments the accommodations that they need.
4. **Data on race and ethnicity *must* be collected (<u>ONLY FOR</u> CSFP)**
   - Explain to clients that collecting the data is required by law; it will not affect their eligibility, and will help to prevent discrimination;
   - Remember that you **MUST** ask clients to self-identify their race and ethnicity;
   - Clients may identify more than one race
5. **If a client states that s/he has been treated different because of race, color, national origin, age, sex or disability:**
   - Try to resolve issues as quickly as possible;
   - Refer the client to the Civil Rights contact, or to the address provided on the poster; and
   - Offer the client a civil rights complaint form (available in English and Spanish)

For more information, see FNS Instruction 113 or contact FNS MARO OCR at (610) 259-5062/5123

TEFAP & SFPP Food distribution CLIENT CARD

LAST NAME _____ FIRST NAME_____

ADDRESS _____

_____

PHONE _____

ADULTS (UNDER 60) _____ SENIORS (OVER 60) _____ CHILDREN _____

IN FAMILY _____

Child AGES   _____

_____

_____

_____

_____

office	DATE	SIGNATURE	office	DATE	SIGNATURE