All Agency Exchange - 2017

Responses to Questions

.

agency services

1. **Where does PantryTrak information go?**
The information input into PantryTrak provides electronically accessible information about the numbers and composition of households served at your site. You only have access to information related to the service transactions provided through your feeding program. All PantryTrak data is stored in a secure, virtual environment supported by Mid-Ohio Foodbank. The information is used for program planning and advocacy purposes.

2. **Why do we have to input our stats into E-Harvest?**
PantryTrak and E-Harvest are two separate software systems that are not connected.
Even though you collect household information in PantryTrak, you still have to input that same monthly information into E-Harvest since this is where we currently pull our monthly reporting statistics.

3. **Why can't we enter stats before the beginning of the next month?**
Because our E-Harvest system doesn't fully close out until the end of the month, it can't accept monthly synopsis data until after that month has ended. This is why we ask you to input your stats between the 1st and 10th of the following month.

4. **Will there be an electronic CSFP intake?**
Yes. This is currently in the works, and we are optimistic that we will have an electronic intake in the next few months.
.

5. **Can we have up-to-date accurate info about the dates and times of other pantries opening (other than the Food Resource Card?).**
We have made the dates and times of our Produce Markets and rural Mobile Markets accessible to all partnering agencies and to the public. The next step is to have the accurate dates and times of our food pantries and soup kitchens available to everyone electronically, including the clients. The goal is to make this available within the next 12 months.

6. **What do I do about people who are experiencing homelessness and don't have an address? Can I serve them?**
Yes. They can be served if you use the address of your agency as their residence.

7. **Can we input two different families at the same address? How do we prove they are separate economic units?**
If two or more families/individuals are sharing one household but are separate economic units, you can input them with the same address. As for proving they are separate economic units, you cannot ask for proof, since income is self-reported. You can ask them if they are a separate economic unit, but you cannot ask them to provide documentation of it.

8. **How often do we have to ask for Photo ID?** You must ask for Photo ID of the head of household every time they are served. Even if you are familiar with a person, you still must ask for ID. This is required for all food pantries, produce markets, fresh food distributions, mobile markets, and CSFP programs.

9. **Can we automate payments? Is that a possibility?**
At the moment we don't have the capacity to do this but it is something we are exploring.

agency services

10. **Credit Limits: How are they determined?**
Credit limits are determined by taking the greater of $1,500 or the total of twelve months of an agency's average spending habits, dividing by twelve then multiplying by three to obtain a 3-month average ordering amount. Credit limits are review annually and adjusted, as needed. If you need to place a large order for a special event that would put you over your credit limit, call the Orders and Customer Service department. They'll work with you and our Accounting team to lift your limit temporarily so you can plan the order.

11. **Emancipated Youth: Can they pick up if under the age of 18?**
Generally speaking, youth under the age of 18 are not eligible to pick up. If a person under the age of 18 has the legal status of being **emancipated**, or **legally married** to another person, they can be considered head of household and are eligible to pick up food.

12. **Bulk packaging- Can we break it up and repackage for distribution?**
No. Any bulk or food packaged in large quantities that is shelf-stable, frozen, or refrigerated cannot be re-packed for distribution. It must stay in its original packaging. If you have questions about size/packaging of anything on our inventory, please contact our Orders and Customer Service team. They will let you know how it is packaged before you select it. When it comes to fresh produce, you can open up the large bags of onions, potatoes, etc. since most of our produce does come to you loose, either in cases or bins.

13. **Can each agency choose to make exceptions to their service areas?**
Agencies can certainly serve those who are outside of their service area, it is the agency's choice. If you choose to just serve those in your service area, when someone outside your service area comes to your program for the first time, you must serve them as a regular shopper then refer them to a service in their community or give them the phone number for the local information and referral agency.

14. **What do we do if something is recalled that we have given out?**
In the event there is a food recall on a product you have already distributed, you are required to contact all of the households that may have received the product. If you are unable to get through via phone, you are obliged to send the household a letter informing them of the product recall. This is why it is very critical to get accurate household address and contact information.

15. **Do I need to keep the food recall notices for 5 years?**
No. This is not the agency's responsibility.

16. **If I entered the wrong address in PantryTrak, can I change it after I have already submitted it?**
The record can be changed, but the service incidence will still go through. The next time the client goes through intake, the correct address will come up. As a reminder, any entries in PantryTrak that don't have an e-signature should be deleted from your records.

17. **Are new clients supposed to fill out a paper form and sign it?**
No. New clients can be entered electronically into PantryTrak the first time they receive services.

18. **If a client is filling out the TEFAP paper form and they make mistakes can we still use their paper?**
No. If information is incorrect on the form, you will have to ask the client to redo the form. Also, if a client's information changes, they will have to redo the form.

19. **What do I do with leftover produce after my produce market?**
Left over produce must go to an MOF member agency. If you are not sure which agencies are in your area call the Orders & Customer Service team.

20. **Who do I contact when I have a question about my E-Harvest order?**
Orders and Customer Service can help with any inquiries: **614.317.9426**.