

A HUNGER FREE AND HEALTHIER COMMUNITY

# MID-OHIO FOODBANK

## AGENCY HANDBOOK

FOOD FOR TODAY. FOOD FOR TOMORROW. FOOD FOR A LIFETIME

# **THE MID-OHIO FOODBANK AGENCY & PROGRAM SERVICES HANDBOOK**



Provides partner agencies with the tools and knowledge needed to achieve compliance requirements by accessing all Foodbank resources and services. This handbook offers information on how to best utilize the Agency and Program Services department. It details policies enforced by Mid-Ohio Foodbank, as a requirement of the USDA, ODJFS, Feeding America, and the Ohio Association of Foodbanks.

As a member of the Feeding America network, Mid-Ohio Foodbank is held accountable to a strict set of rules and governing procedures that ensure food is distributed safely as it pertains to State, IRS, and Federal law. Accordingly, the Foodbank expects each partner agency to follow the policies and procedures outlined not only in this handbook, but also the guidelines set forth in the Mid-Ohio Foodbank Partnership Agreement.

The Agency & Program Services Handbook serves to address and answer any questions that may arise as a condition of partnership with the Foodbank. This guide will help agencies to better understand the standards and regulations established by the Foodbank. Mid-Ohio Foodbank will make every effort to notify partner agencies when official changes in policy or procedure have been made.



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# Welcome

Dear Mid-Ohio Foodbank Partners,

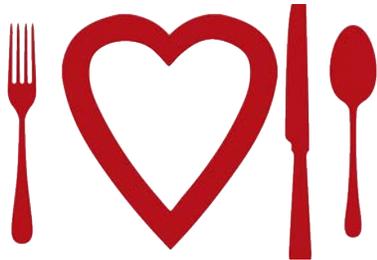
First and foremost we want to thank you for your dedicated partnership to ending hunger and building communities where everyone thrives. In fiscal year 2017, Mid-Ohio Foodbank's partner network (you) made it possible for us to distribute over 68 million pounds of food to families struggling to make ends meet. More than half of that food was fresh, perishable items. Healthy, nutrient-dense, high-protein items and, yes, items that are often too expensive to buy on a limited budget. While these products can be tough to handle, distribute and store, each of you continue to go the extra mile to ensure central Ohio families have access to the foods they need to live active healthy lives.

We feed our neighbors today — while working every day to end hunger.

We respect and appreciate your partnership!

Best Regards,

Agency Services Team



## Agency Services

**Kerry McCarthy, Director of Distribution Partnerships**

Bill Nance, *Agency Relations Representative*

Heather Willis, *Agency Relations Representative*

Tammy Tucker, *Agency Relations Representative*

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**SECTION 1:**  
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# Mid-Ohio History

## ABOUT MID-OHIO FOODBANK

Mid-Ohio Foodbank opened in 1980, known then as the Operation Feed Foodbank. For over 35 years, Mid-Ohio Foodbank has been dedicated to feeding hungry people. We provide food to hundreds of thousands of food insecure Ohioans annually, by partnering with many nonprofit food programs across central and eastern Ohio.

The Foodbank educates the community about hunger, advocates for hunger-relief programs, and collaborates with others who address basic human needs. Through diligent efforts of working with food companies, retailers, farmers, distributors, wholesalers, and government agencies to acquire food each year, millions of pounds of food and grocery products are distributed throughout our service area to make food accessible to those in our communities who are hungry.



## OUR PARTNERS

Through a strong agency network Mid-Ohio Foodbank is able to provide over [68 million pounds](#) of food to hundreds of thousands of food insecure households in our fiscal year 2017. Our partners are the driving force that helps us to achieve our mission, while fulfilling theirs. By working together we are able to effectively respond and support the unique hunger challenges facing Ohio communities.

Mid-Ohio Foodbank's partner network consists of more than [650 partnering agencies](#) across central and eastern Ohio. Our partners operate food pantries, soup kitchens, shelters, produce markets, senior centers, and after-school programs that work directly with clients to meet the hunger needs of the communities they serve. All partners must maintain, or be sponsored by an organization with, **IRS 501(c)(3)** nonprofit status, or be recognized by the IRS as an established church.

# Mission and Values



## OUR MISSION

To end hunger one nourishing meal at a time, and co-create a community where everyone thrives.

## OUR VISION

A hunger-free and healthier community.

## OUR VALUES

### *We Stand for Four Key Things*

**Trustworthy:** We come from a place of trust, in ourselves and each other. We are willing to be vulnerable and honest with one another as we work through challenges. We nurture each other as we take risks and pursue opportunities.



**Client Centric:** Clients are the heart of our mission. We connect with our client through compassion because these individuals are more than just the people we serve; they are our friends, family, and neighbors. We offer Services that embrace the whole person and respect their experiences, needs, and hopes.

**Innovative Learners:** Innovation is our expectation and aspiration. We encourage inquisitive and invest in our individual and collective potential because we believe continuous learning is essential to generating inspired solutions. Equipped with new Knowledge, we engage in bold, purposeful efforts.

**One Team:** We are one team empowered. We value and respect each team member and actively appreciate their unique contributions. We intentionally create a collaborative environment to ensure we evolve together.

# Strategic Plan

## SHIFTING OUR WORK

### Incubating and Innovating

- Transforming our work by developing new ideas, testing small, learning quick and scaling big.



## FOOD IS HEALTH

### Providing Access To Affordable, Fresh & Nutritious Foods

- MOF is connecting at-risk clients with agencies operating as “high quality resource centers” that provide access to affordable fresh and healthy foods to measurably improve their health status.
- Working with health care facilities and agencies in four counties across its service area and has plans to expand in the coming year.



## TRANSFORMING COMMUNITIES

### Urban Farm of Central Ohio

- Started in 2012 as a social investment center for learning around urban agriculture and sustainable food systems.
- Goal is to grow healthy food on unused land in urban communities to increase access and affordability, raise awareness of health and wellness, create a sustainable economy and uplift the entire community.



# Strategic Initiative Programs



## COMMUNITY GARDEN

The garden offers a learning experience for both community volunteers and families in need. Hands-on opportunities allow people to learn how to grow food, eat healthier, and manage their food budget. With around 1,400-square feet of growing space, the garden contributes approximately 6,000 pounds of produce for the emergency food system each year.

## URBAN FARMS OF CENTRAL OHIO

In an effort to meet Mid-Ohio Foodbank’s mission of ending hunger one nourishing meal at a time and co-creating a sustainable community where everyone thrives, the Mid-Ohio Foodbank has created [Urban Farms of Central Ohio](#).

This new initiative is designed to transform vacant and underutilized sites in under-served neighborhoods into productive, sustainable, urban farms that provide low-income, food-insecure residents increased access to fresh, local produce, and encourage civic engagement.

## SOUTHSIDE ROOTS CAFÉ

Located at the Reeb Avenue Center, [South Side Roots Market](#) offers affordable grocery items at a lower cost than major grocery chains to increase access. South Side Roots Cafe offers low cost meals with a varied payment structure, allowing patrons to pay for their meal, pay it forward for a neighbor’s meal or pay through volunteering. South Side Kitchen provides meals for the South Side Learning and Development Center and Boys and Girls Club of Columbus after-school program.

# Service Area and How we Work



## SERVICE AREA

Mid-Ohio Foodbank distributes food and grocery items to partner agencies in 20 central and eastern Ohio counties. Although Licking County is within our service area, all Licking County emergency feeding programs maintain partnership with The Food Pantry Network of Licking County for regional distribution.

## HOW WE WORK

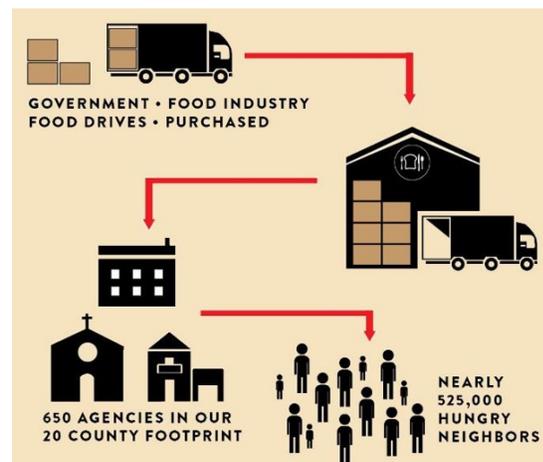
### Moving Food

- Largest hunger-relief organization in central and eastern Ohio.
- Solicit donations from food manufacturers, produce growers, retailers and Ohio businesses.
- MOF also receives food commodities through the United States Department of Agriculture and the State of Ohio.
- The majority of food (66%) distributed through MOF is fresh, fruits and vegetables account for the largest food category.

## HOW WE WORK

Mid-Ohio Foodbank recognizes how diverse our partner agencies are and how differently each one operates. Agencies should be well aware of the specific requirements, guidelines and responsibilities that must be followed and upheld according to state and federal policies, as it pertains to daily operations. It is also important that agencies are aware of city or county food service licenses required to run their program, and must obtain and maintain any such license if necessary.

Feeding programs directly serve the needy, the ill, and infants as defined by the Mid-Ohio Foodbank Partnership Agreement, and Feeding America. Each agency must comply with the requirements referenced above but has the ability to establish its own set of rules and procedures under which they will operate when distributing food and grocery items and are consistently applied to all people accessing services through the program site.



# Hunger and the People We Serve

## Client–Centricity



We work in community to connect our hungry neighbors with nutritious food, stabilizing families today while helping them access resources for tomorrow so they can thrive for a lifetime.

Hunger has lasting consequences. Extended periods of hunger or “food insecurity” can be incredibly damaging, especially for children. Research suggests that inadequate nutrition in the first three years of life can have long-term effects on the physical and mental development and overall health outcomes of a person. We can and we must do better.

Low-income people in America continue to struggle, with many never having recovered from the Recession of 2008, driving record levels of unemployment and underemployment across the nation. The “American Dream” is out of reach for tens of millions of people, most especially for the 42 percent of children in America who are living in low-income households.

At the same time, Americans are experiencing epidemic levels of diet-related disease, including diabetes and hypertension, which disproportionately impact low-income people. **One in nine Americans (9.3%) and one in four seniors (25.9%) have diabetes, and one in three (29%) of American adults have hypertension. A staggering one in three of the nation’s children—one in two children of color—will likely develop diabetes in their lifetime.** Children and adults who experience diet-related disease miss more days of school, score lower on tests, advance less in their careers and raise children who are likely to repeat the same cycle. Further, by 2030, diet-related disease will cost the nation an estimated \$1 trillion annually in medical costs and lost productivity. Hunger hurts.

Among the primary drivers in increased diet-related disease **among low-income families is lack of access, affordability and consumption of nutritious foods.** Millions of low-income families are forced to make seemingly impossible choices between paying for food and other basic needs including paying for housing, utilities, medical expenses and medication. As a result, many of these individuals resort to purchasing inexpensive and unhealthy food, eating food that is past its expiration date, or watering down food or drinks.

Meanwhile, federal programs, **like the Supplemental Nutrition Assistance Program (SNAP) and the Supplemental Nutrition Program for Women, Infants and Children (WIC),** created to provide safety nets for low-income people and as a first line of defense against hunger in America, continue to be a target of ongoing political threats and policy changes that have a detrimental impact on people eligible for benefits. This is particularly troubling given that these programs also are a critical source of nutritious foods for low-income families.

**SECTION : 2**

**KEY LEGISLATION AND KEY  
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# Feeding America and OAFB

## FEEDING AMERICA

As one of the largest domestic hunger-relief organizations in the United States, Feeding America's mission is to feed hungry people. [Feeding America](#) acquires and distributes food and grocery products using a nationwide network of member foodbanks. Through educating the public about the nature of hunger, they inspire Americans to engage in the fight to end hunger. Mid-Ohio Foodbank is proud to be a member of Feeding America.



## OHIO ASSOCIATION OF FOODBANKS

The [Ohio Association of Foodbanks](#) (formerly the Ohio Association of Second Harvest Foodbanks) was formed in 1991 to represent the interests of food banks and emergency feeding programs across the state. Ohio Association of Foodbanks' mission is to assist Ohio's twelve Feeding America foodbanks in providing food and other resources to people in need and to pursue areas of common interest for the benefit of people in need. For more than 20 years, the Ohio Association of Foodbanks has advocated for equitable public policy at the state and federal levels to decrease hunger in Ohio, working with partners to inform policymakers, media, and other stakeholders about the issues facing low-income Ohioans. Ohio Association of Foodbanks is also the home of [The Ohio Benefit Bank™ \(OBB\)](#).



# Governmental Regulations

## USDA & ODJFS REGULATIONS

Federal food products are provided by the United States Department of Agriculture (USDA) and are funded under The Emergency Food Assistance Program (TEFAP). Mid-Ohio Foodbank distributes USDA/TEFAP commodities through a contract with the Ohio Department of Job and Family Services (ODJFS). We also distribute other food products through the Ohio Food Purchase Program and the Ohio Agricultural Surplus Production Alliance, through the Ohio Association of Foodbanks.

The *Mid-Ohio Foodbank Partnership Agreement* clearly states that all partner agencies must agree to, and uphold all USDA and ODJFS regulations. Any agency acquiring and distributing USDA and Ohio commodities must keep a copy of the ODJFS [“Ohio Food Programs Manual for the commodity Supplemental Food Program and The Emergency Food Assistance Program”](#) on site and abide by its guidelines. All partners are required to have the manual onsite or a link to the e-version; we review this at each site visit

Partner agencies are expected to accept and incorporate any further guidelines or changes to existing guidelines that may be expressed or published by ODJFS. Each Mid-Ohio Foodbank partner agency has agreed to establish procedures for distribution of food and grocery items, as stated in the Partnership Agreement. Regulations set by Feeding America and the Ohio Department of Job and Family Services dictate that certain processes will need to align for compliance to be maintained. Other policies are left to the discretion of the agency, for which a formal process will need to be created, documented and clearly communicated to clients, staff and volunteers.



# Key Legislation

## BILL EMERSON GOOD SAMARITAN ACT

The Good Samaritan law protects citizens, businesses, volunteers, and nonprofit organizations that proceed in good faith to donate, recover, and distribute excess food. It limits liability to acts of gross negligence or intentional misconduct and, absent these, donors and others shall not be subject to civil and criminal liability arising from the nature, age, packaging, or condition of the seemingly wholesome food of the apparently fit grocery products received as a donation.



The Good Samaritan Act is designed to encourage donations of food and grocery products by providing a uniform, national standard of liability for donations. In order to maintain compliance with this act, please contact the Foodbank immediately if food does not appear wholesome or fit for consumption due to age, freshness or if it shows signs of infestation.

## U.S. FOOD & DRUG ADMINISTRATION **FDA ACT**

The Federal Food, Drug and Cosmetics Act is in place to establish regulations for the safety of food, drugs and cosmetics. Partner agencies must ensure that the donated product conforms to any applicable provisions of the Federal Food, Drug and Cosmetics Act (as amended), and any regulations that follow.

The Act prohibits redistribution of contaminated or potentially contaminated products. Please be aware that agencies may not store or distribute product in a manner inconsistent with the Federal Food, Drug, and Cosmetic Act (as amended), and its regulations.

Mid-Ohio Foodbank, Ohio Department of Job & Family Services, United States Department of Agriculture and Feeding America are committed to the health and food safety of the communities we serve. The Foodbank provides detailed guidelines that must be met and maintained by all member agencies to ensure the safe storage and handling of food on the agency level. Within The Partnership Agreement, agencies have established that they are willing to inspect any items before they are accepted and determine whether the product is fit for human consumption.

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# Partnership Types

## FOOD PANTRIES:

A public or private nonprofit organization that is a part of a Foodbank network that distributes food and grocery products to low-income households, including food from sources other than USDA, to relieve situations of emergency and distress.



## SOUP KITCHENS

A facility that is a clean, secure environment that offers prepared meals free of charge to people in need of a meal. Soup kitchens are open to the public



## TRANSITIONAL SHELTERS

A facility where the primary purpose is to provide temporary or transitional shelter for homeless individuals and families in general or for specific group populations (i.e. battered women, run-away youth) of homeless individuals and families.



## NON-EMERGENCY MEAL/ SNACK PROGRAMS

These programs are not open to the general public and usually serve a specific income-eligible group such as an afterschool program, or a meal at a group home.



# FRESH FOOD DISTRIBUTIONS

Produce programs provide a quick and streamlined way to get fresh, healthy foods into the hands of households who need them and ensure that clients experiencing hunger receive a well-rounded diet. Produce is provided free of charge to eligible Mid-Ohio Foodbank agencies.

Partner agencies operating produce distribution programs must complete program orientation and adhere to the same requirements as food pantry operators when it comes to Civil Rights, Food Safety and documenting income eligibility.



# PRODUCE MARKETS

Community-based fresh food giveaways hosted by agencies that provide fresh foods to income-eligible neighborhood residents. Both pick-up and delivery options are available. Produce Markets are held at an appointed date and time both seasonally and year-round. On average, Produce Markets receive enough fresh food to distribute 40-50 pounds to 200-300 households.



# FRESH FOOD PARTNERS

The Fresh Food Partner program provides fresh food resources to organizations that aren't traditional emergency feeding programs, but are providing services to limited-income families. Fresh Food partners are able to self-select bread/bakery, produce, and dairy products from the MOF warehouse or through Produce Express drops at designated sites in counties outside of Franklin County. Partners then distribute the food to the families participating in their regular program activities. This program allows more agencies and organizations to provide healthy options to their clientele, meeting the need where people are at.

# Partnership Types



## MOBILE MARKETS

Similar to Produce Markets, these fresh food deliveries are targeted to difficult-to-reach populations in senior residences, subsidized daycare sites and underserved rural community sites. The Mid-Ohio Foodbank driver will be present until the Mobile Market distribution ends. This way undistributed product can be transported back to the Mid-Ohio Foodbank for reallocation.

## PRODUCE EXPRESS

Regular deliveries of pre-determined amounts of mixed produce are delivered to agencies who incorporate the product into their existing pantry, soup kitchen, or other feeding programs. In Franklin and adjacent counties, deliveries are made directly to agencies. In rural counties, deliveries are made to a centralized location where agencies are expected to pick up and take back to their location.



## COMMODITY SUPPLEMENTAL FOOD PROGRAM (CSFP)

Federal Nutrition Service program targeting income eligible, nutritionally-at-risk adults 60 years and older. Mid-Ohio Foodbank partners with organizations across our 20 county service area to administer this program.

# Requirements for Partnerships

## PARTNERSHIP APPLICATION

All prospective agencies are required to first fill out an application as the first step in the process to becoming a partnering agency with Mid-Ohio Foodbank. Information about the application and the process is available online at: [Become a Mid-Ohio Foodbank Partner \(Process and Application\)](#). Every week applications are reviewed by MOF staff.

## PARTNERSHIP AGREEMENT

All partner agencies must sign and abide by the *Mid-Ohio Foodbank Partnership Agreement*. This section details the information outlined in The Partnership Agreement as it relates to food distribution and food program operations. Information regarding billing, food safety, and civil rights are detailed in their respective sections.

## AGENCY ACCOUNT UPDATES

**The *Mid-Ohio Foodbank Partnership Agreement* explicitly states that partner agencies must inform the Foodbank if the program is altered, discontinued, changes location or undergoes any significant change.** In the event the authorized ordering representative or the agency director is replaced it is imperative that the Foodbank is notified immediately to update the account details.

Partner agencies must have an email account set up to receive important information from the Foodbank. Email is the primary source of communication from the Foodbank. New agency representatives will need to attend an agency orientation, and any change in agency location or programming will require a new site visit.

## WHO AND HOW WE SERVE

Our goal is to ensure that hungry people have access to food in their greatest times of need. Our partner agencies ensure that we connect food to those who need it most. We use the [Federal Poverty Guidelines](#) set forth by the U.S. Department of Health and Human Services to establish income-eligibility, with special programs for the most vulnerable populations– children and seniors. The Mid-Ohio Foodbank strives to provide the best possible customer service and ensure that the most vulnerable Ohioans are treated fairly and equitably in seeking food assistance.

# Requirements for Partnerships

## VOLUNTEERS

Volunteers are essential to the operation of food distribution programs and organizations. Partner agencies are expected to maintain a strong and committed team of volunteers to carry out the day-to-day functions of their food programs. The Mid-Ohio Foodbank understands how critical volunteer retention is and is committed to making sure partner agencies have all the resources they need to attract and support volunteers.



## FOOD SAFETY TRAINING

To maintain the integrity of the food distributed by the Foodbank and ensure it remains healthy and safe for consumption, agencies must be trained in proper food storage and safe handling practices. Each partner agency agrees to observe safe food handling practices in transportation, storage, handling, and distribution of food and USDA commodities when the Mid-Ohio Foodbank Partnership Agreement was signed. One representative from each agency must undergo food safety training every three years for Level 1 and every five years for Level 2 in order to remain compliant with Foodbank policy. Food pantries and produce programs must maintain a current Level 1 PIC certification. All meal programs must maintain a Level 2 certification. In the event a staff/volunteer with the certification departs from the organization, the agency has 30 days to obtain the appropriate certification.

## CIVIL RIGHTS TRAINING

All partner agencies must take civil rights training to ensure equal treatment for all applicants and beneficiaries under the law. Every staff member and volunteer associated with each agency must be trained annually in civil rights. Agencies are responsible for training their staff and volunteers. Civil Rights training materials can be found on the Mid-Ohio Foodbank website. This training also provides knowledge of rights and responsibilities to recipients and program staff, elimination of illegal barriers that prevent or deter people from receiving benefits. In keeping with Mid-Ohio Foodbank's mission to co-create a community where everyone thrives, this training provides a baseline of dignity and respect for all.



## PANTRY TRAK - CLIENT INTAKE - AND STATISTICS

Pantry Trak is an online web-based client management system, which takes the place of the [ODJFS Eligibility to Take Home Form](#). This method of record keeping has been certified by the Ohio Department of Job and Family Services for use within our network of partner agencies and is the standard method for capturing information on food transactions. **All agencies operating as a Food Pantry or directly distributing produce are required to use Pantry Trak.** Partner agencies are required to submit monthly statistics reports to provide Mid-Ohio Foodbank with feedback on service demographics and numbers. This data informs our distribution efforts and enables us to better communicate our impact with donors.

## MONITORING AND COMPLIANCE

The *Mid-Ohio Foodbank Partnership Agreement* states that all partner agencies are to permit Foodbank staff to monitor the program annually including the authority to check records and inspect the facility. Site visits will include an examination of food storage areas, and a short interview regarding the program. Please be prepared to have records available. At the conclusion of the site visit agencies will sign a Partner Monitoring Acknowledgement Form confirming that a Foodbank representative completed a site visit.

## Additional Requirements For Produce Programs

*Operating a Produce Program involves logistical, volunteer capacity, and outreach requirements that must be in place prior to starting your program.*

### LOGISTICAL REQUIREMENTS FOR HOSTING PRODUCE OR MOBILE MARKETS

Produce program host sites must guarantee the following in order to receive produce from the Mid-Ohio Foodbank: physical space for a large crowd, volunteers, tables for sign-in and displaying products, signage directing clients to distribution, WiFi/internet connection, computer or tablet, and paper sign-in forms. Sites must have an indoor space or sheltered area for produce market participants to wait. It is highly recommended **that Produce Market sites provide shopping carts or wheelbarrows to make the client experience as smooth and stress-free as possible.** Other helpful items include: Box cutter, traffic cones, “caution” tape, and bottled water.

### SITE INTAKE LOGISTICS

- **Number system:** It is highly recommended that host sites serving more than 100 households utilize a numerical system. Upon signing in, clients receive a number that holds their place in line. This helps in keeping the flow of clients orderly, reduces client anxiety, and allows clients to seek shelter in inclement weather.
- **Household size:** Although most host sites opt to distribute produce so that each household receives the same amount, some distribute based on the size of a household to more equitably serve families in need. Family size can be indicated with colored placards given at sign-in, or by the client simply stating their household size for volunteers at each table. The client would then receive twice the allotted amount for a household of 3-5, or thrice the allotted amount for households of six or more.
- **Drive-through:** Partners who have access to a large parking lot may want to explore the idea of a drive-through distribution. Volunteers’ pre-pack boxes or bags of produce and load produce directly into client vehicles. This model is particularly helpful for sites that serve a large senior and/or disabled population.

# Additional Requirements For Produce Programs

## **VOLUNTEERS**

Volunteers are imperative to the success of distribution every produce distribution, large or small. The Mid-Ohio Foodbank recommends having one volunteer for every ten households your distribution will serve (i.e. A small-scale distribution of 50 households could have 5-6 volunteers, while a larger distribution of 200-300 households should plan to have 20-30 volunteers).

Volunteers are eligible to receive produce from a distribution, so long as they sign-in attesting that they meet income guidelines. It is strongly recommended that volunteers wait until the end of the distribution, or go through the line as clients are being served.

## **REFERENCE GUIDE FOR PRODUCE MARKETS:**

- **PRODUCE PROGRAMS TOOLKIT** - [Agency Zone](#)

# Partnership Agreement

## FOOD RECEIPT AND INSPECTION AGREEMENT

As a condition stated in the Partnership Agreement, agencies must have a qualified representative look at all food/grocery products they receive to assure they are fit for human consumption. Do not distribute product you would not eat yourself. The partner agency will provide employees and volunteers with sufficient training to develop expertise in the evaluation, handling, preparation and distribution of donated items. This is to be sure that employees and volunteers are able to safely and properly judge, handle, prepare, and provide food to clients. Products should be served as soon as possible to ensure maximum freshness.

The terms and conditions of the partnership agreement warrant that all items accepted by the agency are received in “as is” condition. The partner agency, due to the qualifications of its staff, accepts full responsibility for the purity and fitness for consumption of any and all items accepted. Signing the partnership agreement warrants and guarantees that Mid-Ohio Foodbank, Feeding America, and the primary donor will not be held responsible or liable for claims, losses, causes of action, suits of law or equity, or any obligation whatsoever arising out of or attributed to any action by the partner agency in connection with its storage and/or use of the items supplied to it by the Foodbank.

## PROHIBITED EXCHANGE OF FOOD AND GROCERY PRODUCTS

It is important that our partner agencies understand that donated product must be distributed free of charge to eligible clients. Program participants cannot be solicited to contribute money, sign petitions, or converse with the persons conducting the activity to receive food. Under no circumstance should donated product be sold, traded, bartered, transferred or exchanged for any other goods, services or property.

Many of our partners are members of a faith based organization, as a condition of receipt of commodities, agencies cannot proselytize. Agencies are not to make receipt of food or services contingent upon participation in religious services, or upon work or service to the agency or food program. Clients should not be expected to participate in prayer, join any groups, or attend classes to receive food services. Faith-based organizations must post a written notice to this effect and have a documented process in place to refer clients to another food program, if needed (see [Written Notice for Faith-Based Organizations](#) and [Beneficiary Referral Request form](#)).

Activities unrelated to food distribution of CSFP or TEFAP foods or meal service may be conducted at sites provided the agency conducting the activity makes it clear that the activity is not part of CSFP or TEFAP, and not endorsed by the USDA or ODJFS. Information regarding the activity is not to be placed, nor printed on bags or boxes in which commodities are distributed. The activity cannot be conducted in a manner that disrupts distribution or meal service.

# Partnership Agreement

## MISAPPROPRIATION OF FOODBANK PRODUCT

Foodbank products are to be used only for the program (s) described in the agency application for partnership. Agencies are not to order food or grocery items for other agencies or use Foodbank product for other purposes, charitable or otherwise.

If your agency or program is seeking to add a new service or program the new entity must undergo the same process of application approval, a site visit, and a period of independent operation before it can receive Foodbank product. The sponsoring nonprofit organization can only use Foodbank product to support the program(s) identified the current member agreement.

Foodbank product cannot be given to an agency that is not a Foodbank partner agency. If you have left over product, it can only be given to a partner agency to ensure that all required regulations are being followed.

Foodbank products are to be used for the approved program only, and not for any other purposes. Using Foodbank products for fundraising, staff or party functions, board meetings, or offering product to volunteers as a gratuitous expression is also strictly prohibited.

As a Feeding America member food bank and within compliance to state and federal guidelines, Mid-Ohio Foodbank requires all partner agency food programs to directly serve the needs of the ill, needy and infants. Agencies are not to refuse food to any client based on the client's inability to pay, nor are they to request or suggest a donation for food program services.

## REGULATED SERVICE GUIDELINES FOR PARTNERS

Mid-Ohio Foodbank receives both federal and state government funded products. These products are available to emergency feeding programs that are open to, and serve the public **on a regular, pre-defined schedule**. There are provisionary guidelines set by the government that all feeding programs must observe.

Receipt of food services through a Foodbank partner agency is currently established at up to 200% of the [federal poverty level](#), as determined by the United States Department of Health and Human Services. It is the responsibility of the agency to ensure donated products are distributed to income eligible clients. That being said, clients self-declare their income level and agencies are **forbidden from asking clients to show proof of income. Ohio is a self-declaration state. By signing the TEFAP form either electronically or by signature the client maintains that they are within the income guidelines and the burden of proof is on the client, not the agency.**

**The Following Guideline is for Pantries:** Agencies must serve any eligible client at least once per calendar month, according to Mid-Ohio Foodbank minimum level of service requirements. Take home grocery programs will need to serve three days' supply of food, at least one time per month. If a partner agency is in a position to offer extra food to individuals or families receiving services, Mid-Ohio Foodbank strongly encourages agencies to then provide a five day minimum supply of food.

# Food Safety

## FOOD SAFETY AND SAFE HANDLING

In an effort to maintain the integrity of the food distributed by the Foodbank, while ensuring it remains healthy and safe for consumption, agencies must be trained in proper food storage and safe handling practices. Each partner agency agrees to observe safe food handling practices in transportation, storage, handling, and distribution of food and USDA commodities when the *Mid-Ohio Foodbank Partnership Agreement* was signed.

Staff and volunteers should avoid touching their face, hair, mouth, or any other part of their body when in food prep areas. Hands will need to be washed when anything other than food or utensils are handled during prep.

Hairnets should be worn in appropriate areas to reduce food contamination. Any cuts or wounds should be covered with a bandage and disposable gloves need to be worn. Gloves should be changed as often as necessary when the gloves become soiled or contaminated. Gloves need to be replaced under the same circumstances as hand washing protocol: after preparing food, serving food, handling raw meat, handling dirty dishes or utensils, or after handling garbage. Hands should always be washed prior to putting on gloves.

## FOOD STORAGE

All food storage areas must provide protection from elements such as weather, fire, theft and pests. Aisles between pallets or shelving should be wide enough to provide easy access for retrieving product, inventory, and inspection purposes. Doors, windows, and roofs should be well sealed to prevent pests from entering your storage facility, and to protect from water damage. A secure, dedicated food storage facility with adequate capacity should be available. It must be safe, sanitary, and dry to ensure the integrity of the food until used or distributed. Food should never be stored in any area that is not specifically designated as a food storage area, such as a bathroom or hallway.

All food must be stored at least four inches from the floor, ceiling and walls. Storing food on pallets, platforms or shelves can help prevent pests and protects the food from anything that may be spilled on the floor or potential floods. Keeping food situated away from the ceiling and walls will allow for proper air circulation, while preventing possible mold or mildew from coming into contact with food.

Limit the height at which food is stacked on shelves and pallets to protect the bottom layer of product from being crushed. Ignoring this recommendation can present potential safety hazard if the food were to fall over and cause injuries to staff, clients or volunteers.

All toxic products such as cleaning and maintenance supplies need to be stored away from all food items. This will help avoid the possibility of cross-contamination. It is highly recommended that any chemical based product be stored on a designated shelving unit away from edible items, or stored in a different area of the facility.

# Food Safety

## INVENTORY AND QUALITY ASSURANCE

Typically, agencies have approximately three months' worth of food in stock at any given time to avoid food spoilage. To help assure the quality of the food distributed to clients, please rotate stock regularly to reduce the potential of product expiring. Date each case of product as soon as it is received, and utilize the FIFO (first in first out) method when stocking shelves and putting new product away. Older dates on stock should be placed up front, and used before product with newer dates. To learn more about expiration/best buy/and storing of perishables, here is a useful guide: [The Food Keeper: A Consumer to Guide to Food Quality and Safe Handling](#)

## TEMPERATURE CONTROL

Functional thermometers must be present and visible in all storage areas. Temperature logs can show discrepancies in climate over a period of time, fluctuating temperatures can be a sign of malfunctioning equipment which may need repaired or replace.

Temperature logs should be maintained for dry, refrigerated and frozen storage. The log should document date and time recorded current registered temperature, and Initials of the person checking the temperatures. This log is an important document to support the ongoing maintenance of proper storage conditions, and the temperature should be recorded each day the program is open.

All feeding programs are required to record temperatures in the dry, refrigerated and frozen storage areas. The temperature should be captured with a properly calibrated thermometer in both the refrigerated and frozen storage areas. This information should be updated every

day the program is operational. During a site visit, Foodbank staff will request these records to ensure safe food temperatures are being maintained throughout all storage areas at each site. Just like all other records, this information must remain on file for a period of five consecutive years. Improper food storage temperatures must be addressed immediately by the site, as it is a serious food safety violation and can impact the integrity of the food being distributed.

Storage Area	Temperature Log
Refrigerators	33° F -40° F
Freezers	0° F or below
Dry Storage	50° F -75° F

## DAMAGED PRODUCT PROTOCOL

It is not uncommon for food banks to receive product that may be damaged in some way. Feeding America sets standards for acceptable and unacceptable container defects when it comes to damaged goods. Mid-Ohio Foodbank trains volunteers to properly identify products that do not meet the compliance standards and guidelines set by Feeding America. Those products are discarded and only acceptable products are admitted into our warehouse for distribution. If damaged or infested products have been received from the Foodbank, do not discard the product, please contact Orders and Customer Service **614.317.9426** immediately.



## EXPIRATION DATES

Many food products are safe to eat beyond the sell-by date printed on the package, but manufacturers' policies dictate that these foods be removed from retail outlets. The Foodbank is still able to distribute many of those items.

Mid-Ohio Foodbank works actively to ensure the quality of donated product, however agencies should always inspect product as it comes in to their facility. **Please discard any expired medicine and baby food, including formula. Since they cannot be distributed past best by dates.**

## FACILITY MAINTENANCE

Equipment and food storage facilities should be clean and well maintained. It is important to ensure all food is stored in a safe manner, and that any equipment such as refrigerators or freezers work properly to keep food safe for consumption.

## CLEAN STORAGE AREAS REGULARLY

Regular facility maintenance and cleaning of floors, pallets, and shelving will contribute to a food safe environment. The food storage and handling facility should be sanitized, swept and mopped often. All spills should be cleaned up immediately to prevent injury and deter pests. It is recommended that high traffic areas be cleaned frequently, usually each day the food program is operational. Other storage areas should be cleaned on a consistent schedule.

# Food Safety

## MAINTAIN A RELATIONSHIP WITH LICENSED PEST CONTROL FIRM

Any facility that handles food is highly susceptible to rodent and insect infestation. To combat any such issues, pest prevention measures should be taken regularly. It is a Foodbank requirement that partner agencies maintain a relationship with a licensed pest control firm to ensure any pest issues are treated and eliminated in a timely manner, with a qualified professional. Pest control products should be safe to use around food products, poison should not be used due to possible contamination.

Partner agencies should keep a record of the name of the pest control firm, along with any services previously provided to show a Foodbank representative for site visit purposes, if requested. This information will need to be updated in the event the provider changes, however old records should be kept on file to document patterns and treatment processes.



## KEEP EQUIPMENT IN PROPER WORKING CONDITION

Food storage and facility equipment must be kept in good working order. Locks on doors and windows should function properly. Shelving units need to be stable, and cleaned regularly.

Refrigerator and freezer units should be inspected for leaks or problems, and gaskets should be cleaned and checked for gaps. Having a proper seal on refrigeration units will ensure that proper temperatures are being maintained. If there are signs of moisture build up or mold, the equipment may need repaired. Air filters will need to be cleaned regularly to prevent equipment from overheating.



# Volunteers

## VOLUNTEER RECRUITMENT

Volunteer recruitment can be difficult for some partners. There are several great organizations to draw from including, but not limited to: United Way, Retired and Senior Volunteer Program (RSVP), local businesses and corporations, religious groups, civic clubs and social/professional groups, schools and universities with service learning requirements, and group homes or shelters seeking placement for clients.

## VOLUNTEER HUB

Volunteer Hub is a way to attract new volunteers for your feeding programs by posting your open shifts on our registration site. This service is available for pantries in need of extra help and/or supplemental volunteers. Agencies may call or email MOF's Volunteer Services Department at (614)-317-9703 or [volunteers@midohiofoodbank.org](mailto:volunteers@midohiofoodbank.org).

Agencies are invited to navigate to MOF's [VolunteerHub](#) to view current Foodbank and partnering agency volunteer opportunities.



# Civil Rights



## CIVIL RIGHTS

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

Under federal law, any agency or organization receiving Federal financial assistance or commodities is prohibited from discrimination based on **race, color, citizenship, religion, sex, national origin, ancestry, age, political affiliation, marital status, disability, sexual orientation-including gender identity, unfavorable discharge from the military or status as a protected veteran.**

Every partner distributing food to the public must post an 11X17 "And Justice for All" poster in the client intake area to illustrate to clients that they conform to all current civil rights laws. Each agency must provide information on how to file a discrimination complaint. Language translation services are offered for clients through Affordable Language Line Services See Agency Zone [Affordable Line Services \(Translation Services\)](#) .

## STAFF AND VOLUNTEER TRAINING

The *Mid-Ohio Foodbank Partnership Agreement* explicitly states that partner agencies are to serve meals or provide emergency groceries to clients without regard to race, color, citizenship, religion, sex, national origin, ancestry, age, marital status, disabilities, sexual orientation including gender identity, unfavorable discharge from the military or status as a protected veteran. As a requirement of the Ohio Department of Job and Family Services, all volunteers and staff assisting with food and nutrition service programs will need Civil Rights Training **annually**. Signed documentation acknowledging an understanding of the outlined policies and procedures are to be kept on file for five years for all staff and volunteers that come into direct contact with clients receiving assistance. Failure to comply with this standard may result in an agency being placed on hold.

Site visits will include inspection of these records, as well as observation of the display area for the USDA "Justice for All" poster. Please have this information available during a scheduled visit.

# DISCRIMINATION AND RIGHT TO REFUSE

There are three categories of discrimination that complaints are classified under when a client files a complaint or reports discrimination against a partner agency, its staff, or volunteers. All agencies shall maintain a record of complaints, investigations and resolutions. The USDA reserves the right to conduct investigations and make the final determination on the proper handling of all complaints. A discrimination complaint form can be obtained from the Ohio Department of Job and Family Services, Bureau of Civil Rights.

Discrimination Category	Description of Discriminatory Action	Potential Agency Consequences IF Civil Rights are Violated
<b>Disparate Treatment</b>	Intentional discriminatory treatment or an individual or class of people based on a particular belief	<ul style="list-style-type: none"> <li>• Loss of all federally funded assistance</li> <li>• Agency may be sued by client</li> </ul>
<b>Disparate Impact</b>	<p>Rules, policies, or guidelines not intended to cause discrimination, but exclude a particular class of people.</p> <p>Adverse or discriminating effect of a practice, standard or rule that is neutral in its intention, but disproportionately affects individuals having a disability or belonging to a particular group based on age, ethnicity, race, or sex, etc.</p>	<ul style="list-style-type: none"> <li>• Loss of all federally funded assistance</li> <li>• Client may appeal to federal government to have rule, policy, or guideline judged as illegal</li> </ul>
<b>Retaliation</b>	Deliberate discrimination as a response or as an act of revenge	<ul style="list-style-type: none"> <li>• Loss of all federally funded assistance</li> <li>• Agency may be sued by client</li> </ul>

# Civil Rights

## WRITTEN NOTICE OF DISCRIMINATION FOR FAITH-BASED AGENCIES

All faith-based agencies that distribute TEFAP/USDA product must post information about their discrimination process. [Written Notice for Faith-Based Organizations](#) CSFP partners must provide this information to each applicant.

- We may not discriminate against you on the basis of religion or religious belief, a refusal to hold a religious belief, or a refusal to attend or participate in a religious practice;
- We may not require you to attend or participate in any explicitly religious activities that are offered by us, and any participation by you in these activities must be purely voluntary;
- We must separate in time or location any privately funded explicitly religious activities from activities supported with USDA direct assistance;
- If you object to the religious character of our organization, we must make reasonable efforts to identify and refer you to an alternate provider to which you have no objection. We cannot guarantee, however, that in every instance, an alternate provider will be available.

A link to the referral form here: [Written Notice Beneficiary Referral Request](#)

## FILING A DISCRIMINATION COMPLAINT

Any client or volunteer that believes they have been discriminated against can file a complaint with the USDA. Any complaint alleging discrimination must contain specific information. Please include the full name and address of the person making the complaint, along with the full name and address of the entity against whom the complaint is being made. Each agency must have a plan in place for how to handle discrimination complaints. All agency staff members and volunteers must be trained and made aware of the plan/process and follow-up. The basis of the alleged discrimination must be included, identifying the grounds on which the complaint stems, i.e. race, color, religion, national origin, disability, age, or gender. A statement will need to include the facts that indicate the alleged discrimination, and the date(s) of the occurrence(s).

To file a complaint of discrimination, complete a Civil Rights Discrimination Complaint form. Clients may see the poster for instructions or agency may provide the following information:

**Calls can be directed to:** 800.795.3272 or 202.720.6382 (TTY)

**Letters can be written to:** USDA, Director, Office of Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410

## NON-DISCRIMINATION STATEMENTS

The non-discrimination statement **“This institution is an equal opportunity provider”** must be included on all informational materials and sources, including websites, to inform the public about service from your agency.

## RIGHT TO REFUSE SERVICE

In order to maintain a high standard of service and provide a safe work environment for employees, volunteers, and client families, Mid-Ohio Foodbank empowers partner agencies to refuse or discontinue service to unruly clients. Service may only be denied to a client who acts inappropriately by disrupting the normal provision of services, or if a client’s behavior or environment threatens the safety of the agency’s employees, volunteers, or client families.

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

- Unreasonable demands for service
- Threatening or erratic behavior
- Misrepresentation for the need of services
- Inappropriate physical contact
- Personally threatening, or offensive language

# Client Intake and PantryTrak



## CLIENT ELIGIBILITY FORMS

All partner agencies will receive access to the most current USDA/TEFAP household income "Eligibility to Take Food Home" form, as made available, by Mid-Ohio Foodbank. The most current paper forms will be emailed to partners by July 1st; the most current e-forms will be automatically uploaded to the PantryTrak system for use.

The current eligibility form is used and filled out correctly according to the printed instruction manual provided by ODJFS.

### *For food pantries and produce programs using paper copies- (for those inputting later into PantryTrak)*

- There should be no additional marks or paper attached to the form
- The client, family member or proxy is the **only person** to sign the form.
- Paper forms must be kept on file 5 years

### *Agencies using PantryTrak during distribution*

- Clients must be able to review the income guidelines and personal information on the screen before they type their initials into the form.
- Client must see the screen prior to signing it
- Client must be the one who e-signs for service received

It is expected that agencies utilize this information appropriately according to federal and state policy. Agencies must honor client eligibility criteria, as established by the Ohio Department of Job and Family Services. This includes client certification of eligibility based on annual household income guidelines.

It is mandatory that all clients complete the ODJFS Federal and State Funded Eligibility to Take Food Home Form **each time they are served**. The form must be signed or electronically initialed and dated, as this indicates the client's annual income falls within the federal food assistance guidelines which are determined by the current federal poverty levels. **The signature is a self-declaration of eligibility by the client**, discounting liability from the partner agency in the event of dishonesty. **Agencies must not request proof of income of clients, this is prohibited**

The ODJFS Eligibility to Take Home Form must not be altered in any way, front or back. **Agencies are not to add any information to the form; nothing should be stapled to the form or photocopied on the back. No modifications to the format are to be made, including enlarging or reducing text. Paperclips are permissible for attaching additional documents, or hole punched along the side for binder storage if desired. See Appendix for Desk Guide.**

## PANTRYTRAK

PantryTrak is an on line web-based client management system, which takes the place of the ODJFS Eligibility to Take Home Form. [ODJFS Household Eligibility Guidelines– English \(Rev. July 2017\)](#) This method of record keeping has been certified by the Ohio Department of Job and Family Services for use within our network of partner agencies and is the approved method for capturing information on food transactions. [First Time Pantry Visit Form– English](#)

PantryTrak utilizes electronic processing, resulting in paperless client eligibility forms. Using PantryTrak helps to reduce mistakes when filling out the ODJFS form. Each year the system will automatically update to display the proper version of the client eligibility form when it changes. PantryTrak also compiles statistics and maintains client records and client history at your particular feeding program.

You can add notes and personal information pertaining to client households in designated text fields, and not affect the integrity of the document. **All agencies operating as a Food Pantry or directly distributing produce are required to use Pantry Trak.**

For setup on the PantryTrak system, please contact Programs and Agency Partnerships Representative. You will be given the website address, and assigned a login and password. A training session is required.

[PantryTrak Features and Reports](#)

[How to Demo PantryTrak](#)

## INTAKE REQUIREMENTS

Federal regulations require CSFP and TEFAP applicants to provide a photo ID, proof of residency within the service area and sign a disclaimer certifying that the household income is within the guidelines as established by USDA and ODJFS for food pantries and produce programs. Proof of residency for head of household **is only required once per year to certify residency. CSFP programs require household re-certification twice a year, and clients must be 60 years of age or older to apply. All other household members are self-reported, and don't require verification. ODJFS guidelines prohibit agencies from asking for proof/documentation of household members.** Once residency is established, the head of household only needs to show photo ID to access food.

Services must be provided to clients without regard to race, color, citizenship, political affiliation, religion, sex, national origin, ancestry, age, marital status, disability, sexual orientation- including gender identity, unfavorable discharge from the military or status as a protected veteran.

## INTAKE REQUIREMENTS FOR MEAL PROGRAMS AND NON-EMERGENCY PROGRAMS

Meal programs and non-emergency feeding programs are not subject to the same intake requirements. These agency partners count meals served and must return a monthly statistical report detailing service numbers.

# Client Intake and PantryTrak

## LETTERS OF PROXY

Any client who is unable to visit a food program or distribution may designate a relative, friend or care-giver as their proxy for receipt of the food package. A letter must accompany the proxy containing the clients first and last name, full address, phone number, and the household size including ages of all household members. The letter must also include a statement, self-declaration, that the client is income eligible to receive food from the program. The letter should identify the full name of the person who has been designated as the proxy, along with the contact information for the proxy. The client must sign and date the letter. [Letter of Proxy– English](#)

Anytime an agency receives a letter of proxy, the client must be contacted to validate the information. The proxy is to provide appropriate identification to receive the client’s benefit and must provide a signature on the client’s behalf. The letter of proxy must be updated each time the “ODJFS Eligibility to Take Food Home Form” changes, or whenever the client has a birthday that reclassifies their age group.

## CLIENT STATISTICAL REPORTING

Monthly statistical reporting is a **requirement** upheld by the Foodbank. It is imperative that all partner agencies keep accurate records of individuals and/or meals served. Monthly reporting determines program efficiency and verifies agency activity. This data is also a powerful tool for educating donors, policymakers, journalists, and the general public about hunger in Ohio and helps when writing grants. Demonstrating the need for services, allows the Foodbank to effectively advocate for support.

Agencies are required to report monthly service levels to the Foodbank, using eHarvest. **Those agencies using PantryTrak are also required to report statistics, using eHarvest.** This information must be input by the 10<sup>th</sup> day of each month for an agency to remain active. Agencies must report their statistics even if they did not order, or distribute food for a given month.

[Food Pantry Statistics](#)

[Emergency Mealsite Statistics](#)

[Non-Emergency Feeding Program Statistics](#)

[Guide to Inputting Statistics in e-Harvest](#)

# Compliance and Monitoring

## COMPLIANCE

As a partner of Mid-Ohio Foodbank, your agency has agreed to adhere to and maintain certain standards by signing the Mid-Ohio Foodbank Partnership Agreement. Failure to comply with The Partnership Agreement and the associated responsibilities could lead to the inactivation, or even suspension of your agency's account with the Foodbank.

If the partnership between your agency and Mid-Ohio Foodbank is terminated, your agency may reapply after six months, providing it can show improvement/compliance in all problem areas.

Partner agencies in compliance with the standards and policies set forth in the *Mid-Ohio Foodbank Partnership Agreement*, and any additional requirements as maintained by the Foodbank are categorized as active. Active agencies are considered to be in good standing, and are eligible for all Foodbank programs for which they qualify.

If a partner agency does not comply with the criteria expressed in the *Mid-Ohio Foodbank Partnership Agreement*, the Foodbank may suspend or inactivate the agency account. Please be aware of the impact this will have on clients, as we strive to ensure the integrity of our network.

### **Possible violations include, but are not limited to:**

- Paperwork discrepancies
- Procedural misconduct
- Civil Rights violations
- Food safety violations
- Legal infractions
- Over credit limit/Account Arrearage
- Late/Inaccurate/Missing Statistics

## REQUIRED RECORDS

According to the *Mid-Ohio Foodbank Partnership Agreement*, all partner agencies are required to keep copies of ODJFS client intake forms, food storage temperature logs, agency site visit acknowledgement forms, civil rights training documents, monthly client statistics, and ordering invoices for a period of five years. If you are using PantryTrak, it will serve as the record retention for eligibility forms. Non-compliance with state and federal policies can jeopardize the Foodbank's contract with ODJFS to distribute USDA and state food products, which can result in other partner agencies losing a significant source of food for their programs.

If a record retention discrepancy is discovered during an audit or site visit, the agency will be prohibited from receiving federal or state funded food until the discrepancy is addressed and compliance is maintained. If pantry operation is closed or discontinued for any reason, please contact a Programs and Agency Partnership staff member to arrange storage for your ODJFS Client Eligibility forms.

# Compliance and Monitoring

## SITE VISITS

The *Mid-Ohio Foodbank Partnership Agreement*, states that all partner agencies are to permit Foodbank staff to monitor the program including the authority to check records and inspect the facility. Site visits will include an examination of food storage areas, and a short interview regarding the program. Please be prepared to have records available. At the conclusion of the site visit, agencies will sign (electronically initial) a Partner Monitoring Acknowledgement Form, confirming that a Foodbank representative completed a site visit.

**Agency site visits are conducted in order to:**

- Ensure the highest sanitation and food safety standards are being upheld.
- Review agency record keeping practices, inventory processes, and storage conditions.
- Improve and increase communication between the Foodbank and our partner agencies.
- Seek feedback on how we can better serve our partners, and build capacity.

## SCHEDULING SITE VISITS

A Programs and Agency Partnership representative will contact partner agencies to schedule site visits. Agencies are urged to respond within two weeks of primary contact. In the event a representative has not received a follow up response from a Partner Agency, a second attempt will be made. Agencies that fail to respond within two weeks of the second attempt will be placed on a hold status, meaning that no orders can be made by that agency until the issue is resolved.

In order to reactivate an account, a site visit will need to be completed, and any non-compliance issues will need to be addressed by the Partner Agency.

## SITE VISIT NON-COMPLIANCE PROCEDURE

In the event an agency has completed a site visit, but has been found to be in contempt of any Foodbank or government regulations all non-compliance issues will be documented on the agency's Site Visit Form. The Foodbank will follow up within a set time frame to reassess the documented issues to ensure that the Partner Agency has resolved any discrepancies. If the Agency fails to resolve issues within the timeframe, or has failed to respond to follow up inquires the agency will be placed on hold from ordering.

Mid-Ohio Foodbank reserves the right to suspend agency partnership privileges until required corrections are made.

## **SELF-AUDIT CHECKLIST**

As members of the Mid-Ohio Foodbank network, partner agencies agree to adhere to the United States Department of Agriculture Department (USDA) and Federal Nutrition Services (FNS) regulations for service as defined by the Ohio Department of Job and Family Services (ODJFS). Partners also must achieve requirements defined by Mid-Ohio Foodbank and Feeding America.

Below is a self-audit checklist to help you quickly review your program's operational processes, food safety practices, Civil Rights and customer service standards for compliance with the institutional regulations set forth in the ODJFS Food Programs Manual.

All items on checklist may not apply to your agency program. Check the appropriate section for more information regarding the standard.

If you find you are missing items or have questions about any items listed below, contact your Programs and Agency Partnership representative.

## **STANDARD OPERATIONAL PROCESSES**

- Invoices on file, paper or electronic (5 years).
- Hours of Operation are posted.
- Service area restriction, if any, is documented and posted.
- Food Pantry Forms, electronic or paper, completed correctly and on file (5 years).
- Client Intake Process defined and understood.
- Proxy Process defined and understood.
- Statistics up to date and reported monthly through the online statistics report form on eHarvest.
- Access to Food Program Manual from ODJFS.
- No rules for accessing food such as class, prayer, volunteer work or donations.

## **STANDARD CUSTOMER SERVICE**

- Actively serving clients at least once a month.
- No proof of income is required or verification of household members.
- Maintain consistency of practice, serving all clients equally.
- First-time clients are served once, thereafter can be referred to their local pantry.
- Policies are clearly communicated to clients, staff and volunteers.

# Compliance and Monitoring

## FOOD SAFETY PRACTICES

- Current food safety certificate
- Pest control method in place
- Date of last inspection: \_\_\_\_\_
- Thermometers in every refrigerator, freezer and dry storage area
- Temperature Logs - completed and filed monthly (5 years) [Daily Temperature Log](#)
- Food is never repacked
- Storage areas are clean and odor free with adequate safeguards

## CIVIL RIGHTS FOR CLIENTS, STAFF AND VOLUNTEERS

- “And Justice for All” Poster posted in client service area
- Discrimination Complaint Form on file
- Written Notice of Non Discrimination for Faith-based Organizations posted in client service area
- Referral Process for Non Discrimination for Faith-based Organizations
- Yearly Civil Rights Training Documentation for Volunteers. Which method:
- Group Date of Last Training: \_\_\_\_\_ OR
- Individual signed training
- USDA nondiscrimination statement used on website and printed materials
- Plan for handling discrimination complaints

## BEYOND THE BASICS

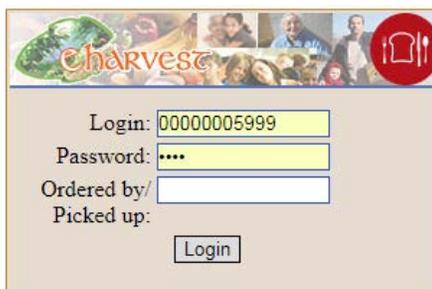
- Promote nutrition education
- Partner with medical services
- Partner with other MOF agencies

**SECTION: 4**

**HOW TO ACCESS FOOD FROM  
MID-OHIO FOODBANK**

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# Ordering and eHarvest



charvest

Login: 00000005999

Password: \*\*\*\*

Ordered by/

Picked up:

Login

## ORDERING AND eHARVEST

To receive packaged food and grocery items from Mid-Ohio Foodbank, partner agencies must place orders through the eHarvest online ordering system. Before you order, you must establish an account for billing. Inventory items change frequently; it is recommended that agencies check the inventory listing on an ongoing basis. For a more detailed and comprehensive guide through eHarvest, please reference the [eHarvest Ordering Guide](#). If you have any question about the

ordering or billing process, please contact the Orders and Customer Service department.

## ORDERING

All items on eHarvest are subject to availability at the time the order transmits to the warehouse for processing.

**Pay attention:** To the units when ordering. Product is generally packaged in cases, pounds and bulk, so be aware of these descriptions when ordering. (*when ordering food items noted by VR7200, VR7201, VR7202, you need a minimum order of 20 pounds.*)

**Do not:** Hold items or large quantities of product on your order only to adjust or return them to inventory at the last minute before order cut off time. When this happens, other agencies are blocked from having a chance to order the product they need.

**Produce Pallet Pickup:** We require that you order 30 days in advance of your pick up. **Contact the Fresh Foods Coordinator to place your order. 614-317-9428**

## CHANGING ORDERS

Select the correct date, time, delivery or pickup before you select the **START ORDER** button in eHarvest. If you made a mistake and need to change the date, time or type (pickup/delivery), please call the Orders Department.

**To change an order:** We will delete the order at your request, so you may start over and select the correct date, time and type of order (pickup/delivery). Keep in mind, if we delete the order, you run the risk of not being able to recover all the items you originally ordered.

**To change an order after cut off:** If you need to change your order after it has cut off, please call the Orders Department. We can remove items from your order, but new items cannot be added to your order

**To change a pick-up day after cut off:** If you need to change your pickup day or time after your order has cut off, do not start a new order and place one or two items in your shopping cart to “save the date and time”. This prevents another agency from being able to order for that day/time. Call the Orders Department and we will do our best to work you into the schedule as time/space permits.

**Produce Pallet Pick Up:** If you need to add/subtract from your original order, let us know two weeks in advance, so as to assure we have product available for you, otherwise we can't guarantee availability.

## CANCELLING ORDERS

We understand situations arise and you may not be able to keep your pickup appointment time or receive your delivery. In order to cancel all agencies must **cancel any scheduled delivery and/or pickup**, whether groceries or produce, by sending a message to directly to: [cancel@midohiofoodbank.org](mailto:cancel@midohiofoodbank.org)

When sending the e-mail to this address please be sure to include the following **five** pieces of information:

- 1. Agency #**
- 2. Agency Name**
- 3. Date/Time of your scheduled Delivery or Pickup.**
- 4. Contact Name of person sending e-mail**
- 5. Contact Number if we need to contact.**

After you send the e-mail, you will receive an Auto-Reply response, confirming that your cancellation e-mail was received. **If you do not receive this auto-response, we haven't received the e-mail.**

## ORDERING LIMITATIONS

In an effort to maintain equitable distribution of Federal and State commodities ordered by partner agencies throughout our network, Mid-Ohio Foodbank implements limitations on product acquisition based solely on food program type, and service statistics.

Emergency feeding programs have full access to eHarvest, and are eligible to receive all inventory items on the shopping list. Feeding sites such as soup kitchens and shelters will have access to bulk items when they are available.

Non-emergency feeding programs are able to order regular donation product, purchased and best buy product. They have full access to the shop thru inventory. All of our Fresh Food/Produce partners are able to receive produce and shop thru items.

## SHARED MAINTENANCE FEES AND TEFAP

Mid-Ohio Foodbank administers shared maintenance fees in compliance with the Internal Revenue Service (IRS), the United States Department of Agriculture (USDA), and the Ohio Department of Job and Family Services (ODJFS). Within the terms stated in The Partnership Agreement, agencies agree to pay shared-maintenance fees on products acquired from the Foodbank.

By government standards, the shared maintenance fee can range from \$0.00- \$0.19 per pound of product. Perishable or fresh food items at Mid-Ohio Foodbank are normally set at a rate of \$0.00/lbs. The current maximum fee for most other product available to partner agencies within our network is set at a rate of \$0.08/lbs. Purchase/Best Buy Product is at listed cost

# Billing and Payments

## INVOICES

Invoices are generated for every order, and display each product on the order. Agencies are provided with an invoice at the time of pickup or delivery. All invoices need to be given to the agency representative in charge of the organization's finances, for processing purposes.

Copies of each invoice can be provided upon an agency's request. It is required that agencies keep copies of invoices on file for a period of five years.

## BILLING AND PAYMENTS

Partner agencies are expected to make timely payment of shared-maintenance fees or other charges incurred, as stated in The Partnership Agreement. The shared maintenance fee is not the cost of food, but offsets the acquisition and storage costs incurred by Mid-Ohio Foodbank. Any and all such payments must be made by an agency check or credit/debit card within 30 days. Mid-Ohio Foodbank will not accept payments made by personal accounts, money orders, cashier's checks or cash.

Please indicate your agency number on the check, in the memo line to ensure accuracy during processing. If the check is for a specific invoice number, please indicate that on the check memo line or attach a copy of the specific invoice with your payment.

Please allow at least 48 hours for all payments to be processed once received by the Foodbank.

## CREDITS

Credits are issued to agencies that have expressed a discrepancy with an order, and have had it resolved with the Orders and Customer Service department. Agencies with a credit on their account can deduct that amount from their next payment. Please provide invoice and credit memo numbers in the memo line of the Agency check.

## STATEMENTS

Statements are emailed after the 3<sup>rd</sup> business day of every month. Only open balances are shown on statements. An open balance is an invoice that has not been paid. Statements provide reference/invoice numbers with corresponding dates of orders an agency has received.

## RETURNED CHECKS AND PAST DUE BALANCES

All returned checks are removed from the system, and the agency is responsible for re-issuing the payment. Mid-Ohio Foodbank will issue a \$25.00 NSF fee on returned checks, this fee will only be waived on a first occurrence. If an agency's account is 90 past due, the agency will be put on hold from ordering. In this circumstance, a Foodbank accounting representative will contact your agency prior to putting you on hold. If you exceed your spending limit the system will place your agency on hold until a payment is made.

# Order Policy and Procedures

## PRODUCT RETURN POLICY

Mid-Ohio Foodbank is committed to providing partner agencies and clients with safe food. All items are inspected upon arrival to the Foodbank. Partner agencies are responsible for inspecting all orders for purity and fitness for consumption. Please check for accuracy and ensure that all products are in good condition. If you notice any issues, please contact the Orders and Customer Service department within 48 hours of receiving your order. This policy applies to pick-ups and deliveries, in both the rural and local counties.

### **Possible order discrepancies:**

- Missing items
- Incorrect items
- Damaged or expired goods

To receive a credit for any item due to a discrepancy, please call the Orders and Customer Service department **within two business days** from which the product was received. The product must be returned in the condition in which it was received. Products distributed in cases must be returned as a full case, no exceptions.

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

**Discrepancies cannot be handled by delivery drivers; you must contact the Orders and Customer Service department to report issues.**

## PRODUCT RECALL PROCESS

When a recall has been issued on any product, the Foodbank receives a notification. Mid-Ohio Foodbank thoroughly reviews all specifications to determine whether the recalled product is on our inventory list, or if it has been distributed throughout our service area.

If it is determined that a recalled item is in our warehouse, the Foodbank will immediately place any remaining product on hold to prevent further ordering. Recalled items will be pulled from all existing agencies.

Partners will be notified immediately when recalls are issued, and a member from the Agency Services team will contact each agency that received any recalled product. A credit will be issued to qualifying agencies for recalled items.

Partner agencies may sign up for emails concerning recalls at [www.foodsafety.gov](http://www.foodsafety.gov)

## **When a recall is issued please check your inventory for the following:**

- Name of manufacturer and/or brand name
- Packaging Size
- Serial and/or Lot numbers
- Location/area of applicable recall
- Any special instructions for the disposal or the return of recalled items

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

- Check donations for the applicable product.
- Dispose of any remaining product; if product is from the Mid-Ohio Foodbank, quarantine the product and wait for additional instructions from MOF Agency Services.
- Promptly and efficiently provide food recall or advisory information to any of your clients who may have received some of the recalled products.
- Provide the Foodbank with the proper course of action taken



# Deliveries

## DELIVERIES

Mid-Ohio Foodbank will make every effort to deliver all orders in a timely fashion, if you have questions or issues with your delivery please contact the Orders and Customer Service Department immediately.

### RURAL COUNTIES:

All agencies in rural counties are automatically assigned as delivery sites, unless the agency requests pickup. All deliveries are subject to a \$0.03/lbs. fee. If agencies are receiving produce only, there is no delivery fee.

**ORDERING:** All items on eHarvest are subject to availability at the time the order transmits to the warehouse for processing.

All rural county delivery orders cut off **(6) six business days** at midnight, prior to delivery and are subject to the same early cut off changes when MOF is closed. Mid-Ohio Foodbank will alert all agencies regarding closings and early cut off dates.

### LOCAL COUNTIES:

Agencies within Franklin County are eligible to be delivery sites, please contact the Orders and Customer Service Department to determine availability. All delivery orders are subject to a \$0.03/lbs. fee with a minimum of a \$20.00 charge for orders to be delivered locally. If agencies are receiving produce only, there is no delivery fee.

All local pickup and delivery orders cut-off **(3) three business days** at midnight, prior to local pickup and delivery dates.

**EXCEPTION:** When MOF is closed for holidays or special events, order cut off dates could be set earlier than your normal cut off dates. Mid-Ohio Foodbank will alert all agencies regarding closings and early cut off dates.

# Pick-up Policy and Procedures

## PICK-UP POLICY AND PROCEDURES

Once orders are placed on eHarvest, agencies are expected to retrieve those items on the scheduled date and time. Agency representatives should arrive on time for appointments, or 15 minutes early if they would like to acquire items from shop thru. Understand that tardiness causes delays. Agency representatives may have to wait until all other partners have shopped at their scheduled time before they are permitted on the warehouse floor.

If you wish to select items from the **Shop Thru** area when you come to pick up your order, arrive 15 minutes prior to your pickup time to make selections. Agencies must take their full grocery order before taking additional Shop Thru items.

If you are an agency who picks up grocery or produce orders at Mid-Ohio Foodbank, you have 30 minutes from the start of your appointment time to receive, check and load your order.

Agencies are responsible for checking their orders at the time of pick up. We understand it is not always possible to verify each item on your order at that time. You have **(2) two business days**, including the day of pick up, to report any order issues **directly to Orders and Customer Service**.

**Produce Pallet Pick Up:** If you are picking your scheduled produce pallets, you are required to take the amount reserved unless the product is spoiled. Additionally, you can't request warehouse to switch out the types produce in your order, this will only be permissible if the majority of the product is spoiled. If there are certain items you don't want, let the **Fresh Food Coordinator know 48 hours in advance** of receiving your product.

***\*\*Foodbank policy dictates that partner agencies must bring a freezer blanket if frozen or refrigerated product is part of your order. This will ensure that proper food safe temperatures are maintained during transportation, as established in The Partnership Agreement.***

# Order Pick-Up

## CHECK-IN

Before receiving an order, agency representatives must check-in at the Agency Service reception desk. Shoppers will be asked to provide their organization name and agency number upon arrival. Once check-in is complete you may enter the warehouse to retrieve your order. You will be given a print copy of your order invoice when you pick up your order. This will allow you to review your order before it is loaded into your vehicle. You have 30 minutes to load your order when picking up food at the Foodbank.

Orders are available at the agency dock on the east end of the building. The designated parking area is *across* from the bay loading doors. To maximize safety, please enter the building through the Agency lobby, not the warehouse.

Space is limited in our distribution area, and we work to keep things running on time. Please assist our efforts by bringing the proper sized vehicle to transport your order(s).

## SHOP -THRU

- Available Monday to Friday for all agencies *except Produce Markets*.
- Please make sure to ask the Orders and Customer Services Specialist for a Shop-Thru form to document your selections.
- Stay within the designated shop-thru area with no more than two people per agency.
- When finished, please see a warehouse representative so they can sign-off on your shop-thru selections, and assign a loading bay door.
- Before leaving, turn in the shop-thru sheet to the Orders and Customer Services Specialist for invoicing purposes.
- Mid-Ohio Foodbank staff are not responsible for loading your vehicles, please bring someone to help load your order.

## PRODUCE PICK UP WEDNESDAY (PPW)

Produce Pick Up Wednesday (PPW) at Mid-Ohio Foodbank is a concentrated effort to make more fresh produce available to our partner agencies in our network of local, rural, and contiguous counties. Partners, in good standing within our network, are allowed to take all the produce that can be used at their agency from our fresh produce offerings and select fresh food items. All agencies are required to register online for PPW. Each Monday by 10:30 am, a registration link will be emailed to all agencies. Open the link and follow the instructions to register.

# Order Pick-Up

## CHECK-OUT

The Foodbank is not responsible for loading vehicles; please bring someone to help you load your order. We allow two people per agency on the warehouse floor to shop; additional people will be asked to wait in the Agency Services lobby until it is time to load the vehicle. Warehouse staff will gladly offer to assist you with the use of forklifts and pallet jacks, if needed.

Agencies are assigned a loading bay door to load all product selections. Once the loading bay door is assigned bring your vehicle to the designated area. Before leaving, please return to the Agency Services reception area to check out. You will be given a copy of your order invoice.

## Agency Responsibility

### AGENCY RESPONSIBILITIES AND GUIDELINES

- Arrive on time for your scheduled appointment.
- Bring an adequate vehicle to support your load of items. You must take your full order before you add Shop Thru items.
- For safety and liability purposes, you must stay within the designated Shop Thru areas when on the warehouse floor.
- No more than two people per agency on the Shop Thru floor at any given time.
- Please select product by the case or box.
- Retrieve items within the allotted timeframe.
- Make sure you have someone to assist you with loading your items.
- Warehouse staff must sign Shop Thru forms for invoicing purposes. Please see a warehouse representative so they can sign-off on Shop Thru selections, and assign a loading bay door before you check out at the Agency Services desk.
- Please report any issues or discrepancies with your order immediately or within 48 hours.
- Please respect and observe all warehouse rules while on the shop thru floor. *(See page 54 for a full list of Warehouse rules).*



# Warehouse Rules and Safety Guidelines

## WAREHOUSE RULES & SAFETY GUIDELINES

In an effort to support an organized, safe warehouse environment, Mid-Ohio Foodbank reserves the right to enforce safety rules and regulations; this applies to all employees, partner agencies, volunteers and visitors. These standards also ensure that all agencies receive efficient service while complying with OSHA requirements.

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

- No eating or drinking is permitted in the warehouse; spills can pose serious safety hazards.
- Tobacco products are strictly prohibited on all Mid-Ohio Foodbank property.
- All powered equipment is to be used by qualified warehouse staff only.
- Climbing on equipment, machinery, racks, and pallet stacks is prohibited.
- Closed-toed shoes are required for anyone entering the warehouse.
- No cell phone use is permitted in the warehouse.
- The warehouse is not a child friendly environment. Children under the age of 13 ARE NOT permitted in the warehouse, or on the Shop Thru floor. Children must wait in the Agency Services Lobby, and should be properly supervised.
- Please stay within designated areas of the warehouse.

We ask that you check in at the Agency and Programs Services front desk, then enter the warehouse through the office.



**SECTION : 5**

**CAPACITY BUILDING & AGENCY  
RESOURCES**

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# Agency Zone

## AGENCY ZONE

Mid-Ohio Foodbank provides ongoing education and training opportunities for our partner agencies. Educational classes and training workshops cover a variety of topics, including food safety, agency orientation, operational best practices, nutrition, produce market distribution and grant writing. Training opportunities are offered to help support the needs of our over 650 partner agencies.



AGENCY360

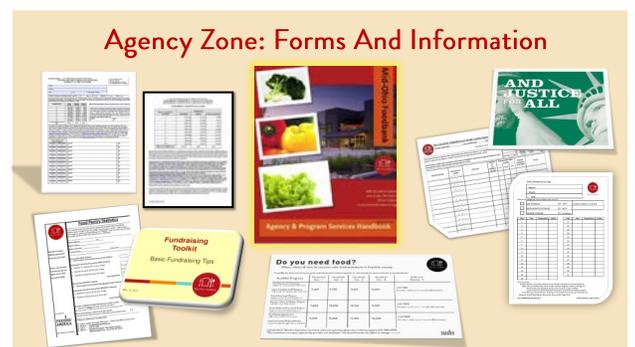
E-HARVEST LOGIN

PANTRYTRAK LOGIN

AGENCY PAYMENT

## AGENCY ZONE ONE STOP RESOURCE TOOLKIT

- Agency360 Training
- Agency Payments
- Compliance
  - *Civil Rights*
  - *Food Safety*
- Documents & Forms
  - Eligibility Forms Available in:
    - *English*
    - *Spanish*
    - *Somali*
    - *Russian*
    - *Chinese*
- e-Harvest
- Information
- PantryTrak
- Program Resources
  - *CSFP*
  - *Produce Markets*
  - *Mobile Markets*
  - *Resource Cards*



# Agency 360 Trainings

## AGENCY360 TRAININGS

**Agency360** Is Mid-Ohio Foodbank’s new educational platform that provides ongoing training, networking and capacity-building opportunities for partnering agencies.

Agency360 is designed to meet partners *where they serve* by offering multi-modal training opportunities with enhanced accessibility throughout Mid-Ohio Foodbank’s 20-county service area.

To view and register for any of the Agency360 trainings log onto <https://www.midohiofoodbank.org/who-we-are/agency-zone/>

**AGENCY360**

Click the red button in the middle of the page. You will be taken directly to the **Agency360** section of Agency Zone where you can view current trainings available on the calendar.

# AGENCY<sup>360</sup>

<b>Accessible</b>	<b>Specialized</b>	<b>Enhanced</b>
<u>Online=Anytime</u> YouTube Instructional Videos Articulate Learning Library Webinars	<u>Capacity Building</u> Advocacy Compliance Nutrition	<u>Networking Opportunities</u> Agency Zone Facebook/AgencyConnections Peer to Peer Networking Events Regional Mtgs.
<u>Geographical Trainings</u> Northern Counties Eastern Counties Franklin & Contiguous Counties	Pantry Trak Trauma Informed Volunteer Hub	

# Communicating With Our Partners

## CONSTANT CONTACT

Mid-Ohio Foodbank subscribes to Constant Contact a third party email provider which allows us to email our 650+ Agency Partner network easily. It is the main mode of communication that we use to share information about our programs, opportunities, and important updates to make sure you are kept up to date and in the know. We require all agencies to register an email address for the Constant Contact system. Please make sure you choose an email/and or responsible person to receive any and all of our communications. You may register more than one person per agency. Questions regarding Constant Contact and registering your email may be directed to the [Network Training and Resource Coordinator](#).

**SECTION : 6**  
**CONTACTING**  
**MID-OHIO FOODBANK**

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# Hours of Operation

## FOODBANK DAYS & HOURS OF OPERATION

The Foodbank is open Monday-Friday, 8:00 AM—4:30 PM.

Front Desk: 614-274-7770

## AGENCY & PROGRAM SERVICES HOURS

The Customer Service Desk & Lobby is open Monday– Friday, 8:00 AM –12:00 PM and 1:00 PM-4:00 PM. Agency and Programs Customer Service: 614-317-9426

## SHOP-THRU *(Free perishable foods available to partner agencies on available basis)*

- Monday-Tuesday, 8:00 AM-11:30 AM and 1:00 PM-3:00 PM
- Wednesday, 8:00 AM-11:30 AM; By appointment only: 1:00 PM-3:00 PM
- Thursday-Friday, 8:00 AM-11:30 AM and 1:00 PM-3:00 PM
- Agency Services doors lock at 4:00 PM. Please ring bell for donation assistance.

## FOODBANK HOLIDAY SCHEDULE

The Foodbank’s online ordering system, eHarvest, is available during all holidays observed by the Foodbank. The Foodbank is closed on the following Holidays:

New Years’ Day	Martin Luther King Jr Day
Memorial Day	Independence Day
Labor Day	Thanksgiving Day & Following Friday
Christmas Eve	Christmas Day

## INVENTORY DATES

Each year, Mid-Ohio Foodbank performs an inventory audit of items in the warehouse. The dates to complete this task usually fall between the months of June and July.

Official inventory dates are announced each spring, and detailed information about warehouse closings and delivery adjustments will be sent out via email.

During this brief time period eHarvest is closed, and no orders can be placed. Agencies that placed orders prior to the cutoff date will continue to receive orders as scheduled, unless otherwise stated. Shop Thru is open during inventory.

## INCLEMENT WEATHER POLICY

In order to fulfill our mission and provide services to those in need, Mid-Ohio Foodbank will make every effort to remain open and operational during all weather conditions and emergency situations. If a Level III emergency is declared, the Foodbank will close and reschedule services.

Level I & Level II- Delivery is still scheduled, but may be delayed – If your county is experiencing extreme temperatures and/or a Level II emergency, it is the agencies responsibility to communicate to the appropriate Mid-Ohio Foodbank staff member that they will be accepting their delivery.

Level III emergencies are determined on a county by county basis. If Franklin County is at a Level III emergency, the warehouse and transportation department will be closed. No agency or program partner will receive deliveries or be able to pick-up at our facility during that time.

If an agency is in a county where a Level III emergency is declared, but Franklin County is not at Level III, the agency/program site should contact the Foodbank to confirm if deliveries have been cancelled. The warehouse will remain open for pick-ups.

If you need to cancel your delivery, contact MOF **24** hours before your scheduled delivery at [cancel@midohiofoodbank.org](mailto:cancel@midohiofoodbank.org)

We will reschedule cancelled deliveries if the schedule permits.



# Agency & Program Services Contacts

## **Programs:**

Kerry McCarthy, Director of Distribution Partnerships	<a href="mailto:kmccarthy@midohiofoodbank.org">kmccarthy@midohiofoodbank.org</a>	614.317.9474
Bill Nance, Agency Relations Representative	<a href="mailto:bnance@midohiofoodbank.org">bnance@midohiofoodbank.org</a>	614.317.9405
Heather Willis, Agency Relations Representative	<a href="mailto:hwillis@midohiofoodbank.org">hwillis@midohiofoodbank.org</a>	614.402.4922
Tammy Tucker, Agency Relations Representative	<a href="mailto:ttucker@midohiofoodbank.org">ttucker@midohiofoodbank.org</a>	614.317.9443
Ann Miller Tobin, Network Resource and Training Coord.	<a href="mailto:amillertobin@midohiofoodbank.org">amillertobin@midohiofoodbank.org</a>	614.317.9447
Terri Mangano-Vehr, Youth and Senior Programs Coord.	<a href="mailto:tmangano-vehr@midohiofoodbank.org">tmangano-vehr@midohiofoodbank.org</a>	614.317.9472
Justine Barr, Fresh Foods Program Coord.	<a href="mailto:jbarr@midohiofoodbank.org">jbarr@midohiofoodbank.org</a>	614.317.9428

## **Orders & Customer Service:**

Kenda Alexander Orders and Customer Service Manager	<a href="mailto:kalexander@midohiofoodbank.org">kalexander@midohiofoodbank.org</a>	614.317.9449
Jenn Rose, Orders and Customer Service Specialist	<a href="mailto:jrose@midohiofoodbank.org">jrose@midohiofoodbank.org</a>	614.317.9441
Kim Rogers, Orders and Customer Service Representative	<a href="mailto:krogers@midohiofoodbank.org">krogers@midohiofoodbank.org</a>	614.317.9426

## **SNAP—Outreach**

Juanita Ward, Food Assistance Outreach Manager	<a href="mailto:jward@midohiofoodbank.org">jward@midohiofoodbank.org</a>	614.317.9466
Bailey Cleary-Foeller, Food Assistant Outreach Coord.	<a href="mailto:bcleary-foeller@midohiofoodbank.org">bcleary-foeller@midohiofoodbank.org</a>	614.230.3263
Demetria Peacher, Food Assistant Outreach Coord.	<a href="mailto:dpeacher@midohiofoodbank.org">dpeacher@midohiofoodbank.org</a>	740.438.4732
Meridith Bardus, Food Assistant Outreach Coord.	<a href="mailto:mbardus@midohiofoodbank.org">mbardus@midohiofoodbank.org</a>	740.513.1527

## **The Kroger Community Food Pantry @ Mid-Ohio Foodbank:**

Rebecca Peacock-Creagh, Pantry Manager	<a href="mailto:rpeacock-creagh@midohiofoodbank.org">rpeacock-creagh@midohiofoodbank.org</a>	614.317.9482
Gary Bullock, Pantry Coordinator	<a href="mailto:gbullock@midohiofoodbank.org">gbullock@midohiofoodbank.org</a>	614.317.9414

## **Important Contact Information:**

Agency Services Department	<a href="mailto:AgencyServices@midohiofoodbank.org">AgencyServices@midohiofoodbank.org</a>	ph.614.317.9426	fx.614.317.9708
Agency Orders Department	<a href="mailto:AgencyOrders@midohiofoodbank.org">AgencyOrders@midohiofoodbank.org</a>		
Orders Cancellation	<a href="mailto:Cancel@midohiofoodbank.org">Cancel@midohiofoodbank.org</a>		
Kroger Community Pantry		Info. Line 614.317.9487	

# Glossary

**AGENCY-** Any emergency or non-emergency feeding program in our network that distributes food to qualified households, including: pantries, soup kitchens, shelters, senior centers, and after-school programs.

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

**BUSINESS DAY-** Any day in which normal business is conducted, and the hours in which that business is in operation.

**CAPACITY BUILDING-** A wide range of capabilities, knowledge, and resources that nonprofits need, to be effective. It aids in achievement and contributes to the health and performance of a nonprofit organization.

**CHOICE MODEL-** A food pantry operation style in which clients have the option to select the food they take home.

**CLIENT/RECIPIENT-** A person or persons living together in one household who have been determined eligible to receive commodities for consumption or for household use.

**COMMODITIES-**Food donated by USDA for distribution through CSFP and TEFAP

**COMPLIANCE-** The act or process of fulfilling requested terms of a particular agreement with adherence to all outlined standards

**CONTAMINATION-** The presence of harmful chemicals and microorganisms in food which can cause consumer illness

**CSFP (Commodities Supplemental Food Program)-** Federal nutrition assistance program targeting income eligible, nutritionally-at-risk persons. Mid-Ohio Foodbank's CSFP program serves the elderly.

**DISCRIMINATION-** The unjust or prejudicial treatment of different categories of people on the grounds of race, color, national origin, age, sex, religion, political affiliation or disability

**EMERGENCY FEEDING PROGRAM-** An agency that provides a response to the nutritional needs of people in crisis hunger situations. Emergency feeding programs include soup kitchens/hot meal sites, emergency shelters, and food pantries.

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

**FOOD INSECURITY/FOOD INSECURE-** Describes limited or uncertain availability of nutritionally adequate and safe foods, or limited or uncertain ability to acquire acceptable foods in socially acceptable ways.

# Glossary

**FOODBANK**- A nonprofit, charitable organization qualified under provisions of Section 501(c) 3 of the Internal Revenue Code of 1986 which maintains an established operation involving the provision of food and grocery products to food pantries, soup kitchens, hunger relief centers, or other food or feeding centers that, as an integral part of their normal activities, provide meals or food to feed needy persons on a regular basis

**FOOD PANTRY**- A public or private nonprofit organization that is a part of a Foodbank network that distributes food and grocery products to low-income households, including food from sources other than USDA, to relieve situations of emergency and distress. It is housed in a standing facility that distributes commodities, among other food and grocery products, on a regular basis.

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

**GROCERY PRODUCTS**- Items not limited to food, such as personal hygiene and household items

**HOMELESS SHELTER**-A facility where the primary purpose is to provide temporary or transitional shelter for homeless individuals and families in general or for specific group populations (i.e. battered women, run-away youth) of homeless individuals and families.

**HOUSEHOLD**- A group of related or non-related individuals living as one economic unit who buy and cook food together. It can also mean a single individual living alone.

**HUNGER**- A feeling of discomfort or weakness caused by lack of food, coupled with the desire to eat.

**INCLEMENT WEATHER**- The existence of severe climate conditions resulting in excessive weather circumstances which inhibit normal productivity

**INFANT**- A minor child (this is determined under the laws of the jurisdiction in which the child resides)

**ILL**- A person suffering from physical injury, a person with an existing handicap, whether from birth or later injury, a person suffering from malnutrition, a person with a disease, sickness, or infection which significantly impairs physical health, a person partially or totally incapable of self-care; including incapacity due to old age.

**LEARNING LAB**- An environment conducive to operational manipulation to explore efforts of best practice possibilities

**LIABILITY**- A duty or responsibility to others that entails settlement by future transfer or use of assets, provision of services, or other transaction yielding an economic benefit, at a specified or determinable date, on occurrence of a specified event, or on demand.

# Glossary

**LOW-INCOME-** A household in which the total income is at or below 200% of the federal poverty level as defined by the federal government

**NEEDY-** A person who lacks the necessities of life involving physical, mental, or emotional well-being, as a result of poverty or temporary distress. Examples include a person who is financially impoverished as a result of low income and lack of financial resources.

**NON-EMERGENCY FEEDING PROGRAM-** An agency that provides food to households that does not require urgency

**NONPROFIT-** An IRS recognized 501 (c) 3 organization that conducts business for the benefit of the general public without shareholders and the absence of a profit motive

**ODJFS (Ohio Department of Job & Family Services)-**The state agency which develops and oversees programs that provide health coverage, employment and economic assistance, child support and services to families and children. The programs and services offered are designed to help Ohioans be healthy and safe, while gaining and maintaining independence, and are delivered at the local level in a manner that recognizes and preserves individual rights, responsibilities and dignity.

**OBB (Ohio Benefit Bank) -** A public-private partnership that provides a service connecting low-income individuals and families to the resources they need through government funded programs and other services offered throughout the community

**OUTREACH-**Any method used to inform people about services provided, or available to them. This can include: mailings, meetings, and articles in the newspapers or bulletins, posters, special events

**POVERTY GUIDELINES-** Established by the United States department of health and human services as an indicator of poverty based on income and utilized in establishing income-based eligibility standards for program participants. The guidelines are updated annually.

**PANTRYTRAK-** A client eligibility and delivery documentation method which utilizes a web-based or electronic process, resulting in a paperless eligibility and record keeping system.

**PROSELYTIZE-** An attempt to convert a client from one religion, belief, or opinion to another in exchange for services.

**PROXY-** Any person with signed consent, who is eligible to pick up food for a client that is otherwise unable to do so themselves

**READY TO EAT-** Commercially prepared food designed for ease of consumption, or fresh produce that requires no preparation.

# Glossary

**RECALL**- A process in which a product has been deemed unfit for consumption due to contamination which involves health and safety hazards, requiring such products to be disposed of or returned to the original product vendor

**RECORDS**- Documentation that shows your activity over a given period of time

**SHARED MAINTENANCE**- A fee that is assigned to products distributed by the Foodbank

**SHOP THRU**- Produce distribution initiative that allows agencies to acquire fresh produce directly from the Foodbank warehouse

**SNAP (Supplemental Nutrition Assistance Program)**- Formerly known as food stamps, helps low-income families and individuals buy the food they need for good health.

**SOUP KITCHEN**- A facility that is a clean, secure environment that offers prepared meals free of charge to predominately needy people. A Soup Kitchen serves nutritious meals in a congregate setting or take-home meals without charge, for homeless persons, transient persons and or others in need.

**STORAGE**- The holding of food and grocery items for a period of time longer than twelve hours.

**TEFAP (The Emergency Food Assistance Program)** - A federal nutrition assistance program which provides government purchased and donated commodities to income eligible households.

**USDA (United States Department of Agriculture)**- Cabinet level agency responsible for federal programs related to agriculture.

Some glossary definitions are from the 2017 Ohio Department of Job and Family Services “Food Programs Manual for the Commodity Supplemental Food Program and The Emergency Food Assistance Program” or Feeding America. Mid-Ohio Foodbank specific terms and general expressions derive from internal communications, and are an adaptation from sited sources.

# Forms & Documents

## **ELIGIBILITY, INTAKE FORMS AND PANTRY TRAK**

[Letter of Proxy– English](#)

[Letter of Proxy– Spanish-](#)

[First Time Pantry Visit Form– English](#)

[First Time Pantry Visit Form– Spanish](#)

[First Time Pantry Visit Form– Swahili](#)

[HHS Poverty Guidelines for 2017 ODJFS Eligibility to Take Food Home- English \(Rev. July 2017\)](#)

[ODJFS Eligibility to Take Food Home– Spanish \(Rev. July 2017\)](#)

[ODJFS Eligibility to Take Food Home– Somali \(Rev. July 2017\)](#)

[ODJFS Eligibility to Take Food Home– Russian \(Rev. July 2017\)](#)

[ODJFS Eligibility to Take Food Home– Turkish \(Rev. July 2017\)](#)

[ODJFS Eligibility to Take Food Home– Chinese \(Rev. July 2017\)](#)

[ODJFS Household Eligibility Guidelines– English \(Rev. July 2017\)](#)

[ODJFS Household Eligibility Guidelines– Spanish \(Rev. July 2017\)](#)

[ODJFS Household Eligibility Guidelines– Somali \(Rev. July 2017\)](#)

[How to Demo PantryTrak](#)

## **REPORTING STATISTICS**

[Food Pantry Statistics](#)

[Emergency Mealsite Statistics](#)

[Non-Emergency Feeding Program Statistics](#)

[Guide to Inputting Statistics in e-Harvest](#)

## **AGENCY OPERATIONS**

[Become a Mid-Ohio Foodbank Partner \(Process and Application\)](#)

[Mid-Ohio Foodbank Partnership Agreement](#)

[ODJFS Food Programs Manual \(Rev. Feb 2012\)](#)

[Daily Temperature Log](#)

# Forms & Documents

## CIVIL RIGHTS

[Written Notice for Faith-Based Organizations](#)

[Written Notice Beneficiary Referral Request](#)

## E-HARVEST ONLINE ORDERING

[eHarvest Ordering Guide](#)

## CSFP

[CSFP Income Guidelines](#)

[CSFP Participant Application](#)

[ODJFS Food Program Manual](#)

[CSFP and TEFAP Policy Memo LEP Program](#)

## FOOD SAFETY AND SAFE HANDLING

[The Food Keeper: A Consumer to Guide to Food Quality and Safe Handling](#)

## ADDITIONAL RESOURCES *(THESE ARE DIRECT LINKS TO AGENCY ZONE)*

### ***PRODUCE PROGRAMS TOOLKIT***

[Mid-Ohio Foodbank Partner Agency Fundraising Toolkit](#)

[Mid-Ohio Foodbank Volunteer Manual](#)

[MOF VolunteerHub](#)

[Food Pantry Food Category and Selection Charts](#)

[Food Pantry Operational Signs](#)

# Forms & Documents

## **RESOURCE CARD BY COUNTY**

[Food Assistance in Belmont County](#)

[Food Assistance in Coshocton County](#)

[Food Assistance in Delaware County](#)

[Food Assistance in Fairfield County](#)

[Food Assistance in Fayette County](#)

[Food Assistance in Franklin County](#)

[Food Assistance in Guernsey County](#)

[Food Assistance in Harrison County](#)

[Food Assistance in Jefferson County](#)

[Food Assistance in Knox County](#)

[Food Assistance in Madison County](#)

[Food Assistance in Marion County](#)

[Food Assistance in Monroe County](#)

[Food Assistance in Morrow County](#)

[Food Assistance in Muskingum County](#)

[Food Assistance in Noble County](#)

[Food Assistance in Pickaway County](#)

[Food Assistance in Ross County](#)

[Food Assistance in Union County](#)