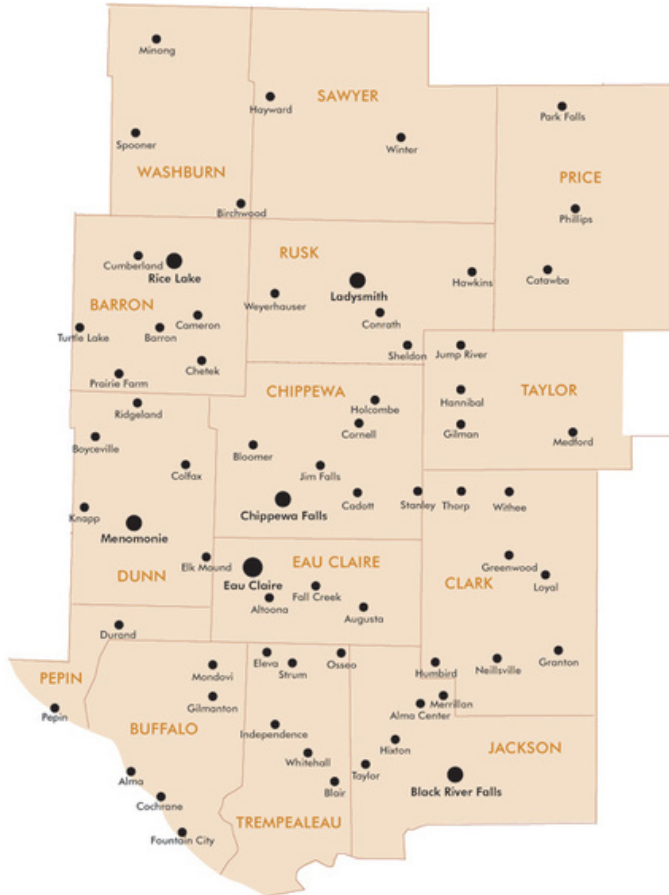




**Feed My People**  
FOOD BANK

2610 Alpine Road  
Eau Claire, WI 54703  
fmpfoodbank.org



# 2024 PARTNER AGENCY MANUAL

GUIDELINES, POLICIES AND  
PROCEDURES FOR PARTNERSHIP

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# Who We Are

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## 01 History

In the fall of 1982, with the belief that together they would be stronger, six area churches joined efforts to feed families struggling with hunger. Born out of the vision, hard work, and commitment of those seeking to make a difference, Feed My People Food Bank (FMP) has served as a leader in hunger-relief efforts across west central Wisconsin for over 40 years.

## 02 Mission

We believe no one should go hungry. Food makes it possible for kids to learn, for adults to focus better at work, and for seniors to stay healthy and active. With your support, we are providing food for anyone facing food insecurity so that together, we build stronger, healthier communities.

## 03 How the Food Bank Works

Feed My People rescues and sources food nationally and regionally from manufacturers, wholesalers, retailers, and growers that might otherwise be thrown away. Most of this nutritious food passes through our 45,000 square foot distribution center in Eau Claire before being distributed to 250 hunger-relief programs throughout west central Wisconsin.

These programs include our network of non-profit agency partners like food pantries, meal sites, shelters, other programs, and FMP service programs that directly feed the hungry.

Once our agency partners order food from us for their programs, it is delivered to their door by our fleet of nine trucks that travel throughout our 14-county, 15,000+ square mile service region.

This is possible through the generosity of our community. Together we fuel healthy futures.



# Partner Agency Eligibility

Below are a few of the major criteria for eligibility as a Partner Agency. All eligibility details are included in the most recent Agency Partnership Agreement.

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## 501c3 or Sponsoring Church

All partner agencies must have current 501(c)(3) status with the IRS or meet the criteria of a religious organization as defined by the IRS.

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## Serving Those in Need

All product must be distributed at no cost and free of requirements, such as volunteering and special treatment. Additionally, neither religious nor political beliefs or participation can be required to receive food or products obtained through Feed My People. The Majority of people receiving products through this program must be ill, needy, or an infant.

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## Distribution Expectations

All partner agencies should distribute food to guests at least monthly. A school-based program is not required to distribute during the summer months.

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## Ordering Expectations

All partner agencies will order food from FMP at least quarterly.



# Ordering Procedures

## Ordering on the Partner Hub

- Partners will order within the provided Ordering Windows.
  - Order windows open five full business days before delivery and close at 8am two full business days before delivery.
  - Orders submitted outside the Order Window will not be processed unless there was approval prior to order submission by the warehouse manager.
- Partner Agencies may place up to two orders per delivery or pick-up.
- Feed My People will communicate all holiday closures via email to the main contact listed on the partner's account. This email will include information on ordering windows and schedule changes to affected programs.



## Ordering Kwik Trip Vouchers

Partners may order vouchers to supplement their food distribution. Vouchers are ordered on the FMP website and come in packs of 20.

- Milk Voucher - neighbors may redeem for 1 half gallon bag of milk.
- Egg Voucher - neighbors may redeem for 1 dozen eggs.
- Produce Voucher - neighbors may redeem for either three pieces of fruit, one 12 oz. bag of baby carrots, one head of iceberg lettuce or one two- pack of tomatoes.
- Meat Voucher - neighbors may redeem for one 80/20 ground beef chub or two small sirloin steaks.

# Ordering Procedures

## Delivery

### Partner Agency Role

- Be flexible. Please allow 30 minutes before and after scheduled delivery times to account for weather, traffic, unforeseen situations, etc.
- Arrange volunteers to receive order and transport into the building.
  - Rule of thumb is two volunteers/pallet.
- Provide valid contact phone number for FMP to contact with early/late trucks.
- Sign document from driver to confirm receiving order.



### FMP Driver Role

- Unload pallets from truck and place on ground. The driver is the only person allowed to be in the truck and on the lift-gate.
- Call phone number provided if no one is present.
  - The driver will leave a message and place the order outside if they cannot get a hold of anyone.
- Take banana boxes, milk crates, bread racks, and pallets back to FMP to be reused.
- Departs after all products are off the truck.

## Customer Pick-Up

- All Partner Agencies may place orders for pick-up for dry product, and partner agencies who are within 30 minutes may pick up cooler and freezer product from FMP warehouse.
- Partner Agencies must use coolers and/or freezer blankets while transporting cold product from FMP.
- Customer Pick-Up hours are M-F 8:30am-11am and 12-3pm.
- Customer Pick-Up orders are ready at Door 10. Partners can call the number posted on the door to notify FMP staff you have arrived.
- Partner Agencies will load their vehicle and verify they have received the entire order before signing customer pick-up documentation.

# Ordering Procedures

## Refusing/Returning Product

- Partner Agencies must contact FMP within three business days of receiving the product to refuse or return an item. If notification is after three business days, FMP will accept products as a donation, but no credit will be given.
- Items may be refused on the day of delivery and sent back on the truck, but partners must call 715-835-9415 ext. 5 to alert receiving staff of the expected return.
- For pick-up orders, call the partnership team to make arrangements for returns. Please notify the partnership before leaving the parking lot if items were refused at pick-up.

## Discrepancies

- It is the responsibility of the program to check the items you received against the packing slip.
- If there are any discrepancies (incorrect product, too few, too many) please go to the Network Partners webpage and fill out the Report a Discrepancy form.
- Partners must notify FMP within three business days to receive a credit.
- Even if no credit is expected, please report discrepancies so we may adjust the current inventory accordingly.



# Ordering Procedures

## Types of Products and Fees

- Feed My People rescues nationally and regionally donated food from manufacturers, wholesalers, retailers, and growers that might otherwise be thrown away.
- Additionally, Feed My People sources and purchases other products that are crucial to your hunger-relief programs.

### Donated Product

- Product donated to Feed My People is made available to Partner Agencies for a maximum fee of \$0.16 per pound.

### Purchased Product

- To ensure the consistent availability of certain products, Feed My People sources items at the best price we can find. Prices are typically comparable or slightly less than retail prices.



### Food Rescue Perishables

- Perishable products that come in through FMP's Food Rescue Program go out to partner agencies for free.
- These products often come to Feed My People towards the end of their life.
- You will want to distribute these items as soon as possible. Be prepared to possibly dispose up to 50% of the products, as they may be past their prime.

### Non-Food Products

- Feed My People sources and accepts donations for essential non-food items like hygiene and paper products.
- Other non-food items may be accepted when space is available.



# Billing Procedures

## Billing and Payment

- Billing Information
  - All billing information can be found in the Partner Hub under the "My Documents" tab.
  - An invoice will be generated for each order.
  - A monthly statement will be generated on the first of the month with the total amount due from previous invoices.
- Payment information
  - Partners will remit payment payable to Feed My People Food Bank.
    - All payment must be made through the 501c3 Non-Profit or sponsoring church.
  - We ask that partners send one check for the total amount on the Agency Statement,
    - Please include the Agency Reference Number on the Memo Line
  - Invoices are expected to be paid within 30 days. Partner Agencies with outstanding balances may be put on product hold until the balance can be paid.

## Agency Statement

- The Agency Statement contains all billing activity for the account in the last month, as well as any outstanding balances.
- Order Reference Definitions
  - CR - Credit Memo, FMP has credited this amount back to the account.
  - 5xxxxx - This 6-digit number is the order invoice number.
- Payment Reference Definitions
  - CK #xxxx - This is the check number to signify payment has been processed.
  - FCxxxxxx - This is a Food Credit that has been applied to the account. The numbers signify the date the for Food Credit was applied to the account.
- Balance
  - The total balance/total due will include all charges and payments made to the account to reflect the total amount due. It will also indicate if there is any food credit to use at FMP.
  - Anything with and "(x)" signifies what an agency has available to use as Food Credit at FMP and indicated the partner does not owe if the food credits are applied.

# Statistics Procedures

## Monthly Statistics Requirements

- Feeding America requires all network partners to record and report monthly statistics.
- Statistics are due no later than the fifth of each month.
- Partner Agencies may be placed on product hold if statistics are not submitted by the fifth of each month.
- Statistics are reported on the Partner Hub under the "Statistics" tab.

## Pantry Statistics

- Feeding America requires programs to count each person in the household in the designated age ranges:
  - Children 0-17
  - Adults 18-59
  - Seniors 60+
- Partners must also track the total pounds distributed to households.
  - Using a scale to weigh the food is the preferred method of tracking distribution.
- See example of Pantry Statistics Workbook in Appendix A
- **1st Visits of the Month:** Each person in each household should be counted only once per month in this category.
- **Additional Visits of the Month:** If you serve the same people more than once in the month, total and report their additional visits here.
- **Pounds/Vouchers:** Everything you provide to a family during your distribution should be reported here, regardless of where it was obtained. This includes food, non-food product, and vouchers.
- **1st Visits of the Year:** This is the number of people served this month for the first time in the calendar year. Start the count over each January.



# Statistics Procedures

## Backpack Statistics

- Backpack Programs follow the same instructions as the Pantry Programs, with the exceptions noted below:
  - Only include children.
  - Use the largest week's distribution for the "1st Visit of the Month".
  - Total the other weeks' distributions and report them in the "Additional Visits of the Month".
  - Households - If you are unable to track the number of households, assume 2 children per household.
    - Example: If 100 students received snack for the month, and you are unable to track households, assume two children per household for a total of 50 households.
  - Enter zeros for months without distribution (summer months).

## Meal and Snack Statistics

- **Unique people served**
  - If one person eats many meals or snacks during the month, count that person only once. This number can often be obtained by determining how many people were enrolled or registered for your program during the month.
    - If there is no better way to determine it, use the highest count for one meal and/or snack distribution as your unduplicated number.
- **Total number of meals and/or snacks served**
  - Unlike unduplicated individuals, total number of meals and snacks served is the grand total of all meal and/or snacks served in one month.
  - This number can often be obtained by adding together your daily attendance records or meal counts.

## Kwik Trip Vouchers to Pounds

Voucher statistics are reported as pounds using the following formula:

- 1 egg voucher = 1 pound
- 1 produce voucher = 1 pound
- 1 meat voucher = 1 pound
- 1 milk voucher = 4 pounds



# Statistics Procedures

## Frequently Asked Questions

- When guests come to the pantry, are we supposed to ask them if they have ever been here before to in order get the number for 1st visits of the year?
  - Yes! We need you to ask if this is their 1st visit in the calendar year (example: 2024).
- If we are open every Thursday, do I record the statistics from the first week on the “1st visit of the month” line and the stats from all the other weeks on the “additional visits of the month” line?
  - No, the “1st visit of the month” line is meant to record every person’s first visit to the pantry that month, regardless of which week they visit.
- Our backpack program starts every September when school is back in session. Do I count all students who receive food as 1st visits of the year when they start in September or in January?
  - Either is fine as long as you do it the same way each year.

## Statistics Questions

If you are struggling with statistics, give the partnership team a call. We are happy to help you better understand the process of reporting and answer any questions.



# Food Safety

## Safe Food Storage

- Food may only be stored in locations disclosed to, inspected by, and approved by Feed My People. Storage in private homes or other locations which have not been approved (even temporarily) is not allowed.
- All products must have minimum labeling requirements including: listing the contents, ingredients (in order of inclusion), net weight, distributor and distributor's address.

## Dry Storage

- Food must be stored at least six inches from the floor, four inches away from walls, and two feet away from the ceiling.
- Shelving must be sealed from spills (not raw wood).
- Food should be stored safely, not under leaking pipes, under stairs, in mechanical/utility rooms, bathrooms or garbage rooms.

## Coolers and Freezers

- All coolers and freezers must have visible internal thermometers.
- FMP requires Partners to use temperature logs to record temps for all cooler and freezer units used for food storage. Temperatures should be logged each day the facility is open (or at least once a week). Logs should be kept for at least two years. See Appendix B.
- Raw food must be stored below ready-to-eat foods.

## Temperatures

- Refrigerated temperatures must be between 32 F and 40 F.
- Freezer temperatures must be 0 F or below.
- Dry storage space should be well ventilated and dry storage must stay between 41 F and 70 F.

## Non-Food

- Non-food products must be stored separately from food items, either below or beside.

# Food Safety

## Food Safety Certification Requirement

- The Bill Emerson Good Samaritan Act provides protection for our donors and partners for food donations and distributions performed in good faith. This Act, and the countless state laws which also address this issue, apply if our actions are done without negligence or willful failure to take an action that we should have taken. This includes making sure that the donated food is safe to eat when it reaches the end user.
- Partners and Feed My People are protected from liability by the Bill Emerson Good Samaritan Act were someone to become ill from eating food provided, **IF** acting “in good faith.” Good faith means that we are all being proactive in managing recalls, meeting standard food safety practices, and ensuring that volunteers and staff are trained in food safety. Feed My People requires least one person be trained in an approved food safety course and train the food preparation workers in safe food handling practices.

## ServSafe Food Handler Certification

- Any food distribution programs (food pantries, backpack programs, mobiles, etc) need this certification.
- Please watch the Food Safety Video. Go to FMP’s website, click Network Partners, click the + located next to Food Safety, and choose Food Safety Video.
- Once you have finished watching the Food Safety Video, please complete the Food Certification Form, which is also located under Food Safety.

## ServSafe Food Manager Certification

- The lead food service staff/volunteer for a meal program is required to meet WI Department of Health and local commercial food safety standards by completing the ServSafe Manager course.



# Food Safety

## Sub-Distribution Tracking

- Partners of Feed My People must have a signed Sub-Distribution Agreement with receivers of sub-distributed products before sub-distributing product.
- Products sub-distributed can only make “one hop,” which means that the receiver must either distribute or dispose of the product received.
- Providers will keep a sub-distribution tracking log of product sub-distributed for two years and for the purpose of recalls.

## Recalls

- In the case of a recall, FMP staff will reach out to Partners if we have record that you ordered a product from FMP that has been recalled.

## Your Role in a Recall

- If you have the recalled product in storage, please remove any remaining product from your shelves and dispose of the product.
- If you have distributed the recalled product, please notify your guests in whatever way is possible.
- Check your sub-distribution tracking sheet to see if you passed the recalled product to any other program. If yes, notify them immediately.



# Site Visits

The goal of a site visit is to strengthen Feed My People's relationship with Partners, provide assistance/support, and ensure compliance with Feeding America's guidelines. Expect a site visit at least every two years. The visit will include an intentional conversation about how things are going and if there is anything additional FMP can do to support the work being done. FMP will check all contact information, conduct a food safety walk through, and review Partner' processes

## Check List to Prepare

### Locate and have available copies of the following:

- Temperature logs from the last two years.
- Current Board of Directors/Church Council List
- Sub-distribution tracking sheets from the last two years.

### Check your storage areas to ensure that:

- All areas are clean, well-organized and protected from theft, infestation, and the weather.
- All food must be stored six in. off the floor, four in. from the walls, and two ft. from the ceiling.
- The oldest items must be either stored in front of or on top of newer items to ensure FIRST IN FIRST OUT (FIFO).
- All storage areas (dry, cooler, and freezer) must have readable working internal thermometers.
- Non-food product is stored separately from food, either beside or below.

### Things to reflect on for conversation:

- How are things going? How might Feed My People help?
- Do you have a succession plan for transitions in program leadership?
- Is your program able to meet the hunger needs of the community? Do you have any ideas of additional ways to reach more people in your community?





# Other Information

## Product Dating

- The code dates on packages are for store use to indicate how long the package should be displayed on the shelves; these dates have very little to do with the safety of the food. Below are two websites that can help you find information about product dating, safety and quality.
  - [stilltasty.com](http://stilltasty.com)
  - [foodsafety.gov](http://foodsafety.gov)
- Baby food and formula must be distributed by the "use by" date.
- Always follow your gut if the food item is in question. When in doubt, throw it out.

## FoodShare

- FMP has a staff member available to assist your guests with FoodShare.
- Sarah Sharp can be reached by phone at 715-450-2656 or email at [sarahs@fmpfoodbank.org](mailto:sarahs@fmpfoodbank.org). Contact her if you need more FoodShare resources or would like to schedule a time for her to be available to assist guests at a distribution.

## Contact Us

- The best way to reach someone quickly is to call 715-835-9415 ext 5.

**Tami Syverson**  
Partnership Manager  
[tami@fmpfoodbank.org](mailto:tami@fmpfoodbank.org)  
715-835-9415 ext 106

**Ashley Olson**  
Assistant Partnership Manager  
[ashleyo@fmpfoodbank.org](mailto:ashleyo@fmpfoodbank.org)  
715-835-9415 ext 132

**Rin Kilde**  
Partnership and  
Food Rescue Coordinator  
[rin@fmpfoodbank.org](mailto:rין@fmpfoodbank.org)  
715-835-9415 ext 121

**Lisa Buhr**  
Partnership Coordinator  
[lisa@fmpfoodbank.org](mailto:lisa@fmpfoodbank.org)  
715-835-9415 ext 108

# APPENDIX A

## 2024 Statistics Tracking Worksheet

Use this document to track the households statistics reported at Feed My People. When reporting pounds for vouchers: Report 1lb for every egg, produce, and meat voucher. Report 4lbs for every milk voucher.

Each household uses one line	First time here this Month?	First time here in the calendar year?	Individuals Ages 0-17	Individuals Ages 18-59	Individuals Ages 60+	# of egg vouchers	# of produce vouchers	# of milk vouchers	# of meat vouchers	Total Pounds
1										
2										
3										
4										
5										
6										
7										
8										
9										
10										
11										
12										
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