



Partner Agency Manual

For new and existing
Distribution Partners

*Working together to serve York
County for over 39+ years.*

Version 2.0 – April 2021

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Section 1

INTRODUCING THE YORK COUNTY FOOD BANK

BACKGROUND

The Food Bank was founded in 1982 and started in the basement of the Salvation Army in York City. It then moved to George Street, where it stayed for over 15 years. The organization then moved again to its current location of 254 West Princess Street. In March 2020, the York County Food Bank opened their Emergency Hub located at 1094 Haines Rd. as an emergency distribution site due to COVID. The York County Food Bank, throughout its 39+ year history, has remained true to its mission.

Mission Statement:

Our mission is to end hunger in York County by working with our partner agencies to increase the quantity of—and dignified access to—high quality, nutritious food for everyone in need.

Governances and policies are established and monitored by a Board of Directors who meet no less than 9 times annually with daily operations being carried out by dedicated staff and the support of thousands of volunteers each year.

VOLUNTEER PROGRAM

The Food Bank heavily depends on volunteers to make all programs successful. Volunteer opportunities can be found on the Food Bank website www.yorkfoodbank.org.

DISTRIBUTION PARTNER BENEFITS

By becoming a member agency of the York County Food Bank, you receive valuable savings, support and training. Any non-profit feeding program regularly serving people in need may be eligible and should consider membership.

YOUR FOOD PROGRAM

As a hunger-relief partner, your organization has access to a wide variety of food at the York County Food Bank and the ability to distribute this food to your families and guests. As a partner with the York County Food Bank, the fees you pay are your share of the operating costs of receiving, transporting, storing, and handling the product made available to you. You are **not purchasing** product from the York County Food Bank.

THE EMERGENCY FOOD ASSISTANCE PROGRAM (TEFAP)

USDA commodities are received for distribution throughout York County. These products are distributed under strict State and Federal guidelines to various charities who distribute them to eligible recipients. This program has mandated income criteria used to determine the eligibility of the recipients, accountability procedures, distribution requirements, and storage requirements. Distributions take place on a regular basis.

COMMODITY SUPPLEMENTAL FOOD PROGRAMS (CSFP)

This federally funded program works to improve the health of low-income seniors at least 60 years of age by supplementing their diets with nutritious USDA commodity foods. Food boxes are provided to seniors on a monthly basis.

PUBLIC PROGRAMS

FOOD DISTRIBUTION

To assist in the growing need for access to nutritious food, the York County Food Bank distributes food to the public every week. Dates, times, and location of our weekly food distributions can be located on our website, www.yorkfoodbank.org.

FOOD BANK PHILOSOPHY

Food Banking has been in existence since the mid-1970's. We believe that there are two food assistance networks that exist in our area: primary and supplemental.

Government programs such as SNAP program; the Women, Infants, and Children (WIC) Program; the various Welfare programs; and the Senior Meal Programs are the **primary assistance network**.

Food Banks and the organizations they serve make up the **hunger-relief network**, and as such, we attempt to fill the void created by the inadequacy of the primary assistance network.

We believe that the hungry basically fit into three broad groups. They are the chronically poor, the situational poor, and the working poor.

The Food Bank strives to ensure that everyone in York County has access to nutritious food. We work collectively with our partners to not just meet the short-term hunger needs in our community but work towards system change to address the root issue of hunger-poverty.

Section 2

MEMBERSHIP REQUIREMENTS, RESPONSIBILITIES AND POLICIES

Annual Membership Fee Dues are payable when you initially apply for membership and annually before January 31st. The dues amount, currently \$25, helps to support and defray the Food Bank's costs.

Shared Maintenance Fee: is based on the average handling costs for a food bank. Currently the shared maintenance fee for donated inventory ranges from 0 to 19 cents per pound of food. The fee is not for the food; rather, it covers operational costs such as solicitation, transportation and warehousing of the donated food. The Food Bank also carries wholesale items which are priced at cost plus a minimal handling fee.

Basic but imperative to membership is your understanding that agencies **cannot under any circumstances charge a fee or require services for the food they provide. Agencies may also only distribute food within the program for which they have been approved for membership and may not distribute to other agencies in a pass-through scenario. For recall purposes, all inventory must be traceable to the end user.**

Civil Rights Compliance: Agencies receiving USDA food items will not engage in discrimination, in the provision of service, against any person because of race, color, citizenship, 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. In addition, recipients will not be required to be a member of any organization or to participate in any religious services as a condition for distribution or receipt

of Emergency Food. Members are required to post the USDA “... and Justice for All” civil rights poster and certify annual civil rights training for all “front line” staff/volunteers who have contact with consumers.

Non-Profit Status: The Food Bank may only service non-profit organizations. Proof of non-profit IRS 501(c)(3) designation is required. If applicable, documentation describing your organization as a “church” as defined by an IRS 14-point assessment survey, may qualify an agency for membership.

Reporting: Record keeping is a critical component of membership. All members are required to document food distribution and maintain auditable records. The following documents are required and will be reviewed by Agency Services Staff during site visits and must also be available if requested by government agencies including the IRS, Attorney General, the PA Department of Agriculture, and/or the PA Department of Community and Economic Development. **Required documents are as follows:**

- All agencies are given copies of each invoice at the time of check out. All agencies must keep at least one signed copy on file, chronologically sequenced, for the current year and three previous years.
- All members are required to report when and to whom food is distributed. Pantries are required to register households and keep distribution records for each distribution including household names and number of individuals served in that household. Shelters and Soup Kitchens are required to track the number of meals served. Supplemental programs are required to record how many individuals are served by the program per month.
- The Food Bank is required to record and report accurate data on the number of households and/or individuals receiving inventory from the Food Bank. All member agencies are required to submit a Monthly Statistics Report by the 5th day of each month. Data reported by the agency must be credible and verifiable upon review by Agency Services Department staff.
- Monthly reports are required even for the months a program is closed and does not serve. If you have not served anyone, simply complete the form with zeros and write “no distribution” and submit to the Food Bank.
- During a site visit, either announced or unannounced, all records must be available for review by Agency Services Department staff.
- The Member agrees to notify the Food Bank of any changes that take place within the organization that affect the food assistance program(s). This includes but is not limited to the Member’s address, contact information, phone numbers, emails, periods of operation, etc.
- It is the members’ responsibility to report any changes to the list of staff/volunteers authorized to access Food Bank inventory. Representatives’ names are verified when placing orders or accessing the warehouse. If an individual’s name is not found on the authorized list, they will not be permitted to access inventory on your agency’s behalf unless verified.
- Member agrees to send 1 representative to any meeting/training that the Food Bank deems mandatory.

Accounting Policies

1. **Credit Limit:** Each agency account has a credit limit. Agencies will not be able to receive product if they have reached their credit limit. Once payment has been received, they may again receive product. All invoices will be charged to your account and paid by agency check. Make sure your Account Number is included on your check for payment. Distribution Partners wanting to increase credit limits should send letter of request on Distribution Partner letterhead to Attention: Executive Director. Executive Director will review your account. You will be notified when credit limit is adjusted.
2. **Returned Checks:** If a check is returned by our bank for any reason, the agency is placed on immediate hold until the check is replaced with cash, including all fees assessed by the bank and a return check fee imposed by YCFB of \$35.00.
3. **Monthly Statements:** All invoices to agencies are due net thirty (30) days from the invoice date. Agencies are required to check their product against the invoice before signing for product on the Distribution Floor. If a discrepancy is found after an agency leaves the Food Bank, Distribution Partners must contact YCFB within 24 hours by phone, email, or fax to notify staff of the problem (incorrect counts, incorrect charges, damaged product etc.). Please keep in mind your Agency Representative is selecting the product you are receiving; credit will not be issued if they select a product that is unusable. Failure to notify YCFB within this timeframe will result in NO RETURNS or NO CREDITS. When sending your payment by mail, please send a copy of the invoice being paid or write the invoice number or your account number on your check (AO-xxxxxx).
4. **Past Due Account Policy**

If your account is 60 days past due, your account will be suspended until the balance is resolved. If the account becomes 90 days past due, and the agency has not made attempts to resolve the past due status, the account will risk resolution by a collection service and closed. You will have to reapply to become an active Distribution Partner. It is the agency's responsibility to contact the Accounting Manager by calling 717.846.6435 to discuss plans for payment of past due balances.
5. **Payment:**
 - Members pay an invoice which reflects a Shared Maintenance Fee of currently between zero to \$.19/ lb. for food received from the Food Bank. This covers 25% of the Food Bank's costs to store and distribute food. It is not a cost for the food received.
 - When an order is received you will sign and receive a copy of the invoice via email. You may pay your invoice within 30 days. Payment must be made with a check and be mailed to or dropped off at the Food Bank. Credit card payments or cash are not accepted. Write the invoice number(s) for which you are paying on the check. Please write the check for the exact amount of the invoice(s).
 - If you have any questions about your account or are experiencing financial difficulties, call the Food Bank and speak to the Finance Coordinator.

Deactivation of Account: If an agency ceases to operate or wishes to deactivate its membership with the Food Bank, it must provide written notice of this decision. A deactivation form will be provided and is to be signed by the agency administrator to formally cease membership with the Food Bank. All inventory received from the Food Bank that remains in

the possession of the member must be distributed to consumers according to allowable guidelines, or in the case of closure, must be returned to the Food Bank.

Section 3

YORK COUNTY FOOD BANK GUIDELINES

YCFB is a non-profit, operated for the benefit of other nonprofit organization. Please help us keep our overhead costs low by following these simple rules while at the Food Bank.

Our primary concern is SAFETY, so we require you to abide by all items listed below.

SHOPPING AREA AND WAREHOUSE POLICY

The Food Bank's shopping area is open:

Monday, Wednesday, Thursday, and Friday: 9:00 a.m. – 2:00 p.m.

Closed daily from 12:00 p.m. – 1:00 p.m.

Shopping times MUST be scheduled in advance. Each Agency may have 30 min. shopping time. Please arrive on time.

*Note: times and days of operation may change at YCFB's discretion.

1. Agency representatives must check-in with YCFB staff upon arrival and prior to leaving.
2. Distribution partners are required to wear closed toe shoes.
3. Please do not take more products than your agency can distribute until the next time you receive product.
4. Please do not take more product than your agency is capable of transporting during your scheduled shopping time. Product will not be held for agencies wanting to return to pickup items on a second trip.
5. Use of cooler/thermal blankets are required for the safe transport of all refrigerated and frozen items.
6. The Food Bank will provide carts for charities to use in the shopping area. **Distribution Partners will only be allowed to use one (1) cart. If a cart is not available, charities must wait until one becomes available.** Distribution Partners must place all products onto carts. **Do not place any product on the floor at any time! For safety reasons, please do not stack product on your cart any higher than you can see over.** You may return to receive more product.
7. The Food Bank limit agencies to a maximum of **two (2)** authorized personnel from each organization or one authorized personnel and one helper will be allowed in the shopping area at any time.
8. Due to insurance regulations, **children under the age of 16 are not permitted in the facility at any time.** Unfortunately, the Food Bank does not currently have an area for them to stay while the authorized personnel receive product. If you must bring children under the age of 16, you must also bring an adult to supervise them outside the facility. They may not be in the Shopping Area or in the Warehouse.
9. The Food Bank must have a **current** list of authorized shoppers. Please notify the Food Bank in writing when authorized shoppers are added or removed. Mindful attention of this issue minimizes the chance of unauthorized use of your account.

10. **Distribution Partners are never permitted to open any box, container, package, or other type of wrapping material at any time.**
11. **Distribution Partners are NOT permitted in refrigerator and freezer.** Refrigerated and frozen **MUST** be ordered online ahead of your shopping time.
12. All product(s) must be checked out before it leaves the building. **Any product removed from the building before it is checked out will result in the immediate suspension of the agency.**
13. Warehouse staff will advise you when it is permissible for you to pull your vehicle to the loading door of the warehouse. Warehouse staff will be on hand to answer any questions about your order.
14. Smoking, eating, and drinking are prohibited in the building. Weapons of any kind and illegal drugs of any kind are not permitted on the YCFB premises anywhere, anytime.
15. To make sure all food listed on the invoice has been received, please verify product before leaving YCFB facility. These invoices should be kept on file for a minimum of three (3) years. They will be checked during monitoring visits. Agencies have 24 hours to notify the Food Bank of any discrepancies so that we can correct them.

Delivery Procedures:

1. There are no delivery fees however, a minimum order of 100 cases or 1,000 pounds is required to receive delivery. Additionally, any orders over 300 cases or 3,000 pounds will require delivery and cannot be scheduled for pickup.
2. We will do our best to accommodate your delivery date/time request but may not be guaranteed. Orders requesting delivery must be placed 5 business days in advance. Orders requesting pickup must be placed 3 days in advance.
3. If an order is not picked up or cancelled less than 48 hours before pick-up/delivery, a \$20 restocking fee may be charged.
4. It is the Member's responsibility to have people at your drop site to carry the food from curbside to the storage area. The driver is not responsible for transporting the order into your facility. For delivery inside the member location, Food Bank Agency Services staff must approve the request for delivery inside and a Waiver of Liability must be on file with Food Bank for this service.
5. If there are insufficient people to carry the food to the storage area, the driver reserves the right to leave the order at the drop site or return it to the Food Bank.

Safety is important - - -
please do not overload your cart or your vehicle!
Product Use Guidelines

Please remember that all product is to be used for the ill, needy and children.

*Do not use York County Food Bank product for fundraising, staff, volunteer use,
or as an incentive for volunteer participation.*

*York County Food Bank product may not be traded, sold, or bartered.
To do so violates the Contract and your membership will be terminated.*

Section 4

ACCESS TO INVENTORY

WHAT IS AVAILABLE AT THE FOOD BANK?

A variety of product is frequently available for Member Agencies at the Food Bank. All product(s) will be made available for distribution to partners as soon as possible, once we have inventoried, sorted, examined, and made sure that it is safe for consumption.

Section 5

ONLINE PORTAL

The York County Food Bank offers its Distribution Partners access to important documents online. Please visit our website to access many different items, such as:

1. An up-to-date inventory list of what products the York County Food Bank has in stock.
2. Distribution Partner forms that are pertinent to your specific agency.
3. Monthly reporting forms.
4. Other important information

Section 6

SITE VISITS/MONITORING

Site Reviews: The Food Bank requires that all member agencies are monitored at least once every two years. All new applicants are visited prior to final membership approval and access to inventory and will be subject to a probationary review after the first six months of membership. Site visits may be announced or unannounced. This monitoring process includes inspection of food storage and handling systems, record keeping, and general information review. To ensure that your agency passes this inspection, the Food Bank offers the following requirements:

- Agencies must have adequate, safe food storage space.
- Storage and/or food preparation areas must be clean and in order.
- Storage areas must be locked and secure in order to control the use of products for approved program(s).
- Food must be stored 6" off the floor and 6" away from the walls. Metal shelving is preferable.
- There can be no signs of rodent and insect infestation.
- All non-food items must be stored separately from food items.
- Perishable foods must be stored in properly functioning refrigeration or freezer units; temperature logs must be maintained.
- Food distribution records, household registration forms, USDA records (if applicable), meal service records (if applicable), and invoices must be kept on file and available for review (current year and three previous years).

NOTE: If an agency is found in violation of these requirements, the Food Bank will notify the agency, in writing, offering a reasonable timeframe for corrective action or resolution of the violation. Food Bank Agency Services staff are available for assistance in resolving the situation.

Section 7

SAFE FOOD STORAGE & HANDLING

Food safety is an important public health issue. Our network exists out of compassion and a desire to help others, and the last thing we would want is for someone to become sick from the food they receive. Agencies working with YCFB must implement food handling measures to ensure that product being distributed is safe. Partner Agencies assume all responsibility for food and food use once it has been removed from the Food Bank Warehouse or delivered to your location.

It is also imperative that the food products are kept in a secure place by the agency. This ensures that the integrity of the food may be maintained, and that possible contamination of the food does not occur.

Once food is received from YCFB, it must be stored properly by the agency until it can be distributed to people in need. The following storage guidelines highlight practices agencies should follow, but are not meant to be an inclusive list:

1. Food must be stored in a clean area, free of dirt, bacteria, pests, and other contaminants. Dry product should be stored off the floor on pallets, shelving or in cupboards at a temperature near 70 degrees. All storage areas should be orderly and organized for efficient distribution and product rotation. This is called the **First in First Out** process so that all stock is as fresh as possible. Food storage areas **MUST** be kept locked when not in use to limit access to unauthorized personnel and to keep product secure.
2. Baby food and formula should never be distributed past the expiration date and should be discarded when the expiration date is reached.
3. Non-food products such as cleaners or chemicals should be stored away from food products.
4. Refrigerators and freezers must be kept operational, clean and have thermometers. All Agencies storing refrigerated/frozen product from the York County Food Bank **MUST** keep temperature logs on all days of food program operation on all units and logs must be always available.
5. Refrigerated products should be kept between 32 and 40 degrees, and all units should have thermometers to monitor temperature.
6. Frozen products should be kept at 0 degrees or below, and all units should have thermometers to monitor temperatures daily.
7. There should be no signs of pest infestations of any type in the storage area.
8. All product is to be stored at the agency's facility. Storage is not permitted at a private residence, outside shed or container, or a mini-storage unit.

“Sell by/Use by” Codes

“Sell by” means how long the product should be on the grocery store shelf. “Use by” means how long the product will retain top eating quality.

Food codes can be very confusing and misleading. The Food Bank offers a wealth of resources on these dates, so be sure to contact us for resources and share this information with your staff/volunteers and clients that you serve. Additional resources are available online by searching “food code dates”.

For most foods, these dates are very conservative and often the shelf life of a product is longer than the code dates indicate, especially for dry goods. Many products donated to the Food Bank are either close to code or out of code. However, before Food Bank staff accepts donations of products that are close to or out of code, it is confirmed with the manufacturer that the true shelf life of the product is beyond the dates printed on the product therefore enabling us to give you access to products that would otherwise be wasted.

Section 8

PROBATION AND SUSPENSION POLICY

The Food Bank will conduct an onsite visit of each Member Agency prior to membership approval. Once approved, the agency will be monitored biennially. However, the Food Bank reserves the right to monitor any Member Agency more frequently, as deemed necessary.

If the Food Bank discovers one or more violations during a site visit (or via other means), the Member Agency may be placed on probationary status or may be terminated. Violations include, but are not limited to:

1. Exchanging donated food or other products for money, property, or services.
2. Removal of donated food or other products from an on-site program for private use.
3. Using donated food or other products in a manner that is not related to the exempt purposes of the member agency.
4. Falsifying information on Food Bank application or other Food Bank required document.
5. Delinquent reimbursement of shared maintenance contributions.
6. Donated food or other products are improperly stored, refrigerated or transported.
7. Donated food or other product is improperly stockpiled.
8. Member agency is in violation of any state or local statute, ordinance, code, or regulation.
9. Member agency otherwise violated the Member Agency Agreement between itself and the Food Bank.

Probation: The purpose of the probationary period is to place a Member Agency on notice that it must bring its program into compliance with Food Bank policies and/or guidelines. Official notice of probation will be sent to the Member Agency in writing within ten days from the date of the onsite visit or discovery of the violation. This correspondence will include an outline of compliance issues, corrective measures that are to be taken, and a defined timeline for corrective actions to be accomplished. A member of the Agency Services Department will schedule a follow-up site visit to the agency (may be unannounced) at which point a determination will be made whether corrective measures have been successfully completed. A member agency may be placed on probation for a period not to exceed three months if

found to be in violation of items 5, 6, 7, 8 or 9. The Agency Services Department has the authority to extend the probationary period or to recommend termination of the member agency. A member agency may be reinstated when the Program Director has determined that the violation has been corrected.

Termination: A Member Agency may be terminated, without a probationary period for violations numbered 1 through 4 above. A Member Agency may also be terminated after being placed on probationary status three or more times for violations such as those numbered 5 through 9 above (including multiple occurrences of the same violation). Only the Executive Director or Agency Services Committee has the authority to terminate agency membership. Upon termination, an agency loses all the rights and privileges of Food Bank membership. Terminated agencies may re-apply for Food Bank membership after a period of not less than 24 months.

Appeals: The Member Agency may appeal a probation or termination ruling by submitting a written appeal to the CEO of the Food Bank within 10 days of receipt of the notice of the ruling.

Section 9

RECEIPT OF YCFB PARTNER AGENCY MANUAL

I have received a copy of the York County Orientation Manual. I understand that this manual is intended as a general guide to the policies and procedures of York County Food Bank. Our agency, all staff and volunteers agree to abide by these policies.

I understand that violations of any rules or regulations in this manual may result in termination of membership with the York County Food Bank and lose of all status therein.

I also agree that should there be any questions about these rules and regulations, our agency personnel will clarify their actions before assuming they fully understand what is contained in this document.

I understand that as a Distribution Partner, I am required to train all my staff with the proper York County Food Bank requirements.

NAME OF ORGANIZATION _____

SIGNATURE OF AGENCY REPRESENTATIVE

NAME OF AGENCY REPRESENTATIVE (PRINT)

TITLE

DATE _____

AGENCY ADDRESS _____

CITY _____ STATE _____ ZIP _____

PHONE _____ EMAIL _____