



Welcome new/existing partners!

First, I want to extend a warm welcome to the newest members of our hunger-relief network. We want to express our sincere gratitude and appreciation to those members who have been doing this most important work, whether for several months or several years. You are all part of an incredible network of paid and volunteer staff, which serves people in our communities who suffer from the effects of hunger and food insecurity.

Secondly, we would like to introduce you to this Agency Handbook. We believe it will be a very valuable and useful tool in helping you in the most effective and efficient way possible as you provide food to our hungry neighbors.

I'm sure you'll agree that we are all committed to a common goal...fighting, and eventually ending, hunger in our local communities. This handbook will be especially helpful to those agencies new to our network and will be a good refresher for our more experienced agencies; however, some things have changed since many of you have joined our network so we urge you to review each section.

We have come a long way since our doors first opened in 1982, when a handful of volunteers and member agencies distributed a few thousand pounds to people in need. Over the years we have experienced tremendous growth, exceptional challenges and a respect for those who struggle each day to make ends meet.

Today we serve over 74,800 (unduplicated) people each year, accounting for more than 1 million requests for food assistance annually through our network of more than 205 partner agencies/programs. We distributed over 4 million pounds in 2014, but as you already know, we need to distribute more.

Whatever path we follow or programs we develop, this work cannot be done without your support and commitment. Our partnership is critical to the success of our work and to the well-being of the people we serve.

Thank you for all that you do. I wish you the very best!

A handwritten signature in blue ink that reads "Kara Nickens".

Kara Nickens
CEO

Partner Agency Handbook

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Wichita Falls Area Food Bank (WFAFB) A Brief History

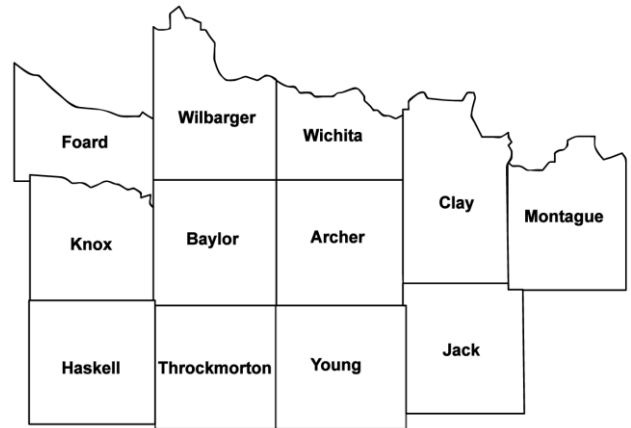
Our Vision:

Hunger-Free Communities

Mission:

Uniting our communities to fight hunger with food, education and advocacy

WFAFB was founded in 1982 by a group of concerned citizens who were dedicated to helping their hungry neighbors. In 1982 we distributed 224,192 pounds of food. In 2017 we distributed 3,477,287 million pounds of food through approximately 200 partner agencies/programs.



WFAFB is a member of Feeding America, as well as Feeding Texas, and is a nonprofit organization that distributes quality food and products to partner agencies, including church pantries, homeless shelters, soup kitchens, low-income day care centers, senior citizens centers, and victims of disaster. WFAFB serves the 12 North Texas counties shown on the map.

Please visit www.wfab.org for more information.

Feeding America

Vision: A Hunger-Free America

Mission: Feed America's hungry through a nationwide network of member food banks and engage our country in the fight to end hunger.

Feeding America (FA) is the nation's leading domestic hunger-relief charity. Each year, the FA network provides 3 billion pounds of food to more than 37 million low-income people facing hunger in the United States, including more than 14 million children and nearly 3 million seniors. The FA network consists of more than 200 food banks that serves all 50 states, the District of Columbia and Puerto Rico.

Feeding Texas

Vision: A Hunger-Free Texas

Mission: We lead a unified effort for a hunger-free Texas

Feeding Texas is a statewide, 501(c)(3) nonprofit organization. Our mission is to lead a unified effort for a hunger-free Texas. We move millions of hungry Texans toward food security through a statewide network of food banks; strengthen the collective response to hunger through collaboration and scaling success; and lead the public conversation needed to solve hunger in Texas.

General Information

A. How to Reach Us:

Physical address.....1230 Midwestern Pkwy, Wichita Falls, TX 76302
Mailing address.....P.O. Box 623, Wichita Falls, TX 76307-0623
Telephone number.....940-766-2322
Fax.....940-766-4429

B. Who to Call:

To change or request a pick up day and time..... Operations Manager
For billing questions.....Administrative Director
Childhood Hunger Programs.....Childhood Hunger Director
Food Safety Training.....Administrative Director
Nutrition Education.....Nutrition Services Director
Product integrity.....Operations Director

C. Order and Distribution Times:

Deadlines for placing orders: All orders must be placed by noon the day before the pick-up date.

Pick Up Day	Order Received By	Time
Monday	Friday (previous week)	12:00 pm
Tuesday	Monday	12:00 pm
Wednesday	Tuesday	12:00 pm
Thursday	Wednesday	12:00 pm
Friday	Thursday	12:00 pm

Orders must be placed by going online to wfabf.org; scroll down and click on agency access.

Pick-up times are available by appointment only, Monday through Friday from 8:30 A.M. to 4 P.M.

Note: Bread, pastries, produce, and dairy products may be picked up Monday through Friday 8:30 A.M. to 4 P.M. An appointment is necessary and no arrivals after 3:45 P.M.

Partnership Guidelines

WFAFB is committed to building the strongest network possible to serve the food needs in the 12 North Texas county service area. To that end, WFAFB employs a strategic approach to identifying gaps between high need areas and services provided in that area.

WFAFB reserves the right to deactivate or to refuse partnership to any organization that does not meet the minimum requirements of WFAFB, does not correlate with the WFAFB mission, or does not abide by WFAFB policies and procedures as listed in this handbook.

Authorized Programs for Partnership

Food Pantry – An emergency/supplemental food distribution program that provides groceries to clients in need. Pantries have regular, published distribution times. Food is consumed off-site. Examples of this type of program are:

- Church or faith-based organization pantries
- Community Centers
- Social Service organizations, faith and non-faith based
- Senior Citizen Programs

Meal Program – An agency that provides meals to clients on-site at regularly scheduled hours. Examples of this type of program are:

- Soup Kitchens
- Emergency Shelters
- Senior Citizen Centers
- Low-income child care programs

Snack Program – An agency that provides a snack to clients on-site on a regular basis. Examples of this type of program are:

- After School Programs
- Low income/Sliding Scale Child Care
- Senior Citizens Centers

Supplemental Box Program – An agency that provides supplemental boxes to clients. Examples of this type of program are:

- Adult Protective Services
- Helen Farabee
- Inheritance Adoption
- Child Advocates (CASA)

Some programs may fall into more than one of the above categories.

Partnership Eligibility Requirements

In order to gain and maintain membership with WFAFB, a Partner Agency must meet minimum requirements as set out by Feeding America, IRS, USDA and WFAFB. By federal law, a 501(c)(3) or other tax exempt organization, must be fiscally, programmatically and legally responsible for the handling and distribution of donated food received by WFAFB.

To assure compliance and accountability, the WFAFB has an application process for organizations interested in becoming a Partner Agency. WFAFB accepts applications for partnership from organizations that, for charitable purposes, wish to distribute food to the ill, needy or infants. These types of partnerships include but are not limited to an emergency or non-emergency food pantry, emergency congregate meal provider, shelter, transitional living facility, back-pack program and snack program.

To partner with WFAFB an agency must:

- Meet 501(c)(3) or equivalent status
- Have a minimum of three months emergency food distribution experience prior to WFAFB partnership
- Post required posters and complete any survey requests sent by WFAFB
- Meet WFAFB minimum requirements (see below)
- Complete a WFAFB New Partner Agency application, program outline, Letter of Agreement and USDA eligibility form
- Attend a mandatory Orientation/Civil Rights/Safe Food Handling class annually
- Pass an initial physical site inspection
- Agencies ***may not*** distribute WFAFB donated products to other agencies

Non-Profit 501(c)(3) Status

All agencies receiving donated products from WFAFB must be federally exempt 501(c)(3) organizations, be affiliated with a 501(c)(3), or a 501(c)(3) equivalent (churches). See IRS Publication 557 for an explanation of the different 501(c) statuses. The agency must adhere to all requirements under IRS Code 170(c)(3). An agency that is affiliated with a church or a program directly sponsored by a church may use the nonprofit designation of the parent affiliation of that church (e.g. Southern Baptist Convention, Diocese of Austin, Lutheran Church-Missouri Synod, etc.). In such cases, the agency must submit a letter on the church's letterhead affirming that the program is directly associated with that church and the church is affiliated with the parent organization.

An independent or non-denominational church or a program directly sponsored by an independent church and has not received a nonprofit designation from the IRS may submit a letter on the church's letterhead signed by its Chief Executive Officer affirming that the organization is, in fact, a church, and has not applied to the IRS for 501(c)(3) status and been denied, nor has had its 501(c)(3) status revoked by the IRS.

Furthermore, such church must affirm that it essentially meets nine of the fourteen criteria employed by the IRS in defining a church. If your agency falls within this category, the signed form will be placed in your file prior to agency membership. This form will be included with your application packet if deemed necessary and in the addendum. A copy of the 501(c)(3) determination letter or a letter of affiliation or affirmation must be submitted to the Food Bank before membership can be activated.

Three Month Experience Requirement

The following requirement is for food pantry and congregate feeding programs only. WFAFB requires three months (prior to WFAFB partnership) of food pantry or similar emergency food program distribution experience to a minimum of 25 families in order to qualify for partnership. Partnership with WFAFB is meant to enhance the work your agency is already doing. Commodities available from WFAFB should supplement your inventory not be the sole source. The experience requirement is meant to show WFAFB that your agency has acquired food/financial support of the community which is one key to long-term success and stability.

Direct distribution to clients and record keeping can be difficult so the experience requirement also shows your commitment to human service and accountability requirements. All current WFAFB Partner Agencies are required to serve a minimum of 25 families per month.

Minimum Requirements

Potential new WFAFB Partner Agency must:

- Serve the ill, needy or infants
- Follow all IRS, USDA, TEFAP, Feeding America and WFAFB policies and procedures. Failure to follow all policies will result in limitations on food available (USDA)
- Agree to attend WFAFB mandatory Civil Rights, Safe Food Handling training annually
- Emergency food pantries must be open to the public a minimum of once a month for a minimum of two hours each distribution
- Non-emergency food pantries must show they are population specific and provide case management for clients (e.g. Aids Services or Refugee)
- Documentation of 3 months of service to a minimum of 25 families per month prior to WFAFB partnership
- Agency agrees to maintain adequate refrigeration and secured storage space to ensure the wholesomeness of the food until used or distributed.
- Agency is located and provides services within the 12-county area served by WFAFB
- Agree to post required *And Justice For All* and Notice to Clients posters in areas that are viewable to clients in addition to posted hours/dates of distributions
- Agree to keep WFAFB updated on agency contact and correct emails and promptly reply to all survey, reports and other requests
- Agree to keep WFAFB updated on any service plan changes such as hours/days of operation etc.
- Before *NEW* agency begins operation, staff “must” attend civil rights/food safety training.
- The agency must offer some form of social service to clients, i.e., nutrition education, budgeting classes, medical screenings, SNAP outreach.
- Agency must have online ordering capabilities.

WFAFB Partner Agency Policies

Fiscal Management and Accountability

The Wichita Falls Area Food Bank is an organization that makes every effort to provide low cost quality food and non-food items to its partner agencies so they may distribute to clients. Products are purchased by the WFAFB to supplement donations and are distributed at a reduced cost to the agency. The fee associated with these products is called a “shared maintenance fee”. An agency can view this fee as a recuperation of the cost of having a variety of products shipped and stored from all over the country.

Payment Methods:

An agency check is the preferred method of payment, although cashier checks and money orders are also accepted. The agency account number and the invoice number(s) must be included with the payment, either in writing or by enclosing a statement. Front desk staff will be receipting payments. Agencies must allow a minimum of 3 working days to enter payments into an agency account. If the agency has exceeded its credit limit due to this late payment, no purchases will be made until the account has been credited the payment.

1. The agency must maintain good credit with the WFAFB by keeping their agency account current at all times
2. New agencies must pre-pay \$250.00 to ensure that they are financially viable and able to meet their financial obligation to the Wichita Falls Area Food Bank. This amount will be credited to their account for use on future orders
3. Agencies will be assigned a credit limit that (upon agency’s request) can be reviewed after 3-6 months of membership by our Agency Service Department. Credit limits typically start off at \$250.00. After successful completion of several months as a member, this limit can be review at the request of the agency. This request must be made in writing and the agency must allow a minimum of 2 weeks for the change to be processed. If an agency exceeds a credit limit due to ordering over the limit or lack of payment, their account will automatically suspend itself until an Administrative Staff Person reviews the account and revises the limit.
4. A returned fee of \$10 will be charged on any returned checks. If a check is returned, payment will then have to be made using another form of payment (i.e. cashier’s check, money order, cash etc.) If an agency has several returned checks, they may be asked to make payments for an indefinite amount of time using an alternative form of payment and or / subject to having their partnership terminated
5. The Wichita Falls Area Food Bank reserves the right to place a member agency on “Financial Hold” for unpaid balances over 90 days old. Failure to pay within 60 days may cause an interruption in services, if it causes the agency to exceed its credit limit. Continued failure to pay an account in a timely fashion may result in other financial arrangements such as a pre-payment agreement or termination of partnership with the Wichita Falls Area Food Bank.
6. The agency must keep all financial records for a minimum of 3 years. Agency records will be used to assess any changes in account balances and / or other changes to the account.

Shared Maintenance Fee

The Shared Maintenance Fee is a per pound fee assessed on most products to help defray warehouse expenses, freight, and miscellaneous overhead costs. WFAFB may reduce or eliminate these fees on certain products at any given time.

\$ 0.19 All meats that are canned or frozen, other products such as snacks, canned goods, dry goods, and other grocery items.

\$0.01 Bakery items

\$0.02 Single and Family size beverages that are not 100% Juice

\$ 0.00 Dairy, produce, water, 100% Juice, and eggs

WFAFB has some items that are a part of its **Good Buy Hunger Program**; cost will vary on those items, and are at a significant discount to retail prices.

USDA Commodities

USDA Commodities are products provided by the United States Department of Agriculture to feed the needy. All partner agencies are eligible to receive USDA Commodities if they are in compliance of USDA regulations. The Texas Commodity Assistance Program Handbook (formerly known as TEXCAP) details USDA requirements and may be found at:

<http://www.squaremeals.org/Programs/TheEmergencyFoodAssistanceProgram.aspx>

Partner agency must adhere to the official USDA non-discrimination clause, which states: “In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability.”

Partner agency must post the official USDA nondiscrimination poster “... And Justice for All” in a place visible to the public. Posters are provided by WFAFB.

Partner agency must qualify clients based on household composition and income as required by USDA.

Partner agency agrees **not** to ask clients for their Social Security number at any given time or use it as a qualifying factor.

Partner agency must notify applicants and participants of their right to a fair hearing. You must notify an applicant in writing of the right to a fair hearing at the time of initial certification, and at denial or termination of benefits.

Partner agency must properly transport, store, and handle all food products in accordance with USDA guidelines.

Food pantries, and on-site meal and snack programs must maintain records of use and distribution of USDA Commodities for 3 years and 90 days.

The Emergency Food Assistance Program (TEFAP)

Guidelines for Distributing USDA Foods

Food pantries and other agencies that qualify to distribute USDA Foods must:

- Distribute to households fairly and equitably, on a “first come-first serve” basis.
- Provide each eligible household with at least some food assistance, if USDA Foods are on hand.
- To the extent possible, provide same-size households with similar amounts of USDA Foods.
- Maintain a record of distribution dates of USDA Foods to households.

Suggestions for Food Assistance:

- When the demand for USDA foods is expected to exceed the supply, and an agency, in a fair and consistent manner, may vary the amount of food assistance provided to eligible households of the same size based on individual household circumstances. For example: Some households with income may need USDA Foods to supplement purchased food, while others may need help during a temporary household crisis. However, a household without income or food may need more food for a longer period.

On or before distribution day:

- Estimate how many households to whom you expect to distribute USDA foods.
- Determine the amount of USDA foods and other food, if any, that is available for distribution.
- Determine how long it will be before additional USDA foods and other food, will be received.
- If possible, based on the above information, give households of one to four people at least one unit of each USDA food and give each large household at least two units of each USDA food.

Distribution Priorities

Priority 1 – To recipient agencies (RAs) that provide emergency food assistance (i.e., hunger relief agencies, soup kitchens, and like agencies; food pantries; alternate and additional CEs; and shelters for children or battered women).

Priority 2 – To RAs that provide non-emergency, prepared meals to eligible persons (i.e., group treatment centers and other group living arrangements). Priority 2 is for USDA Foods that remain only after Priority 1 needs are met.

Each agency will be designated in the Primarius Inventory System as a Priority 1 (P1) or Priority 2 (P2) so staff will know if they are eligible to receive USDA Food at the time of their request.

In order for RAs to receive USDA Foods under Priority 2, Wichita Falls Area Food Bank Staff, will need to verify the date the food was received by looking at the date of receipt noted on the pallet tag to ensure the food has been in inventory for at least 90 days. If WFAFB has had the product for 90 days, the staff will pull the product and place it on the agency order. If the product has not been in the warehouse for the 90 days, the staff member will remove it off the invoice and the agency will be notified they are not able to order that item until the items has been available for the first 90 days.

Training

The CE, sub-distributing agency, and distribution site personnel must be trained in all aspects of civil rights before assuming any TEFAP duty and every program year thereafter.

Volunteers who regularly interact (i.e., have contact at recurring normal intervals) with program applicants and participants or determine eligibility must receive full civil rights training on an annual basis. Volunteers who handle personal information of applicants and participants must also receive full training. Full training, according to FNS Instruction 113-1, Civil Rights Compliance and Enforcement — Nutrition Programs and Activities includes, but is not limited to, the following:

- Collection and use of data (including instructions on completing H1555 form)

- Effective public notification systems
- Complaint procedures
- Compliance review techniques
- Resolution of noncompliance
- Requirements for reasonable accommodations of persons with disabilities
- Requirements for language assistance
- Conflict resolution
- Customer service

Volunteers who do not handle personal information and only infrequently interact (i.e., seldom or rarely) with program applicants and participants must receive, at a minimum, limited civil rights training (i.e., customer service and any other subject matter applicable to each volunteer's role and responsibilities). As not all the subjects for full civil rights training are required, this training may be less time intensive than the full training provided to the frontline volunteers who regularly interact with or handle personal information of program applicants and participants.

Volunteers who do not interact in any way with program applicants and participants and who do not handle personal information do not need civil rights training.

If there is a concern that any volunteer cannot understand and/or abide by the training and civil rights requirements, then that volunteer should not interact in any way with program applicants and participants or handle personal information.

Refer to TEFAP Handbook, Section 11000, Resources, "Civil Rights Guides for Food and Nutrition," for information on civil rights training materials.

Sites Located at Religious Organizations

TEFAP distribution can involve a number of different organizations. For instance, some religious organizations administer a site, while other religious sites provide space for TEFAP without administering the program itself. Federal civil rights laws address explicitly religious activities at such sites:

1. Organizations must not engage in explicitly religious activities as part of TEFAP, including overt religious content such as worship, religious instruction, or proselytization.
2. An explicitly religious activity at a site must be separated in time or location from TEFAP services.
3. Organizations must not require participants or applicants to participate in explicitly religious activities to receive TEFAP.

TEFAP and Explicitly Religious Activities. The following table provides examples to guide explicitly religious activities at TEFAP sites. TDA encourages CEs to contact the Program Specialist² with questions about specific circumstances.

It is acceptable to...	It is unacceptable to...
Hang a cross on a wall at TEFAP site.	Require participants to stand by a cross and recite a prayer prior to TEFAP distribution.
Place a menorah on a table at the site during the holiday season.	Refuse USDA Foods to participants who do not practice the Jewish faith.
Display faith-based pamphlets at the front or back of the site for interested people.	Insert faith-based pamphlets into TEFAP bags or boxes that will be distributed to participants.
Have a religious official, such as a pastor, assist with TEFAP distribution.	Require or encourage participants to have a religious conversation prior to TEFAP distribution.
Hold a prayer service on the second level of a church building while TEFAP distribution occurs on the lower level.	Hold a prayer service in the same room and at the same time as TEFAP distribution.
Invite participants or applicants to participate in a voluntary and clearly separate prayer before TEFAP distribution.	Lead participants in a prayer at the beginning of TEFAP distribution.

Beneficiary Referral Request. When an applicant or participant objects to the religious character of a site, the site must make reasonable efforts to refer them to an alternative site. “Reasonable efforts” depend on the situation. At a minimum, the CE or sub-agency must 1) attempt to identify an alternative provider and 2) determine the service that the provider offers. A referral may be made to non-USDA funded providers if necessary and if the provider has the capacity to accept the beneficiary 3) if agency do not know of an alternative provider they will refer client to 211.

The Emergency Food Assistance Program and the Commodity Supplemental Food Program Beneficiary Referral Request form documents the referral efforts. Copies of the form must be easily available at each site. The form is available at www.Squaremeals.org. Choose Programs, The Emergency Food Assistance Program, TEFAP Administration and Forms, then input the form name into the appropriate search field, or sub-agency can request a copy of form from the WFAFB Administrative Director.

General Guidance for Household Application

Request but don’t require. Sites may request but must not require proof of application information, including, but not limited to, the following:

- Identification
- Address
- Income

Participants and applicants have the right to refuse to provide proof of application information. Nevertheless, sites must provide USDA Foods to eligible participants who refuse to provide proof — in other words, refusal to provide proof of ID or address must not be perceived as a barrier to participation.

The Proxy

A proxy is a person designated by a participant to act for the participant as necessary throughout every process of TEFAP. For example, proxies can provide a signature on forms. Proxies may also act for the participant at application, certification, food package distribution, and recertification. A proxy must provide proof of identification prior to picking up a food package.

Requirements. CEs must collect at least the following information:

1. Participant’s name
2. Name of distribution site
3. Authorization including proxy name
4. Participant’s signature
5. Duration of proxy

The site/agency must maintain each written proxy designation on file. Proxy identification must be reviewed at each application, certification, food package distribution, and recertification.

Fraud, Negligence, and Misuse of USDA Foods

CEs, sub-distributing agencies, sites, and participants must report fraud, misuse, or negligence.

Definitions follow.

fraud – The intentional concealment or willful misrepresentation of information to receive USDA Foods.

negligence – Improper distribution or use of USDA Foods; or failure to properly store, handle, or care for the food.

misuse of USDA Foods – Includes (but is not limited to) selling, trading, or giving them to ineligible persons

Procedure for Reporting

Customer Complaint Program

Purpose

Wichita Falls Area Food Bank (WFAFB) is responsible for ensuring that all products handled by our facility are safe, unadulterated, correctly labeled, and effective for their intended use. The Customer Complaint Program is intended to address agency and client complaints regarding food safety, food quality or distribution service in an effort to protect public health. WFAFB uses standards from FDA, Feeding America and City of Wichita Falls Health Department safety codes, including its authority to inspect, take samples, review records and investigate complaints. To the extent possible, WFAFB solicits the cooperation of industry partners to resolve complaints but, when necessary, may seek legal action.

Scope

WFAFB will investigate complaints to determine the seriousness of the problem, take appropriate actions, and when necessary report complaints to manufacturers and the local health department. This program outlines the processes for investigating complaints, identifying and correcting issues, and communicating results to the complainant and appropriate staff, and others as identified.

For the purpose of this program, the term *Customer* is defined as either a Partner Agency OR the client of a Partner Agency. Food safety complaints are defined as those which could result in illness or injury. A food quality complaint is one in which the food smells, appears, or taste is compromised or appears compromised. A service complaint is any concern related to any service provided by WFAFB to Partner Agencies, including but not limited to distribution of food products, educational programs, site visits, meetings, etc. It also includes a concern related to any service provided by a Partner Agency to a person seeking food assistance.

Complaints involving any of these issues require an immediate response and detailed documentation, from the onset of the complaint through resolution. In addition to documenting complaints, all necessary efforts will be made to identify and correct problems, with particular concern for those that could result in unsafe food being distributed from the Food Bank.

All customer complaints will be reported to Michelle Oates, Administrative Director via email at michelleoates@WFAFB.org or by phone at 940-766-2322 or mailed to: Wichita Falls Area Food Bank, 1230 Midwestern PKWY, Wichita Falls, TX 76302, Attn: Michelle Oates.

If the situation is an emergency that requires immediate action please direct callers to contact Emergency Services at 911 prior to logging their complaint.

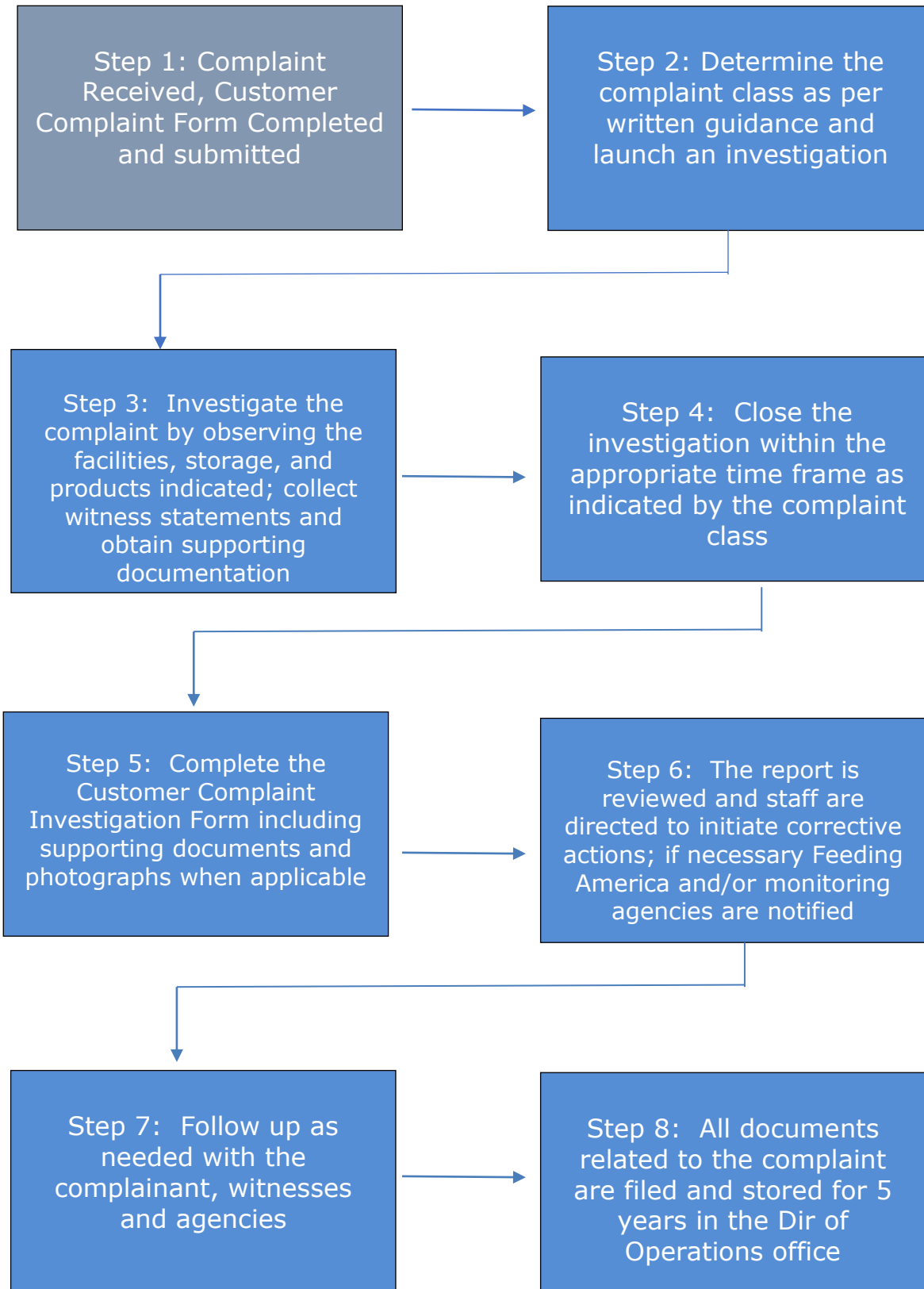
Upon receipt of a customer complaint, WFAFB takes all complaints seriously and investigates promptly, and may request additional information from the person who filed the report before taking action. A Complaint Investigation will be initiated by the Administrative Director or their designate. Investigations may include contacting the retailer, distributor, or manufacturer to identify the responsible firm, and visiting the facility location. Once the basic information is established, WFAFB will determine if the complaint requires referral to an outside agency. If the complaint is for a product outside WFAFB's jurisdiction, the appropriate food safety agencies are notified.

The following staff members have responsibilities within this process:

- Step 1: Administrative Director
- Step 2: Administrative Director
- Steps 3-5: Operations Director, Facilities Manager, Administrative Director
- Step 6: Operations Director, Receiving Clerk
- Step 7: Operations Director, Administrative Director

In addition to those positions with responsibility for the process, any staff member with relevant knowledge may be interviewed as a witness. The Administrative Director will provide oversight and may request additional assistance from other Directors when needed. For example, should there be media involvement, the Director of Marketing and Development will be notified and will liaise with media per direction of the CEO.

Complaint Process Diagram



Categories for Food Safety and Quality Complaints

Class I (Emergency):

This category includes any incident, which presents, or may reasonably be expected to present: (a) serious adverse health consequences including a threat to life, a necessity for immediate medical or surgical intervention by professional medical or health personnel or permanent damage or impairment of a body structure or function; or (b) other adverse health consequences where significant numbers of people are or may be expected to be at risk (e.g., botulism, paralytic shellfish poisoning, or product tampering).

Class I complaints are immediately investigated to protect the public health. Investigations are initiated immediately and completed within 24 hours. The local health department or FDA officials and other state or federal agencies are advised as required. If it becomes apparent from the investigation that products outside Texas are affected, the appropriate federal agencies and Feeding America are notified.

Class II (Urgent):

This category includes any incident, which presents, or may reasonably be expected to present, other adverse health consequences, which are temporary or medically reversible in nature. (Example: finding a foreign object in a food product.)

Class II complaints are investigated based on the inherent risk of injury that the issue poses. Investigations are initiated immediately and completed within 2 business days. Appropriate officials and other state or federal agencies are advised as needed.

Class III (Other):

This category includes any incident, which presents, or may reasonably be expected to present, no adverse health consequences. (Example: short-fill weight, high fat in hamburger.) Class III complaints are generally referred to the responsible firm for corrective action. The complaint is most often referred by telephone or letter, and FDA requests to be notified of the follow-up actions taken by the firm. Complaints involving products manufactured out-of-state are coordinated with the appropriate federal agency (e.g., FDA, USDA, or City Health Department) for follow-up with the manufacturer.

Class III complaints do not involve illness or injury (e.g., spoiled foods, unidentified particles, bugs inside food packages). Investigations are initiated within 1 business day and responded to within 3-4 business days. This type of complaint may be referred to the Local Health Department for further investigation. All other food complaints not involving an illness or injury (e.g., swollen cans of tomato sauce, a cupcake with metal fragments in it or "foul" tasting produce) should be referred to the manufacturer or distributor.

Education and Training

WFAFB staff members will be trained on the proper gathering of information, identifying root causes, solving immediate concerns and developing preventative action to prevent recurrence of similar issues. Employees shall be reminded in the annual food safety training about the importance of receiving feedback, from clients and agencies.

Monitoring

Program review will be conducted as follows:

- Annually
- When program procedures fail
- When a lapse in the program occurs, or could have resulted in a program failure

Verification and Record Keeping

Safety Committee will conduct periodic review of Consumer Complaint Program and its process. Should any discrepancies in the program or process be identified, immediate revision or corrective actions will be taken. Preventative actions may include revision of Consumer Complaint Program or communication to employee, volunteers, clients or agencies. Records will be retained for two years.

Income Guidelines

The following guidelines apply to individuals who participate in the TEFAP.

Eligibility is based on total income and size (i.e., number of household members) of a participant's household. Participants qualify for USDA food if their total household income is equal to or less than the figures provided in the appropriate table below.

NOTE: Be sure you use the correct income eligibility guidelines table based on the time period.

Effective July 1, 2018 – June 30, 2019

No. of Household Members	Total Income				
	Annual Income	Monthly Income	Twice-Monthly Income	Bi-Weekly Income	Weekly Income
1	\$22,459	\$1,872	\$936	\$864	\$432
2	\$30,451	\$2,538	\$1,269	\$1,172	\$586
3	\$38,443	\$3,204	\$1,602	\$1,479	\$740
4	\$46,435	\$3,870	\$1,935	\$1,786	\$893
5	\$54,427	\$4,536	\$2,268	\$2,094	\$1,047
6	\$62,419	\$5,202	\$2,601	\$2,401	\$1,201
7	\$70,411	\$5,868	\$2,934	\$2,709	\$1,355
8	\$78,403	\$6,534	\$3,267	\$3,016	\$1,508
For each additional household member, add	+\$7,992	+\$666	+\$333	+\$308	+\$154

These guidelines are based on 185% of the federal poverty guidelines and are effective July 1, 2018 – June 30, 2019.

New guideline can be found at the Texas Department of Agriculture's Food & Nutrition website:

<http://www.squaremeals.org/Programs/TheEmergencyFoodAssistanceProgram.aspx>

Countable Income & Income Exclusions

Most household income is “countable,” which means that it is used to determine the household’s eligibility for TEFAP. Countable income includes:

- Wages
- Social security benefits
- Most veteran’s benefits
- Other types of benefits

However, some household income and assistance must be “excluded” from consideration as income, which means that it is not used to determine the household’s eligibility for TEFAP.

Excluded income and assistance includes:

- Supplemental Nutrition Assistance Program (SNAP, formerly Food Stamps)
- Vendor payments
- Loans
- In-kind benefits
- Rebate checks resulting from the economic stimulus act
- Income tax refunds
- Filipino Veterans Equity Compensation Fund payments authorized by the American Recovery and Reinvestment Act of 2009 (ARRA) for certain veterans or surviving spouses of veterans who served in the military of the Government of the Commonwealth of the Philippines during World War II
- Certain other types of benefits

Categorically Eligible

A household is automatically (or categorically) eligible for USDA foods if it currently receives assistance from one of the following programs:

- Supplemental Nutrition Assistance Program (SNAP), formerly Food Stamps
- Temporary Assistance for Needy Families (TANF)
- Supplemental Security Income (SSI)
- National School Lunch Program (NSLP) free or reduced-price meals
- Non-institutional Medicaid

When calculating total household income for purposes of determining eligibility for USDA Foods, the following programs are not to be considered categorically eligible:

- Family subsistence supplemental allowance
- National Flood Insurance Program (NFIP) payments
- Medicare prescription drug card subsidy

Emergency Food Assistance

A household with countable income that exceeds 185% of the federal poverty level for a same-size household, but is otherwise eligible, may, after proving an emergency food need, receive USDA foods provided as “emergency food assistance.”

An emergency food need exists if a household is currently paying or, during the month of application, paid an expense of any amount that was a direct result of a household crisis. A household crisis is one that was unexpected, temporary, and beyond the household’s control and occurred during the month the household applied for TEFAP or during the six consecutive months immediately prior to the application month. Unexpected costs of a household crisis include, but are not limited to:

- Necessary medical treatment of a household member
- Burial expenses of a household member
- The repair or replacement, because of a household disaster, of the household’s home, home contents, or the household’s vehicle

Note: Household disasters may include fire, flood, hurricanes, tornados, and other circumstances or incidents, as defined and documented by your agency.

Documentation of Emergency Food Assistance

Use the temporary emergency food need form to document the reason a household needs emergency food assistance and include an estimate of how many months (up to a maximum of six) the household will need emergency food assistance. Keep this form with the client’s intake records.

Temporary Emergency Food Need

If a household is ineligible based on the income guidelines, but has an emergency food need, the household can receive USDA commodities for up to 6 months. The circumstance needs to be documented below as well as the certification period and kept with the household file.

A horizontal timeline diagram. On the left, the text "Certification Period:" is followed by a large, hollow arrow pointing to the right. Above the arrow, the words "Beginning Date" are positioned at the start and "Ending Date" are positioned at the end of the arrow's span.

Comments:

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Signature of Agency Official

Date

**INSTRUCTIONS FOR
FOOD & NUTRITION
HOUSEHOLD APPLICATION FOR USDA FOODS (H1555)
THE EMERGENCY FOOD ASSISTANCE PROGRAM**

The *Household Application for USDA Foods* (Form H1555) is an application to qualify households to receive United States Department of Agriculture (USDA) Foods through The Emergency Food Assistance Program (TEFAP). The Texas Department of Agriculture (TDA) administers TEFAP in Texas by contracting with organizations for distribution of USDA Foods.

CEs or sites should complete the *Household Application for USDA Foods* (Form H1555) when a household initially requests distribution of USDA Foods through TEFAP. Thereafter, CEs or sites should complete this form at least yearly if the household requests to continue TEFAP benefits.

Notes

- CE or site may request but must not require proof of information on this form.
- Complete one original per household.
- Keep the original on file.
- Maintain separate records for each household.
- Make additional copies as needed or download *Household Application for USDA Foods* (Form H1555) at www.squaremeals.org. (Choose Programs, The Emergency Food Assistance Program, TEFAP Administration and Forms, then enter the form number in the appropriate search field.)
- Retain the applications and distribution records of households for three years following the end of the certification periods corresponding to the documents.

***Exception:** If audit findings, claims, or litigation have not been resolved by the end of the retention period, keep all forms and records until all issues are resolved.*

- Retain records of household denials for three years following the decision date.
- TDA does not require the CE or site to use *Household Application for USDA Foods* to determine eligibility. Instead, the CE or site can use an alternate form as long as it contains **all** the information that appears on the H1555. CEs may also refer to *TEFAP Handbook*, Section 4000, *Managing the Program, "Household Application."*

Section 1 — Application

At a minimum, obtain the signature of a household member to show that the household submitted an application.

Signature of household member — Obtain the signature of a household member who is eligible to apply on behalf of the household. If no one in the household is older than 18 then a household member younger than 18 may sign the form.

Date — Enter the date of signature.

Section 2 — Household Information

Name of household member — Enter the name of the household member applying on behalf of the household.

Number of household members — Enter the number of household members for whom USDA Foods are requested.

Address — Enter the household's address. CEs or sites may request but must not require proof of address.

Name of proxy (person given the authority to act on behalf of household) (optional) — Enter this information if it is applicable. To change a proxy, CEs and sites must collect a written and signed statement from the participant that contains the following information:

1. Participant's name
2. Participant's signature
3. Proxy's name
4. Date of proxy change
5. Duration of time the proxy designation will be in effect

Address of proxy — Enter the address of the proxy.

Section 3 — Categorical Eligibility

If a household currently receives one or more of the specific types of assistance listed, mark the appropriate assistance type(s). If the household does not receive any of the assistance types listed, leave the assistance types blank. CEs or sites may request but must not require proof of other assistance.

Section 4 — Income Eligibility

Total gross income — This information is optional if the household is categorically eligible. (See Section 3.) Enter the total gross income of all household members, as stated by the household, and mark whether the income is received yearly, monthly, or weekly. CEs or sites may request but must not require proof of income.

***Note:** Farmers and self-employed persons may report net income (the amount after business expenses). This net income will be added to the gross income, if applicable, of other household members, to arrive at the total gross income for the household.*

Section 5 — Household Crisis Eligibility

Complete Section 5 only if the household is ineligible because of information obtained in Sections 3 and 4.

Households qualify based on unexpected and unavoidable expenses of a household crisis.

Characteristics of a Household Crisis	Examples of Unexpected Costs of a Household Crisis <i>(The CE or site may define and document other circumstances.)</i>
1. Unexpected 2. Temporary 3. Beyond the household's control	1. Necessary medical treatment of a household member 2. Burial expenses of a household member 3. Uncontrolled loss of employment 4. The repair or replacement, because of a household disaster ¹ , of the household's home, home contents, or vehicle

In the space provided, document the cause of the household crisis.

Indicate eligibility and length of certification.

Section 6 — Eligibility or Ineligibility

Indicate eligibility and length of certification.

Indicate ineligibility then complete Section 5 if necessary.

Section 7 — Signature and Date

The CE or site's representative must sign and date the form.

¹ Household disasters may include fire, flood, hurricane, tornado, care repairs, and other circumstances or incidents as defined and documented by the CE or site.

Household Application for USDA Foods / Solicitud doméstica de los alimentos del USDA

The Emergency Food Assistance Program (TEFAP) / El Programa de Asistencia Alimenticia de Emergencia (TEFAP)

Sites may request but must not require proof of information. / Los sitios pueden solicitar pero no deben requerir prueba de información.

Section 1 — Certification**Sección 1 — Certificación***By signing below, I certify that:*

(1) I am a member of the household living at the address provided in Section II and that, on behalf of the household, I apply for USDA Foods that are distributed through The Emergency Food Assistance Program;

(2) all information provided to the agency determining my household's eligibility is, to the best of my knowledge and belief, true and correct; and

(3) if applicable, the information provided by the household's proxy is, to the best of my knowledge and belief, true and correct.

Al firmar a continuación, certifico que:

(1) soy miembro de la unidad familiar que vive en la dirección que se da en la Sección II, y que solicito en nombre de la unidad familiar los doméstica de alimentos USDA que se distribuidos por el Programa de Asistencia Alimentaria de Emergencia;

(2) toda la información que le he dado al departamento que determinará si mi unidad familiar llena los requisitos del programa, es, a mi leal saber y entender, verdadera y correcta; y

(3) Si corresponde, la información proporcionada por el apoderado del hogar es, a lo mejor de mi conocimiento y creencia, verdadero y correcto.

Signature of household member /

Firma del miembro de la unidad familiar _____

Date/Fecha _____

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

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

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

- (1) mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;
- (2) fax: (202) 690-7442; or
- (3) email: program.intake@usda.gov.

This institution is an equal opportunity provider.

De conformidad con la Ley Federal de Derechos Civiles y los reglamentos y políticas de derechos civiles del Departamento de Agricultura de los EE. UU. (USDA, por sus siglas en inglés), se prohíbe que el USDA, sus agencias, oficinas, empleados e instituciones que participan o administran programas del USDA discriminen sobre la base de raza, color, nacionalidad, sexo, discapacidad, edad, o en represalia o venganza por actividades previas de derechos civiles en algún programa o actividad realizados o financiados por el USDA.

Las personas con discapacidades que necesiten medios alternativos para la comunicación de la información del programa (por ejemplo, sistema Braille, letras grandes, cintas de audio, lenguaje de señas americano, etc.), deben ponerse en contacto con la agencia (estatal o local) en la que solicitaron los beneficios. Las personas sordas, con dificultades de audición o discapacidades del habla pueden comunicarse con el USDA por medio del Federal Relay Service [Servicio Federal de Retransmisión] al (800) 877-8339. Además, la información del programa se puede proporcionar en otros idiomas.

Para presentar una denuncia de discriminación, complete el [Formulario de Denuncia de Discriminación del Programa del USDA](http://www.ascr.usda.gov/complaint_filing_cust.html), (AD-3027) que está disponible en línea en: http://www.ascr.usda.gov/complaint_filing_cust.html y en cualquier oficina del USDA, o bien escriba una carta dirigida al USDA e incluya en la carta toda la información solicitada en el formulario. Para solicitar una copia del formulario de denuncia, llame al (866) 632-9992. Haga llegar su formulario lleno o carta al USDA por:

- (1) correo: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;
- (2) fax: (202) 690-7442; o
- (3) correo electrónico: program.intake@usda.gov.

Esta institución es un proveedor que ofrece igualdad de oportunidades.

Section 2 — Household Information**Sección 2 — Información de hogar**

Name of household member /Nombre del miembro de la unidad familiar		Number of household members /Número de miembros de la unidad familiar
Address (if available) /Dirección (si disponible)		
Name of proxy /Nombre de apoderado	Address of proxy /Dirección de residencia del apoderado	

Section 3 — Categorical Eligibility**Sección 3 — Elegibilidad Categórica**

<input type="checkbox"/> Supplemental Nutrition Assistance Program (SNAP) /Programa de ayuda suplemental de la nutrición <input type="checkbox"/> Temporary Assistance for Needy Families (TANF) /Asistencia temporal a familias necesitadas <input type="checkbox"/> Supplemental Security Income (SSI) /Seguridad de ingreso suplementario <input type="checkbox"/> National School Lunch Program (NSLP) (free or reduced-price meals)/Programa nacional de almuerzos escolares (comidas gratis o a precio reducido) <input type="checkbox"/> Medicaid /Medicaid

Section 4 — Income Eligibility**Sección 4 — Elegibilidad de Ingresos**

Total gross income \$ _____	Ingreso bruto total \$ _____
_____ per year _____ per month _____ per week	_____ por año _____ por mes _____ por semana

Section 5 — Household Crisis Eligibility**Sección 5 — Elegibilidad de Crisis del Hogar**

If household is eligible for crisis food need, document reason for crisis here. /Si el hogar es elegible para la crisis de alimentos necesidad, documenta el motivo de crisis aquí.	
Certification is up to six months. Contact TDA for approval of crisis food need for seven to twelve months. Length of certification: Beginning (month/year): _____ Ending (month/year): _____	La certificación es de hasta seis meses. Comuníquese con TDA para la aprobación de la crisis de alimentos necesidad de siete a doce meses. Duración de la certificación: Inicio (mes/año): _____ Final (mes/año): _____

Section 6 — Eligibility or Ineligibility**Sección 6 — Elegibilidad o Inelegibilidad**

<input type="checkbox"/> Household is eligible. Length of certification: Beginning (month/year): _____ Ending (month/year): _____	<input type="checkbox"/> Hogar es elegible. Duración de la certificación: Inicio (mes/año): _____ Final (mes/año): _____
<input type="checkbox"/> Household is ineligible based on Sections 3 and 4. Complete Section 5 if necessary.	<input type="checkbox"/> El hogar no es elegible basado en las secciones 3 y 4. Completa la sección 5 si es necesario.

Section 7 — Signature and date of CE or site staff**Sección 7 — Firma y fecha de CE o sitio personal**

Signature /Firma _____	Date /Fecha _____
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Record Keeping Requirements

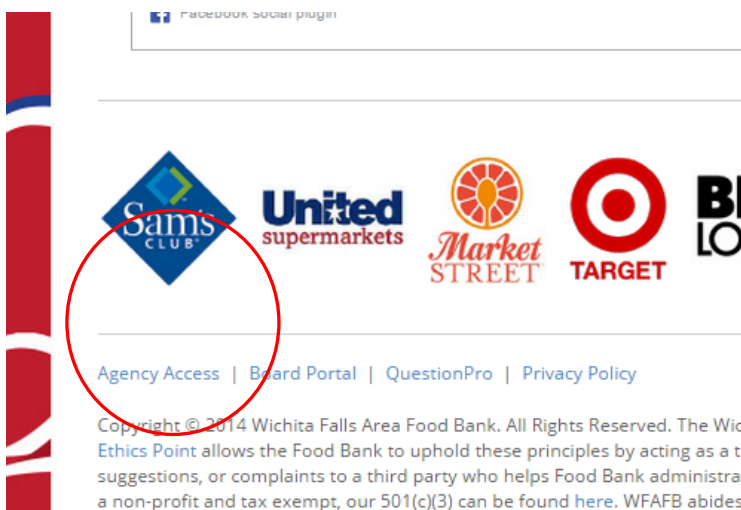
All partner agencies must keep the following records:

- Client intake form
- All invoices, and statements for WFAFB orders
- All invoices with appropriate signatures
- Copies of all monthly activity reports
- Temperature logs for refrigerators and freezers
- Records must be kept for 3 years and 90 days.

Agency activity reports are due by the 5th of every month for the previous month. These reports are done by the agency.

To Enter Agency Activity:

- Go to www.wfafb.org
- Scroll down to the bottom of the page and select “Agency Access”.
- Enter Agency Ref: (Agency ID #), username, and password.
- Once on agency home page, click on the statistics tab, this shows all the documented statistics that have been reported to the WFAFB.
- Select the enter statistics button, an enter statistics page will appear.
- Enter agency activity (make sure you change the date to the last day of the month reporting).
- Numbers can be altered until the submit statistics button is selected.
- Once submit statistics button is selected, if changes need to be made please contact the Agency Manager of the WFAFB for assistance.



Food Pantries must record and report:

- All unduplicated households served
- All unduplicated households served USDA Commodities

On-site meal and snack programs must record and report

- Records of counts of all meal and/or snacks served each month

All agencies must report the demographics of their clients and submit an agency activity report on line regardless of whether the agency picked up product for that month or not.

Monitoring of Partner Agencies

Purpose and Process of Site Monitoring Visits

In accordance with Feeding America guidelines, WFAFB monitors its partner agencies a minimum of once a year. Monitoring visits increase communication between partner agencies and WFAFB.

What to Expect During a Site Monitoring Visit

The WFAFB monitor will contact the partner agency to schedule an appointment for the site monitoring visit. However, the WFAFB reserves the right to do a surprise monitoring visit as well as the scheduled visit once a year.

The monitor will ask about all aspects of the partner agency's program including clients served, service area, and days and times of operation, etc. Food storage and preparation areas will be inspected to ensure food safety requirements are met. All agency records including invoices, monthly reports, temperature logs, and client records will be reviewed. Current copies of all licensing and certifications must be provided to the monitor.

If the monitor determines that there is a minor food storage or record keeping violation, he/she will suggest how to correct the situation, give a time frame for the correction, and do a follow-up visit if necessary.

Major food storage, usage or record keeping violations will result in immediate probation. The monitor will notify the Administrative Director in writing of actions to be taken by agency and a follow-up visit will be required before agency can resume product pick-up with WFAFB.

During this monitoring visit, the agency will have the opportunity to offer suggestions on how WFAFB can improve its services.

Pest Control Records:

- Food storage areas are particularly susceptible to rodent and insect infestation. A visual inspection of the Partner Agency's facilities should be done at least monthly, with prevention and treatment at least quarterly or as needed
- Must maintain records

Non-Compliance Resolution

Product Hold

Product Hold is temporary suspension of partner agencies prohibiting pick up of product at WFAFB. Delinquent monthly reporting, past due shared maintenance fee and failure to fulfill annual training requirements are the primary reasons that a partner agency would be placed on product hold.

The policy on product hold regarding delinquent monthly reporting is as follows:

- First offense – partner agency is on product hold until report is received by WFAFB
- Second offense – partner agency is on product hold for fifteen (15) days after report is received by WFAFB
- Third offense – partner agency is on product hold for thirty (30) days after report is received by WFAFB

The policy on product hold regarding delinquent shared maintenance fee is as follows:

- Sixty (60) days past due – partner agency will receive a reminder email from WFAFB
- Ninety (90) days past due – partner agency will receive a phone call and an email from WFAFB
- Hundred and Twenty (120) days past due – partner agency will be placed on product hold until account is paid current or arrangements have been made with WFAFB

The policy on product hold regarding delinquent annual training is as follows:

- Partner agency is on product hold until training is complete and proof is received by WFAFB

Probation and Deactivation Policies

The purpose of probation is to supervise and guide a partner agency that is not in compliance with WFAFB requirement. During the probationary period, the partner agency retains all rights and privileges at the WFAFB while they take steps to correct the violations leading to non-compliance. The probationary period usually does not exceed three (3) months. WFAFB will notify the partner agency Director and/or Program Coordinator in writing. At the end of the probation period, if the corrections are not satisfactory, other corrective actions may be taken.

WFAFB may deactivate a partner agency after a violation of the Partnership Agreement and/or policies and procedures stated in the Agency Handbook. A deactivated agency loses all rights and privileges at WFAFB. An agency may be deactivated without first being placed on probation.

Violations of the Partnership Agreement and/or policies and procedures of WFAFB that may result in probation or deactivation of a partner agency include, but are not limited to:

- Exchanging donated food or product for money, property or services
- Taking of donated food or product for private use
- Re-distributing of donated food or product to any other agency
- Using donated food or product in a manner that is not related to the purposes of the partner agency
- Improper storage, refrigeration, preparation or transportation of food or products
- Stockpiling of donated food product
- Violating state or local statutes, ordinances, codes or regulations
- Partner agency fails to pick up food and product on time more than three (3) times in a twelve (12) month period

All probations and deactivation may be appealed in writing to the CEO of WFAFB.

Grievance Procedures

Partner agencies may file a grievance against WFAFB. The following steps should be taken when filing a grievance:

1. Partner agency must submit a written grievance addressed to the Administrative Director. The letter should include reasons for the grievance, pertinent facts, and what the agency believes would be an acceptable solution to the problem.
2. The CEO and the Administrative Director will determine WFAFB's plan of action and decision on the grievance.
3. WFAFB's response to the grievance will occur within ten (10) working days and the agency will be notified in writing.
4. If a solution has not been agreed upon, the partner agency may appeal to the Executive Committee of the Board of Directors.
5. The Executive Committee will then review the grievance and notify all parties of its decision. The decision of the Executive Committee is final.

WFAFB must respond to any complaints by the public regarding a partner agency. The following steps will be taken in the event of any grievance against a partner agency:

1. The Administrative Director will notify the partner agency involved of the complaint received. The agency will be notified by telephone and/or in writing depending on the nature of the complaint.
2. If necessary, the Administrative Director will make an unannounced site visit to the partner agency.
3. The conclusions of the investigation and any recommendations will be presented to WFAFB's CEO and will be documented in the agency's file. The partner agency will be notified within ten (10) working days of WFAFB's decision.

Ordering and Pick Up Procedures

Ordering Procedures

Ordering for partner agencies must be done online and by noon the day before the pick-up date. (except for Monday pick-ups and they must be placed by noon on the Friday before).

Ordering is reserved for certified partner agencies only. At the time of acceptance and executing annual agreement you will be trained, and given login information for online ordering.

Each agency will need an administrator to be in charge of adding or deleting users. The agency administrator will be responsible for selecting the initial password and for monitoring any additional User ID's and passwords.

WFAFB will purchase supplies on basic products to offer consistency to partner agencies. This is our Good Buy Hunger (GBH) program. These products can be found on the shopping list and are prefaced in their descriptions as GBH (item description). These product prices are based on the cost to WFAFB but will always be at a 1/3 discount from *retail* cost.

USDA (item description) at the beginning of the production description indicates USDA TEFAP commodities. Selection of USDA commodities indicates the agency's agreement to comply with the USDA requirements.

Steps for shopping online

- Go to www.wfafb.org, click on the link that says "Agency Access" (located at the bottom of the page).
- Enter Agency Ref: (agency ID #), Username, and password.
- On the main page remember to read all information on WFAFB posts.
- In the upper right hand corner click on the "Order Entry" to open up the shopping list.
- Type in "date for pick-up".
- Type in "time for pick-up".
- Click "continue".
- Scroll down inventory list and type in quantity into the inventory item wanted (please note there maybe one than one page of inventory items available).
- When finished placing order, click on "view cart".
- Enter contact information – name, phone number, email address.
- Click the "Checkout" button to complete the transaction – please note that if you did not receive your order reference number and a successful submission notice – you have not completed checked out.

Food and Product Pick Up Procedures

WFAFB distributes food and products to partner agencies Monday through Friday, 8:30 A.M. to 4:00 P.M. Hours may be adjusted due to weather. Partner agencies will be informed of any changes in distribution days or times. WFAFB follows the Wichita Falls Independent School District (WFISD) inclement weather closure/delay start policy.

Agencies picking up scheduled food orders may pick up produce and bakery items at the same time.

When picking up food and product from WFAFB please follow these rules:

- Bring a copy of your order with you.
- Dress Code – modest clothing, and absolutely no open toe shoes, flip-flops or sandals.
- Children – Due to the use of heavy equipment and for everyone's safety, it is strongly discouraged for children to accompany you during pick up. In the event that a child must accompany you, they must be by your side at all times – and never left unattended.
- Come into the Food Bank, sign in at the reception desk and proceed to the warehouse to find distribution personnel for assistance with your order.

- Agencies may arrive no more than 15 minutes prior OR 15 minutes past their scheduled pick-up time. (Except for the 8:30 time slot...you will not be able to go into warehouse until 8:30 A.M. This is in order to give warehouse time to get the safety/maintenance checks done)
- If you are unable to pick up your order at the scheduled time, please call 940-766-2322 in advance to make alternate arrangements.
- Please check your order prior to loading to make sure you receive all items. Please remember to keep all of your paperwork for your records. Once you leave the premises with product that your volunteers/staff have signed off on, it is assumed that your order was correct.
- An agency that repeatedly has issues with submitting orders on time, not picking up orders, or other general ordering issues, may have their account suspended at the discretion of the WFAFB until the agency volunteers / staff are retrained on the requirements / policies of the procedures.
- Pantries: Per distribution may visit WFAFB a “maximum” of two (2) times. Once to pick up confirmed order placed online and one (1) additional visit if needed to shop bakery, produce, eggs and pick & weigh by appointment “only”.
- Feeding Sites: May visit once per day on the days you are feeding for bakery, produce, eggs and pick & weigh, and one (1) time each week to pick up confirmed order placed online. ALL visits are by appointment only.
- Emergency Pantry: may visit per “emergency distribution by appointment only between the hours of 3:00pm-4:00pm.

Warehouse Safety

Forklifts are fast, dangerous and potentially deadly.

STOP

- Do not approach driver while forklift is in operation.
- Allow at least 10 feet of clearance from forklift at all times.
- Stop at corners and doorways and check traffic before proceeding into warehouse areas.
- Do not walk or lean under the elevated load of a forklift.
- Do not hitch a ride or engage in horseplay around a forklift.

LOOK

- Always make sure the forklift driver sees you before crossing in front of or behind the forklift.
- Look for flashing lights.
- Never cross over the forklift forks.

LISTEN

- Listen for horns and the back-up beeping alerts.
- Conversations may take place once the forklift is parked or stopped.

LOADING PRECAUTIONS

- While loading vehicle, do not stand in front of loading zone/vehicle opening.
- Observe minimum clearance space of 10 feet from forklift.
- Do not stand or sit on empty or loaded pallets. They may be unstable.
- If you must stay inside a flatbed truck while pallet is being loaded, make sure the driver knows you are in the truck before pushing the loads into the bed, and remain a safe distance from forklift forks.

Programs of WFAFB

Social Services Outreach Program

Families and individuals who seek food assistance from partner agencies are often eligible for the Supplemental Nutrition Assistance Program (SNAP), formerly known as the Food Stamp Program. SNAP is a federal nutrition assistance program that helps low-income and temporarily unemployed people purchase nutritious foods. WFAFB's SNAP outreach staff assist clients with completing applications for Health and Human Services Commission (HHSC) programs which include SNAP, Children's Health Insurance Program (CHIP), Medicaid and/or Temporary Assistance for Needy Families (TANF).

The Social Service Outreach Coordinator can also assist client who need to make changes to their HHSC accounts i.e. change of address, income or family dynamic changes.

For more information about Social Service Outreach Program, please contact the Administrative Director at 940-766-2322

Farmers' Market Nutrition Program (FMNP)

The FMNP is available only to women and children who are enrolled in the Special Supplemental Nutrition Program for Women, Infants and Children (WIC) in the WFAFB 12 county service area. Each participant and her eligible children (ages 1–4) will receive five (5) \$6 vouchers to redeem between May to September at specific farmers' market for fresh fruit and vegetables.

Participating farmer's markets must be certified by the Texas Department of Agriculture and may only sell produce grown in Texas. Each participating farmer must grow at least 50% of the produce he or she sells.

For more information about FMNP, please contact Administrative Director: 940-766-2322

Senior Farmers' Market Nutrition Program (SFMNP)

The SFMNP is available only to seniors 60 years of age or older, who live at or below 185% of the poverty level and reside in one of the 12 counties of the Food Bank's service area: Archer, Baylor, Clay, Foard, Haskell, Jack, Knox, Montague, Wichita, Wilbarger or Young counties. Each participant will receive five (5) \$4 vouchers to redeem between May to September at specific farmers' markets for fresh fruit and vegetables.

Participating farmer's markets must be certified by the Texas Department of Agriculture and may only sell produce grown in Texas. Each participating farmer must grow at least 50% of the produce he or she sells.

For more information about SFMNP, please contact Administrative Director at 940-766-2322

Nutrition Education Services

Cooking Matters TM

Cooking Matters TM, provided in partnership with Share Our Strength, is a cooking-based nutrition class. This innovative program provides a long-term solution to hunger and poor nutrition by demonstrating strategies to get the best nutrition possible on a limited budget.

The six-week, hands-on courses are taught in the kitchen by chefs and nutritionists who volunteer to teach nutrition, cooking, food-budgeting and shopping techniques. In addition to the hands-on education, adult and teen participants are provided with supplemental groceries at the end of class each week. This allows families to practice preparing the

recipes at home and share them with their families. All participants also receive a workbook with class recipes and handouts.

WFAFB offers the Cooking Matters TM program in collaboration with partner agencies that agree to host the classes and promote it to their clientele.

Cooking Matters at the Store

Cooking Matters at the Store, provided in partnership with Share Our Strength, is a single workshop, or “tour,” that builds on the healthy cooking and eating concepts taught in Cooking Matters courses. This workshop helps by teaching families to make healthy and affordable choices at the supermarket. During each Cooking Matters at the Store tour, participants practice key food shopping skills like buying produce on a budget, comparing unit prices, reading food labels, and identifying whole grain foods. Tours are facilitated by WFAFB Nutrition Services staff or volunteers who work as dietitians, community nutrition educators, and culinary professionals.

Train-the-Trainer Workshops

Nutrition education training and resources provided to partner agencies’ staff and volunteers. Various topics can be chosen as a workshop including food budgeting, shopping on a budget, building a healthy food box, preparing family meals, food demonstrations and more. Agencies are provided training with a goal to in turn share learned information and resources with food insecure clients.

Nutrition Education “Nudges”

Brief nutrition education messages at food distribution sites to food insecure clients. Nutrition staff will set up nutrition information and resources in a central location and speak with clients as they pass through. Topics can include food budgeting, shopping on budget, preparing family meals, increasing fruits and vegetables, cooking with kids, healthy food demonstrations and more.

For more information on any of the nutrition education services contact the Nutrition Services Director at 940-766-2322.

ServSafe®

As required by Feeding America, all WFAFB Partner agencies must complete food safety training annually. ServSafe StartersTM is nationally recognized food safety training programs of the National Restaurant Association Educational Foundation, approved by the Texas Department of State Health Services, and offered to WFAFB Partner agencies and volunteers.

ServSafe Starters TM Basic Food Safety program is a self-study course that provided basic food-handling education. The course covers personal hygiene, cross-contamination, allergens, time & temperature control, and cleaning & sanitation topics. Upon passing the short exam, a certificate of completion is awarded. Partner agencies categorized as pantries, are required to take this course or provide proof of completion of another Food Handlers course.

For more information about ServSafe, please contact Administrative Director at 940-766-2322

Produce Express

Our community’s health is affected by the ability to acquire healthy food. Due to the numerous food deserts’ in the Wichita Falls Area Food Bank’s 12 county area, we are excited to address this problem for part of our community’s inability to acquire healthy food.

The impact on both supply and demand for produce has intensified in our 12 county area. As such, produce will be directly distributed from the refrigerated truck to selected areas. Due to some of our agencies incapacity to store produce, the Food Bank’s direct distribution is a vital piece of this puzzle. You might ask “Just What Is a Food Desert?” USDA defines it as an urban neighborhood and/or rural towns without ready access to fresh, healthy, and affordable food.

Instead of supermarkets and grocery stores, these communities may have no food access or are served only by fast food restaurants and convenience stores that offer few healthy, affordable food options. The lack of access contributes to a poor diet and can lead to higher levels of obesity and other diet related diseases, such as diabetes and heart disease. Our goal is to increase produce distribution to 25% of our total food.

For more information about Produce Express, please contact Operations Director at 940-766-2322

Childhood Hunger Programs

PowerPak 4 Kids

Many children who rely on free or reduced-priced lunches during the school year go home to little or no meals on weekends. The Wichita Falls Area Food Bank PowerPak 4 Kids program helps to fill that void.

Data shows that during the 2012-2013 school year, 23,000 kids in our service area received free/reduced priced lunch. This number represents an average of 69% of school children across our region. In some areas, the number grows as high as 99%.

The PowerPak 4 Kids Program is one of the most effective options to mitigating weekend hunger for area children. Since beginning the program in 2006, we have successfully expanded from serving 493 children to reaching a peak of 2,418 children during the 2013-2014 school year. We began our summer PowerPak 4 Kids Program in 2012, and in 2013 we served slightly more than 506 children weekly. Although we work closely with the schools to identify summer youth programs, the number of children enrolled in our PowerPak 4 Kids Programs sees a dramatic decrease during the summer months. In 2014, we aim to increase the number of children served to 650 per week, representing 28% growth in the number of children served.

WFAFB works with over 60 area schools to distribute back packs to area children. In the summer months, WFAFB currently works with 15 established youth clubs, churches, and agencies, serving more than 600 children. Teachers and other staff that work directly with these children recommend participants for the program based on food insecure criteria provided by the food bank. All of the sites are selected to host the program because they: serve a large number of children facing hunger, and have demonstrated capacity to execute the program successfully.

Kids Cafe

WFAFB runs a year-round Kids Cafe program. We started in 2005 with just one location, and have grown the Kids Cafe program to serving more than 600 children daily. We partner with 13 sites, 8 of which also serve meals during the summer. In 2014, four of the summer program sites served snacks in addition to a meal. We receive Child Adult Care Feeding Program (CACFP) reimbursement for our service during the school year and Summer Food Service Program (SFSP) reimbursement during the summer. In our last survey of 500 children, 27% indicated this is their last meal of the day.

In 2013 we added 4 new sites, representing nearly 45% growth in just one year. In late 2012, we went from serving meals 3 days per week to serving 5 days a week at all sites. This rapid growth demonstrates our commitment to the program, and we plan to use 2014 to sustain this growth and strengthen the program in preparation for additional expansion.

For Kids Cafe, WFAFB selects sites that follow the Texas Department of Agriculture's mandate for participants in a CACFP program. All Kids Cafe sites operate at established at-risk, after-school programs that provide an enrichment activity. These youth services organizations are well-established and have a long history of serving their neighborhood communities. We have also tried to target sites within food deserts in our community, in other words, an area where affordable and nutritious food is hard to obtain.

For more information about Childhood Hunger Programs, please contact Childhood Hunger Director at 940-766-2322

Good Buy Hunger

Good Buy Hunger (GBH) is a food purchasing program designed to fill the gaps in our donated or USDA food inventory so that partner agencies can supply their clients with the ingredients for a balanced diet. Commercial food purchasing became necessary when “recession type” times caused food donations from individuals and retailers to wither and government commodities also began to decline. The program is funded in large part by share handling fees paid by agencies. Instead of relying solely on food donations, Food Banks are purchasing more of their food staples.

Good Buy Hunger reaches out to the more than 74,800 food insecure individuals in our area with 21,700 of those being children, and 15,500 senior citizens. The community targeted by the Food Bank continues to be composed of individual and families entrenched in poverty and those of the working poor. However, a growing number of people seeking relief from Food Bank partner agencies reside in households impacted by a dismal employment picture.

The WFAFB is able to negotiate the best prices because of the volume purchased. Purchased items may include: peanut butter, can vegetable, can tuna, brown rice, etc.

For more information about Good Buy Hunger, please contact Administrative Director at 940-766-2322



Uniting our communities to fight hunger with food, education and advocacy



Safe Food Handling & Distribution Requirements for WFAFB Partner Agencies



Food Storage and Handling Requirements

To ensure the safety of our partner agencies and their clients. WFAFB has strict requirements for evaluation, storage, and handling of food and product. These requirements apply to all food stored at the agency, including items from sources other than WFAFB.

All agencies are required to have their staff complete the ServSafe Starters™ Basic Food Safety training, or other food safety training. Please refer to those training materials to ensure safe food handling, preparation and distribution.

WFAFB reserves the right to inspect partner agencies without prior notice. If an inspection is unsatisfactory, the agency will be revisited as needed.

Evaluating Product

Evaluating product is essential in decreasing and preventing food borne illnesses and potential contamination of other food products.

No food showing any of the following problems should be stored and distributed:

- Missing or illegible labels
- Evidence of cross-contamination
- Signs of leaking or discoloration on box
- Unusual or foul odors
- Foreign objects in product
- Home canned goods
- Any signs of rodent or pest activity
- Signs of mold or decomposition
- Signs of insects or rodents (droppings, urine, or gnaw marks)
- Items that has surpassed the expiration date

Additionally, do not store or distribute food items that show any of the following problems:

- Nonperishable Foods: shelf stable foods that maintain freshness when the original integrity of the container is maintained.
 - Discard canned goods with
 - Bulging or puffed ends
 - Severe dents or pits near seams, sharp dents, or dents that prevent stacking
 - Side seams that are miss-welded or incomplete
 - Leaks or pinholes
 - Rust on body or top of can
 - Discard foods in jars with:
 - Loose cap or bulged safety seal
 - Cracks or chips in jar
 - Unusual separation of product
 - Interior safety seal is missing or damaged
 - Evidence of dirt, pests, or leaks near or around lid of jar
 - Discard food in pouches, bags or sacks with:

- Rips, tears, punctures or holes
 - Spills or stains from any unknown source or any contaminant
 - Holes or punctures, cuts, cracks or scratches that could leak
 - Leaking seals
 - Severely wrinkled or incomplete seals
 - Bulges on seams
- Perishable Foods: foods with a short shelf life and usually require some form of refrigeration.
 - Discard fresh fruits, vegetables, dairy products or fresh juices:
 - That haven't been kept at proper temperatures – please refer to temperature guide on page 37
 - Discard fresh meat products:
 - That are not packaged by a licensed meat packer with the company name on the package
 - That has been thawed. Fresh meat that has been thawed must be used immediately or discarded. Once fresh meat has been thawed, it cannot be refrozen

When evaluating salvage, it is always best to err on the side of caution.

WHEN IN DOUBT, THROW IT OUT!

Disposal Procedures

1. If you determine that a product is unfit for human consumption, discard in an appropriate manner which ensures that the product is unsalvageable.
2. In most cases, it is not necessary to contact WFAFB prior to disposal except if the product is USDA or if a significant quantity of product is affected. Product should not be returned to WFAFB without prior approval from the Operations Director.
3. Disposal of USDA product falls under their specific guidelines; call Administrative Director for assistance.

Food Dates and Codes

Food products usually have a date or code that shows when that product is at its freshest. The major codes are:

- **Sell by** – This is the last date a product can appear on the supermarket shelf.
- **Best if used by** – Flavor or quality is best by this date but the product is still safe to eat after this date.
- **Use by** – This is the last day the manufacturer vouches for the product's freshness
- **Expiration** – Relates primarily to infant formula and baby food, and must be followed. Very few foods have actual expiration dates.

Most people are surprised to find out that:

- Stores are not legally required to remove food once these dates have passed. They are strictly “advisory” in nature.
- Dating is not federally required, except for infant formula and baby food. States have varying laws.

Codes are printed at the manufacturer's discretion and their meanings may be different for each product line, therefore, you cannot decipher all manufacturer's codes. Manufacturers and retailers use these codes, in tandem with lot numbers, to track inventory, rotate stock, and locate items in case of a recall.

All questions and concerns regarding the condition or appearance of any product received from WFAFB must be directed to the Operations Director at 940-766-2322.

A WFAFB staff member will then contact Feeding America if further information is needed. All contact to a donor must come through Feeding America. When a question or concern regarding donated product does arise, we contact the appropriate donor representative to resolve the issue and communicate these findings back to the agency. It has always been and will continue to be our intent to address every agency concern regarding product.

Safe Food Storage

Proper storage procedures both protect the integrity of the food and the well-being of the recipients. Harmful microorganisms or germs and bacteria cause food borne illness. These food safety procedures have been designed to keep food safe from contamination and prevent food borne illness.

Partner agencies must meet the following requirements:

- Partner agencies must comply with all Health Department requirements and maintain all licensing requirements.
- Food storage area must be clean, without holes in the walls, ceiling or floors. There should not be gaps around windows or baseboards.
- Food storage area should be locked when not supervised. Refrigerators and freezers should be in a locked area or have locks.
- Pest control should be done on a regular basis.
 - Visual inspection of the facilities should be done once a month.
 - Receipts or contracts from a licensed pest control company must be available during site visits
 - Poison baits for pests should NEVER be used in food storage area
 - It is illegal for a Texas business to administer pesticides without a license.
- Exterior perimeter of storage facility must be kept free of all tall grass, untended shrubs or debris to reduce the possibility of pests and rodents.
- All refrigerators and freezers must be equipped with thermometers inside. Even if there is an outside thermometer TDA requires one being inside each unit.
 - Temperatures for both refrigerators and freezers should be read and logged every 48 hours. Temperature logs must be kept. (See sample of temperature log on page 39)
 - Refrigerators should read between 33 to 40 degrees and freezers should read 20 to 0 degrees or below.
- All food and non-food items must be stored at least 4 inches off the floor and 4 inches from walls. Items can be stored on surfaces that can be sanitized (raw or bare wood is not acceptable)
- All non-food items such as cleaning supplies, detergents, soaps, pesticides and other chemicals must be stored below and at least one (1) foot away from food products or stored in a separate area.
- Bulk foods must be stored in rodent and pest proof containers.
- All food items must be clearly labeled. Labels must include the name of the item, ingredients, weight, and name of manufacturer. You may not distribute unlabeled items.

- Remember to rotate items stored. “FIRST IN, FIRST OUT.” Always use the oldest food first. Labeling food with the date it entered the pantry is the best way to ensure the freshness of these items.
- From May through September, or as long as the weather remains warm, flour and grain products must be refrigerated if facility is not air-conditioned. Refrigerated products returned to dry storage may contain moisture that can cause mold or spoilage.
- You need a backup plan to protect your food in case of a power loss.

In addition to the overall requirements for proper storage, these measures must also be taken.

Storing Fresh Foods

Food that does not require refrigeration or freezing can be stored at room temperature up to 72 degrees.

- Any space you use to store food should be only for storing food.
- Check grains, rice, nuts, seeds, spices, etc. regularly for signs of pests.
- Most produce should be stored at 40 degrees.

Storing Refrigerated Foods

- Keep refrigerator temperature between 33-40 degrees. Temperatures above 40 degrees promote bacteria growth and below 32 degrees food begins to freeze. Check and log temperature every 48 to 72 hours.
- Do not pack food tightly in the refrigerator. Cold air must be able to circulate around the food.

Storing Frozen Foods

- Food that is frozen solid will stay safe to eat for a long time. However, watch for freezer burn or ice developing on the food because this will take away from the taste of the food.
- Pack food in clean, covered containers with labels that show the name of the food, the date received.
- Defrost freezers as needed to keep them clean and operating well.
- Do not pack food tightly in freezer. Cold air must be able to circulate around the food.
- You need a backup plan to protect your food in case of a power loss. If food has already begun to defrost, you may not re-freeze the food.

Storing Prepared Food

- Food must be cooked, reheated and held at the proper temperatures.
- Prepared and perishable food should be kept refrigerated or frozen at proper temperatures. All frozen food must be thawed at temperatures between 35-40 degrees and cannot be refrozen unless fully cooked.
- Keep food in clean, covered containers with a label that shows the name of the food, the date you received it and the date you should use it.
- Wrap raw meat, poultry, seafood, cheese, baked goods, and prepared food tightly. Put plastic bags around packaged foods. Keep raw foods away from and below other foods.
- After serving food, return leftovers to the refrigerator as soon as possible. Wrap all open foods tightly in plastic wrap. Put leftovers in a clean container before storage; do not use the container it was served in.
- Pack food in heavy foil, heavy plastic bags, freezer film wrap, or plastic or metal containers. Plastic film on meat from the store is only good for two weeks.

Handling Food for Preparation

- Thawing
 - Frozen food can be safely thawed in four ways:
 - In a refrigerator between 34° – 40° F when placed in a pan to catch drips.
 - Under cold running water or immersed in cold water. Food should be tightly sealed in plastic wrap.
 - Small quantities of food can be thawed in a microwave oven but it must be fully cooked immediately.
 - As part of the cooking process.

Never thaw a product outside of refrigeration for more than two hours. Food that is left at room temperatures for more than two hours is susceptible to bacteria growth.

- Cooking
 - Use a food thermometer to ensure food is cooked to safe temperatures.
 - Check temperature in several places to ensure food is cooked evenly
 - Use a thermometer in thickest part of meat; don't assume meat is cooked thoroughly by its color alone.
These are the safe temperatures for meat:
 - 145° F – Beef, lamb, and veal steaks as well as roasts.
 - 160° F – Ground beef, pork, veal and lamb. Pork chops, Ribs and pork roasts. Egg dishes.
 - 165° F – Ground turkey and chicken, stuffing, casseroles and leftovers.
 - 170° F – Chicken and turkey breast.
 - 180° F – Chicken and turkey: whole bird, legs, thighs, wings
 - Always wash thermometer with warm, soapy water after each use.
- Leftovers
 - Leftovers should be properly packaged into smaller servings so the food will cool evenly and then refrigerate or freeze immediately.
 - Date all leftovers. Refrigerated leftovers should be used within four days. Frozen leftovers should be used within four to six months and once thawed, used immediately.
 - Leftovers should never be left out longer than two hours. Room temperature is perfect for bacteria growth.
 - Always heat to 165° degrees. This will kill any bacteria that may have grown during storage.

USDA Temperatures and Storage Guidelines

Below is a chart showing different products and what temperatures to store them and for how long. Remember, these are only guidelines, and they are only valid if the product has been stored and handled correctly and the protective seal has not been broken. If the product shows signs of mold, pest or rodent activity, hasn't been stored properly, has been opened, has an odor or off color, or shows signs of contamination, the product should be discarded.

PRODUCT	STORAGE TEMPERATURE	STORAGE LENGTH
Frozen Meats	0° or below	If kept frozen, meat can last up to one year past product date.
Frozen Products	0° or below	If kept frozen, frozen items can last up to one year past product date.
Milk	34° to 40° 0°	May be fresh up to 4 days past product date. *Do not use Borden Milk past product date Can be kept frozen up to 3 months past product date
Eggs	34° to 40°	Fresh in shell - 3 weeks past product date Hard cooked - 1 week past product date Substitute - 10 days past product date
Yogurt/Sour Cream	34° to 40° Do not freeze	14 days past product date
Cheese	34° to 40° 0°	14 days past product date Can be kept frozen up to 3 months past product date
Prepared salads, foods and dips	34° to 40°	Use by product date
Refrigerated juices and teas	34° to 40°	Up to 4 weeks past product date
Processed refrigerated foods	34° to 40°	Up to 30 days past product date
Bread	Store in well ventilated and climate controlled area 0°	Up to 4 days past product date Up to 3 months if frozen
Baked goods	Keep in a cool, dry place	Up to 10 days past product date
Cereal, Crackers	Store in well ventilated and climate controlled area	Up to 1 year past product date
Dried Beans, Pasta	Store in well ventilated and climate controlled area	Up to 3 years past product date
Rice	Store in well ventilated and climate controlled area	Up to 3 years past product date
Product	Storage Temperature	Storage Length

PRODUCT	STORAGE TEMPERATURE	STORAGE LENGTH
Mayonnaise	Store in well ventilated and climate controlled area	Up to 3 months past product date
Dressings	Store in well ventilated and climate controlled area	Up to 10 months past product date
Baby Food	Store in well ventilated and climate controlled area	Discard after product date
Adult Formula (Ensure)	Store in well ventilated and climate controlled area	Discard after product date
Bottles, Aseptic Containers	Store in well ventilated and climate controlled area	Up to 3 years past product date
Non-perishable prepackaged foods (Canned items)	Store in well ventilated and climate controlled area	Up to 5 years past product date
Bottled Juices	Store in well ventilated and climate controlled area	Up to 2 months past product date
Peanut Butter	Store in well ventilated and climate controlled area	Use within 6 months of purchase
Dried Fruit	Store in well ventilated and climate controlled area	Use within 6 months of purchase
Home-canned Products	NEVER use or distribute to clients.	Discard Immediately

Temperature Record

Agency Name:							Month/Year
Day of Month	Freezers (-20°F to 0°F)			Coolers (33°F to 41°F)			Signature
	1	2	3	1	2	3	
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
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31							
<i>Partnering Agencies should record temperatures of all refrigerators and freezers that store WFAFB food. Food Pantries should check each day of distribution and on-site feeding and supplemental programs should check temperatures a minimum of twice a week.</i>							

Keeping Food Safe During an Emergency

During an emergency situation, having planned ahead will enable agencies to protect the integrity of their food. Know where local resources are that can provide backup facilities, if necessary. Consider what you can do ahead of time to store your food safely in an emergency. Coolers are great for keeping food cold if the power will be out for a prolonged period.

Power Outage

Keep the refrigerator and freezer doors closed as much as possible to maintain the cold temperature. The refrigerator will keep food safely cold for about four hours if it is unopened. A full freezer will hold the temperature for approximately 48 hours (24 hours if it is half full) if the door remains closed.

Obtain dry ice to keep your refrigerator as cold as possible if the power is going to be out a prolonged period of time. Fifty pounds of dry ice should hold an 18-cubic foot freezer for 2 days. Plan ahead and know where dry ice and block ice can be purchased.

Be prepared for an emergency by having items on hand that don't require refrigeration and can be consumed without heating. Shelf-stable food, dry or canned milk, water, and canned goods should be available to assist clients in case of an emergency. If possible, keep hand-held can openers on hand for client use.

Keep appliance thermometers in the refrigerator, cooler and freezer at all times. When the power goes out, a built in thermometer will no longer work; an appliance thermometer will always indicate the temperature in the refrigerator or freezer regardless of how long the power has been off.

In case of flood

- Discard all food that has come in contact with flood waters including canned goods. It is impossible to know if containers were damaged and the seal compromised. Discard wooden cutting boards, plastic utensils, baby bottle nipples, and pacifiers. There is no way to safely clean if they have come in contact with contaminated flood waters. Thoroughly wash all metal pans, ceramic dishes, and utensils with hot soapy water and sanitize by boiling them in clean water or immersing them for 15 minutes in a solution of one (1) teaspoon of chlorine bleach per quart of water.
- Drink only approved or chlorinated water. Water from wells, cisterns, and other systems in the disaster area are unsafe. Try to provide bottled water for clients to drink.

In case of fire

- Discard all food that has been near a fire. Food exposed to fire can be damaged by heat, smoke fumes, and the chemicals used to fight the fire.
- Food in cans and jars may appear to be unharmed, but the heat can activate food spoilage. If the heat is extreme, cans or jars can split or rupture, rendering the food unsafe.
- Toxic fumes from the fire are dangerous. Discard any raw food or food in permeable packaging (cardboard, plastic wrap, bottles, etc.) Refrigerated and frozen items may also be damaged by fumes.
- Chemicals used to fight the fire contain toxic materials and can contaminate food and cookware. Food exposed to chemicals should be discarded. Cookware exposed to chemicals must be thoroughly washed with warm, soapy water and then submerged in a solution of one teaspoon of chlorine bleach per quart of water for 15 minutes.

Obtaining a Salvage License

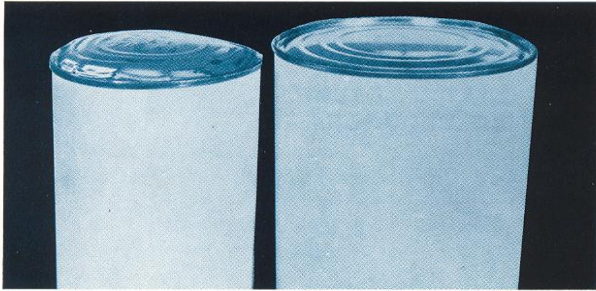
A salvage license is required when breaking down food and non-food product into smaller quantities. Salvage licenses are issued and regulated through the Texas Department of Health. Information and a copy of the salvage license application can be found at www.dshs.state.tx.us/fdlicense/

**Texas Department of Health
Bureau of Food and Drug Safety
1100 West 49th Street
Austin, Texas, 78756**

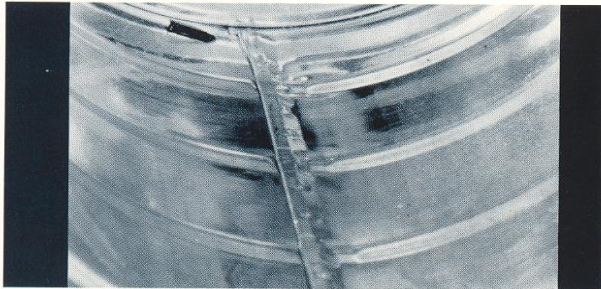
Photographs of Defective Canned Foods

Class I—Significant Defects

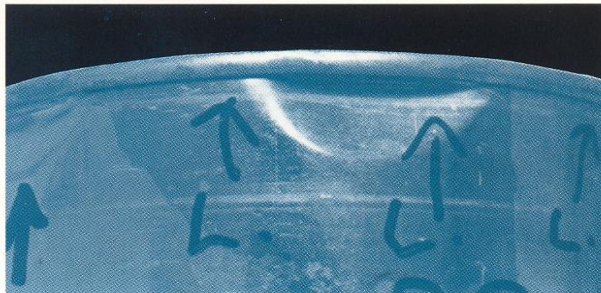
Body/End Defects



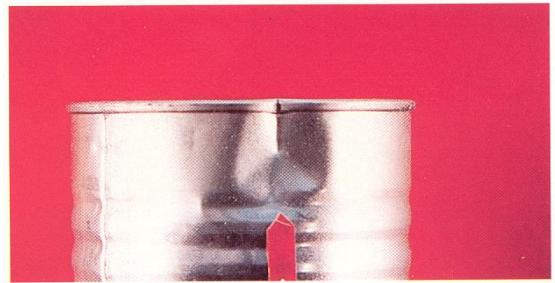
1. Bulged and/or swollen ends from gas formation in can which causes one or both ends to swell producing a flipper, soft swell, hard swell, or blown can.



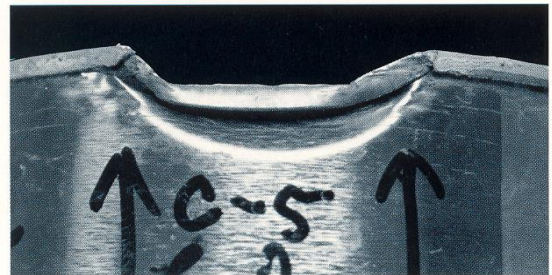
2. Can with likely loss of hermetic seal and normally a leaker due to the mislocked side seam.



3. An opening below the double seam or plate fracture.



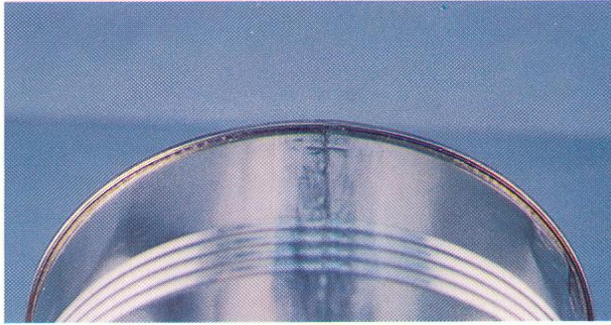
4. Plate fracture in double seam or can body. (Note position of red pointer).



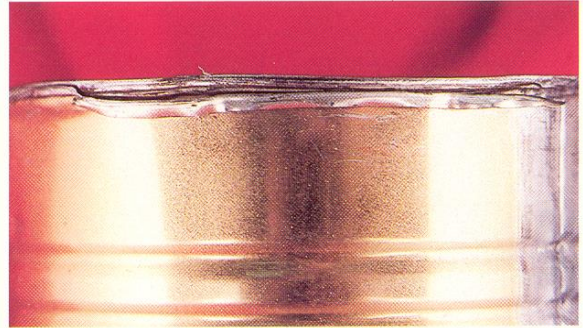
5. Severe double seam dent plate fracture.



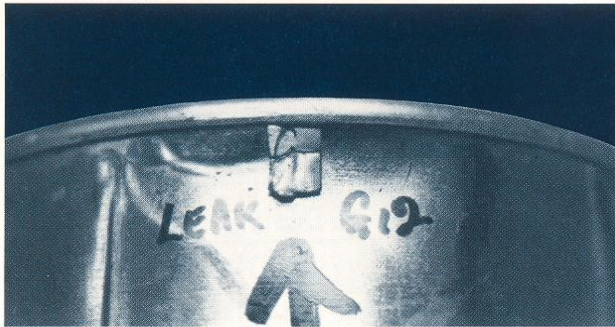
6. Puncture in can body. Pinholes in can body plate also cause loss of hermetic seal.



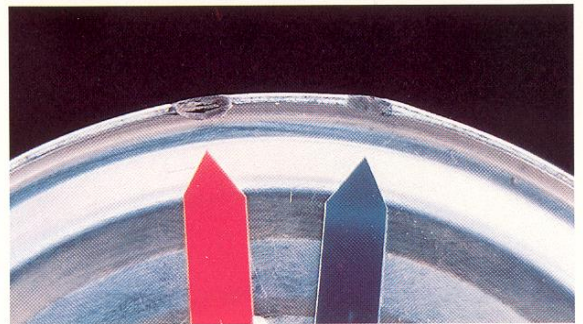
7. Closure on end of can reflects incomplete double seam (Double seaming operation not completed by manufacturer).



9. Depicts a **false seam** with loss of hermetic seal. Seam is formed but not engaged properly. (Note knocked down flange).



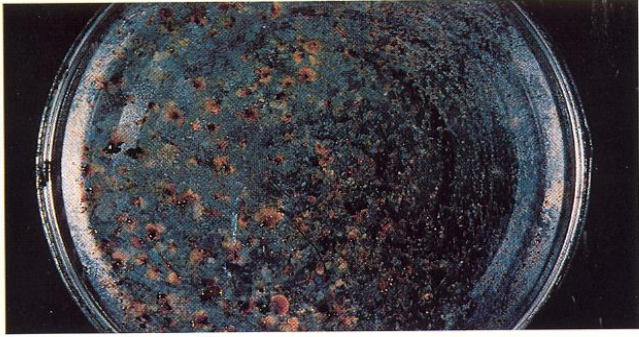
8. Defect in end of closure on can (torn flange). Note arrow pointer.



10. Example of **cable cut** on can end. Red pointer shows "significant defect," i.e., cut through double seam. Blue pointer depicts cut/abrasion not through double seam.

Class II—Other Serious Defects

Body Dents, End/Closure, and Rust Defects



11. Severely rusted with deep pits near point of perforation.



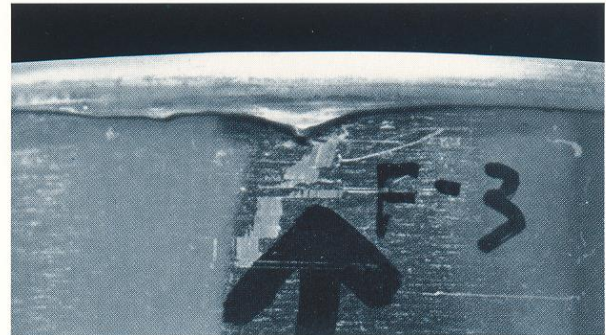
12. Major body dent which has impacted on double seam. (Plate may be fractured with loss of hermetic seal).



13. Major dent in center of can body. (Plate may be fractured with loss of hermetic seal).



14. "Cut-over" depicting sharp seam. (Observe for potential plate fracture or loss of hermetic seal).



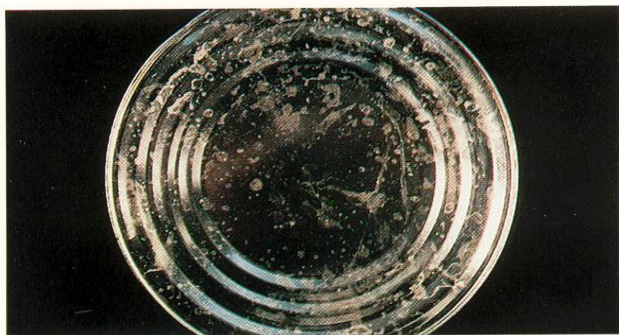
15. Defect shown termed a "vee" or "spur" with end curl knocked down. Can is a potential leaker.



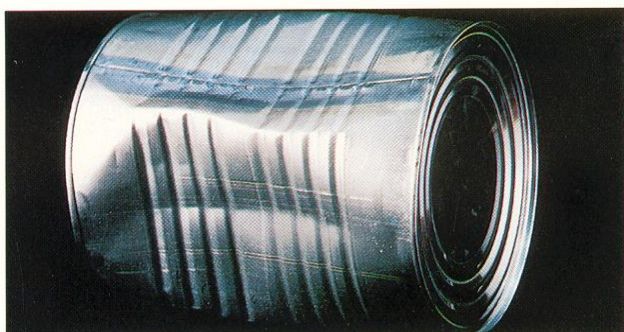
16. Pointer indicates "knocked down flange."

Class III—Aesthetic Defects

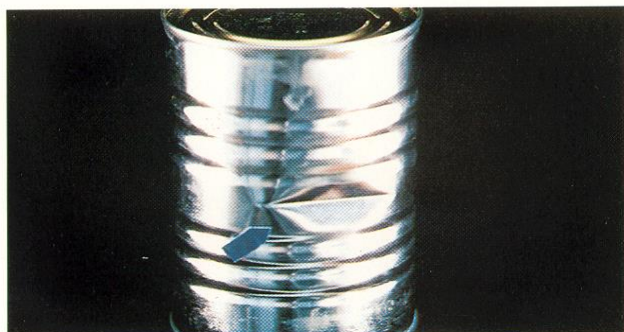
Body/End Defects



17. Surface rust and residue food cooked on end of can. (Minor external rust and light superficial pitting easily removeable by light buffing is considered an insignificant defect).



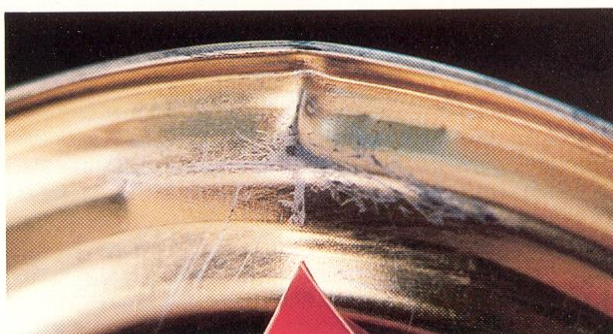
18. Paneled container without visible signs of loss of integrity, i.e., no plate fractures.



19. Obvious body dent on side of container body. Side seam and/or double seams appear not significantly affected.



20. Minor dent to double seam on end of can body, i.e., it does not appear creased or sharp.



21. Minor "buckle" just extending into double seam on end of can body. (Double seam does not appear significantly affected.)



Agency Capacity Self-Assessment

This Agency Capacity Self-Assessment instrument is designed to help you evaluate your program in terms of potential growth and/or areas of improvement. We hope that this tool provides you with a comprehensive review of your program and can lead to productive conversations with your board of directors, staff and volunteers, and community partners.

We recommend that your key people, whether they are board members, staff or volunteers, participate in the assessment so that you have a more detailed review of all the aspects covered. As you work through the assessment, you could identify your agency's strengths, or discover aspects of your program that you had not considered, or you may see changes that need to be made to improve your capacity to serve your clients.

This is strictly voluntary and you are in no way required to submit your results to WFAFB staff; however, if you feel that sharing the information with us would be beneficial to you, we would be happy to talk with you. We would appreciate it if you would complete the evaluation at the end of the assessment and return that to us so that we can make adjustments or additions that will improve this tool.

We can also provide you with an electronic copy of the assessment if you prefer. Please contact Administrative Director, Michelle Oates at michelleoates@wfabf.org

Agency Capacity Self-Assessment

Agency Name:

Agency Number:

Person Completing Assessment:

Need for Increased Capacity

Basic Level of Capacity

Above Average Capacity

High Level of Capacity

Physical Capacity

☐ Insufficient dry storage are for amount of food needed to serve clients

☐ Dry storage area is usually adequate for our needs but do not have physical room to increase space

☐ Dry storage is adequate and we have room to expand as we need to

☐ Dry Storage has an abundance of space and some areas that are unused

☐ Refrigerator is old & unreliable or limited or no refrigerator; no physical capacity to increase refrigerator

☐ We have refrigerator but not always large enough & limits our ordering

☐ Sufficient refrigerator space that has never limited our ordering

☐ Refrigerator has an abundance of space and some areas that are unused

☐ Freezer is old & unreliable or limited or no freezer; no physical capacity to increase freezer

☐ We have freezer but not always not large enough & limits our ordering

☐ Sufficient freezer space that has never limited our ordering

☐ Freezer has an abundance of space and some areas that are unused

☐ Physical layout and/or storage limits program and results in loss of effectiveness & efficiency

☐ Physical layout and/or storage works well enough to suit our most important and immediate needs but improvements could be made

☐ Physical layout and/or storage is adequate for current needs and does not impeded effectiveness and efficiency

☐ Physical layout and/or storage is well tailored to current and anticipated future needs and supports effectiveness and efficiency

Program Delivery

☐ Our food distribution process is not well organized and clients may not be served efficiently and have to wait too long

☐ Our food distribution process is somewhat organized but during distribution clients may have to wait a little longer than usual

☐ Our food distribution is organized and serves clients in timely manner.

☐ Our food distribution is well organized with written procedures and formal methods. Clients understand the process and are served quickly and with respect

☐ We sometimes struggle to have enough volunteers which results in stressed volunteers

☐ Volunteers sometimes are confused about their role/job or resistant to changing procedures

☐ Volunteers know what to do make the process work smoothly

☐ Volunteer are well trained and are able to manage their jobs and the distribution with minimal supervision

☐ We do not have enough volunteers to support the program

☐ We have enough volunteers to maintain our current program but not enough to increase service easily

☐ The agency's volunteer program is strong and well organized with enough on our roles to expand our service as needed

☐ We have more than enough volunteers with strong leadership and sometimes have to turn down requests to volunteer

Need for Increased Capacity	Basic Level of Capacity	Above Average Capacity	High Level of Capacity
<input type="checkbox"/> No active recruitment of volunteers	<input type="checkbox"/> Some active recruitment of volunteers but no emphasis on diversity	<input type="checkbox"/> Active recruitment of volunteers on regular basis with system in place to track volunteers and emphasis on diversity	<input type="checkbox"/> Active recruitment system successfully fills all organizational needs with appropriate volunteers, tracks volunteers and has diversity
<input type="checkbox"/> We do not offer client choice	<input type="checkbox"/> We give clients pre-made bags of food but supply an exchange table	<input type="checkbox"/> We have pre-made bags based on household size but also offer client choice or a choice list for some products	<input type="checkbox"/> We have 100% client choice and the amount of food a household receives is based on family size
<input type="checkbox"/> We do not offer any additional services to our clients	<input type="checkbox"/> We offer referral service to other agencies as our clients need	<input type="checkbox"/> We offer at least one additional service such as clothing closet, job training, bilingual or GED education, etc	<input type="checkbox"/> We offer several additional services such as clothing closet, job training, referral service, bilingual or GED education, etc.
<input type="checkbox"/> We do not have any paid staff	<input type="checkbox"/> Our agency has paid staff but not dedicated to our food distribution	<input type="checkbox"/> We have adequate professional paid staff to effectively meet the needs of our program	<input type="checkbox"/> We have adequate professional, paid staff to meet client needs through enhanced customer service including our additional programs
Planning & Strategy			
<input type="checkbox"/> Limited or assumed expression of agency's reason for existence & aspirations for its future	<input type="checkbox"/> Some expression of agency's reason for existence & aspirations for its future	<input type="checkbox"/> Clear expression of agency's reason for existence & aspirations for its future	<input type="checkbox"/> Clear and inspiring expression of agency's reason for existence that is linked to specific plans for what the agency aspires to achieve
<input type="checkbox"/> Mission & vision either held by very few or rarely referenced	<input type="checkbox"/> Mission & vision held by some in organization and occasionally referenced	<input type="checkbox"/> Mission & vision held by many in organization and often referenced	<input type="checkbox"/> Mission & vision held by all in organization and frequently referenced
<input type="checkbox"/> Core programs & services lack clear alignment with mission & vision	<input type="checkbox"/> Most core programs & services are linked with mission & vision	<input type="checkbox"/> Core programs & services are well aligned with mission & vision	<input type="checkbox"/> All programs & services are fully aligned with mission & vision
<input type="checkbox"/> Organizational goals are few or nonexistent	<input type="checkbox"/> Realistic organizational goals exist in some key areas	<input type="checkbox"/> Quantifiable, measurable organizational goals in most areas	<input type="checkbox"/> Limited set of quantifiable, measurable and aggressive organizational goals in all programs
<input type="checkbox"/> Goals are not clearly linked to mission & vision	<input type="checkbox"/> Goals are somewhat linked to mission & vision	<input type="checkbox"/> Goals are clearly linked to mission & vision	<input type="checkbox"/> Goals are tightly aligned to mission & vision

Need for Increased Capacity	Basic Level of Capacity	Above Average Capacity	High Level of Capacity
<input type="checkbox"/> No strategic assessment of gaps in ability of current program to meet client needs or those of underserved populations	<input type="checkbox"/> Infrequent strategic assessment of gaps in ability of current programs to meet client needs or those of underserved populations	<input type="checkbox"/> Periodic strategic assessment of gaps in ability of current programs to meet client needs or those of underserved populations	<input type="checkbox"/> Ongoing systematic strategic assessment of gaps in ability of current programs to meet client needs or those of underserved populations
<input type="checkbox"/> Programs rarely or never adjusted or expanded to meet changing needs	<input type="checkbox"/> Limited adjustment or expansion of programs to meet changing needs	<input type="checkbox"/> Demonstrated ability to modify existing programs and ability to add new programs as needed	<input type="checkbox"/> Demonstrated ability to modify existing programs and to create new innovative programs to meet needs
<input type="checkbox"/> We have not done formal planning that includes written goals and objectives linked to formal budget	<input type="checkbox"/> We have not done formal planning but has unwritten goals and objectives but not necessarily linked to budget	<input type="checkbox"/> We have done some formal planning with written goals and objectives linked to budget but not on a regular basis	<input type="checkbox"/> We do formal planning with written goals and objectives linked to budget on an regular basis
<input type="checkbox"/> We do not have a separate Board of Directors or governing committee	<input type="checkbox"/> The Board of Directors struggles to find sufficient number of members to implement policies and procedures	<input type="checkbox"/> We have a Board of Directors appropriate for the agency's needs and attendance is consistently good	<input type="checkbox"/> The Board of Directors is appropriately sized and holds regular, productive meetings and is fully engaged in the mission of the agency
<input type="checkbox"/> We have few connections to other community members and leaders who can provide information about changing community needs	<input type="checkbox"/> We have some connections to other community members and leaders who can provide information about changing community needs and occasionally use them to help with planning	<input type="checkbox"/> We have adequate connections to other community members and leaders who can provide information about changing community needs and use them often to help with planning	<input type="checkbox"/> We have numerous connections to a diversity of other community members and leaders who can provide information about changing community needs and use them regularly to help with planning
<input type="checkbox"/> We do not network with other social service agencies in our area	<input type="checkbox"/> We are aware of other agencies but do not actively work with them on regular basis	<input type="checkbox"/> We are a part of a network or collaboration of other agencies but are not in regular contact with them	<input type="checkbox"/> We are part of a network that provides mutual social services and meet with them regularly
<input type="checkbox"/> Dependent upon one or two funding sources; no or limited individual donor base	<input type="checkbox"/> Some diversity of funding sources with some long-term relationships with a few institutional funders	<input type="checkbox"/> Good diversity of funding sources in multiple categories and long-term relationships with many institutional funders	<input type="checkbox"/> Highly diversified base of funding sources across multiple categories and long-term relationships with most institutional funders
<input type="checkbox"/> No succession plan in place for agency/program leadership	<input type="checkbox"/> Succession plan discussed by no formal written plan developed	<input type="checkbox"/> Formal written succession plan is in place but rarely reviewed	<input type="checkbox"/> Formal written succession plan is in place and reviewed regularly

Need for Increased Capacity	Basic Level of Capacity	Above Average Capacity	High Level of Capacity
Technology & Web Presence			
<input type="checkbox"/> We do not have a computer in the office but rely on volunteers to use their personal equipment	<input type="checkbox"/> We have only basic computer technology but it sometimes hinders efficiency or effectiveness	<input type="checkbox"/> We have appropriate computer technology for our agency size and needs and it does not hinder efficiency or effectiveness	<input type="checkbox"/> We have a robust computer technology that supports increases in efficiency and effectiveness
<input type="checkbox"/> We do not have internet connection	<input type="checkbox"/> Reliability and speed of internet connection is barely adequate	<input type="checkbox"/> Fast, relatively reliable internet connection	<input type="checkbox"/> Fast, reliable, secure internet connection
<input type="checkbox"/> We do not store our client records on computers or servers	<input type="checkbox"/> We have a basic network in place to store and share files but with limited security and backup	<input type="checkbox"/> We have a secure network for file storage and sharing with regular system of backing up information	<input type="checkbox"/> Secure network for file storage and sharing with frequent, regular backup of data onsite and remotely
<input type="checkbox"/> Our only phone contact is one volunteer	<input type="checkbox"/> We have one staff member who monitors email & serves as phone contact	<input type="checkbox"/> We have both staff and volunteers who monitor email and serve as phone contacts	<input type="checkbox"/> We have multiple staff and volunteers who monitor emails and serve as phone contacts
<input type="checkbox"/> No or very limited web presence online	<input type="checkbox"/> Limited presence online with basic website	<input type="checkbox"/> Online presence is mainly defined by website	<input type="checkbox"/> Robust presence online with comprehensive, interactive website
Transportation & Distribution: Trucks & trailers; pallet jacks; racks; carts			
<input type="checkbox"/> We do not have any additional equipment to assist in delivery of food	<input type="checkbox"/> Current supply of equipment to assist with delivery is mostly adequate	<input type="checkbox"/> We have the right equipment for our core functions	<input type="checkbox"/> The supply of equipment is appropriate well maintained; replacement plan is in place
<input type="checkbox"/> We do not have reliable transportation & rely on other organizations to bring us the food	<input type="checkbox"/> We are generally able to transport food but occasionally we have to make alternate arrangements at the last minute	<input type="checkbox"/> We have stable and reliable transportation plan in place and we have backup plan if the current method fails	<input type="checkbox"/> We have various stable and reliable transportation methods in place with appropriate backup plans and we are able to assist other pantries with their transportation

Agency Capacity Self-Assessment Evaluation

Please return this page to the Agency Manager, so that we can see in what ways to improve this assessment tool for your benefit.

1. How many people participated in the self-assessment? _____
2. Please indicate positions of those participating (i.e. – board member, executive director, volunteer) _____

3. Did the five categories provide a comprehensive look at your agency's service? _____
 - a. If not, what area(s) did you feel were missing? _____

4. Were the items within the categories clearly defined? _____
5. Did the items within the categories provide an adequate description of your agency's service? _____
 - a. If not, what area(s) did you feel were missing? _____

6. Did the range of items within each category provide you with an understanding of how WFAFB is defining the levels of capacity? _____

7. Did the range of items within each category help you identify areas that you now see that you can improve? _____

8. Was this self-assessment process helpful in generating conversation about steps your agency can take to strengthen its capacity? _____

 - a. Please explain: _____

9. In what ways might we improve this tool to make it more useful to you? _____
