

# Quality Performance Award Standards

## Clients

**Goal:** Effectively serves the clients in the community

Item	Standard Practices	Beyond the Basic Standard
a. Treats clients with dignity and respect	<ul style="list-style-type: none"> <li>• Clients are greeted at the door</li> <li>• Follows published schedule (pantry is open during posted hours)</li> <li>• Pantry guidelines are clear and visible</li> <li>• Maintains an atmosphere of privacy between intake interviewer and client when discussing personal information</li> </ul>	<ul style="list-style-type: none"> <li>• Has separate corner of the room to do intake</li> </ul>
b. Provides ease of access	<ul style="list-style-type: none"> <li>• Has a plan to get food to those who are physically unable to enter the pantry (brings food to them or helps them get to the food)</li> <li>• At least one volunteer or staff member is assigned the responsibility to help clients with physical disabilities or special needs</li> <li>• There are clear indicators of the pantry location (signs, arrows, pictures)</li> <li>• Keeps outside entrances clear of ice, snow, or rubbish</li> </ul>	<ul style="list-style-type: none"> <li>• Pantry is handicapped accessible</li> </ul>
c. Engages in outreach – reaches out to a diverse population or to clients from different groups	<ul style="list-style-type: none"> <li>• People in charge of pantry know the community and client demographics</li> <li>• Signs in the pantry are posted in the main foreign languages spoken in the community (languages or pictures)</li> <li>• Signs to advertise the pantry are posted in the community in the main languages spoken in that community</li> </ul>	<ul style="list-style-type: none"> <li>• Volunteers are educated on demographics of pantry clients</li> </ul>
d. Knows who the agency's clients are	<ul style="list-style-type: none"> <li>• Maintains client records and keeps them updated</li> </ul>	<ul style="list-style-type: none"> <li>• Offers a voluntary survey to clients to better understand demographics and client needs</li> <li>• Is aware of patterns and breaks in client attendance to be able to follow up if a "regular" client does not show up for a number of weeks</li> </ul>
e. Makes an effort to accommodate the food needs of the client population	<ul style="list-style-type: none"> <li>• Serves/provides nutritional food</li> <li>• Tries to have food to accommodate "special needs" (diabetes, low-salt, AIDS, no cooking facilities, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>• Has a process to identify and address "special needs" (perhaps during intake)</li> <li>• Has recipes available (to educate on what to do with unfamiliar foods)</li> </ul>
f. Makes an effort to address client needs beyond food	<ul style="list-style-type: none"> <li>• Keeps an updated resource book or referral list of social service organizations</li> </ul>	

*Note: All standards were determined by staff and volunteers from member pantries of the Greater Chicago Food Depository; Oct. 2003*

# Quality Performance Award Standards

## Process

**Goal #1:** Improves ability to provide food through effective and efficient processes

Item	Standard Practices	Beyond the Basic Standard
a. Is able to appropriately plan for number of clients served when ordering food	<ul style="list-style-type: none"> <li>The person ordering food knows the number of people served (rather than just pounds) and considers available budget and storage space when placing orders</li> </ul>	
b. Transports food efficiently	<ul style="list-style-type: none"> <li>Has a reliable transportation plan</li> <li>Has a back-up plan that includes a back-up driver and a back-up vehicle</li> <li>Evaluates transportation and storage strategy at least once a year to ensure resources are being used most efficiently</li> </ul>	<ul style="list-style-type: none"> <li>Makes the best use of storage and refrigerator/freezer space to minimize the number of trips to the Food Depository</li> </ul>
c. Ensures warehouse efficiency	<ul style="list-style-type: none"> <li>Organizes storage space</li> <li>Rotates stock and uses FIFO method (first in, first out)</li> <li>Ensures workable, operating, and effective equipment such as refrigerators, thermometers, shelving, etc.</li> </ul>	<ul style="list-style-type: none"> <li>Does not "stockpile" food, potentially keeping food past the expiration date</li> </ul>
d. Has effective process for crowd control	<ul style="list-style-type: none"> <li>Uses a number system (rather than standing in line or other methods)</li> <li>Posts and enforces a code of conduct for clients and staff</li> </ul>	<ul style="list-style-type: none"> <li>Uses separate doors for entrance and exit to manage the flow of traffic</li> <li>Notifies local law enforcement of days/hours</li> </ul>
e. Uses space and people (staff, volunteers) effectively to serve client needs	<ul style="list-style-type: none"> <li>There is assignment of specific roles/responsibilities among staff and volunteers</li> </ul>	
f. Provides food in an effective manner		<ul style="list-style-type: none"> <li>Involves clients in the process (client choice, "swap table," "extras table," etc.)</li> </ul>
g. Ensures food safety	<ul style="list-style-type: none"> <li>There is at least one person at the pantry who has accountability for and formal training in food safety</li> </ul>	

**Goal #2:** Protects against inappropriate use of information

Item	Standard Practices	Beyond the Basic Standard
a. Has a system in place to keep private information confidential	<ul style="list-style-type: none"> <li>Makes some accommodation for confidentiality when conducting intake (uses a low voice, separate space)</li> <li>Keeps confidential files and paperwork in an out-of-the way place</li> <li>Trains volunteers on confidentiality practices and enforces those practices</li> </ul>	<ul style="list-style-type: none"> <li>Has a separate area for conducting intake</li> <li>Keeps confidential files and paperwork out of sight and in a locked place</li> <li>Keeps confidential records in a computerized system that requires a password to access</li> </ul>

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# Quality Performance Award Standards

## Staff/Volunteers

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**Goal:** Staffing is appropriate to run the program

Item	Standard Practices	Beyond the Basic Standard
a. Has sufficient numbers of staff/volunteers	<ul style="list-style-type: none"> <li>• Identifies organizations and people who could be potential volunteers and reaches out to them</li> <li>• Knows the minimum number of volunteers needed to run the pantry</li> <li>• Maintains a list of volunteers and their contact information</li> <li>• Has a back-up plan when volunteers don't show</li> <li>• Keeps all volunteers busy</li> </ul>	
b. Staff/volunteers have positive morale (high "job" satisfaction)	<ul style="list-style-type: none"> <li>• Constantly shows gratitude towards volunteers</li> <li>• Knows names of volunteers and personalizes working relationship with members at pantry</li> <li>• Has a person who is responsible for managing/coordinating volunteers</li> </ul>	<ul style="list-style-type: none"> <li>• Keeps work fun and interesting to create a positive atmosphere</li> <li>• Sends birthday cards to volunteers</li> </ul>
c. Staff/volunteers have sufficient knowledge or training to ensure effective distribution of food	<ul style="list-style-type: none"> <li>• Provides on-the-job-training for tasks volunteers are asked to do</li> <li>• Communicates pantry guidelines to volunteers</li> </ul>	<ul style="list-style-type: none"> <li>• Has written pantry guidelines for volunteers</li> </ul>

# Quality Performance Award Standards

## Financial

**Goal:** Has financial resources to run the program effectively

Item	Standard Practices	Beyond the Basic Standard
a. Knows where money comes from/goes to	<ul style="list-style-type: none"> <li>Has a designated person who is accountable for finances</li> </ul>	
b. Has effective recordkeeping practices – auditable	<ul style="list-style-type: none"> <li>Does basic bookkeeping</li> <li>Keeps records for at least two years (in addition to current year's records)</li> </ul>	
c. Can forecast/estimate future needs	<ul style="list-style-type: none"> <li>Knows amount of monthly expenditures</li> <li>Has a basic understanding of how to budget</li> <li>Operates at "breakeven" (does not operate in a deficit)</li> </ul>	<ul style="list-style-type: none"> <li>Creates a budget</li> <li>Tracks finances and presents budget using a standard tool or template</li> </ul>
d. Has process in place to secure appropriate funding for future needs	<ul style="list-style-type: none"> <li>Engages in fundraising</li> </ul>	<ul style="list-style-type: none"> <li>Is knowledgeable in writing grant proposals</li> <li>Is knowledgeable in different types of fundraising practices</li> <li>Makes an effort to establish a reserve fund equal to three-to-six months of operating expenses</li> <li>Invests/purchases municipal bonds</li> </ul>

# Quality Performance Award Standards

## Community

**Goal:** Has a sustainable program

Item	Standard Practices	Beyond the Basic Standard
a. There is widespread knowledge of the program within the agency	<ul style="list-style-type: none"> <li>• Engages in outreach beyond “word of mouth”</li> <li>• Has a person designated to speak to the media (and volunteers are trained to direct media to that person)</li> <li>• Builds relationships within the community</li> </ul>	<ul style="list-style-type: none"> <li>• Has brochures describing the pantry</li> <li>• Has a website</li> </ul>
b. The program is not reliant on one person for its survival	<ul style="list-style-type: none"> <li>• If the person in charge is not present, the pantry is able to effectively operate</li> <li>• There are guidelines/documentation describing how to run a pantry (if the lead person is not there)</li> </ul>	<ul style="list-style-type: none"> <li>• Has a succession plan for pantry leadership</li> </ul>
c. Has a network, contacts, resources	<ul style="list-style-type: none"> <li>• Maintains a centralized list of networks, contacts, and resources</li> </ul>	
d. Has some form of effective oversight body to ensure a system of checks and balances (oversight of finances, mission)	<ul style="list-style-type: none"> <li>• An oversight board exists</li> <li>• The oversight board has regular meetings or communicates regularly with the pantry</li> </ul>	<ul style="list-style-type: none"> <li>• “Major” decisions affecting the pantry have to go to a vote before the oversight board</li> </ul>
e. Has a positive reputation in the community	<ul style="list-style-type: none"> <li>• Pantry is seen as a viable presence in the community</li> <li>• Participates in community/neighborhood events whenever possible</li> </ul>	