



Welcome Agency Partners

Welcome to Community Food Bank! We are pleased to have your agency join us in working to alleviate hunger in the Central Valley.

In 2004, Community Food Bank distributed more than 6.6 million pounds of food to Fresno, Madera and Kings Counties. With an increase of more than 200,000 pounds of food from the previous year, Community Food Bank expects to increase the distribution rate of food this year to those in need. This will be made possible with the help of our agencies' pantries and food programs just like yours!

Our goal at Community Food Bank is to distribute more than 8 million pounds of food by 2007. This is an attainable goal, but only with your help. That is why we are delighted you are joining us in our effort to meet the needs of the hungry in the Central Valley.

The staff is committed to Community Food Bank's mission of creating a "hunger-free Central Valley." If you should have any question please feel free to contact our office. Thank you for your commitment and time on this extremely important effort.

Sarah Reyes
Chief Executive Officer
Community Food Bank

Community Food Bank History

Community Food Bank (CFB) was established in May 1992 after a group of civic-minded citizens saw the need for more resources to feed the hungry in the Central Valley. It was nearly a year later that Community Food Bank under the formal name of Food Opportunities Organization and Distribution, Inc. (F.O.O.D., Inc.) began distributing food to the needy in Fresno County. Those efforts continued to expand in 1994 when CFB became the local management agency for the United States Department of Agriculture's (U.S.D.A.) Emergency Food Assistance Program (EFAP). In 1995 Community Food Bank was merged with Fresh Food Link, a group started within the Fresno Farm Bureau, to direct raw farm products into food bank networks. That merger and the growing number of those in need of food assistance found Community Food Bank moving into larger facilities to accommodate the need.

With the fast growing expansion Community Food Bank became a certified affiliate of America's Second Harvest, the national network of food banks and the nation's largest charitable hunger-relief organization. This affiliation, along with the increased cooperation with other food banks throughout the state, has made substantially more food available and has allowed Community Food Bank to greatly increase food distributions.

Today, Community Food Bank services more than 170 agencies. They range in size from large food and kitchen pantries, to very small distribution locations. In addition, CFB distributes government commodities each month at 56 sites in Fresno County. It is expected that Community Food Bank will distribute more than 7.5 million pounds of food in the coming years.

Community Food Bank Programs

Community Food Bank promotes and provides leadership for special programs. These programs enhance our partnership with Agencies and community members.

Food Bank

The food pantry program has been at the core of Community Food Bank's operations since its inception. Community Food Bank provides assistance to feed the valley's hungry to more than 170 community-based organizations in Fresno, Madera and King Counties. Food product and non-perishable items are acquired through a variety of sources — producers, processors, manufacturers and wholesalers and retailers — both locally and through the national network of food banks known as America's Second Harvest. The purpose of this program is to:

- Provide emergency food assistance to member Agencies who work directly with those who are in need.
- Acquire and warehouse large quantities of donated food and non-perishable items.
- Allow member Agencies to obtain food product at any given time and in manageable quantities to sustain their programs.
- Help alleviate hunger in the Central Valley.

Emergency Food Assistance Program

The Emergency Food Assistance Program (EFAP) is a federally funded program that helps to supplement the diets of low-income Americans by providing them with emergency food and nutrition assistance at no cost. In Fresno County, Community Food Bank is responsible for managing the EFAP Program. Community Food Bank distributes food received from USDA to member agencies that have been designated as a USDA site and directly serve the public. Recipients of USDA commodities must meet income eligibility criteria set by the State of California. The EFAP program allows Community Food Bank to:

- Distribute commodities to agencies such as food pantries, shelters, community centers and community kitchens.
- Provide assistance to those families and community members who are at highest risk for food insecurities.
- Disseminate commodities for household consumption or to be prepared and served in a congregate setting.
- Work closely with Agencies to educate community members on the EFAP program and its standards.

Community Food Drives

Community food drives give the community an easy and tangible way of supporting hunger relief efforts — it is neighbors helping neighbors. The food collected is brought back to Community Food Bank's warehouse where it is sorted and then distributed to member Agencies for distribution through their programs. Community food drives seek to:

- Raise awareness of hunger in the Central Valley.
- Give community members an outlet to help those in need.
- Collect large quantities of food through a number of annual food drives, such as holiday drives, the United States Postal Carriers drive and a number of other food drives.
- Provide an assortment of foods to agencies who serve those in need.

Kids Café

Kids Café is one of the nation's largest meal service programs, providing nutritious meals and education to hungry children. As a program of America's Second Harvest, the program's goal is to feed America's hungry children and link community resources to this effort. This goal is achieved through Kids Café program objectives:

- Provide nutritious meals to children in need.
- Supplement meals with nutrition education activities.
- Locate sites within easy access to children in need.
- Conduct activities within safe sites, under the supervision of trustworthy staff.
- Support community and socialization activities by involving community programs and family members within a café-style environment.
- When possible, involve additional resources and partners in order to assure sustainability of these efforts.

Volunteer Program

Community Food Bank relies upon the commitment of volunteers to ensure our services are provided efficiently. Among the many tasks for which they are relied upon, volunteers:

- Sort Food
- Assist the office staff
- Help in the warehouse
- Provide support at special events

Requirements for Membership

Agency Responsibilities

Each Agency and its representatives are responsible for the material contained in this manual. Training on this material is available to new agencies and will be reviewed as needed at Agency quarterly meetings. It is expected that all agency staff and volunteers will be trained on this material and that changes in staff and volunteers will be reported to Community Food Bank immediately.

Agency Membership and Monitoring

Organizations, churches and other non-profit corporations can become a member agency by completing the application process. Applicants must attach a copy of the following information:

- Copy of your organizations 501 (c) 3 IRS Determination Letter
- Copy of License requirement (if applicable)
- List of all your current Board of Directors that includes their address and telephone numbers
- Copy of current liability insurance with Community Food Bank listed as an additional insurance party
- List of three (3) individuals who will be eligible to pick-up items from Community Food Bank

After an application has been submitted and reviewed, an on-site visit will be set up to determine if the Agency meets the qualifications for membership. The Agency must then sign the required agreement with Community Food Bank. Once approved, an agency representative must attend an orientation at Community Food Bank. An established Agency must reapply for membership every two years.

Each member Agency will be monitored a minimum of once every two years. However, Community Food Bank reserves the right to monitor each Agency more frequently. Monitoring may be done on-site or through written communication.

The purpose of on-site visits include:

- To ensure the highest sanitation and safety standards are being upheld by the Agency.
- To increase communication between Community Food Bank and the Agency's staff.
- To give the Agency a chance to showcase their program.
- To provide an opportunity to brainstorm problems or fine-tune the program with Community Food Bank staff.

Quarterly Meetings and Training Sessions

Attendance and participation in meetings and training sessions are mandatory every quarter of all member Agencies. Quarterly meeting will be scheduled once per quarter and Agencies are required to send a representative to all meetings. Agencies must also attend any other training session as needed or provided by the Community Food Bank.

All member Agencies will be required to attend a Salvage Training session. Salvage training will be a required element of the quarterly meetings. The training sessions will give Agencies instructions on the following areas:

- Looking for danger signals when handling food product: cans with no or damaged labels, swollen cans and cans with sever dents, especially around the seams.
- Procedures on handling dry product when it is open, has a leak, is doubled bagged or damaged.
- Management of glass jars and cans that have "pop-up" seals.

Agency Payment & Account Policy

Our Member Agency Agreement, signed by the Director of the partnering Agency, states that the Agency agrees to pay the shared maintenance fee of \$.00 - \$.18 per pound that may be assessed. The Agency also agrees to pay all account balances within 30 days of the statement date. In order to help all of our Member Agencies assist the most people, we must insist on compliance with these guidelines.

- All approved Agencies are required to pay a \$100 annual membership fee that allows members to take advantage of a verity of food product and non-perishable items.
- Newly approved member Agencies are required to pay the shared maintenance fee at the time of pick-up for the first three months on a cash basis only. No orders will be released unless the Agency is equipped to pay their shared maintenance fee at that time.
- An initial credit line up to \$500.00 will be established after three months.
- Agencies must pay their shared maintenance fee on a monthly basis. Each time an agency receives food, the agency representative who picks up the product must sign an invoice, which states the amount owed and the amount of food received from Community Food Bank. The Agency will get a copy of the invoice and must keep it on file for three years.
- When an Agency's balance reaches the 30-day mark, a friendly reminder is sent to help you keep your account current.
- Failure to pay within 90 days will result in suspension of services. The Agency must bring their balance up to date before service can be restored. Agency cooperation with

prompt payment is essential for the operation of Community Food Bank. If for any reason there is a delay in payment it is the responsibility of the Agency to contact Community Food Bank to make arrangements for payment.

Agency Report Policy

Our Member Agency Agreement, signed by the Director of the partnering agency, states that the Agency agrees to submit monthly reports by the 5th of each month. The report should be for the previous month of the due date.

The information in the reports is used as data to substantiate need in funding proposals/reports and for allocations for The Emergency Food Assistance Program (EFAP). In order to help all our Member Agencies obtain as much food as possible, we much insist on compliance with this guideline.

Consequences of Past Due Reports:

- Failure by programs receiving government commodities through EFAP to complete and return reports each month will result in that program's removal from the EFAP allocation process until all reports are received.
- Failure of all programs to complete and return reports within 90 days will result in an inactive status for the Agency. An Agency with an inactive status will not be able to receive any food or non-food products from Community Food Bank until reports are made current.
- Failure to complete and return reports for more than 180 days (six months) will result in closure of the Agencies membership. Agencies can be reestablished as an Agency when reports are made current and membership is approved by Community Food Bank's Chief Executive Officer.

Order, Pick-up and Delivery Procedures

Ordering Procedure

To place an order an Agency will need to fill out the Agency Order Form and fax it to Community Food Bank at least 24 hours before their desired pick-up time. Agency Order Forms can be obtained by calling the main office where staff will fax, email or mail your Agency the proper form. Once the completed Agency Order Form has been received, a Community Food Bank representative will call to confirm the order and pick-up time. Agencies must clearly indicate their agency's name on the order form otherwise it will be discarded.

Shopping Procedure

Community Food Bank provides weekly menus that are faxed to Agencies and lists product that is available. Community Food Bank may also send out special menus periodically highlighting special product that can be accessed. Agencies must remember, all items on the menu are while supplies last. Agencies can also set up a time with our Food Resource Specialist to go on a shopping tour.

Pick-Up Policy

Agencies are expected to be on time to receive their order and are asked to check in with the front office. If an Agency is more than 15 minutes late, the order will be rescheduled for another time or day. It is the Agency's responsibility to notify Community Food Bank of any changes in pick-up or delivery times.

Agencies are asked to bring proper transportation to transport items. Agencies need to think about the size of their order as well of what kind of product that has been purchased (i.e. frozen or refrigerated items) when preparing adequate transportation for pick-up.

Cancellation and Restocking Fee

Agencies that do not show up to receive their orders without notice to Community Food Bank will be assessed a \$25 cancellations and restocking fee. Agencies that do not show up for pick-up time and do not notify Community Food Bank of the cancellation ahead of time, but later call to reschedule the order will be assessed a \$10 restocking fee. It is the Agency's responsibility to call before appointment time to cancel or reschedule an order pick-up. A second notice of a no-show will result in that agency being allocated a \$10 fee for cancellation

Delivery Policy

Delivery of product is available if needed. Delivery times and availability are dependent upon the status of our trucks, drivers and will only be scheduled for orders of minimum of 1250 lbs at \$.04/lb or for smaller orders a \$50 delivery fee will be assessed. Agencies are expected to call Community Food Bank if there is a change in time for delivery.

Return Check Policy

A \$25 check fee will be assessed to an Agency's account every time a check is returned. The Agency's status will then be on a cash only payment for a period of three months.

Agency Food Storage and Handling Guidelines

Food storage areas much provide protection from weather, fire, theft and pest. Aisles between pallets must be wide enough to provide easy access for inspection, inventory and pulling product. Practices include, but are not limited to:

- **Store Food 6" off the Floor**
Keep on pallets, platforms or shelves
- **Store Food 18" from the Walls**
For air circulation, pest control and sanitation
- **Store Food 18" from the Ceiling**
To avoid high temperatures at ceiling that could possibly damage product or facility

- **Store Non-Food Items Separately**
Toxic items (cleaning and maintenance supplies) must be kept in a location away from food with adequate ventilation
- **Clean Floors, Pallets and Shelving Regularly**
All areas should be swept and mopped regularly
Clean spills immediately
Sanitize pallets and shelving regularly
- **Keep Doors, Windows and Roofs Well Sealed**
To prevent pest entry and water damage
- **Maintain a Pest Control System**
Have a contract with a licensed pest control firm
Poison must not be used, traps and glue boards are recommended
- **Maintain Equipment Regularly**
Check freezer and refrigeration units for leaks at least twice a day
- **Maintain Proper Temperatures in all Storage Areas**
Thermometers must be kept in freezers, refrigerators, trailers and dry storage areas and must be in visible site
- **Maintain Temperature Logs**
Check and record temperatures frequently, at least twice a day

Product Use Guidelines

Please remember all product is to be used for the ill, needy and children. Community Food Bank product may not be traded, sold or bartered. Do not use Community Food Bank product for parties, fundraisers or similar events or used as an incentive for volunteer participation. Agencies should have enough food on hand to serve emergency needs, however they are not allowed to stock pile food. Storage should not exceed a 30-day supply.

Dry Food Storage

Dry or canned goods must be stored as outlined previously and:

In a cool area kept between 35 and 75 degrees Fahrenheit
Away from direct sunlight and 18" from the wall on a pallet

Cold Food Storage

Product requiring refrigeration or freezing must be kept as outlined previously and:

In a refrigeration unit kept at 32 to 40 degrees Fahrenheit
In a freezer unit kept at -10 degrees Fahrenheit
Units must have space to allow for good air circulation

Units must be clean and well maintained
Away from the wall 18” and on a pallet

Stacking Product

Basic Rules for Stacking Product are:

Limit height of stack to protect food on the bottom layers from being crushed and the pallet from tipping over

Cross-stack cases on pallets to ensure the stack will be sturdy and solid when moving and picking from

Shrink-wrap the stack for stability

Discard any cans or boxes too damaged to stack which could cause the pallet to tip over

Stock Rotation

To help assure the quality and freshness of Community Food Bank’s product, the First In – First Out (FIFO) practice must be followed. Food must be stored and distributed so the cases with the oldest received expiration date are used first. It is a good idea to date each case of product you receive first as it comes in, this way you will know what needs to be used first. In essence, older product must be rotated to the front to be picked first, newer product must be placed in back of the older product.

Damaged Product

Product received from Community Food Bank that is contaminated, deteriorated, spoiled, infested or contains latent defects, such as bulging cans, cans with sharp dents or with rust on the seams must be immediately reported to management of Community Food Bank prior to disposal. A manager will determine the next course of action and will advise staff on what to do next.

Warehouse Safety Guidelines

In an effort to make Community Food Bank a safe, organized and effective work-place, safety rules have been developed. It is fully expected that all employees, Agency partners and volunteers comply with these safety rules.

- Enter the warehouse through the office and check in with the front desk. All Agency staff or volunteers must sign-in and receive a name tag from front office staff.
- All volunteers working at Community Food Bank must obtain a badge from the front office before entering the warehouse. If a volunteer is not wearing a badge they will be asked to put one on.
- Agency staff or volunteers are required to stay in the front office reception area until their Agency’s name is called.
- Children must remain in the office reception area with supervision.
- Eating and drinking are limited to the waiting area and break room.
- Community Food Bank is a smoke-free environment and smoking is not permitted on the grounds.
- Closed-toed shoes, gloves and safety belt are required for working and shopping in the warehouse.

- Power equipment is to be used by qualified Community Food Bank staff only.
- Climbing on equipment, machinery, racks and pallet stacks is prohibited.
- Agencies must make an appointment with our Food Resource Specialist to go on a shopping tour.
- Freezer and cooler access is exclusive to Community Food Bank staff.
- Good housekeeping is essential to prevent accidents. Alert staff immediately of any spills or damaged product.
- Report all unsafe conditions or practices to Community Food Bank staff.
- Stealing is prohibited and will not be tolerated.

Good Samaritan Food Donation Act

On October 1, 1996, President Bill Clinton signed the Bill Emerson Good Samaritan Food Donation Act to encourage donation of food and grocery product to non-profit organizations for distribution to needy individuals. This Act protects individuals from civil and criminal liability should the product donated in good faith later cause harm to a recipient.

It is the policy of Community Food Bank to comply with the Good Samaritan Food Donation Act. Compliance with this Act is the shared responsibility of Community Food Bank staff, member Agency, volunteer and visitor. To ensure compliance with this Act, immediately notify staff if you observe any of the following:

1. Food that does not appear wholesome or fit for consumption because of age, freshness, contamination or insect infestation.
2. Containers that have been opened or appeared to have been tampered with.
3. Canned goods that are leaking, swollen, badly dented or no longer airtight.

Your assistance with insuring all food items are wholesome and fit for distribution is essential to the operation of Community Food Bank.

Community Food Bank Staff
Community Food Bank
210 N. Thorne Avenue
Fresno, CA 93706
Phone 559-237-3663, Fax 559-237-2527

Sarah Reyes
President/Chief Executive Officer
sreyes@communityfoodbank.net
Ext. 106

Richard Cervantes
Director of Warehouse Operations
warehouse@communityfoodbank.net
Ext. 108

Dayatra Latin
Director of Programs and Services
programs@communityfoodbank.net
Ext. 109

Karen Clifton
dev@communityfoodbank.net
Ext. 110

Ted Avena
Director of Finance
accounting@communityfoodbank.net
Ext. 113

Catherine McCarthy
Food Resource Specialist
foodsolicitor@communityfoodbank.net
Ext. 111

Katie Johnson
Agency Relations Representative
agency@communityfoodbank.net
Ext. 103

Silva Nagel
Administrative Service Coordinator
Admin2@communityfoodbank.net
Ext. 104

Patrick Lockhart
Warehouse Customer Service