



## Feed My People Partner Agency Information & Procedures

### Program Contacts

It is important that Feed My People has current contact information for your program.

Feed My People holds contact names, phone numbers and email addresses for the following functions:

- Correspondence
- Delivery
- Billing
- People approved to order and pick up orders

The information will be reviewed at site visits, but if you have changes to any of these contacts, please contact us to provide updated information.

Please visit the “Get Help” page on Feed My People’s website: [www.fmpfoodbank.org](http://www.fmpfoodbank.org) to be sure your program’s information is listed correctly.

All agencies will receive a site visit at least once every 2 years.

### **Feed My People contacts - Call Feed My People at 715- 835-9415.**

#### **For:**

- **Placing an order** Sarah Aerts (x111), [sara@fmpfoodbank.org](mailto:sara@fmpfoodbank.org). Other contacts are Nick Bursaw, (x126), [nick@fmpfoodbank.org](mailto:nick@fmpfoodbank.org), or Tami Syverson, (x106), [tami@fmpfoodbank.org](mailto:tami@fmpfoodbank.org),
- **Delivery, or picking up an order:** Sarah Aerts (x111), [sara@fmpfoodbank.org](mailto:sara@fmpfoodbank.org). Other contacts are Nick Bursaw, (x126), [nick@fmpfoodbank.org](mailto:nick@fmpfoodbank.org), or Tami Syverson, (x106), [tami@fmpfoodbank.org](mailto:tami@fmpfoodbank.org),
- **Missing something on your order, or got something you didn’t order:** Sarah Aerts (x111), [sarah@fmpfoodbank.org](mailto:sarah@fmpfoodbank.org)
- **Monthly statistics report:** Sarah Aerts (x111), [sarah@fmpfoodbank.org](mailto:sarah@fmpfoodbank.org)
- **Monthly food rescue statistics:** Sarah Aerts (x111), [sarah@fmpfoodbank.org](mailto:sarah@fmpfoodbank.org)
- **Invoice or payments:** Judy Thompson, (x100), [judy@fmpfoodbank.org](mailto:judy@fmpfoodbank.org)
- **FoodShare:** Nick Bursaw, (x126), [nick@fmpfoodbank.org](mailto:nick@fmpfoodbank.org) or Maureen Wilson, 715.496.3121, [mwilson@2harvest.org](mailto:mwilson@2harvest.org)
- **For questions regarding Retail Food Donations/Rescue:** Michelle Pride, (x110), [mapride@fmpfoodbank.org](mailto:mapride@fmpfoodbank.org)



## Feed My People Partner Agency Food Safety

### Food Safety Training Requirements for Agencies

The Bill Emerson Good Samaritan Act provides protection for our donors and partners for food donations and distributions performed in good faith. This Act, and the countless state laws which also address this issue, apply if our actions are done without negligence or willful failure to take an action that we should have taken. This includes making sure that the donated food is safe to eat when it reaches the end user.

In order to protect the donors, agency partners, our food and our clients, Feed My People requires that at least one person must be trained in a food safety course and train the food preparation workers in safe food handling practices. If agencies utilize food provided by FMP to make meals, their key food service program staff are required to meet WI Department of Health and local commercial food safety standards.

Agencies must show proof of required certification to their Field Services Specialist at site visits, which are completed every two years. Feed My People requires the following training for each program type:

#### Meal/Snack Programs

Requirement: ServSafe Food Manager Certification

#### Food Distribution Programs (food pantries, backpack programs, mobile programs)

Requirement: ServSafe Food Handler Guide for Food Banking Training

<b>Storing Food Safely</b>
Food should only be stored in locations disclosed to, inspected by, and approved by Feed My People.
Storage in private homes or other locations which have not been inspected (even temporarily) is not approved.
Food must be stored at least 6 inches from the floor, 4 inches away from walls, and 2 feet away from the ceiling. Shelving must be sealed from spills (not raw wood). All food should be stored safely, not under leaking pipes, under stairs, in mechanical or utility rooms or bathrooms or garbage rooms.
Non-food items must be stored separately from food items (either below or beside food).
Labels must be present on all packages, listing the contents, ingredients (in order of inclusion), net weight, distributor and distributor's address.
Dry storage space should be well ventilated and at temperatures between 41° F and 70 ° F.

## Refrigerator & Freezer Storage

If you are storing refrigerated or freezer foods at your location, make sure all refrigerators and freezers have internal thermometers visible inside each unit.

Thermometers should show that you are storing food at safe storage temperatures:

- Refrigerated temperatures between 32° F and 40° F
- Freezer temperatures of 0° F or below

To ensure that food items are stored safely, FMP expects Partner Agencies to use temperature logs to record temps for all fridge and freezer units used for food storage. Temperatures should be logged each day the facility is open (or at least once a week). Logs should be kept for at least one year.

Raw food should be stored below ready-to-eat foods.

## Food Dating

The code dates on packages are for supermarket use, to indicate how long the package should be displayed on the shelves; these dates have very little to do with the safety of the food for consumption. For example, cereal may lose some of its crunch after the code date, but it does not become unsafe to eat.

Use [www.stilltasty.com](http://www.stilltasty.com) to find information about storage and product safety and quality.

The site [www.foodsafety.gov](http://www.foodsafety.gov) also provides important information about product dating. Real Simple has a colorful storage chart. Use these resources to best determine how long it is safe to give food out to your clients, and when in doubt, throw it out.

**Baby Food Distribution Guidelines** – Per federal guideline, baby and toddler foods and formula **must** be distributed by the 'use by' date or should be disposed of.



## Feed My People Partner Agency Orders and Deliveries/Pick-ups

### The Feed My People website

Access the Feed My People website at [www.fmpfoodbank.org](http://www.fmpfoodbank.org). The website provides a variety of resources for agency partners, donors, and others who want to know more about hunger relief, especially in northwest WI. From the home page, click on **GET HELP** to see the list of counties served by Feed My People. Within each county is information about each of our partner agencies.

There are also links for volunteers, those wishing to make donations, information about the people we serve, our annual Empty Bowls event and more.

At the bottom right-hand corner of the FMP web page is a link **For Agencies**. The For Agencies page provides links to the Online Order Form, monthly statistics reports forms, agency resources and other important information.

### Placing an order

- Access the Feed My People website at [www.fmpfoodbank.org](http://www.fmpfoodbank.org) and go to the For Agencies page, linked at the bottom right-hand corner of the home page.
- Click on the link to **Order Online**. View available products and quantities on the online order form.
- Submit your order between 5 business days and 8:00am 2 business days prior to your delivery or pick up. For example, if you receive delivery on a Tuesday, please submit your order between the Tuesday before delivery and 8:00am the Friday before delivery. This allows 2 full days (Friday and Monday) to prepare your order.
- Orders are processed once per day at 8:00am. FMP may not be able to fulfill orders placed after the deadline.
- To place a produce-only order, please submit your order no later than 8:30am the day prior to delivery or pick up. These orders will ensure you receive the freshest produce available.

### Special milk and voucher orders

If your program would be interested in receiving milk on a regular schedule, please contact Mea about our pre-order purchase milk program. Mea's email is [mea@fmpfoodbank.org](mailto:mea@fmpfoodbank.org)

Programs located near a Kwik Trip store may order vouchers. Vouchers may be ordered from the Voucher section of the order form. Voucher packet contain 20 vouchers.

- a. Each milk voucher may be redeemed for half gallons of skim, 1% or 2% milk.
- b. Each egg voucher may be redeemed for 1 dozen eggs.
- c. Each produce voucher may be redeemed for 3 pieces of fruit or a 12 oz. bag of baby carrots or a 2 pack of tomatoes.

## Completing the Online Order form header

<b>Agency ID #</b>	Choose your Agency ID from the drop-down menu.
<b>Order Date</b>	Defaults to the current date.
<b>Order Type</b>	Choose Delivery or Pick-up
<b>Delivery Route</b>	Choose from the drop-down menu. Use a calendar to assure the right route is chosen.
<b>Delivery or Pick Up Date*</b>	Key the accurate date of delivery or pick up. <b><i>*THIS FIELD IS CRITICAL to ensure accurate processing of your order.</i></b>
<b>Email Address</b>	Generates a confirmation email indicating FMP received your order.
<b>Signature</b>	Verifies someone authorized to place an order for the program.

**Order Online**

Agency ID #:

Order Date:  /  /  (mm/dd/yyyy)

Order Type:  Delivery  Pick-up

Delivery Route:

Delivery Date:  /  /  (mm/dd/yyyy)

Email Address:

Signature:

[Printable Order Form](#)

## Reading the online Order Form

The order form is divided into categories. Perishable foods, like produce and dairy products are at the top of the form, followed by frozen foods, with other non-perishable categories following.

The **description** of each product is listed with the quantity in each case.

Some examples:

- 40 lb box –
- Order by the tray, order by the pound, order by the box, order by the pallet
- 24/7.25 oz bags – this means there are 24 bags in each case and each bag weighs 7.25 oz.

Some descriptive words and what they mean

- Must be distributed as one unit – the entire case must be distributed to a family, the individual packages are not labeled for individual distribution, or the entire case is packaged as one unit
- Contains a variety of multiple packages -
- Asst – assorted often means there are multiple pallets of this item and they are not all the same flavor or packaging.
- Purchase – These items have been purchased by Feed My People

The order form contains the following information:

- **Description** – the short description of the product
- **Weight** – the case weight of the product
- **Item ID** – FMP's internal item identification number
- **Available** – the number of cases available in the warehouse
- **Unit Price** – the price of one unit in the case
- **Price** – the price of an entire case
- **Quantity** - indicate the number of cases/pounds/boxes/etc. you wish to receive

## Order processing and exceptions

Orders are processed once per day at 8:00am. FMP may not be able to fulfill orders placed after the deadline.

Holiday and other schedule changes are communicated via email and on the FMP website. Look for the Agency Alert for information about closings and schedule changes.

If your agency has restrictions on product dates, please contact FMP for special ordering instructions.

## Deliveries

Please allow 30 minutes before and after your scheduled delivery time to account for weather, traffic, etc.

The driver will bring the items you ordered to the back of the truck or will place pallets on the ground.

- Please arrange for enough volunteers to carry your food into your facility. As a rule of thumb, you should have a minimum of two volunteers per pallet of food ordered.
- Volunteers or staff from your organization should NOT be in the truck or near the lift gate unless directed by the driver.
- It is the responsibility of the program to check the items you received against the packing slip. If there are any discrepancies (incorrect product, too few, too many) please notify Sarah within 3 business days.

Please be sure FMP has a valid phone number to call if the truck will be late/early. If not a cell phone, we suggest a number that will be available for calls before 8am and another number for later in the day on actual delivery days.

If the driver arrives and no one is present, he or she will unload the products and leave a message at the phone number provided. You can include a contact number for day of delivery in the "Comments" section of the order form.

Please stack neatly and return complete banana boxes, milk crates, bread racks and plastic pallets as soon as possible so they may be reused.

As soon as the products are off the truck, the driver may leave.

## Picking up an order

Orders may be picked up Monday through Thursday between 8:30am and 3:30pm.

When arriving at the warehouse, check in at the FMP office (Door #3) to sign the Daily Pick Up form and receive your packing slip.

If your order includes cooler and/or freezer items let an FMP staff member know so they can all the warehouse to bring your items to the pickup area.

Proceed to the rear of the building to Door #10 to load your order. The overhead Door #11 may be opened to provide space for you to load.

Check your packing slip against the items you are picking up to ensure you have your entire order.

## Refusing/returning a product at delivery or pick up

Items may be refused on the day of delivery and sent back on the truck, but you **must** talk with Sarah (or Nick or Tami - if all are unavailable, please reach someone at Feed My People) the same day.

- a. Provide the Invoice #, date and route, program name and ID#, Product ID and description, quantity and the reason for refusal.
- b. For refusals on orders you pick up at the warehouse, please return to the office before you leave and provide someone with the information listed above.

Items may be returned to Feed My People by appointment. If you intend to return items, please notify Sarah (or Nick or Tami) *within 3 business days of the original delivery/pick-up*.

- a. Provide the Invoice #, date and route, program name and ID#, Product ID and description, quantity and the reason for refusal.
- b. For delivery orders, items may be sent back on the truck at the time of your next delivery.
- c. For pick-up orders, call the staff listed above to make arrangements for returns.

Note: If notification is after 3 business days, FMP will accept products as a donation, but no credit may be given.

## Discrepancies

Although Feed My People tries to fill your order as submitted, items may be unavailable when your order is filled.

- If a product is limited, the packing slip shows the adjusted quantity shipped in both the 'Order Qty' and 'Shipped Qty' columns.
- If the product is unavailable the 'Order Qty' and 'Shipped Qty' columns are blank on the packing slip you receive with your delivery.
- If there are any discrepancies (incorrect product, too little, too much) please notify Sarah within 3 business days.
- You may send an email message or leave a phone message, but in order to receive a credit, you must notify FMP within 3 business days.
- Even if no credit is expected, please report discrepancies so we may adjust the current inventory accordingly.

## Food storage and handling

- Food should only be stored in locations disclosed to, inspected by and approved by Feed My People.
- Storage in private homes or other locations which have not been inspected (even temporarily) is not approved.
- Pantries should not repackage any foods without proper space, equipment, food safety training and authorization from their local health department.



## Feed My People Partner Agency Statistics Reporting

### Monthly program statistics reporting requirements

Partner agencies are asked to submit program statistics monthly. Each agency reports information about the people served and the amount of food they distribute/serve.

*These statistics are required by Feeding America, but also serve to 'tell the story' of our agencies and programs.*

If you have questions about completing your statistics form, please contact Sarah Aerts at [sarah@fmpfoodbank.org](mailto:sarah@fmpfoodbank.org) or 715.835.9415, x 111.

There are 2 forms linked on the FMP website to report statistics.

- One is for food pantries, school backpack programs & any other program that distribute food to take home.
- The second is for community meal programs or other on-site programs where meals and snacks are served and consumed on-site.

Reports are due no later than the 5th of the following month.

- The form is available on the Feed My People (FMP) website or may be submitted on paper via mail or fax.
- A report is due every month even if no food was distributed or served.

Note: Failure to submit timely program statistics reports may result in your program being placed 'on hold' (meaning you'd not be able to order or receive delivery until reports are submitted and received).

## Pantry program reporting

- Programs must track the people who receive food by counting each person in the household in the designated age bands (children 17 and under, adults 18-59, and seniors 60 and older).
- Programs may also collect other information (names, addresses, etc.) for the people they serve. It is recommended a program collect only the information they need and use, and no more.
- Programs must also track the total pounds distributed to people.
  - Using a scale to weigh the food is the preferred method of tracking distribution.
  - An estimate may be made by weighing a standard portion and multiplying by the number of portions distributed.

**How to report Regular Service:** Each person in each household should be counted only once per month. (This is an unduplicated number.)

**How to report Extra Service:** If you serve the same people more than once this month, total and report their additional visits here. For instance, if a family is served three times this month, total their last two visits and report them in this section.

### **How to report Pounds/Vouchers:**

- Everything you provide to a family during your distribution should be reported here, regardless of where it was obtained. This includes food and non-food products and cash or product vouchers redeemable at a store.
- Ideally, all food and non-food items should be weighed on a scale, if possible.

**How to report First Visits:** This is the number of people served this month for the first time in this calendar year.

- For example, if a mother comes for the first time in February and she has 3 children, enter 4. If she comes again the next month, do not count her in First Visits in March's report.
- DO start the count over each January.

## On-site and meal program reporting

### How to determine number of people served:

- If one person eats many meals or snacks during the month, count that person only once.
- This number can often be obtained by determining how many people were enrolled or registered for your program during this month.
- If there is no better way to determine it, use the highest count for one meal as your unduplicated number.

### How to determine the total number of meals and/or snacks served:

- Count the number of times meals and snacks were served in one month.
- Count the number of people who ate each meal and each snack in one month.
  - For example, if you serve 4 meals in a month, and one person ate a meal every time he came to your program this month, he will have eaten 4 meals during the month (4 meals per month, 1 person came 4 times.  $1 \times 4 = 4$  meals reported for that person for that month)
  - This number can often be obtained by adding together your daily attendance records or meal counts.

### Common reporting mistakes for meal/onsite programs:

- The number of meals/snacks served can never be less than the number of people served
- The number of people served can never be zero or blank (unless you did not serve any food during the month).
- If your number of people and number of meals/snacks are the same it means that each person ate a total of one meal/snack during the entire month.
- If someone has 'seconds' or is provided an extra meal, count one person, 2 meals.

## Backpack program reporting

Backpack programs use the same reporting form as food pantries.

- Track the number of people served each week during the month.
- Track the total number of pounds distributed each week.
- Households - If you are not tracking or not able to track the number of households served, please consider using a 2 children per household count. Use the total number of children served times .5 or half ( $\#children \times .5 = HH$ ) as the number of households.

### Completing the Monthly Statistics Form

- Use the largest week's distribution in the "Regular Service" line.
- Add all the other week's distribution together and put the totals in the "Extra Service" line.
- The "Total for this month" fields are calculated on the form automatically.
- First Visits - Include the number of children in that month who received food for the first time in the year. If you are not tracking or not able to track, enter zero.



## Feed My People Partner Agency Billing and Payment Guide

### Billing and Payment

Feed My People provides a **packing slip** at the time an order is delivered or picked up. Please review it as soon as possible for accuracy. It will be used to create an invoice.

- The “quantity ordered” on the packing slip has been adjusted to reflect availability and shows how many you should expect to have delivered.
- Items ordered that are out of stock will appear on the packing slip without the number ordered or shipped. These items will not appear on your invoice (you will not be billed for them).

**Invoices** will be emailed to agencies whenever possible. Hard copies may be mailed upon request.

**Note:** Do not use your order form to make payment on your account as it may not accurately reflect the products you received.

Feed My People expects your payments to be made within 30 days, though you may continue to place orders if payment is received within 90 days. Include your agency number on the check and the Invoice number of the invoice(s) being paid.

Each month, agencies will receive a **statement** listing any outstanding invoices from the previous months. Keep track of the invoices you have paid to avoid duplicate payments.

If your agency has food credit at Feed My People, it will automatically be applied to an outstanding invoice unless you tell Judy not to do so. Judy’s email is [judy@fmpfoodbank.org](mailto:judy@fmpfoodbank.org), and her phone number is (715) 835-9415, x 100.