AGENCY AGREEMENT
THE FOLLOWING APPLIES TO ALL AGENCIES SEEKING FOOD BANK MEMBERSHIP

Organization Criteria

1. Each agency must be designated by the IRS as a 501c3 organization. A copy of the 501c3 determination letter or a letter of affiliation or affirmation must be submitted to God’s Pantry Food Bank (GPFB) before membership can be activated. Any changes to this designation must be reported to GPFB immediately and may affect partnership with GPFB. A copy of this letter of designation by the IRS will be kept on file at GPFB.

2. Only authorized agencies may qualify to partner with God’s Pantry Food Bank. Authorized agencies include churches, social service organizations, licensed non-profit daycares, senior centers, group homes, shelters and soup kitchens.

3. Member agencies must be an organization or agency serving the ill, needy, or infants. An agency that serves both needy and non-needy clients (an on-site feeding program, soup kitchen, shelter) must ensure that a majority (51 percent) of its clients are low-income.

4. USDA Non Discrimination: 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, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA.

5. Feeding America Non Discrimination: Agencies will not engage in discrimination in the provision of service, against any person because of race, color, citizenship, religion, gender, national origin, ancestry, age, marital status, disability, sexual orientation including gender identity or expression, unfavorable discharge from the military or status as a protected veteran.

6. The agency may not require a client to attend a religious meeting nor require a client to make a statement of faith, nor perform a service in order to receive food services.

Agency/Program Requirements

1. Must be an established agency, serving an average population of at least 20 persons.

2. Either (a) serves food directly to its clients as meals consumed on site, (b) provides supplemental food and/or non-food items to its clients, or (c) offers a food box or food pantry program.
3. Must not sell, barter or exchange food or non-food product directly or gain a profit by a charge for meals. Food must be given to clients free of charge, with absolutely no conditions levied or implied.

4. Must support the operation of God’s Pantry Food Bank by paying a per pound service fee for foods received.

5. Must comply with God’s Pantry Food Bank “Food Bank Policy” and “Guidelines for the Use of Donated Product” (included with Manual for Food Bank Member Agencies).

6. Must keep records which accurately reflect the total amount of Product received through the Member’s programs (including Product picked up through other Member-enabled programs) for at least one year.

7. Must ensure that all donated Product from all sources (including store donation programs) conform to any applicable provisions of the Federal Food, Drug, and Cosmetic Act (as amended), and any regulations that follow.

8. Must provide direct service from their stated location to clients in need and not act as a regional or secondary distribution outlet of God’s Pantry Food Bank.

9. Must attend at least one training opportunity a year with GPFB staff.

10. Under no circumstances should items acquired from GPFB be shared from one agency to another, regardless of whether both agencies are GPFB partners or not. The agency should refer that organization to GPFB to apply for membership. Agencies that knowingly supply GPFB items to other organizations are subject to suspension or termination of GPFB membership privileges.

11. Pantries and soup kitchens must have a sign, listing days and hours of the food program operation, posted outside of the building, visible to both clients and the community.

12. Although GPFB does not determine the hours of operation of its partner agencies, GPFB expects that the agency will open a minimum of once a week for a total of 8 hours a month in order to meet client needs.

13. Must be willing to adhere to additional donor stipulations.

14. Must notify the Food Bank if the program changes physical location or principal personnel, or undergoes any significant changes in the nature and/or character of its services. Information must be reported using the Agency Information Change Form.

**Monthly Reporting and Record Keeping**

1. Must keep accurate records of individuals served. Food pantries must provide GPFB with number of households served by the 15th of each month for the previous month. Soup kitchens, shelters and congregate meal programs should report the number of meals broken down by breakfast, lunch and dinner. Agencies must track number of unduplicated individuals on a monthly basis.

**Monitoring and Inspection**

1. Must allow the Food Bank to monitor the program annually, check records and inspect the facility with or without prior notification.
Food Safety Guidelines

1. The agency must meet safe food storage and handling requirements based on inspection from GPFB and the agency’s local Health Department.
2. Must have adequate refrigeration and storage space for the service it provides.
3. Must provide transportation to pick up food and adequate refrigeration to transport frozen and/or refrigerated product.
4. Member agency must agree to safe and proper handling of donated goods, which conforms to the compliance standards of Feeding America and all local, state and Federal regulations.
5. Must be licensed as a food service establishment according to the service it provides.
6. If a soup kitchen or other meal program, the facility must be inspected by the local Health Department with a passing grade. At least one person must have a food manager/handler license.
7. The area where product is stored must be free of rodents and insects.
8. Must take and pass the ServSafe for Food Banking webinar located on our GPFB website. Print certificate and mail to GPFB or submit equivalent training certification for review.

Fiscal Management and Accountability

1. New agencies must pay for their orders by check on organization’s account at the time of receipt for the first three months of service to ensure that they are financially viable and able to meet their financial obligation to GPFB.
2. The agency must maintain good credit with GPFB by keeping their agency account current at all times.
3. GPFB reserves the right to place a member agency on “Financial Hold” for unpaid balances over 60 days old. Failure to pay within 30 days may cause an interruption in service. Continued failure to pay an account in a timely fashion may result in other financial arrangements, probation and/or suspension.
4. A fee of $25 will be charged on any returned checks.
5. Orders not picked up will be charged a $25 re-stocking fee.
6. Agencies must develop a simple business plan for their operations.

THIS SECTION IS EXCLUSIVE TO FOOD PANTRY PROGRAMS

Agency/Program Requirements

1. Agencies are encouraged to move to a client choice model.
2. Must establish a Pantry Board consisting of at least five leaders from the community.
3. Agencies are not to refer to their charitable food pantries as “Food Banks”, being that a Food Bank operates in a different capacity than a food pantry.

Fiscal Management and Accountability
1. Agencies must establish an annual budget for their food pantry operations.
Signed ______________________________________        Date _________________

Agency Director

Signed_______________________________________       Date__________________

Board Director

Agency name___________________________________________________________

Agency number #_______________________________