Manual for Food Bank Partner Agencies

God’s Pantry Food Bank
Fighting hunger. Delivering hope.
## Warehouse Addresses and Contact Information

<table>
<thead>
<tr>
<th>Warehouse</th>
<th>Address</th>
<th>Phone</th>
<th>Fax</th>
<th>Hours</th>
<th>Free Item Pickup</th>
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<tbody>
<tr>
<td><strong>Lexington Distribution Center</strong></td>
<td>God’s Pantry Food Bank</td>
<td>(859) 255-6592</td>
<td>(859) 254-6330</td>
<td>Mon/Wed/Fri 9 AM – 11 AM</td>
<td>Mon – Fri 11:30 AM – 12:30 PM</td>
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<tr>
<td></td>
<td>1685 Jaggie Fox Way</td>
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<td>Tues/Thurs 9 AM – 11 AM, 1:30 – 2:30 PM</td>
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<td></td>
<td>Phone: (859) 255-6592</td>
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<td>Fax: (859) 254-6330</td>
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<td><strong>Prestonsburg Distribution Center</strong></td>
<td>74 Resource Drive</td>
<td>(606) 886-8598</td>
<td>(606) 886-8709</td>
<td>Mon - 1 PM – 3 PM</td>
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<tr>
<td></td>
<td>Prestonsburg, KY 41653</td>
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<td></td>
<td>Tues/Wed/Thurs/Fri 9 AM – 3 PM</td>
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<tr>
<td></td>
<td>Phone: (606) 886-8598</td>
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<tr>
<td><strong>Morehead Distribution Center</strong></td>
<td>100 Carolyn Ingram Drive</td>
<td>(606) 784-5555</td>
<td></td>
<td>Mon/Tues/Thurs/Fri 9 AM – 3 PM</td>
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<tr>
<td></td>
<td>Morehead, KY 40351</td>
<td></td>
<td></td>
<td>Wednesday – 12:30 PM – 3 PM</td>
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<tr>
<td></td>
<td>Phone: (606) 784-5555</td>
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<tr>
<td><strong>London Distribution Center</strong></td>
<td>1215 4th Street</td>
<td>(606) 862-6693</td>
<td>(606) 862-0640</td>
<td>Mon – Thursday 9 AM – 2:30 PM</td>
<td>Friday: CLOSED</td>
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<tr>
<td></td>
<td>London, KY 40741</td>
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Michael J. Halligan, Chief Executive Officer
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QUICK GUIDE: 10 STEPS TO FOOD BANK MEMBERSHIP

1. **Read this Manual completely.** You need a basic understanding of your role in providing food to the hungry and the procedures, policies and guidelines you will be required to follow before you begin operating as a Partner Agency.

2. **Establish Internal Revenue Service 501(c)(3) status.** Enclose a copy of the IRS 501(c)(3) document under which your organization operates. If you are “umbrellaed” under another organizations 501(c)(3) document we must have a signed letter from the parent organizations Executive Director, on letterhead stationery, stating that you are authorized to operate under their 501(c)(3) exemption and that they take full legal and financial responsibility for your program. *Please do not confuse an IRS 501(c)(3) document with the Commonwealth of Kentucky, Department of Revenue sales tax exemption form, or IRS Federal Employer Identification Number.* If your agency doesn't have a 501(c)(3) letter or equivalent, we cannot accept your application. **PRIVATE FOUNDATIONS are not eligible for membership, even if they have 501(c)(3) exemption.** See the section entitled “What is 501(c)(3) Status?” page 16, for information on your options.

3. **Read and complete the Application for Food Bank Membership (attachment A),** answering all questions completely and accurately. If you don’t understand how to respond to any question, we will help. Be sure to have the agency’s director, the church’s minister or the person in charge of your organization sign and date this form.

4. **Read and complete the Food Receipt Form.** Then have your director, pastor, or person in charge and the chairperson of your agency’s board read both and sign where indicated. **Both signatures are required.**

5. **Read and complete the Agency Agreement** and have it signed by the agency director.

6. **Write a $50 check** payable to God’s Pantry Food Bank on an agency check for the Application / Membership Deposit. When your application is approved, that $50 is placed in your account as a credit. Once you purchase $50 worth of Food Bank product, you can apply that credit towards your bill or any future purchases. If your application is not approved the check is returned. Do not pay by cash, personal check or money order.

7. **Send the items in #2 through #6 (the $50 check, the 501(c)(3) letter and the three forms)** to Programs and Partner Services Director, God’s Pantry Food Bank, 1685 Jaggie Fox Way, Lexington, KY 40511-1084.
8. Initial Monitoring and Orientation Visit.

**Monitoring** - A member of our Partner Services staff will come to your site and inspect all food storage areas/kitchen/meal prep areas to insure that you are in compliance with basic food storage regulations. If you are preparing meals for client consumption on or offsite, or both, we will require a copy of your current county health department inspection and copies of food managers or handlers licenses. We will also check the records system you plan to use to track your service statistics and your use of Food Bank products.

9. **Chief Executive Officer review.** After the initial monitoring visit our CEO will review the case file and make the final decision on approving your application. If approved, we will assign you a program number, Letter of Membership, and email your user name, password and program name so that you can start accessing our product. If your application is not approved, your deposit check will be returned with a letter explaining our decision.

10. **Serv Safe.** Must take and pass the Serv Safe for Food Banking webinar located on our GPFB website. Print certificate and mail to GPFB or submit equivalent training certification for review

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Some reasons applications are declined:

- Applicant is not a nonprofit organization.
- Applicant does not have the required documentation of 501(c)(3) federal tax-exempt status.
- Applicant is a Private Foundation.
- Applicant’s service area is already adequately served by other agencies.
- Applicant does not meet guidelines on “Agency Agreement.”
- Applicant is unwilling to cooperate with other service providers in their area.
- Applicant discriminates among clients on basis other than financial need.
- Applicant uses or plans to use products outside the guidelines for use or eligibility.
- Applicant plans to serve ineligible clients.
- Applicant’s service policies are not compatible with Food Bank regulations.
AN INTRODUCTION TO GOD'S PANTRY FOOD BANK

Mission Statement: “To reduce hunger in Kentucky through community cooperation making the best possible use of all available resources.”

Serving programs in 50 Kentucky counties: Founded in 1955 as an emergency food provider serving Lexington/Fayette County, God’s Pantry Food Bank now provides food and non-food products to over 400 non-profit organizations located within our 50 county service area. We accomplish this through our warehouses located in Lexington, London, Morehead and Prestonsburg.

The purpose of food banking is to prevent usable food from going to waste and to channel this food to hungry people and organizations that serve the needy. God’s Pantry Food Bank collects food from local, regional and national food manufacturers, processors, growers, wholesalers and retailers. Food Banks handle food and non-food products that are over-produced, nearing expiration date, damaged, mislabeled, improperly weighed or cosmetically imperfect.

God’s Pantry Food Bank serves food pantries and on-site feeding programs: God’s Pantry Food Bank routes its food to non-profit organizations that provide emergency food boxes through food pantries as well as non-profit organizations with on-site and/or supplemental feeding programs that serve low income residents.

Feeding America: God’s Pantry Food Bank is a member of Feeding America with over 200 food banks located in all 50 states. Each year, Feeding America food banks solicit, collect and distribute hundreds of millions of pounds of food and other grocery items. Feeding America receives food from nearly every major food corporation, and a large percentage of Feeding America food designated for Kentucky is allocated for distribution through God’s Pantry Food Bank.

Shared Maintenance Fee: The Shared Maintenance fee of up to 19 cents per pound for Food Bank food and grocery items equals only about 20 percent of the retail price. This fee is not a price for the product. Rather, it is a handling fee that helps cover part of the cost of making the products available. We often pay a service fee to other food banks in order to obtain this product. It also covers the cost of transporting product from the donor to our warehouse, and maintaining our warehouses, equipment, utilities and staff. Shared Maintenance Fees do not cover the full cost associated with getting these foods and other products to you. The program is still subsidized by God’s Pantry Food Bank and the fundraising we do to support our mission.

Lexington, London, Morehead and Prestonsburg Distribution Centers: God’s Pantry Food Bank has four warehouse locations established to serve its member agencies. The Lexington site serves Fayette and surrounding counties and is the primary facility, where all administrative and program staff are located. The London warehouse is intended to serve Bell, Clay, Harlan, Jackson, Knox, Laurel, Leslie, McCreary, Pulaski, Rockcastle and Whitley County. The Prestonsburg warehouse is intended to serve member agencies from the eastern Kentucky counties of Floyd, Johnson, Knott, Letcher, Magoffin, Martin, Owsley, Perry and Pike. The Morehead warehouse is intended to serve Bath, Bracken, Carter, Elliott, Fleming, Lewis, Menifee, Morgan, Montgomery, Robertson and Rowan counties.

Drop/Delivery service: God’s Pantry Food Bank offers monthly “Drop” deliveries to Southern and Eastern Kentucky. By using the Drops, agencies are allowed to pre-order product for shipment to a location closer to their site. There is no fee for this service. We deliver to Berea, Cumberland, Danville, Evarts, Frankfort, Harrodsburg, Harlan, Hazard, Irvine, Jackson, Lawrenceburg, Pineville, Somerset and Whitley City.
GOD'S PANTRY FOOD BANK POLICY

God’s Pantry Food Bank helps prevent waste and fights hunger by collecting and distributing surplus, salvage and product purchased through our cooperative buying program to qualified agencies.

God’s Pantry Food Bank receives and distributes product according to the following criteria:

1) Both food and non-food products will be accepted by the Food Bank. The Food Bank cannot accept clothing and furniture to distribute.

2) All agencies receiving Food Bank product will meet federal guidelines for and possess 501(c)(3) not-for-profit tax status or some other acceptable 501(c) status.

3) All agencies receiving product will have a signed Application for Membership, current Agency Agreement and Food Receipt form on file.

4) Upon application, a Food Bank member agency will be required to make an application / membership deposit of $50.00 (fifty dollars). This fee is deposited in the agency’s account and returned in product once an agency spends at least $50.00 of its own funds at the Food Bank. If an applicant is not accepted for membership, the deposit is refunded. If an agency becomes a member but does not use the Food Bank for one year, the deposit is forfeited. Multiple program agencies will be dealt with on a case-by-case basis.

5) Agencies receiving product will provide to the Food Bank a per-pound Shared Maintenance fee that will not exceed the Feeding America maximum (currently $.19 per pound). Purchased product is available through our cooperative buying program (COOP). This includes items that are seldom donated through the Feeding America Network but our member agencies have asked us to stock in order to provide a well-rounded food box. COOP product is priced at cost plus a percentage markup to cover handling, transportation and warehouse storage. The Food Bank may charge nominal fees for services provided to member agencies that are over and above the actual food banking function.

6) Records will be kept at God’s Pantry Food Bank of all product received and distributed.

7) If preparing meals for client consumption on or offsite, or both, your agency must be inspected by the county health department and documentation of such must be provided. Additionally, we require a current copy of food managers or handlers licenses.

8) All partner agencies (with the exception of backpack programs) must take and complete the annual food safety related training and send documentation of completion to GPFB. This can be fulfilled through our ServSafe online course or equivalent training from your County Health Department.

9) Neither the Food Bank, its Satellites, nor any member agency may sell, charge or barter any Food Bank product. Member agencies must provide direct service to its clients and not act as a regional or secondary outlet of God’s Pantry Food Bank.

10) All agencies must agree to be monitored and have an orientation before becoming a Food Bank member. Agencies are monitored annually.
11) Attend agency meetings when scheduled by the Programs and Partner Services Department at the Food Bank.

12) Membership may be denied to an agency on the basis of regional saturation (one or more pantries serving the same service area).

13) Agencies that are inactive for more than one year may be terminated without notice. Readmission requires reapplication and the usual new agency monitoring visit and deposit of $50.00.

14) All representatives of Partner Agencies must be listed as authorized shoppers in our database in order to obtain product from God’s Pantry Food Bank. This includes people picking up orders at our distribution centers or at drop delivery locations.

15) Payment for product must be made by check only and must come from the 501(c)(3) agency. Any agency with an outstanding balance of more than 60 days will be prohibited from further charges until the previous debt is settled and/or a pay-as-you-go plan is arranged at the discretion of the Programs and Partner Services Department. In the event of repeated checks being returned, we will require payment by a cashiers or certified check.

16) Credit and Collections Policy:
   Gods Pantry Food Bank takes the responsibility of being great stewards of our resources very seriously. To optimize our partnership with our agencies, we have enhanced the guidelines of our aged accounts receivable.
   1) Credit Limits will be effective 05/07/2018
   2) Beginning credit limits for all agencies will begin at $500.
   3) Accounts are due net 30
   4) Accounts not paid net 30, will be addressed with a follow up reminder stating the terms
   5) Accounts that are 60 days past due will be placed on a credit stop. New orders will be suspended.
   6) Accounts will be released from credit stop only if payment is received or we have a signed payment agreement with the agency.

17) Fiscal Information - For the overall organization, you will be required to provide the most recent calendar year’s IRS Form 990 or Auditor’s Report/Financial Review with Consolidated Financial Statements.

18) Should an agency terminate their membership, either voluntarily, or involuntarily, and have a credit remaining on their account, we will use that credit towards outstanding debt or, if there isn’t an outstanding debt, we will refund the credit balance. Agencies operating more than one program can request that the credit balance be transferred to the other program(s).

19) Product in short supply may be limited in distribution to assure all eligible agencies have an opportunity to access this product.
20) Pet food will not be solicited or routinely distributed by the Food Bank. When it is donated, it will be disposed of as quickly as possible in the most practical manner possible to avoid contamination of food products.

21) Specific guidelines for the use of donated product are attached to each partner agency’s Agency Agreement and must be agreed to by the agency prior to becoming a Food Bank member.

22) Some product may only be available to certain agencies. Priority for the distribution of product to member agencies will be as follows:

   a) God's Pantry’s Emergency Food Box Program.
   b) All other emergency food box (pantry) or disaster relief programs.
   c) Soup kitchens, abuse centers, halfway houses, homeless shelters.
   d) Children's homes and senior programs.
   e) Comprehensive care programs.
   f) Poverty communities, day care centers, schools, camps.
POLICY GUIDELINES FOR DISTRIBUTING DONATED PRODUCT

All Food Bank Partner Agencies must be federally exempt 501(c)(3) organizations, wholly owned by a 501(c)(3), 501(c)(3) equivalent (churches), or have an established 501(c)(3) Separate Fund.

All personnel of the Partner Agency who will come in contact with Food Bank product must be made aware of the following guidelines:

1) Agencies may not sell, barter or trade Food Bank products.

2) Agencies may decide for themselves what sort of client eligibility guidelines will be used in distributing Food Bank product. We ask that guidelines be consistent and that primary service is directed to the “ill, needy and/or infants.” (Note that the guidelines for TEFAP Commodity distribution are not as flexible.)

3) Food Bank products must be equally available to all eligible “ill, needy and/or infants” without regard to race, color, citizenship, religion, sex, national origin, ancestry, age, marital status, disability, sexual orientation including gender identity, unfavorable discharge from the military or status as a protected veteran. Recipients of Food Bank product may not be required to listen to preaching or profess a certain faith to receive food service, and may not be denied service or receive unequal treatment on the basis of their religious orientations.

4) Donation cans/jars and/or contributions from clients served is prohibited.

5) Donated product may not be used for fundraising purposes, either as prepared food (dinners or bake sales) or as prizes for contests.

6) An agency that serves both needy and non-needy clients (an on-site feeding program) must ensure that a majority (51 percent) of its clients are low-income and/or receive service at below market rates on the basis of subsidized/sliding scale fees or at no charge.

7) Agencies that serve congregate meals where some ineligible persons may consume some of the product must confirm that most of the food is being consumed by eligible needy persons.

8) Agencies that provide a comprehensive care service, with food being a part of that service, may charge a fee for their services. The agency may not charge separately for the food provided.

9) Agencies may not pay or thank volunteers with donated product. Doing so is contrary to both tax and labor laws.

10) Designated persons within an agency may consume or take home donated product to: (a) become more familiar with them (and be able to advise agencies/clients as to their uses); (b) discover new ways in which they can be used; and (c) test their fitness for consumption.

11) Staff or volunteers in need must meet the same standards of need as all other persons coming to the agency for assistance, and must follow the same procedures to receive assistance. Emergency situations should be dealt with by designated persons within the agency, and must be handled discreetly to preserve client confidentiality. Volunteers may not be served before other clients in line for services.
12) Agencies may use non-food items (hand soap, toilet paper, cleaning supplies) provided by God’s Pantry Food Bank for use in agency upkeep or in support of the agency’s food distribution program. Use of these items by the agency must be controlled by designated persons within the agency, and must be documented, monitored and periodically evaluated.

13) Agencies may pull donated food items (pastry, tea, coffee, sugar, etc.) from inventory for on-site consumption by agency volunteers in special circumstances. Volunteers who qualify, based on need, may be served a meal using Food Bank product. Agency staff (not of low income) may not use Food Bank product for regular meals or snacks. Bread and bakery products that are in excess and will spoil may be made available to staff, but only after all needy persons and eligible agencies have been served.

14) Agencies may use donated goods as refreshments for business meetings where agency-related business is conducted and refreshments are normally served. Use of product for this purpose should be incidental to its primary use in the care of the ill, needy or infants. However, the Food Bank does not recommend this practice.

15) Poverty communities whose residents are “voluntarily poor” and/or without income may use donated product for their own consumption in addition to any other eligible persons the agency might serve. Separate records should be kept of food consumed in-house and that distributed externally.

16) Agencies may distribute donated product in disaster situations where some product may be consumed by volunteer workers who may not otherwise be ill, needy and/or infants.

17) Agencies may provide services to persons involved in labor disputes if the agency’s normal standards of determining need are followed. Need verification tests should go beyond the fact of the person’s being temporarily without income from their normal job and a member of a union involved in a dispute. Having a working spouse, receiving strike pay or working at a temporary job would likely serve as a basis for declaring a client ineligible for food assistance.

18) A 501 (c)(3) agency may designate a non-501(c)(3) group to act as its agent in distributing donated product obtained from God’s Pantry Food Bank. However, the 501(c)(3) agency must be responsible for the product distribution activities of the designated group. Funds used to pay the shared maintenance must come from the 501(c)(3) agency, not the designated group. All funds received and disbursed in connection with the donated product must go through the fiscal books of the 501(c)(3) agency.

19) Home-based service programs (such as foster care homes or family-based day care) are excluded from God’s Pantry Food Bank membership, unless the service is provided under the auspices of a 501(c)(3) organization.

20) **Entities operated directly by a branch of government (local, state or federal) are municipalities, not 501(c)(3) agencies, and, therefore, are not eligible to receive donated product through God’s Pantry Food Bank. Private Foundations are not eligible for Food Bank membership.**

21) Partner agencies may be 501(c) other than (3) organizations under certain limited circumstances. Potentially eligible agencies must check with God’s Pantry Food Bank to clarify their options.

22) Food Bank partner agencies may not distribute Food Bank donated product outside their service territory, except in cases of special, Feeding America approved circumstances.
23) Unusable (spoiled) donations of Food Bank food may be distributed to a non-501(c)(3) party for use as animal food. There should be a written agreement between the animal feeder and the Food Bank in which it is clear that the donated product will only be used as animal feed and will not be sold, transferred or bartered for money, property or other services. God’s Pantry Food Bank will provide details as to the content of the agreement upon request.

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. Partner 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 Serv Safe for Food Banking webinar located on our GPFB website. Print certificate and mail to GPFB or submit equivalent training certification for review.
STATEMENT ON PRODUCT ABUSE

All products that come to your agency from God’s Pantry Food Bank are under the jurisdiction of the U.S. Internal Revenue Service, and are federal property because they were donated for charitable use under the provisions of Section 170(e)(3) of the IRS Code. Under this Code, your only lawful use for such products is to provide them absolutely free of charge to the ill, the needy and/or infants in full compliance with your agreement with God’s Pantry Food Bank. This means:

1. You MAY NOT sell, trade or barter the goods to earn money or goods for your agency.

2. You MAY NOT take any goods for your personal use.

3. You MAY NOT pay yourself or volunteers with God’s Pantry Food Bank products.

4. You MAY NOT give them to ANYONE except those who you believe to be “ill, needy and/or infants.” (With one, and only one, exception: group meal settings where staff eat along with the clients and/or children to teach them eating skills and manners, and/or to create a “family atmosphere,” staff may also consume donated product.) Church suppers, social events, bake sales, fundraisers and other congregational activities are not acceptable uses of Food Bank foods.

God’s Pantry Food Bank Programs belong to the partner agencies and the people they serve. We must rely on our partner agencies to ensure that products are served only to those whom food banking is intended to benefit. Any abuse of God’s Pantry Food Bank food will result in immediate and unconditional expulsion from the Food Bank program. We emphasize this because God’s Pantry Food Bank products may tempt otherwise honest, law-abiding people to break the law. Penalties for misappropriating donated products are severe. Convicted offenders face up to 20 years in prison and fines of up to $20,000.
Probation and Suspension Policy

Violations

1) Exchanging donated food or other products for money, property or services.
2) Removal of donated food or other products from an on-site program for private use.
3) Using donated products in a manner that is not related to the exclusive purposes of the Food Bank.
4) Delinquent in reimbursement of shared-maintenance contributions.
5) Donated food or other products that are improperly stored, refrigerated, and transported.
6) Donated food or other product that is improperly stockpiled.
7) Partner agency is in violation of any federal, state or local statute, ordinance, code or regulation.
8) Partner agency otherwise violated the Agreement between the Food Bank and itself.
9) Delinquent in submission of necessary Agency reports.

Probation

A Partner Agency may be placed on probation for a period not to exceed three (3) months if found to be in violation. Notification will be in writing. On notification by the Partner Services Staff or other reliable source, the Chief Executive Officer has the authority to place Partner agencies on probation. In any event, the Partner Services Department and Chief Executive Officer shall be informed when a Partner Agency is placed on probation. The Partner Agency may appeal its probationary status to the Board of Directors by delivering such appeal, in writing, to the Programs and Partner Services Director or Chief Executive Officer. An appeal will not postpone the effects of suspension or probation.

The purpose of the probationary period is to place a Partner Agency on notice that it must bring its program into compliance or it will be suspended. During the probationary period, the Partner Agency retains all rights and privileges, but may have limits placed on the quantity of food available from the Food Bank. If the violation is not corrected by the end of the probationary period, the Chief Executive Officer shall have the authority to extend the probationary period or to suspend the Partner Agency. The Partner Agency may appeal this decision as previously outlined. A Partner Agency's probationary status terminates when one of the following occurs:

1) The Partner Agency corrects the violation to the satisfaction of the Programs and Partner Services Director and/or Chief Executive Officer; or
2) The Partner Agency is suspended.

Suspension

A Partner Agency may be suspended, without first being placed on probation, if found in breach of violations 1, 2 or 3. Suspension for all other violations must be preceded by a probationary period for the violation in question. Repeat and multiple violations can also result in suspension. The Partner Services Department reports the violation(s) to the Chief Executive Officer who then may suspend the agency. A suspension shall not exceed two (2) years. Upon suspension, an agency loses all the rights and privileges of a Partner Agency as well as its status as such. At the end of the suspension period, an agency may submit an application package and go through the steps to become a Partner Agency of the Food Bank.
RECORD KEEPING

**Record keeping.** The processors, manufacturers and donors of product require that we ensure that their donation of food/non-food items are being used to feed the "ill, needy and/or infants" and for no other purpose. To do this, please follow IRS regulations, and Feeding America’s rules, God's Pantry Food Bank requires that partner agencies must always be ready to produce written, verifiable proof of service. God’s Pantry Food Bank has a sample Intake Form you may copy and use, or your agency may adapt or replace our suggested form. The particular information needed varies by the nature of your service. These records will be reviewed at your agency's annual monitor visit.

- Agencies operating **food pantry programs**, including those accessing TEFAP product, must keep records including:
  - The signature, name, and address of each client served over age 18
  - Total number of clients served per household (includes children & infants)
  - Dates of food pantry service and whether TEFAP product was included

- Agencies operating **on-site feeding or supplemental food** programs must record **total meals and snacks served** every month. These programs do not need to keep individual information or signatures. However, these programs must be able to independently prove that the clients they serve are mostly low-income.

- Agencies accessing TEFAP product must also submit an inventory report to God’s Pantry by the fifth of each month covering the month previous (*e.g.*, January’s report is due February 5).

Other reasons partner agencies must keep records of service are: (1) to serve as written proof concerning the amount of product purchased, and kind(s) of services the agency provides; (2) in the unlikely event of a product recall, to determine whom they have served. Failure to maintain records and accountability will result in suspension of a Partner Agency’s Food Bank privileges.
ANNUAL MONITORING VISIT

Monitoring visit. Feeding America rules require God’s Pantry Food Bank make bi-annual on-site monitoring visits. Inspectors from The Kentucky Department of Agriculture, Division of Food Distribution might also visit agencies that receive TEFAP and CSFP product. Appointments will usually be made well before visits, but God’s Pantry Food Bank reserves the right to visit unannounced.

- During the 45 minute visit, the God’s Pantry Food Bank staff person will inspect your food storage and/or kitchen facilities, to see that products are stored and/or prepared properly.

- The God’s Pantry Food Bank staff person will check for current information on agency management (names, addresses, telephone numbers, administrators, etc.) and operations (kinds and level of services).

- Freezers, refrigerators, and dry storage areas will be checked for proper temperatures. The monitor will check that regular readings of those temperatures are being recorded, initialed and filed.

- The staff will go over the agency’s service records, including records of TEFAP and CSFP product use.

- Finally, God’s Pantry Food Bank staff will ask you to share any suggestions, concerns, complaints or questions about improving God’s Pantry Food Bank operations.
WHAT IS 501(c)(3) STATUS? HOW CAN WE GET IT?

501(c)(3) letter defined. A “501(c)(3) letter” comes from the Internal Revenue Service. It states that your organization is a non-profit private charitable organization as defined in Section 501(c)(3) of the Tax Code. 501(c)(3) status means the agency does not pay taxes on its income, and others may deduct contributions from their own taxes. A 501(c)(3) letter is one of the most important documents a charitable organization has and is mandatory in obtaining Food Bank membership. Do not confuse a 501(c)(3) letter with the sales tax exemption number or employer ID that the State of Kentucky issues. They are not the same.

501(c)(3) ALTERNATIVE FOR DENOMINATIONAL CHURCHES: Your national or regional church organization, if they will assume financial and legal responsibility for your pantry operations, can send their 501(c)(3) letter to establish you as a member agency. The proper official of your national church office should also send us a letter stating they accept legal and financial responsibility for your agency. Also photocopy to us (1) the title page or cover of your denomination’s current national directory, and (2) the page on which your congregation is listed.

501(c)(3) ALTERNATIVE FOR INDEPENDENT CHURCHES: If your church is not affiliated with a national denomination, you should have received with this packet a memo that includes a series of yes-or-no questions about what your church has or doesn’t have. The pastor of the church must complete and return that memo, and write a letter on church letterhead saying (a) that the church is responsible for the pantry’s operations, and (b) the church has never had 501(c)(3) status denied or revoked by the IRS. We should also be provided with as much supporting documentation that applies to your “yes” answers.

Some church associations lend their 501(c)(3) authority to member churches in exchange for fiscal oversight of their expenditures. Such “umbrella” organizations must also accept financial and legal responsibility in a letter signed by their chief officer on association letterhead.

501(c)(3) ALTERNATIVE FOR NON-CHURCH AGENCIES: If you do not have a 501(c)(3) letter, you can (1) become a wholly-owned subsidiary of another 501(c)(3) organization, or (2) establish a 501(c)(3) Separate Fund. We will personally explain these options more fully to those it can help.

If none of the above options are possible, you will have to apply to the IRS. Please be aware that this will delay approval of your application for at least several months. 501(c)(3) approval is a long process, often costing several hundred dollars in fees and requiring an attorney and/or accountant. To get started: Call your local IRS service office and request Package 1023 and Publication 557.