

# **Community Partner Handbook**

Policies and Procedures of Second Harvest Food Bank of Orange County  
**2019-2020 Edition**



## **Second Harvest Food Bank of Orange County**

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## **Our Mission**

To end hunger in Orange County.

## **Our Vision**

Together we are creating a future in which no one goes hungry  
Ever.

## **Our Values**

Compassion

Integrity

Stewardship

Service Excellence

Diversity



## Welcome to Second Harvest Food Bank of Orange County!

Dear Community Partner:

Welcome to Second Harvest Food Bank of Orange County (SHFBOC)! Your commitment to providing food to the hungry is commendable. We are excited and honored that you have chosen to become a partner with us in our mission to **end hunger in Orange County**.

The purpose of this manual is to orient you to the policies and expectations of partnership with SHFBOC. By becoming a member of our network, you are joining a network of organizations dedicated to ending hunger in Orange County.

SHFBOC operates out of a 121,000 square foot distribution center which distributes over 20 million pounds of food a year in Orange County. Through our programs, we are able to serve more than 200,000 food insecure individuals right here in our community. Thank you for joining us in this mission!

To continue our service and high, quality commitment to helping our community, we ask that you read through this manual and have your staff and volunteers do the same. Understanding our expectations will help keep you in good standing with the Food Bank.

If you have questions or concerns about any of the policies in this manual, please feel free to contact us directly. It is our pleasure partnering with you!

Sincerely,

Kelly, Melissa, Joylani, Kaily, Sarah, Bailey, Charles and Garrett

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## Our Story

Second Harvest Food Bank of Orange County (SHFBOC) was founded in 1983 by the Society of St. Vincent de Paul, Council of Orange under the leadership of Dan Harney and Tom Fuentes. Dan had noticed that there were an increasing number of hungry people who couldn't find the food they needed, so in October of 1983 the Food Bank began its food distribution operations in a converted fruit packing facility in the City of Orange.

In 2008, SHFBOC, whose distributions had outgrown the Orange location, moved to a new facility in the Great Park in Irvine on the old El Toro Marine Base. This modern food distribution facility more than doubled the Food Bank's capacity to meet the needs of Orange County's hungry during the most difficult economic times since the Great Depression.

In 2012, Second Harvest became an independent 501 c3 corporation. We reach out to the community for donations, grants, funds, food drives, grocery rescue, and volunteers to help provide food for the hungry. We work to find innovative, sustainable ways to end hunger and to close the meal gap to reach our Bold Goal of providing food for all who need it in a convenient and dignified setting.

Since its founding, Second Harvest has distributed more than 418 million pounds, or the equivalent of 354 million meals, to a network of more than 200 local charities such as church and school pantries, senior centers, Boys and Girls Clubs, Kids Cafes, and shelters for abused women and children.

- 301,000 people in OC are at risk of hunger each month
- More than 117,000, or 1 in 6, children in OC are at risk of hunger
- 22% of OC seniors are at risk of hunger and 45% can't afford basic necessities
- We feed more than 250,000 people each month, but that leaves 51,000 people without food when they need it
- Our fundraising and general management expenses are less than 7% of our total expenses. The remainder goes to programs' expenses to feed the hungry



## Our History

**1983** – Dan Harney visits the world’s first food bank – St. Mary’s Food Bank Alliance in Phoenix, Az. He meets with other St. Vincent de Paul members and they decide to open a food bank.

**October 24, 1983** -The Food Distribution Center (FDC) is founded by The Council of Orange, Society of St. Vincent de Paul and begins operations.

**1984** – FDC adds 8,800 of floor space.

**1984** – FDC becomes a certified member of Second Harvest National Food Bank Network (now called Feeding America).

**1985** – FDC is feeding 90,000 each month, distributing 6.6 million pounds of food.

**1987** – FDC adds 15,000 sq. ft. of space from an adjacent building.

**1988** – FDC receives Private Sector Commendation Award from President Ronald Reagan.

**1997** – Food Distribution Center changes name to Second Harvest Food Bank.

**1999** – Incredible Edible Park is opened.

**2008** – SHFB moves into its new distribution center on the El Toro Marine Base/Great Park.

**2017**- SHFB distributed 26 million pounds of food into the Orange County community.



# Product Selection Area (PSA)

## How Do I Get Food for My Pantry?

### Appointments

By appointment hours: **Monday through Friday from 8 am to 11 am.** To make an appointment, visit our website: [www.feedoc.org](http://www.feedoc.org). At the top, click on Partner Resources. Scroll down to Product Selection Appointments.

- Each partner number can only make two morning appointments per week.
- The two appointments cannot be at the same time.
- You have up to 30 minutes to pick products and 20 minutes to check-out and load your vehicle.
- Should you need to cancel, you can do so by following the link in your email confirmation.
- **Phone appointments are not accepted.**
- If you have multiple partner numbers to shop for, you can make consecutive appointments to allow enough time to shop for all your partner numbers, but you must indicate different partner numbers on the appointment.
- Failure to follow the appointment shopping procedure consistently could result in a two week hold on appointment shopping only.

### Walk-ins

The Product Selection Area (PSA) is available to you Monday through Friday 11:30 – 12:30 pm. Check-in at the PSA desk and bring in your ID. Our staff will have you sign in, give you a name tag and give you a list of what is available in the Product Selection Area. **Only 2 Authorized Product Selectors (APS) from a Community partner are allowed in PSA at a time.**



## Product Selection Area (PSA) Policies – The Do’s and Don’ts

Our distribution center staff works very hard to ensure your visit is enjoyable, easy and efficient. All Authorized Product Selectors (APS) must abide by the following policies. If any APS violates any of these policies, ***they will be asked to leave PSA and your organization could be suspended.*** It is the responsibility of the leadership of your organization to make sure that your APSs know and follow our policies. Our goal is to provide a pleasant, clean, and safe environment for everyone who visits our facility. If you see something that presents an unsafe situation, please notify a staff member immediately.

***By signing in to select food for your organization, you are agreeing to the following policies:***

### Do’s

- **DO** treat our staff with respect! They work very hard to make your time with us positive and professional.
- **DO** ask us any questions. We are here to help you!
- **DO** only enter through the Agency Check In door. Under no circumstances enter the Volunteer or Receiving entrances. You will be asked to leave immediately.
- **DO** show your ID each time you enter PSA. This prevents others from using your Partner number. Sign in and put on a visitor badge.
  - Only **two** product selectors from an agency are allowed in PSA at one time. If you are not on our list, you will be unable to enter PSA. Your product selectors must be at least 14 years old, not a recipient of your food program, and must be able to load the product selected. We do not always have staff available to assist you.
  - **DO** make your selections as quickly as possible to make room for other product selectors. *Your total time, including loading, should not exceed one hour.*
  - **DO** take your selected product with you on the **same day**. Product will not ***under any circumstances*** be held for a later pick up. Please plan accordingly.
  - **DO** use the pallet jacks for your convenience. If you have not operated one, please ask for our assistance. Please use only one pallet jack at a time.
  - **DO** return banana boxes, pallets, and crates by either bringing them back to PSA or having them returned with your delivery. We reuse these items!



## Product Selection Area (PSA)

### Do's and Don'ts, APSs and Shared Maintenance

- **DO** read your order sheet carefully. Some items are charged by the case and must be selected in whole case quantities. **DO NOT OPEN CLOSED CASES.** Please ask one of our staff members if you have a question about the contents.
- **DO** only move your vehicle to the loading dock **AFTER** you have finished your shopping so not to keep those organizations ahead of you from loading.

#### Don't

- **DO NOT** open sealed boxes or any packaging on the floor.
- **DO NOT** sample or eat the products. *You will be asked to leave PSA immediately without your product selection.*
- **DO NOT** switch items in banana boxes. They are pre-weighed and pre-selected for your convenience. *When you switch items, you are stealing and will be asked to leave.*
- **DO NOT** add more product after you have weighed and are ready to load.
- **DO NOT** enter unauthorized areas of the distribution center. Remain in designated shopping areas – note signs that state “**NO SHOPPERS BEYOND THIS POINT**”.
- **DO NOT WEAR OPEN TOE SHOES OR HEELS.** No exceptions. If necessary, borrow our shoes.
- **DO NOT** climb onto pallets, boxes, or shelves.
- **DO NOT** enter the cooler or freezer. Use the display doors or ask for assistance.
- **DO NOT EVER JUMP FROM THE LOADING DOCK TO YOUR VEHICLE! EVER!**

#### Authorized Product Selectors (APS)

Each partner is allowed five APSs. The product selectors' names must be listed on your application. Only a partner's APSs are allowed to pick product from the Food Bank. There is a limit of only **two APSs** in PSA at a time. The Director or Pastor of a Community Partner must submit a Community Partner Change form to add and/or delete APSs.

#### Shared Maintenance

Second Harvest operates on a shared maintenance fee system. All items have a per pound handling fee of .0 cents to .18 cents per pound. This fee is **not** the cost of the food. It is a **shared maintenance** cost associated with acquiring, handling and distributing the product. There are no other dues or costs to the member.



# Food Safety

## Best Practices and Safe Food Certification

### Best Practices

Food safety is an important public health issue and a top priority at SHFBOC. Our network exists out of compassion and a desire to help others and the last thing we want is for someone to become sick from the food they receive. Community partners must implement proper food handling measures to ensure that product being distributed is safe. **Feeding America requires that all partner members complete a class on safe food handling. At least one volunteer at a distribution must have safe food handling certification, as well as all approved shoppers.**

### Safe Food Handling Class

The Orange County Environmental Health Agency provides a free Safe Food Handling Class at the Food Bank quarterly. This is a free option if you would like to participate in our Grocery Rescue Program. It is highly recommended for all staff and volunteers that work in a kitchen environment. Email notifications are sent out as dates for the class are set.

### ServSafe<sup>®</sup>

This type of extensive safe food certification is required for our Grocery Rescue Partners, and for Community partners that provide cooked meals (kitchens or homes). You can receive certification online through ServSafe. There is a discounted fee of \$10.50 that you can access through the Partner Resources section of our website.

**All partners will need to complete the food handling certification every three years or when your certificate expires. *All primary contacts must hold the ServSafe certification.***



# Food Safety

## Food Storage

### Food Storage

The information given here is meant to be an overview. Consult your manual for more information. Once food is received from the Food Bank, it generally is stored by the Community partner for a short period of time before it is distributed to people in need. The following food storage guidelines highlight practices partner members should follow but are not meant to be an inclusive list:

- Food must be stored in a clean storage area, free of dirt, bacteria, pests, and other contaminants.
- The storage area for non-perishable food should be stored at a temperature between 50 and 70 degrees. Please make sure that your storage areas are temperature regulated and that air is able to circulate. Storage must have a thermometer.
- Don't be a food hoarder! Select only the amount of food that you know will be distributed at your distribution. Food Bank food is secondary market food and will expire quickly. Practice FIFO, first in-first out product rotation.
- Product must be kept off the floor, at least **six** inches off the ground, and **four** inches away from the wall, and four inches from the ceiling by utilizing shelving, tables or pallets.
- The storage area should be orderly and organized in a manner conducive to efficient distribution and product rotation.
- Baby food and formula should **NOT** be distributed after the expiration date. All baby food and formula products that are beyond date of expiration should be discarded and not distributed to clients.
- All household products and cleaners should be stored in an area separate from food and distributed separately from food items.

### Cold Storage

To properly handle perishable and frozen items, Community partners must have adequate refrigeration equipment and utilize thermometers to ensure temperatures remain consistent.

- Refrigerators must be kept between 32 and 40 degrees Fahrenheit.
- Freezer temperatures must be at 0 (zero) degrees Fahrenheit or below.
- Thermometers **must** be kept in all refrigerators and freezers.
- All Community partners are encouraged to utilize a temperature log and check temperatures frequently.



## Food Safety For Canned Foods

**There are limits to how long food quality can be preserved. Why?  
Several factors limit the shelf-life of canned foods:**

1. Cans or metal lids on glass jars can rust. When rust is deep enough, tiny holes open in the can or lid that may let spoilage agents in. Shipping accidents that dent or crush cans cause problems.
2. Can corrosion. Food reacts chemically with the metal container, especially high-acid food like canned tomatoes and fruit juices. Over several years, this causes taste and texture changes. It eventually lowers the nutritional value of the food.
3. The risk of spoilage jumps sharply as storage temperatures rise. At prolonged storage temperatures above 75 degrees, nutrient loss in canned foods increases. Light can cause color changes and nutrient losses in foods canned in glass jars.

**Never use foods from containers with these spoilage warning signs: loose or bulging lids on jars, bulging, leaking or badly dented cans (especially along the top, side and bottom seams), or foods with a foul odor.**

***Temperatures over 100 degrees Fahrenheit are harmful to canned foods!***

**To store canned food wisely, follow these guidelines:**

- Keep dry storage area clean with good ventilation to control humidity and prevent growth of mold and bacteria
- Store dry foods at 50 degree Fahrenheit for maximum shelf life. However, 70 degree Fahrenheit is adequate for dry storage of most products
- Place a thermometer in your dry storage area and check the temperature daily
- Store foods away from sources of heat and light which decrease shelf life
- Store food in a cool, clean, and dry place where the temperature range is 50-70 degrees. Nutrient loss can occur with prolonged exposure to temperatures over 75 degrees Fahrenheit.
- Avoid overstocking your pantry with product which can inhibit adequate air circulation
- Rotate foods so the oldest is used first. Avoid keeping canned foods more than one year.

**•Use canned meats and seafood within 12 months.  
•Use low-acid canned foods within 8-12 months.  
•Use high-acid foods within 12 to 18 months.  
•Canned fruit juices can be stored up to 3 years.**

**Correct temperature control is essential to maintain food quality, nutrient content, and control bacteria growth. Daily monitoring of temperatures is necessary to ensure adequate storage conditions.**



## Food Safety

### Interpreting Label Dates

Confused about the different dates you see stamped on food packages? According to the Food Marketing Institute, here’s what those different dates mean. ALWAYS use your best judgment when giving away food. If in doubt, throw it out!

**“Sell by”** date tells the store how long to display the product for sale. You should buy the product before this date to ensure maximum quality.

- Includes milk, yogurt and eggs

**“Use by”** date is the last date recommended for the use of the product while at peak quality. The date has been determined by the manufacturer of the product.

- Includes baby foods, and baby formula

**“Best if Used by (or before)”** date is recommended for best flavor or quality. It is not a purchase or safety date.

- Includes prepared packaged foods, rice/soy and most dry goods

<b>Milk</b>	<b>4-7 days past stamped date</b>
<b>Yogurt</b>	<b>7-10 days past stamped date</b>
<b>Soft Cheeses</b>	<b>1 week past stamped date</b>
<b>Hard Cheeses</b>	<b>3-4 weeks past stamped date</b>
<b>Luncheon Meat</b>	<b>4-6 days past stamped date unopened, 3-5 opened</b>
<b>Powdered Milk</b>	<b>6 months if refrigerated</b>
<b>Eggs</b>	<b>3-5 weeks past stamped date</b>
<b>Dry Cereal</b>	<b>6-12 months past stamped date unopened</b>
<b>Food in Jars</b>	<b>12 months past stamped date</b>
<b>Canned foods (acidic) Tomato products</b>	<b>12 months past stamped date</b>
<b>Canned foods (non acidic)</b>	<b>3 years past stamped date</b>
<b>Bread Products</b>	<b>7 days past stamped date if refrigerated first</b>
<b>Rice/Pasta (Dry)</b>	<b>1 year past stamped date</b>



# **Food Safety**

## **Sanitation and Pest Control**

### **Sanitation**

Keeping equipment and work surfaces clean and free of bacteria is critical for food safety. Cleaning and sanitizing practices should be utilized. All sinks used for hand washing need to have a hand washing poster posted nearby.

### **Pest Control**

Pests carry germs and disease. Community partners must take reasonable precautions to protect against pest infestation. Pest prevention and control programs can be maintained by Community partner staff, volunteers and/or a contracted source – whatever is determined as most appropriate by the community partner.

### **Recommendations for Pest Prevention**

- The Food Storage area should be kept clean and free of debris, ensuring that all stored products are sealed properly.
- Inspect the food storage area every 30 days for signs of pest infestation.
- Poison free devices may be used in the storage area to ensure that area remains free of pests.
- Food needs to be stored six inches above the ground and four inches away from the wall and ceiling.

### **Recommendations for Pest Infestations**

- Inspect the food storage area to determine the type of pest and the level of treatment needed to resolve the infestation, and take immediate action to treat the area accordingly.
- Food products should be removed from the storage area if there is a possibility of toxic pesticide exposure to stored products during treatment.
- Inspect stored products to ensure that no damage or infestation has occurred once evidence of pest infestation has been determined, and discard any damaged products.

Reference used: <http://www.fmi.org/industry-topics/consumer-affairs/food-keeper-food-storage-database/additional-information>

The Food Marketing Institute, 2345 Crystal Drive, Suite 800, Arlington, VA 22202  
For more information go to: [www.fightbac.org](http://www.fightbac.org) and [www.foodsafety.gov](http://www.foodsafety.gov)



## **Food Distribution Requirements – The Do’s and Don’ts**

### **Do’s:**

- Provide a food distribution on a regular and consistent basis to the hungry, low income, or underserved population.
- Use minimum intake requirements. Make it easy for people to get food.
- Distribute food for use by the needy, ill, children and seniors.
- Distribute food to clients free of charge.
- Refer clients to other community partners or to **211oc.org** when they have a need you cannot meet.
- Record number of people being served and turn in your monthly reports.
- Pay your invoices within 30 days of shopping.
- Follow all Safe Food Handling procedures closely.
- Treat those who come to you for food with respect and dignity.

### **Don’ts:**

- **Do not redistribute product to other non-profit entities including pantries or meal providers**
- **Do not sell or use product from the Food Bank in exchange for money, property, or services.**
- **Do not use product from the Food Bank for fundraising.**
- **Do not solicit donations of any kind from your clients.**
- **Do not make it difficult or embarrassing for individuals who are seeking help.**

Periodically we have Community Partners who are not able abide by our requirements for various reasons. In this case, we will place the account on hold and suspend product selection privileges at the Food Bank. This can be avoided, and we will work with you to remedy any situation that would put your food distribution and your clients at risk.



## **Food Distribution Client Choice**

The concept of Client Choice is focused on creating an atmosphere of dignity for the client. This includes considering the service hours that are most conducive to your target population, ensuring the clients are respected by program volunteers and staff and giving clients the option of choosing what food supplies are most needed by their family.

Many food pantries follow the practice of pre-bagging groceries for clients. While this may be convenient for the community partner and its volunteers, it does not take into account the special needs of each client who visits the pantry. Pre-assembled grocery bags may contain items the client household is unfamiliar with, allergic to, unable to consume based on dietary restrictions, or able to get from other sources such as WIC. In these situations, the food pantry is utilizing resources to obtain and distribute the product that is neither helpful nor useful to their target population. Since the pre-bagged option generally contains similar items, the model assumes that food needs for every household are virtually the same which is almost never true. If you need help setting up a Client Choice pantry or converting your old pantry-style to Client Choice, it would be our pleasure to help you with the conversion! Many of our Partners are using this method with much success. Give us a call to set up a visit and see for yourself!



## Food Distribution Best Practices

*The community donates food and household products to Second Harvest Food Bank with the expectation that it will be utilized to assist people in need. As a Partner, you are responsible for the product and must ensure it is used appropriately.*

### **Client Eligibility Criteria**

The Food Bank leaves client eligibility criteria to the discretion of the Community partner. We do not require that you ask for ID, proof of address, or any other information. We simply need an accurate number count of **individuals (broken out by seniors, adults and children)** being served each month. You may choose your own method of intake; however, we ask that you not deny service to anyone in your service area or geographical boundary. Please keep in mind that it is very difficult for a guest at your distribution to ask for food assistance. We ask that you simplify your intake process for your convenience, as well as the comfort of your clients.

**Think - We want to be a gateway, not a gatekeeper to people getting food!**

### **How Much to Distribute?**

Determining the quantity of food to be provided to an individual or family is completely up to the community partner. Food pantries typically base the amount of food provided on household size and how frequently clients are allowed to visit the pantry. For example, food pantries that restrict service to once per month will generally provide more groceries for each household than a pantry that allows clients to receive service once every two weeks. A “best practice” option is to let the client choose how much they need since they are in the best position to decide how much they need and how long they will need food for.



## Billing and Accounting

### Invoices, Statement, Payments and Monthly Reports

#### Invoices/Statements

When your community partner picks up food, or when it is delivered, you will be given a copy of the invoice which reflects the food you are picking up. A copy is signed for our records, and a copy will be given to the partner.

All invoices are required to be kept at the community partner site where food is distributed for three years. At the end of the month, statements are sent to the community partner's designated billing contact. Payment should be sent back with the monthly statement by the due date.

#### Payment

Accounts can be paid by using church/organization check or church/organization credit card, **NOT by personal check or cash**. When checking out at the distribution center, invoices can never be "split" using multiple forms of payment.

Checks returned for insufficient funds will be charged **\$25 per check** to the partner account. Please be sure to include both the community partner number and the invoice number when submitting your payments.

***Failure to pay statements in a timely manner may subject your community partner to being placed on hold until it is paid.***

#### Monthly Reports

Reports are due the 10<sup>th</sup> of the following month. Please be on time in turning in reports as we must report these numbers to different government entities, and we rely on the reports for grants. Delinquency on reports will result in phone calls and emails, and the account may be placed on hold. We ask that your organization keep a binder with the monthly reports for a period of three years. You may be asked to show these documents when one of our team members conducts a Capacity Building Review. Send to **Reports@feedoc.org** or fax to **949.407.4858** Please see the **FAQ's monthly reports for detailed information.**



# Compliance

## Account Holds, Inactivation and Site Reviews

### Account Holds

Once you are a Community Partner of Second Harvest Food Bank, you are considered active and can get food from the Food Bank. However, there are few occasions that can cause a partner's account to be placed on hold. Account holds mean there is a non-compliant issue that needs correcting and you are not allowed to receive product until the issue is corrected. Here are the primary reasons a partner's account could be placed on hold:

- Past due 60 days or more on an outstanding balance.
- More than one-month delinquent in monthly reports.
- More than one month past due on Liability Insurance renewal.
- Not conducting a distribution during an unannounced monitoring visit.
- Non-compliance issues arising from your annual monitoring.
- Not following PSA Policy & Procedures.
- Violation of Partner Agreement.
- More than one month past due on safe food handling certificate renewal.

***Once the issue is resolved and our CPDS team has verified the correction, the partner will return to an ACTIVE status with the SHFBOC.***

### Inactivation

If your partner account is on hold status for more than (90 days), you could face inactivation. This means you are no longer a member of the Food Bank. You may choose at any time to inactivate your account with us. Please keep in mind that so long as you continue the requirements of partnership, per our Partner Agreement, you can maintain your active status. Once inactivated, you may be eligible to reapply after one year.

### Site Reviews

A member of the Food Bank staff will visit with you at your distribution and storage location every year. This visit will include an inspection of your food storage area and preparation areas, as well as general questions about your distribution. All pantry visits will be unannounced and will take place during your regular distribution time. **If there is no distribution, your account will be placed on hold until our records are updated, and we have successfully monitored your distribution.** Please be prepared to have your distribution records available and to renew your Partner Agreement with Second Harvest Food Bank.



## Partner Programs

### Grocery Rescue, EFAP and Mobile Pantry

At Second Harvest, we want to see our partners grow and improve. We offer several opportunities for you to get more food to more people in need. This includes food and education that can take your pantry to the next level.

#### **Grocery Rescue**

Some items rescued from grocery stores are picked up by our fleet and available at our distribution center. Additional direct pick-ups can be arranged for our partners at **no cost**. This program connects you to local grocery stores and allows you to pick up directly from them at **no cost**.

#### **EFAP (Emergency Food Assistance Program)**

The Emergency Food Assistance Program (EFAP) is a Federal program that helps supplement the diets of low-income Americans by providing them with emergency food and nutrition assistance at **no cost**. Through EFAP, the U.S. Department of Agriculture (USDA) purchases USDA foods, including processing and packaging, and makes it available to State Distributing Agencies.

***PLEASE NOTE: Additional reporting, safe food handling certification, and other requirements exist to participate in the above Grocery Rescue and EFAP programs. For requirements and opportunities, see the Partner Program Coordinator.***

#### **Mobile Pantry**

Our mobile pantry trucks deliver **over 5,000 pounds of food** (at least 50% is produce) to our partner locations in the community. Mobile Pantry deliveries serve between 150-300 households with little set-up, cleanup, and storage. Deliveries are available Monday-Saturday at either 9am or 1pm with a flat fee of \$250 shared maintenance. To qualify to have a mobile pantry you must have been a partner for at least 90 days and our department has verified that your site serves enough guests to empty a truck. In addition, your site must be able to accommodate a truck maneuvering in and out of your location.



## **Additional Programs**

### **Senior Grocery, Kids Café and Cal fresh**

#### **Senior Grocery**

The Senior Grocery Program's mission is to alleviate senior hunger by providing nutritious food that seniors can prepare and consume at home. This program is designed to focus on providing increased nutrient rich foods to seniors at **no cost**. The product will include Grocery Rescue items; Second Harvest has over 150 grocery store partners that we pick-up food from that would otherwise have been discarded. The product that we receive from each grocery store varies and includes produce, bread and bakery, dry grocery goods (cereal, canned food etc.), deli/fresh meat and dairy. Another program shift involves client centered services, where each site offers client choice, a distribution model that allows clients to choose what product they wish to take. This program model provides dignity to a food distribution by emulating an atmosphere like that of an actual grocery store shopping experience.

#### **Kid's Café**

The Kids Cafe program provides **free**, nutritious meals to children in low-income communities at over 50 afterschool and summer program locations in Orange County. In addition to providing meals, each Kids Cafe site offers a safe place for children to be under the supervision of trustworthy staff. Current Kids Cafe partners include Boys & Girls Clubs, YMCA, KidWorks, Friendly Center, and Illumination Foundation. Each Kids Cafe site also offers nutrition education year-round.

If you operate an afterschool or summer program for children and are interested in being part of the Kids Cafe program, please contact the Programs Department for more information: [programs@feedoc.org](mailto:programs@feedoc.org).

#### **CalFresh Outreach (formerly Food Stamps)**

Second Harvest's CalFresh team of staff, interns, and volunteers provides 1:1 CalFresh and MediCal application assistance at over 15 locations weekly throughout Orange County. In addition to providing 1:1 assistance, our CalFresh team operates a Food Assistance Helpline, handles case management for each client to help navigate the application process with Social Services, and provides CalFresh outreach to clients at various Partner and Program locations. For more information on how to get your location involved, please contact the Programs Department: [programs@feedoc.org](mailto:programs@feedoc.org).



## Partner FAQs

### **How do I make an appointment to shop?**

If you prefer to shop between the hours of 8 am to 11 am Monday through Friday, you are required to make an appointment. From 11:30am to 12:30pm, any approved shopper can come into the distribution center without an appointment. To make an appointment, visit our website [feedoc.org](http://feedoc.org) and go to our “partner resources” section. You will find a link to our online appointment system there.

### **Why do I need to turn in monthly reports?**

We report up to Feeding America how many people we are helping in Orange County. Feeding America requires that we follow certain standards that keep us in compliance. It also helps us set goals for ourselves – goals to help as many people who need our assistance as possible and how to make our systems work better to help us end hunger in Orange County.

### **Why did my account get put on hold?**

- Delinquent monthly reports
- Expired liability insurance and/or safe food handling certificate
- Outstanding balance due
- Unresolved noncompliance issues with distribution/storage
- Inactivity with Food Bank for more than 90 days

### **Why are high heels and open toed shoes not allowed in the distribution center?**

Since this is a distribution center environment with fork lifts and pallet jacks moving things around, we ask that you observe safety practices. There may be debris on the ground or falling boxes that could land on your feet.

### **Why can't I sample the food in the distribution center?**

All food is to be taken from the distribution center to people in need.

### **Can I shop at the Food Bank for myself?**

We provide food for partners that in turn provide food for the less fortunate. If you find yourself in this situation, please have someone else do the shopping at the Food Bank for the organization. When your organization has its normal food distribution, you can then receive food from your organization.



## Forms

Please use the following forms to make copies  
Any changes need to be approved by your CEO, Director or Pastor

- Community Partner Change
- Monthly Report

### **Return all forms to:**

**SHFBOC**

**8014 Marine Way**

**Irvine, CA 92618**

**Email to: [Reports@feedoc.org](mailto:Reports@feedoc.org)**

**Fax to: 949.407.4858**



## Community Partner Change Form

Please fill out form with any staff/volunteer changes to your agency. Also, if your agency changes locations or undergoes any major renovations, SHFB must visit your new site to verify compliancy. Until your new facility has been approved please suspend all 'shopping' at the Food Bank. We will release your agency to resume receiving product once we have monitored and approved your site. Thank you for your help and support. *Please print.*

Today's Date: \_\_\_\_\_

Partner Name \_\_\_\_\_ Partner Number: \_\_\_\_\_

Partner Type:     Pantry             Soup Kitchen             On-Site             Residential

Executive Director/CEO/Pastor \_\_\_\_\_ Phone \_\_\_\_\_ Email \_\_\_\_\_

Primary Contact: \_\_\_\_\_ Phone \_\_\_\_\_  
Email \_\_\_\_\_

Ship to: \_\_\_\_\_ Bill to: \_\_\_\_\_

Distribution Address #1 \_\_\_\_\_

Address #2 (if multiple distribution sites) \_\_\_\_\_

Mailing Address (if different) \_\_\_\_\_

### Hours of Operation – start to finish

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Location 1							
Location 2							

### Add/Remove Shoppers – check whether you are adding or deleting shopper

Add	Remove	Name	Phone	Email



# Community Partner

## Monthly Report Form FY 2020



**NOTE:** This report must be turned into SHFB **by the 10th** of the following month. A product hold will be placed on the account if not received by the 10th.

Organization Name: \_\_\_\_\_ Date: \_\_\_\_\_

Partner #: \_\_\_\_\_

Please **circle** the month you are reporting for:

Jan Feb Mar Apr May Jun Jul Aug Sept Oct Nov Dec

Please indicate how many people were provided meals for **each category**

Homeless	
Veterans	
Children	
Adults	
Seniors	
Grand Total	

We'd love to hear from you! Please share with us a success story from one of your distributions and/or clients. You can use a separate page for your story. Please note that by filling out this portion of the report you are consenting to allow us to use your story in our quarterly newsletter or other media outlets.

**PLEASE SEND MONTHLY REPORT TO:**

Fax: 949.407.4858

Email: [reports@feedoc.org](mailto:reports@feedoc.org)

Mail: 8014 Marine Way, Irvine CA 92618



# Monthly Report

## How Do I Track Numbers?

### Online Monthly Reports

1. Go to this link: <https://shfb.feedoc.org/PrimariusWW/login.aspx>
2. Log in with your Agency Ref (Partner number) Username and Password
3. Click on the **Statistics** tab at the top
4. Click on **Enter Statistics** at the bottom right corner
5. Enter the last day of the month you are reporting for in the **Effective Date** box at the top
6. Enter the total number of individuals served, the number of homeless served if known, the number of adults, children and seniors served.
7. Click on **Submit Statistics** at the bottom right of page.

### Mobile Pantry

You will need to keep track of how many individuals you serve and mark it in the Mobile Pantry Section. We recommend that you use the Family Count form.

### Seniors, Adults, Children, Veterans and Homeless

If known, you will need to mark down if any of the individuals were homeless or veterans. Please do not feel pressured to ask the people you serve if they are homeless or veterans, but if you know you serve a mostly homeless or veteran population, please estimate and include it on your Monthly Report Form.

***\*Optional** – Please share with us a success story from one of your distributions and/or clients. You can use a separate page for your story. Please note that by filling out this portion of the report you are consenting to allow us to use your story in our quarterly newsletter or other media outlets.*



# Acknowledgement of Handbook

Please sign and return

I, \_\_\_\_\_ acknowledge that I have read and understand the Second Harvest Food Bank of Orange County Partner Handbook. I also acknowledge that all staff and/or volunteers of my organization are fully aware of and will follow the policies and procedures outlined here in this handbook. I understand that if these policies and procedures are not adhered to, suspension from receiving any type of food from the Food Bank may occur. This includes Mobile Pantries, Product Selection Area and Grocery and Food Rescue.

Signature of CEO, Pastor, or Director \_\_\_\_\_

Print Name: \_\_\_\_\_

Position/title \_\_\_\_\_

Organization Name: \_\_\_\_\_

Date: \_\_\_\_\_

Return to:

**Fax to 949.407.4858**

**Email to: Agency@feedoc.org**

**Mail to: 8014 Marine Way, Irvine CA 92618**

**Phone number is 949.653.2900**