

How We Work!

Information for Partner Agencies

Atlanta Community
Food Bank

Community Services Dept.

Revised 12/2004

Welcome to the Food Bank!

The Atlanta Community Food Bank serves more than 750 nonprofit organizations within a 29 county service area. We distribute a million pounds of food a month to our partner agencies.

The heart of Food Banking is the partnership that exists between our donors, our partner agencies, the Food Bank staff and volunteers and the thousands of low-income Georgians we seek to assist.

There are basic tenets of operation which must be adhered to:

1. Food **cannot be sold** – not for cash, not for trade, not for

labor. It is a gift.

2. Food **cannot be transferred** from one organization to another.

3. Food **cannot be used by staff** or volunteers for personal use.

4. Food is for feeding **persons in need only!**

5. Food is **not for general congregational use.**

6. Food **must be transported and stored properly.**

Each organization is approved for membership at the Food Bank based upon its nonprofit status, its ability to store and use the food in a proper manner and its stated commitment to



Thousands of community partners fight hunger in Georgia every day!

fighting hunger in our community.

Most of our inventory is donated to the Food Bank. We do purchase some food as well as make USDA commodities available to partner agencies. Donations to Atlanta's Table are delivered to selected agencies within the Perimeter.

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Special points of interest:

- Appointments are necessary.
- We cannot accept personal checks or cash.
- Share contribution is 16 cents per pound of food received. Many foods will be less than 16 cents.

Distribution Hours!

The Food Bank is open for distribution to agencies each weekday.

Each partner agency has selected an appointment day and time to receive its order. The earliest appointment time is

8:00 am—the latest is 3:15 pm.

Please come on time for your appointment. We will try our best to have your order to you within 15 minutes.

Your agency representative may select items from our

shopping floor area when she/he is waiting to receive your order.

We will be closed for national holidays and occasional inventory reconciliation work-days. You will find a calendar in this binder for the current year.

Reimbursement Information

The ACFB Share Contribution is a handling fee and supports our work. It is NOT a fee for food. All food is weighed and assessed a share contribution at our check-out area in the warehouse.

Currently the Share Contribution is 16 cents per pound. Many foods are given to member agencies at 10 cents or less. For example, bread and produce carry no share contribution.

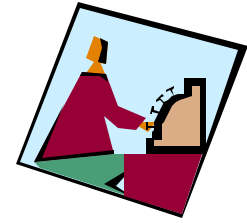
New agencies are required to reimburse the share contribution at the point of check-out.

This must be done by an organizational check. An amount may be placed on the agency's account and shoppers may draw from this balance, as well.

Current agencies which are in good standing will be billed once each month. We ask you to keep this reimbursement current each month. You will receive a statement when there is a balance due.

Questions about your account should be directed to our accounting department at

404/892-3333 Ext. 1215.



Member agencies' share contribution covers 30% of our storage costs.

Food Storage I

Food must be stored properly to comply with the federal Good Samaritan Law. At the very least food should be stored on shelving off the floor and out of the cardboard boxes. Cleaning supplies should be stored apart from food items. Adequate pest control efforts must be made to insure the quality of the food.

Agencies are encouraged to take only as much food as they can store properly. You should feel free to shop as often as you

like. However, we strongly discourage stockpiling of food items. Our experience has shown this leads to food spoilage and waste. Check the food regularly to determine its freshness. Adopt a 'FIFO' system – first food in is the first food out.

You will notice expiration dates on many items, please give thought to how quickly you will be using foods to judge how much to take. Foods that have an "Eat by" date on them, such as baby formula, must

Liability issues are covered by the federal Good Samaritan Law, if food is transported and stored properly. be consumed by the designated date.

Food Storage II

Many of the foods you will receive at the ACFB require cold or frozen storage. It is a good idea to keep a thermometer in your storage refrigerator and freezer to monitor the temperature.

Food items that have damaged packaging might be perfectly



Refrigerator thermometers are a great idea.

fine to eat. Our food sorting volunteers examine each item in our assorted food boxes with a fine tooth comb. However, cans with dents on seams, sharp edged dents or leakage should be discarded. Dry foods in packages that expose the contents to air and water should be discarded, too.

The federal Good Sam Law covers foods which have been commercially processed only. We do not distribute foods which have been home processed, canned or frozen. We suggest you do the same. The health of the people we are serving can be too precarious to jeopardize.

Distribution dos

Always check-in with our Receptionist when you come to pick-up your order.. She will need to see a photo ID. We will only permit designated representatives to pick-up your order. You must list this person's name on the front cover sheet of the Order Form. The receptionist will direct you to the Agency Reception Area and notify one of our distribution staff members that you are here to receive your order. There are two computers in the Reception Area. You may enter Monthly Service, USDA or SNAP reports on either of these

computers. Also, you may view our Orientation Power Point slide show on these computers.

There is no advantage to coming early to pick-up your order!

You will be doing your own lifting. A guest is welcome to help you.

Please be wary of moving carts, forklifts and pallet jacks! Smashed toes are no fun!

Most produce is available on our shopping floor rather than on the order forms.

Always check your "Pick Ticket" against the actual products on your order's pallet. Make sure we have correctly counted and recorded everything you have received.



We will send you a corrected invoice within a few days.

Our warehouse crew is eager to be of assistance to you. Don't hesitate to ask questions.

Distribution don'ts

Please don't wonder throughout the warehouse. The Shopping Floor area is clearly marked.

Adjacent to our shopping floor is the Kids in Need program. This program serves public school teachers in specific schools only.

Product that is not on the shopping floor cannot be added to your order once you have arrived for your appointment.

Please remember that other organizations are in the queue behind you. Try to limit the amount of time you use to shop on the floor and to load your vehicle. Thanks!

We can load your order's pallet directly onto your vehicle, if appropriate. Remember

to return the empty pallet to us during your next visit.

Our staff and volunteers have been instructed not to receive cash, goods or tips in exchange for services or goods you receive from the Food Bank.

Help us conserve food! Your cooperation on the Shopping Floor is key to its cleanliness. Never sample food while shopping! Never open boxes or product packaging!

Record Keeping/Monthly Service Reports/E-Harvest

Your help with telling the story is key to our success. **Monthly Service Reports** are required from each agency. They are due the 5th day of the following month. For example, January's is due Feb. 5th.



Reports are due on the fifth day of the month

There is information

we need you to keep:

FOOD PANTRIES: *name and address of recipient, date of service, number in the household, number of children and adults over 65 and the number of pounds given to each household.* **ON PREMISE AGENCIES** are asked to keep a *record of the dates meals were served, the number and type of meal, and the number of persons served at*

the meal. This information can be reported at our website: www.acfb.org. There is an index along the right hand side of the homepage. Scroll down to "Partner Agencies." A "pop-up" index will emerge. Click on "eharvest." This will take you to a page that will ask for your user name (agency code) and password. Enter the information and you will be allowed into the Eharvest reporting system.

Community Gardening: Food Security & Community Building

Community gardens can serve as a catalyst for neighborhood development, food production, beautification and recreation.

Various expressions of community gardening are scattered around the metro area.

There is no special design but the consistent theme of neighbors working together is readily evident. Often these gardens are a vehicle for reclaiming abandoned vacant property.

The Food Bank's Community Gardening program has several components:

1. Garden start-ups for neighborhoods and member agencies
2. Plant a Row for the Hungry program: local gardeners offer their surplus produce to the Food Bank
3. Seed Bank: Free vegetable and flower seeds to community gardeners, school gardens and agency gardens.

Our community gardener, Fred Conrad, is an expert on horticulture and neighborhood organizing. We have the seeds, tools, access to compost and volunteers to help any

member agency begin or enhance its community gardening efforts.

Spring planting season gets very hectic and generating neighborhood support can take a lot of work— so call Fred well in advance for his advice and ideas.



For more information, contact Fred Conrad at 404-892-9822 Ext. 1216 or email: fred.conrad@acfb.org

Atlanta's Table: Our Prepared Food Program

AT is a project of the Food Bank which was started in 1987. AT solicits donations of excess prepared food from hotels, restaurants, caterers, hospitals and special events. The majority of these donations are delivered to approximately 40 local member agencies each week. The rest of the donations are available on the shopping floor. Typically, these donations total close to 40,000 pounds of food each month.

Member agencies located within the I285

perimeter which serve on-premise meals and whose membership is in good standing may be added to the delivery list. Currently we deliver AT food to organizations such as St. Luke's community kitchen, battered women's shelters, nursing homes and children's group homes.

Our AT drivers are the important links between donors and member agencies. Their

Atlanta's Table receives close to 40,000# of high quality, prepared food each month.

hard work ensures a continuing supply of fine quality, donated prepared food. Please let us know if you are interested in AT.

Inventory Information: What do we have?

Partner agencies can review our current inventory via the **E-Harvest** program on our website: www.acfb.org. Simply enter your Agency code number, your password and your name. Go to "View Inventory." Clicking onto the code number for any item will give you more detailed information



Your order form has the most current inventory information.

about the product: amount available, weight per unit, etc.

Your order form gives you the most current information about available products.

SNAP (State Nutrition Assistance Program)

The state's Department of Human Resources contracts with the eight Georgia Food Banks to distribute food through the SNAP project. Funds for this project come from the federal block grant for TANF (Temporary Assistance for Needy Families). The food bank uses the money to purchase high demand and/or infrequently donated foods such as frozen meals, meats, and 100% fruit juices.

Member agencies are approved for eligibility depending on several criteria: active membership in good standing, timely sub-

mission of Monthly Service Reports and a principal program mission of serving low-income families with children. Agency shopping cards are marked to indicate SNAP eligibility. *There is a separate reporting area for SNAP on E-Harvest.*

It is imperative – at this time – that the SNAP foods be used to assist families with children only. Qualifying families will be current TANF clients, families receiving food stamps, WIC, Medicaid or Free and Reduced school meals for the children. The TANF funding is intended to provide

support services for families transitioning from welfare to work and helping them maintain their autonomy.

Please contact Kathy Palumbo with any questions– 404-892-9822 Ext. 1211/ email:kathy.palumbo@acfb.org



Families with children are served by the SNAP project.

USDA/TEFAP Food Commodities

The ACFB receives a portion of the state's federal food commodities through the USDA/TEFAP (The Emergency Food Assistance Program). Traditionally these foods are nonperishable staples such as oatmeal, flour, cornmeal, canned vegetables, fruits and meats, cooking oil, dry cereals and dried fruits. Occasionally it includes frozen meats and poultry.

Agencies in good standing which have been members of the Food Bank for at least 3 months can receive TEFAP foods. Monthly orientations to learn how to manage the additional record keeping are generally scheduled for the third Thursday of each month at 1:30 pm. Once you have

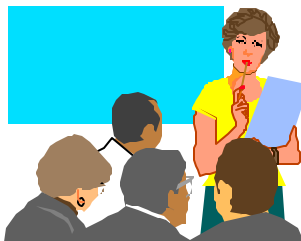
completed the orientation, your agency will be giving us data about its use, separately from the other foods you receive at the food bank.

We distribute the TEFAP foods with a 10 cents per pound share contribution.

USDA/TEFAP foods are distributed with a 10 cents per pound the share contribution, however additional record keeping is required.

Hunger 101: Fighting Hunger through Awareness

Hunger 101 is a series of interactive, educational modules developed by the Food Bank to address the issues of hunger, poverty and food security. These are tools we use to raise community awareness and active anti-hunger work. We have designed games, group activities, readings



Materials are available for adult or youth audiences.

along with descriptive charts and graphs to make these seminars engaging and informative. Materials are available for young children, adolescents, young and older adults.

We are always eager to share

our materials, come as speakers or train you and your staff to use the Hunger 101 Curricula. Feel free to contact our H101 Coordinator, Lindy Wood at Ext. 1228; email – lindy.wood@acfb.org.



Information for Partner Agencies

The mission of the Atlanta Community Food Bank is to fight hunger by engaging, educating and empowering our community.

Phone: 404/892-9822

We're on the Web! www.acfb.org

Our FAX numbers are:

Orders: 678/553-6001

Other: 404/892-4026

The ACFB was founded in 1979 as a part of the Soup Kitchen ministry at St. Luke's Episcopal Church in downtown Atlanta. We have grown in many ways and have enjoyed wonderful support from the community. We believe that the right to food security is essential to our community's health and well-being. Our goal is to make sure no one in our 38 county service area goes hungry.

The partnership between the ACFB and our member agencies is key to achieving this goal. Your good work in your local community and neighborhood allows us to concentrate our efforts on acquiring food donations and other resources to help support your direct service programs and projects.

Monitoring Policies & Procedures

We are required by our national umbrella organization, America's Second Harvest, to assure our donors of your continued non-profit status and approved programming. We accomplish this by scheduling regular "monitoring" visits with each member agency on an 18-24 month rotation. Each monitoring visit will be scheduled in advance by a member of our Community Services Department.

During these visits we will need to review your distribution/usage records, USDA records (if applicable), food preparation and storage facilities and ACFB invoices. A physical count of USDA products will be done to justify the current inventory. Most importantly, we want to talk with you about your programs, community problems with which you are concerned and ways in

which the ACFB may be of assistance. Our hope is that these visits with our staff will serve Second Harvest's requirement as well as offering us a means to enhance our common work.

We do reserve the right to conduct on-site visits with each agency whenever we have been alerted to a possible problem regarding the integrity of our partnership. We are fierce stewards of the donations which come our way and feel a compelling responsibility to ensure the donated foods are used in the manner intended.

For information about member agency relations, call Carol Richburg at Ext. 1213; email-carol.richburg@acfb.org.

Monitoring visits are a means of strengthening our partnerships with member agencies.

